

Fiori @ Contact Energy – The Road to UX Delight

**Bilha Reed
Craig Brown**



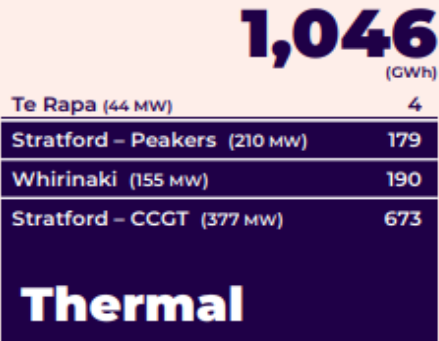
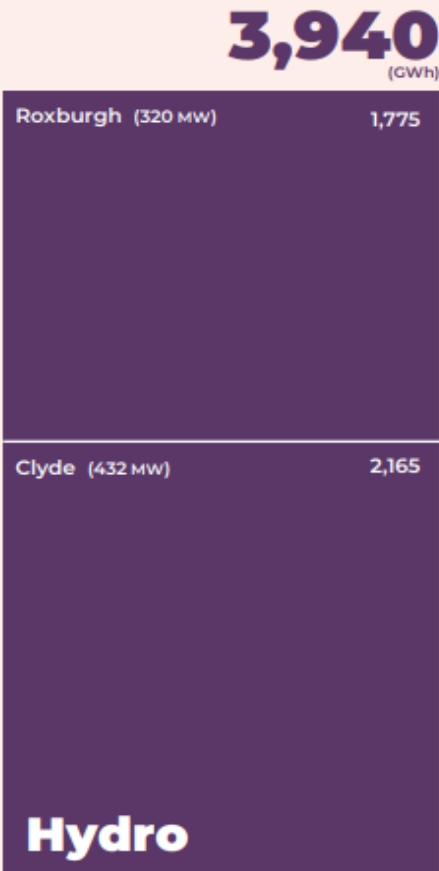
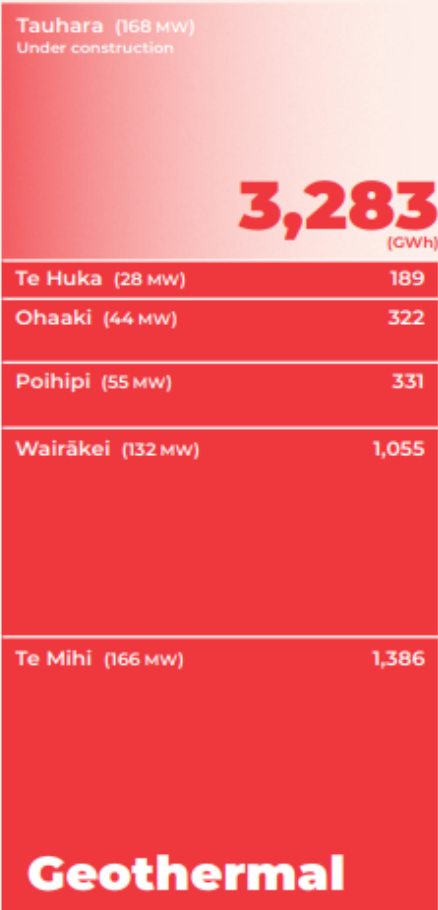
What We'll Cover

- About Contact Energy
- SAP @ Contact Energy
- Project JARVIS
- The ride from old to new
- Our journey so far
- What we achieved
- Lessons learned
- What's next
- Questions

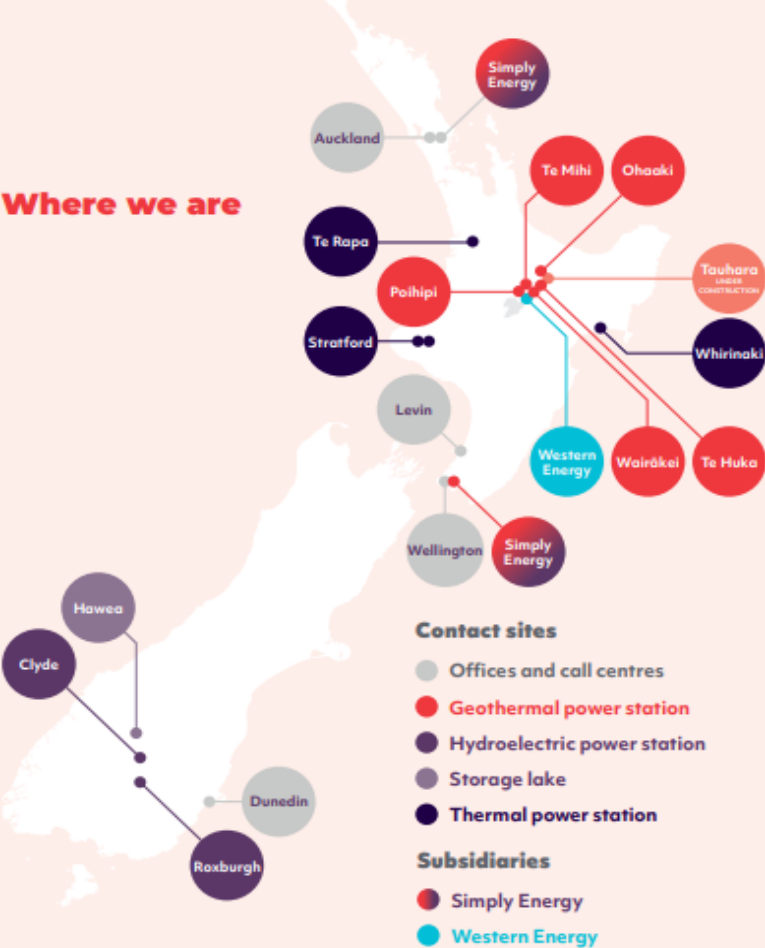
Contact Energy

2022 generation output by station and type

This graph shows the relative size of generation output from each station during the FY22 year.



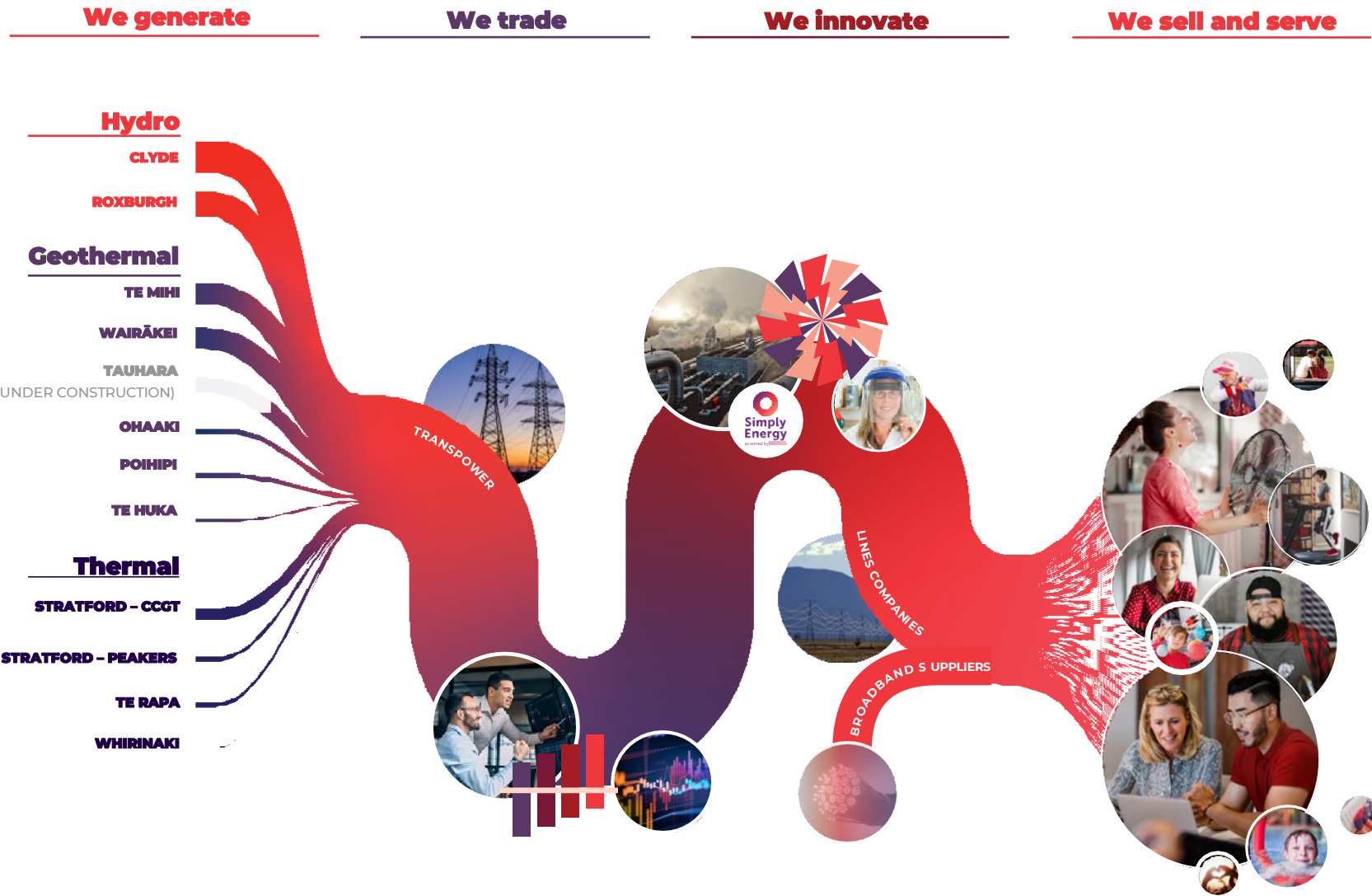
Where we are



Contact delivers
**20 percent of Aotearoa
New Zealand's
electricity generation.**



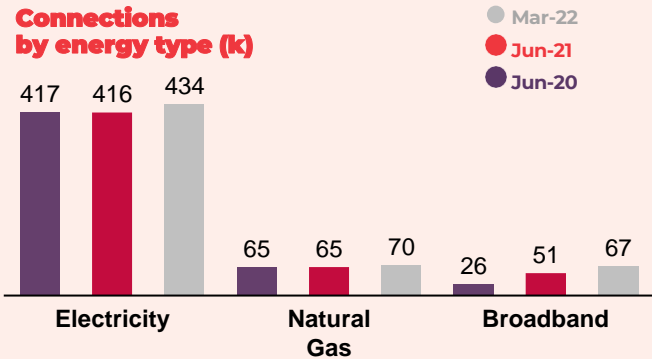
How We Add Value



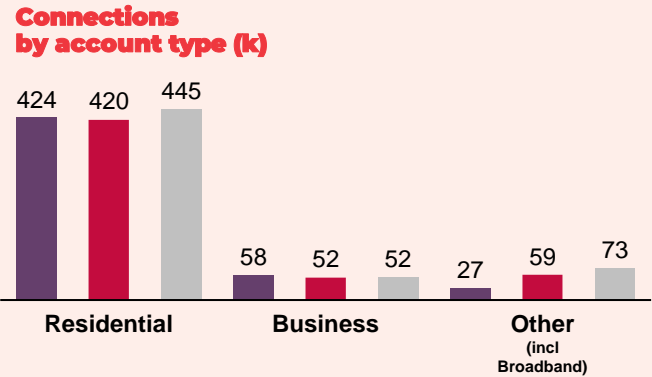
571k

total customer connections

Connections by energy type (k)



Connections by account type (k)

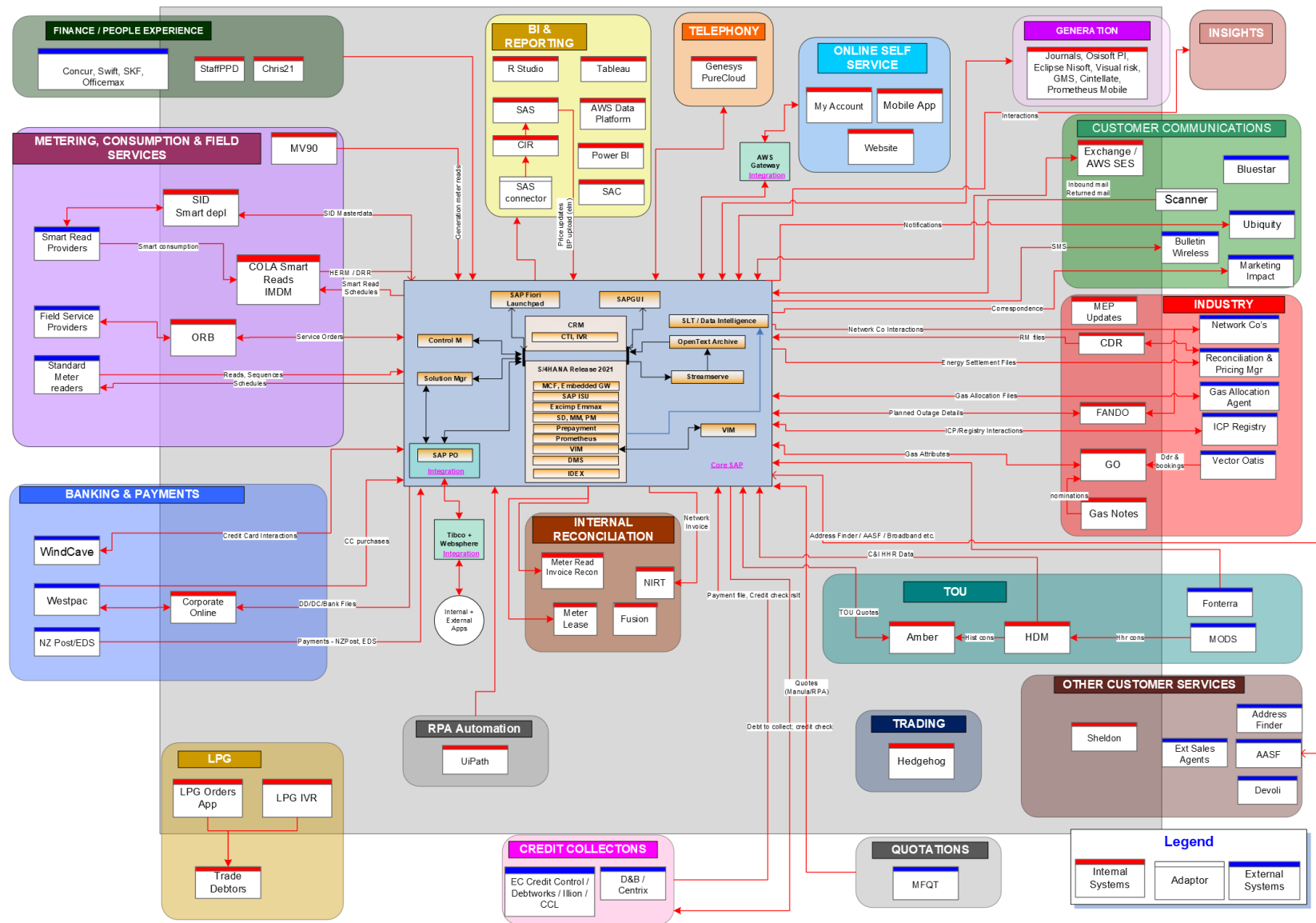


These connection figures include Simply Energy connections.

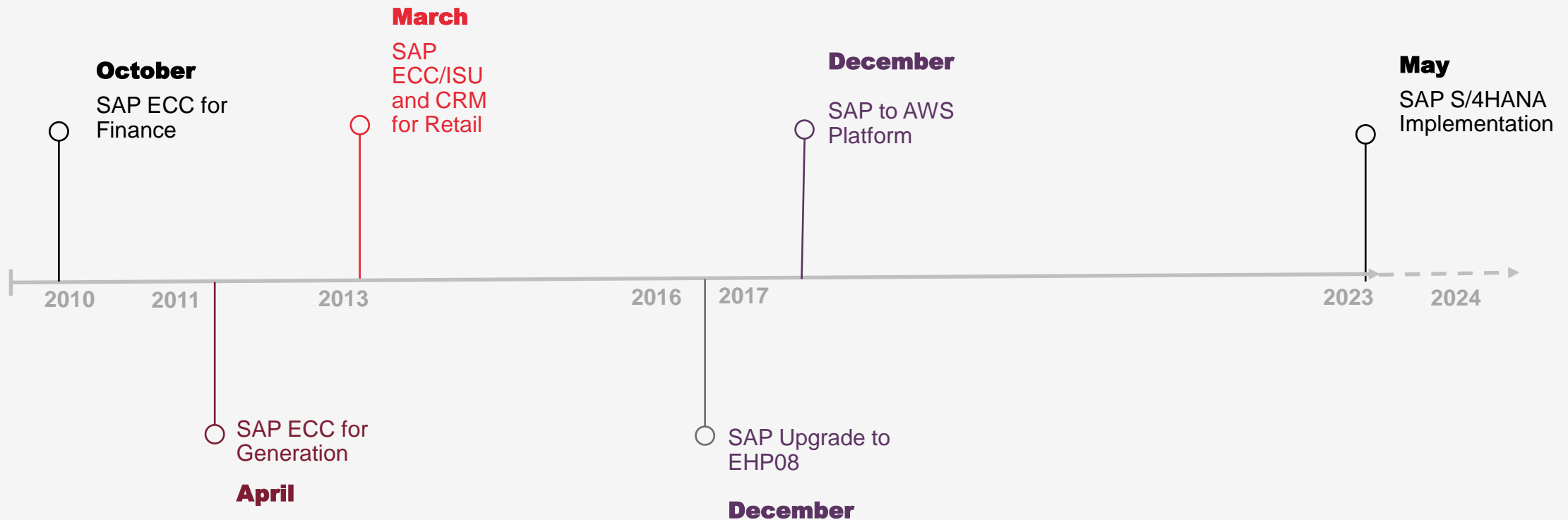
SAP Landscape



SAP Application Integration Landscape



SAP @ Contact Energy



The Challenge

- Aged SAP system
- SAP ECC support expiring
- Limited, if any, investment in SAP UI and UX
- Users accepting of current solution
- SAP UI dumbed down
- Poor User eXperience
- Many users drove the system using rote learning
- Issues with data quality
- Difficult to drive SAP centric process efficiencies



The Business Case

- SAP upgrades and conversions difficult to justify
- SAP UI and UX prominent in the JARVIS business case:

Background

- *SAP usability is an issue across the enterprise and the next User Interface (UI) iteration from SAP Fiori UI will support improving that experience*
- *Generation's maintenance scheduling activities and processes can be accelerated, object searches are currently constrained by the legacy database*

Driver for Change

- *User Experience – S/4HANA is equipped with a user experience (UX) framework that is modern and intuitive available on any device*

User Experience

- *SAP Fiori is a new user experience from SAP that is more modern, adaptive and intuitive*
- *Benefits include both user experience and productivity improvements*



Project JARVIS



- Upgrade to SAP S/4HANA platform
- Technical upgrade focus
- ~~Migrate from SAP CRM to SAP Customer Experience~~
- Replace SAP Internal Portal
- SAP Fiori entry point for all SAP users
- Retire SAP Business Warehouse and Business Objects
- Build an SAP platform for the future of Contact Energy

Target System

SAP S/4HANA 2021

SAP HANA 2.05 Rev56

SAP Fiori 2021

Size – 2.1 TB

In AWS

Why Fiori?



- Improved productivity
- Real time insights through access to real-time data
- Allows for personalisation and adaptability
- Intuitive and user-friendly interface
- Mobile accessibility
- Seamless integration
- Collaboration
- SAP's short- and long-term direction



Enhanced productivity



Operational Savings





SAP Easy Access - User Menu for Bilha Read

SAP Easy Access - User Menu for Bilha Read

- Favorites
 - * S403 - User Maintenance
 - * SE16 - Data Browser
 - * STMS_IMPORT - TMS Import Queue
 - * SE10 - Transport Organizer
 - * SUM - User Information System
 - * ST03N - Workload and Performance Statistics
 - * SHD3 - Call View Maintenance
 - * IM02 - Change Equipment BOM
 - * IM11 - Create Functional Location BOM
 - * SOST - SAPconnect Send Requests
 - * CAT2 - Time Sheet; Maritan Times
 - * ZM_LM_DATA - Plant MRP and Inventory Material Data
 - * MB51 - Material Doc. List
 - * SUM - User Information System
 - * I409 - Display Material
 - * CLM4 - Class Assignments
 - * CL30N - Find Objects in Classes - Material
 - * I401 - Functional Location Structure
 - * I406 - Change Tasks
 - * IN02S - Change Notifications
 - * DMS General Processing Access
 - * /PGP/SCHEDULER - Prometheus GPSS -> Prometheus Group: Scheduler
 - * SESSION_MANAGER - Session Manager Menu Tree Display
- User Menu for Bilha Read
 - For Content
 - Services and RFC function groups
 - For user
 - For Content
 - Std Layout Maint
 - Employee Common Access
 - Time Administrator
 - Time Report
 - SH Display
 - Material master
 - Service Master
 - Data Source Loading Codes
 - Display authorizations
 - Information Systems
 - Tools
 - Administration
 - Overview
 - Development
 - Test
 - Utilities

File Program Edit Goto System Help

Material Document List

Item Data

Material				
Plant	4500	to		
Storage location		to		
Batch		to		
Supplier		to		
Customer		to		
Movement type		to		
Special Stock		to		
Sales order		to		
Sales order item		to		

Header Data

Posting Date		to	
User Name		to	
Trans./Event Type		to	
Reference		to	

Display Options

☐ Hierarchy List
☒ Flat List

Layout: /GEF_INTCS

Data Source

☒ Database
☐ Short Documents
☐ Reread Short Docs In Archive

Archive Infestruct:

Additional Options

☐ Mult. Acct Assgmt
☐ VAT Registration Number

Step 1 – Get Into Fiori Shape



- S/4Hana 5 Steps to Fiori Bootcamp
 - Hands on experience
 - Practical exercises & simulations
 - Encouraging different business units to come together – making it a Contact Energy Journey to S/4HANA & Fiori
 - Further details at <https://blogs.sap.com/2021/09/27/sap-fiori-for-sap-s-4hana-5-steps-to-fiori-bootcamp-for-customers/>
- The next APJ bootcamp will be July 3 to July 20 – register by mid-June
- SAP Fiori Library



Step 2 – Establish Fiori Principles



- Where possible adopt standard delivered SAP Fiori content
- Keep it simple - minimalistic approach, avoiding clutter and unnecessary complexity
- Align Fiori business roles to organisation units and positions:
 - Ease of assignment via organisation unit and positions
 - Helps with the management of segregation of duties requirements
 - Enhances efficiency and productivity
- As part of implementation retire legacy SAP security roles
- Common Fiori design to support all business units (Retail, Generation, Finance and Corporate) :
 - Facilitates ease of maintenance and ongoing support
 - Standardised to create a unified user experience, using UI Adaptation where applicable

Step 3 – Design and Build



- Design was late and build started prior to design
- Initially two core groups designing and building
- Core business units driving their own design and principles = Three Solutions
- Finance:
 - Fiori only - no WEBgui no traditional SAPgui
 - New Fiori business roles built from scratch to match specific positions
 - Legacy SAP security roles retired
 - No use of standard delivered SAP content
- Generation:
 - Standard delivered Fiori business roles and catalogues used as base
 - Legacy SAP roles retained
 - Complimentary approach – Fiori, WEBgui and traditional SAPgui
- Retail & Corporate – Hybrid of Finance & Generation approach



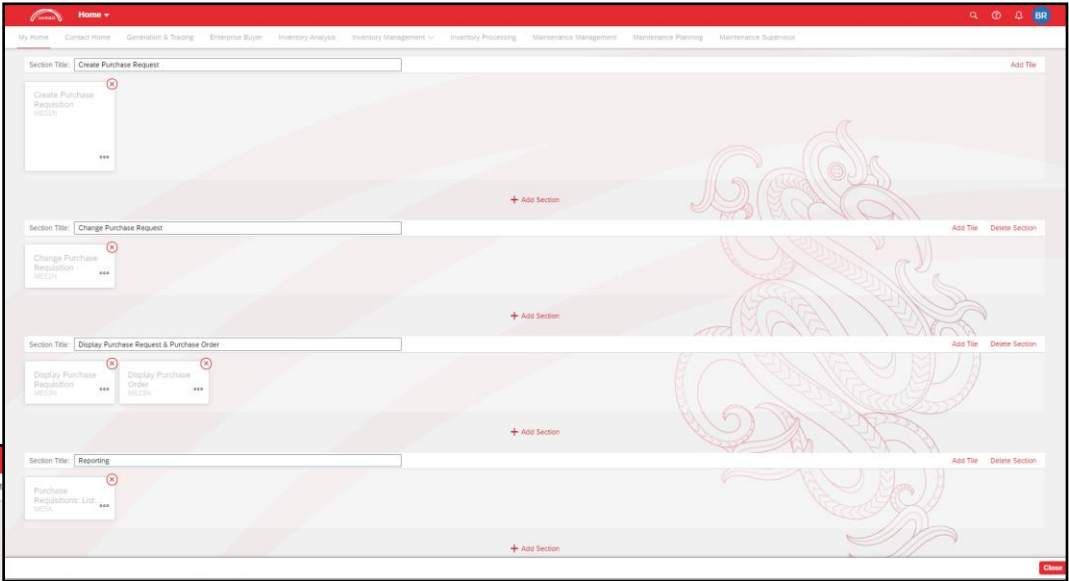
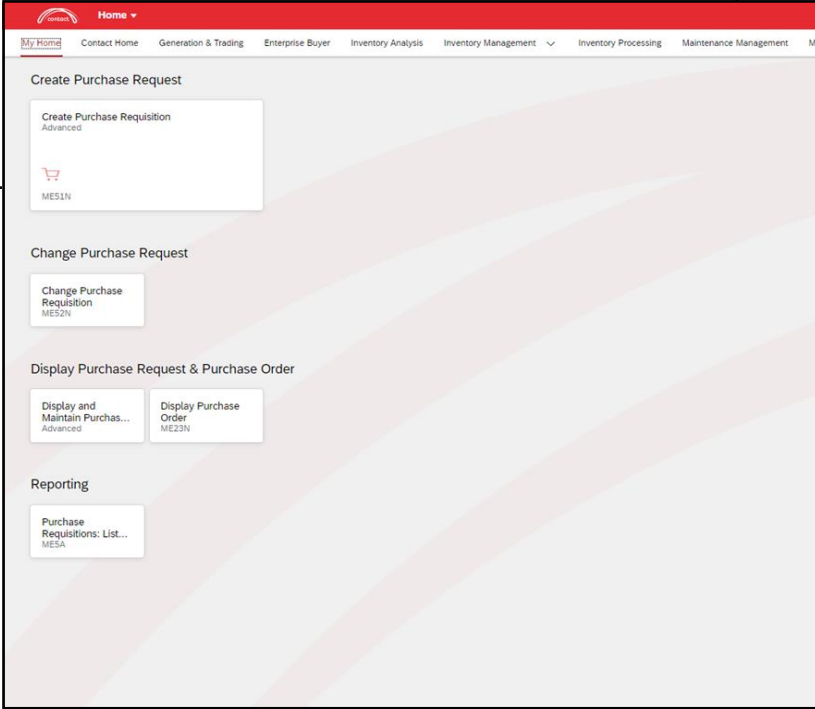
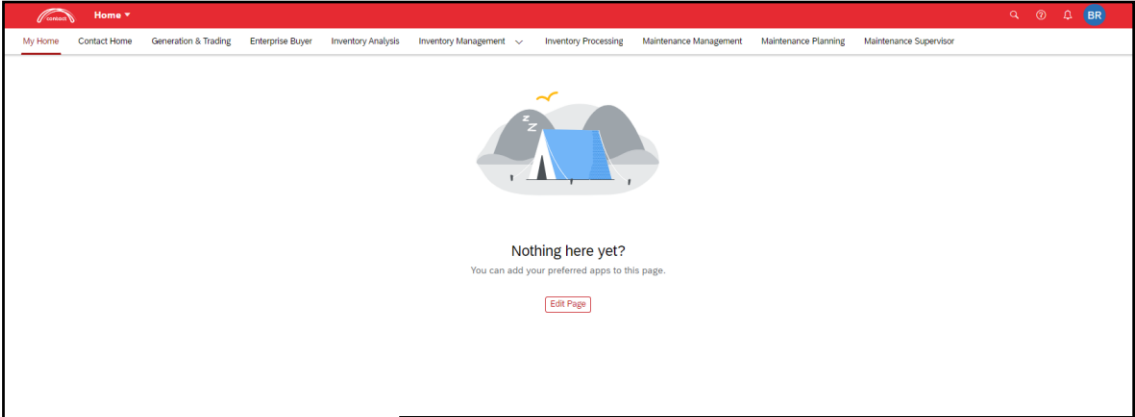
Contact Connect Spaces



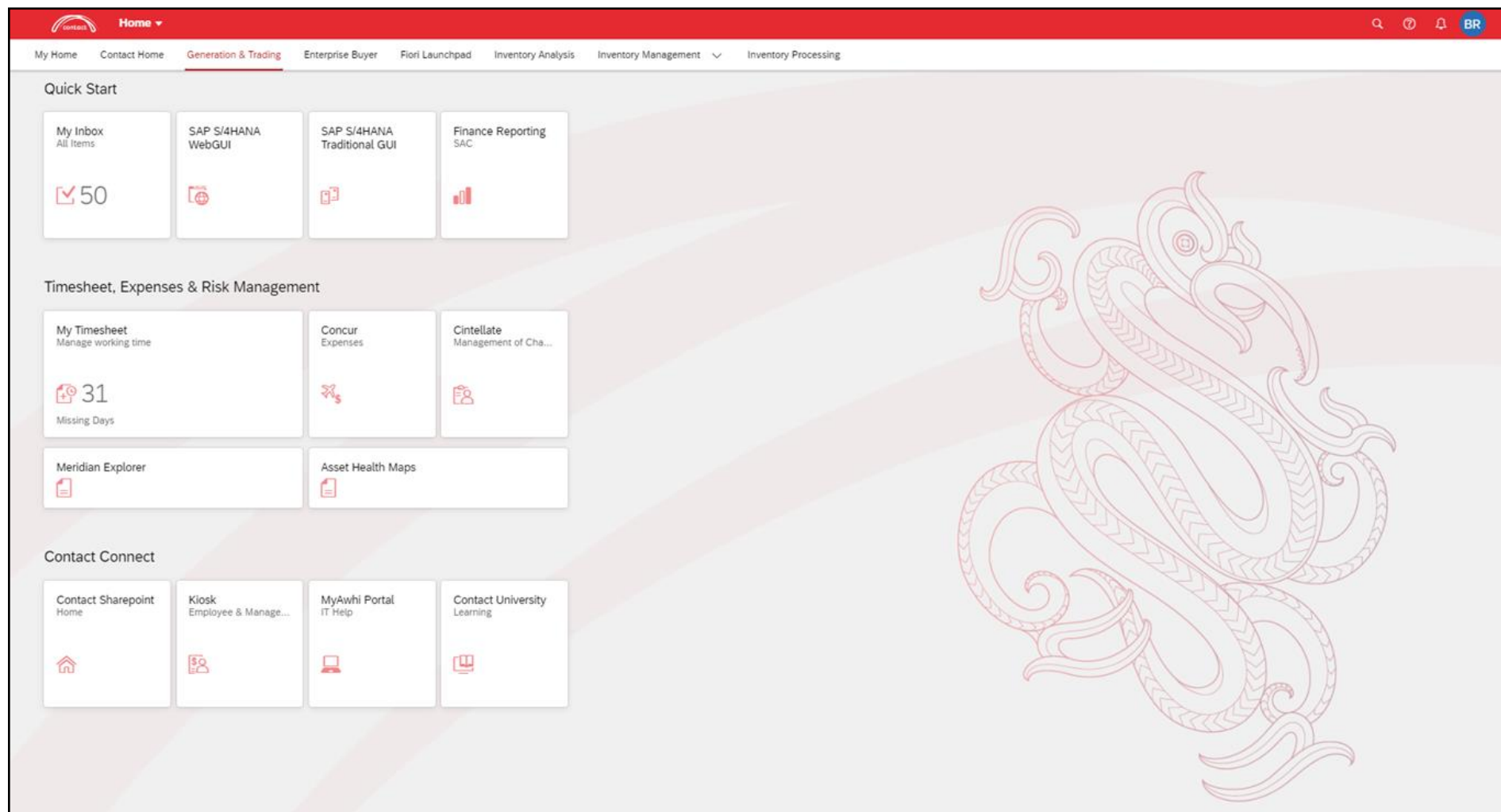
- Contact 'Connect' Spaces built for each core areas of the business:
 - Provisioned via underlying Org Unit
 - All with a similar function and flavour
- Business Connect Space is a one-stop shop:
 - Contains links to core business applications
 - In some spaces, links to SAP WEBgui and traditional SAPgui
 - Links to other applicable non-SAP applications
 - Effective use of pages and sections.....in most cases
- My Home:
 - Default is for My Home to be the first Connect Space
 - Users actively encouraged to build out My Home



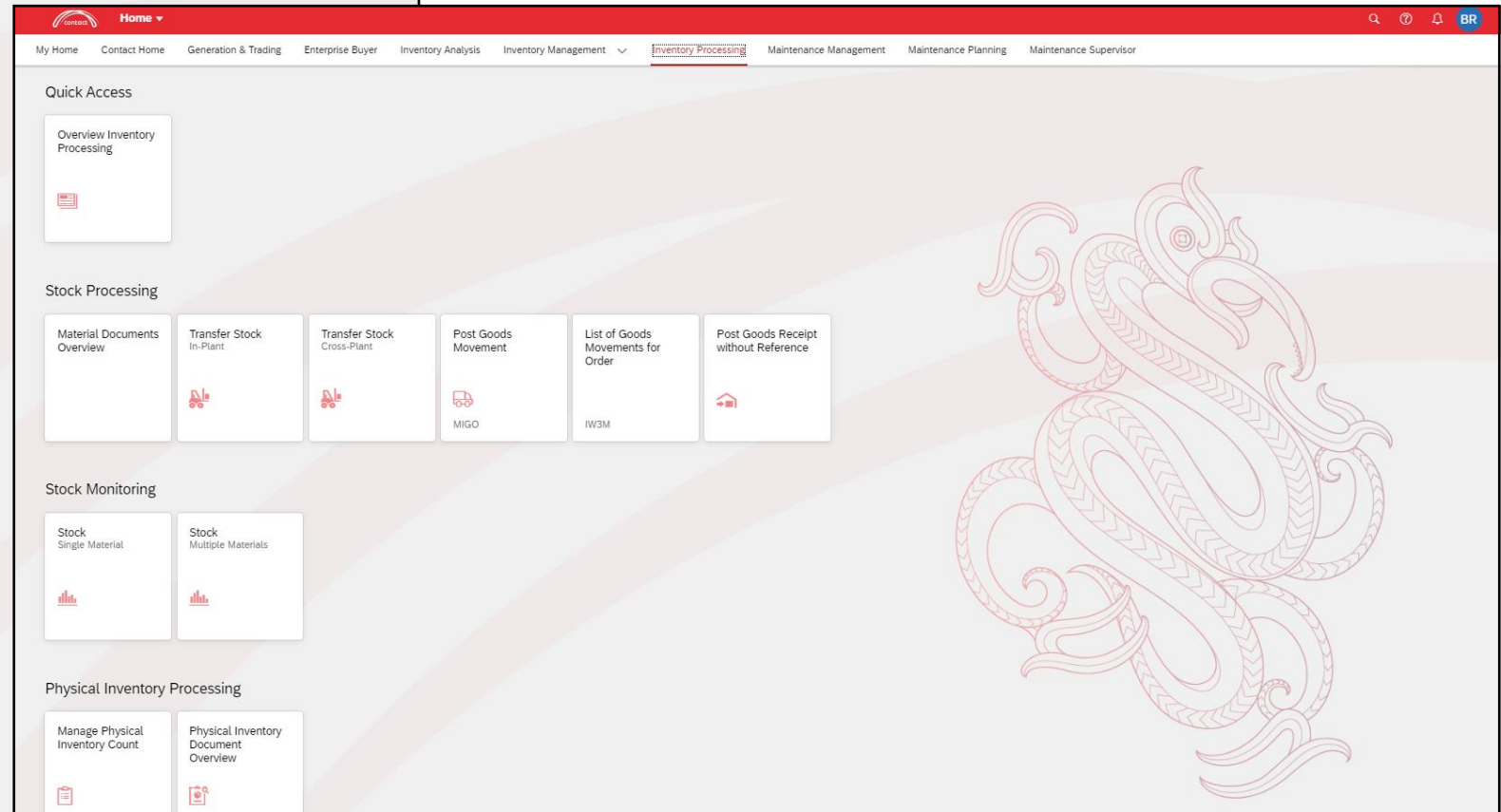
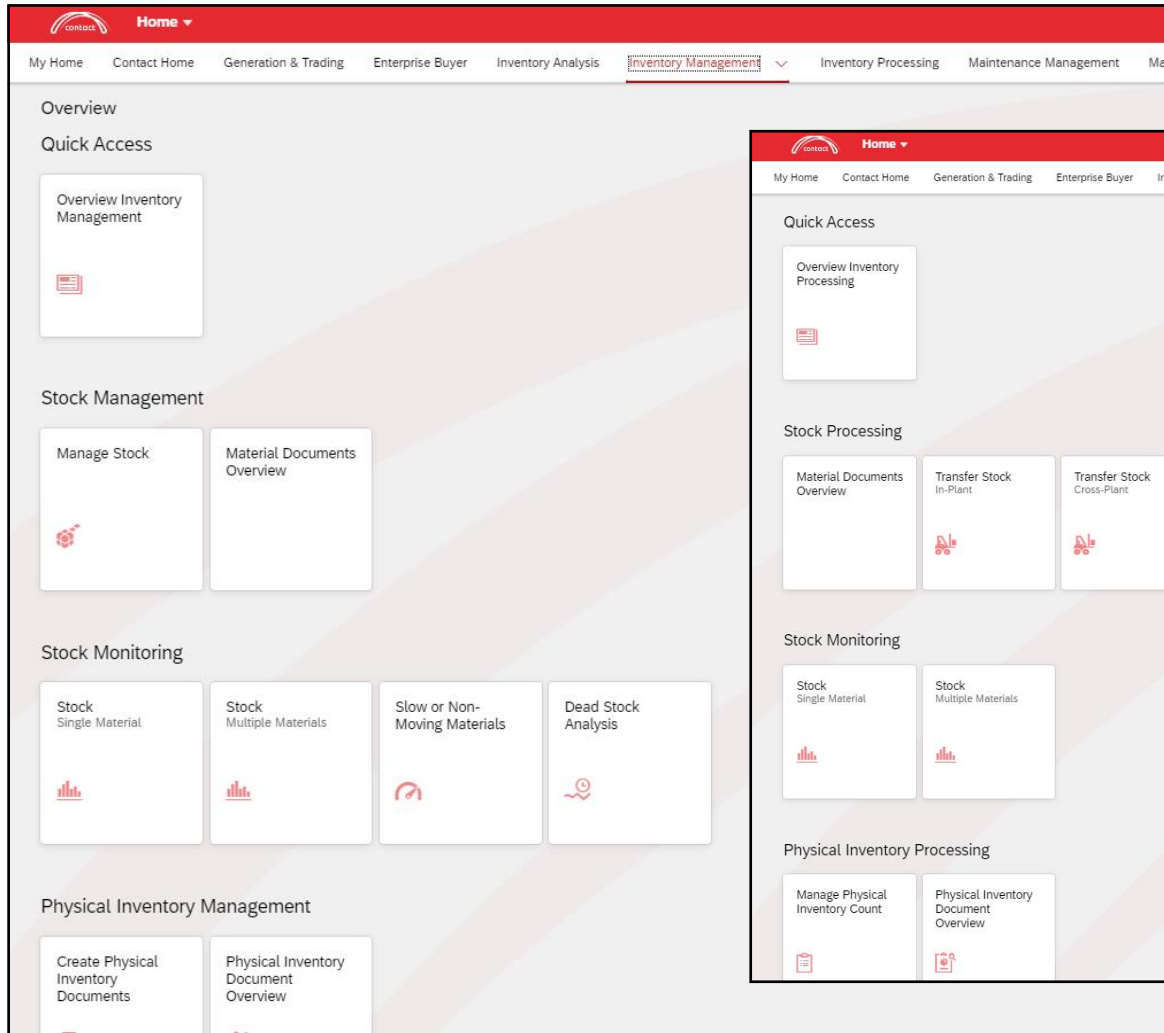
My Home Space



Generation Connect Space



Inventory Management Spaces



Inventory Apps – Mat Doc Overview



Home

My Home

Contact Home

Generation & Trading

Enterprise Buyer

Inventory Analysis

Inventory Management

Inventory Processing

Maintenance Management

Main

Overview

Quick Access

Overview Inventory Management

Stock Management

Manage Stock

Material Documents Overview

Stock Monitoring

Stock Single Material

Stock Multiple Materials

Slow or Non-Moving Materials

Dead Stock Analysis

Physical Inventory Management

Create Physical Inventory Documents

Physical Inventory Document Overview

Material Documents Overview

Standard_INVMGR

Stock Change: All

Plant:

Storage location:

Stock Type:

Material Document:

Material Document Year:

Material:

Posting Date: dd.MM.yyyy - dd.MM.y...

Document Date: dd.MM.yyyy - dd.MM.y...

Go

Adapt Filters

Material Documents (820,051)

Created by	Supplier	Material Document	Material Doc...	Material	Storage location	Posti...	Order	Purchasing Docu...
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381530	2023	Labour		12.05.2023	100068095	4500187458
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381531	2023	Labour		12.05.2023	100068095	4500187459
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381520	2023	Labour		04.05.2023	100068095	4500187458
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381521	2023	Labour		04.05.2023	100068095	4500187458
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381510	2023	KIT_PMP_CNDNST PMP (40015120)	in MainStore (0001)	03.05.2023		4500187457
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381511	2023	KIT_PMP_CNDNST PMP (40015120)	in MainStore (0001)	03.05.2023		4500187457
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381512	2023	KIT_PMP_CNDNST PMP (40015120)	in MainStore (0001)	03.05.2023		4500187457
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381500	2023	Complete store floor plan		01.05.2023	850008914	4500187454
Bilha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381501	2023	Electrical Technician NT WO 20005696		01.05.2023	200056968	4500187413
INVMGR42 GEN (GEN_INVMGR42)		4900212970	2023	WRENCH_CRESCENT_12" (60001517)	Main Storage (0001)	21.04.2023		
Bilha Reed (REEDBILH)	FCM Travel Solutions (608999)	5000381490	2023	FCM Travel Solutions	HO Wellington (2000)	14.02.2023		4500182919
Bilha Reed (REEDBILH)		4900212961	2023	O RING_NBR_72.62MM_3.53MM (40012021)	Taranaki Combined Cycle Plant (4500)	08.02.2023	100105691	
Bilha Reed (REEDBILH)		4900212961	2023	O RING_NBR_63.09MM_3.53MM (40012515)	Taranaki Combined Cycle Plant (4500)	08.02.2023	100105691	
Bilha Reed (REEDBILH)		4900212960	2023	GSK_SGIR_316 S/S_GRAPHITE_6"/150MM 150LB (40015117)	Taranaki Combined Cycle Plant (4500)	07.02.2023	850008914	
Jennifer Bryant (BRYANTJ)	Applied Instrument Group(2007) (603028)	5000381480	2023	GSK_FLTR_LUBE OIL (40012003)	Taranaki Combined Cycle Plant (4500)	31.01.2023		4500187455
Raymond Caldwell (CALDWELR)		4900212954	2023	ADH_LOCTITE 515 GSK ELIM_50ML_TUBE (50000105)	Wairakei Generation Plant (4200)	27.01.2023		
Raymond Caldwell (CALDWELR)	Niwa (Wgn) (602289)	5000381468	2023	GeoFuture - Ecology Scope Variation	Wairakei Generation Plant (4200)	27.01.2023		4500172011
Raymond Caldwell (CALDWELR)		4900212951	2023	CHEM_CLEAN_CRC BRAKLEEN_400G_CAN (50000223)	Wairakei Generation Plant (4200)	26.01.2023		
Raymond Caldwell (CALDWELR)		4900212952	2023	CHEM_CLEAN_CRC BRAKLEEN_400G_CAN (50000223)	Wairakei Generation Plant (4200)	26.01.2023		
Raymond Caldwell (CALDWELR)		4900212953	2023	SOLVENT_MINERAL TURPENTINE_1L (50000118)	Wairakei Generation Plant (4200)	26.01.2023		

More
[20 / 820,051]

UI Adaption



UI Adaptation Navigation Visualization

Standard*

Stock Change: * All (4100 x) Plant: (4100 x) Storage location: Stock Type: Material Document: Material Document Year: Material: Posting Date: dd.MM.yyyy - dd.MM... Document Date: dd.MM.yyyy - dd.MM... Go Adapt Filters (1)

Material Documents (28,051)

Material Document	Material	Plant	Storage location	Posting Date	Stock Type
4900000004	SEAL_O_RING_PMPRIM DRN PMP (40000237)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000009	THMR_CT_CLASS 0.5_15VA_2000/1 (20000123)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000010	NUT_LOCK_BRG PLATE_SPILLWAY GATE (40000305)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000011	PMP_WEAR_RING_FIRE (40000900)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000014	PULLEY_GOV (40000468)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000019	INTEG CCT_ASE 020F MC_AVR (40000729)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000020	TRNSDR_VOLT (40000810)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000021	INTEG CCT_PRESS_TX (40000916)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000022	IND_TRIP_OPTO (40000932)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000023	KIT_ADJUST_NUT_CO2 RECHARGE (60000022)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000027	PKG_SV (40001236)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000028	BOLT_20MM_CNTR SUK (40001194)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000034	RLV_TM0_180SEC5 (40000091)	Clyde Plant (4100)	Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc
4900000038		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000040		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000046		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000050		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000057		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000059		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	
4900000061		Main Storage (0001)	24.01.2011	Unrestricted-Use Stoc	

Save View

View: Standard_INVNMR

☒ Set as Default

☒ Apply Automatically

Visibility

☐ For All Users

☒ Only for Users in Specific Roles

Selected Roles * Remove All Add Roles

ZGI-BR_INVENTORY_MANAGER_XXXX X

ZGI-BR_INVENTORY_MANAGER_4600 X

ZGI-BR_INVENTORY_MANAGER_4500 X

ZGI-BR_INVENTORY_MANAGER_4200 X

ZGI-BR_INVENTORY_MANAGER_4100 X

ZGI-BR_INVENTORY_MANAGER X

Save Cancel

Material Documents Overview

Standard_INVNMR

Stock Change: * All Plant: Storage location: Stock Type: Material Document: Material Document Year: Material: Posting Date: dd.MM.yyyy - dd.MM... Document Date: dd.MM.yyyy - dd.MM... Go Adapt Filters

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Biha Reed (REEDBILH)	Greaves Electrical 1967 Ltd (601027)	5000381511	2023	KIT_PMP_CNDNST PMP (40015120)	Taranaki Combined Cycle Plant (4500)	TCC in MainStore (0001)	03.05.2023		4500187457
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More (20 / 820,051)

Mgt Accountant Connect Space



The screenshot displays the Mgt Accountant Connect Space dashboard, which is organized into several sections and navigation tabs. The top navigation bar includes tabs for My Home, Contact Home, Finance Home, Generation & Trading, Geothermal Group, Hydro Group, Te Rapa Group, Thermal Group, Contact Home, Contact Home, Enterprise Buyer, Fiori Launchpad, Inventory Analysis, Inventory Management, Inventory Processing, and Management Accountant.

The main content area is divided into three primary sections:

- General Ledger:** This section contains several tiles for managing journal entries, including "Verify General Journal Entries For Processor" (112), "Manage Journal Entries", "Verify Journal Entries in General... For Processor (Out...)" (0), "Verify Journal Entries in General... For Processor (Inbo...)" (0), "Manage Recurring Journal Entries" (18), and "Reverse Accrual/Deferral Journal Entry". It also includes tiles for "Display Line Items in General Ledger", "Display Line Item Entry", "Display G/L Account Balances", "Clear G/L Accounts Manual Clearing", "Schedule General Ledger Jobs", "Schedule Accruals Jobs", "Currency Exchange Rates", "INVO: Mat.Anal.Selection, Turnover", and "Reconcile GRIR Accounts".
- Overhead Accounting:** This section includes tiles for "Projects Actuals", "Cost Centers Plan/Actual YTD", "Cost Centers Plan/Actual Cry Trans", "Cost Centers Actuals", "Display Line Items Cost Accounting", "Project Actual Cost Line Items", "Commitments Management Query", "Run Settlement Actual", "Run Settlement Orders - Actual (Coll...)" (KORSH), "Statistical Key Figures Actuals", "Manage Statistical Key Figure Values", "Enter Statistical Key Figures" (KBSIN), "Import Statistical Key Figure Plan Data", "Manage Profit Center Group", and "Manage Global Hierarchies".
- Business Partner:** This section includes tiles for "Confirm Customer List (Accounting)" (F009) and "Confirm Supplier List (Accounting)" (F008).
- VIM:** This section includes tiles for "Invoice Approval Workplace Invoice Management", "VIM Workplace", and "VIM Analytics".
- Assets:** This section includes a tile for "Display Asset" (AS03).
- DFA:** This section includes tiles for "Display Designated Authority Levels ZFI_DA_EMP", "Display Cost Center Approvals ZFI_DA_EMP_CC", "Display Plant Approvals ZFI_DA_EMP_PLANT", "Display Project / SBS Approvals ZFI_DA_EMP_PR", and "Display Substitutes ZFI_DA_EMP_SUB".

Differing Designs Pros & Cons



Finance

- Approach:
 - Build from scratch
 - SAP Fiori only
 - Legacy SAP ECC roles retired
- Pros:
 - Exactly tailored to user requirements
 - One method of operation
- Cons:
 - Limited SAP standard content – what will the future bring
 - Numerous SAP security issues to start with
 - Still identifying missing tiles/transactions
 - High maintenance

Generation

- Approach:
 - Standard delivered SAP content as the basis
 - Hybrid of SAP Fiori, WEBgui and SAPgui
 - Legacy SAP ECC roles retained
- Pros:
 - Closer to standard SAP delivered – future proofed
 - Less security issues
 - Opportunity for users to explore
- Cons:
 - Less tailored to exact user requirements
 - Initially comes with excess baggage

Retail

- Approach:
 - Hybrid of Finance & Generation
 - Hybrid of SAP Fiori, WEBgui and SAPgui
 - Legacy SAP ECC roles retained
- Pros:
 - The best of both worlds
 - Good initial intro to Fiori for end-users
- Cons:
 - Will require a redesign at a later date.

UX and UI Design



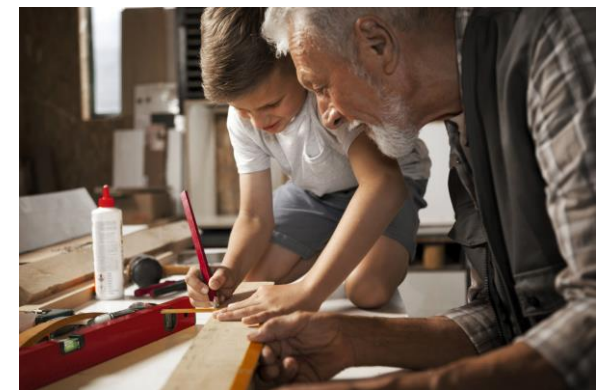
- Engagement of internal Contact designer to focus on both UX and UI of the Fiori Solution
- UI Design benefits:
 - Alignment to Contact's brand
 - Consistency across applications in the Contact application family
 - Improved useability and efficiency
 - Mobile responsiveness
- UX design benefits:
 - Increased trust in solution
 - Lower support and maintenance costs
 - Facilitates ease of training and change management



Enhanced productivity



Operational Savings



Design Principles Adherence?



- Multiple designs and builds
- Parts of the solution built for day-1 and not the future
- Not enough time to design and build
- 11th hour testing
- Lots of excess baggage but fortunately not impacting users
- Many authorisation issues for the Finance solution
- Due to the lack of planning – had to learn while building



Next Time

- Better planning from the start, the earlier the better
- Establish design principles at the start and adhere to them
- Got Fiori fitter earlier
- Introduce SAP Enable Now sooner – this would have helped with training material for go-live
- Set up Fiori Centre of Excellence at the start:
 - Challenge design thinking
 - Facilitate adherence to design principles
 - Manage documentation of design
 - Champion the cause within business units
 - Key advocates for Fiori solution



Positive Outcomes

- Great way to learn
- We had fun
- Built internal Contact Fiori capability
- Built strong internal relationships
- It's not the end of the world if it's not perfect
- There's nothing like just jumping in the deep end and swimming!



What's Through The Gate?



- Develop Fiori roadmap
- Establish Fiori Centre of Excellence
- Extended Mobility access
- Retire legacy SAP security roles
- Build out enterprise search capabilities
- Clean-up underlying business catalogues for Generation
- SAP Enable Now



Questions

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Thank You

