SAP Usability – Making It Easier to Do the Right Thing
Gerald West, Serco and Peter Hobbs, IGATE
Introduction

Gerald West
• Manager - Security and Controls at Serco
• Over 16 years SAP experience (7 at Serco)
• Involved in SAP Usability for last 3 years

Pete Hobbs
• Director – Consulting at IGATE
• Over 18 years SAP experience (4 at IGATE)
• Part of the Serco journey for 10 years
Companies at a glance

Serco

• £5bn global services company, over 40 countries, 120,000 employees, diverse sectors (defense, security, health, facilities management, transport, BPO etc), over 700 contracts

• Implemented SAP from 2006, SAP ECC (including Finance, HR, Payroll), SRM, CRM, BW etc; 50,000 users

IGATE

See next slide
70+ customers
~2000 SAP Consultants
18+ years of experience

GLOBAL SAP FOOTPRINT

EDWARDS
African MINERALS
serco
orange
SC Johnson
A FAMILY COMPANY
P&G

BOSE
Gillette
vodafone
MGM RESORTS INTERNATIONAL
Swiss Re

Altria
seaco

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Agenda

• SAP Value Realization
• SAP Usability
• SAP Usability at Serco
  ▪ Multi-channel strategy
  ▪ Case Studies
  ▪ Future Roadmap
• Summary
• Q&A
SAP Value – The Fork in the Road

A typical Customer SAP Story

Necessary Cost
- Minimise SAP cost
- Little investment
- IT/Business divide
- Disengaged users

Asset
- Maximise SAP value
- Continuous improvement
- IT/Business integration
- Engaged users
SAP Value – The CURE

Unlocking and protecting SAP value

**Controls** - preventing the wrong things from happening

**Usability** – making it easier to do the right things

**Reporting** – seeing what is right and what is wrong

**Engagement** – “getting people on the bus”
SAP Usability – Problem/Solution

• Complex user interface (SAP GUI) for complex problems requires prior knowledge and competence

• Competence comes from practicing the right things, which are learnt in training

• Casual users get little practice, hence they struggle with SAP GUI

• Increasing number of casual users + the world has changed

• Need natural, intuitive and easy-to-use user interaction channels
SAP Usability - “Multi-channel”

**SAP GUI**
- SAP GUI (Upgrade)
- SAP Screen Personas?

**PORTAL**
- SAP Netweaver Portal
- MS Sharepoint?
- SAP Jam?

**APPS**
- SAP Fiori
- SAP Mobile Platform?

**MESSAGING**
- SAP By Email
- SAP By SMS (Text)?
Case Study – Approvals By Email

The problem

- SAP is difficult to use for infrequent users resulting in errors, tickets and process issues
- Busy managers are often not at their desks to approve SAP transactions in a timely manner, holding up the business processes and impacting suppliers and employees
- Accessing SAP is quite often a tedious process involving several logons and passwords
- The training requirement for approvals in SAP creates an overhead and sometimes a barrier to getting a new manager fully operational
- Connectivity to SAP is not always available or reliable for some managers

The Solution

SAP Approvals By Email allows busy managers to approve requests by email from their laptops or mobile devices.

Managers can approve:

- SRM shopping carts and purchase order changes
- ECC expenses, invoices, purchase orders, purchase requisitions, credit notes
Approvals By Email - Approach

• Project roll-out over **6 months**, with IGATE offshore team of 4 developers + 1 architect/project manager working with Serco VR Team

• Project followed **agile VR methodology** consisting of 4 stages: Proof-of-concept, Production Trial, General Release & Refinement Release

• Just over **30 users** participated in **production trials**, providing feedback through Fuse (Serco’s social networking site)

• **30 key features** incorporated into solution, of which **60%** were generated from **user feedback**
Approvals By Email - Process

1. Workflow item assigned to approver in SAP triggers **E-mail** to approver’s email address, containing details of **approval request** from SAP as well as any **attachments**

2. Approver receives email (on desktop, laptop, tablet or mobile device), reviews approval request and supporting documentation and clicks “approve” or “reject” button to **send** the approval email back to SAP system.

3. Approval request is **validated** and **processed** in SAP and **confirmation** of success or failure sent back to approver

4. **Weekly summary report** sent to approvers to provide visibility of approval history
Approvals By Email - Architecture
Approvals By Email - Results

- Over **500,000 approvals** performed by over 2000 approvers across 8 territories using Approvals By Email Solution in first full year

- **User adoption** at target levels of 80%, driving productivity savings of over £1m per annum (soft savings)

- Average **lead time for approval** of key transactions **reduced** by 50 – 80%

- Number of **workflow escalations** down by 50% and **fewer payment issues** with suppliers & employees

- Further enhancements and creation of approvals by email product

- Additional SAP By Email solutions have been developed for expenses, timesheets, substitution and Ask SAP self-enquiry
SAP Usability Roadmap

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SAP’s Key UX Tools & Technologies

**UI Clients**
- SAP NetWeaver Portal
- SAP NetWeaver Business Client
- SAP GUI

**UI Tools**
- SAPUI5 App Dev Tools
  - UI5 & Fiori
- Floorplan Manager
  - Dynpro ABAP /FPM
- Personas
  - DYN PRO

**UI Technologies**
- Backend
- GATEWAY

**SAP’s Key UX Tools & Technologies**
Develop customer-specific Fiori Application

Inspection Lot Result Reporting at Nestlé
SAP Screen Personas for Classic SAP Dynpro Screens

BEFORE

7 screens  
~ 45 clicks

AFTER

3 screens  
~ 26 clicks

SAP Screen Personas for Classic SAP Dynpro Screens

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RENEW: SAP Applications Built on SAP UI5

SAP Fiori – Keeping Simple things Simple

SAP ERP Add-Ons - HR renewal 1.0 SP03

Customer Engagement Intelligence (HANA)

SAP Liquidity Risk Management (HANA)
New SAP Fiori Look and Feel

SAP Fiori Launchpad
Single entry point for SAP business functions – contextual, role-based, personalized, and search

SAP Fiori Active Tiles
Provides the most impactful real-time information and KPIs at a glance
On Shelf Availability with the Augmented Reality

Application enables Merchandizer to perform their Operations with enhanced Reality with help of object recognition, bar code scanning and bidirectional audio communication with the application, and online connectivity with the SAP backend.
After Sales Service with Augmented Reality

Equipment identified by the M100 Glass and Key equipment information from SAP is overlaid on the object view to provide SPEED and AGILITY

iGATE After Sales Application on Vuzix M100 Glasses Smart Glasses
The Serco Usability Roadmap

- Fiori Sandbox
- Fiori Productive
- Fiori Expansion
- UI5 Developments
- E-mail approval / UI5 combination
- SAP by e-mail
- SAP by Text
- Personas
- Jam
- SMP

today
Summary

• Remember that the SAP systems are an asset that can deliver recurring value to the business

• One key element of that value realization is the user adoption and productivity, which is strongly influenced by usability

• A multi-channel approach to user interaction with SAP caters for diversity in users, devices, scenarios and infrastructure

• The key is to start the usability journey, be agile and build on successes
Questions?