

# Improving daily use of SAP User Experience – FIORI A Proof of Concept

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Partner : Joël Pissoort, Managing Director, SOA People

- **University of Liège**
- **SAP : more than 15 years experience**
- **Last investigation in UX – Fiori - Why ?**
- **UX and Fiori**
- **POC Fiori**
- **Live demo**

- 22 000 students from 119 countries, 22% from abroad
- 9 faculties, one Institute and 2 high schools
- 5 000 jobs : 660 Academics and 2 550 researchers
- Partnership with 700 institutions in 69 countries
- 20 multi disciplinary centers of R&D of high capacity and 530 R&D units – 1780 research conventions running
- A pioneer in its region : 110 spin-offs
- Research Budget : 280 Mio EUR
- Overall budget : 474 Mio EUR



## 3 legal missions

- Education
- Research
  - ❖ Basic
  - ❖ Applied
- Assignments to the community
  - ❖ External services, in competition with the private sector



## Scope of Management and budget control

- According to Belgian law mastering the education sector, which enjoins universities to apply an accounting system like in private sector industry
- Application of public procurement laws
- Criteria based on European Council accreditation
- « Bologna » decree
- Regional concept of Education and Research
- Largest autonomy as possible in accordance with Public Regulators and Public Court of Auditors

## First Introduction of SAP ERP in February 1996

## Deep revamping in 2001 with SOA People

- ❖ Mixed based on SAP Higher Education and Research SAP Best Practices and Standard Business Suite
- ❖ Total integration between all ledgers (General ledger/ Costing / Budget)
- ❖ Dashboarding and KPI's (BI Bex)
- ❖ Documents scanning and full Traceability
- ❖ Budget control
- ❖ Resources related billing : Full process audited by the Belgian Court of Auditors and the Audit unit of European Structural Funds
- ❖ A lot of enhancements within ERP landscape and deployment of new functionalities (including upgrade to ECC 6.0 in 2007, today EhP 6.21 level)

## 3 categories of users

- ❖ Full access : 100
- ❖ Special access : 300
- ❖ Display mode : 660

University Campus Sart Tilman



- SAP landscape running today**

|   |                                     |                      |   |                                      |                                       |                    |
|---|-------------------------------------|----------------------|---|--------------------------------------|---------------------------------------|--------------------|
| <b>Organization Management</b>          | Decision Support & Data Warehousing | Budget Formulation   | Budget Execution                            | Financial Accounting                 | Managerial Accounting                 | Revenue Management |
| <b>Customer Relationship Management</b> |                                     |                      |   | Management of Sales                  |                                       |                    |
| <b>Teaching &amp; Studies</b>           | Pénélope                            |                      |   |                                      |                                       |                    |
| <b>Research &amp; Grants Management</b> |                                     | Research Management  | Financial Accounting for Sponsored Programs | Reimbursement for Sponsored Programs | Reporting to Sponsors & Closeout      |                    |
| <b>Academic &amp; Student Services</b>  | Pénélope                            |                      |   |                                      |                                       |                    |
| <b>Records Management</b>               |                                     | Workflow Execution   | Workflow Monitoring                         | Electronic Signature                 | Information Retrieval                 |                    |
| <b>Human Resource Management</b>        | Ulis                                |                      | Time & Leave Management                     | Ulis                                 |                                       |                    |
| <b>Material &amp; Services Support</b>  | Procurement Process Management      | Inventory Management |   |                                      | Goods & Services Sales & Distribution |                    |
| <b>Business Support</b>                 | Cash Management & Treasury          |                      | Property Management                         |                                      |                                       |                    |



## SAP modules deployed

- Accounting ledger (FI)
- Logistics & Purchase (MM)
- Project Management (including invoicing RRB) (PS + SD)
- Cost Control (CO + PCA + PS)
- Real Estate (REFX)
- Timesheets (CATS)
- All accounting documents and conventions are scanned with online access (OPEN TEXT)
- Service Management (SM) *Veterinary clinics*
- Single-Sign-On (Portal)
- Reporting and dashboarding (BI)
- Heterogeneous exchanges (XI/PI)
- Budget integration (Webdynpro)
- R&D conventions follow-up (Webdynpro)

After several years of usage, our SAP environment is complete, robust and stable, running like a *swiss watch*, not a single user challenges the compliance and robustness of the system,

**But ....**

some (more and more) complain about the lack of friendliness and intuitive mode of transaction screens



- 91% of all people on earth have a mobile phone
- 56% of people own a smart phone or a tablet
- 50% of mobile phone users, use mobile as their primary Internet source
- 80% of time on mobile is spent inside apps

**Therefore ....**

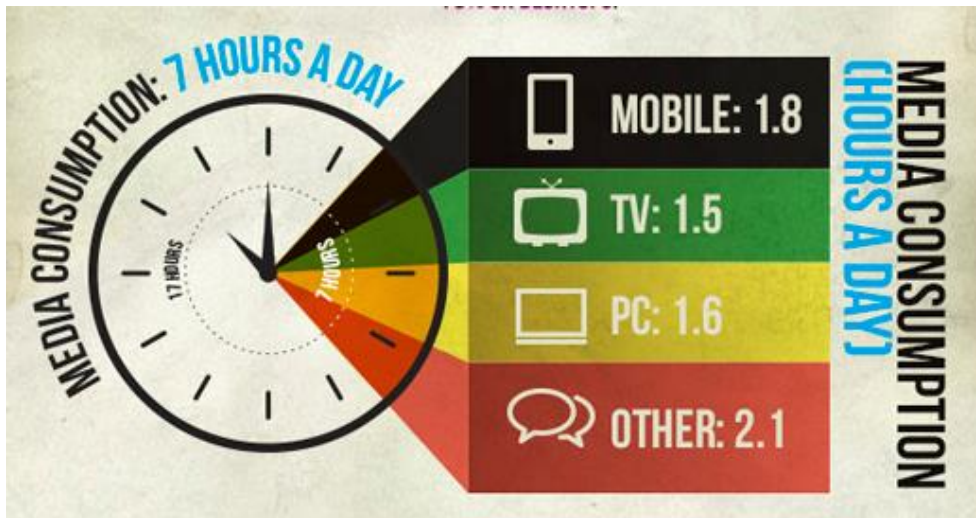
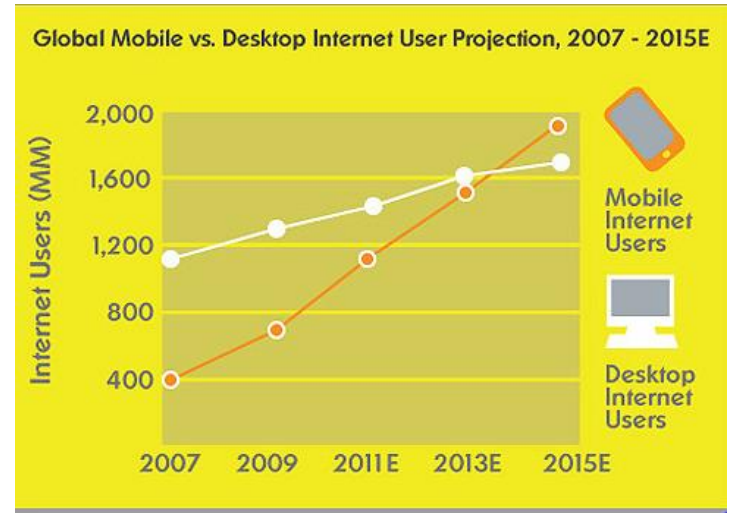
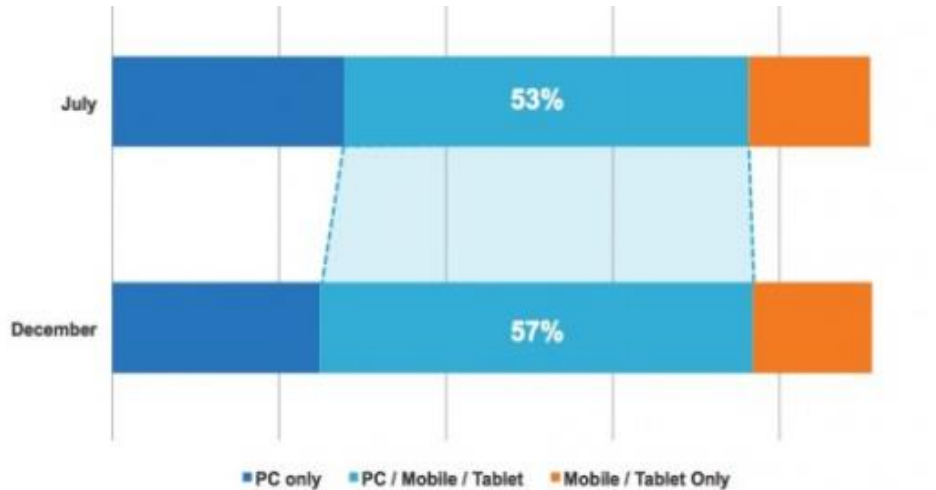
- Usage of mobility is becoming a must, combining with user screens simplification
- According to SAP new concept UX – User Experience, we decided to investigate in UX and try FIORI through a POC, in order to check :
  - ❖ Usability of FIORI vs our current implementation
  - ❖ Behaviour of users vs mobility
  - ❖ Academic & researcher dream : controlling from home (tablet, smartphone, ....)
  - ❖ Interoperability of multiple mobile technologies
  - ❖ Impact on performance and friendliness

After discussing with our partner :

Assumptions and alternatives :

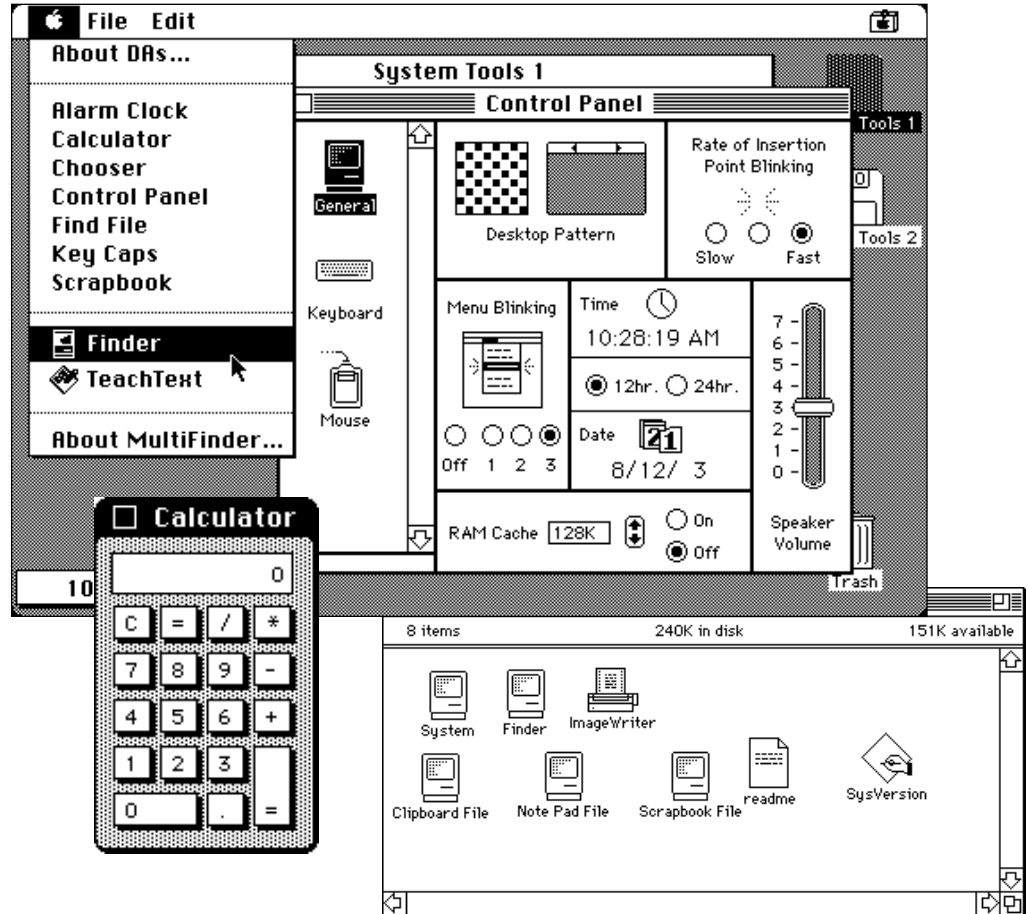
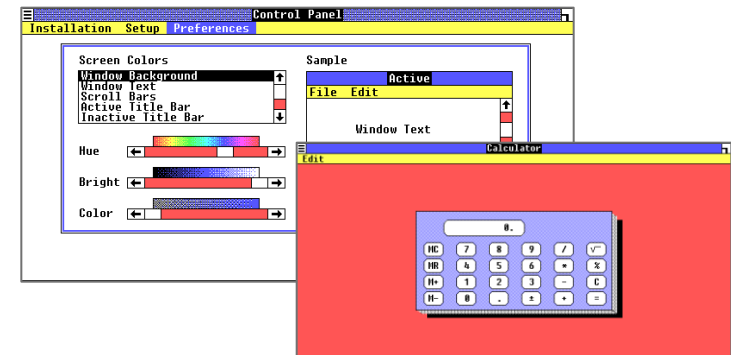
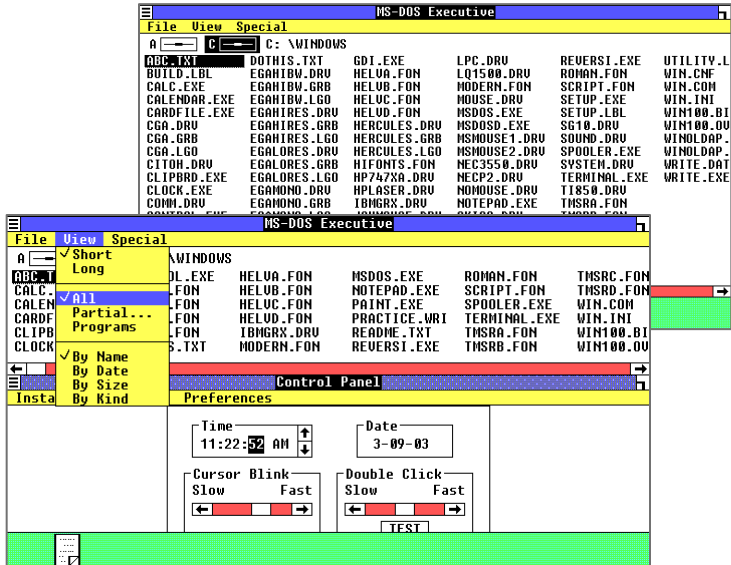
- NWBC : Heavy and inside users target →
- Personas : more sexy but inside users target →
- FIORI →





# Flashback

## Visual Design around 1980

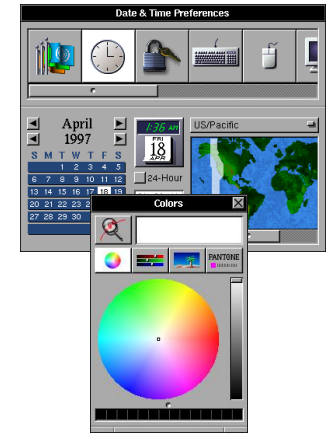
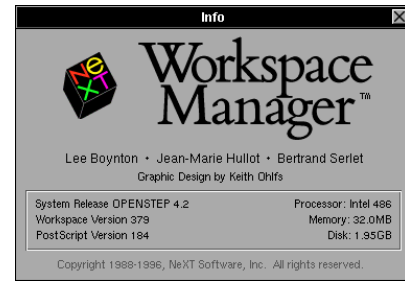
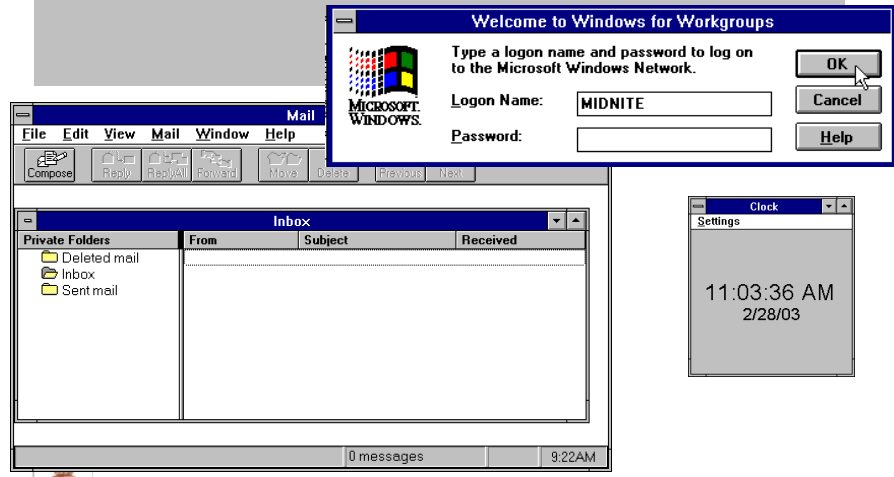
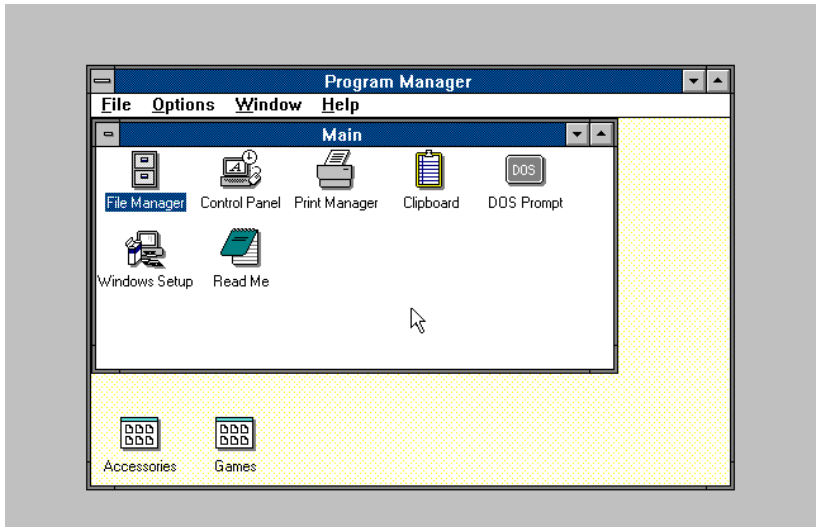






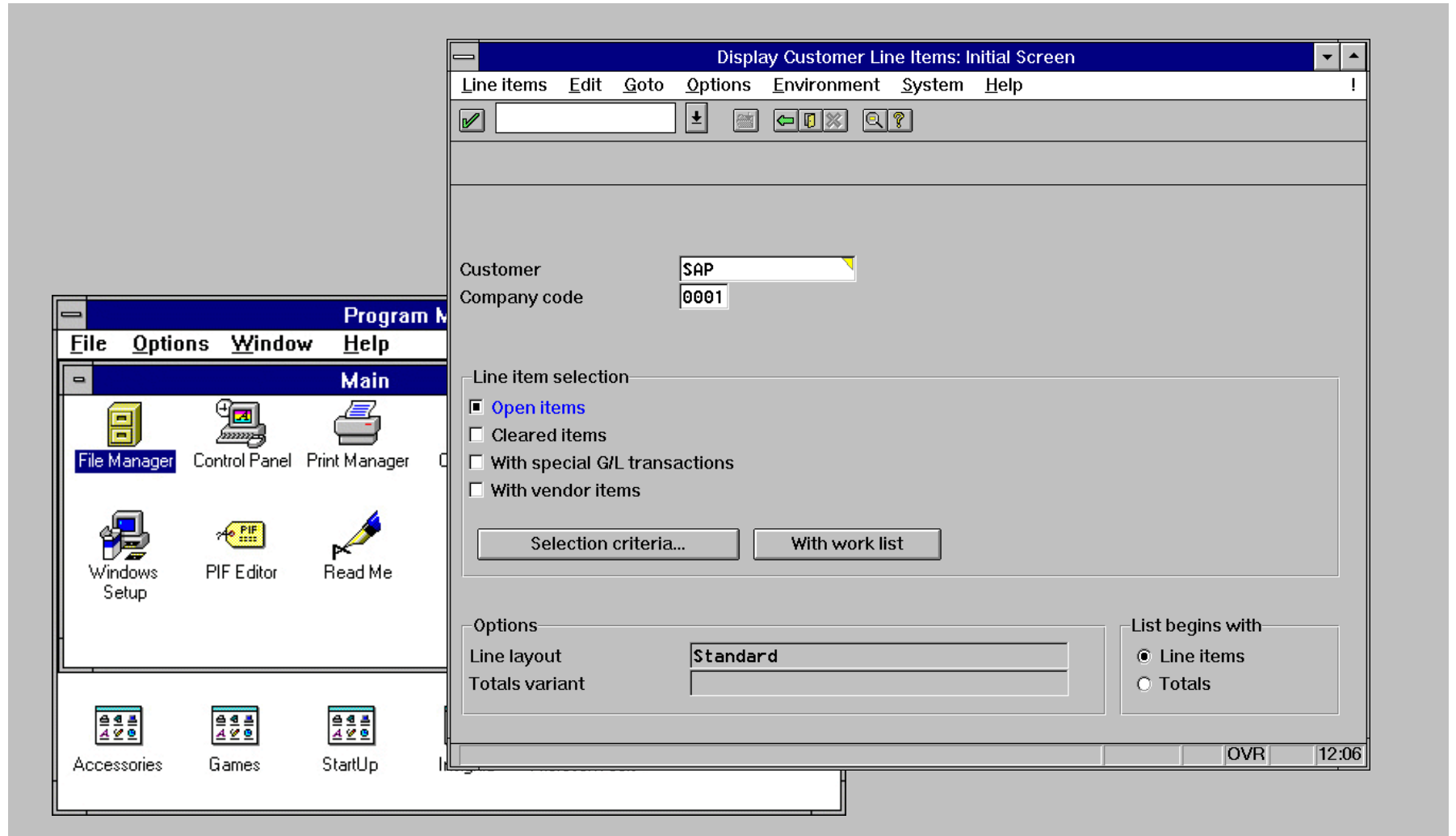
# Flashback

Visual Design at early 90's



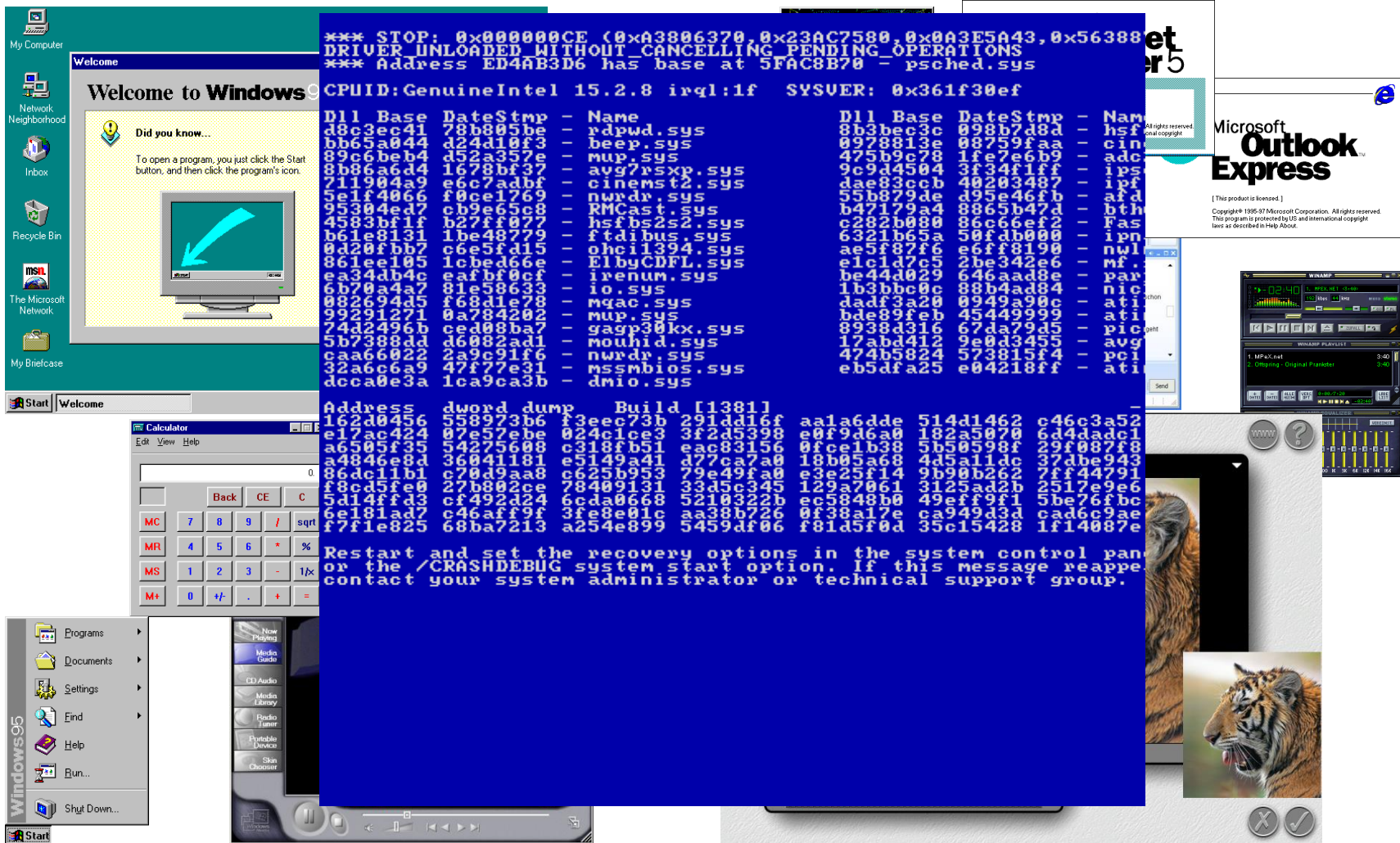
# Flashback

Visual Design at early 90's



# Flashback

## Visual Design at early 90's



**\*\*\* STOP: 0x000000CE (0xA3806370, 0x23AC7580, 0x0A3E5A43, 0x56388)**  
**DRIVER UNLOADED WITHOUT CANCELLING PENDING OPERATIONS**  
**\*\*\* Address ED4AB3D6 has base at 5FAC8B70 - psched.sys**

CPUID:GenuineIntel 15.2.8 irq1:1f SYSVER: 0x361f30ef

| Dll      | Base     | DateStmp | Name         | Dll      | Base     | DateStmp | Name |
|----------|----------|----------|--------------|----------|----------|----------|------|
| d8c3ec41 | 78b805be | -        | rdpwd.sys    | 8b3bec3c | 098b7d8d | -        | hsf  |
| bb65a044 | d24d10f3 | -        | beep.sys     | 0978813e | 08759faa | -        | cin  |
| 89c6beb4 | d52a357e | -        | mup.sys      | 475b9c78 | 1fe7e6b9 | -        | adc  |
| 8b86a6d4 | 1678bf37 | -        | avg7rsxp.sys | 9c9d4504 | 3f34f1ff | -        | ips  |
| 711904a9 | e6c7adbf | -        | cinemst2.sys | dae83ccb | 40203487 | -        | ipf  |
| 5e1f4066 | f0ce1769 | -        | nwrdr.sys    | 55b877de | d95e46fb | -        | afd  |
| 95304ed7 | cb9e65c8 | -        | RMCast.sys   | b47179a4 | 8865b47d | -        | bth  |
| 4583bf1f | b27ff077 | -        | hsfbs2s2.sys | c282b080 | 86c66ef2 | -        | Fas  |
| b61e8131 | 1be48779 | -        | ftdibus.sys  | 6321b65a | 50fdb000 | -        | ipn  |
| 0d20fbb7 | c6e5fd15 | -        | ohci1394.sys | ae5f87f6 | e6ff8190 | -        | nwl  |
| 861ee105 | 1cbed66e | -        | ElbyCDFL.sys | elc1d7c5 | 2be342e6 | -        | mf.  |
| ea34db4c | eafbf0cf | -        | irenum.sys   | be44d029 | 646aad8e | -        | par  |
| 6b70a4a7 | 81e58633 | -        | io.sys       | 1b3bbc0c | 88b4ad84 | -        | nic  |
| 082694d5 | f68d1e78 | -        | mgac.sys     | dadf3a20 | 0949a90c | -        | ati  |
| 99291271 | 0a784202 | -        | mup.sys      | bde89feb | 45449999 | -        | ati  |
| 74d2496b | ced08ba7 | -        | gagp30kx.sys | 8938d316 | 67da79d5 | -        | pic  |
| 5b7388ad | d6082ad1 | -        | mouthid.sys  | 17abd412 | 9e0d3455 | -        | avg  |
| caa66022 | 2a9c91f6 | -        | nwrdr.sys    | 474b5824 | 573815f4 | -        | pci  |
| 32a6c6a9 | 47f77e31 | -        | msmbios.sys  | eb5dfa25 | e04218ff | -        | ati  |
| dcca0e3a | 1ca9ca3b | -        | dmio.sys     |          |          |          |      |

Address    dword dump    Build [1381]

|          |          |          |          |           |          |          |
|----------|----------|----------|----------|-----------|----------|----------|
| 162d0456 | 558973b6 | f3eec73b | 291dd16f | aa1a6dde  | 514d1462 | c46c3a52 |
| e17aac45 | 07e57e8e | 0224c1ce | 3f2d5398 | e0f9d6a0  | 182a5070 | 6d4dadcd |
| a65053f3 | 54275608 | c318fb51 | eac83156 | 0fcel1b38 | 5b50598f | 29f087f8 |
| a4846e8d | 36041181 | e5149a41 | d77ca7a0 | 18b05a68  | 4d5a11dc | 37dbe943 |
| 86dc11b1 | c70d9aa8 | c625b953 | 79e49fa0 | e3e25f14  | 9b90b262 | 7ff44791 |
| f8cd5f90 | 27b802ce | 78409131 | 33d5c345 | 129a7061  | 3125ad2b | 2517e9e6 |
| 5d14ffd3 | cf492d24 | 6cda0668 | 5210322b | ec5848b0  | 49eff9f1 | 5be76fbc |
| 6e181ad7 | c46aff9f | 3fe8e01c | aa38b726 | 0f38a17e  | ca949d3d | cad6c9ae |
| f7fle825 | 68ba7213 | a254e899 | 5459df06 | f81d5f0d  | 35c15428 | 1f14087e |

Restart and set the recovery options in the system control panel or the /CRASHDEBUG system start option. If this message reappears contact your system administrator or technical support group.

# Flashback

## Visual Design at early 90's

**Here we are !**

Purchase order Edit Goto Environment System Help

Standard PO 450000484 Created by Alexander Matz

Document overview off Print preview Messages Help Personal setting

Standard PO 450000484 Vendor AM-PRINTER Am-Printer Doc. date 19.01.2000

| S. | Item | A | Material  | Short text    | PO quantity | O... | C | Deliv. date | Net price | Curr... | Per | O... |
|----|------|---|-----------|---------------|-------------|------|---|-------------|-----------|---------|-----|------|
| 10 |      |   | AM-XL-500 | am-xl 500 Mhz | 150         | PC   | D | 20.02.2000  | 10,00     | EUR     | 1   | PC   |
| 20 |      |   | AM-XL-600 | am-xl 600 Mhz | 100         | PC   | D | 25.02.2000  | 10,00     | EUR     | 1   | PC   |
| 30 |      |   | AM-XL-700 | am-xl 700 Mhz | 100         | PC   | D | 20.02.2000  | 10,00     | EUR     | 1   | PC   |

Item [ 10 ] AM-XL-500 , am-xl 500 Mhz

Delivery schedule Delivery Invoice Conditions Texts Delivery address Confirmations

Overdeliv. tol. 0,0 %  Unlimited  
 Underdel. tol. 0,0 %  
 Shipping instr.   
 Stock type Unrestricted use  
 Rem. shelf life 0 D  
 QA control key

Reminder 1 0  
 Reminder 2 0  
 Reminder 3 0  
 No. reminders 0  
 Plnd dely time 0  
 GR proc. time 0  
 Incoterms

Goods receipt  
 GR non-valuated  
 Deliv. compl.

P00 (1) (000) pwdf0204 INS

# Flashback

## Visual Design the last years



**iTunes**

Back To Black  
Back To Black -3:49

| Name                   | Time | Artist        | Album         | Genre          | My Rating | Play Count | Last Played   |
|------------------------|------|---------------|---------------|----------------|-----------|------------|---------------|
| Rehab                  | 3:34 | Amy Winehouse | Back To Black | R&B            |           |            |               |
| You Know I'm No Good   | 4:17 | Amy Winehouse | Back To Black | R&B            |           |            |               |
| Me & Mr Jones          | 2:33 | Amy Winehouse | Back To Black | R&B            |           |            |               |
| Just Friends           | 3:13 | Amy Winehouse | Back To Black | R&B            |           |            |               |
| Back To Black          | 4:01 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:31  |
| Love Is A Losing Game  | 2:35 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:34  |
| Tears Dry On Their Own | 3:06 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:37  |
| Wake Up Alone          | 3:42 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:41  |
| Some Unholy War        | 2:22 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:43  |
| He Can Only Hold Her   | 2:48 | Amy Winehouse | Back To Black | R&B            |           | 1          | 9/21/07 9:46  |
| Cat Power              | 3:22 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 9:49  |
| Cat Power              | 3:11 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 9:52  |
| Cat Power              | 3:44 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 9:56  |
| Cat Power              | 2:21 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 9:58  |
| Cat Power              | 3:04 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:00 |
| Cat Power              | 5:57 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:00 |
| Cat Power              | 2:53 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:10 |
| Cat Power              | 3:45 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:10 |
| Cat Power              | 1:44 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:10 |
| Cat Power              | 1:21 | Cat Power     | The Greatest  | Alternative... |           | 1          | 9/21/07 10:10 |

**Calendar**

Friday  
September 21, 2007

There are no upcoming events in iCal today.

**Weather**

Munich 2°

TODAY: 5° 0°  
FRI: 12° 6°  
SAT: 11° 5°

SUN: 13° 8°  
MON: 12° 6°  
MOON: 81%

**Spreadsheet**

Untitled

View Sheet

Sheets

- Car Comparison
- Comparison Table
- Loan Calculator
- Fuel Cost Calculator
- Annual Cost of Car

Select a cell and choose a rating from the cell's pop-up menu.

| CAR #1    | CAR #1 NOTES                            | CAR #2  | CAR #2 NOTES                            | CAR #3        | CAR #3 NOTES |
|-----------|---|---------|---|---------------|--------------|
| N/A       | Mars                                    | N/A     | Crimson                                 | N/A           | N/A          |
| N/A       | Volta                                   | N/A     | Yonager                                 | N/A           | N/A          |
| N/A       | 2008                                    | N/A     | 2007                                    | N/A           | N/A          |
| Best      |   | €20,000 | Fair                                    | €25,000       | Good         |
| Good      | 21/30                                   |         | Bad                                     | 14/19         | Excellent    |
| Excellent | 6 airbags and 5-star crash test rating  | Good    | 2 airbags and 4-star crash test rating  |               | Best         |
| Excellent | 3 year roadside service and maintenance | Fair    | 3 year roadside service and maintenance |               | Excellent    |
| Excellent |   | 4       | Bad                                     | feels cramped | Good         |
| Good      | V4, 2.0T                                | Good    | V6, 3.0                                 |               | Excellent    |
| Good      | 8.3 seconds                             | Fair    | 10.6 seconds                            |               | Excellent    |
| Good      | 15 cu. ft.                              | Fair    | 13.7 cu. ft.                            |               | Good         |
| Good      | €2,000                                  | Fair    |   | €2,400        | Excellent    |
| Good      | €1,600                                  | Good    |   | €1,800        | Fair         |
| Good      |   | Good    |   |               | Excellent    |
| Good      |   | Fair    |   |               | Excellent    |

**FUEL COST CALCULATOR**

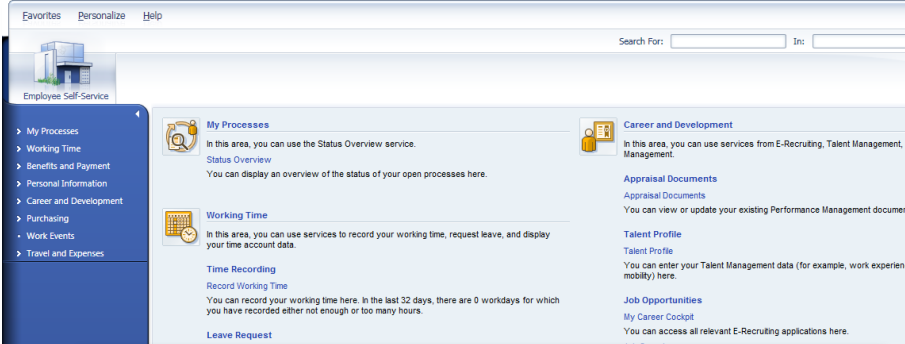
|                          |       |                          |         |                    |  |
|--------------------------|-------|--------------------------|---------|--------------------|--|
| Price of a Gallon of Gas | €2.87 | Loan Amount              | €32,000 | Annual Fuel Cost   |  |
| Average Miles/Gallon     | 27    | Annual Percentage Rate   | 6.5%    | Annual Maintenance |  |
| Miles between Home/Work  | 26    | Length of Loan in Months | 60      | Monthly Payments   |  |

**LOAN CALCULATOR**

**ANNUAL COST**

# Flashback

## Visual Design the last years



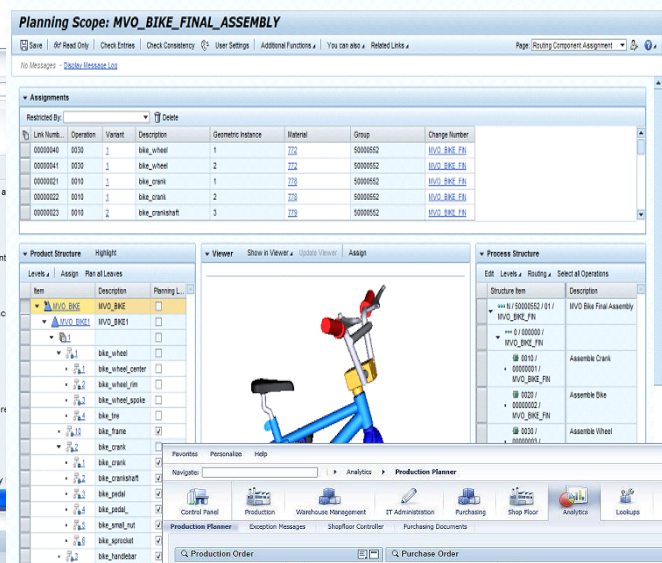
Employee Self-Service

- My Processes
  - Working Time
  - Benefits and Payment
  - Personal Information
  - Career and Development
  - Purchasing
  - Work Events
  - Travel and Expenses

**My Processes**  
In this area, you can use the Status Overview service. Status Overview  
You can display an overview of the status of your open processes here.

**Career and Development**  
In this area, you can use services from E-Recruiting, Talent Management, a Management.  
Appraisal Documents  
You can view or update your existing Performance Management document  
Talent Profile  
You can enter your Talent Management data (for example, work experience mobility) here.  
Job Opportunities  
My Career Cockpit  
You can access all relevant E-Recruiting applications here.

**Working Time**  
In this area, you can use services to record your working time, request leave, and display your time account data.  
Time Recording  
Record Working Time  
You can record your working time here. In the last 32 days, there are 0 workdays for which you have recorded either not enough or too many hours.  
Leave Request



Planning Scope: MVO\_BIKE\_FINAL\_ASSEMBLY

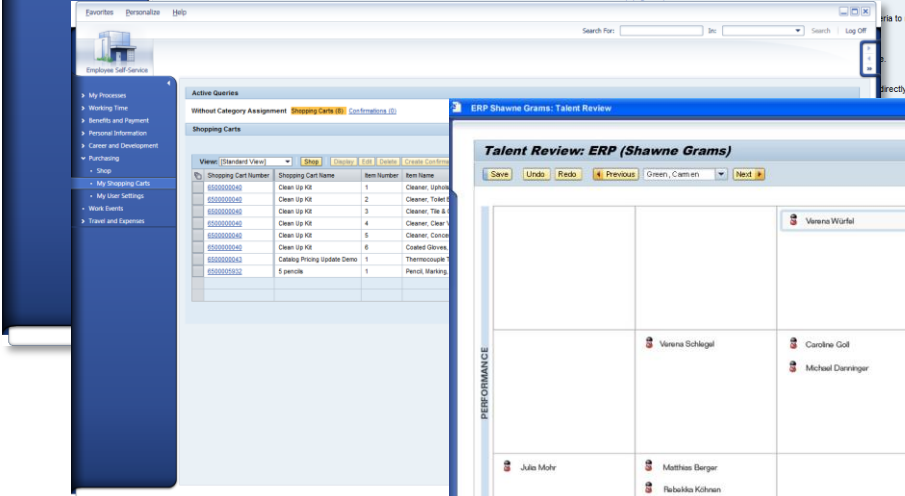
Save | Or Read Only | Check Entries | Check Consistency | User Settings | Additional Functions | You can also | Related Links

Assignments

| Link Num. | Operation | Variant | Description     | Geometric Instance | Material | Group   | Charge Number |
|-----------|-----------|---------|-----------------|--------------------|----------|---------|---------------|
| 0000040   | 0030      | 1       | bike_wheel      | 1                  | 722      | 5000052 | MVO_BKE_FH    |
| 0000041   | 0030      | 1       | bike_wheel      | 2                  | 722      | 5000052 | MVO_BKE_FH    |
| 0000021   | 0010      | 1       | bike_grant      | 1                  | 720      | 5000052 | MVO_BKE_FH    |
| 0000022   | 0010      | 1       | bike_grant      | 2                  | 720      | 5000052 | MVO_BKE_FH    |
| 0000023   | 0010      | 2       | bike_crankshaft | 3                  | 720      | 5000052 | MVO_BKE_FH    |

Product Structure

- MVO\_BKE
  - MVO\_BKE1
    - bike\_wheel
    - bike\_wheel\_center
    - bike\_wheel\_fm
    - bike\_wheel\_spoke
    - bike\_fm
    - bike\_frame
    - bike\_crank
    - bike\_crankshaft
    - bike\_pedal
    - bike\_seat
    - bike\_handlebar



ERP Shawne Grams: Talent Review

Talent Review: ERP (Shawne Grams)

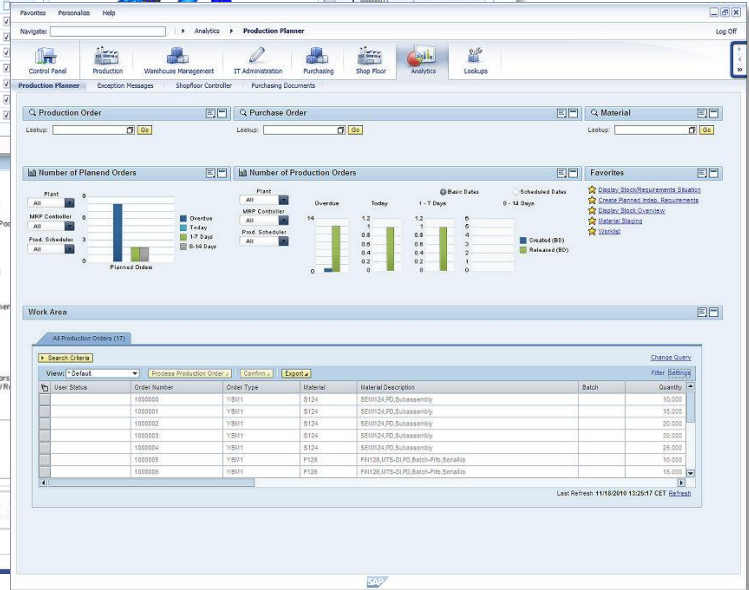
Save | Undo | Redo | Previous | Green, Cammen | Next

| Shopping Cart Number | Shopping Cart Name          | Item Number | Item Name       |
|----------------------|-----------------------------|-------------|-----------------|
| 00000040             | Clean Up Kit                | 1           | Cleaner, Uphol  |
| 00000040             | Clean Up Kit                | 2           | Cleaner, Toilet |
| 00000040             | Clean Up Kit                | 3           | Cleaner, Tile & |
| 00000040             | Clean Up Kit                | 4           | Cleaner, Clear  |
| 00000040             | Clean Up Kit                | 5           | Cleaner, Conc   |
| 00000040             | Clean Up Kit                | 6           | Coated Gloves   |
| 00000040             | Calling Pricing Update Demo | 1           | Thermocouple    |
| 00000052             |                             | 2 people    | Person, Working |

**PERFORMANCE**

**POTENTIAL**

**Shawne Grams Profile:**  
 Name: Shawne Grams  
 High Potential Pot  
 Mobility: EMEA, APJ, US  
 Language: German, English, MM0  
 Functional Area: Global T  
 Sub Area: Quality Management  
 Job Family: Green, Cammen  
 Position Risk: High  
 Change Need: High  
 Successor: Managing Directors  
 Succession: SVP Quality (#1/R)  
 Compare with: [button]

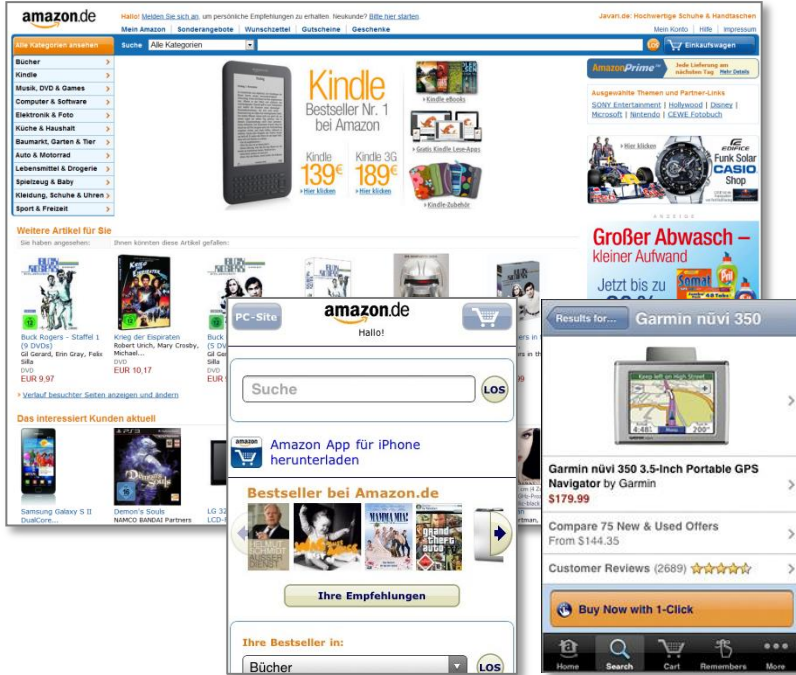


Production Planner

Number of Planned Orders | Number of Production Orders

Work Area

| View | Order Number | Order Type | Material | Material Description               | Batch | Quantity |
|------|--------------|------------|----------|------------------------------------|-------|----------|
| YB01 | 1000000      | YB01       | 0124     | SE10124.PD.Subassembly             |       | 10,000   |
| YB01 | 1000001      | YB01       | 0124     | SE10124.PD.Subassembly             |       | 15,000   |
| YB01 | 1000002      | YB01       | 0124     | SE10124.PD.Subassembly             |       | 20,000   |
| YB01 | 1000003      | YB01       | 0124     | SE10124.PD.Subassembly             |       | 30,000   |
| YB01 | 1000004      | YB01       | 0124     | SE10124.PD.Subassembly             |       | 25,000   |
| YB01 | 1000005      | YB01       | P108     | FR1108_015-01.PD.Back-Frb,Serialis |       | 10,000   |
| YB01 | 1000006      | YB01       | P108     | FR1108_015-01.PD.Back-Frb,Serialis |       | 15,000   |



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twitter

Google™

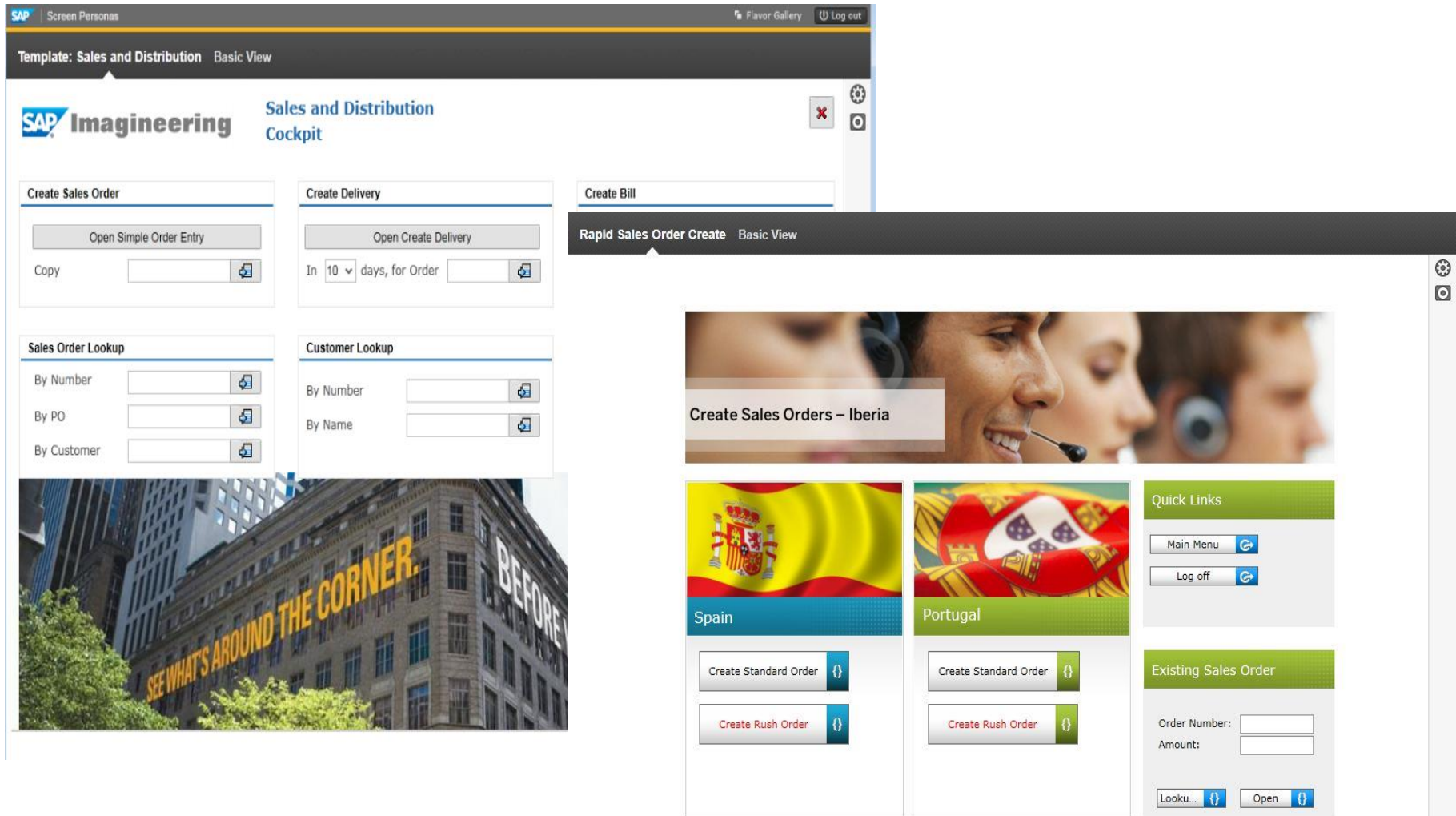
facebook



The collage features three distinct visual design examples:

- SAP Sales OnDemand - OPPORTUNITIES:** A screenshot showing a list of sales opportunities with columns for Description, Account, and Status. A detailed view of an opportunity for 'Gigapoint' is shown, including account information, status, and sales phases.
- SAP Sales OnDemand - ANALYSIS:** A screenshot displaying two horizontal bar charts: 'SALES REPS BY REVENUE WON (TOP 10) - LAST 12 MC' and 'SALES REPS BY REVENUE IN PIPELINE (TOP 10) - NEX'. Below the charts is a line graph titled 'AVERAGE SALES CYCLE - LAST 12 MONTH' showing sales cycle length in days over time.
- Kunstmuseum Wolfsburg Website:** A screenshot of the museum's website, featuring a navigation menu with categories like 'Leben & Entdecken', 'Kultur & Sport', 'Wirtschaft & Arbeit', 'Tourismus & Freizeit', and 'Politik & Verwaltung'. The main content area shows a large image of the museum building and a 'Tipps' section with event information.





SAP Screen Personas Flavor Gallery Log out

Template: Sales and Distribution Basic View

**SAP Imagineering** Sales and Distribution Cockpit

Create Sales Order Open Simple Order Entry Copy

Create Delivery Open Create Delivery In 10 days, for Order

Create Bill

Rapid Sales Order Create Basic View

Create Sales Orders - Iberia

Spain Portugal

Quick Links Main Menu Log off

Existing Sales Order Order Number: Amount: Looku... Open

SEE WHAT'S AROUND THE CORNER. BEFORE

Project Dashboard: Doha 1 powered by SAP HANA

Year in Review 2012: Amazing Growth Com...  
SAP Newsroom 29 days ago

Today

### Cash Flow

▼ -113,950 €

Absolute Value  
Yves Du

jam

Terence Smith  
Project Execution Mngmt Team  
Project Claim 400000110  
successfully resolved. No fine to be paid.  
5 days ago

Today

### Percentage of Completion

60 %

Relative Value  
Pascal Brown

Today

### Overdue Milestones

1

Absolute Value  
Pascal Brown

Today

### Missi

Absolute Value  
Michael

### SAP MRP Controller Cockpit

**SERVICE LEVEL** ▼

A Customers

97%

January 2013

**INVENTORY TURNOVER**

US West Coast

17.3

January 2013

**OPEN SALES** ▲

US West Coast

\$ 2,457,332

by 01/09/2013

**OPEN PURCHASE** ▼

US West Coast

\$ 2,173,199

by 01/09/2013

**ACTUAL INVENTORY** ▼

Plant Fremont

\$ 856,472

by 01/09/2013

**UNCOVERED SALES ITEMS**

\$ 306,305

32 orders affected

**PLANNED RECEIPTS IN THE PAST**

13

materials

**LATE SUPPLY ITEMS**

11

\$180,003 cumulated value

**Top Customer Orders Uncovered**

| Customer                    | Category | Value      |
|-----------------------------|----------|------------|
| Smith Inc.                  | A        | \$ 156,830 |
| Al Ltd.                     | B        | \$ 65,844  |
| Soft Guard                  | B        | \$ 22,102  |
| Miller & Sons               | C        | \$ 16,844  |
| West Coast Fabrics          | C        | \$ 12,002  |
| Gold Ball Technologies Inc. | C        | \$ 8,862   |
| Iron Company Inc.           | C        | \$ 4,827   |

[more records](#)

**STOCK EXCEEDING MAXIMUM DAYS OF SUPPLY**

3

materials

**Top Late Purchase Orders**

| Supplier           | Delay (days) | Sales Orders Affected |
|--------------------|--------------|-----------------------|
| Air Products       | 18           | 2                     |
| Own Installs Tec.  | 15           | 3                     |
| Open Technologies  | 12           | 1                     |
| W1 Technology      | 4            | 1                     |
| Overcast Casting   | 2            | 2                     |
| East-Bretton Woods | 4            | 1                     |
| Roga & Kopyta      | 3            | 1                     |

[more records](#)

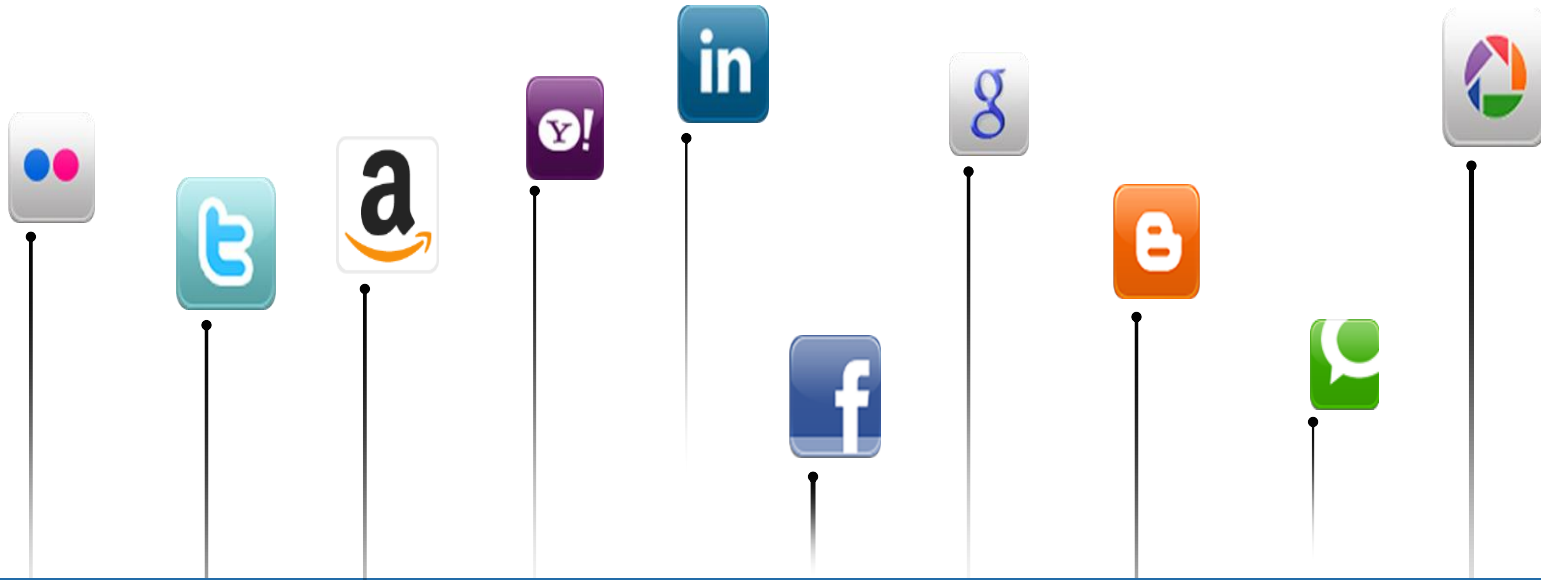
**OUTDATED MASTER DATA**

5

materials

Université de Liège

**SOA-PEOPLE**



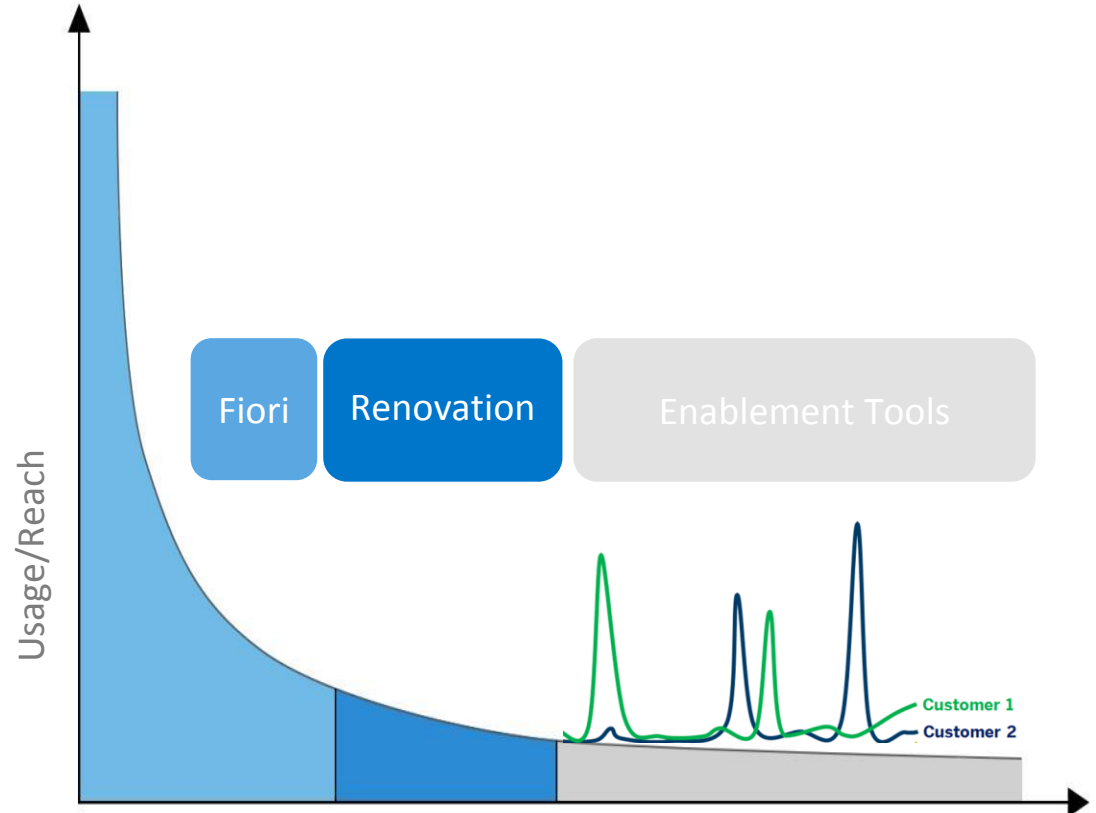
Consumer user experience is the new standard for enterprise applications ...

## New Applications



**NEW**

## Existing Applications



**RENEW**

**ENABLE**

## Major SAP User Interface Clients for Desktop & Browser (for SAP Business Suite)

### SAP Logon / SAP GUI

✓ Desktop    ✓ Browser

#### Key attributes

- Classic transaction launcher
- Menu-based access
- Desktop integration
- Provide zero footprint option

#### Typical Use Cases

- Users in pure ABAP environment
- Users with a focus on a small set of Dynpro transactions

### SAP NetWeaver Business Client

✓ Desktop    ✓ Browser

#### Key attributes

- Classic transaction launcher
- Includes SAP GUI (embedded)
- Desktop integration
- Zero footprint option
- + Role-based access
- + Application launcher
- + Browser integrated

#### Typical Use Cases

- Users in pure ABAP environment
- Users with main footprint in ERP and small footprint in other.
- Users with a work item based environment.

### SAP NetWeaver Portal Client

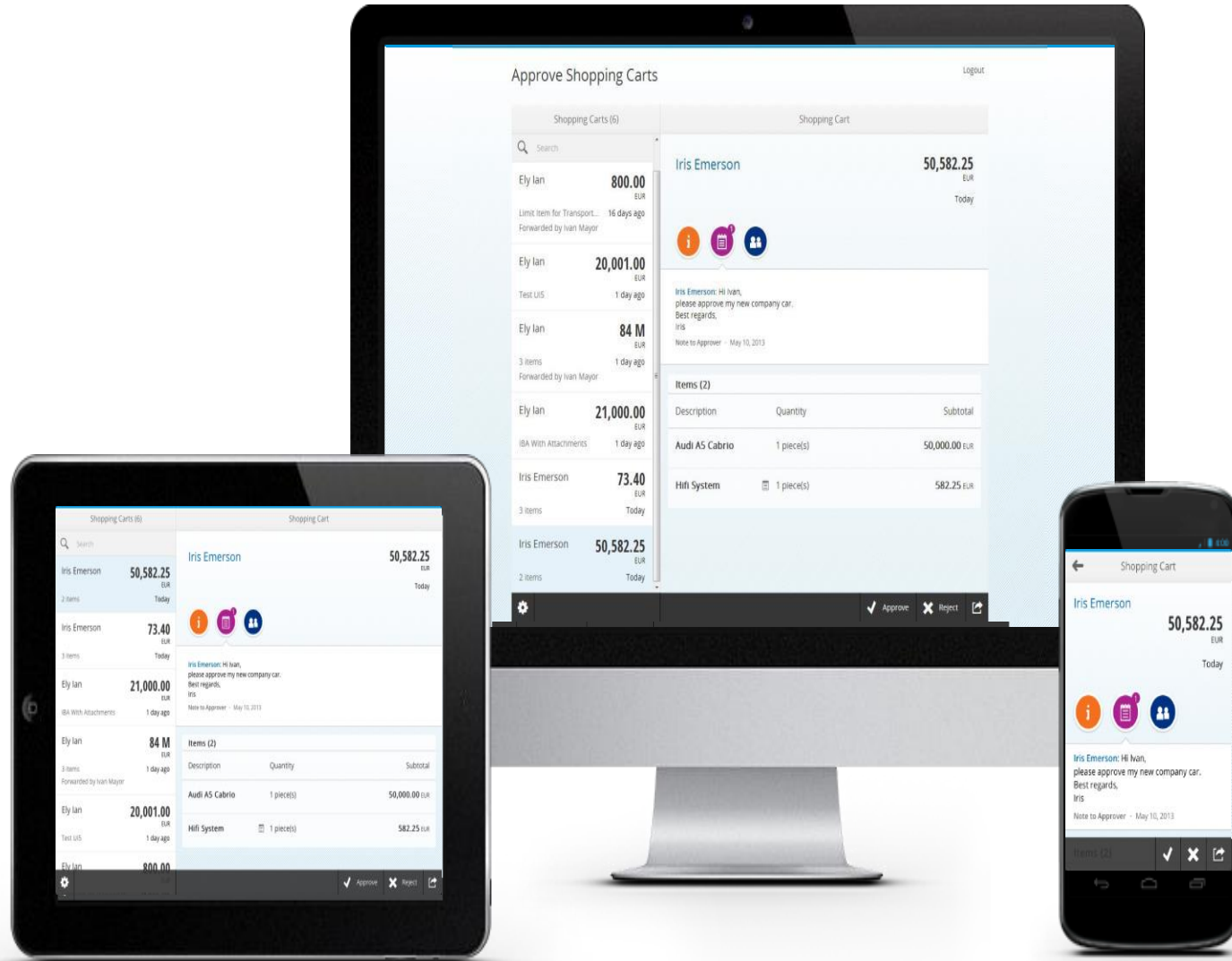
✓ Browser

#### Key attributes

- Classical Portal
- Includes SAP GUI (embedded)
- Role-based access
- Zero footprint (front-end).
- + Collaboration
- + Branding/ Theming
- + Content Management

#### Typical Use Cases

- Use in a heterogeneous backend environment.
- Collaboration and content management scenarios
- Intranet/Extranet portal scenarios
- Access to many systems



Currently 200 apps ... more to come

## Transactional

**Task-based access**

Access tasks to create, change, approve processes with guided navigation

Runs on:

## Analytical

**Insights**

Get a visual overview of a complex topic for monitoring or tracking purposes

Runs on:

## Factsheets

**Search and explore**

View essential information about an object with contextual navigation between related objects

## SAP Smart Business

**Insight to action cockpit**

Analyze and evaluate strategic or operational KPIs in real time and find the right actions

**Role-based**

De-composition  
into task-based  
experience

**Responsive**

All sizes, devices,  
versions,  
channels

**Simple**

1-1-3 (1 user, 1  
use case, 3  
screens)

**Coherent**

Apps that speak  
the same  
language

**Instant  
Value**

Low barrier  
to adoption

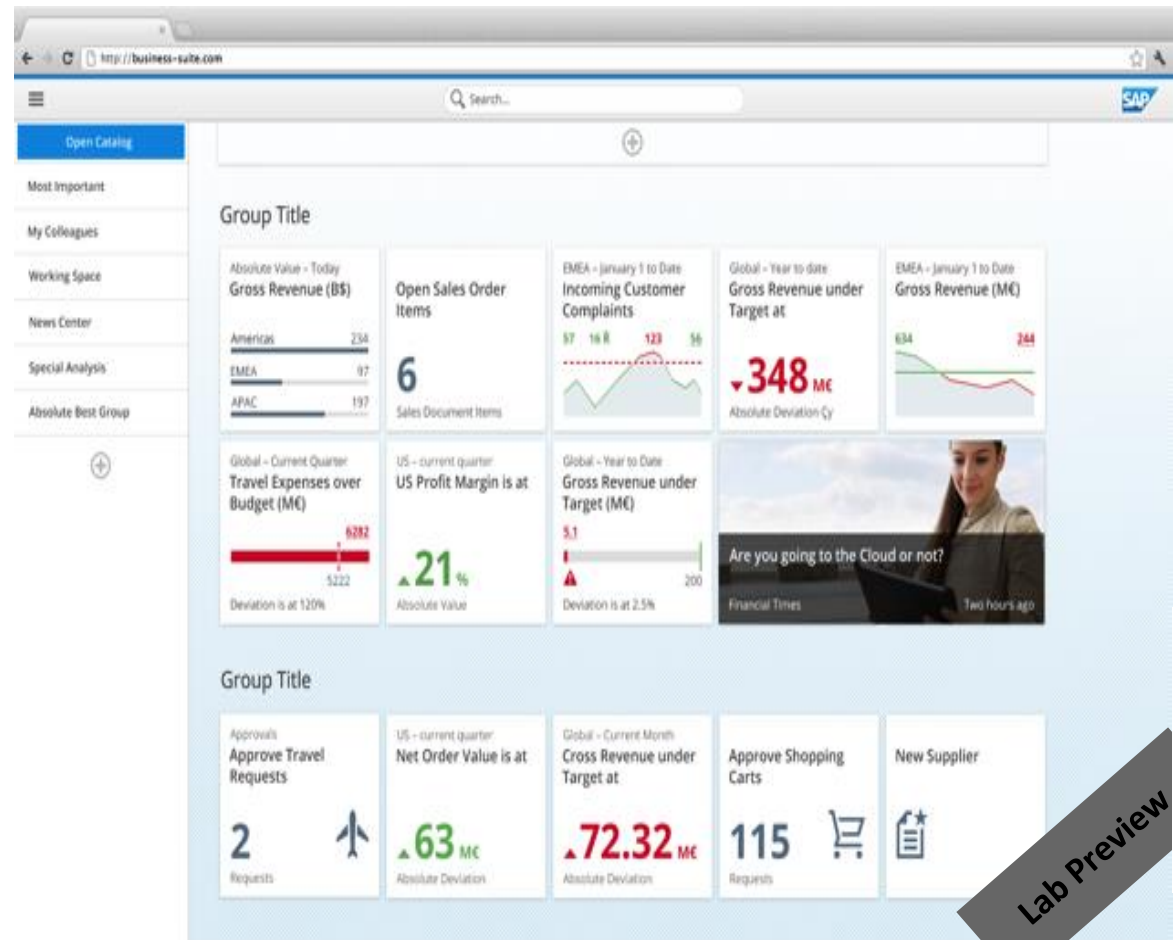


## SAP Fiori Launchpad

Single entry point for SAP business functions – contextual, role-based, personalized, and search








## SAP Fiori Active Tiles

Provides the most impactful real-time information and KPIs at a glance










Lab Preview

## Roles and Apps (runs on Any DB)\*

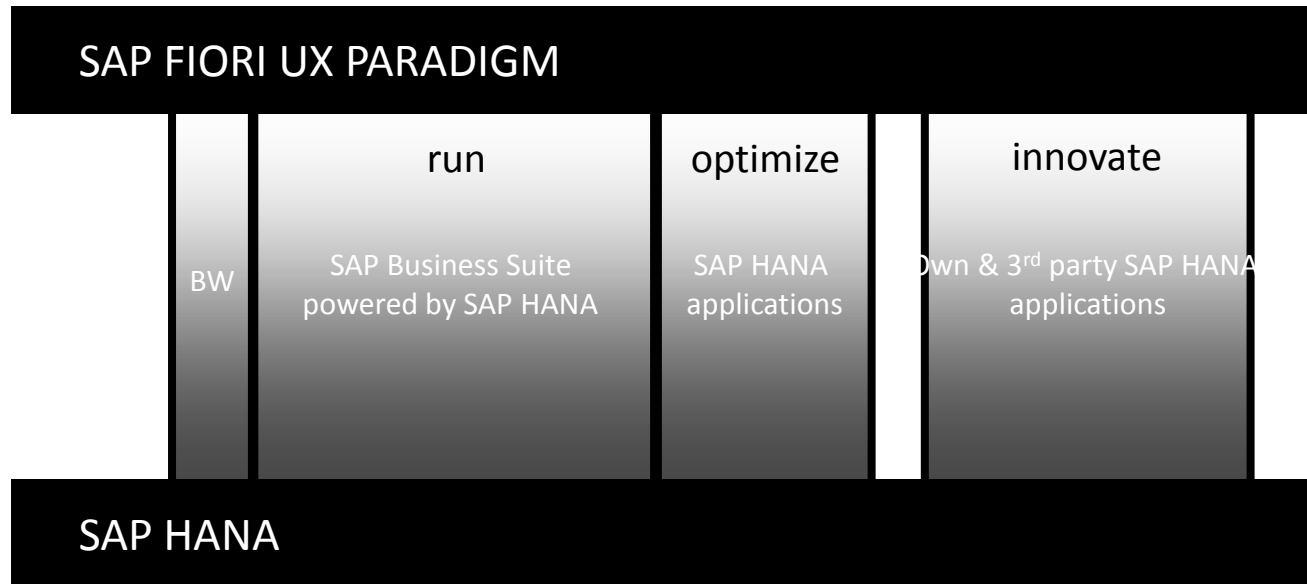
|   |                              |                      |                            |                         |                        |                         |
|---|------------------------------|----------------------|----------------------------|-------------------------|------------------------|-------------------------|
| <b>Employee</b>            | My Leave Requests            | My Timesheet         | My Travel Requests         | My Shopping Cart        |                        |                         |
| <b>Employee</b>            | My Paystubs                  | My Benefits          | Track Shopping Carts       |                         |                        |                         |
| <b>Manager</b>             | Approve Leave Requests       | Approve Timesheet    | Approve Travel Requests    | Approve Travel Expenses | Approve Shopping Carts | Approve Purchase Orders |
| <b>Manager</b>             | Approve Requests             | Approve Requisition  | Approve Purchase Contracts | My Spend                |                        |                         |
| <b>Sales Rep (SD)</b>     | Create Sales Orders          | Change Sales Orders  | Track Sales Orders         |                         |                        |                         |
| <b>Sales Rep (SD)</b>    | Check Price and Availability | Track Shipments      | Customer Invoices          |                         |                        |                         |
| <b>Purchasing Agent</b>  | Order from Requisition       | Track Purchase Order |                            |                         |                        |                         |

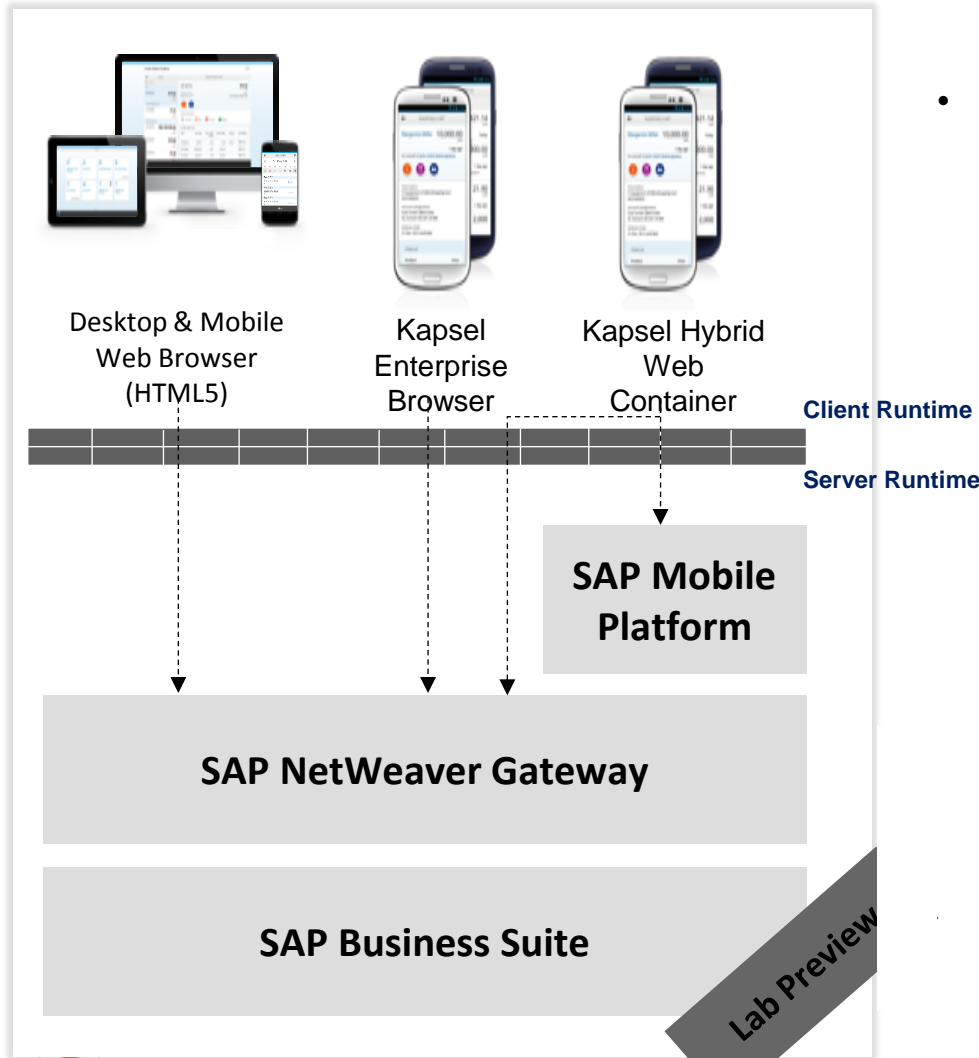
## Roles and Apps (runs on Any DB)\*

|   |                           |                               |                          |                  |          |          |
|---|---------------------------|-------------------------------|--------------------------|------------------|----------|----------|
| <b>Sales Rep (SD)</b>              | My Contacts               |                               |                          |                  |          |          |
| <b>Sales Rep (CRM)</b>             | My Accounts               | My Tasks                      | My Contacts              | My Opportunities | My Leads | My Notes |
| <b>Sales Rep (CRM)</b>             | Simulate Sales Pipeline   | Track Sales Pipeline          |                          |                  |          |          |
| <b>Production Worker</b>           | Confirm Production Orders | Confirm Production Operations |                          |                  |          |          |
| <b>Production Supervisor</b>      | Release Production Orders |                               |                          |                  |          |          |
| <b>Project Manager/Employee</b>  | Change WBS Element Status | Confirm Project Milestone     | Confirm Network Activity |                  |          |          |
| <b>Quality Engineer</b>          | Report Quality Issue      | My Quality Tasks              |                          |                  |          |          |

|       |                        |   |               |
|-------|------------------------|---|---------------|
| FND   | ILM Archiving Expert   | Monitor & Tracking of Archiving Jobs          | Transactional |
| Store | Retail Store Associate | Retail Store Product Lookup                   | Transactional |
| PP    | MRP Controller         | Monitor External Requirements                 | Transactional |
| PP    | MRP Controller         | Monitor Material Shortages                    | Transactional |
| PP    | MRP Controller         | Manage External Requirements                  | Transactional |
| PP    | MRP Controller         | Manage Material Shortages                     | Transactional |
| FIN   | Sales Manager          | Track Supplier Invoices                       | Transactional |
| FIN   | Collection Specialist  | Process Receivables                           | Transactional |
| FIN   | Collection Specialist  | Process Collection Worklist                   | Transactional |
| FIN   | Cost Manager           | My Unusual Items                              | Transactional |
| FIN   | Cost Manager           | My Spend                                      | Transactional |
| FIN   | Cash Manager           | Cash Position                                 | Analytical    |
| FIN   | Cash Manager           | Liquidity Forecast                            | Analytical    |
| FIN   | Cash Manager           | Cash Flow                                     | Analytical    |
| FIN   | Cash Manager           | Bank Statement                                | Analytical    |
| FIN   | Cash Manager           | Bank Risk                                     | Analytical    |
| FIN   | Cash Manager           | Cash Pool Deficit                             | Analytical    |
| FIN   | G/L Accountant         | Document Issues                               | Transactional |
| FIN   | G/L Accountant         | Track Documents                               | Transactional |
| FIN   | G/L Accountant         | Explore Financial Statement                   | Analytical    |
| FIN   | Sales Manager          | Margin Dashboard                              | Analytical    |
| CEI   | Marketing Manager      | Marketing Effectiveness – Release Target      | Transactional |
| CEI   | Marketing Manager      | Marketing Effectiveness – Initiative Search / | Factsheet     |
| GRC   | People Manager         | Access Approver                               | Transactional |
| GRC   | AC Security Manager    | Identity Analytics                            | Analytical    |

## SAP Fiori as the foundation of user experience for SAP HANA



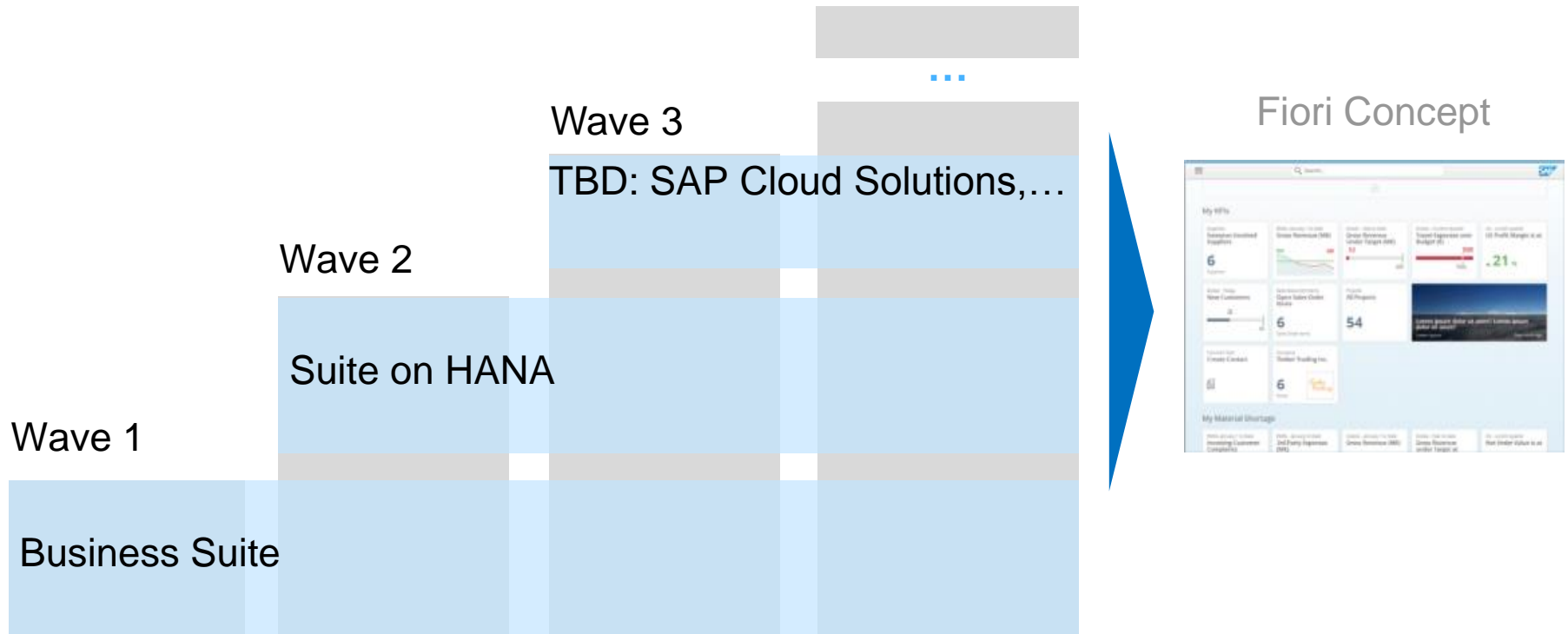


- Option to integrate with SAP Mobile Platform 3.0
  - Kapsel / Hybrid Web Container
    - ❖ Native device capabilities
    - ❖ Foundation for offline access, push notifications and additional security
    - ❖ Future: improved caching, life cycle management, etc.
- SMP 3.0 for deployment in enterprise infrastructure
- Documenting value add of leveraging SMP 3.0

# Where We Want to Be: Unified UX Direction for all Apps

All applications & UI technologies to converge to the Fiori concept. The roadmap beyond the initial Suite applications is yet to be defined.

Further innovation in Wave 2 and Wave 3 for the Business Suite delivery model



- **3 apps have been deployed**
  - ❖ **“ My Timesheet ” : CATS timesheets entry**
  - ❖ **“ Timesheet approve ” : CATS timesheets approvals**
  - ❖ **“ Approve Purchase orders ” PO approvals**



- **Workload**

- ❖ **BC profile (Ulg)**

- Installation : 2 mandays

- ❖ **Mobile & Fiori profile (SOA People)**

- NW Gateway configuration : 1/2 manday
- SAP UI5 configuration : 1/2 manday
- 3 apps configurations : 2 mandays

- ❖ **Functional consultant CATS & PS (SOA People)**

- 2 mandays / apps (basic - not fully complete)

*Globally, less than 10 mandays, if ECC, Ehp, Patch level compliant ....*

- **Resources**

- ❖ **BC profile (Ulg)**

- Implementation of right patch level ECC
    - Implementation of Netweaver Gateway platform
    - Implementation apps add-on

- ❖ **Mobile & Fiori profile (SOA People)**

- Configuration Netweaver Gateway
    - Configuration apps
    - Development additional functionalities to be compliant
      - Additional fields in CATS

- ❖ **Functional consultant CATS & PS (SOA People)**

- Customizing CATS roles

- **Return & conclusion**

- ❖ **BC profile (Ulg)**

- less difficult as expected

- ❖ **Mobile & Fiori profile (SOA People)**

- Be careful to browsers :
  - IE, Chrome, Mozilla, .....

- ❖ **Functional consultant CATS & PS (SOA People)**

- Customizing easy when Eclipse, Java based mastered
- Would appreciate deeper documentation ....

- ❖ **Now Licensing negotiation and ROI .....**

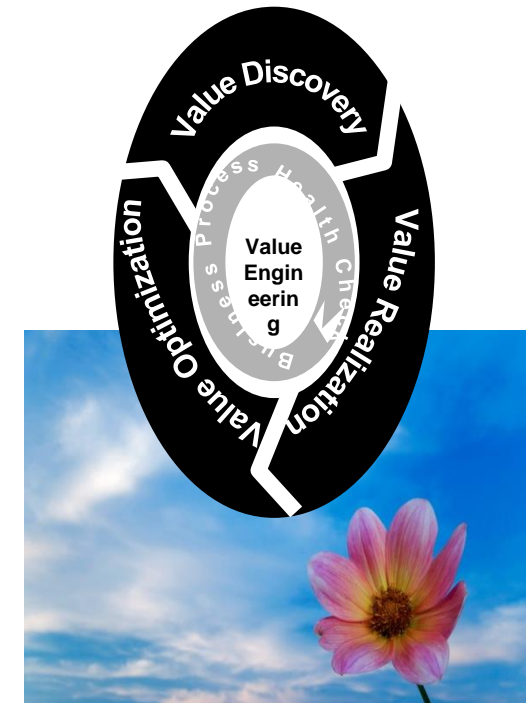
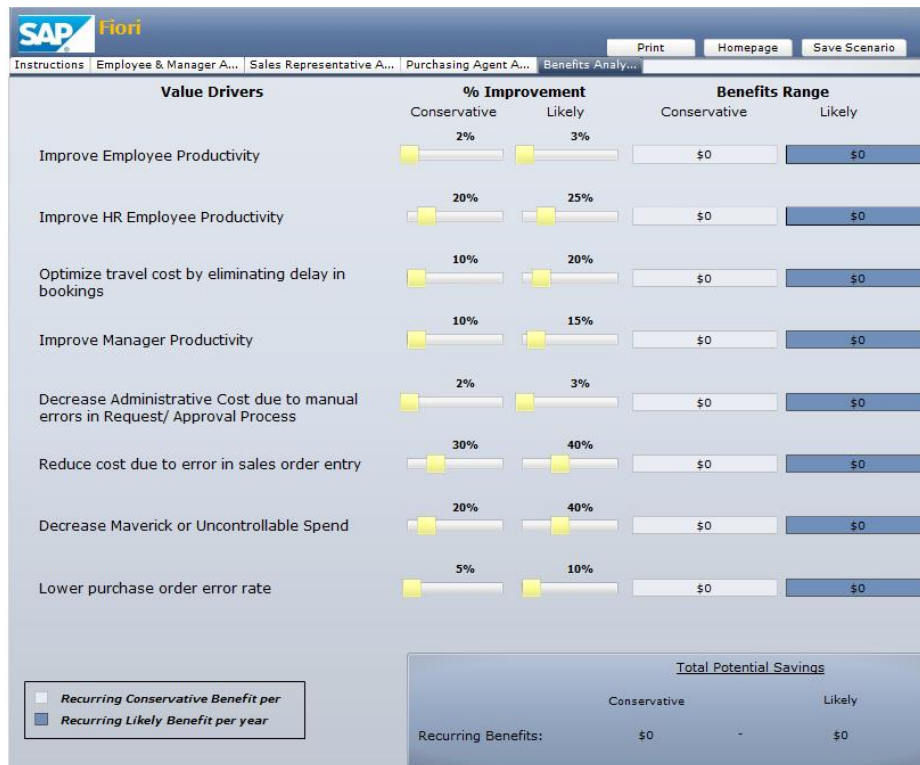
# Demo

## SAP Fiori Value Calculator Demo

On Time, On Budget,  
On Value



- <https://valuemanagement.sap.com/valuecalculator/FioriValueCalculator.swf>



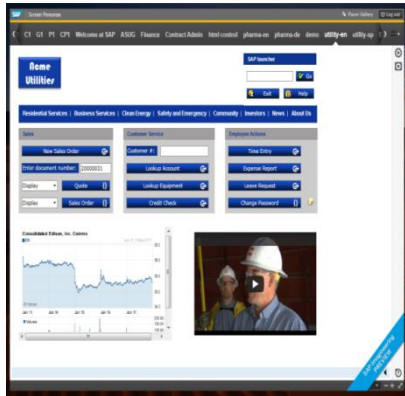
Best-Run Business

**[anne.girin@ulg.ac.be](mailto:anne.girin@ulg.ac.be)**

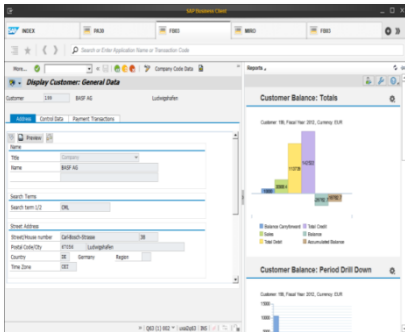
**[joel.pissoort@soapeople.com](mailto:joel.pissoort@soapeople.com)**

**ENABLE**

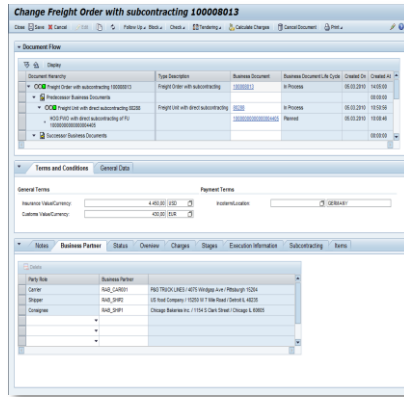
## SAP Screen Personas (for SAP GUI screens)



## NWBC & Side Panel (all screens)



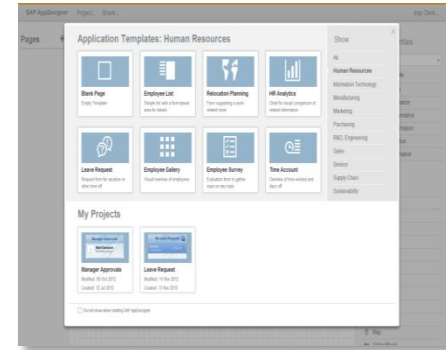
## Floorplan Manager (for FPM screens\*)



## UI Theme Designer (all screens)



## SAPUI5 Toolset



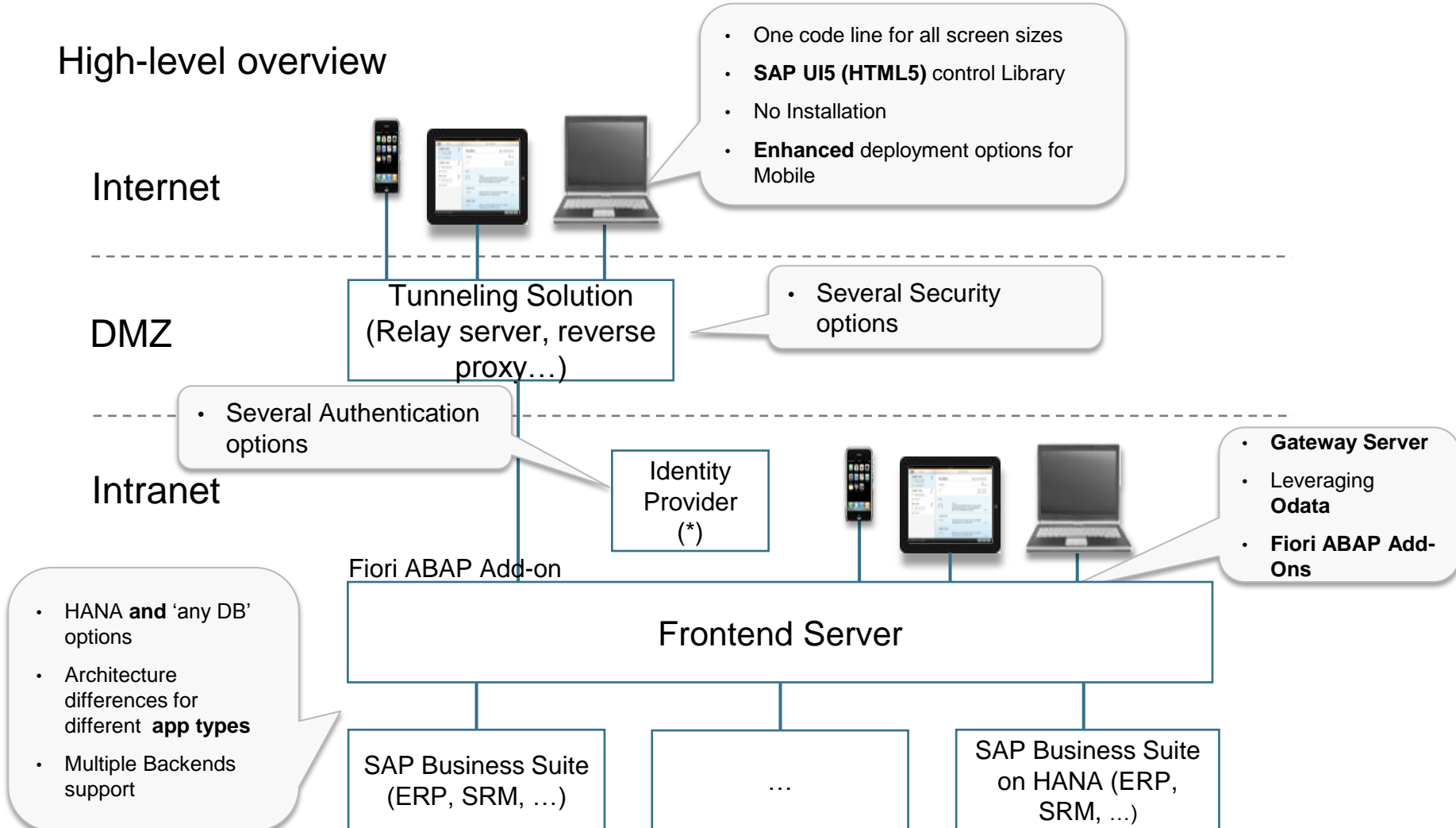
further tools available

\*: for CRM Web UI screens use CRM WebUIF

Adapt Existing Screens

Build Your Own

## High-level overview





|   | Transactional   | Analytical  | Factsheet   | Smart Business  |
|---|---|---|---|---|
| SAP Fiori for SAP Business Suite 7 Innovations 2013                   | SAP Ehp 7 for SAP ERP SP02<br>SAP EhP3 for CRM SPS 02<br>SAP Ehp 3 for SAP SRM 7.0 SPS 02               | SAP HANA 1.0 SPS06  | SAP HANA 1.0 SPS06  | SAP HANA 1.0 SPS06  |
| SAP Fiori for Releases prior to SAP Business Suite 7 Innovations 2013 | SAP ERP 6.0 SP15 or higher<br>SAP SRM 7.0 SP11 or higher<br>SAP CRM 7.0 SP06 or higher                  | N/A   | N/A   | N/A   |
| Front End   | NW 7.31 SP04 or NW 7.40 SP04<br>SAP NW Gateway 2.0<br>Please check Fiori installation guide for details | NW 7.31 SP04 or NW 7.40 SP04<br>HANA XS Engine                                    | NW 7.31 SP04 or NW 7.40 SP04<br>HANA XS Engine                                    | NW 7.31 SP04 or NW 7.40 SP04<br>HANA XS Engine                                    |
| Database  | HANA/Any DB   | HANA  | HANA  | HANA  |
| Add-On  | <ul style="list-style-type: none"> <li>• Business Suite</li> <li>• UI5</li> </ul>                       | <ul style="list-style-type: none"> <li>• Business Suite</li> <li>• UI5</li> </ul> | <ul style="list-style-type: none"> <li>• Business Suite</li> <li>• UI5</li> </ul> | <ul style="list-style-type: none"> <li>• Business Suite</li> <li>• UI5</li> </ul> |

Download the Installation Guide from <http://help.sap.com/Fiori>

| Apple Support | Browser   | OS X 10.6 & Higher |
|---------------|---|--------------------|
| MAC           | Safari: last released versions on the respective OS version | x                  |

| Windows Support | Browser                 | Windows 7 | Windows 8 |
|-----------------|-------------------------|-----------|-----------|
| Windows         | IE 9.0                  | x         | x         |
| Windows         | IE 10.0                 | x         | x         |
| Windows         | IE 11.0 (if released)   | x         | x         |
| Windows         | Firefox ESR             | x         | x         |
| Windows         | Chrome (latest version) | x         | x         |



\* For details and Latest Status – [Link](#) to note 1935915

# Browser Support for Mobile Mobile Phone and Tablets Supported \*

| Apple Devices   | iOS 6.01 | iOS 6.1.2     | iOS 6.1.3     | iOS 7.0     |
|-----------------|----------|---------------|---------------|-------------|
| iPhone 4        | x        | x             | x             | x           |
| iPhone 4s       | x        | x             | x             | x           |
| iPhone 5        | x        | x             | x             | x           |
| iPAD 2          | x        | x             | x             | x           |
| iPAD 3          | x        | x             | x             | x           |
| iPAD 4          | x        | x             | x             | x           |
| iPAD mini+      | x        | x             | x             | x           |
| Android Devices | Browser  | Android 4.1.2 | Android 4.2.2 | Android 4.3 |
| Galaxy S3       | Chrome   | x             | x             | x           |
| Galaxy S4       | Chrome   | x             | x             | x           |
| Galaxy Tab 2    | Chrome   | x             | x             | x           |
| Galaxy Tab 3    | Chrome   | x             | x             | x           |
| Nexus 7         | Chrome   | x             | x             | x           |



\* For Latest Support – [Link](#)