

Building a Collaborative and Intelligent ERP for Enhanced User Experience: A Journey towards Future Applications in SAP's Cloud

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SAP America

SAPinsider
2023



In This Session

- We will discuss the need for a UX strategy
- Explore how we enable a seamless UX in the cloud
- Take a deep dive into the 4 pillars of our UX for cloud ERP
- Refresh our understanding of SAP Fiori

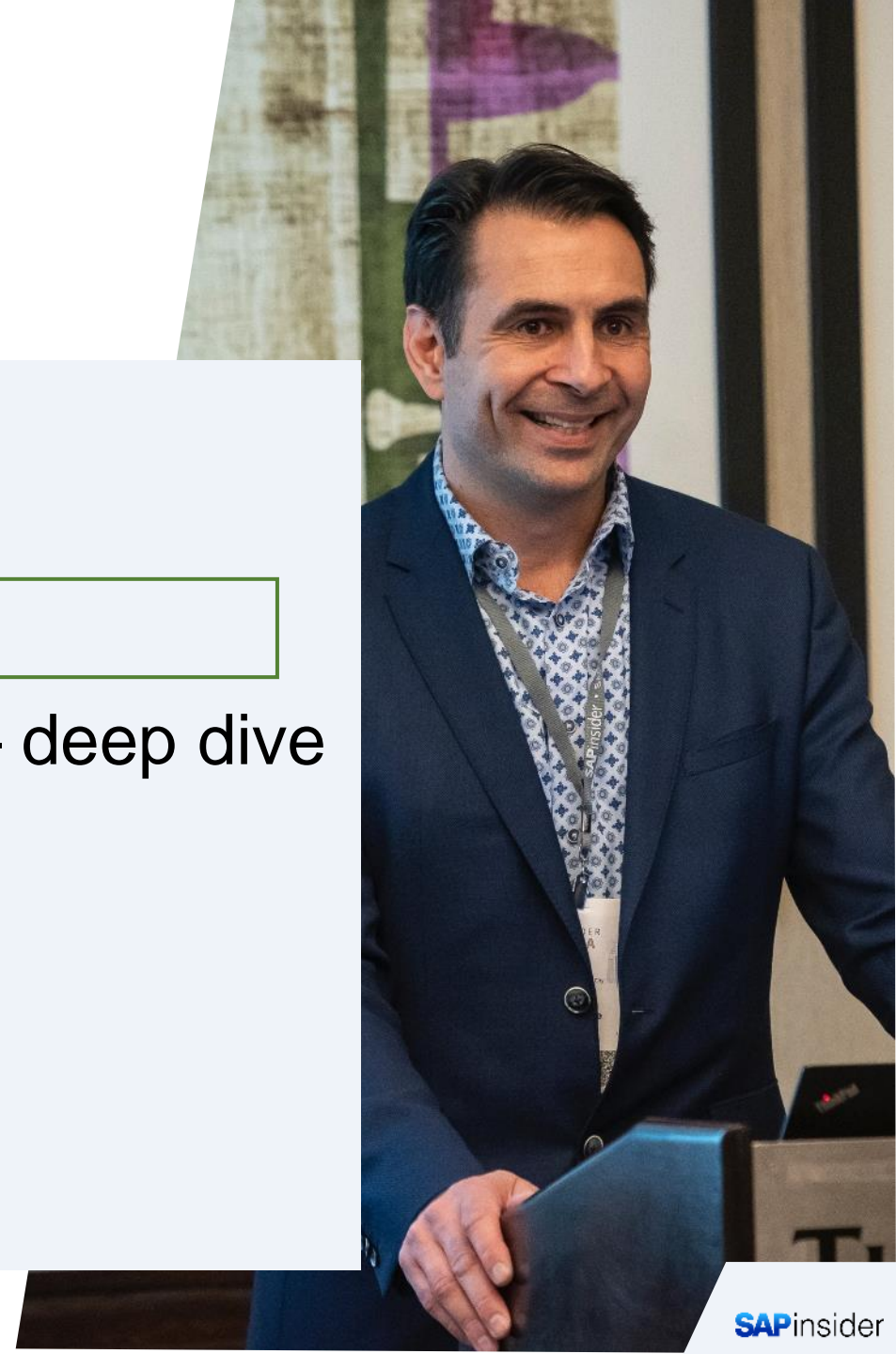
Speaker Introduction



- ✓ 25 years of SAP experience in a career of 30 years in a variety of roles including SAP product development, delivery/advisory/consulting, pre-sales, & sales; currently work for the SAP S/4HANA Center of Excellence, North America
- ✓ Served nearly 100 clients globally & across multiple industry verticals including Public Sector, Utilities, Media, Manufacturing, Pharmaceuticals, Oil & Gas, & Hi-tech among others
- ✓ Areas of expertise include SAP Financials, Logistics/Supply Chain, Reporting & Analytics, Data Management & Governance, Cloud technologies, User Experience, & Project/Program Management
- ✓ Prolific thought leader: Published over 100 articles & white papers for SAP publications; written 5 SAP books; spoken at over 100 SAP conferences globally

Agenda

- UX strategy - fundamentals
- Cloud ERP UX enablement – deep dive
- SAP Fiori Refresh
- Wrap-up



UX has become so important because the way we...



interact



watch



travel



shop

live

impacts the way we want to work!!

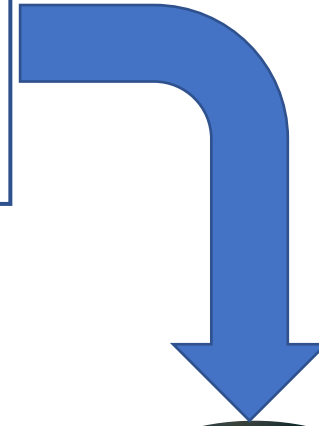
Business users are not having a good time....

distributed
inefficient cumbersome
inaccessible overwhelmed
complex time-consuming
reactive disconnected complicated
frustrating inconsistent



How important is UX to SAP?


User Experience is the cornerstone of **user productivity, satisfaction & adoption**. This is the most important factor in realizing **customer value** from the Intelligent Enterprise.



Thomas Saueressig
Member of the Executive Board of SAP
Head of SAP Product Engineering



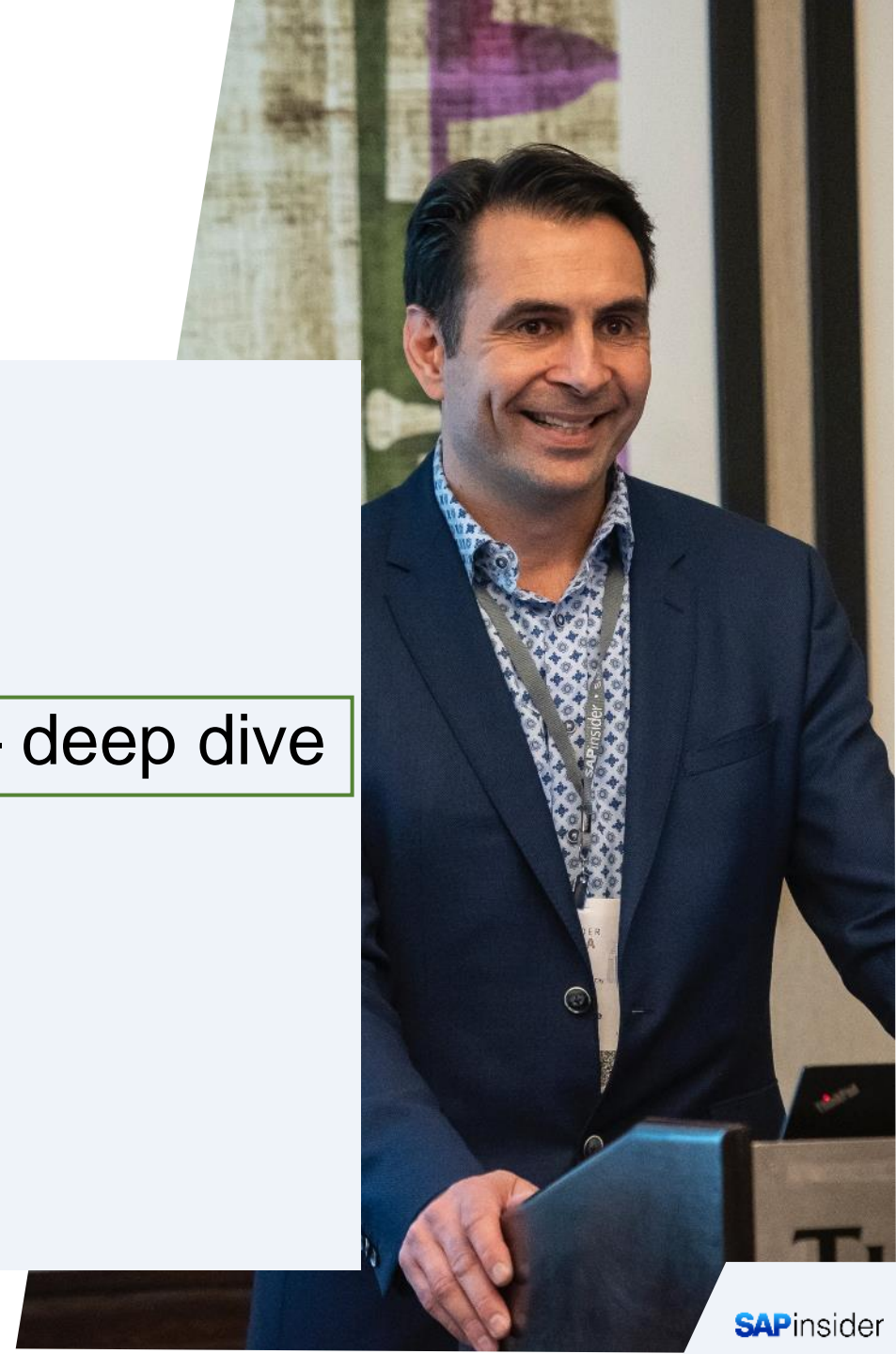
SAP's vision for UX



Increase **user productivity** by intelligently providing access to **applications**, **processes**, and **information** anywhere on any device

Agenda

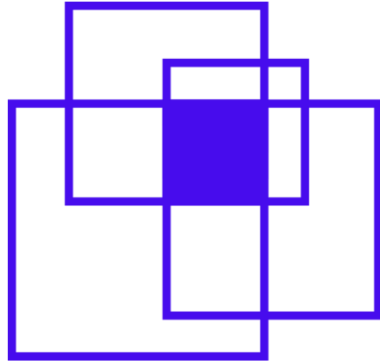
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How we want your experience to be



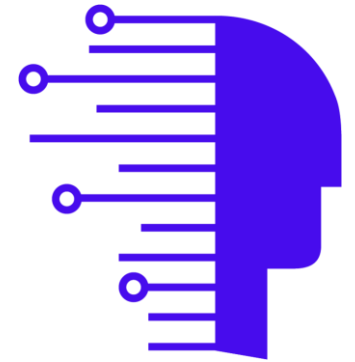
Integrated on
all devices



Consistent and
delightful to use



Collaborative
for every user



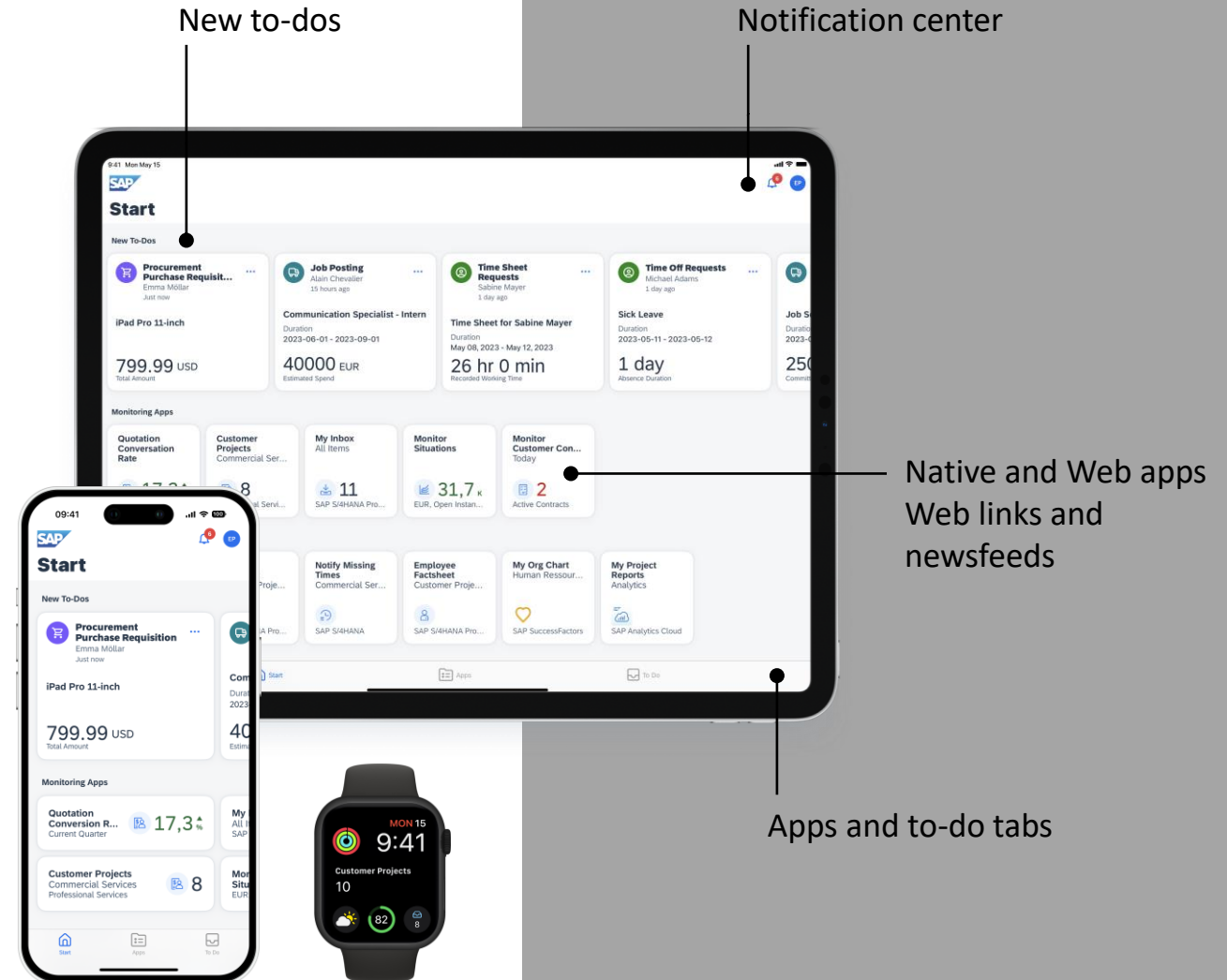
Intelligent in
all interactions

Native entry point on mobile

- Consolidated tasks such as approvals and workflows
- Improved productivity and work flexibility on iOS and Android
- No additional license costs for SAP S/4HANA Cloud customers

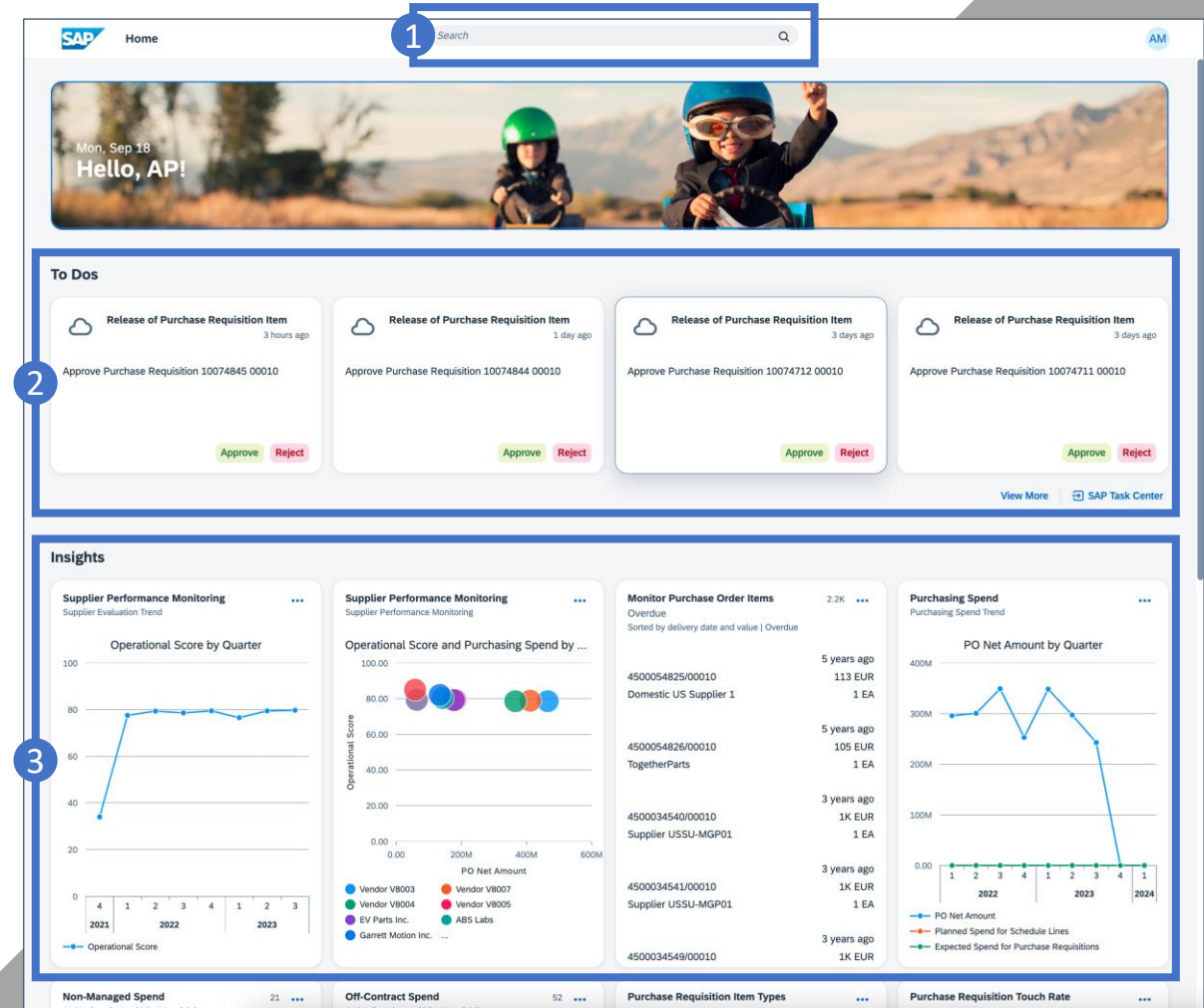
Frictionless mobile access

- Notifications from SAP S/4HANA Cloud
- Selected apps from SAP S/4HANA Cloud
- Further LoB and industry solutions



Single entry point across solutions on desktop

- 1 Search for apps from all connected solutions
 - 2 My To Dos (workflows) from all connected solutions
 - 3 Insight cards from all connected solutions incl. navigation into individual apps
- No additional license costs for SAP S/4HANA Cloud customers*

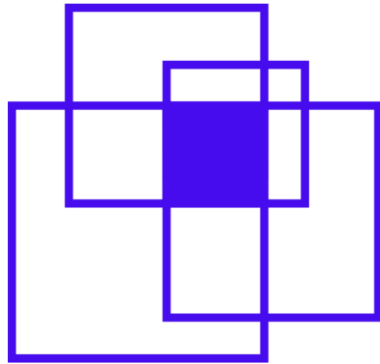


*Having GROW or RISE contracts or SAP Build Work Zone, std. ed. licenses

How we want your experience to be



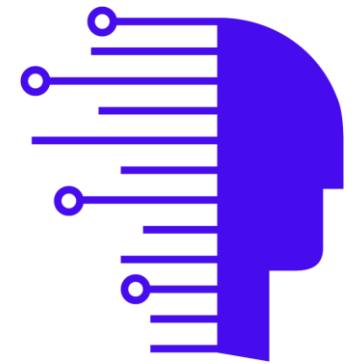
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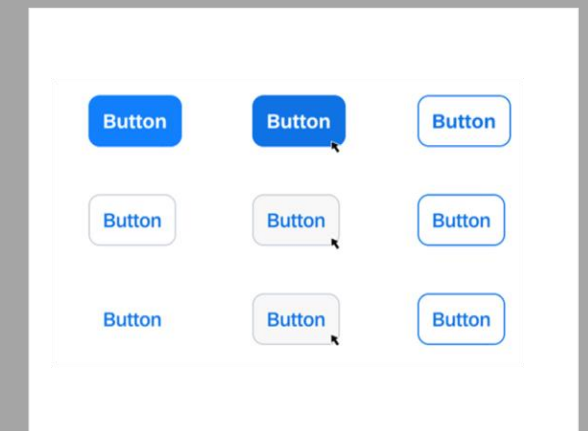
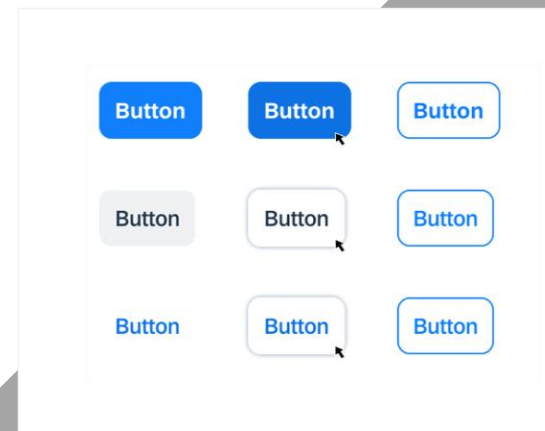
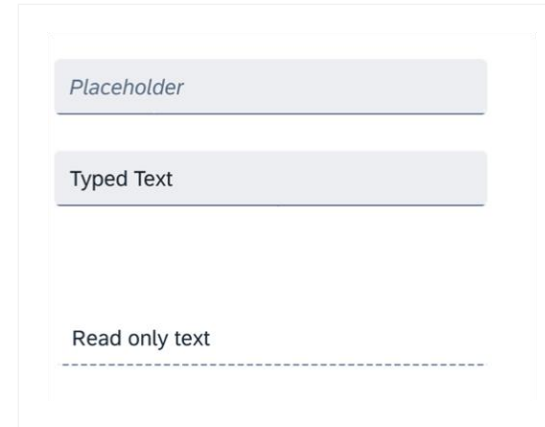
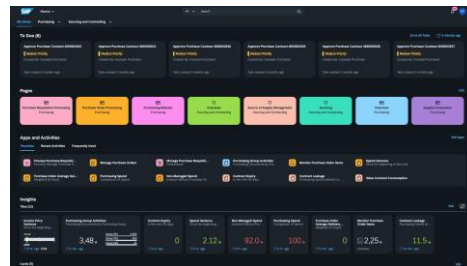
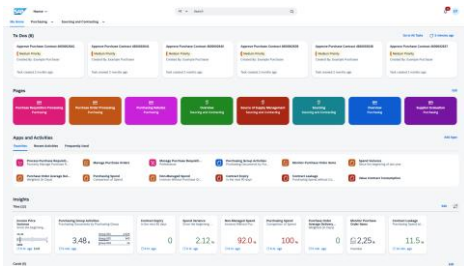
The improved Horizon visual theme

Horizon is the standard theme in SAP S/4HANA Cloud

- SAP S/4HANA Cloud, public edition Q3/23
- SAP S/4HANA Cloud, private edition Q4/23

Available as

- Morning Horizon
- Evening Horizon
- High-contrast white
- High-contrast black



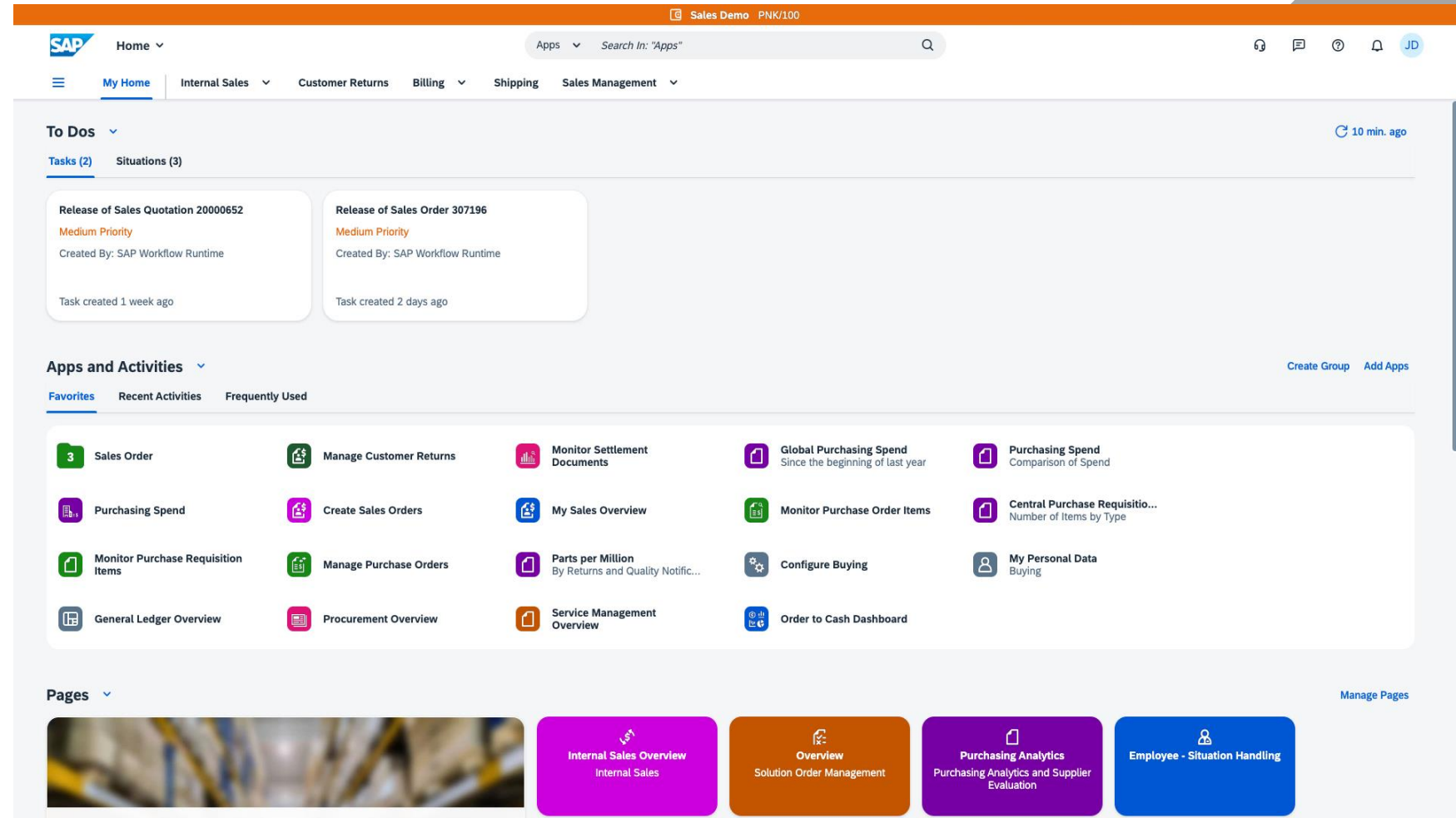
My Home

My Home provides a personalized and easy access entry point to all

- Relevant To Dos tasks
- Favourite pages and applications
- Key business insights

My Home, based on Spaces & Pages is the standard product homepage

- SAP S/4HANA Cloud, public edition Q3/23
- SAP S/4HANA Cloud, private edition Q2/24*

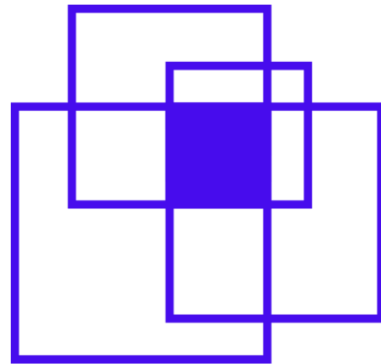


* This is the current state of planning and may be changed by SAP at any time without notice.

How we want your experience to be



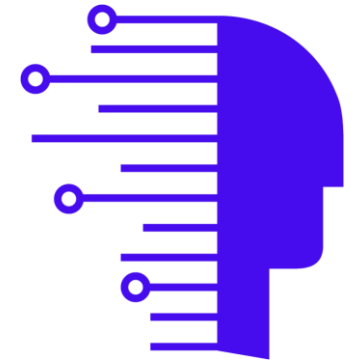
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all devices



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delightful to use



Collaborative
for every user



Intelligent in
all interactions

Collaborative ERP – Share as Chat

Share as Chat allows

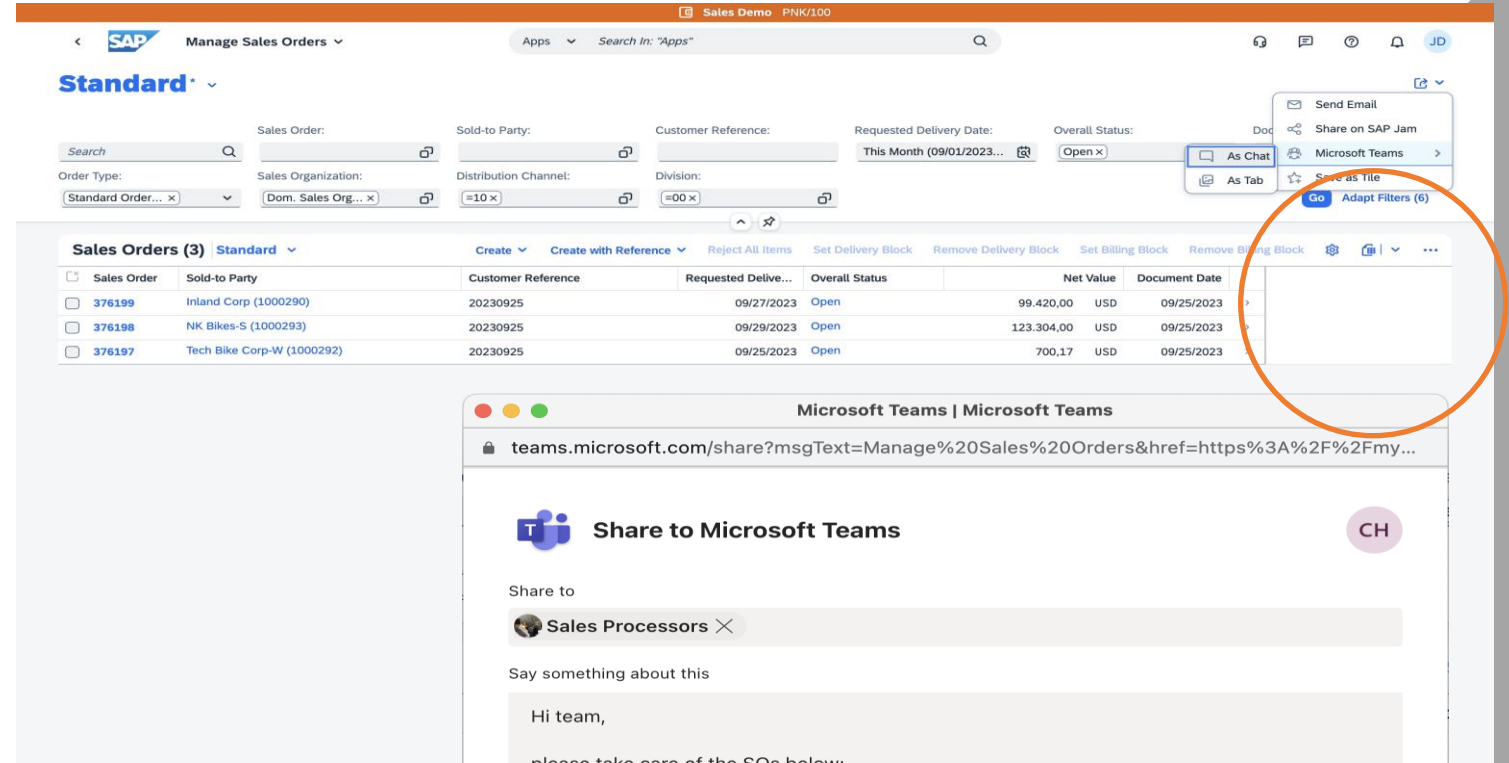
- Sharing of real-time data based on Fiori apps
- Including all filter values
- With all users having authorization

Available in

- SAP S/4HANA Cloud, public edition Q1/23
- SAP S/4HANA Cloud, private edition Q4/23*

Prerequisites & Licenses

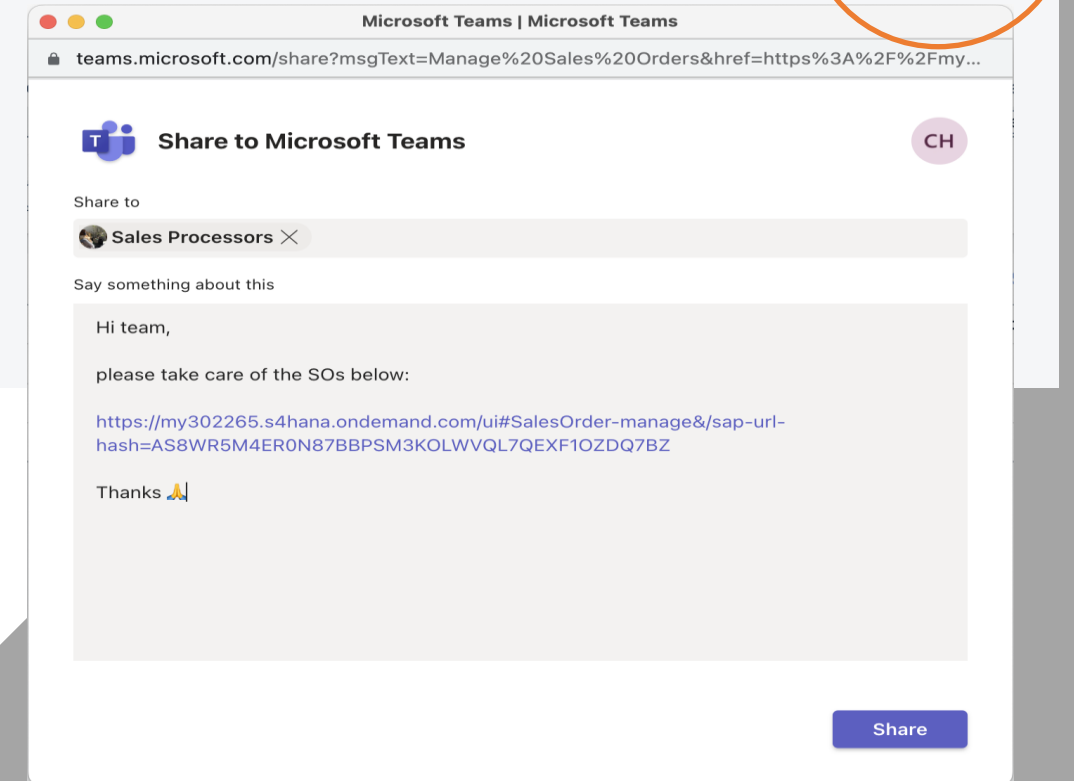
- Maintenance of communication arrangement in SAP S/4HANA Cloud, public edition
- Maintenance of SAP GUI-based configuration in SAP S/4HANA Cloud, private edition
- No additional license costs



The screenshot shows the SAP 'Manage Sales Orders' Fiori app. The top navigation bar includes the SAP logo, 'Manage Sales Orders', and a search bar. Below the navigation bar, there are filter fields for Sales Order, Sold-to Party, Customer Reference, Requested Delivery Date, Overall Status, Order Type, Sales Organization, Distribution Channel, and Division. A table titled 'Sales Orders (3)' displays the following data:

| Sales Order | Sold-to Party | Customer Reference | Requested Delive... | Overall Status | Net Value | Document Date |
|-------------|----------------------------|--------------------|---------------------|----------------|----------------|---------------|
| 376199 | Inland Corp (1000290) | 20230925 | 09/27/2023 | Open | 99.420,00 USD | 09/25/2023 |
| 376198 | NK Bikes-S (1000293) | 20230925 | 09/29/2023 | Open | 123.304,00 USD | 09/25/2023 |
| 376197 | Tech Bike Corp-W (1000292) | 20230925 | 09/25/2023 | Open | 700,17 USD | 09/25/2023 |

In the top right corner, a menu is open, showing options: 'Send Email', 'Share on SAP Jam', 'Microsoft Teams', 'As Chat', 'As Tab', 'Save as File', and 'Adapt Filters (6)'. The 'As Chat' option is highlighted with an orange circle.



The screenshot shows the Microsoft Teams 'Share to Microsoft Teams' dialog box. The URL bar displays the share link: [teams.microsoft.com/share?msgText=Manage%20Sales%20Orders&href=https%3A%2F%2Fmy302265.s4hana.ondemand.com/ui#SalesOrder-manage&/sap-url-hash=AS8WR5M4ER0N87BBPSM3KOLWVQL7QEXF1OZDQ7BZ](https://my302265.s4hana.ondemand.com/ui#SalesOrder-manage&/sap-url-hash=AS8WR5M4ER0N87BBPSM3KOLWVQL7QEXF1OZDQ7BZ). The dialog includes a 'Share to' field with 'Sales Processors' selected, a 'Say something about this' section with the text 'Hi team, please take care of the SOs below:', and a 'Share' button at the bottom right.

Collaborative ERP – Share as Tab

Share as Tab allows

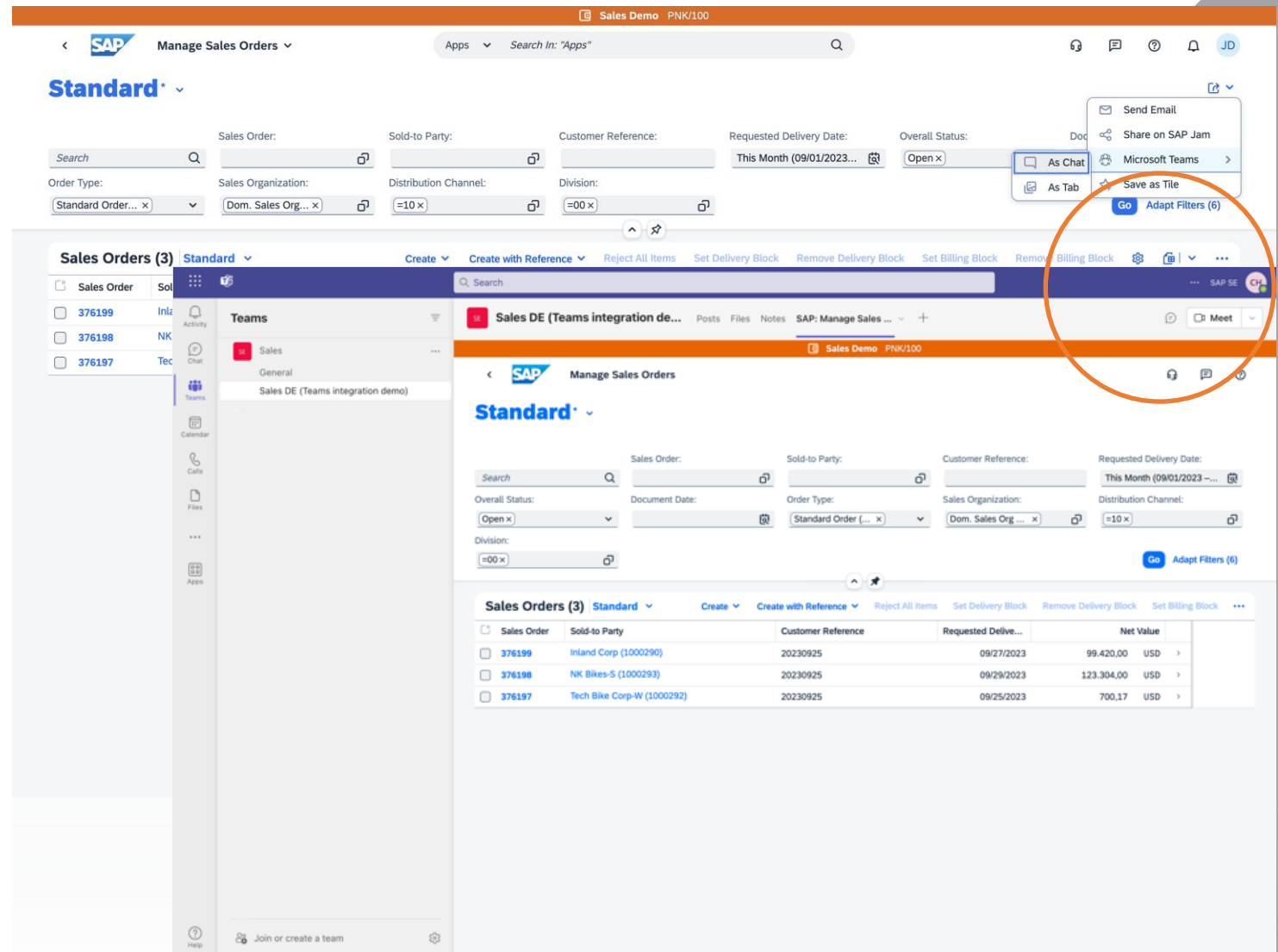
- Sharing of real-time data based on Fiori apps in Tabs of Teams Channels, Groups, Chats
- Including all filter values
- With all users having authorization

Available in

- SAP S/4HANA Cloud, public edition Q3/23
- SAP S/4HANA Cloud, private edition Q4/23*

Prerequisites & Licenses

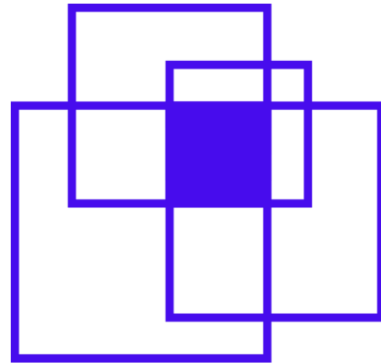
- Same as for Share as Chat
- Additionally required: SAP S/4HANA MS Teams app



How we want your experience to be



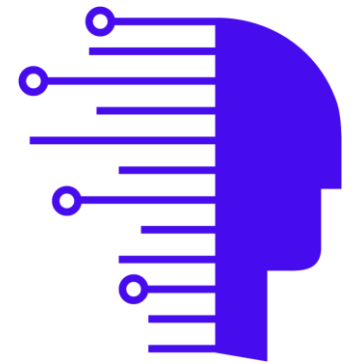
Integrated on
all devices



Consistent and
delightful to use



Collaborative
for every user



Intelligent in
all interactions

Joule and the Intelligent ERP

Joule, SAP's digital assistant in combination with intelligent services of SAP S/4HANA Cloud allows business processes to run intelligently and interconnected.

Planned availability

- Joule for SAP Start Q3/23*
- Joule for SAP S/4HANA Cloud, public edition Q1/24*

The screenshot displays the SAP S/4HANA Cloud user interface with the Joule digital assistant overlay. The main interface includes a top navigation bar with 'Sales Demo' and 'PNK/100', a search bar, and a 'Home' dropdown. Below the navigation bar, there are tabs for 'My Home', 'Internal Sales', 'Sales Management', and 'Analytics'. The 'To Dos' section shows two tasks: 'Approve Purchase Requisition 10065798 00010' and 'Approve Purchase Requisition 10065797 00010', both with 'Medium Priority' and 'Created By: SAP Workflow Runtime'. The 'Pages' section features a 'Manufacturing' card and several overview cards: 'Internal Sales Overview', 'Solution Order Management', 'Supplier Evaluation', 'Sourcing and Contracting', 'Source of Supply Management', and 'Sales Process'. The 'Apps and Activities' section lists various applications like 'Purchasing', 'Create Purchase Requisition', 'General Ledger Overview', 'Create Sales Orders', 'Sales Order Fulfillment', 'Monitor Settlement', 'Monitor Recommendations for Sales Document Completion', 'Manage Sales Order', 'Procurement Overview', 'Track Sales Orders', 'Customer - 360° View', 'Sales Management Overview', 'My Sales Overview', 'Manage Sales Orders', and 'Manage Billing Documents'. The Joule overlay on the right shows a 'Joule' header with a close button, a button to 'Open Create Sales Order - Auto...', and a message: 'Show sales orders that could not be auto-completed'. Below this, it states: 'Here is a list of sales orders that could not be auto-completed.' and displays a table of sales orders:

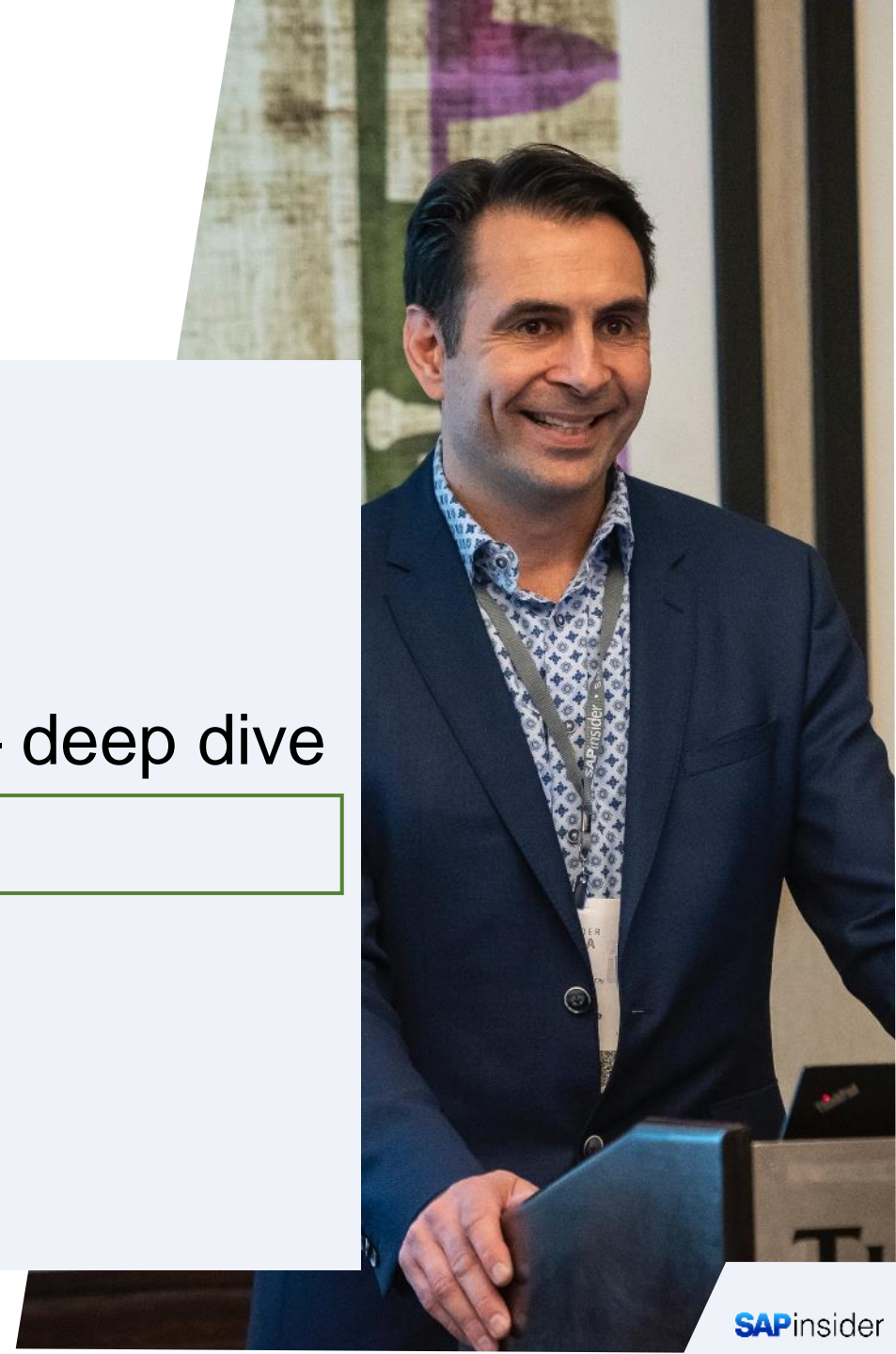
| Sales Order | Filtered by "Data Completion" | 3 of 10 |
|-------------------|-------------------------------|-------------|
| Sales Order 25391 | 5 Fields with Recommendations | Incompleted |
| Sales Order 25390 | 1 Fields with Recommendations | Incompleted |
| Sales Order 25389 | 1 Fields with Recommendations | Incompleted |

At the bottom of the overlay, there is a 'View More' link and a search bar with the text 'Type or speak something...'.

* This is the current state of planning and may be changed by SAP at any time without notice.

Agenda

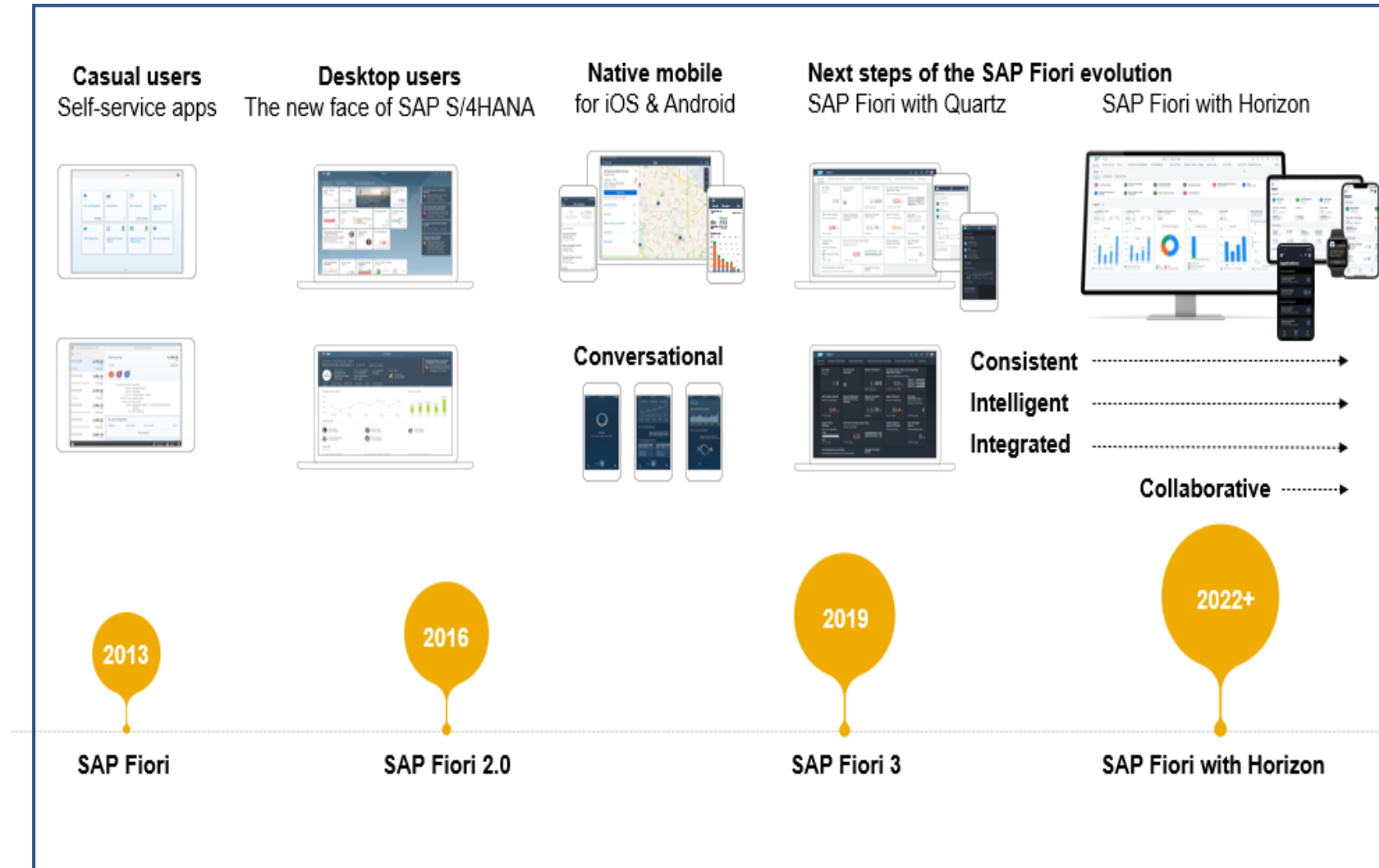
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- Wrap-up



SAP Fiori – the UX foundation for your intelligent ERP

- ✓ SAP Fiori is our user experience for the intelligent enterprise, enabling users to get their job done in an easy and delightful way.
- ✓ It is the target user experience for each and every product developed at SAP
- ✓ SAP Fiori can be implemented on various UI technologies and platforms.

SAP Fiori Evolution



Evolution of Fiori



SAP Fiori 3: Latest Version

Casual users
Self-service apps



2013

SAP Fiori

Power user
The new face of S/4HANA



2016

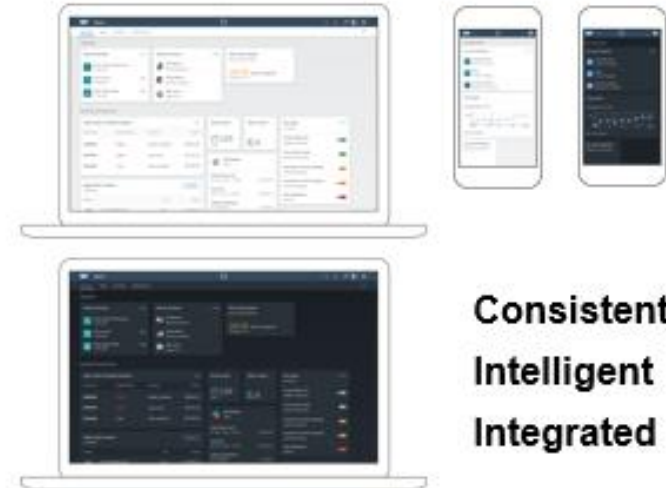
SAP Fiori 2.0

Native mobile
for iOS & Android



Conversational

Next steps of the Fiori evolution
Fiori Design System



**Consistent
Intelligent
Integrated**

2019+

SAP Fiori 3

Consistency with SAP Fiori 3

SAP Ariba

SAP Fieldglass

SAP S/4HANA

Digital Supply Chain &
Manufacturing

SAP Analytics Cloud

SAP Concur

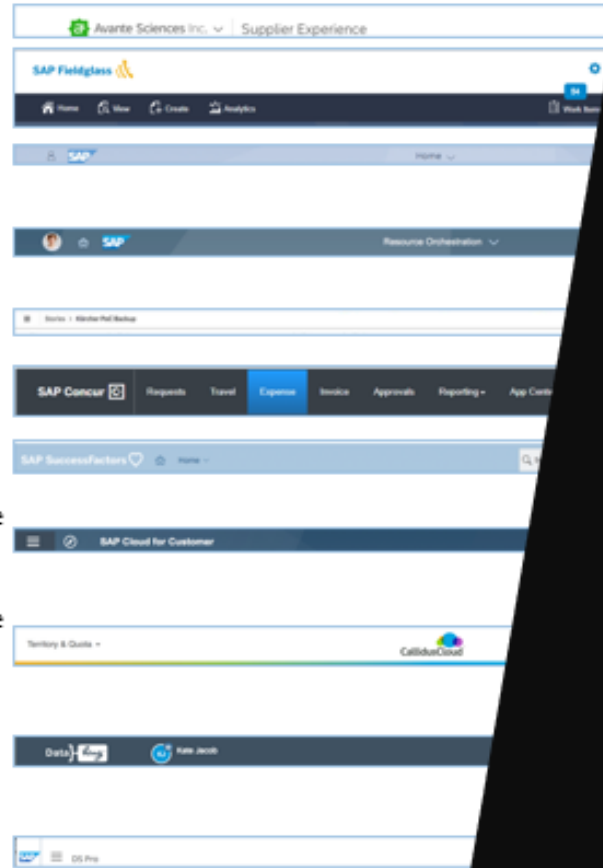
SAP SuccessFactors

SAP Customer Experience
(Sales)

SAP Customer Experience
(Sales)

SAP Customer
Experience (Sales)

SAP Customer
Experience (Sales)



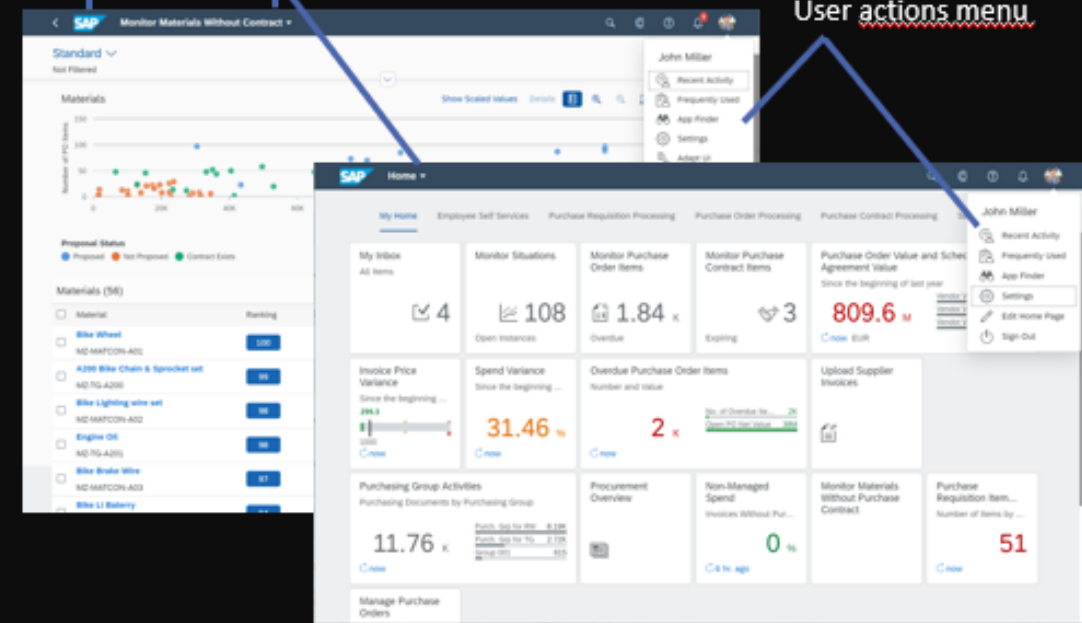
SAP Fiori 3

Logo replaces
Home button

Navigation

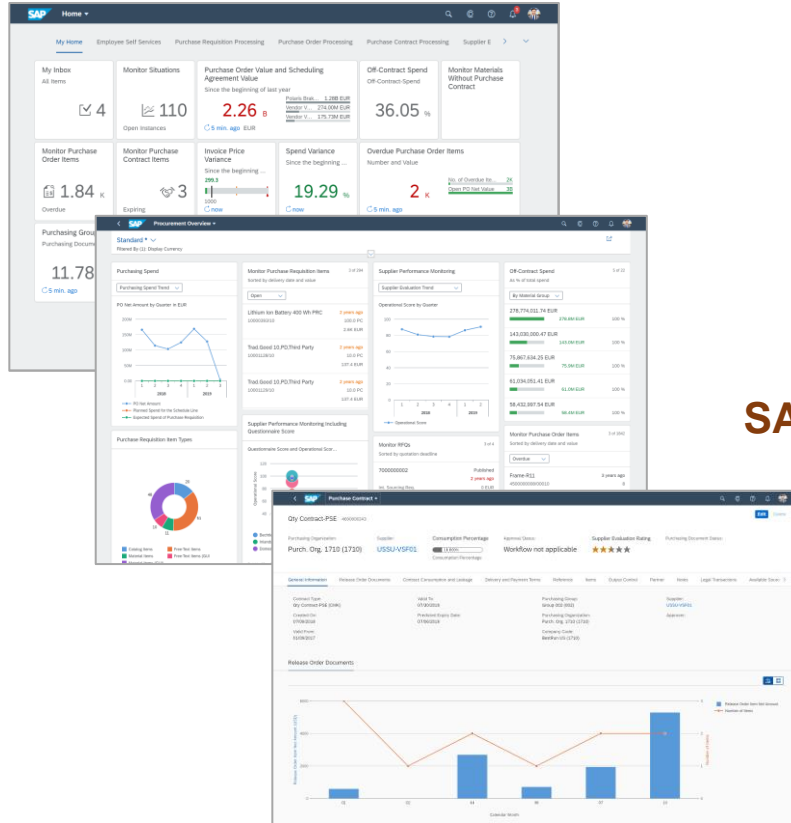
Product specific actions

User actions menu

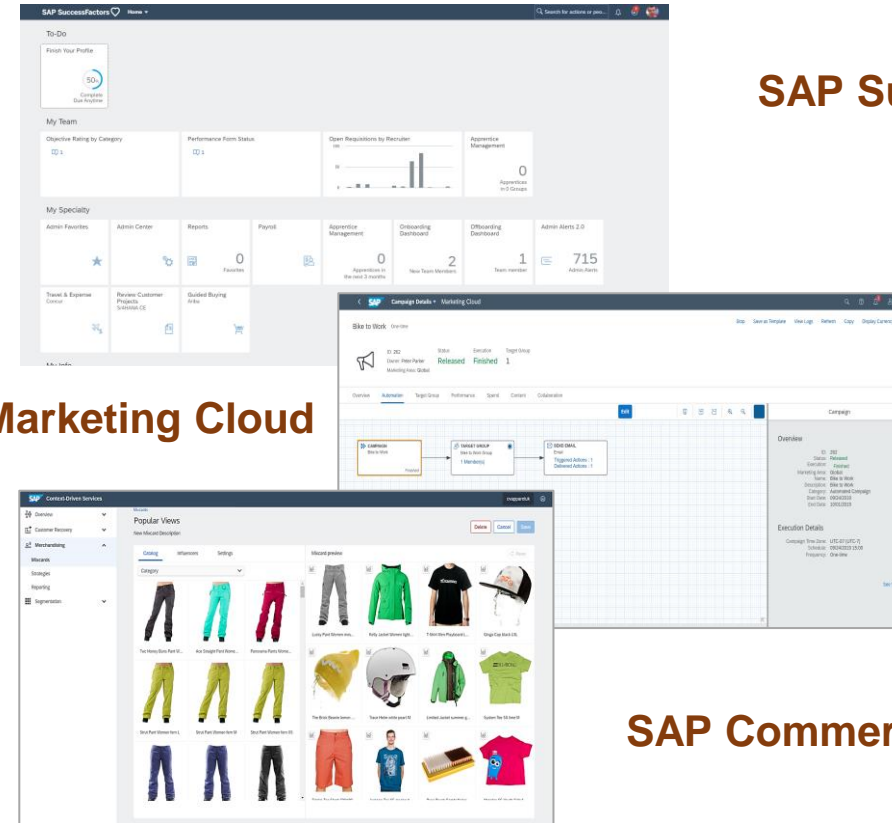


Consistency with SAP Fiori 3...more

SAP S/4HANA



SAP SuccessFactors



SAP Commerce Cloud

S/4HANA Cloud, public edition & Fiori

Fiori is the **only** UI for
S/4HANA Cloud,
public edition

The screenshot displays the SAP Fiori 'Sales Processing' dashboard. At the top, the SAP logo is on the left, and a navigation bar includes 'Home', 'Internal Sales' (selected), 'Billing', and 'Customer Returns'. A search bar and utility icons are on the right. The main section is titled 'Sales Processing' and 'Sales Orders'. It features several tiles: 'Manage Sales Orders - Version 2 27' with a count of 107; 'Manage Sales Orders' with a value of 28,9 k; 'Manage Sales Orders Without Charge' with a value of 5,72 k; 'Create Sales Orders' with a document icon; 'Create Sales Orders' with a text label; 'Import Sales Documents'; 'Create Sales Orders VA01'; and 'Mass Change of Sales Documents'. Below this is a 'Monitoring' section with tiles for 'Track Sales Orders' (with a minus icon), 'Sales Order Fulfillment' (with a bar chart showing 'Incomplete Data ... 26,3K', 'Billing Block in ... 22,87K', and 'Credit Block in ... 20,99K' and a '1 hr. ago' refresh link), 'Predicted Delivery Delay' (with a bar chart showing 'Not Predicted 35,29K' and a '1 hr. ago' refresh link), 'Monitor Product Availability' (with a factory icon), and 'List Incomplete Sales Documents' with a value of 31,4 k.

SAP Home ▾

My Home **Internal Sales** ▾ Billing Customer Returns

Sales Processing

Sales Orders

Manage Sales Orders
- Version 2 27

107

Manage Sales Orders

28,9 k

Manage Sales Orders
Without Charge

5,72 k

Create Sales Orders

Create Sales Orders

Import Sales Documents

Create Sales Orders VA01

Mass Change of Sales Documents

Monitoring

Track Sales Orders

Sales Order Fulfillment
Analyze and Resolve...

Incomplete Data ... 26,3K

Billing Block in ... 22,87K

Credit Block in ... 20,99K

1 hr. ago

Predicted Delivery Delay
No. of Order Items

Not Predicted 35,29K

1 hr. ago

Monitor Product Availability

List Incomplete Sales Documents

31,4 k

Key points to take home

- ✓ User Experience has become important because the way we work impacts the way we live
- ✓ Consumers desire a unified, consistent UX across systems, processes & landscapes
- ✓ Our four pillars for a memorable UX with Cloud ERP are integration, consistency, collaboration, and intelligence
- ✓ SAP Fiori is at the heart of our overall UX strategy & SAP continues to make significant enhancements to it
- ✓ SAP Fiori is the only UX for S/4HANA Cloud, public edition & is becoming the UX for many of our cloud SAP applications

Where to Find More Information

- https://learning.sap.com/learning-journey/develop-sapui5-applications/understanding-sap-s-ux-strategy_aa9d604b-53d1-4d41-b9af-3d4b946939bc
 - SAP Learning site for an overview of UX strategy
- <https://blogs.sap.com/2023/08/09/sap-user-experience-in-sap-s-4hana-cloud-public-edition-2308/>
 - A blog on SAP UX in S/4HANA Cloud, Public Edition 2308
- <https://community.sap.com/topics/joule#:~:text=With%20Joule%20in%20SAP%20SuccessFactors,and%20writing%20unbiased%20job%20descriptions>
 - SAP Community for all things related to Joule
- <https://fioriappslibrary.hana.ondemand.com/sap/fix/externalViewer/>
 - SAP Fiori reference apps library

Anurag Barua
SAP America

Please remember to complete
your session evaluation.

SAPinsider



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