7 Best Practices to Implement Fiori when Transitioning to SAP S/4HANA

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SAPinsider

In This Session

- Understand the role of SAP Fiori in SAP's user experience strategy.

- Learn how to build your Fiori roadmap for your S/4HANA migration project.

- Discover how to increase adoption of SAP Fiori and S/4HANA.

- Understand how to make your Fiori architecture scalable, performant, and secure.

- Get advice how to build the necessary skills.

Agenda

- SAP's Fiori strategy
- 7 best practices
  - Establishing the value
  - Roll-out and change management
  - User experience
  - Architecture
  - Performance and support
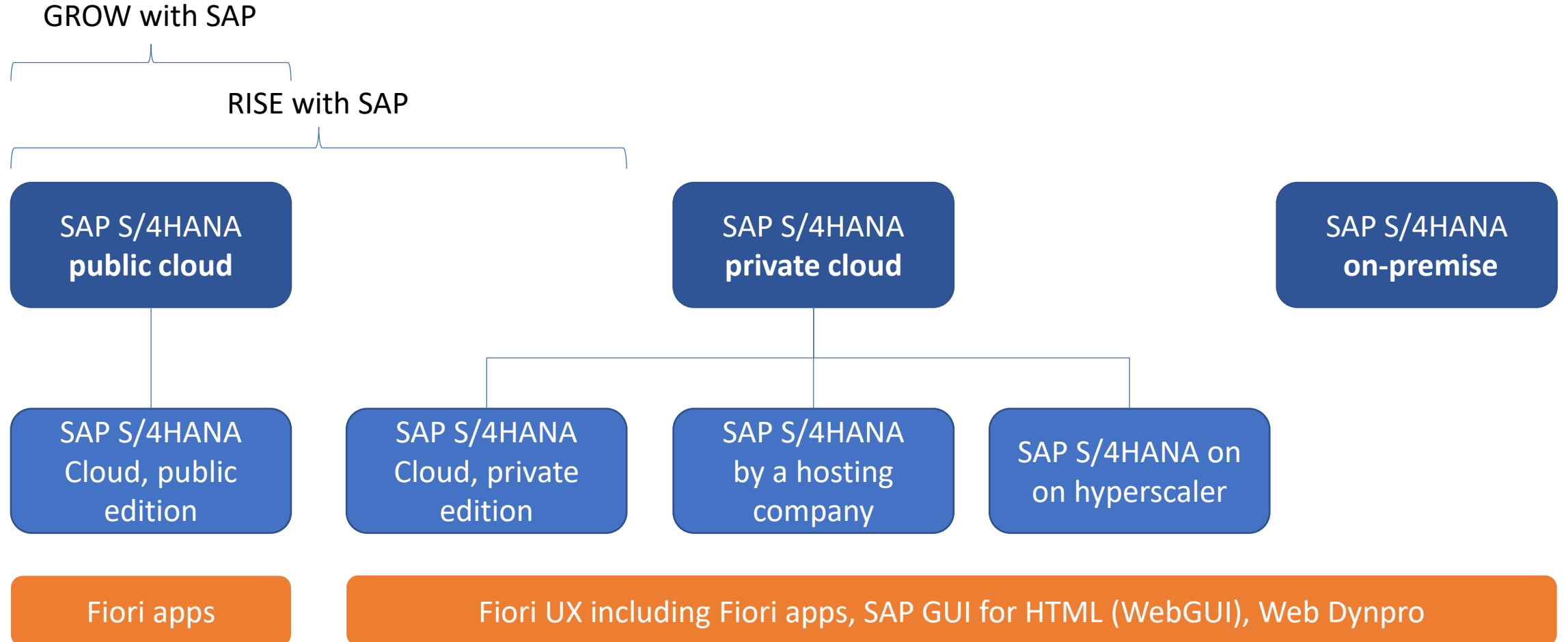 - Development
  - Skill building
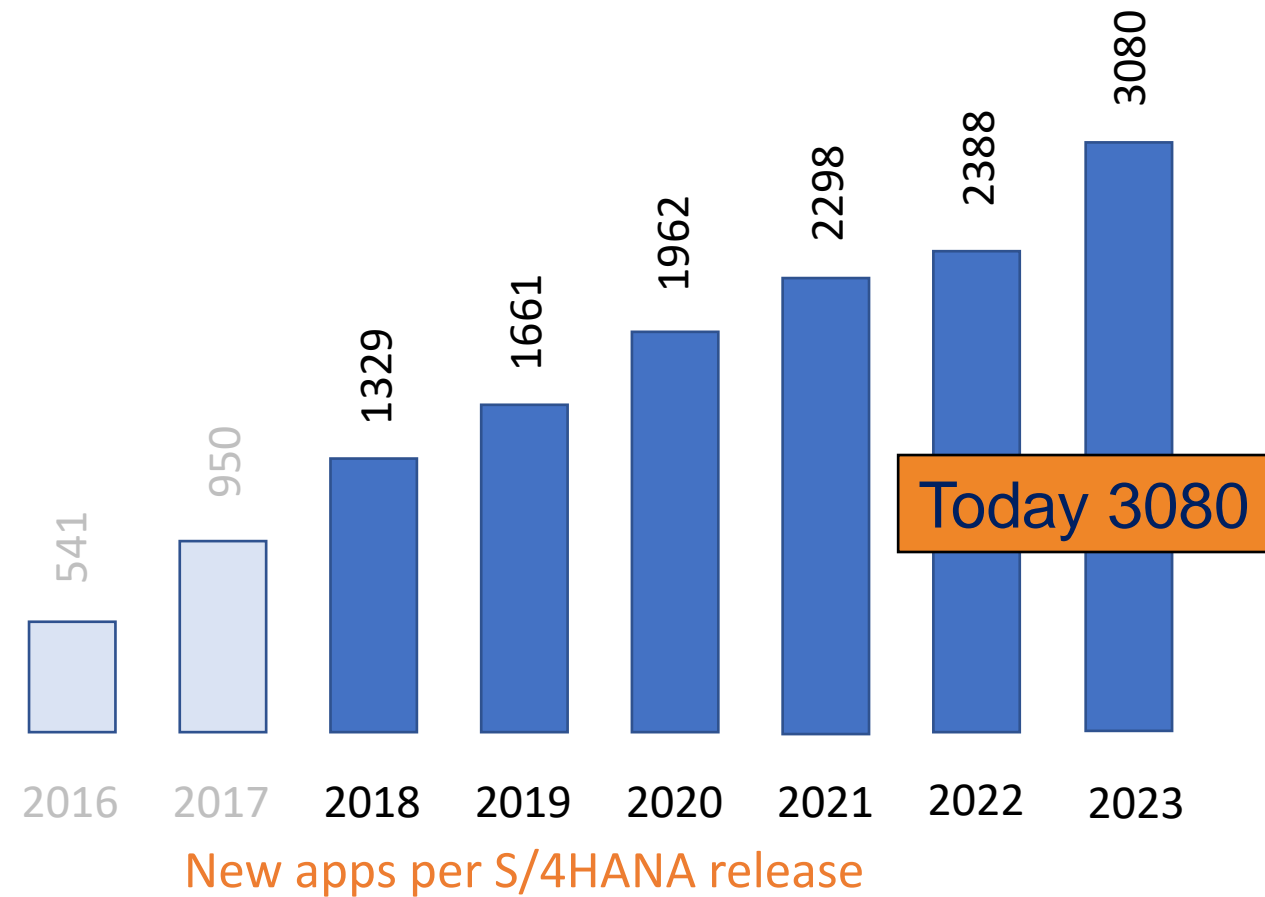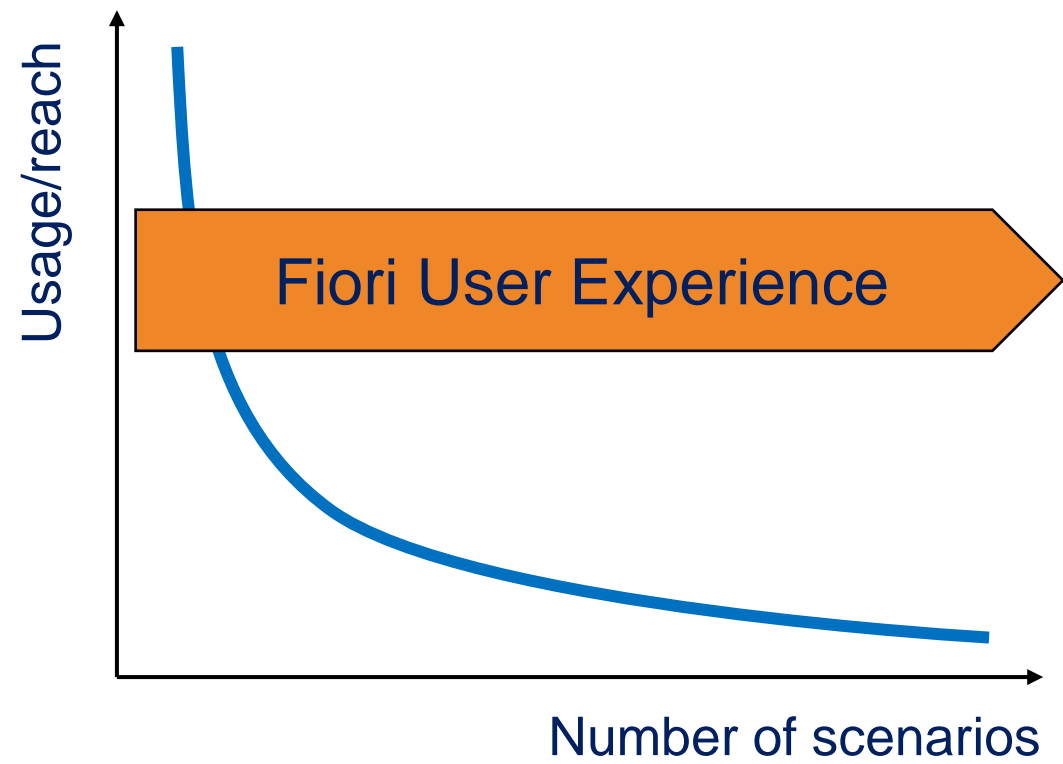- Wrap-Up
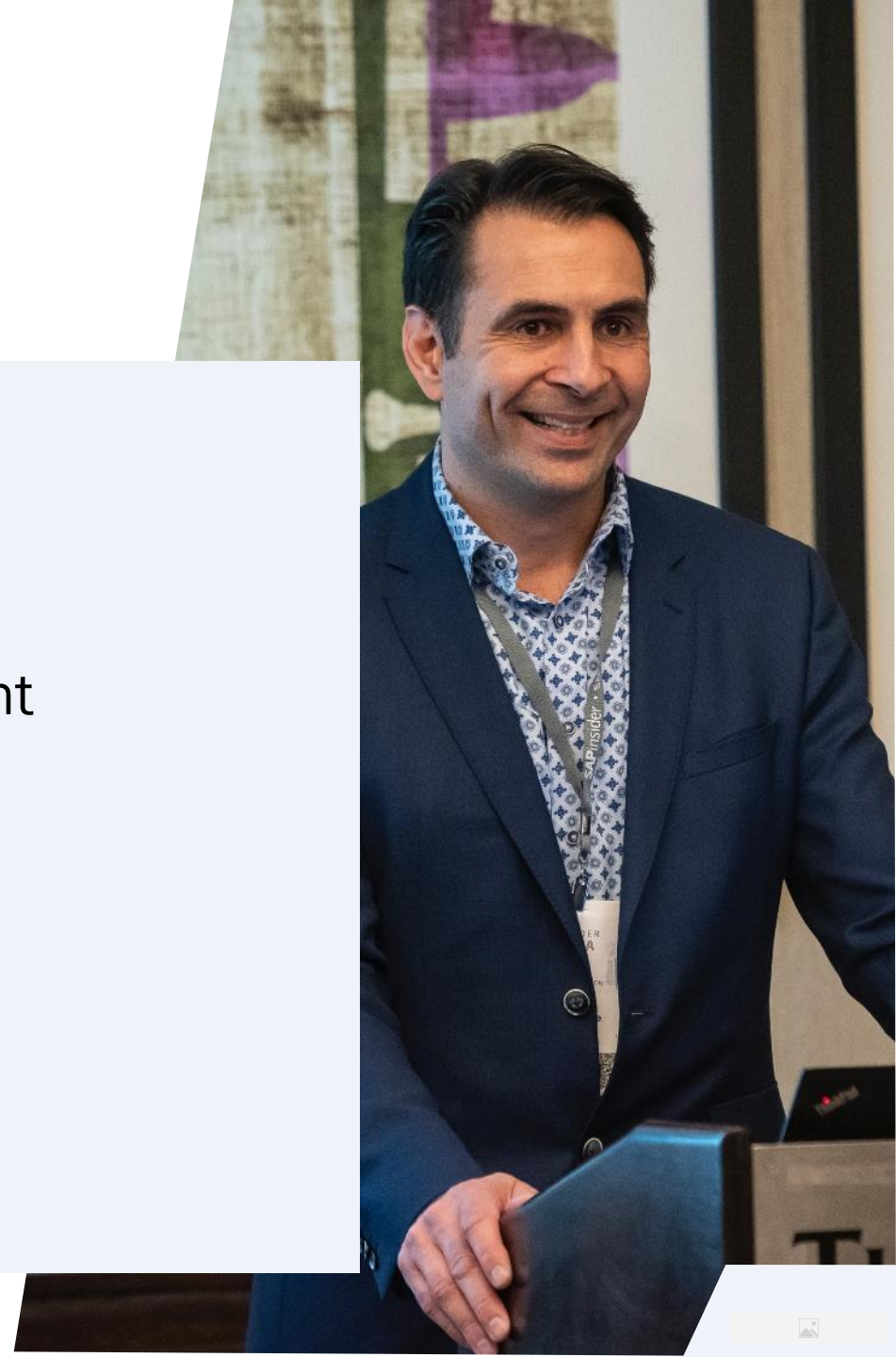
SAP's Fiori strategy

- Flavors of S/4HANA

- Evolution of Fiori

- Fiori in S/4HANA

Flavors of SAP S/4HANA and Fiori

GROW with SAP

RISE with SAP

| SAP S/4HANA **public cloud** | SAP S/4HANA **private cloud** | SAP S/4HANA **on-premise** |

| SAP S/4HANA Cloud, public edition | SAP S/4HANA Cloud, private edition | SAP S/4HANA by a hosting company | SAP S/4HANA on on hyperscaler |

| Fiori apps | Fiori UX including Fiori apps, SAP GUI for HTML (WebGUI), Web Dynpro |

SAP's Fiori strategy

Usage/reach

Fiori User Experience

Number of scenarios

541 — 2016
950 — 2017
1329 — 2018
1661 — 2019
1962 — 2020
2298 — 2021
2388 — 2022
3080 — 2023

Today 3080

New apps per S/4HANA release

UX is one of the pillars of S/4HANA

Processes	Insight	User experience	Technology
Simplification and new best practices	Embedded analytics	Modern & responsive user experience, digital assistant	Intelligent technologies (SAP HANA, Machine Learning, Process Automation, etc.)

RE-IMAGINE WORK

RE-IMAGINE BUSINESS PROCESSES

RE-IMAGINE BUSINESS MODELS
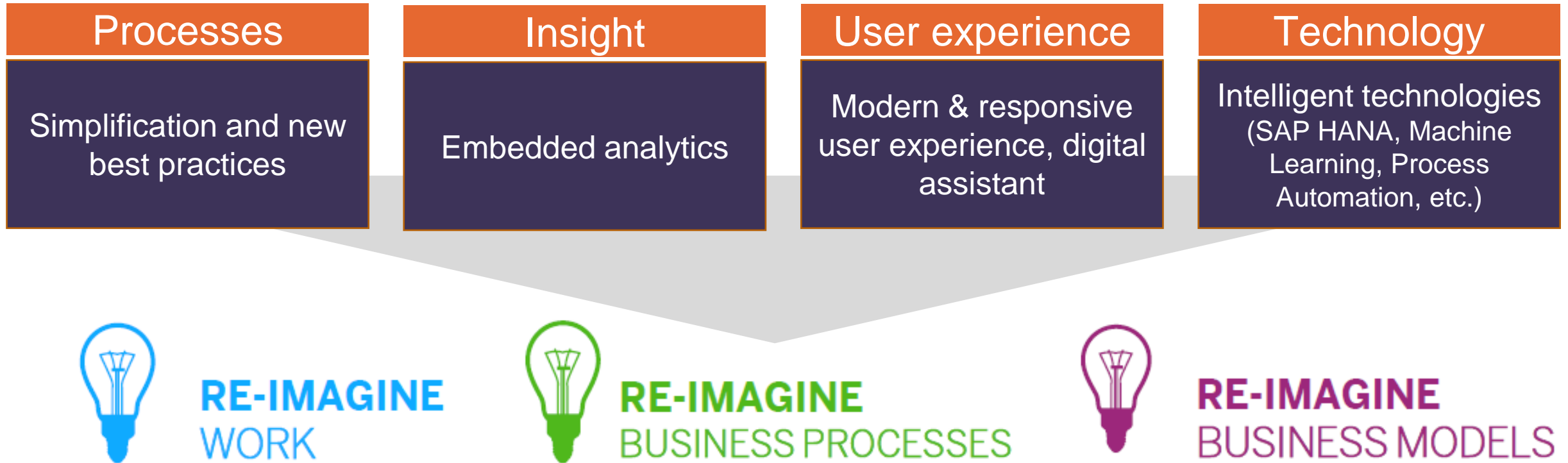
It's not about a new ERP system.
It's about a journey to re-image your business!

Example

Processes

Manufacturing and Supply Chain can be optimized based on real-time and predicted demand
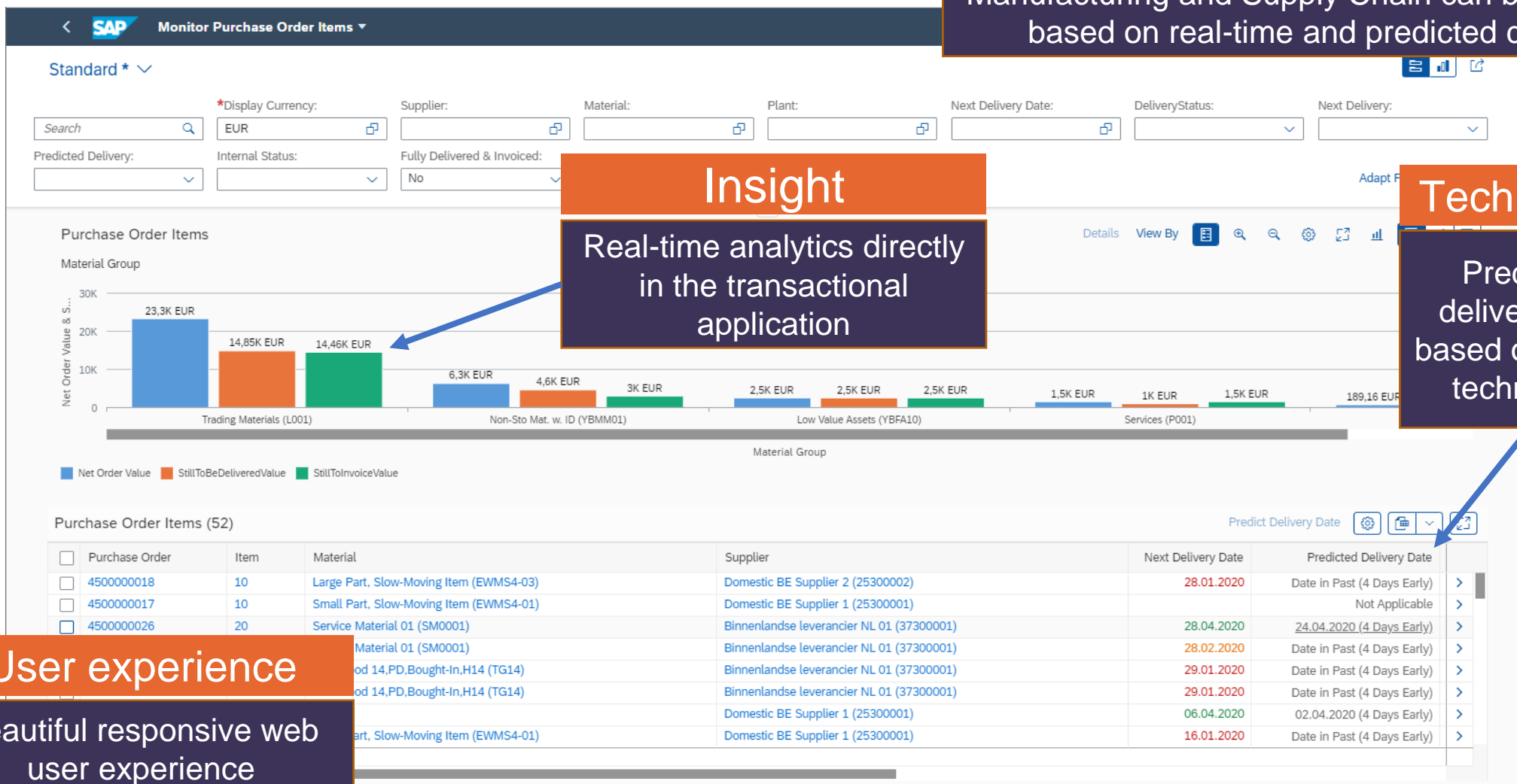
Insight

Real-time analytics directly in the transactional application

Technology

Predicted delivery date based on HANA technology

User experience

Beautiful responsive web user experience

7 best practices

- Establishing the value

- Roll-out and change management

- User experience

- Architecture

- Performance and support

- Development

- Skill building

Establishing the value – Start from the goals

Be more **MOBILE**

GUIDE me better

RESPOND faster

COLLABORATE better

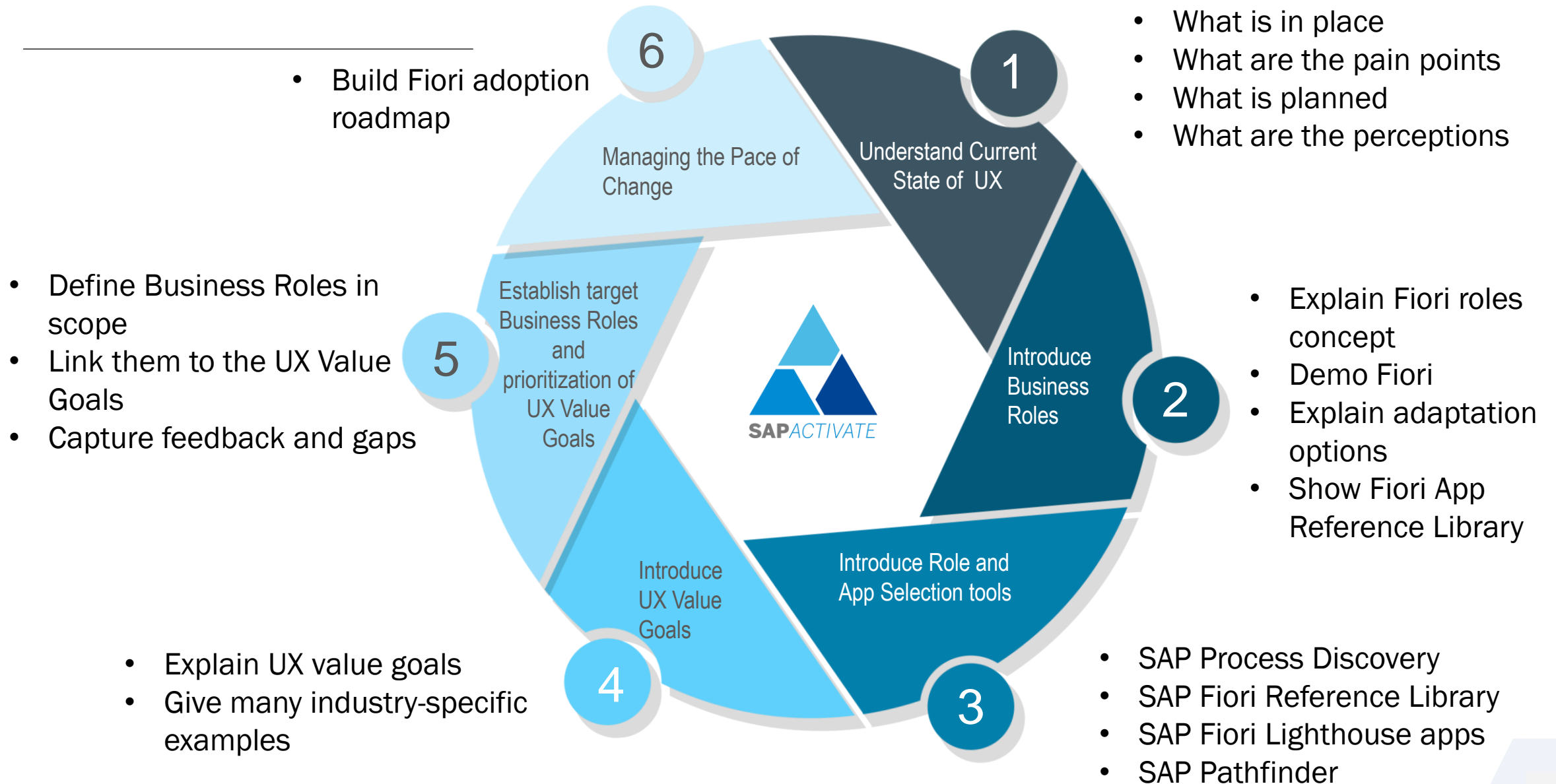Be more **INSIGHTFUL**

REACT faster

Be more **AUTOMATED**

Be more **PROACTIVE**

Be more **ADAPTABLE**

Source: SAP

Establishing the value – Follow SAP Activate

- Build Fiori adoption roadmap

- What is in place
- What are the pain points
- What is planned
- What are the perceptions

6 Managing the Pace of Change

1 Understand Current State of UX

- Define Business Roles in scope
- Link them to the UX Value Goals
- Capture feedback and gaps

5 Establish target Business Roles and prioritization of UX Value Goals

Introduce Business Roles

2
- Explain Fiori roles concept
- Demo Fiori
- Explain adaptation options
- Show Fiori App Reference Library

SAPACTIVATE

4 Introduce UX Value Goals

Introduce Role and App Selection tools

3

- Explain UX value goals
- Give many industry-specific examples

- SAP Process Discovery
- SAP Fiori Reference Library
- SAP Fiori Lighthouse apps
- SAP Pathfinder

Establishing the value – Use app selection tools

SAP Signavio Process Insights, Discovery Edition

BETA VERSION

Start your Transformation Journey with SAP Signavio Process Insights, Discovery Edition

(evolution of Process Discovery, SAP Innovation and Optimization Pathfinder on Spotlight)

Understand your current business process performance. Identify new functionalities from SAP S/4HANA, SAP Fiori apps, automation and intelligent technologies to support your business goals.

SAP Fiori Reference Library

Categories

All apps	>
All apps for SAP S/4HANA	>
All apps for SAP S/4HANA Cloud	>
SAP Fiori apps for SAP S/4HANA	>
SAP Fiori apps for SAP Business Suite	>
SAP Fiori lighthouse apps	>
Available via SAP Fiori Cloud	>

Welcome to the SAP Fiori Apps Reference Library!

Explore, plan and implement SAP Fiori, the latest user experience from SAP including all relevant content for the SAP Fiori launchpad.

Find out how to get the most out of SAP Fiori Apps Reference Library in the help portal.

Find out how you can take advantage of SAP Fiori with our SAP Fiori lighthouse scenarios designed to deliver immediate business benefit to SAP S/4HANA customers.

SAP FIORI LIGHTHOUSE SCENARIOS UPDATED

You can learn more about SAP Fiori at our website
or
see SAP Fiori in action with a free trial.

Sign in and get recommendations based on your system usage. Learn more

Get SAP Fiori App Recommendations

Understand the impact of upgrading your SAP S/4HANA system. Learn more

Run SAP Fiori Upgrade Impact Analysis

Read More about the SAP Fiori apps reference library.

SAP Fiori Lighthouse apps

SAP Fiori Lighthouse apps

Update July 2022

PUBLIC

SAP Pathfinder

How can you optimize your business processes?

NEW: The SAP Innovation and Optimization Pathfinder on Spotlight

Whether you are running on SAP ERP or whether you have already moved on the new SAP S/4HANA digital core, discover how SAP can help you to optimize and innovate your current system.

Contact Us

Roll-out and change management

- Implementation by roles and business catalogs

- Identify and include the best apps

- Power users

- New concepts in Fiori
  - Horizon Theme & My Home
  - Flat tiles & Links
  - Spaces and pages
  - Situation handling & notifications
  - Faster data entry via keyboard (only public edition)
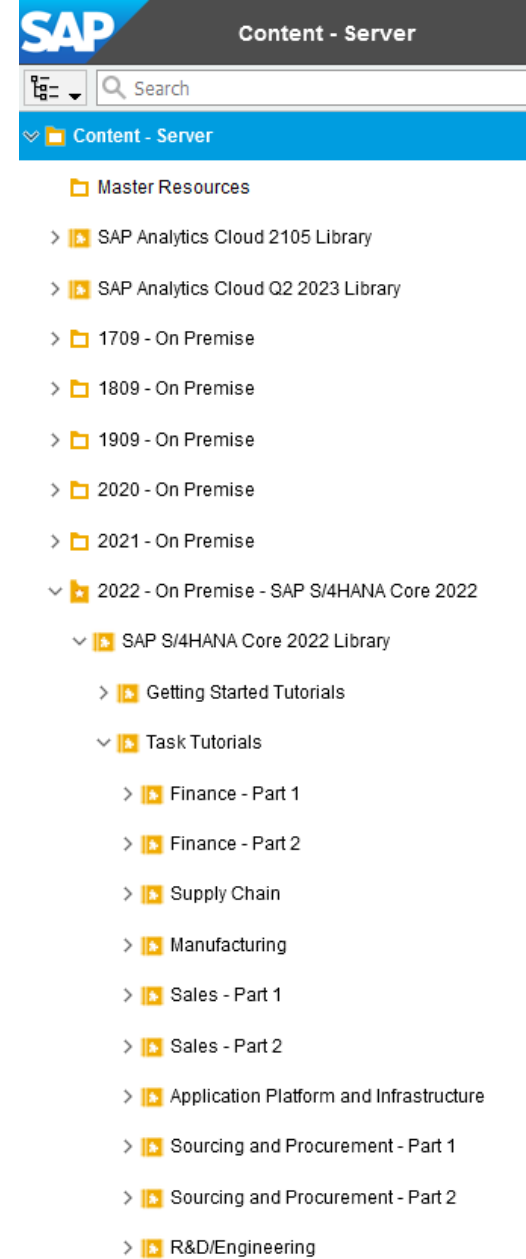 - Share to MS Teams
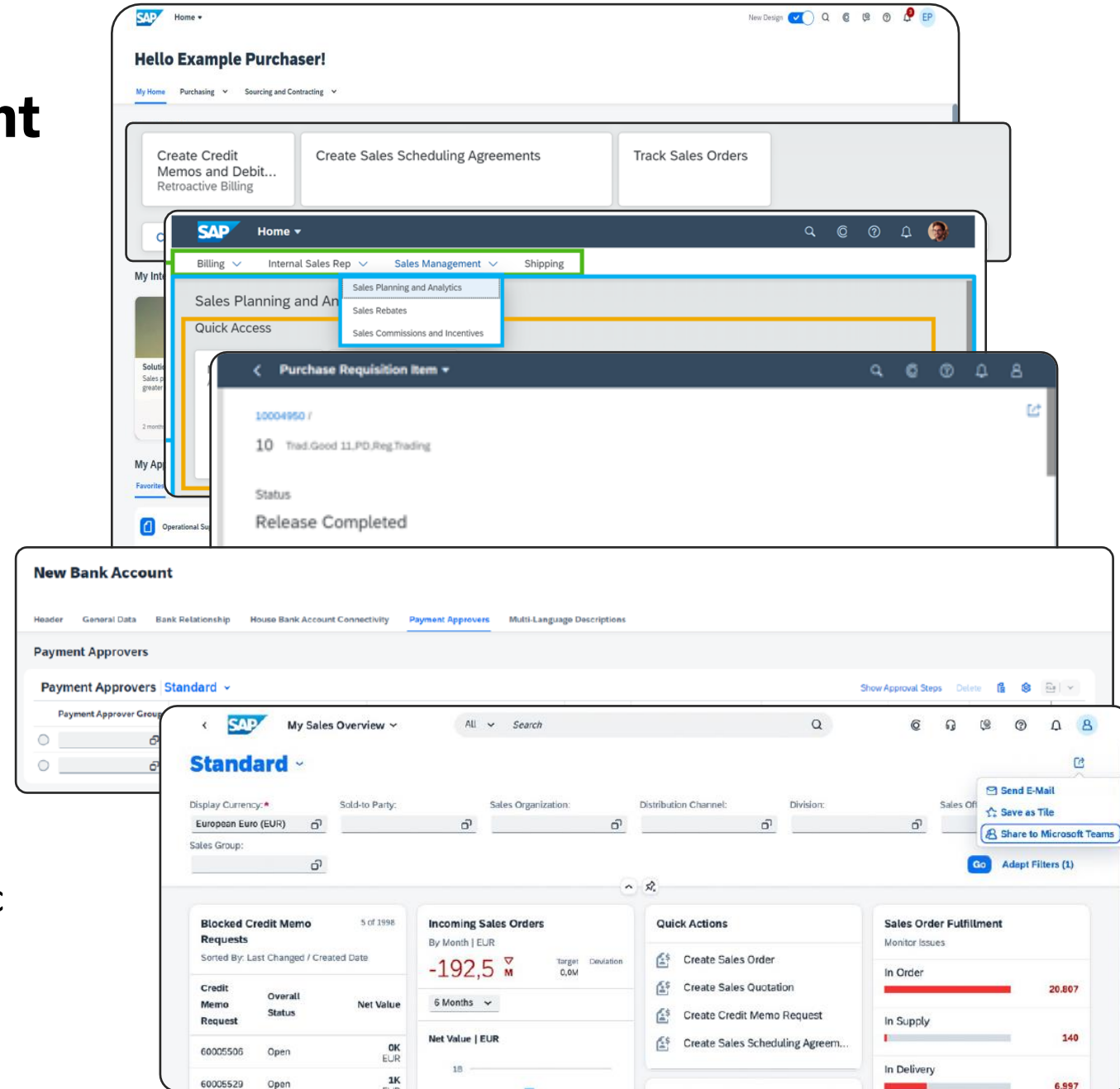
Change management

- Even simplification is a change

- Self-learning for end users

- Trainings/demos for selected scenarios

- User assistance (Enable Now, etc.)

- Make it easy to use
    - Provide single entry point
    - Keep the structure simple
    - Make the most of personalization to simplify the usage for end users (filters, tables, even app variants, My Home, Default Values)

- Invest time to learn the authorization concept
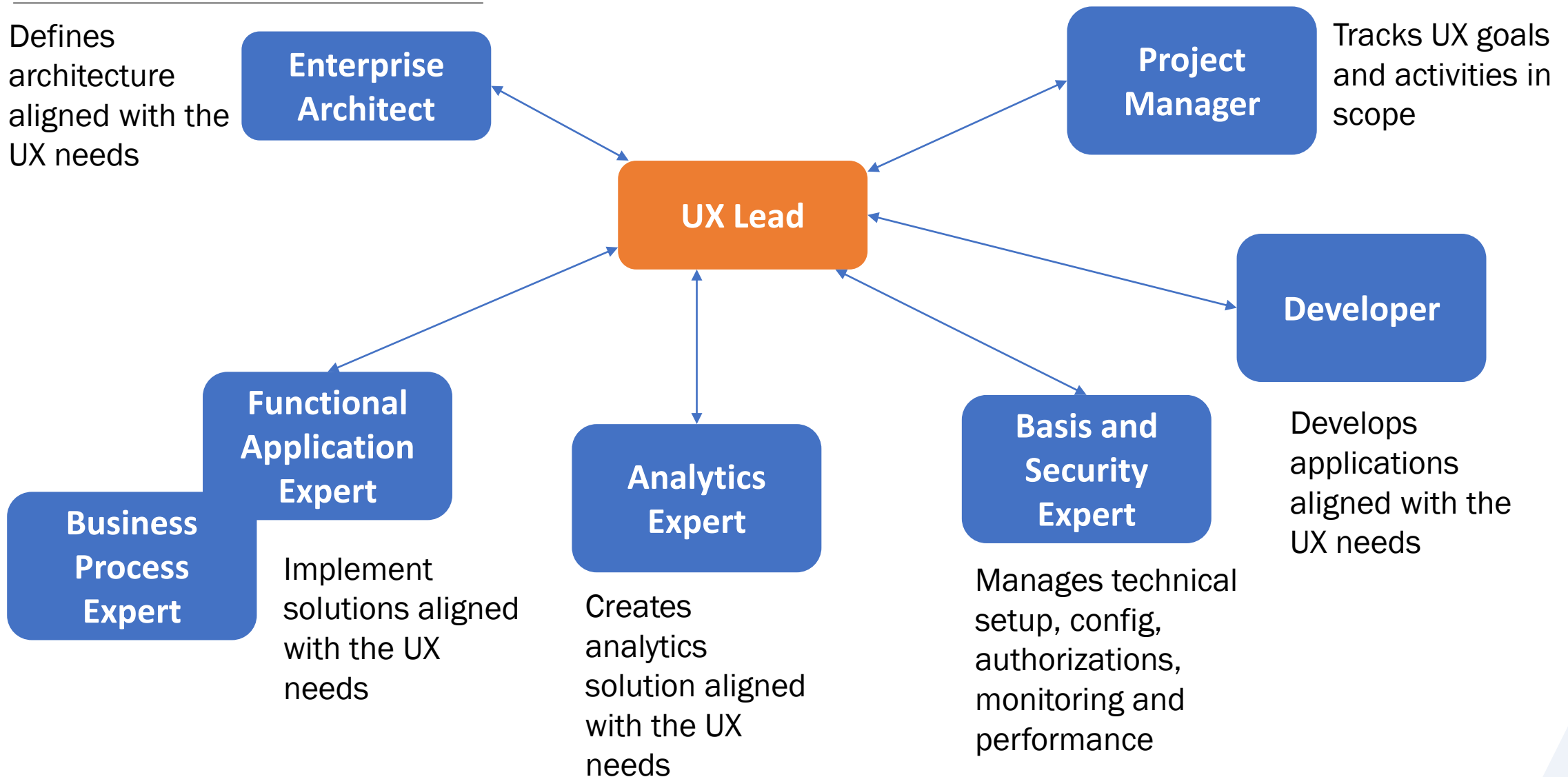
- Organize support and troubleshooting

https://education.hana.ondemand.com/education/wa/s4/index.html

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SAP   Content - Server

Search

Content - Server
- Master Resources
- SAP Analytics Cloud 2105 Library
- SAP Analytics Cloud Q2 2023 Library
- 1709 - On Premise
- 1809 - On Premise
- 1909 - On Premise
- 2020 - On Premise
- 2021 - On Premise
- 2022 - On Premise - SAP S/4HANA Core 2022
    - SAP S/4HANA Core 2022 Library
        - Getting Started Tutorials
        - Task Tutorials
            - Finance - Part 1
            - Finance - Part 2
            - Supply Chain
            - Manufacturing
            - Sales - Part 1
            - Sales - Part 2
            - Application Platform and Infrastructure
            - Sourcing and Procurement - Part 1
            - Sourcing and Procurement - Part 2
            - R&D/Engineering

# User experience - UX Lead in the project team

Defines architecture aligned with the UX needs

Enterprise Architect

Project Manager

Tracks UX goals and activities in scope

UX Lead

Developer

Functional Application Expert

Business Process Expert

Analytics Expert

Basis and Security Expert

Develops applications aligned with the UX needs

Implement solutions aligned with the UX needs

Creates analytics solution aligned with the UX needs

Manages technical setup, config, authorizations, monitoring and performance

User experience – client choice

Options	Impact
Use only SAP GUI	Completely miss Fiori
Use only Fiori apps in the browser	Miss functionality Some power users may complain
Use SAP GUI and browser	Users need to login twice Slower Fiori adoption
Use Business Client	Users can run Fiori apps and Win GUI transactions
Use only the browser and add Web GUI transactions	More effort, but it helps the gradual roll-out of Fiori apps

User experience – Fiori launchpad design

| Guiding Principle	Reason
Keep the page lean	Uncluttered layouts are easier to digest and identify the relevant app. For example: ▪ 1 space per role ▪ 1-5 pages per space ▪ 2-5 sections per page ▪ 3-7 apps per section, but ideally not more than 25 apps for the whole page
Only frequently used apps	Rarely used tiles are not to be placed on the launchpad. Rarely used apps can be accessed by exception when required via the App Finder, Search or Home button.
Sort by frequency	Apps are ordered by usage frequency within a section. Most frequently used app is placed first for easiest access.
Insight before action	Analytical apps that assist users to prioritize work should be placed before action apps.
Focus on efficiency	Where the entry app contains links to the related actions which pass the context data, do not create additional tiles for the actions which would require unnecessary data entry.
New before old	Where possible, place SAP Fiori apps before classic UIs to encourage adoption of the new apps and encourage desired changes in user behaviors
Logical groupings	Group tiles by related functionality, e.g. Purchase Order apps together
Avoid near duplicates	Where a single app supports both single & multiple access, do not provide separate tiles. For example, Manage <business object> apps can show single and multiple objects.
Avoid Display links	Minimize clutter and maximize effectiveness by using Search to find and display objects. Do not create separate tiles/links for display apps where Search can be used instead.
Not all tiles are equal	KPI and dynamic tiles might cause high workload, as they are in constant communication with the back-end servers to update. Static tiles do not change; once they are loaded onto the FLP, they are not making any additional "calls" to update. For KPI and dynamic tiles try to define a refresh interval of 5 minutes or more

Source: SAP

User experience – use search

- Limit the number of search connectors. There are 300+ to choose from.

- Set the default scope for the search to be Apps instead of All

- Don't activate it for users that don't need it

- The config is easier since S/4HANA 2021
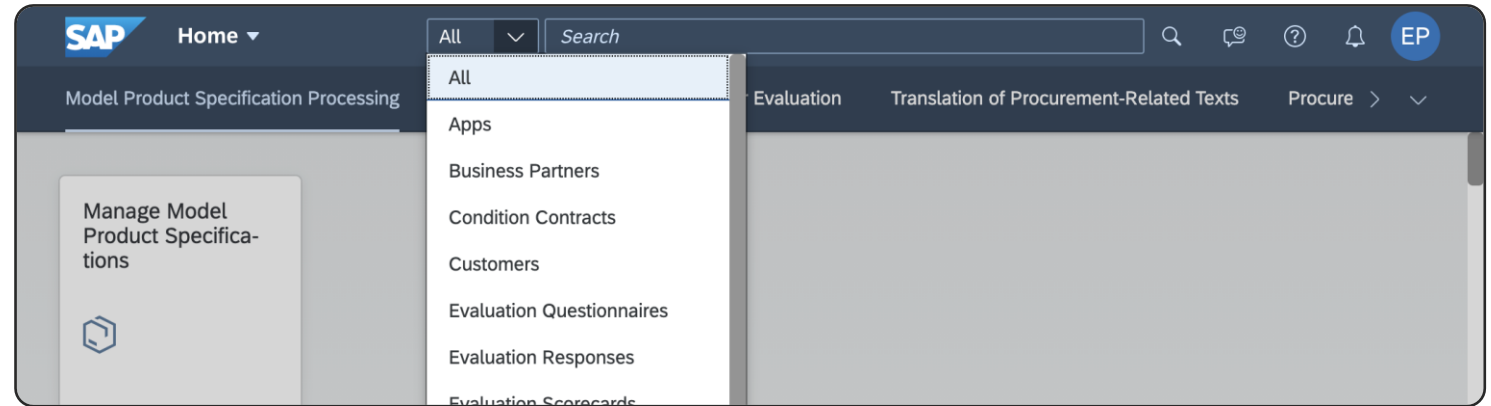
Architecture

- SAP Build Work Zone standard edition if
  - Multiple/cloud systems
  - External access
  - Other use of BTP (custom development, integration, etc.)
  - SAP Mobile Start
- Otherwise: Embedded Front-End Server (don't recommend hub deployment, Enterprise Portal or Cloud Portal)
- Mobile experience options
  - SAP Mobile Start (requires SAP Build Work Zone)
  - Web application in browser (Reverse proxy, firewall, etc. if on prem)
  - Separate apps (SAP Build Apps, MDK, SDK)
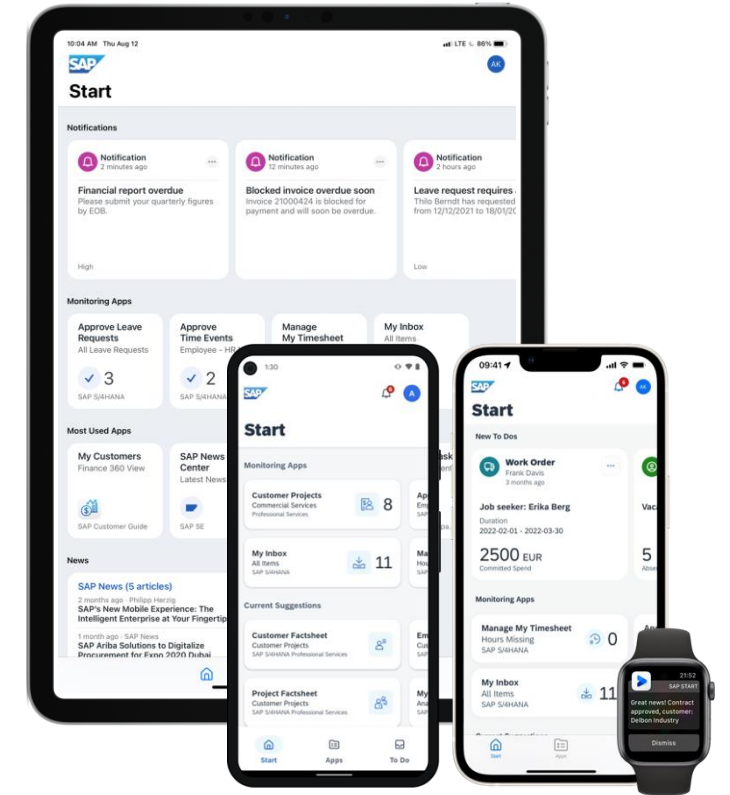
Performance and support

Fiori/FLP:
- Rendering errors
- Wrong app routing or navigation
- Missing tiles
- Missing Frontend authorizations

OData/Backend:
- Inactive OData services, CDS views, ABAP objects or Business Functions
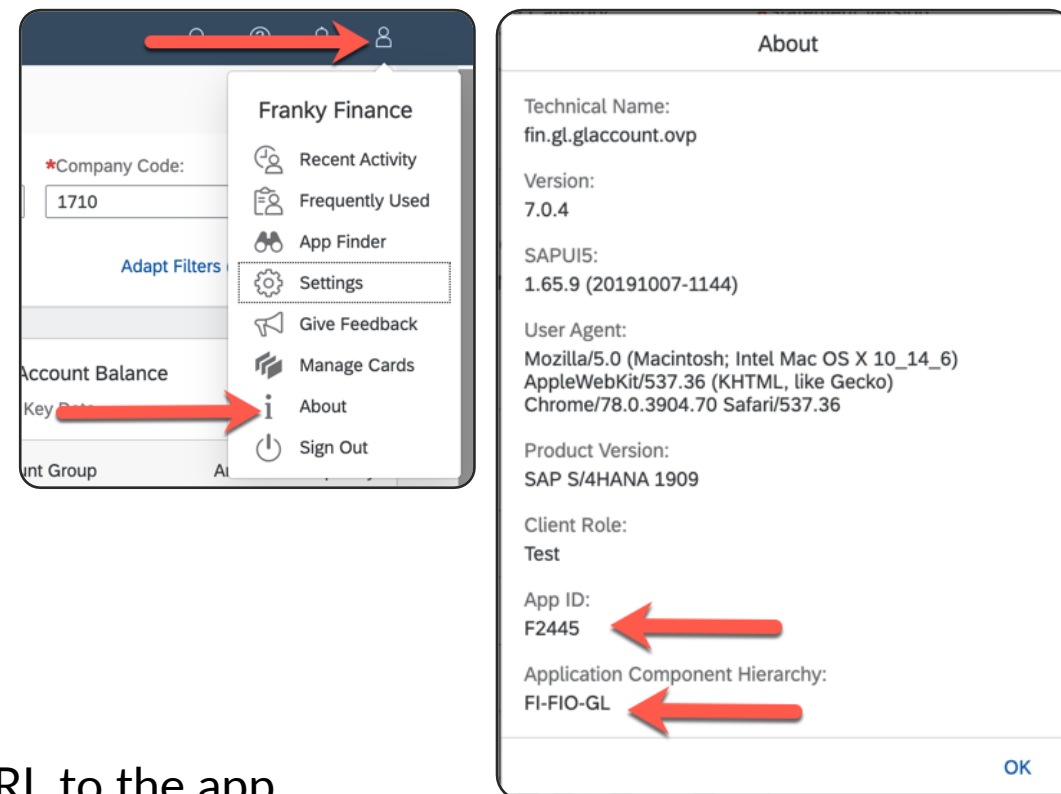- Missing / Wrong configurations or coding
- Missing Backend authorizations

Client
(Desktop / Mobile Device)

Browser

Operating System

HTTP(S)

ODATA (JSON, XML)

I C M

BSP Repository

Gateway Hub Framework

Front-End-Server

RFC*

Backend Server

Gateway Backend Framework

SADL Framework

CDS

HANA

Browser F12 Tools
HTTP Watch
Frontend Statistical Records (FESR)
GW Statistics
SAPUI5 Diagnostics
E2E Trace

Wireshark
Fiddler

ICM Cache
ICM Logs
ICM Trace

/IWFND/STATS
/IWFND/TRACES

ST03N (FESR, HTTP, RFC client)
STAD
ST12

ST03N (RFC server)
STAD
ST12

Thread Samples
Performance Trace
Expensive Statement Trace

Source: SAP

Performance and support

End users can find authorization issues using this plug-in

Access SAP Help Product Documentation

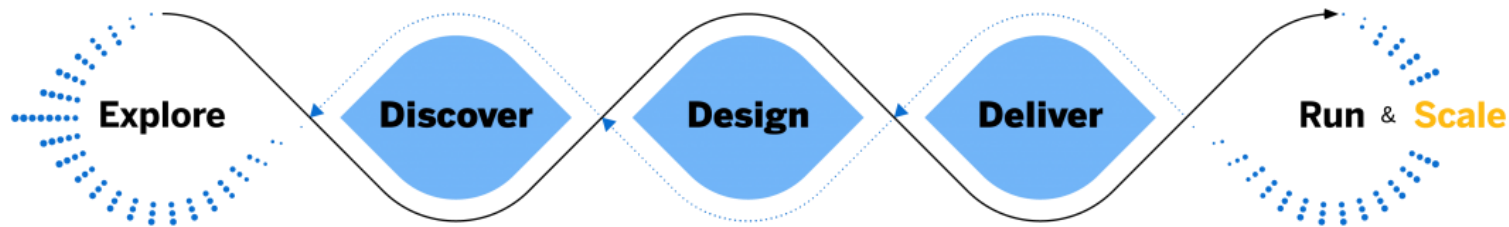End users can find the App ID
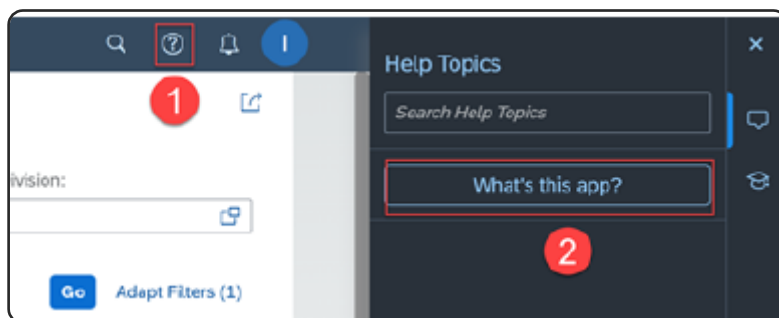
Look for the # in the URL to the app
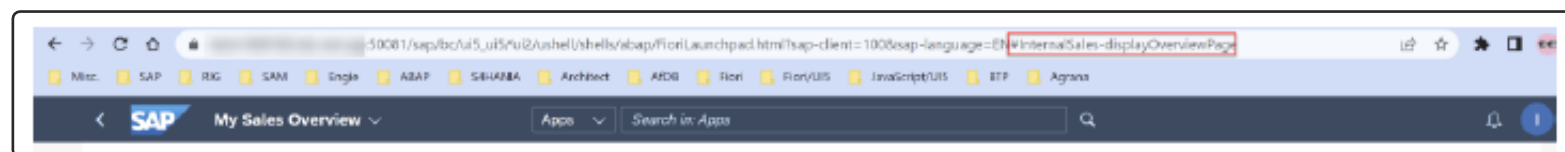
Development

- Adapt before develop a new one.

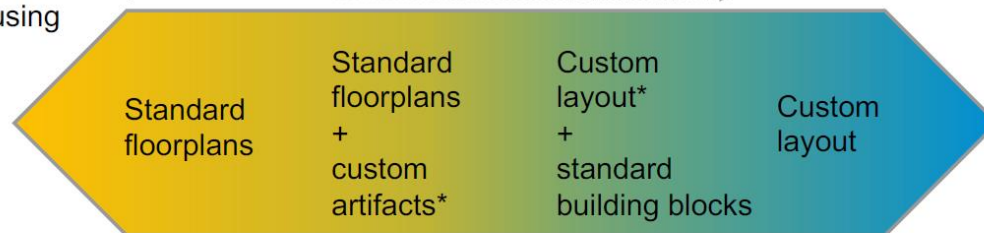- When building new apps, leverage SAP's design-led development process.

- If SAPUI5 app, use the Flexible Programming Model. If not SAPUI5 app, use SAP Screen Personas.

- No more either/or choice between Fiori Elements and SAPUI5 freestyle approaches thanks to the Flexible Programming Model
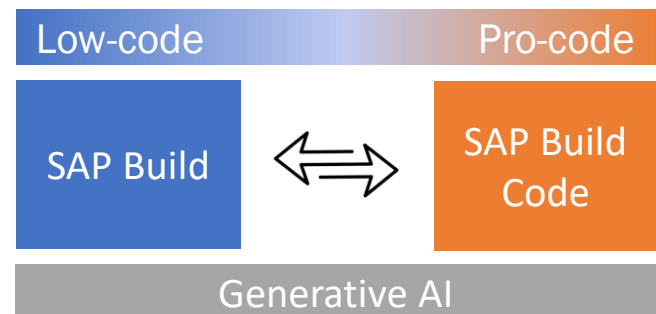
Skill building

SAP Tutorials

- Fiori specific tutorials
  https://developers.sap.com/tutorial-navigator.html?tag=software-product%3Atechnology-platform%2Fsap-fiori

SAP Learning

- Learning the Basics of SAP Fiori (20 hrs, free)
  https://learning.sap.com/learning-journey/learn-the-basics-of-sap-fiori
- Developing SAPUI5 Applications (31 hrs, free)
  https://learning.sap.com/learning-journey/develop-sapui5-applications
- Setting up SAP Mobile Start with SAP S/4HANA on SAP Build Work Zone (4 hrs, free)
  https://learning.sap.com/learning-journey/Setting-Up-SAP-Build-Work-Zone-standard-edition-and-SAP-Mobile-Start-with-SAP-S-4HANA

openSAP

- SAP S/4HANA UX for Business and Functional Experts (November 7 - December 13, free)
  https://open.sap.com/courses/s4h34

SAP Training

- Various trainings
  https://training.sap.com/content/sap-user-experience-fiori

SAP Learning Hub

- SAP BTP Value Map - SAP Fiori
  https://learning-journeys-prod.cfapps.eu10.hana.ondemand.com/#/learning-journeys/learningJourney/73e8505174611014983353d0ae4041860

SAP Bootcamps

- 5 Steps to Fiori Bootcamp for Customers
  https://www.sap.com/documents/2021/09/822c893a-fb7d-0010-bca6-c68f7e60039b.html?utm_source=linkedin&utm_medium=social&utm_campaign=5steps2Fiori

Wrap up

- SAP Fiori is strategic and it's a key pillar of SAP S/4HANA

- Implementing Fiori is a complex activity due to it's multiple aspects such as strategy, architecture, UX, performance, etc.

- This presentation covers the top 7 best practices

Where to Find More Information

- Microlearning - Creating SAP Fiori launchpad layouts for custom business roles

- SAP Activate – Understanding the UX Adoption workshops

- SAP Fiori Peak Performance – Introduction & Top 10 Ways to Prevent Performance Issues

- SAP Fiori for SAP S/4HANA – 10 health checks for the SAP Fiori launchpad

- SAP Fiori for SAP S/4HANA – Support Best Practice Recommendations

- SAP Fiori for SAP S/4HANA – Performance Optimization and Best Practice – Part 1 Tools and Tracing

- SAP Community – SAP Fiori

Key Points to Take Home

- Establish the value and goals when implementing Fiori

- Create a phased roll-out plan

- Consider that UX is not just implementing nice apps

- Consider remote and mobile access in your architecture

- Get ready for smooth and scalable operations

- Use the most suitable development approaches

- Build skills as soon as possible

Thank you! Questions?

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