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SAP Higher Education & Research User Group

Montevideo 28-29-30 April 2014

UM
UNIVERSIDAD DE MONTEVIDEO

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

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Université de Liège

SOA-PEOPLE

Agenda

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

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University of Liège

- 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

University of Liège

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

SAP : more than 10 years of history

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)

SAP : more than 10 years of history

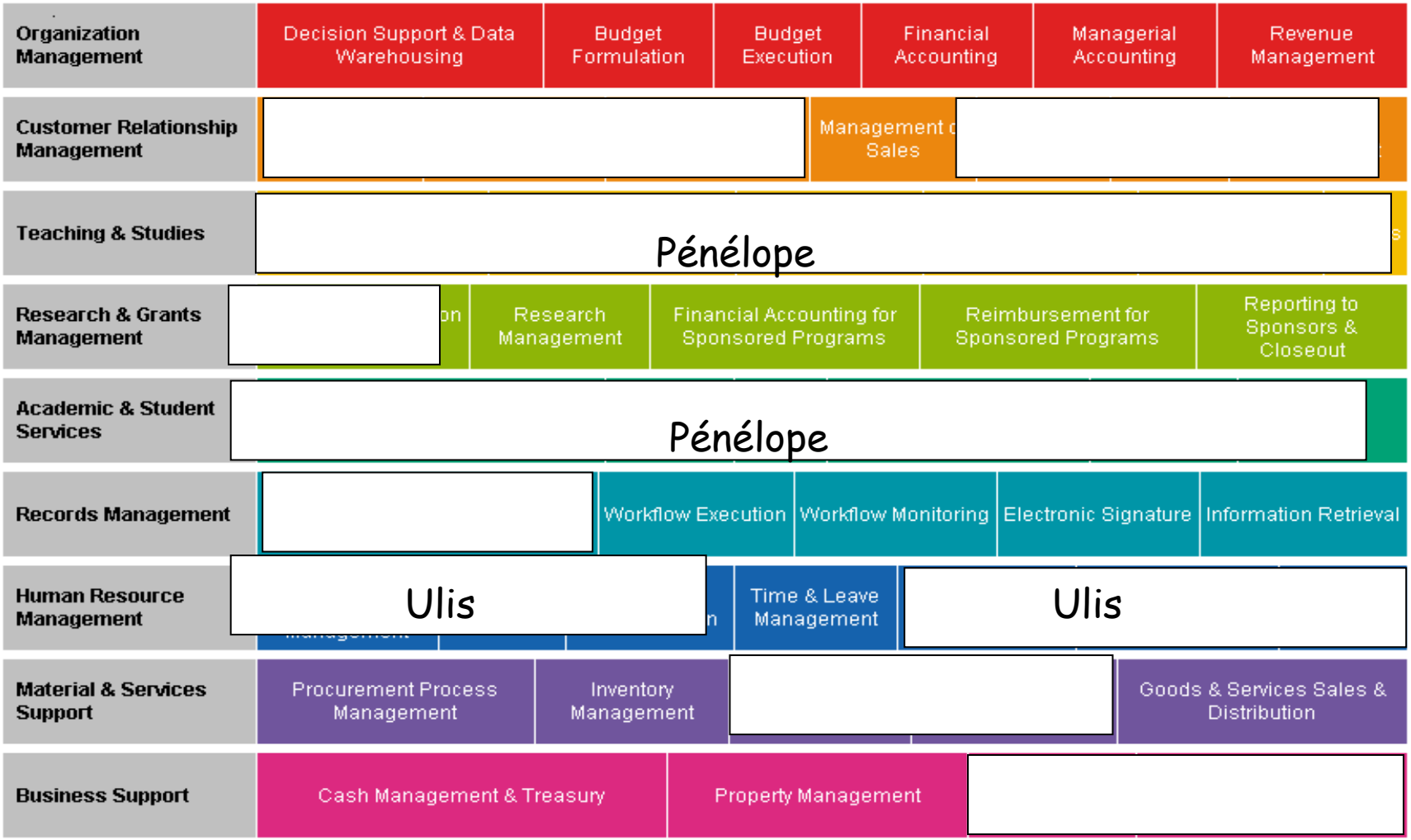
3 categories of users

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

University Campus Sart Tilman

SAP : more than 10 years of history

- **SAP landscape running today**



SAP : more than 10 years of history

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 Mangement (SM) *Veterinary clinics*
- Single-Sign-On (Portal)
- Reporting and dashboarding (BI)
- Heterogeneous exchanges (XI/PI)
- Budget integration (Webdynpro)
- R&D conventions follow-up (Webdynpro)

Last investigation in UX – Fiori - Why ?

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

Last investigation in UX – Fiori - Why ?

- 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 ….

POC FIORI

- 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

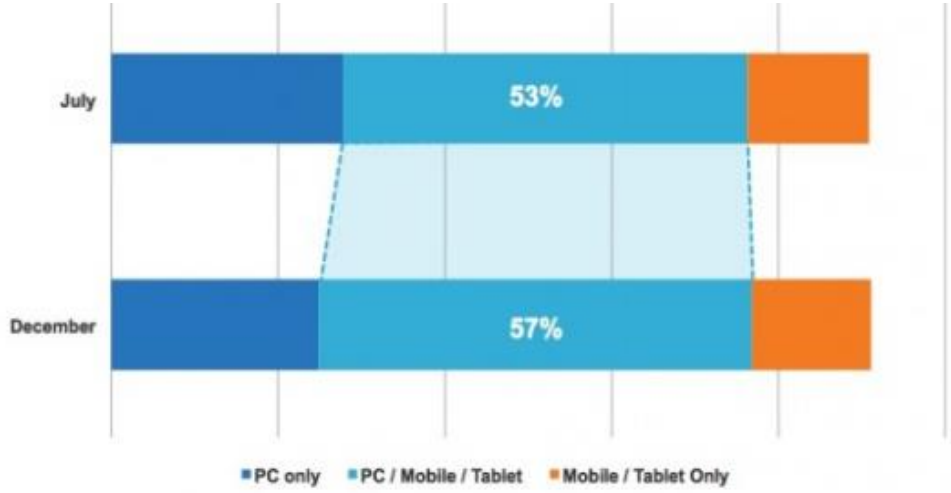
Last investigation in UX – Fiori - Why ?

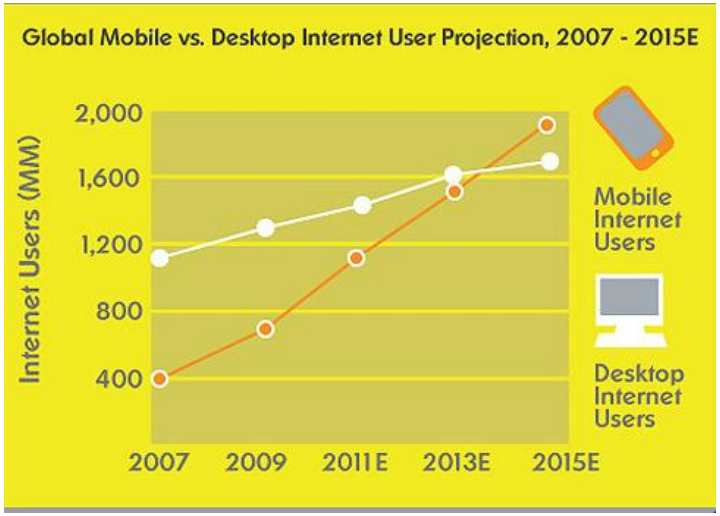
After discussing with our partner :

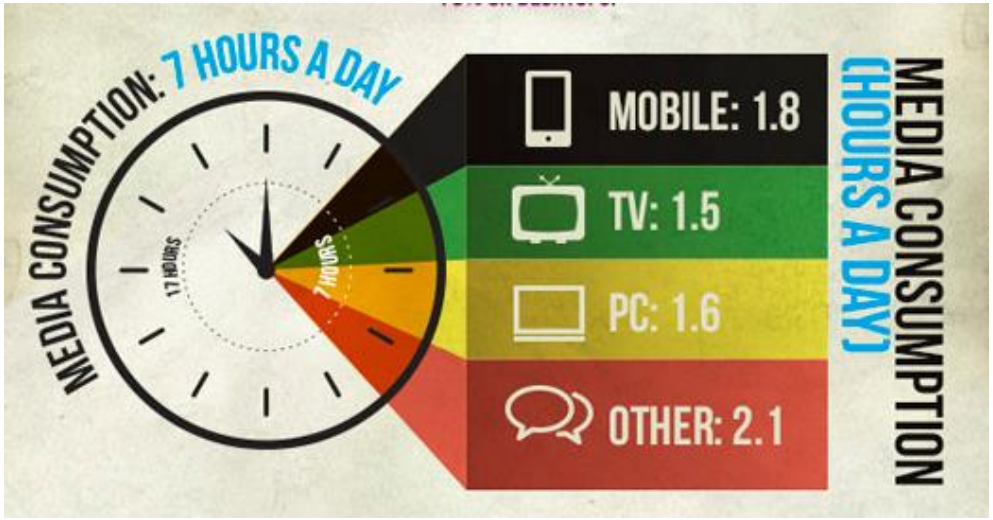
Assumptions and alternatives :

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

Last investigation in UX – Fiori - Why ?







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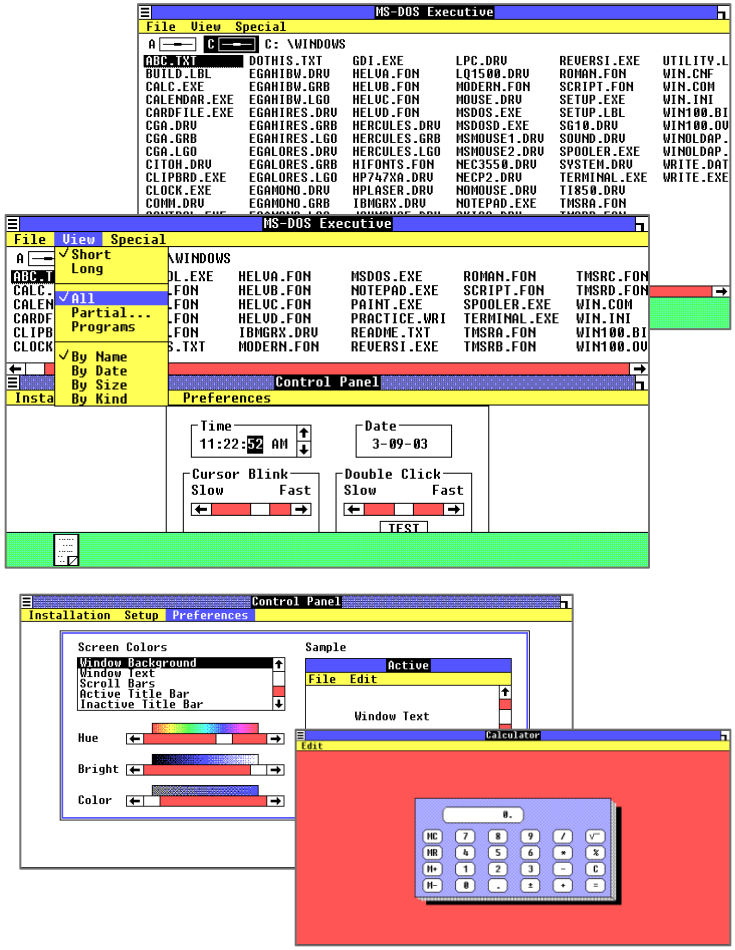
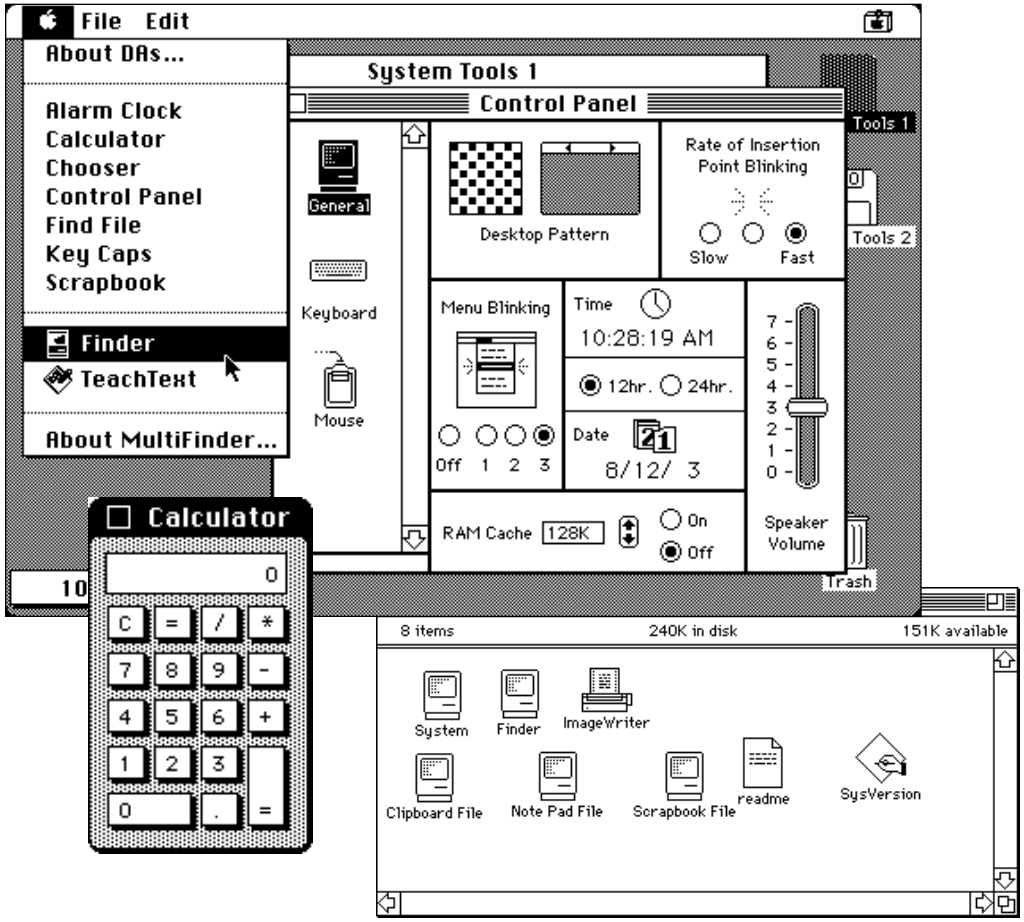
Flashback

Visual Design around 1980





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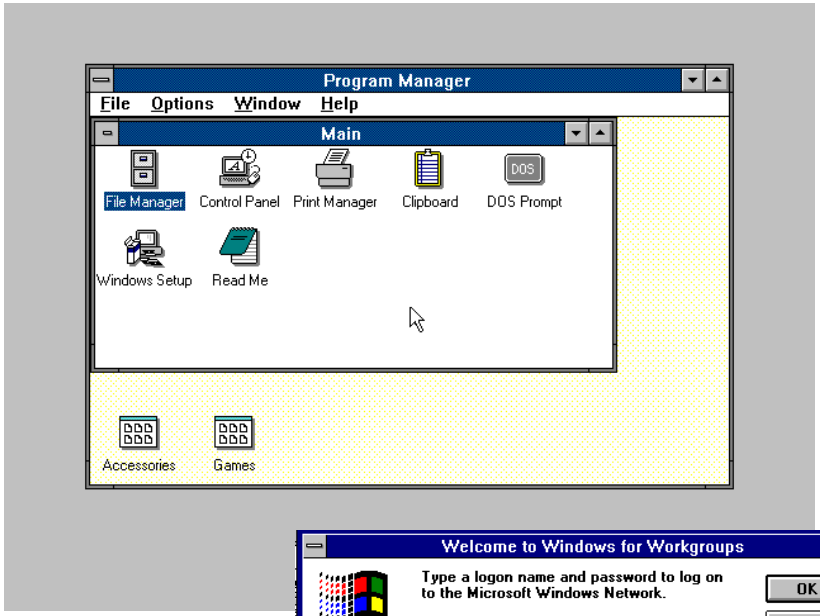
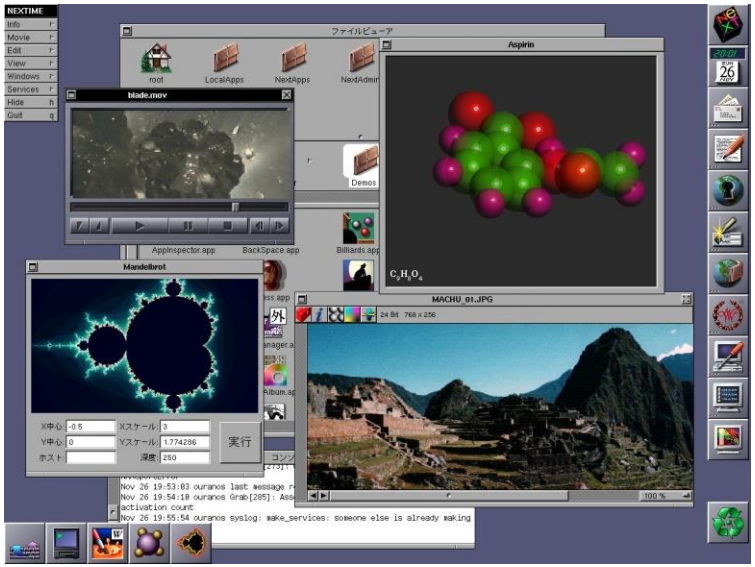
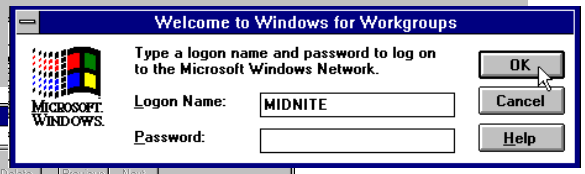
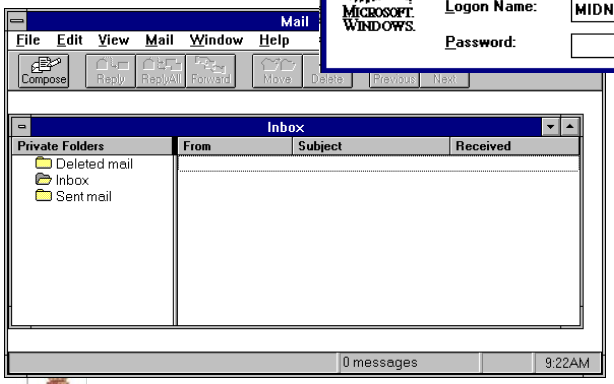
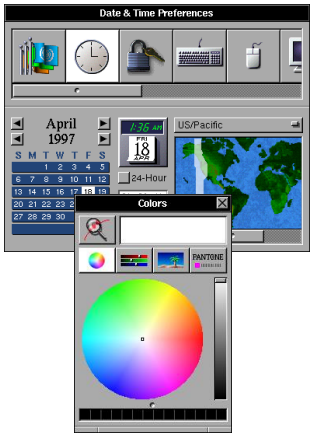
Visual Design at early 90's











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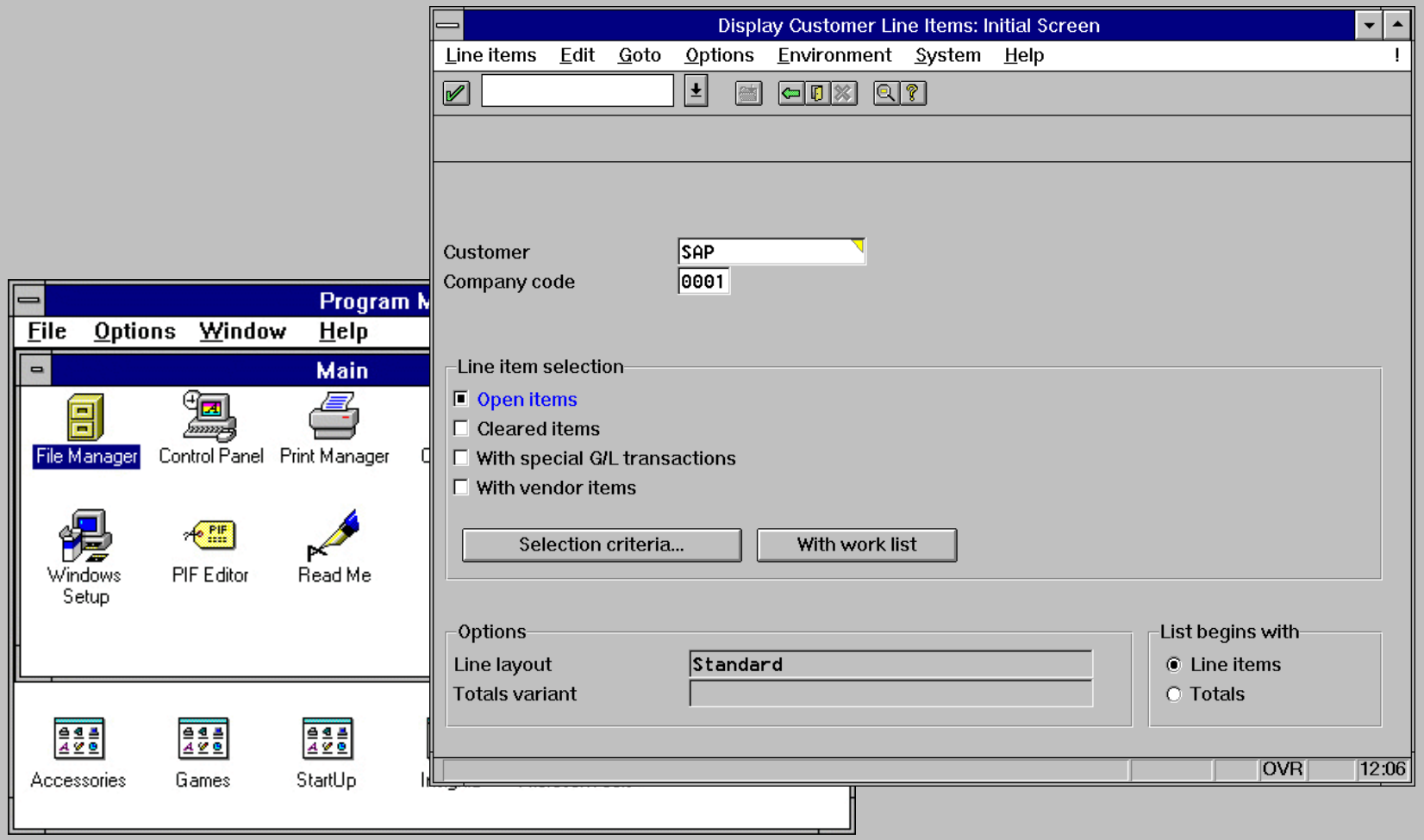

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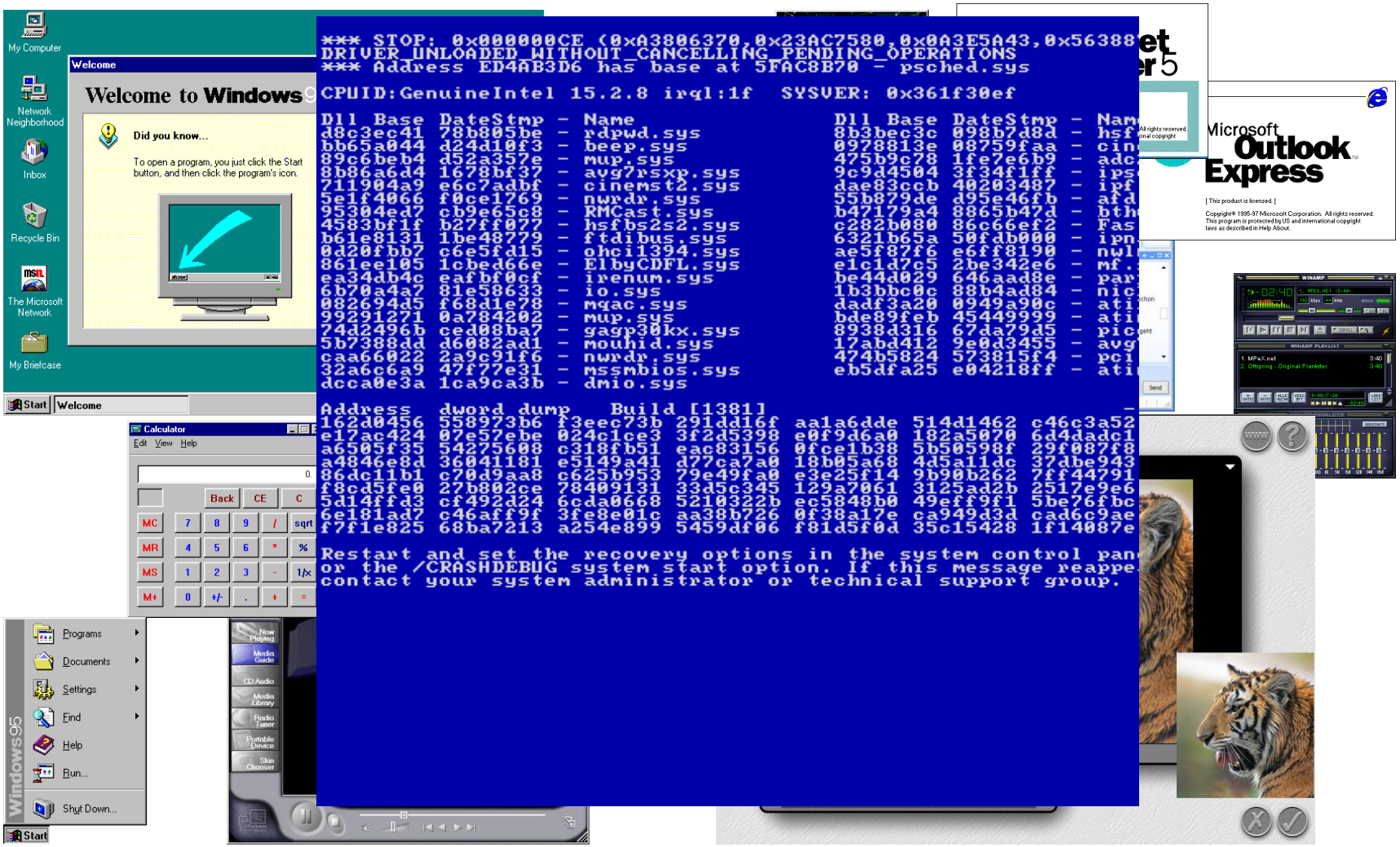

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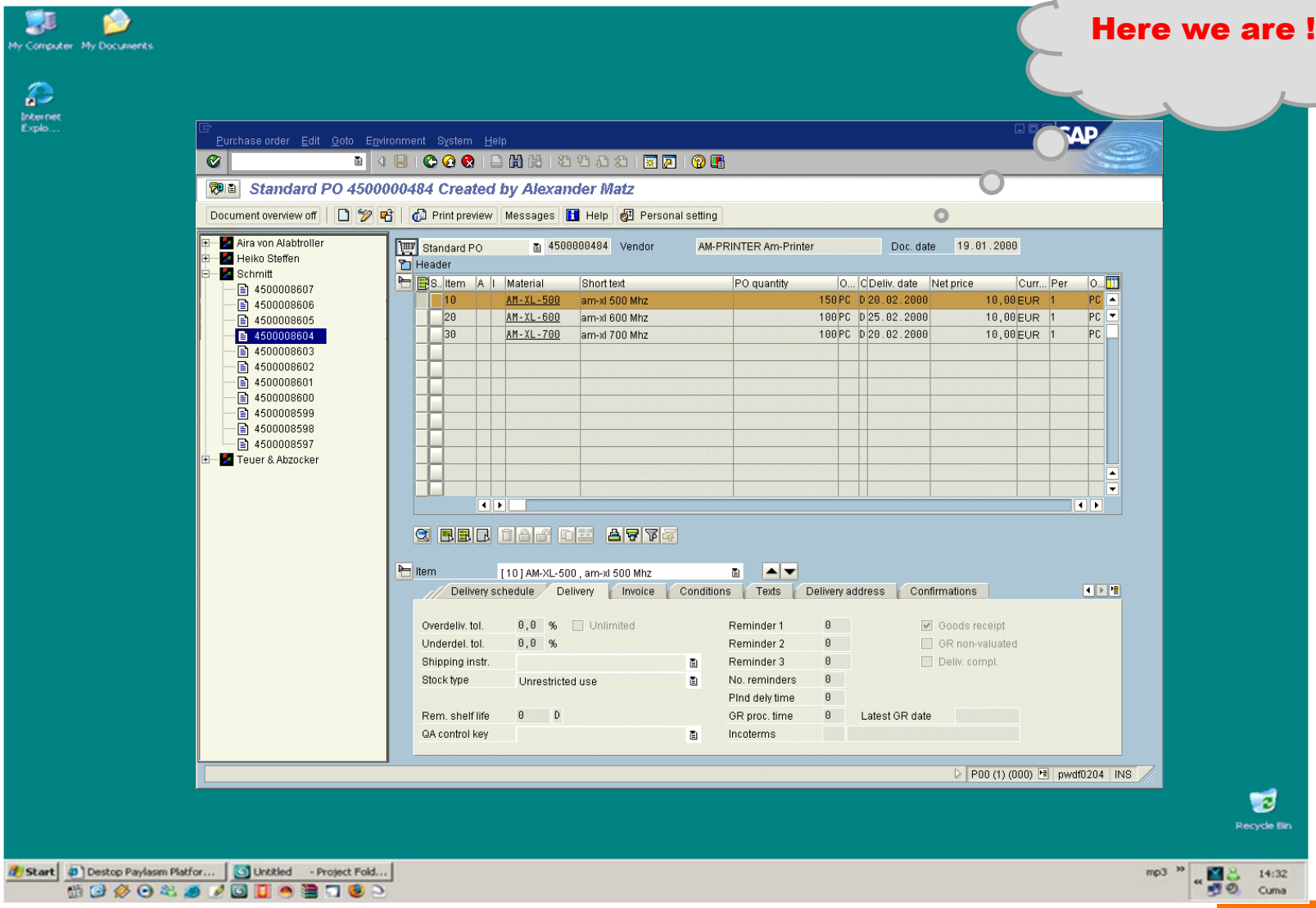

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Visual Design the last years

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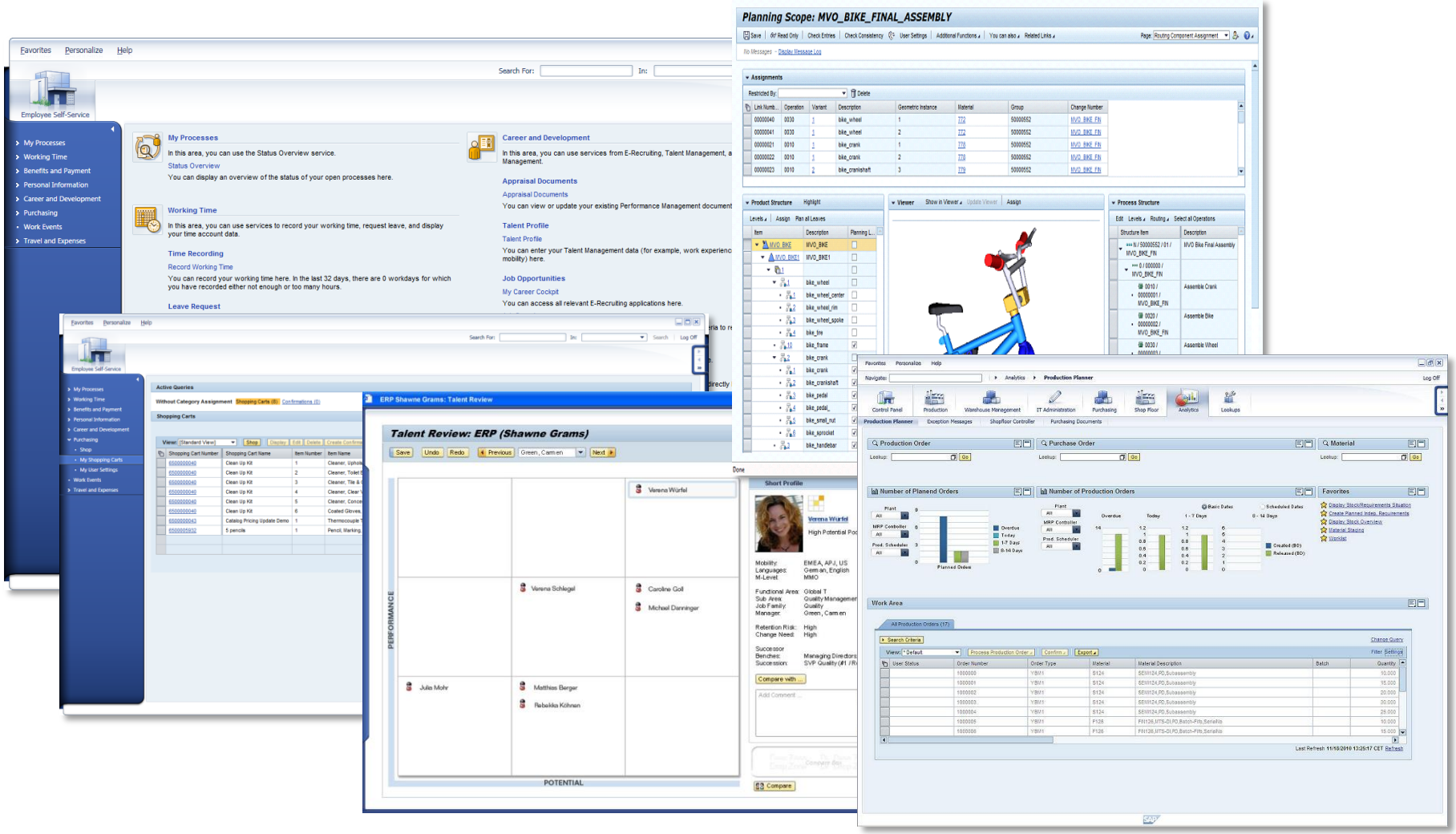
Visual Design the last years



SAP Business All-in-One

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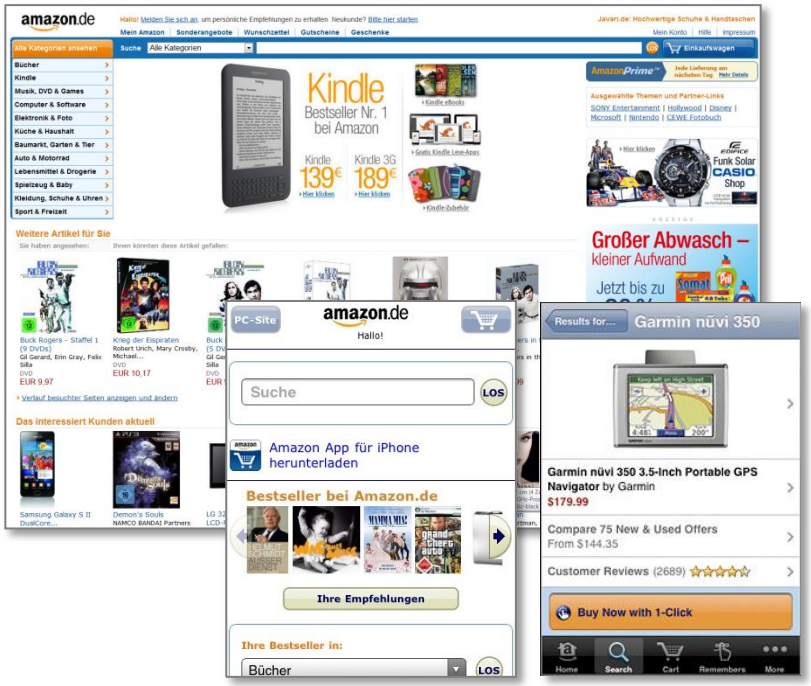
Visual Design today



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Visual Design today

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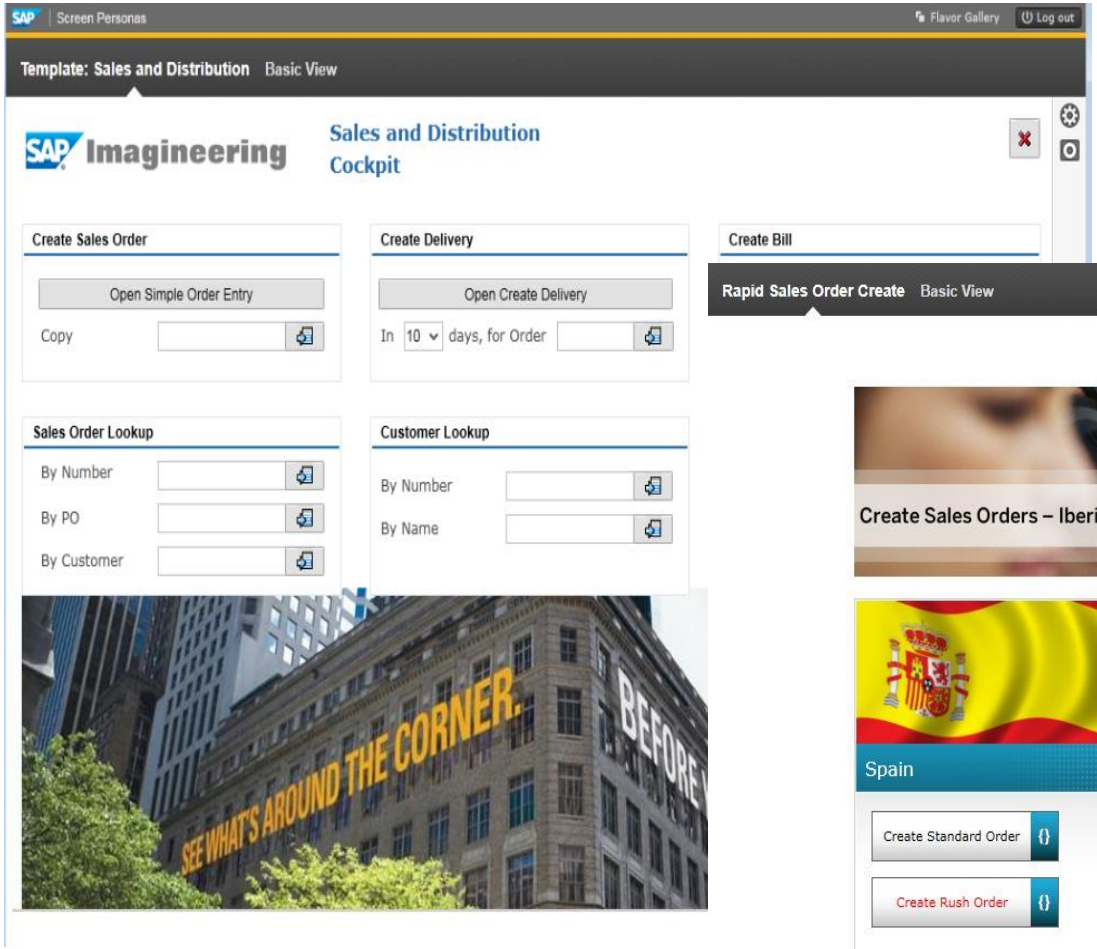
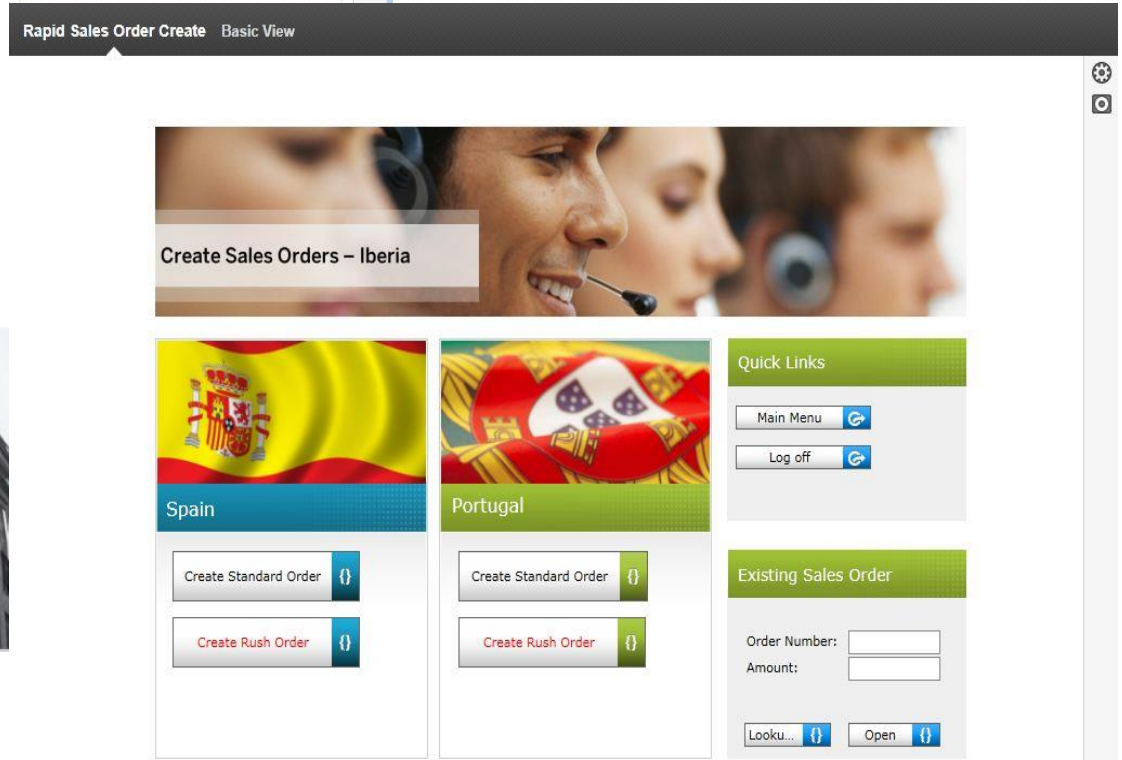
Flashback

Visual Design today





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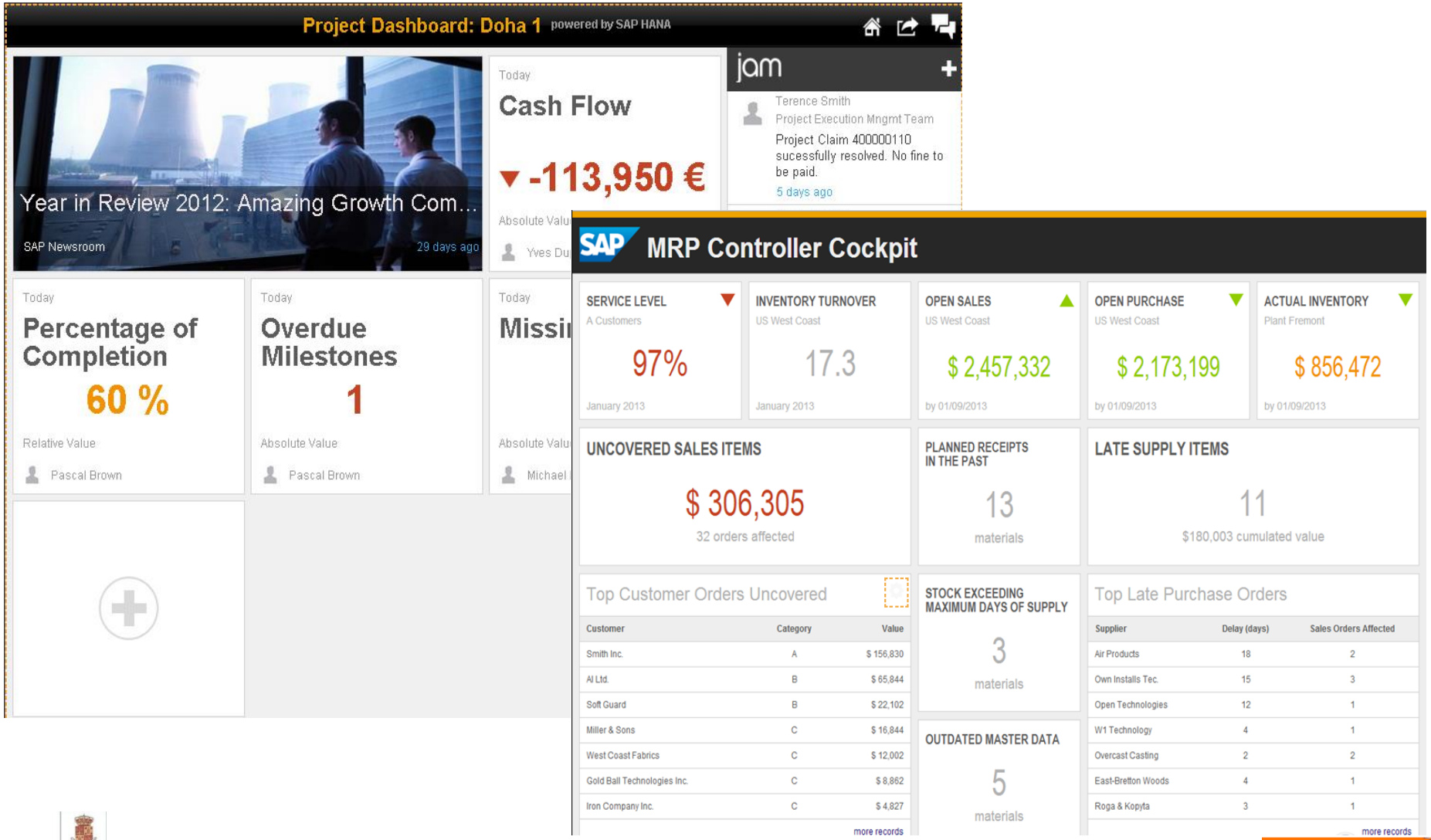
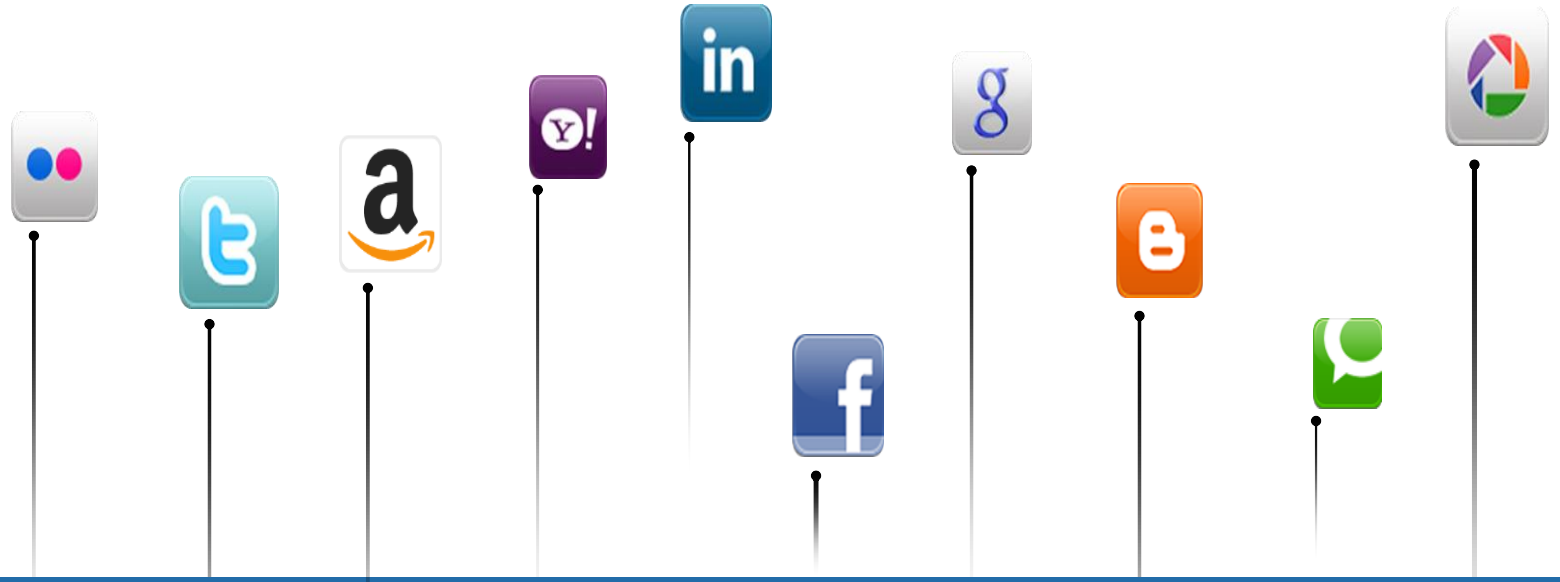


The World is Changing



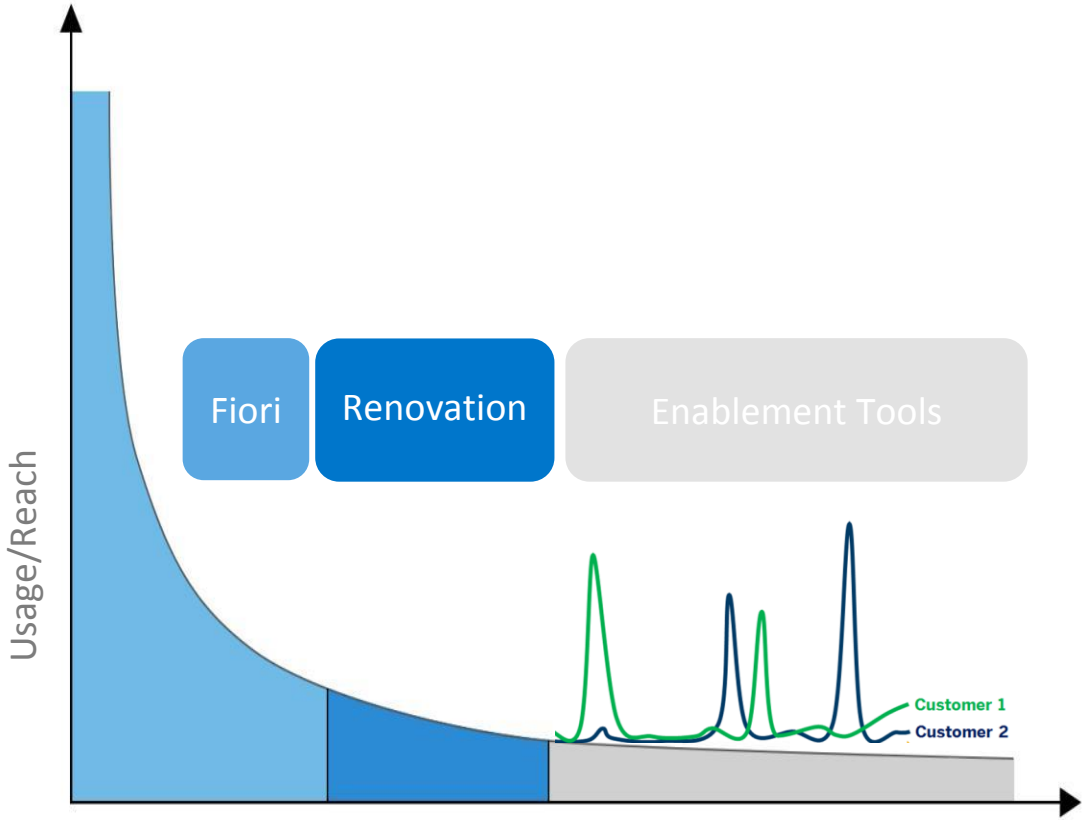
Consumer user experience is the new standard for enterprise applications …

The SAP User Experience Strategy

New Applications

NEW

Existing Applications



RENEW | **ENABLE**

SAP UI Clients

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

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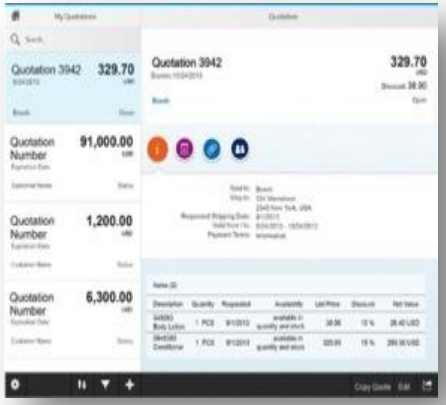
SAP Fiori App Types

Currently 200 apps … more to come

Transactional

Task-based access

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

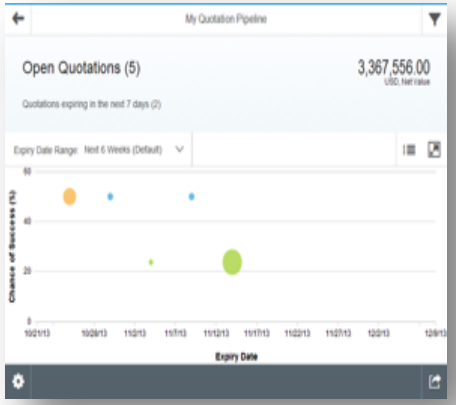


Runs o Any DB SAP HANA

Analytical

Insights

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



Runs on: SAP HANA

Factsheets

Search and explore

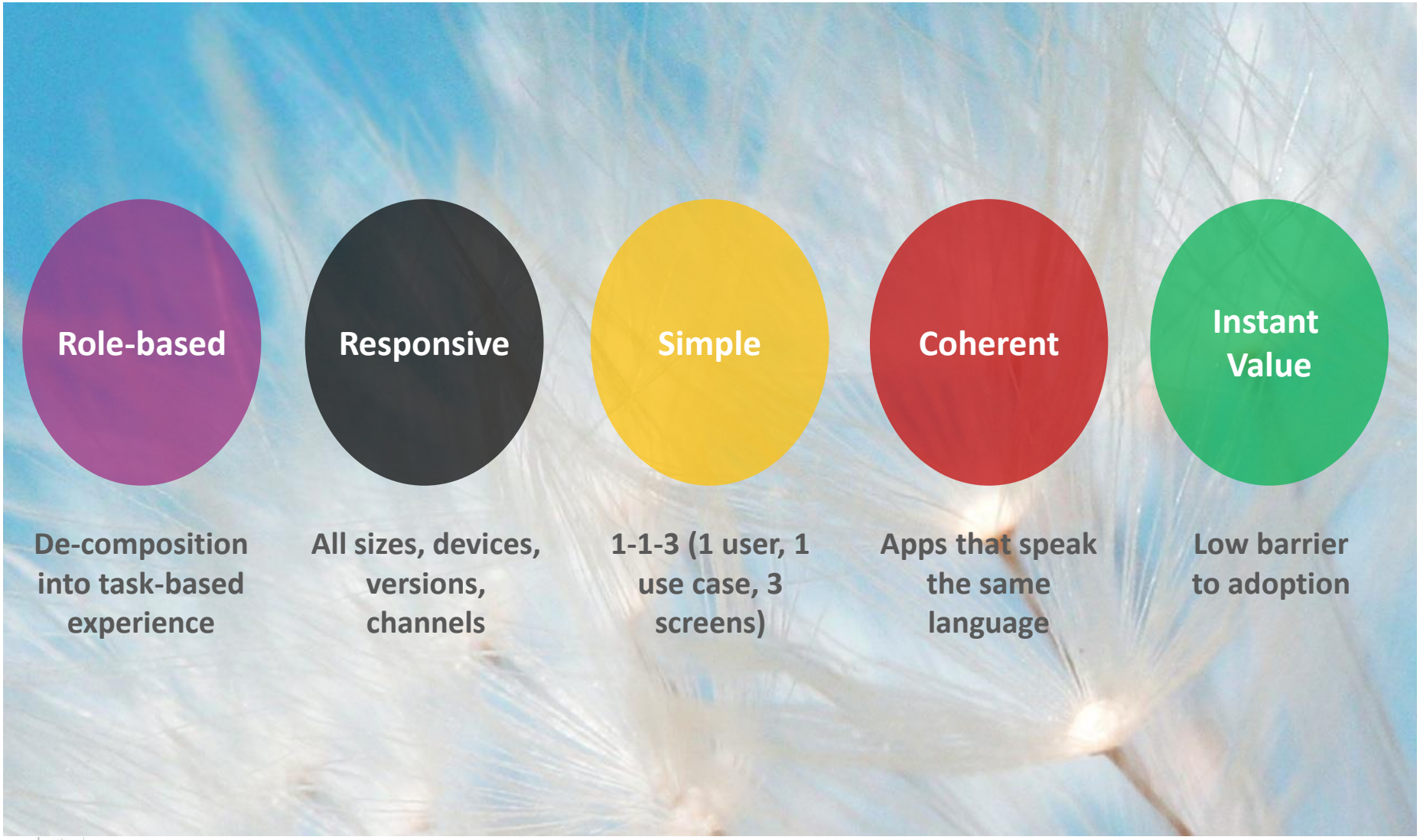
View essential information about an object with contextual navigation between

SAP Smart Business

Insight to action cockpit

Analyze and evaluate strategic or operational KPIs in real time and

SAP Fiori User Experience Paradigm



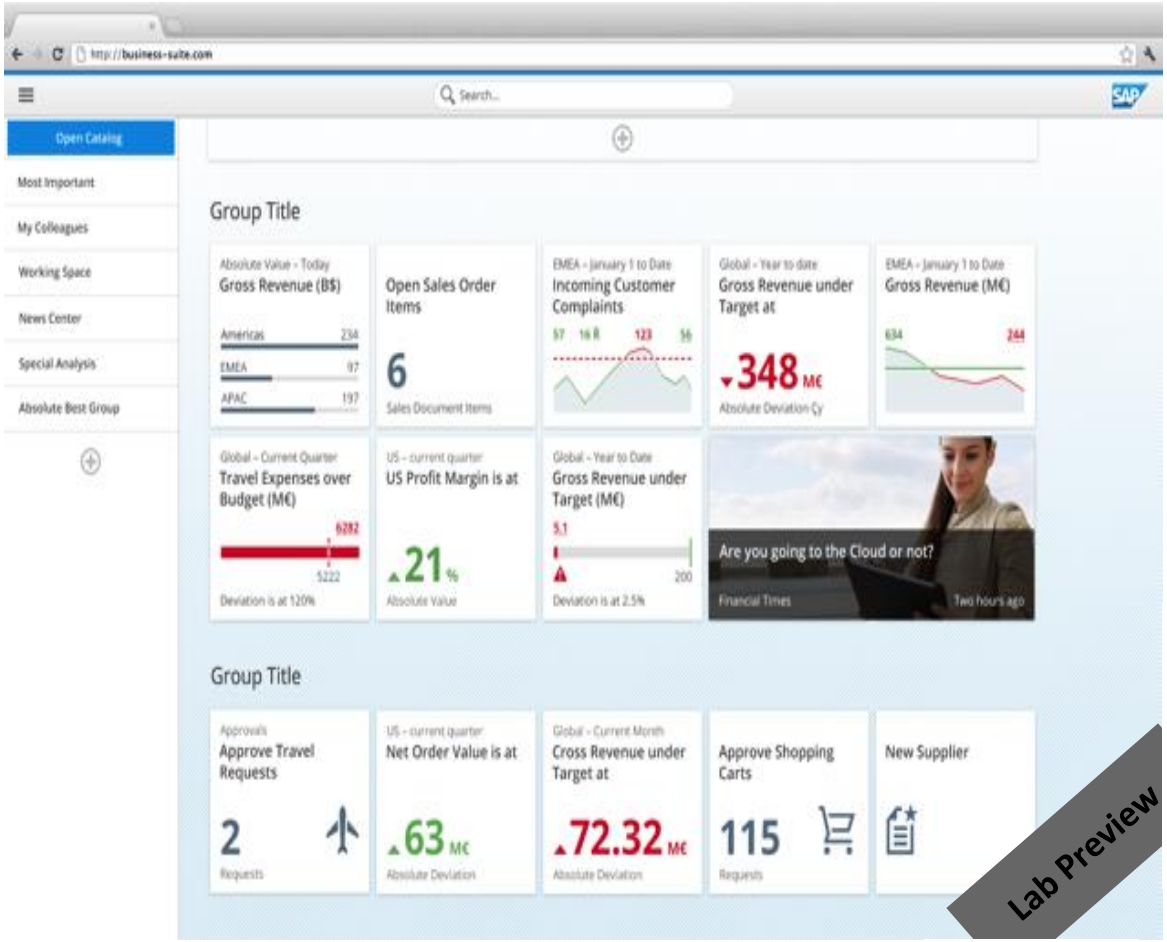
New SAP Fiori Look and Feel

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



RECAP: SAP Fiori Wave 1 for Business Suite

Roles and Apps (runs on Any DB)*

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

RECAP: SAP Fiori Wave 2 for Business Suite

Roles and Apps (runs on Any DB)*

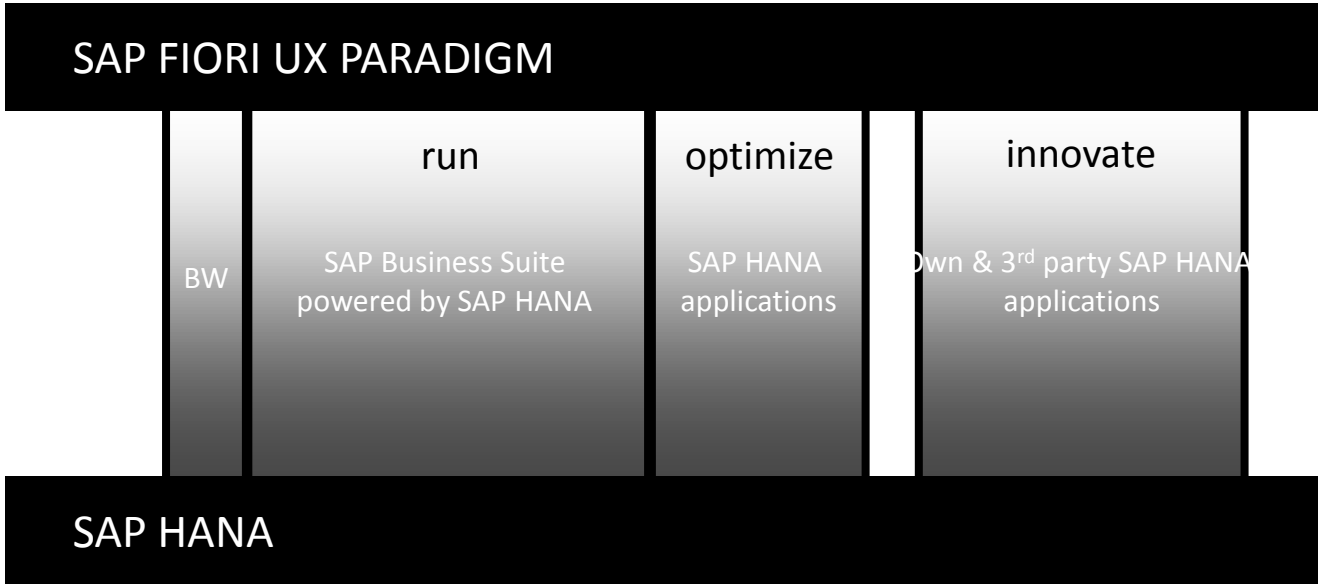
Sales Rep (SD)	My Contacts					
Sales Rep (CRM)	My Accounts	My Tasks	My Contacts	My Opportunities	My Leads	My Notes
Sales Rep (CRM)	Simulate Sales Pipeline	Track Sales Pipeline				
Production Worker	Confirm Production Orders	Confirm Production Operations				
Production Supervisor	Release Production Orders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

RECAP: SAP Fiori Wave 3 for Business Suite

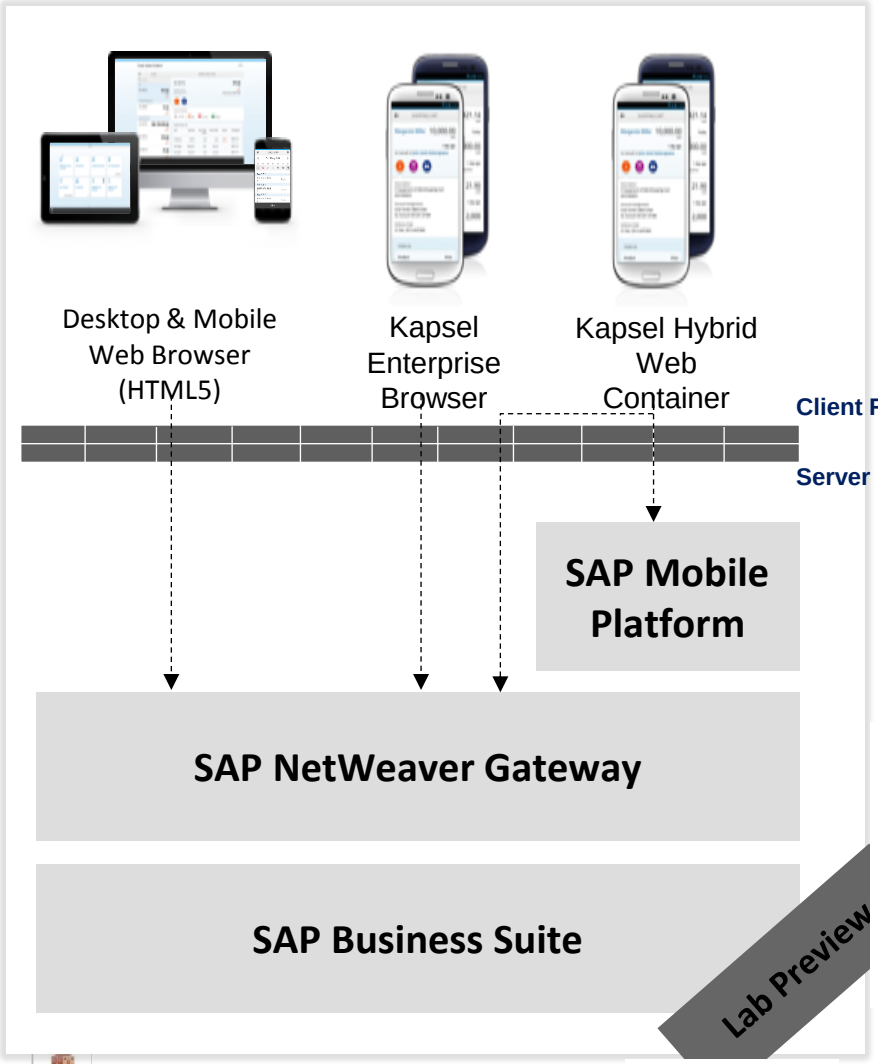
FND	ILM Archiving Expert	Monitor & Tracking of Archiving Jobs	Transactional
Store	Retail Store Associate	Retail Store Product Lookup	Transactional
PP	MRP Controller	Monitor External Requirements	Transactional
PP	MRP Controller	Monitor Material Shortages	Transactional
PP	MRP Controller	Manage External 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 HANA Is The Innovation Platform

SAP Fiori as the foundation of user experience for SAP HANA



SAP Fiori and SAP Mobile Platform 3.0 Integration

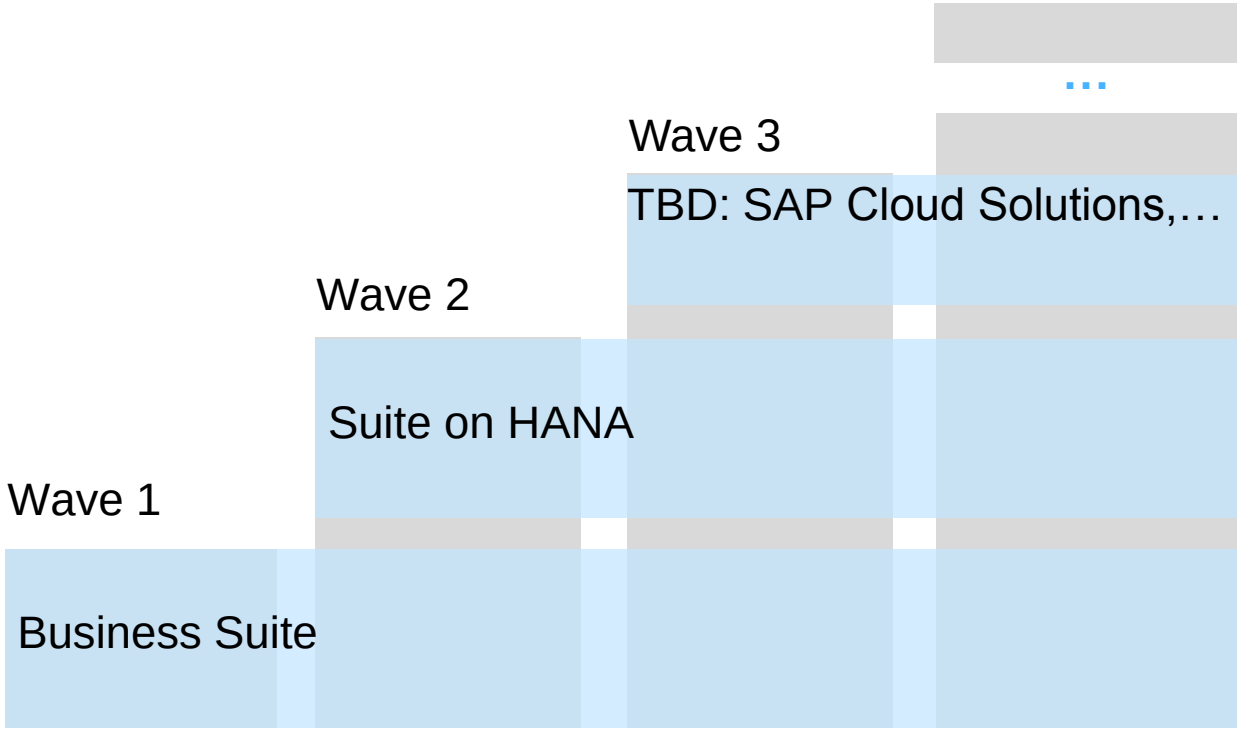


- Option to integrate with SAP Mobile Platform 3.0
  - Kapsel / Hybrid Web Container
    - ❖ Native device capabilities
    - ❖ Foundation for offline access, push notifications and additional security
    - ❖ Future: improved caching, life cycle management, etc.
  - SMP 3.0 for deployment in enterprise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

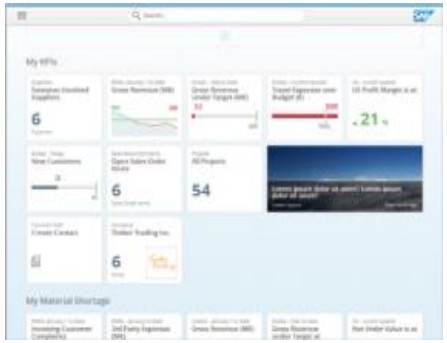
Where We Want to Be: Unified UX Direction for all Apps

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



Fiori Concept



POC Fiori at Ulg

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

POC Fiori at Ulg

- **Workload**
  - ❖ **BC profile (Ulg)**
    - Installation : 2 mandays
  - ❖ **Mobile & Fiori profile (SOA People)**
    - NW Gateway configuration : ½ manday
    - SAP UI5 configuration : ½ 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 ….*

POC Fiori at Ulg

- **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

POC Fiori at Ulg

- **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 ……..

POC Fiori at Ulg

Demo

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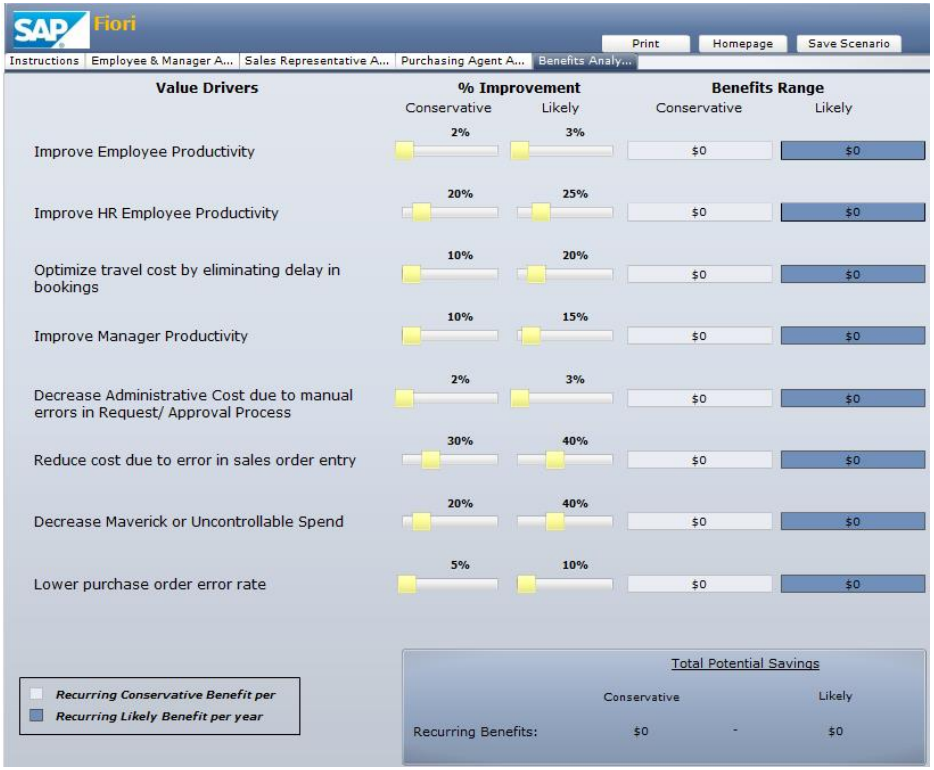
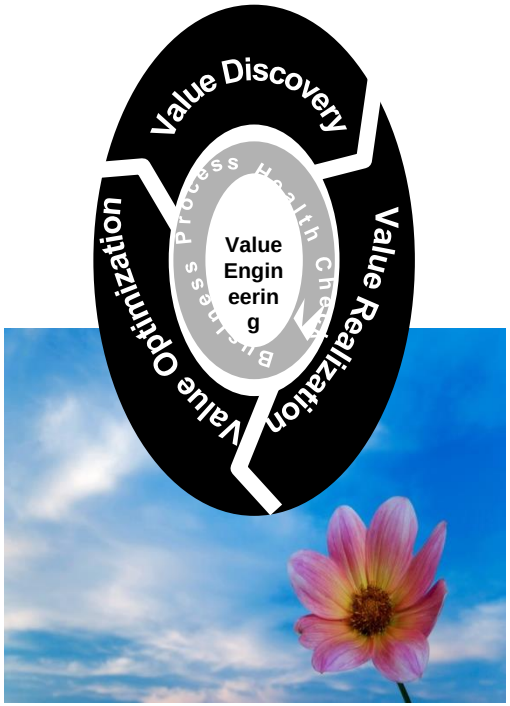
Thank you for your attention

SAP Fiori Value Calculator Demo

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



On Time, On Budget,
On Value



Best-Run Business

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Q & A

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SOA-PEOPLE

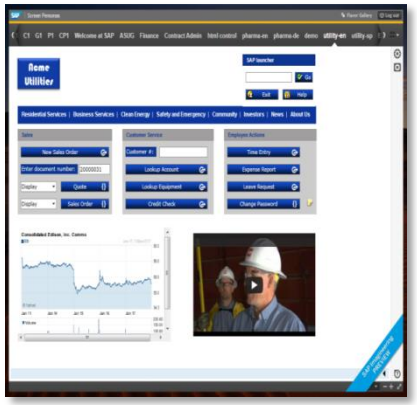
ENABLE customers to improve specific scenarios

ENABLE

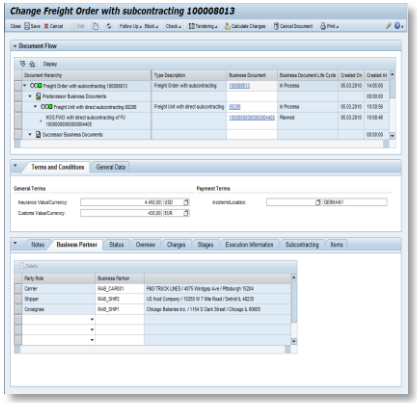
Adapt Existing Screens

Build Your Own

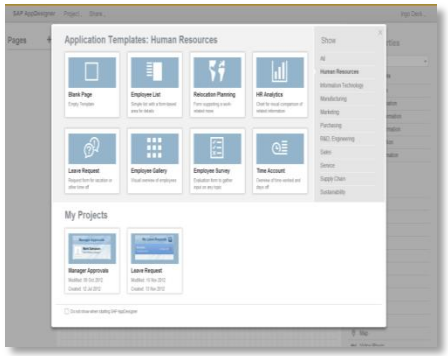
SAP Screen Personas
(for SAP GUI screens)



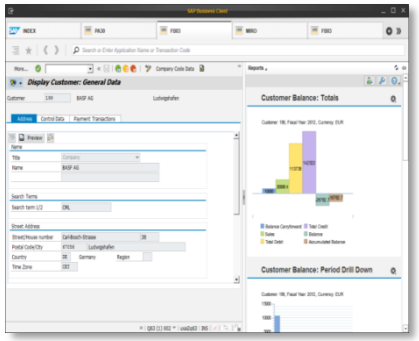
Floorplan Manager
(for FPM screens*)



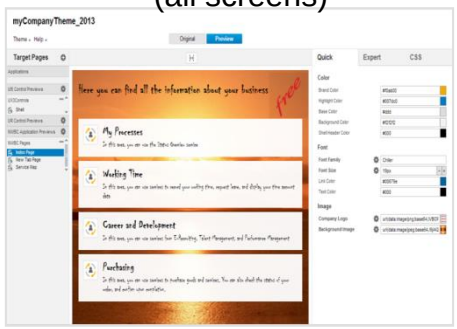
SAPUI5 Toolset



NWBC & Side Panel
(all screens)



UI Theme Designer
(all screens)



further tools available

*: for CRM Web UI screens use CRM WebUIF

SAP Fiori Architecture

High-level overview

- One code line for all screen sizes
- **SAP UI5 (HTML5)** control Library
- No Installation
- **Enhanced** deployment options for Mobile

Internet

DMZ

Intranet

Tunneling Solution (Relay server, reverse proxy…)

- Several Security options

- Several Authentication options

Identity Provider (*)

- **Gateway Server**
- Leveraging **Odata**
- **Fiori ABAP Add-Ons**

Fiori ABAP Add-on

Frontend Server

- HANA **and** 'any DB' options
- Architecture differences for different **app types**
- Multiple Backends support

SAP Business Suite (ERP, SRM, …)

…

SAP Business Suite on HANA (ERP, SRM, …)

Software Requirements for SAP Fiori

	Transactional	Analytical	Factsheet	Smart Business
SAP Fiori for SAP Business Suite 7 Innovations 2013	SAP Ehp 7 for SAP ERP SP02 SAP EhP3 for CRM SPS 02 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 SAP SRM 7.0 SP11 or higher SAP CRM 7.0 SP06 or higher	N/A	N/A	N/A
Front End	NW 7.31 SP04 or NW 7.40 SP04 SAP NW Gateway 2.0 Please check Fiori installation guide for details	NW 7.31 SP04 or NW 7.40 SP04 HANA XS Engine	NW 7.31 SP04 or NW 7.40 SP04 HANA XS Engine	NW 7.31 SP04 or NW 7.40 SP04 HANA XS Engine
Database	HANA/Any DB	HANA	HANA	HANA
Add-On	• Business Suite • UI5	• Business Suite • UI5	• Business Suite • UI5	• Business Suite • UI5

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

Desktop Browser Support Windows and Apple Devices*

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