Measure What You Manage
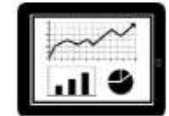SAP User Experience Management by Knoa

January 2015

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SAP User Experience Management by Knoa
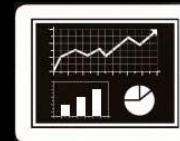
**Must-see video:
SAP UEM insights**

Success Stories

Measure it. Manage it.

Peter Drucker, one of the most influential business thinkers of the past century, is credited with saying, "If you can't measure it, you can't manage it."
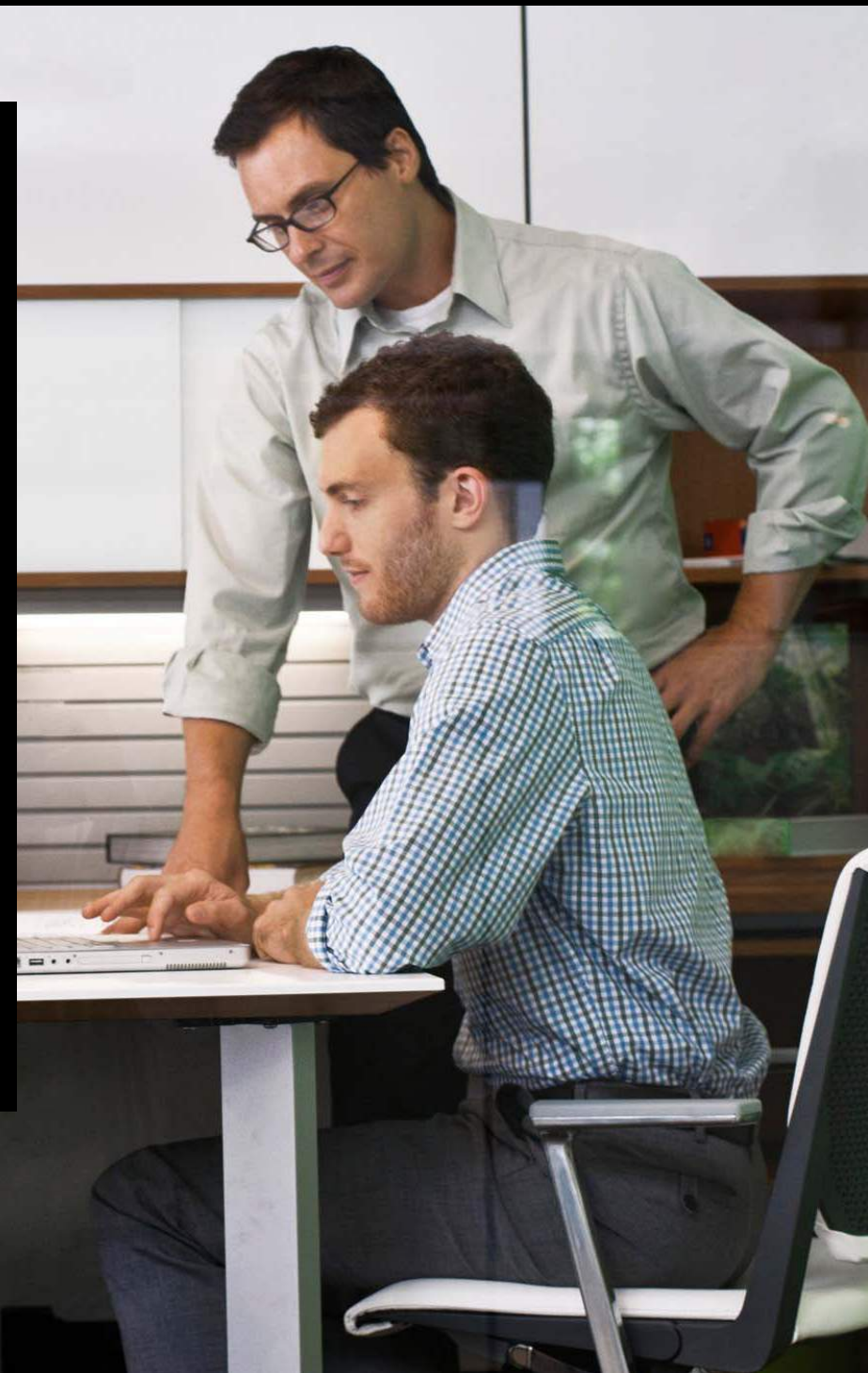
While this might seem like a no-brainer today, it remains highly relevant – especially when business software is driving your enterprise. You need data to measure how the software is running and how effectively employees are using it. In an SAP environment, timely data can help you:

- Simplify adoption of SAP software to help drive your business strategy.
- Pinpoint areas where you can drive improvements, and measure success.
- Make SAP run faster.
- Reduce the cost of training, IT, and support services.
- Create a vibrant and sustainable end user community.
- Ensure executive-level insight into policy compliance.

The SAP User Experience Management application by Knoa can help you unlock the data you need to manage your SAP environment. It delivers this data via analytics powered by SAP BusinessObjects™ making it easier to act quickly and drive the best results for your business.

In the next few pages we'll tell you about SAP User Experience Management (SAP UEM), explain how you can use it to get more value from SAP, and introduce you to customers who have used it with stellar results. If you'd like to learn more, please contact your SAP Education Enablement Executive, or write to **kevin.mcdermott@sap.com**.

SAP User Experience Management by Knoa

The SAP User Experience Management application by Knoa helps you optimize the performance of your SAP applications and of the people who use them. It enables you to assess how an application performs for each person – separating real usability issues from opinions – and take corrective action to ensure delivery of all the value you expect from your SAP software. **Watch our video introduction**

Capture 100% of the user experience directly from the user's environment. The innovative design of SAP User Experience Management (SAP UEM) makes it possible to discover all transactions across the SAP software your users access. It then tracks selected actions users take when executing a transaction, along with any performance issues that users experience – or create – along the way. SAP UEM automatically adapts to discover new transactions in your users' work without requiring additional professional services. This helps keep your user experience management activities both affordable and scalable.

Accurately measure how individuals execute transactions within your SAP solution. SAP UEM consolidates and sorts your data based on user attributes such as role and location. Comprehensive reports and alerts, including analytics drawn from SAP BusinessObjects business intelligence solutions, provide actionable insight into user performance.

Analyze the data. SAP UEM aggregates the data you collect, making it possible to gain executive insights at the highest level, as well as problem solving detail at the lowest level. You can generate reports for key functions in your company including training, user support, IT support, and change management. Where user performance does not match best practices, you can retrain. Where the application itself could do better, you can reconfigure.

Helping You Run Your Best

SAP User Experience Management Management can have a wide ranging impact on your organization From functional support, to training, to business process management, you can use this application to make your business run its best.

Help Desk

- Benchmark performance before go-live
- Deliver proactive support
- Reduce issues and ticket count
- Minimize disruption during upgrades

Targeted Training

- Assess user training needs
- Develop targeted training content
- Test training effectiveness
- Empower super users

Process Improvement

- Identify process bottlenecks
- Increase productivity by simplifying workflows
- Measure application adoption

User Experience

- Simplify the user experience and improve adoption by supporting initiatives that employ SAP Fiori® and SAP Screen Personas
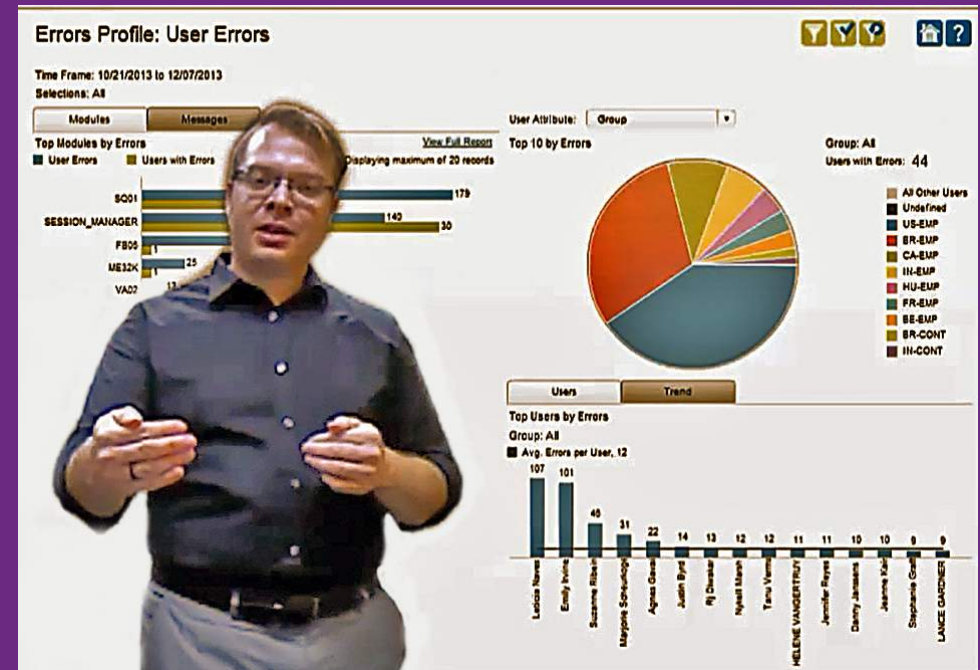- Enable faster issue diagnosis and resolution

A closer look at SAP UEM dashboards and data

We told you that SAP User Experience Management collects data from your users' desktops, aggregates it, and delivers it to you in dashboards powered by SAP BusinessObjects.

But what do these dashboards look like, and how easy are they to use?

Click here to see dashboards that can help you:

- Identify users who are experiencing errors, and pinpoint those
- errors Review user workflows to understand why errors are
- occurring Refine your business processes
- Measure and manage application response

Must-see video
Insights from an SAP UEM insider

If you're considering SAP UEM for your organization, you need to hear what Knoa Software product evangelist **Jesse Bernal** has to say.

Jesse has walked in your shoes. As Senior Service Delivery Manager for Johns Manville, he worked on multiple SAP implementations and led a multi-year implementation of a service delivery organization for all of Johns Manville's North American plants and business units. Today in his new role with Knoa, Jesse shares his SAP and SAP UEM experiences with professionals who work in IT, training, change management, and support.

In this video Jesse reveals hidden costs of SAP that most of us don't even think about, and he shows how you can use SAP UEM to manage them. (13:30 minutes)

Watch the video ›

Success Stories

"With SAP User Experience Management by Knoa, our IT team can help manage business process change with minimal end user impact by quickly identifying and responding when users need extra help. This improves user satisfaction and productivity, which in turn improves customer service."

– John Shellenberger, Vice President and Chief Information Officer, Johns Manville

Read More ›

Siemens
Know the workforce

Originating in Germany, Siemens AG has operated in Brazil for over 100 years and is the largest company in the country's electronics sector. During times of economic uncertainty and pressure for improved results, management saw a critical need to increase transparency and visibility into business processes. In response, Siemens implemented SAP User Experience Management to monitor both individual employee and IT-system performance.

"Since we've been using SAP UEM, we're able to identify areas in need of improvement for each user, and we can better target specific training."

– Mauro Wagner Baptista, Knoa@Siemens Project Manager, Siemens Ltda.

Read More ›

Ingram Micro
Reduce risk. Exploit process efficiency.

With headquarters in Santa Ana, CA, Ingram Micro delivers a broad and deep spectrum of technology and supply chain services to businesses around the world.   It is also a major SAP customer – ranked in the top 5% in sales volume. So when it deployed SAP User Experience Management, the impact was expected to be significant. And it was.

For starters, Ingram Micro learned that many of its users were not taking advantage of process efficiencies it had developed. Further, it found that training issues were creating a drag on the help desk.

In this video, Sean Oberholtzer, Senior Director, Global business Transformation, explains how SAP UEM helped Ingram Micro turn this around.

Watch the video ›

Home   Measure it. Manage it.

Contact Us

Tel: 1-888-777-1727

Email: kevin.mcdermott@sap.com

Web: sap.com/uem-by-knoa

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January 2015

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Simplify everything. Do anything.