The Rocket Guide to Mobilising SAP for Supply Chain & Operations Workforces

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Visibility
HTML5
In-Store
ITS Mobile
At Customer
Beacons
RF
Scanning
Voice
Productivity
Audit Trail
UI
Speed
Workforce
Handheld
Efficiency
Fiori
On-Premise
Imaging
Real-time
Warehouse
Barcodes
Mobile Device Management
Mobile Data
UX
Accuracy
Digital Logistics
RFID
Traceability
Wearable
Remote
Decision Support
Service
Smartphone
Management
Apps
Compliance
SAP Cloud Platform
POD
Industrial Devices
Vehicle Mount
Production
Security
Field Service
Mobile Development Platforms
Tablet
SAPConsole

Rocket Design & Operational Thinking

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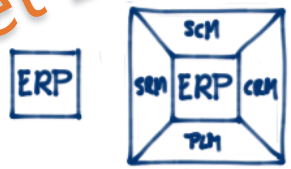


Systems

Persona & Role

Working Environment

Process

Mobile Technology

High Performance Workforce

Identification

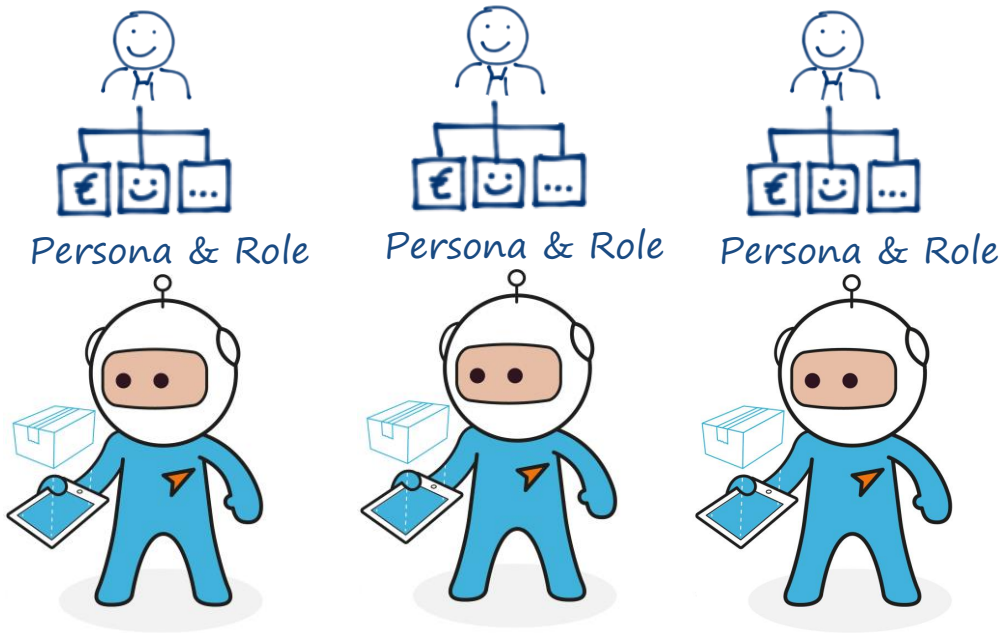
Material/Asset Handling

Performance

Best & Emerging Practices

Smart (IoT) Devices

Rocket Design & Operational Thinking



HOW DO I?
Remind me. Help me. Show me

WHAT IF?
I need to do this while doing that?

WHO & WHY?
What's important?
How should I follow Brand values?

AM I?
Doing this as expected?
Where can I be better?

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A Productive Workforce Is Able To Act Instantly

Creating Your High-Performance Mobile Workforce with SAP
A Turn-key Approach

Rocket Mobile UX Framework

SAP EWM Voice & RFID Library

SAP EWM Mobile Performance & Tuning

SAP Mobile Best Practices & Accelerators

SAP EWM Mobile Extension Library

Mobile Device Provisioning Profiles Library

Industrial Web Browsers & Mobile Device Management

ITS Mobile & Rocket Mobile UX (Enhanced ITS)

Mobile Development Platforms

KONY

Scanning, Voice & RFID

SAP Mobile Development

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Mobile Apps

Native (Android & iOS) & Web Apps

SAP Fiori

SAP Cloud Platform Mobile Applications

Mobile Discovery, Strategy & Selection

Mobile Device Management

Mobile Devices

Honeywell, TopVox & Zebra Reseller

SAP Mobile Hardware & Technology

Mobile Security

IoT

Device Lab

Voice

Topvox & Vocollect Partner

Where To Start?!
First Steps For A Practical Mobile Strategy

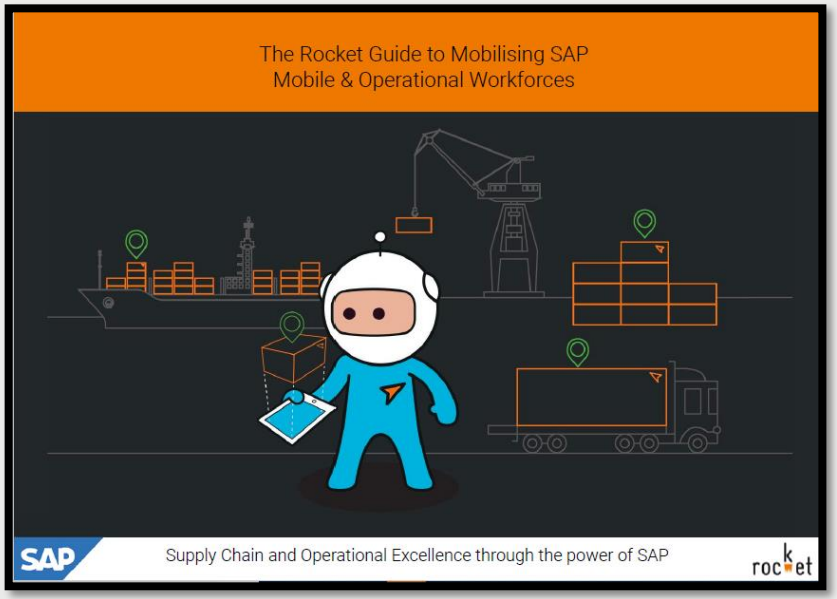
- Categorise your mobile and operational use cases into 5 most common use cases
- Become more aware of key SAP mobile and web technologies
- Cross reference recommendations and best practices for each of your use cases
- Commence creation of your SAP UI (mobile & web) strategy
- Benefit from making a well informed mobile architecture decision on approach appropriate to your business needs. Create stronger case for standard SAP approach or where needed mobile application platforms

Deciding how to best provide SAP access to your mobile and operational workforce can be a confusing topic

There are many SAP mobile and web technology options available to you.

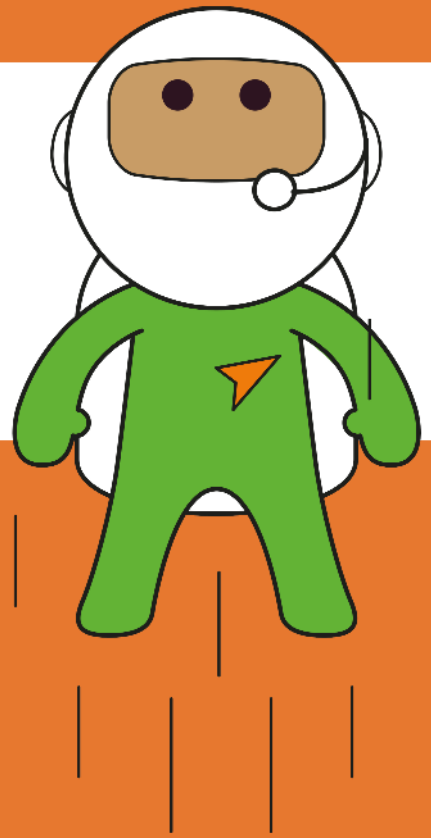
Simplify the Mobile Challenge With Scenarios / Use Cases

- Simple, linear and repetitive tasks with scanning and/or RFID, on-premise / always connected
- Complex variable activities with more information required to assist user decision support, on-premise/always connected mobile and/or workstation user interface
- Voice enabled simple, linear and repetitive tasks with scanning and/or RFID, on-premise/always connected
- Back-office / non-operational role based mobile worker access, on-line (web)
- Specialised Apps requiring native devices, features such as GPS, Camera or IoT device/sensor integration, on-premise/always connected or off-premise occasionally connected



SAP Mobile & Web Technologies

- SAP ITS Mobile
- SAP Console
- SAP Fiori
- Enhanced ITS Mobile (SAP ITS + Enhanced HTML Generator & UI Framework).
- RF Framework (EWM)
- SAP ABAP Dynpro
- Enhanced ITS solutions (Rocket Mobile)
- Native App/Web App development (SAP Gateway)
- SAP Cloud Platform Mobile Services & APIs
- Third Party Mobile External Platforms (e.g. KONY, Movilizer).



Five Common Operational SAP Mobile/Web UI Use Cases and Recommendations

1. Simple tasks with scanning/RFID, on-premise/always connected

Examples. Classic warehouse operations.

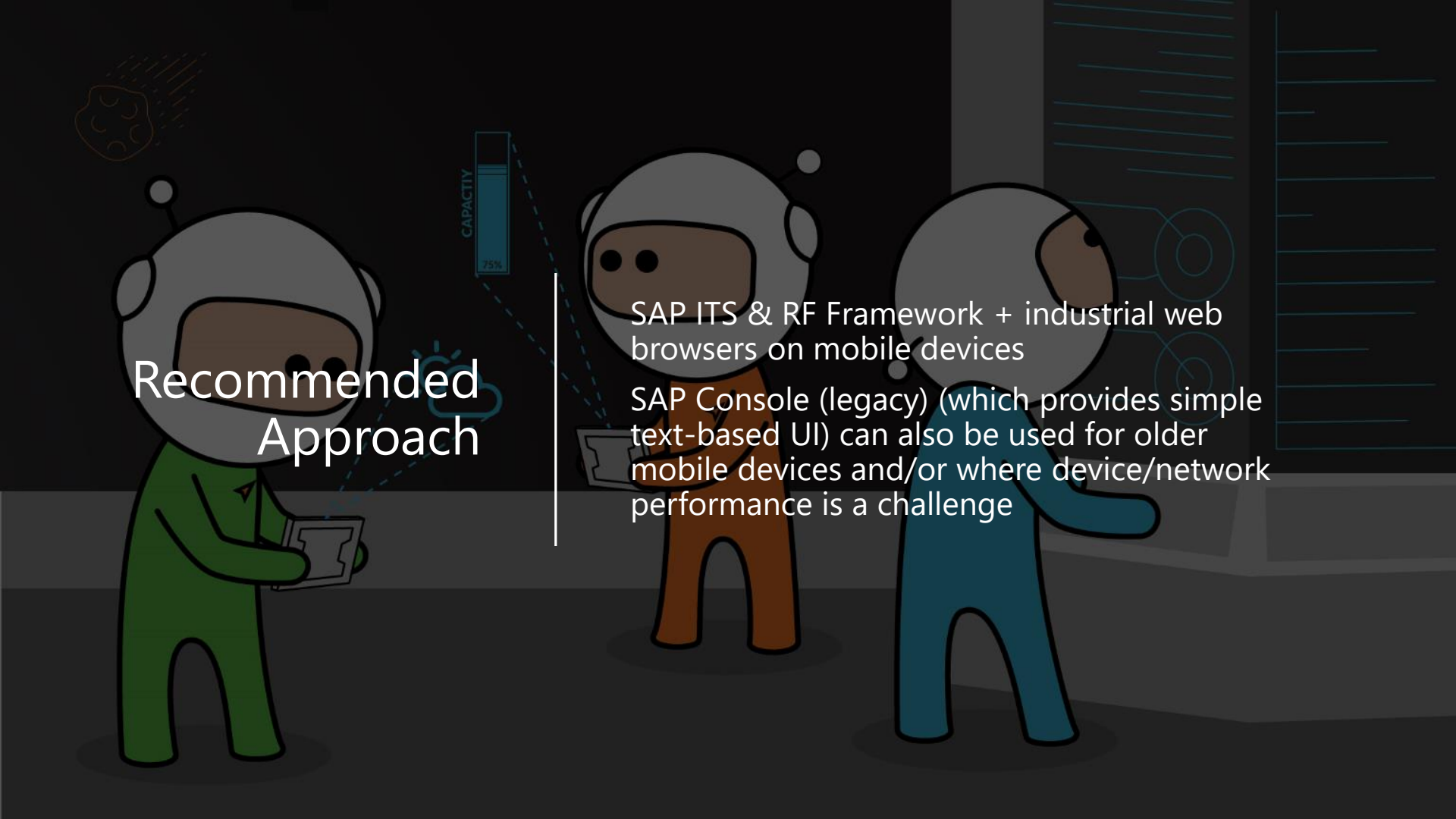
Typical Devices. Handheld, wearable or vehicle mounted industrial mobile devices with integrated scanning (barcode/RFID).

User Interface. Quick and Easy tailoring of screens and tailor made transactions.

Flexibility and Extensibility. Extensive mobile transactions in specialised areas such as EWM & WM.

User Interface. Tailoring of screens, tailor-made transactions and screen flow is possible.

Recommended Approach



SAP ITS & RF Framework + industrial web browsers on mobile devices

SAP Console (legacy) (which provides simple text-based UI) can also be used for older mobile devices and/or where device/network performance is a challenge

2. Complex variable activities, on-premise/always connected

Examples. Warehouse operations, returns processing station, quality inspection in the warehouse or production side, value added services work-centre.

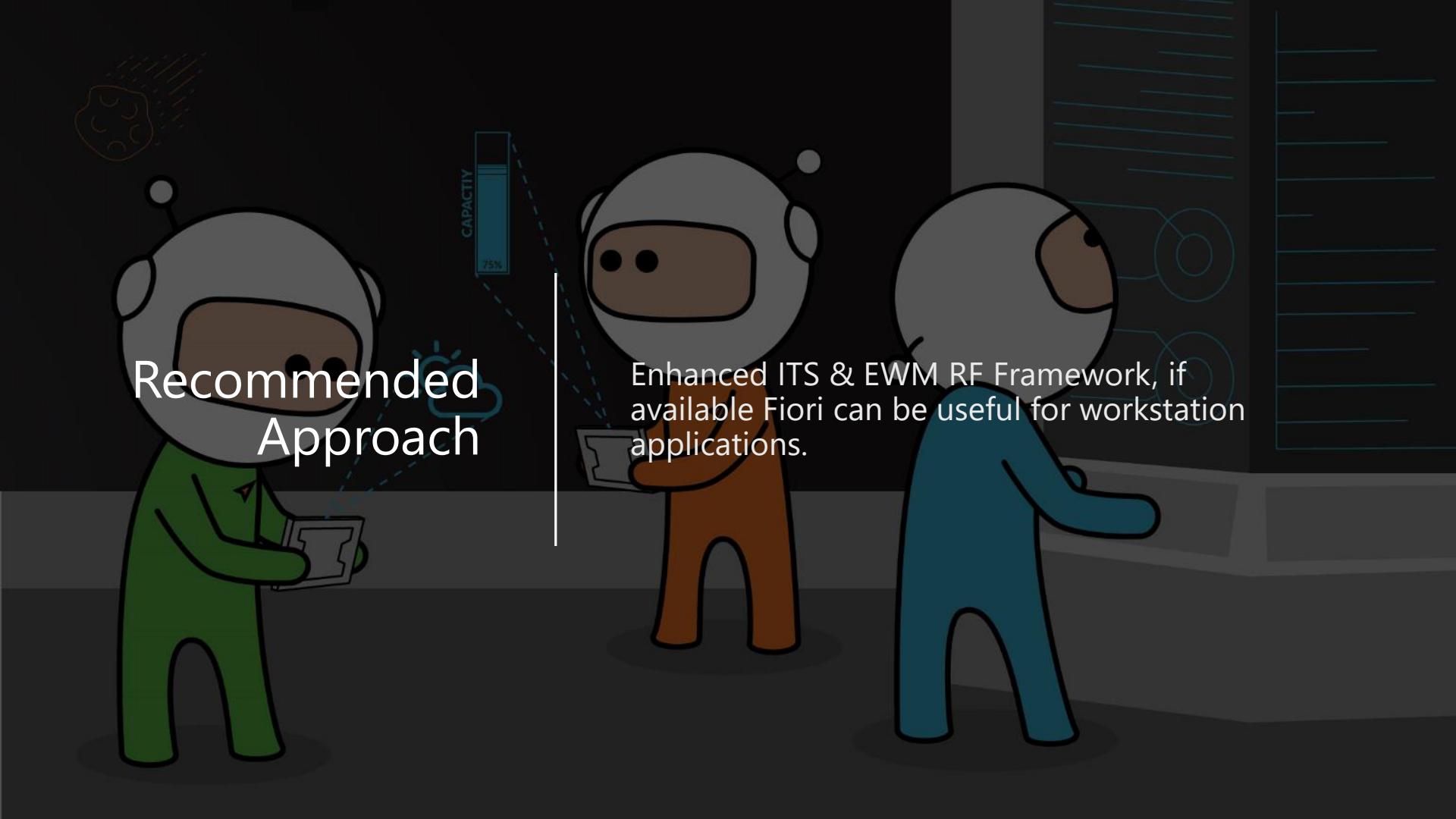
Typical Devices. Handheld, wearable industrial mobile devices. Also applicable to workstations.

Best Practice. Interactive and visual to optimise operational support & response times.

Flexibility and Extensibility. Extensive mobile transactions in specialised areas.

User Interface. Tailoring of screens, tailor-made transactions and screen flow is possible.

Recommended Approach



Enhanced ITS & EWM RF Framework, if available Fiori can be useful for workstation applications.

3. Voice enabled simple tasks with scanning/RFID, on-premise/always connected

Examples. Warehouse operations, voice picking.

Typical Devices. Handheld or dedicated wearable voice devices, can be complemented with barcode or RFID scanners.

Best Practice. Voice optimised transactions and process flows.

Flexibility and Extensibility. Limited voice enabled transactions in specialised areas such as EWM.

User Interface. Tailoring of voice flow is possible directly within SAP using SAP ITS & RF Framework.

Recommended Approach

Fully integrated solution directly within SAP using SAP ITS & EWM RF Framework and embedded specialised voice engines (VoiceXML) and voice browser on mobile devices provided by voice vendors such as TopVOX Lydia.

4. Back-office / non-operational role based mobile worker

Examples. Timesheet entry, purchase order approvals, insights and enquiries.

Typical Devices. Timesheet entry, purchase order approvals, insights and enquiries.

Best Practice. Web-based responsive design to work on any device.

Flexibility and Extensibility. Extensive Fiori apps provided across a wide range of SAP applications. High business agility.

User Interface. Tailoring of Fiori content is possible and creation of tailor-made transactions to fit the purpose is fast.

Recommended Approach

SAP Fiori, especially when coupled with HANA.

5. Specialised Apps requiring native devices, on-premise or off-premise

Examples. Proof of Delivery, specialised loading/unloading with camera evidence, retail operations, field service.

Typical Devices. Handheld rugged devices, consumer devices or fixed devices, can be complemented with other technology such as scanners, printers and IoT devices/sensors.

Best Practice. Seamless integration of mobile device advanced features. Consider working environment, number and type of mobile apps required and variety of device types to be supported. Response times and user experience important as app complexity increases.

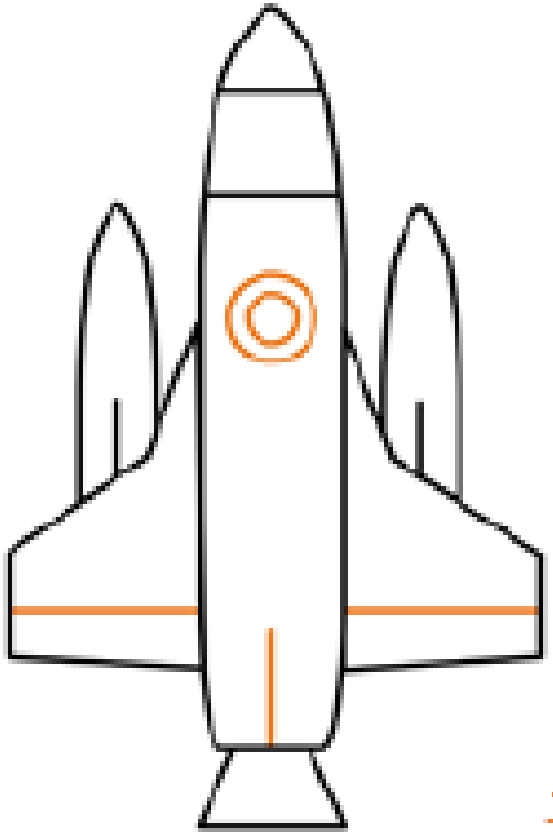
Flexibility and Extensibility. This is highly flexible as all mobile apps are bespoke built for purpose.

User Interface. Look and feel of apps is highly tailorable.

Recommended Approach

There are several approaches to this and typically requires some detailed consideration of specific requirements in order of increasing effort:

- Specialised Apps requiring native devices, features such as GPS, Camera or IoT device/sensor integration,
- On-premise/always connected or off-premise/occasionally connected
- SAP ITS/Enhanced ITS – some simple requirements (like camera integration) can be met for always-connected devices with the use of industrial browsers.
- SAP Gateway + Native App – Good approach if dealing with a small number of specialised apps on a controlled device landscape (1 operating system).
- SAP Cloud Platform - Good approach if broader capability is required and more extensive backend application and/or extension to SAP is needed, or data/integration to multiple backend systems is a pre-requisite.
- Mobile App Development Platform (for example Kony) – Good approach where a large number of applications is needed, where support of varied mobile device landscape (i.e. multiple device operating systems /manufacturers such as consumers) and data/integration to multiple backend systems is a pre-requisite.



Native SAP Tools

Scenarios 1 to 4 are well supported directly on SAP with native SAP tools, without any middleware

This has numerous advantages:

- High business agility
- Benefit from SAP roadmap
- Avoid being locked into any proprietary software
- Technical simplicity
- Furthermore, this can help reduce risk

Reduce Risk/Increase Investment Decisions

- Time invested in even a simple mobile strategy will drastically help clarify your approach, reduce risk and speed up investment decisions
- Early identification of potential mobile scenarios and approaches will help make the most of native SAP capability that you probably already have access to in your SAP license
- Build a strong business case before considering third party middleware mobile solutions and be sure to consider hidden and ongoing costs

Please ask if you have a specific scenario not covered in this session that you would like to discuss.

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