



# Enhance User Adoption for SAP Solutions

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September, 2021

Public



REBECCA  
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Head of SAP Training and Adoption  
Solution Advisory APJ

A certified SAP Enterprise Architect with over 20 years' experience working on large scale SAP implementations. Rebecca is focused on driving successful digital transformations by focusing on people success with continuous learning and data driven insights to improve the user experience and adoption of new technology.



RATHEESH  
A K

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Training & Adoption Solution Advisor,  
South East Asia

Ratheesh comes with close to a decade of experience in the field of Training and Enablement. In his earlier role as Education Consultant, he has delivered multiple training projects focusing on training needs and building training strategy. In his current role as Solution Advisor he is responsible for solutioning and demo of Training and Adoption solutions to the customer within South East Asia region.

# Agenda

- **Why** Training and Adoption is key for SAP S/4HANA success?
  - ✓ Relevance of Adoption for project success
  - ✓ Benefits and value of user adoption
  - ✓ SAP Enable Now introduction
- **Success story** of happy customer
  - ✓ Sydney Water case study
- **Solution Features and Demo**
  - ✓ SAP Enable Now



# Why training and adoption is the key to Success for your SAP S/4HANA transformation?



# What is the business risk of poorly trained end users?

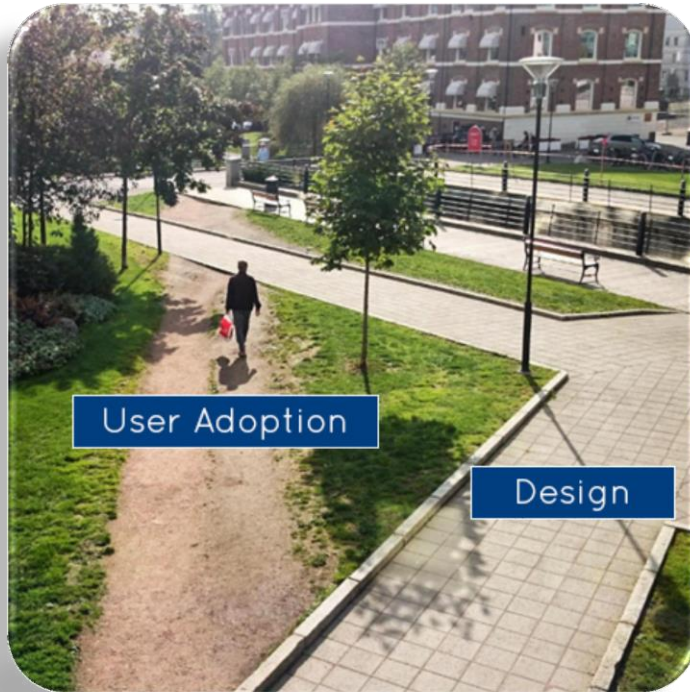


Image: <http://westbrook.co.uk/user-adoption-vs-design/>

## The business risk:

- Lack of clear guidance can lead to team members creating their own methods to get work done
- Lack of standards and procedures can lead to:
  - Regulatory compliance failures
  - Inconsistencies in the process
  - Lack of adherence to the agreed processes
  - Increase in user generated errors
  - Inconsistencies in the system data
  - Poor user experience
  - Increased effort and expense in post-processing
  - Increased effort and expense to remediate errors
  - Increases in help desk incidents

# People First

## Success of a Transformation Program

S = Success of Transformation Program  
Q = Quality of Software and Implementation  
x = Multiplier!  
A = Adoption / Acceptance through Training and Change Management

$$S = Q \times A$$

### Best Practice – Focus **Project Team and IT Team** in SAP Projects

Learning Needs Analysis

Adapted initial classroom training / SAP classroom training

Additional/extended self-learning with SAP Learning Hub

Continuous Learning with SAP Learning Hub

Solution Coaching SAP Learning Services

IT Capability Assessment

### Best Practice – Focus **End User** in SAP Projects

Change Management

Training concept and -strategy

Learning Needs Analysis

Learning Architecture SAP Enable Now

Content Creation with SAP Enable Now

Training Activities

User Experience Management

**Assure early inclusion of Training and Adoption in your projects!**

# Training Accelerates Adoption and Maximizes the Business Value of Software



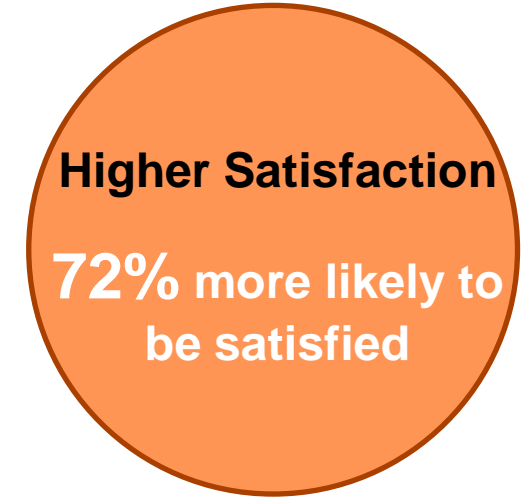
Training implementation team members and administrators **reduces deployment time by up to two months.**



Greater understanding of SAP solutions enables leaders to **see how the software can solve more business problems**



Ongoing training allows organizations to **leverage the software more completely and keep pace with technology advancements.**



Best trained organizations see **between 8 and 17 times improvement in key performance measures for end users.**

**Source:** [IDC Study 2020 - Game Changer: The Transformative Impact of Training](#)

# SAP Enable Now

## The key to successful knowledge transfer

 **70%**  
On-the-job experience

 **20%**  
Informal learning

 **10%**  
Formal learning

SAP Enable Now is SAP's leading knowledge content management solution, supporting the entire extended workforce by providing fast and efficient production of enablement materials: formal, informal and on-the-job support – unleashing the full knowledge and productivity of all employees and increasing the potential ROI for the entire IT landscape.

### Formal Training (10)

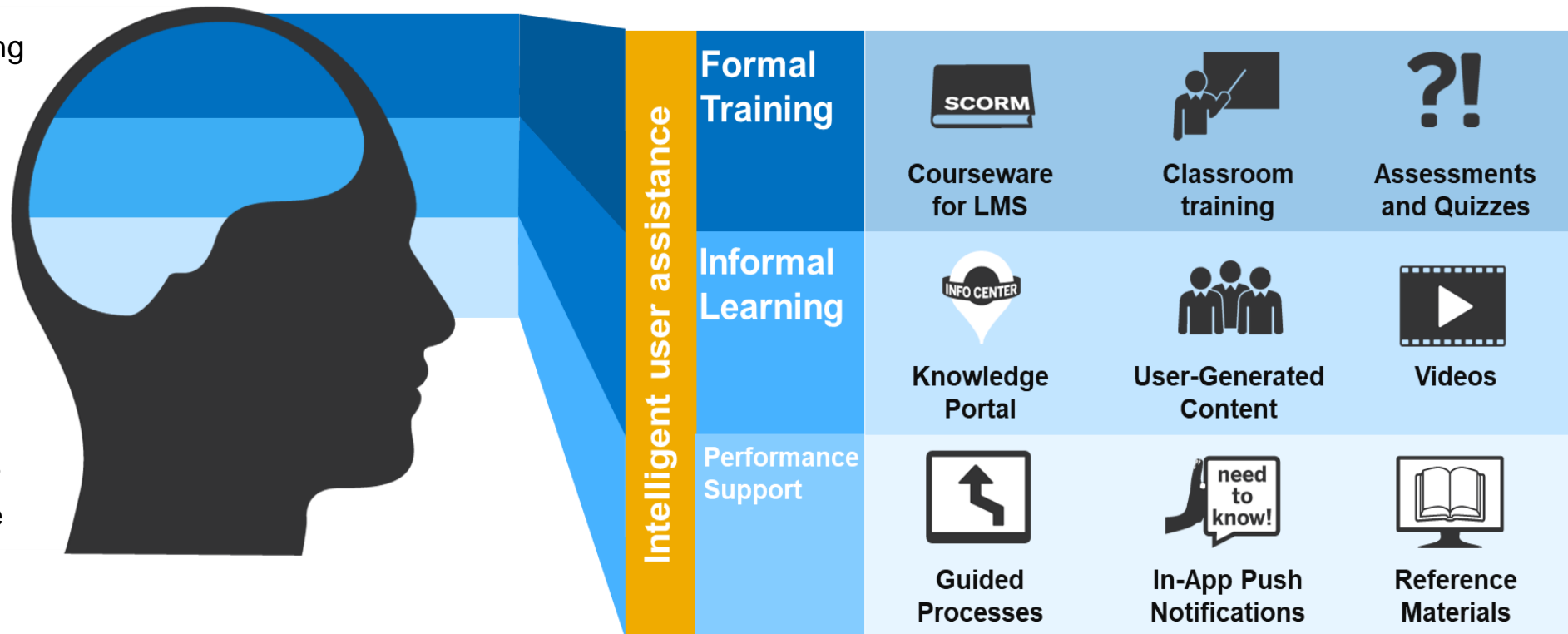
- Traditional instructor lead training
- Online courses

### Informal Learning (20)

- Self-directed learning
- Sharing of knowledge

### On-the-job Support (70)

- In application micro-learning
- Push notifications directly users
- In application process guidance



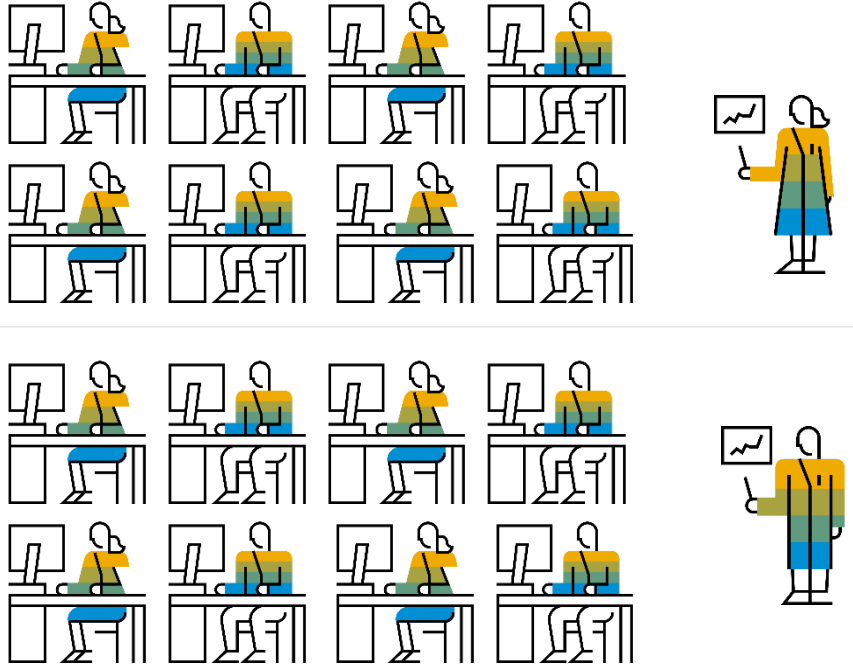


# Success Story of happy customer



# Sydney Water Implements Digital First Learning Approach

## Before COVID



- Large team of instructors creating and delivering classroom training
- Classrooms in every location
- Peer support – ask a colleague

## After COVID

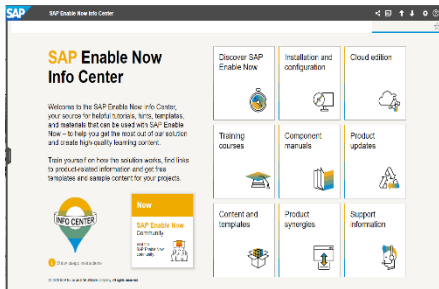


- SME's, Business Users and Instructors create online learning
- Learn from anywhere, on any device
- Digital assistant

# The Learner Experience

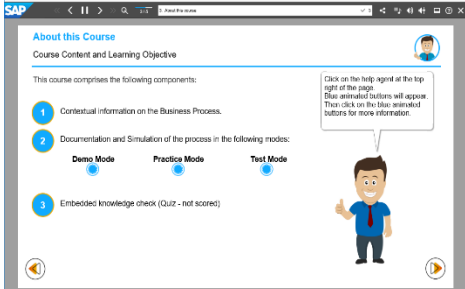
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## Learning Portal



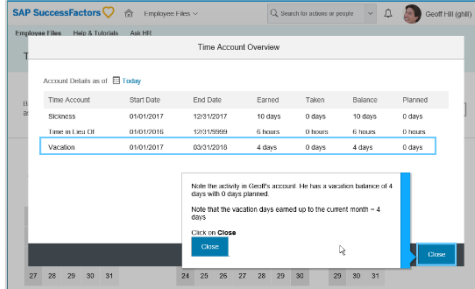
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## eCourses



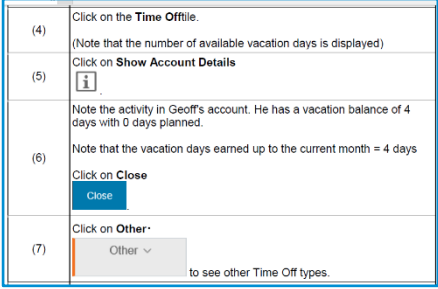
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## Hands On Practice (Simulations)



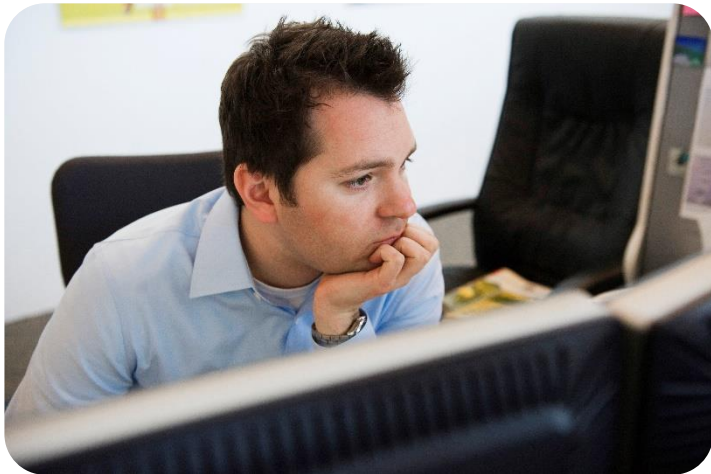
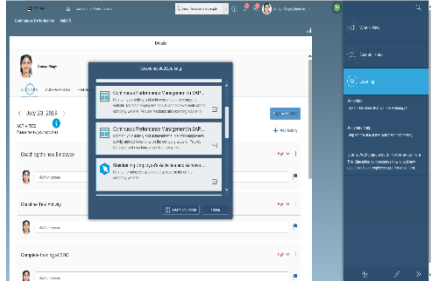
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## Standard Operating Procedures (SOP)



5

## Desktop / Web Assistant





# The Plumber

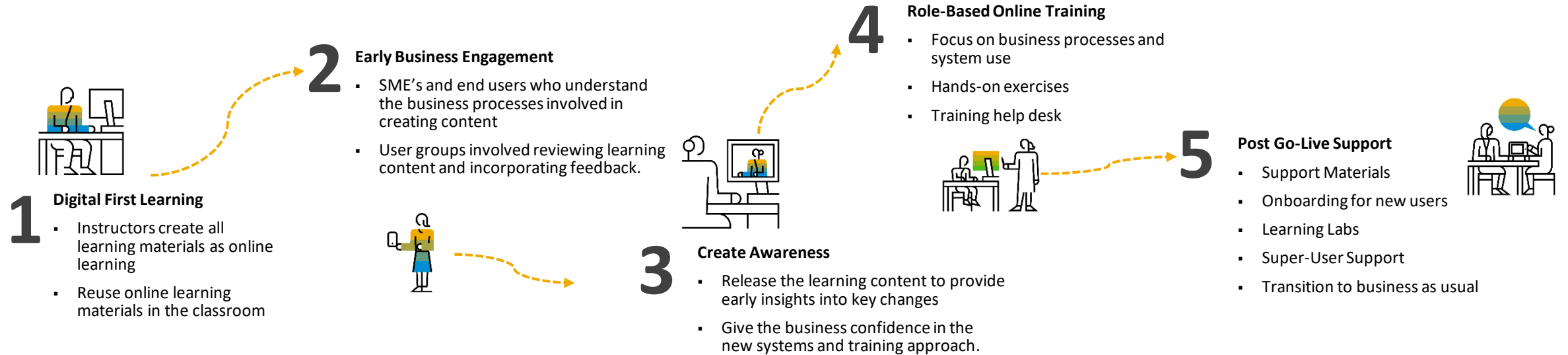




# SAP Learning approach allows for interactive learning experiences

## Post COVID

High-Level example of an individual learner's experience:



### SAP Enable Now

SAP Enable Now supports continuous learning across your entire landscape.

SAP Enable Now is used as the primary development tool to rapidly create training and end-user performance support materials.



### SAP Enable Now Learning Library

The Learning Library is the primary repository for learning materials developed to support training and to provide end-users with on-going resources to support their use of SAP S/4HANA, other applications and non-system training. It incorporates:

- ▶ eCourses
- ▶ Interactive System Simulations
- ▶ Work Instructions
- ▶ Quick Reference Guides
- ▶ Training Guides
- ▶ Practice Exercise Data Sheets.



### SAP Enable Now Desktop/Web Assistant

SAP Enable Now will provide direct links to key Work Instructions and Interactive Simulations within Enable Now so that Shiseido specific materials can be accessed at point of need through a context sensitive link.

The related materials will be displayed when an end user requires help with a specific transaction in SAP. This includes:

- ▶ Simulations
- ▶ Work Instructions
- ▶ eCourses

# **SAP Enable Now** Overview and Demo



# Content Types – Formal & Informal Learning, Performance Support

## Soft Skill Training



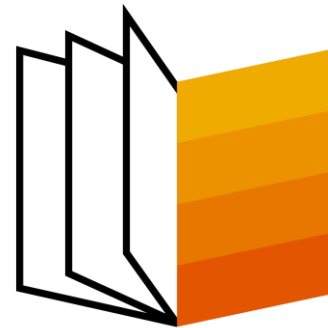
E-Learning courses and knowledge assessments

## Process / Task Tutorials



Interactive demo, practice, test modes...

## Documentation



Training manuals, process documentation, test scripts...

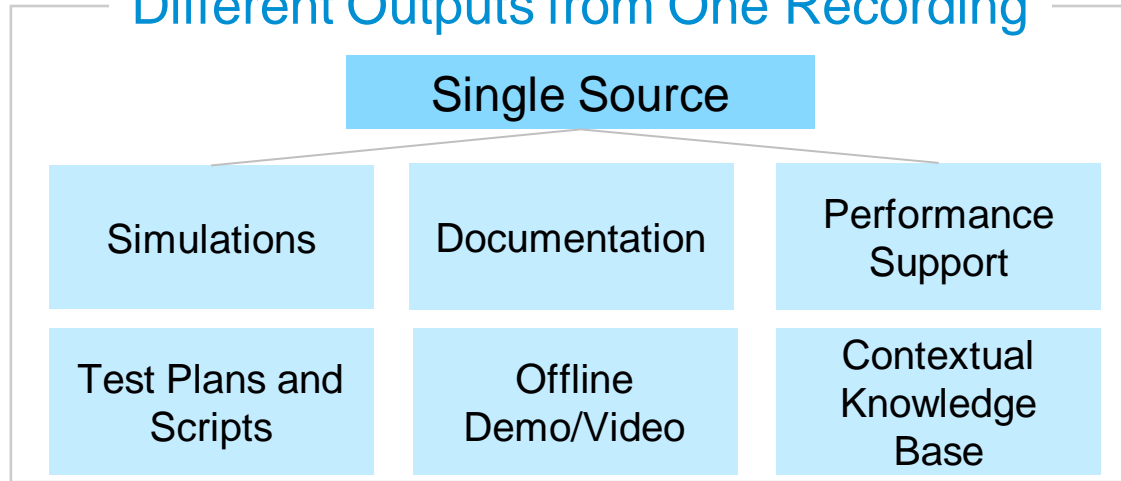
## Performance Support



Context-sensitive in-app content delivery, contextual help, and process guidance

# Why SAP Enable Now is so effective

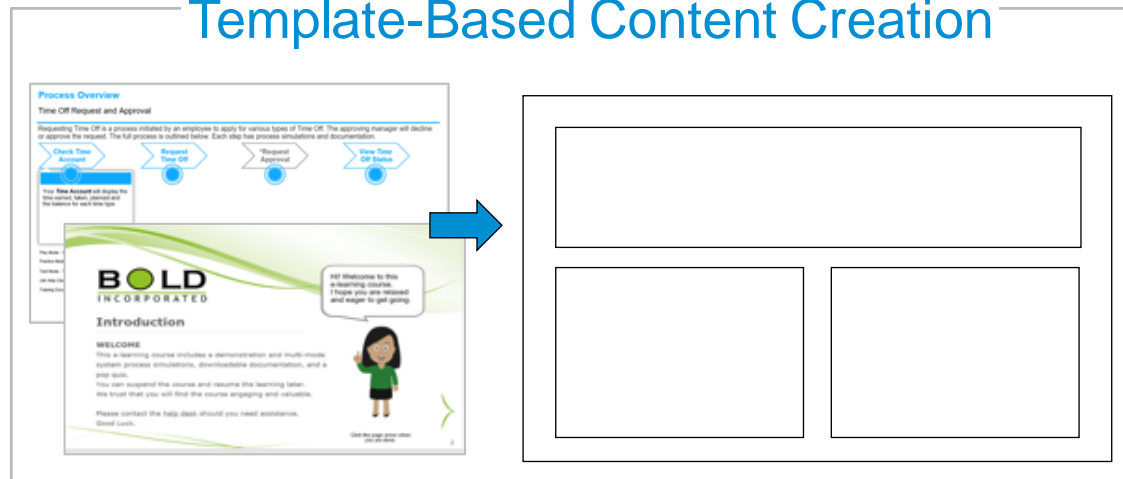
## Different Outputs from One Recording



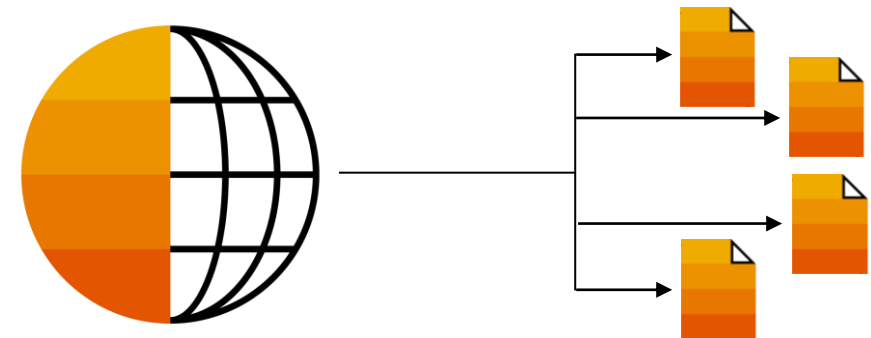
## Automatic Localization



## Template-Based Content Creation



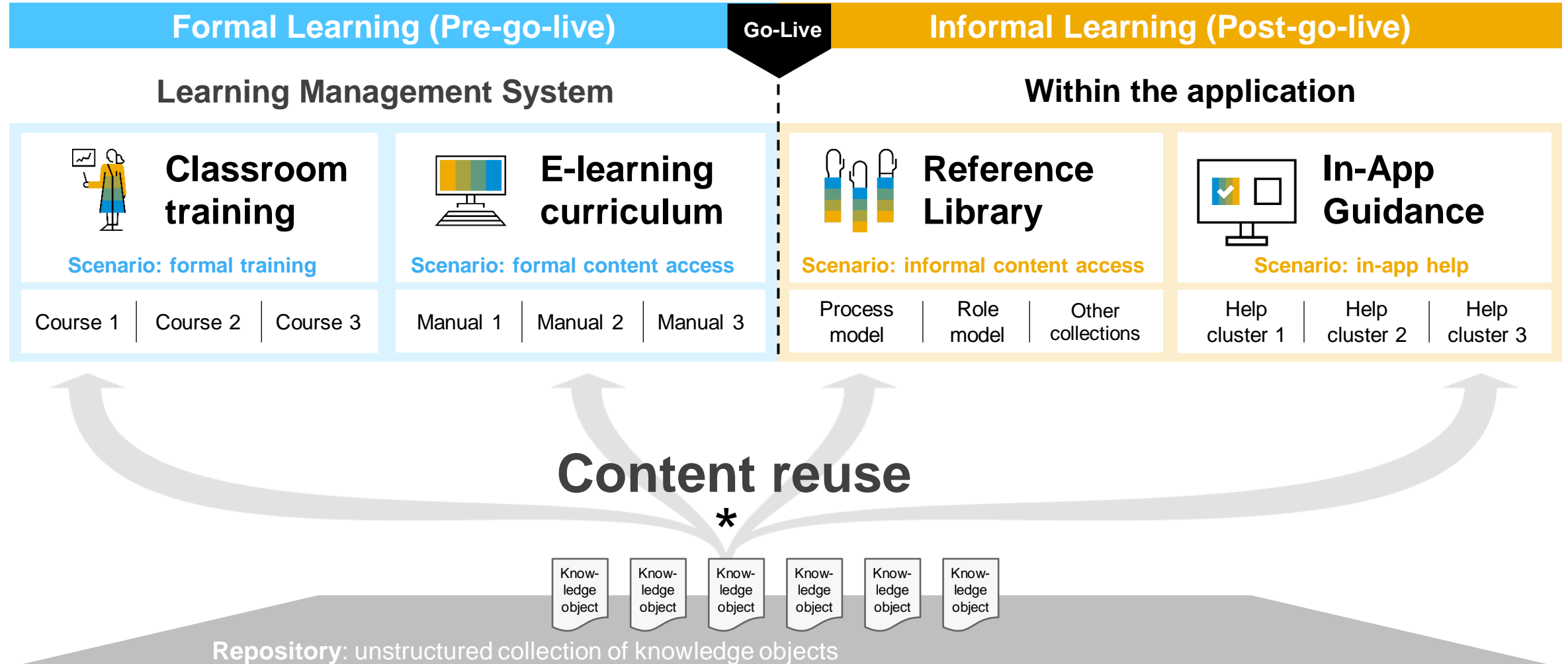
## Content Management & Re-use





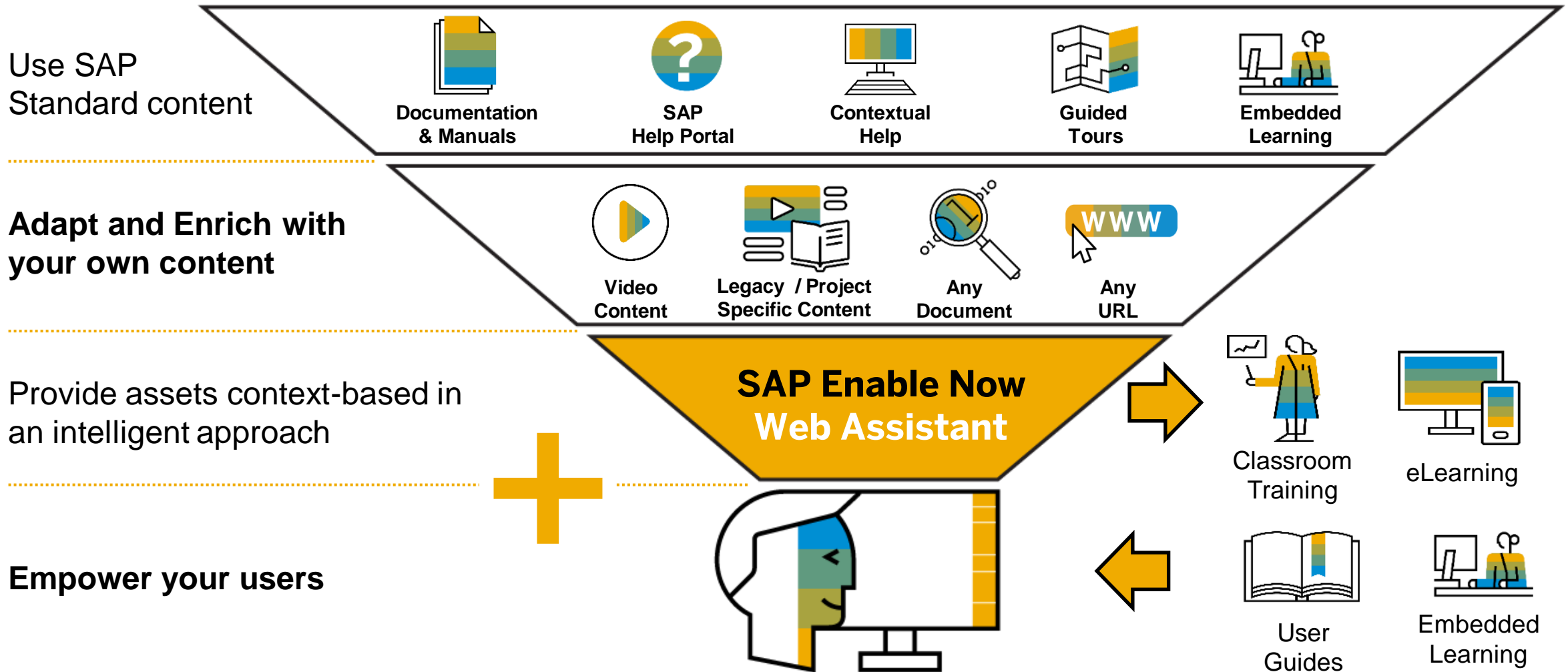
# Provide the right learning content at the right time

Ensure maximum re-use of content

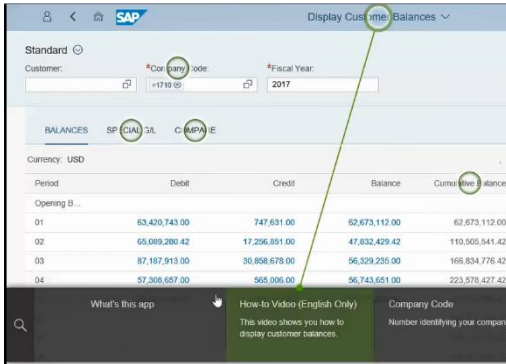


\* Reference to different structures

# Provide only the most relevant enablement assets with SAP Enable Now



# SAP Enable Now Demo

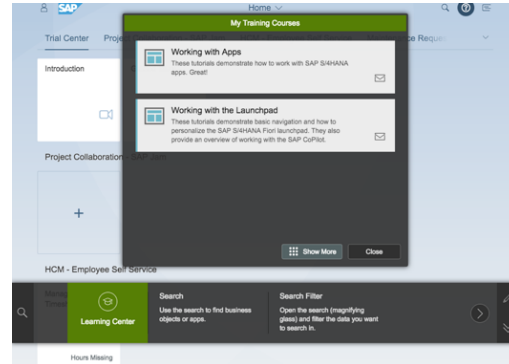


Demo:

[01 Web Assistant](#)

[02 Guided Tour](#)

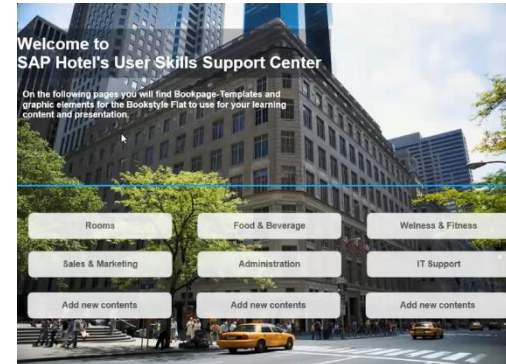
Embed micro-learning within your SuccessFactors solution to rapidly upskill end users.



Demo:

**Embedded Learning**

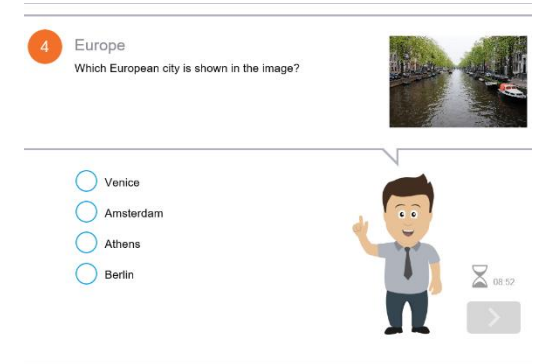
Let the business know when processes are changing and provide links to updates and learning content.



Demo:

**eLearning Courses**

Create beautiful e-learning content for system and non-system training.



Demo:

**Quiz**

Use assessments and quizzes to test understanding and enhance knowledge retention.

# Summary and next steps





# SAP S/4HANA Training and Adoption

Best practices in a nutshell

Empower your employees with on-site and online training using SAP Blended Learning Academy approach with SAP Learning Hub and SAP Enable Now



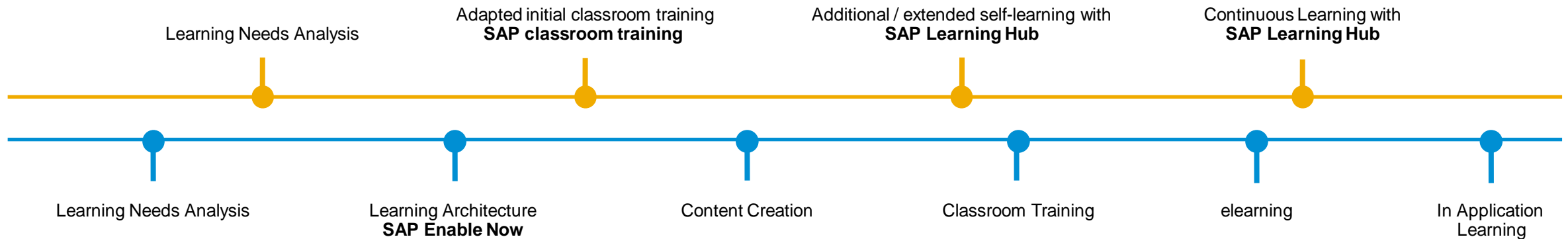
Critical success factor:  
training of all target  
groups

Learning is changing due  
to digitalization – ever  
shorter product life  
cycles

Increased acceptance  
due to tailored content in  
small nuggets








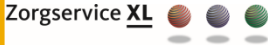








In-time-learning  
(Performance Support,  
Embedded Learning,  
Microlearning)

## Best Practice – Focus Project Team in SAP S/4HANA Project



## Best Practice – Focus End User in SAP S/4HANA Projects

# SAP Enable Now – Reference customer per industry

<b>Aerospace &amp; Defense</b> 	<b>Automotive</b> 	<b>Banking</b> 	<b>Building Materials</b> 	<b>Consumer Products</b> 	<b>Engineering</b> 
<b>Furniture</b> 	<b>Healthcare</b> 	<b>Industrial Machinery</b> 	<b>Media</b> 	<b>Mining</b> 	<b>Primary Metals</b> 
<b>Professional Services</b> 	<b>Public Sector</b> 	<b>Retail</b> 	<b>Utilities</b> 		

# Wrap-up and call to action

## People make transformation to SAP S/4HANA a success

Training and enablement for project teams, admins, key- and end-users drive a successful transformation to SAP S/4HANA

## Enablement Planning and execution

- Assess a your enablement capability, define its enablement strategy and analyze learning needs for all roles.
- SAP project teams, admins and users need to be enabled along the customer innovation lifecycle for SAP S/4HANA.

## Continuous SAP S/4HANA enablement for all roles

- SAP Professionals are learning prior, during and after project delivery.
- Drive user adoption and performance by enabling users in the flow of work with Web Assistant and create customer specific in-app help and learning.

## Learning is a decisive factor for sustainable success

Digital skill development is a key for driving your company's transformation towards the intelligent enterprise with SAP S/4HANA.

## Select SAP offerings

### Digital learning

Free

openSAP

S/4 Learning Journey

SAP Learning Hub

SAP Global Certification

### Instructor-led learning

On-site classroom

SAP Live Class

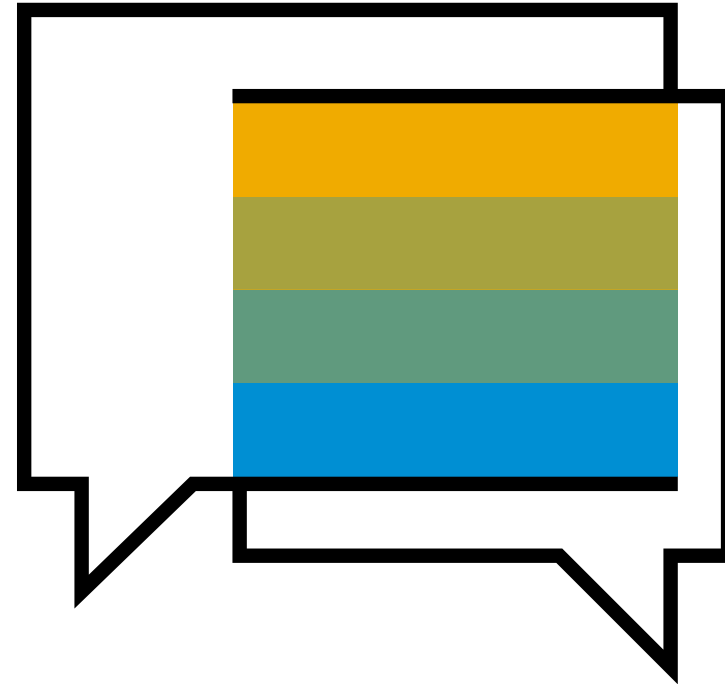
### End User Enablement

SAP Enable Now

Free

SAP S/4HANA Tutorials

**Q & A**





# Links to more information

SAP Training and Enablement	<a href="#">Link</a>
SAP Enable Now	<a href="#">Link</a>
SAP Enable Now Framework Roadmap	<a href="#">Link</a>
SAP Enable Now Info Center (external) – also see “Link Collection” page	<a href="#">Link</a> *See Note
SAP Training	<a href="#">Link</a>
SAP Global Certification	<a href="#">Link</a>
SAP S/4HANA Simulation by Baton Simulations	<a href="#">Link</a>
SAP Learning Hub	<a href="#">Link</a>

\*SAP Enable Now Info Center for customers (requires first time registration)



# Thank you.

Contact Information:

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