

Hewlett Packard Enterprise: Enhancing Customer Service by Improving Employee Experiences

By enabling companies to connect, protect, analyze, and act on their data, Hewlett Packard Enterprise (HPE) helps its customers worldwide turn insights into successful business outcomes. Following a Europe-wide deployment of a next-generation ERP solution, HPE wanted to make sure that it was getting maximum value from the software and that the adoption process was not negatively impacting customer service. However, to achieve this, HPE needed to be able to pinpoint any issues that users may be having, quickly and efficiently. To this end, the company looked for a solution that would enable it to effectively **monitor and analyze user experience and adoption** across the company.



Accelerating User Adoption with SAP® User Experience Management by Knoa



Before: Challenges and Opportunities

- Support employees in adjusting to a new operations management solution based on SAP S/4HANA® and the use of SAP Fiori® apps as the main way to carry out customer transactions during the COVID-19 pandemic
- Help ensure a high-quality customer experience during the adoption period
- Identify key adoption issues in order to address them quickly through employee training

Why SAP

- Ability to automatically gather accurate user experience and adoption data using the SAP® User Experience Management (SAP UEM) application by Knoa
- In-depth information on how employees interact with SAP S/4HANA and SAP Fiori apps
- Insights into which issues are system problems and which result from user error
- Detailed analysis and real-time reporting on issues that could slow down user adoption or impact the customer experience

After: Value-Driven Results

- Ability to run targeted training initiatives for those who need them most, focusing on the most business-critical areas
- Faster solution adoption and improved workforce performance as a result of timely training interventions
- Support for informed decision-making about the deployment of IT support and training resources

“We chose SAP UEM by Knoa because we wanted to deliver **targeted training exactly where it is needed**, based on actual usage patterns of SAP applications.”

Julie Fawdington, Director of Technology MOC, Hewlett Packard Enterprise

One

Solution to monitor company-wide adoption of SAP S/4HANA and SAP Fiori apps

100%

Accuracy in tracking user performance

Hewlett Packard Enterprise
Houston, Texas
www.hpe.com

Industry
High tech

Products and Services
Edge-to-cloud, platform-as-a-service solutions

Employees
59,400

Revenue
US\$26.9 billion

Featured Solutions and Services
SAP UEM, SAP S/4HANA, and SAP Fiori apps

THE BEST RUN

