



Using OpenSpan to Improve SAP User Processes

IMPROVE THE SAP USER EXPERIENCE WHILE REDUCING TRAINING AND SUPPORT COSTS

SAP CUSTOMERS USE OPENSAN

TO:

- ❖ Monitor and Analyze SAP System Use
- ❖ Improve the Navigation of SAP Systems
- ❖ Streamline SAP User Workflows
- ❖ Automate Key Processes
- ❖ Respond Rapidly during Customer Interactions
- ❖ Minimize Risk and Ensure Compliance

OPENSAN SOLUTION:

OpenSpan technology enables companies using SAP to simplify the SAP environment, improving the user experience and streamlining SAP workflows, without costly or time-consuming programming and without making any changes to the underlying SAP applications.

In virtually every company that uses SAP, the business operations and IT departments have ongoing challenges that result from the complexity of the SAP environment. Management expects them to maintain optimal performance, increase profits and keep operating costs under control, which often proves difficult. While SAP applications provide an immense amount of management insight into business operations and offer comprehensive functionality, supporting a wide range of industry-specific requirements, this power comes at the price of user difficulty. Users often struggle with complex, multi-step workflows, confusing transaction codes and difficult screen navigation. Training time and support and costs are often higher than expected.

Therefore, while companies heavily invested in SAP will agree that business operations benefit from the use of SAP, most could reap even greater rewards by improving the user experience. OpenSpan provides software that allows these companies to simplify the user interface, improve system navigation and streamline SAP workflows, without changing the underlying SAP applications.

EXAMPLE USE CASES

Use Case: Monitor and Analyze SAP System Use

Very few companies using SAP have a way to monitor and analyze the use of their SAP applications. Without this visibility, it is difficult to assess user levels and frequency, to spot process inefficiencies or to detect potential risks such as access breaches, fraud patterns or compliance violations. If organizations using SAP could identify roadblocks and pain points users encounter in performing their daily tasks—inside SAP and across other systems—they could better address usability issues which hamper productivity. Armed with this insight, they could lower operating expenses related to software, training and support, and even minimize costs related to fraud and lack of compliance.

COMMON SAP USER CHALLENGES:

- ❖ Countless transaction codes to remember
- ❖ Multiple screens or applications to navigate for each workflow
- ❖ Numerous fields, many of which are redundant or unnecessary, causing confusion and errors
- ❖ Labor-intensive data entry, and copying and pasting between fields
- ❖ Longer transaction times, and fewer transactions completed per day
- ❖ Extensive training requirements
- ❖ Ongoing user support required

Use Case: Improve the Navigation of SAP Systems

As SAP systems have grown to support more and more business requirements, the number of screens and clicks users must navigate to perform simple tasks has increased significantly. The resulting complexity can slow down user performance and reduce the number of transactions processed. Often there are many fields and even entire screens that are unused, which can confuse users, prolong training and lead to errors. Organizations can create a better SAP user experience by improving screen design—including field labels and placement, grouping of fields and consolidating screen tabs—delivering rapid productivity increases. Further enhancements to the user interface could include aggregating activity screens for multiline data entry, adding task wizards that allow users to initiate an activity by clicking a single key, creating “dashboards” to consolidate important customer or account information, and triggering tasks based on specific conditions.

Use Case: Streamline SAP User Workflows

Here at OpenSpan, we often encounter situations where user efficiency is hampered by complicated workflows. OpenSpan technology can improve these workflows by removing unused screen fields, eliminating copying and pasting between fields, automating the population of default values and consolidating screen tabs for a simpler interface. With fewer screens to navigate, fields to complete and codes to enter, users can process more transactions, data errors are reduced and training time is shortened.

Use Case: Automate Key Processes

Key business processes like order-to-cash, procure-to-pay, and fulfillment of customer orders are the life blood of every company, and should run as efficiently as possible. The more transactions the organization can process, the more money it will make. When user errors interrupt these critical processes, the costs can be astronomical. Standardizing key processes through automation and the addition of contextual user guidance allows users to confidently and accurately comply with corporate (or regulatory) procedure. Reducing steps and minimizing touch points can reduce errors and improve efficiency for significant business impact.



Use Case: Respond Rapidly during Customer Interactions

Many companies find it difficult to completely satisfy a customer inquiry during a single interaction. Often needed information is located in multiple systems, including SAP and non-SAP applications. With OpenSpan, it is easy to integrate desktop applications and give customer-facing workers immediate access to all customer information, where and when they need it. OpenSpan can simply automate workflows that copy and paste customer information between applications when needed, give the worker a consolidated view of information across systems, or even facilitate the creation of a new composite application that integrates all the other systems behind the scenes. This allows customer-facing workers to provide faster, more accurate customer service and allows them to spend more time interacting with the customer rather than struggling with the technology.

Use Case: Minimize Risk and Ensure Compliance

Companies using SAP often require visibility across processes—sometimes in real-time—to minimize risk and fulfill compliance requirements. With better insight into current business conditions, they can predict and manage risks and improve decision making. OpenSpan provides the ability to monitor user activities within SAP and other applications, and send alerts or trigger actions when specified conditions arise or process violations are detected. It can store user activity data, providing an automatic audit trail. Additionally, OpenSpan can be used to automate or enforce critical process steps and mandate use of pre-determined business content to ensure data compliance. These capabilities can be critical in mitigating risk and forcing process compliance. And by employing a single strategy for internal policy and external regulation, it enables organizations to respond quickly to changing business conditions.

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