

# UX Adoption & Design Services for Fiori and Screen Personas



# SAP UX Adoption Service Kits for Fiori and Screen Personas



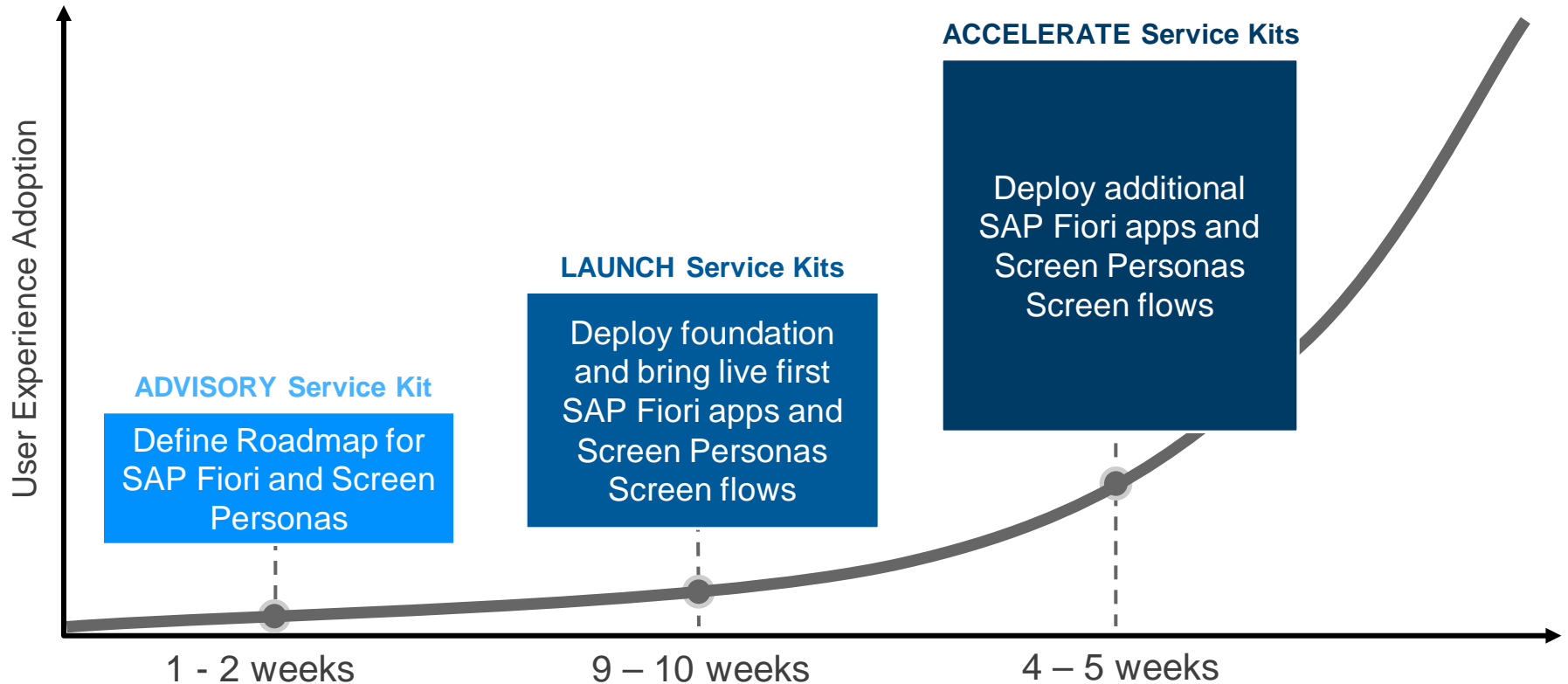
UX Adoption Service Kits from SAP make it easy to plan, install and further extend SAP Fiori and SAP Screen Personas in your organization – for an instant boost in productivity.

## Benefits

---

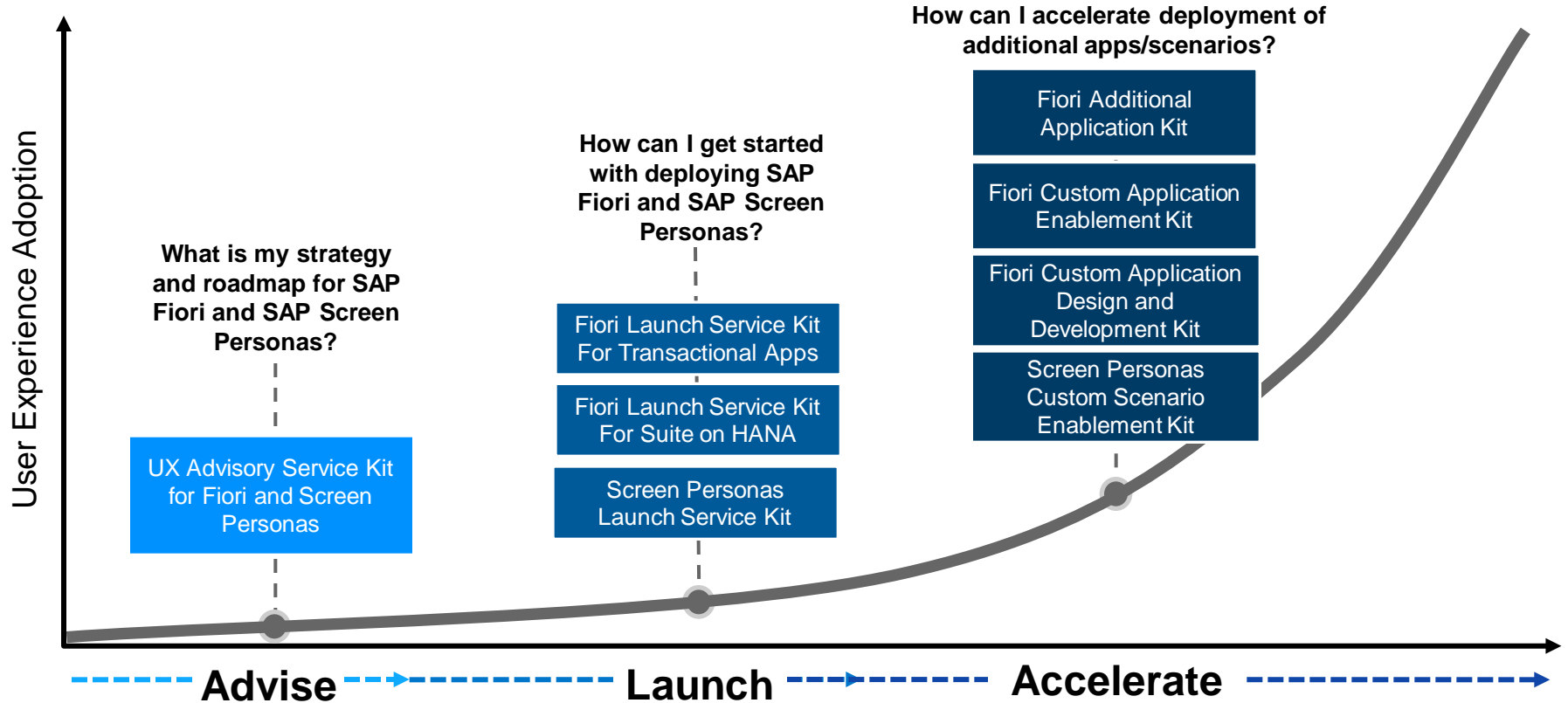
- Plan your roadmap based on your needs and aligned with SAP's UX strategy
- Deploy the foundation to get up and running quickly
- Implement the apps and scenarios you need now and easily add more as needed
- Improve employee efficiency with beautiful, intuitive and modernized screen flows and apps

# SAP UX Adoption Service Kits for Fiori and Screen Personas

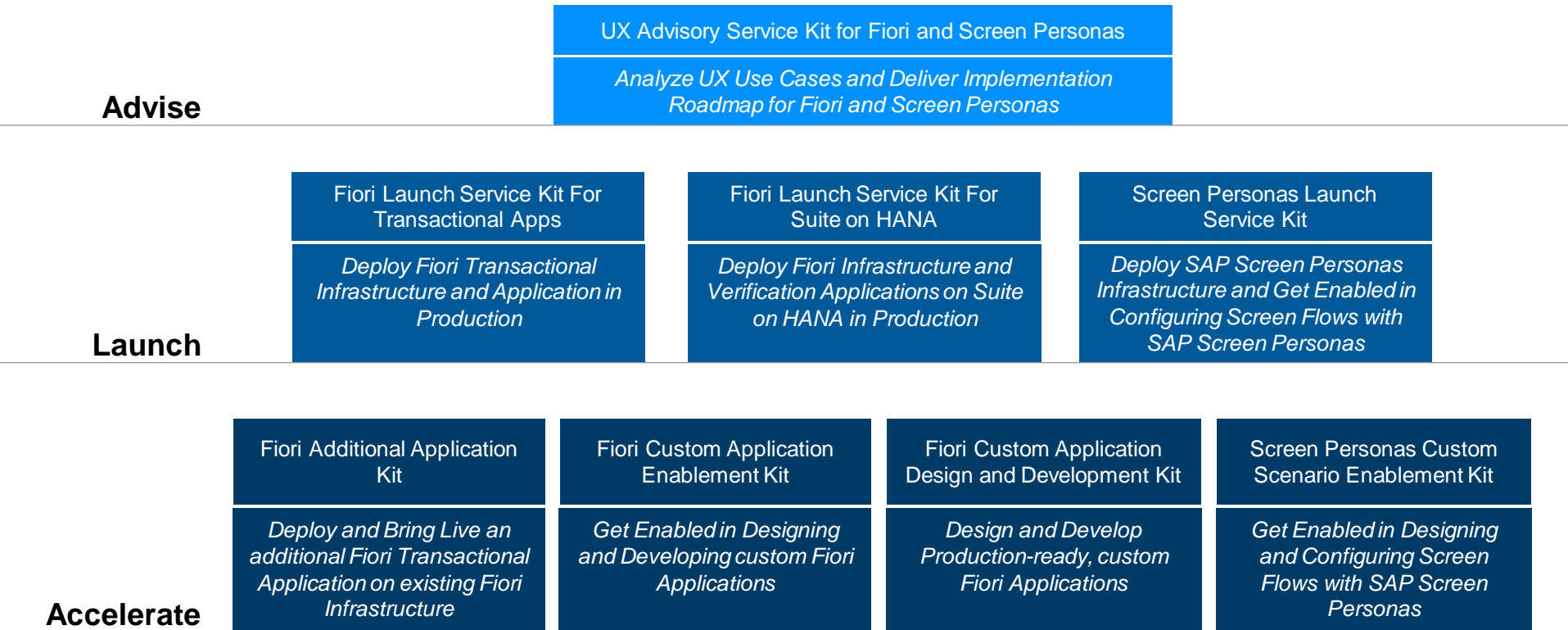


# SAP UX Adoption Service Kits for Fiori and Screen Personas

## Powered by UX Design Services and Rapid Deployment Solutions



# SAP UX Adoption Service Kits for Fiori and Screen Personas





## **Advisory Service Kit**

Launch Service Kits

Acceleration Service Kits

UX Design Services



# UX Advisory Service Kit for Fiori and Screen Personas

## Business Needs

---

- Understand SAP's UX strategy, solutions and roadmap
- Decide on a strategy to position and use SAP Fiori apps and SAP Screen Personas scenarios inside the organization
- Define a roadmap to deploy SAP Fiori and SAP Screen Personas scenarios

## Deliverables

---

- UX Knowledge Transfer (SAP UX Strategy, SAP Fiori, Screen Personas)
- Advisory report covering
  - Identified needs and current state
  - Recommended strategy for SAP Fiori and SAP Screen Personas
  - Overview of captured UX use cases for SAP Fiori and Screen Personas
  - Roadmap for realization of identified SAP Fiori apps and Screen Personas scenarios

## Value and Benefits

---

- As a result of the Advisory Service, you have a clear view of
- The value of SAP Fiori / Screen Personas and their role in SAP's UX Strategy
  - The use cases inside your organization that can be realized with SAP Fiori apps and Screen Personas scenarios
  - The roadmap to deploy and roll out these SAP Fiori apps and/or Screen Personas scenarios

## UX Advisory Service Kit for Fiori and Screen Personas

---

**Duration:** 1-2 weeks

---

### Scope :

#### Kick Off Meeting

- Understand background and target user groups
- Review of current state
- Overview of SAP UX Strategy
- Deep dive and demonstration of SAP Fiori and Screen Personas

#### Workshop

- Design Thinking session to discover and assess candidate cases for SAP Fiori and Screen Personas
- Mapping identified cases to SAP Fiori Apps and/or SAP Screen Personas

#### Development of Roadmap

- Validation of workshop results
- Prioritization of identified SAP Fiori Apps and/or SAP Screen Personas scenarios
- Roadmap for realization of identified apps and scenarios

Advisory Report, including recommendation for follow-up activities

Presentation of results & feedback/reference process

---





Advisory Service Kit

**Launch Service Kits**

Acceleration Service Kits

UX Design Services





# Fiori Launch Service Kit for Transactional Apps

Powered by SAP Rapid Deployment Solutions

## Business Needs

---

- Deliver common functions across various mobile devices
- Provide an intuitive, role-based user experience
- Lower total cost of ownership while improving employee productivity

## Deliverables

---

As a result of this Launch Service Kit, you will have

- a 3-tier landscape (DEV, QAS, PRD) that is configured for Fiori transactional apps
- Access to 1 Fiori transactional app through the Fiori Launchpad in DEV, QAS, PRD
- Insight in the Fiori technology and required setup
- Trained end users and IT staff (limited)
- A testing approach for Fiori transactional apps

## Value and Benefits

---

- Greater employee satisfaction with consumer-quality experiences
- Complete environment of mobile apps and existing SAP software
- Rapid time to value with proven setup processes, preconfigured software, and enablement tools

## Fiori Launch Service Kit for Transactional Apps

---

**Duration:** 9 weeks

---

### Scope

- Pre-requisite check of landscape
  - Gap-fit analysis for custom extensions
  - Deploy 3-tier Fiori infrastructure (DEV, QA, PROD)
  - Configure Fiori apps and custom extensions
  - Key User Training (1 day)
  - Advanced branding
  - Security & performance workshop (1 day)
  - Testing support
  - Go-Live support
- 

*\*This service kit is based on the Fiori apps RDS*

*\*\*Note that efforts and durations are minimum values based on selection of 1 app + 1 backend without extensions*

# Fiori Launch Service Kit for Suite on HANA

Powered by SAP Rapid Deployment Solutions

---

## Business Needs

---

- Deploy an infrastructure for apps enabling rapid business decision making
- Test infrastructure with cases for diverse apps prior to deployment to business units

## Deliverables

---

- As a result of this Launch Service Kit, you will have
- a 3-tier landscape (DEV, QA, PRD) that is configured for Fiori transactional apps, analytical apps and fact sheets
  - Access to 3 technical verification apps (1 per app type ) in DEV, QA, PRD
  - Insight into the Fiori technology and required setup
  - A testing approach for Fiori apps

## Value and Benefits

---

- Full, rapid deployment of SAP Fiori Infrastructure on the SAP HANA platform ready for quick, business decision making
- Infrastructure tested with sample apps and security verification
- Platform support for diverse app types

## Fiori Launch Service Kit for Suite on HANA

---

**Duration:** 10 weeks

---

### Scope:

- Deploy 3-tier Fiori infrastructure (DEV, QA, PRD)
  - Configure 3 technical verification Fiori apps
  - Basic branding
  - Testing support (1 day)
  - Go-Live support (3 days)
- 

\*\*This service kit is based on the Fiori infrastructure RDS

# Screen Personas Launch Service Kit

Powered by SAP Rapid Deployment Solutions

## Business Needs

---

- Maximize usability of mission-critical software by personalizing SAP Business Suite application screens
- Accelerate time to value
- Leverage the most up-to-date product knowledge

## Deliverables

---

- As a result of this Launch Service Kit, you will have
- a 1-tier landscape (DEV) that is configured for SAP Screen Personas
  - 1 SAP GUI transaction that is enabled with SAP Screen Personas in DEV
  - Insight into the SAP Screen Personas technology and required setup

## Value and Benefits

---

- Improve productivity by providing only essential screen elements and data to complete transactions faster and accurately
- Increase user satisfaction with less-complex screens
- Reduce costs by eliminating the need for programmers or scripting expertise

## Screen Personas Launch Service Kit

---

**Duration:** 5 weeks

---

### Scope:

- **Technical enablement**
    - Landscape check
    - Installation support (in DEV)
    - Configuration (in DEV)
    - Enablement workshop
  - **Discover:**

Analyze the business process, the process steps, and the single tasks that an end user needs to conduct in order to complete the process.
  - **Design:**

Create preliminary prototypes (by SAP designers) and validate them with SAP business and technical experts.
  - **Deliver:**

Develop the actual prototype. SAP Consulting implements the new designed screens in the SAP Screen Personas software.
- 

\*\*This service kit is based on Screen Personas RDS



Advisory Service Kit

Launch Service Kits

**Acceleration Service Kits**

UX Design Services




# Acceleration Service Kits

## Overview

---

### Fiori Additional Application Kit



Deploy additional SAP Fiori Transactional Application on existing Fiori Infrastructure

### Fiori Custom Application Enablement Kit




Get enabled in creating custom SAP Fiori Transactional apps by collaborating on a prototype application

### Fiori Custom Application Design and Development Kit



Design and Develop production-ready custom Fiori application

### Screen Personas Custom Scenario Enablement Kit



Transform and enable a SAP GUI Transaction with SAP Screen Personas

# Fiori Additional Application Kit

Powered by SAP Rapid Deployment Solutions

---

## Business Needs

---

- Deliver common functions across various mobile devices
- Provide an intuitive, role-based user experience
- Lower total cost of ownership while improving employee productivity

## Deliverables

---

As a result of this Acceleration Service Kit, you will have

- An additional SAP Fiori transactional app live in the PRD environment, accessible, through the SAP Fiori Launchpad
- A testing approach for this SAP Fiori transactional app

## Value and Benefits

---

- Greater employee satisfaction with consumer-quality experiences
- Complete environment of mobile apps and existing SAP software
- Rapid time to value with proven setup processes, preconfigured software, and enablement tools

## Fiori Additional Application Kit

---

**Duration:** 5 weeks

---

### Scope:

- Landscape check and gap-fit analysis for specific enhancements
  - Configure 1 Fiori app (including specific enhancements)
  - Basic branding (in line with already deployed applications)
  - Testing support
  - Go-Live support
- 

## Prerequisite

---

- An existing Fiori app must already be running on the target backend
- 

*\*Note that efforts and durations are minimum values based the selection of 1 app without extensions*

*\*\* This service kit is based on the Rapid deployment of SAP Fiori Apps*



# Fiori Custom Application Enablement Kit

Powered by SAP Rapid Deployment Solutions

## Business Needs

---

- Create a coherent user experience that is reproducible
- Learn design principles and mobile UI development best practices
- Develop mobile apps for use across desktops, tablets, and smartphones

## Deliverables

---

As a result of this Acceleration Service Kit, you will have

- Skills in identifying new use cases using the Design Thinking methodology
- Insight in the SAP Fiori Design Principles and Best Practices
- Hands-on experience in developing new custom SAP Fiori transactional apps
- A prototype custom SAP Fiori transactional app that was developed using SAP Fiori Best Practices (in DEV)
- A ready-to-use development setup that can be used to develop additional custom SAP Fiori transactional applications

## Value and Benefits

---

- Fixed scope offering that reduces implementation risk and cost, enabling a faster ROI
- Configured environment ready for development and fast enablement in SAPUI5
- Based on SAP best practices

## Fiori Custom Application Enablement Kit

---

**Duration:** 4 weeks

---

### Scope:

- Overview of Fiori Design Best Practices
  - Design Thinking workshop; discovery of use cases
  - Guided Proof of Concept to deliver a prototype SAP Fiori transactional application in DEV
  - Hands-on Technical training
  - Fiori Design Checklist and verification
- 

\*\*This service kit is based on the SAPUI5 RDS

# Fiori Custom Application Design and Development Kit Delivered by SAP Custom Development

## Business Needs

- Common UIs for “all” end-users based on SAP Fiori design principles
- Protect investment by SAP support option for future SAP updates

## Deliverables

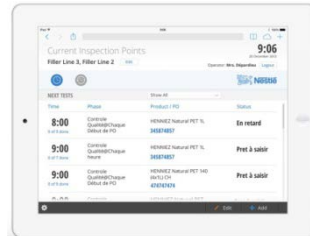
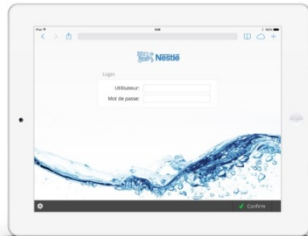
- Production-ready, custom Fiori app developed based on SAP Fiori design principles

## Value and Benefits

- Custom Fiori app designed and developed based on SAP’s latest guidelines and tools and aligned with Fiori product roadmap
- Documentation, Warranty and Support

## Duration

Typically 6-12 weeks



## Service Category

## Description

- |    |   |
|----|---|
| S  | Sprint 0: Solution Proposal incl. project plan and designs for subsequent development or small enhancements to standard Fiori apps.   |
| M  | Requirement gathering, low-fidelity and high-fidelity design; solution consists of up to 5 screens and uses a mixture of standard Fiori patterns and up to 2 Custom Fiori patterns; entails development, testing, project management and warranty. Online connectivity only. Backend services provided. |
| L  | Requirement gathering, low-fidelity and high-fidelity design; solution consists of up to 10 screens and uses a mixture of standard Fiori patterns and Custom Fiori patterns; limited backend development, testing, project management and warranty; Online connectivity only.                           |
| XL | Complex scope including e.g. significant backend development or offline support, SMP integration  |

# Screen Personas Custom Scenario Enablement Kit

## Business Needs

---

- Maximize usability of mission-critical software by personalizing SAP Business Suite application screens
- Accelerate time to value
- Leverage the most up-to-date product knowledge

## Deliverables

---

- As a result of this Acceleration Service Kit, you will have
- An additional SAP Screen Personas scenario in the DEV environment
  - Insights on how to enable additional SAP GUI transactions with Screen Personas

## Value and Benefits

---

- Improve productivity by providing only essential screen elements and data to complete transactions faster and accurately
- Increase user satisfaction with less-complex screens
- Reduce costs by eliminating the need for programmers or scripting expertise

## Screen Personas Custom Scenario Enablement Kit

---

**Duration:** 4 weeks

---

### Scope

- **Enablement workshop**
- **Discover:**  
Analyze the business process, the process steps, and the single tasks that an end user needs to conduct in order to complete the process.
- **Design:**  
Create preliminary prototypes (by SAP designers) and validate them with SAP business and technical experts.
- **Deliver:**  
Develop the actual prototype. SAP Consulting implements the new designed screens in the SAP Screen Personas software.

---

### Prerequisite

---

- Back end is already enabled for Screen Personas
- 

\*\*This service kit is based on Screen Personas RDS



Advisory Service Kit

Launch Service Kits

Acceleration Service Kits

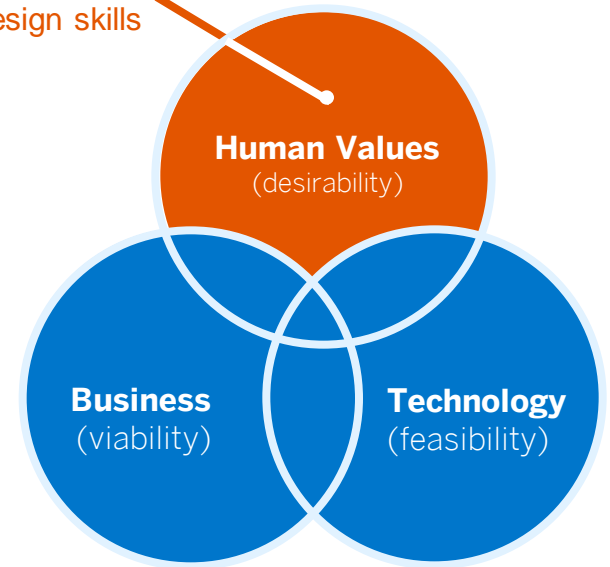
**UX Design Services**



# Observations from 200+ customer engagements

- Several UX issues could be solved with existing SAP tools
- IT organizations need to better understand the needs of their end users
- End users perceive custom built screens as SAP Screens

IT organizations  
are missing  
design skills



# SAP's UX Design Services Offering

Customer Needs

powered by **DESIGN THINKING**

## INNOVATE

Want to be a leader and create a new high value and competitive advantage?

## EMPOWER

Want to enable your organization to achieve the best user experience?

## REALIZE

Want to implement, adapt SAP UX solutions or optimize the User Experience of your existing SAP software?

## ADVISE

Want to understand the SAP UX Strategy and translate it into your business reality?

DESIGN SERVICES



# SAP's UX Design Services Offering

## Overview

powered by **DESIGN THINKING**

### INNOVATE

Discover area of innovation  
Design innovative solution  
Develop customer solution

### EMPOWER

Setup UX Center of Excellence  
DT/Design Methods Training  
UI Technology Training

### REALIZE

Implement standard Solution  
Adapt standard Solution  
Optimize existing Solution

### ADVISE

UX Strategy  
UX Value Framework  
UX Roadmap  
UI Technology

DESIGN SERVICES

# How We Work

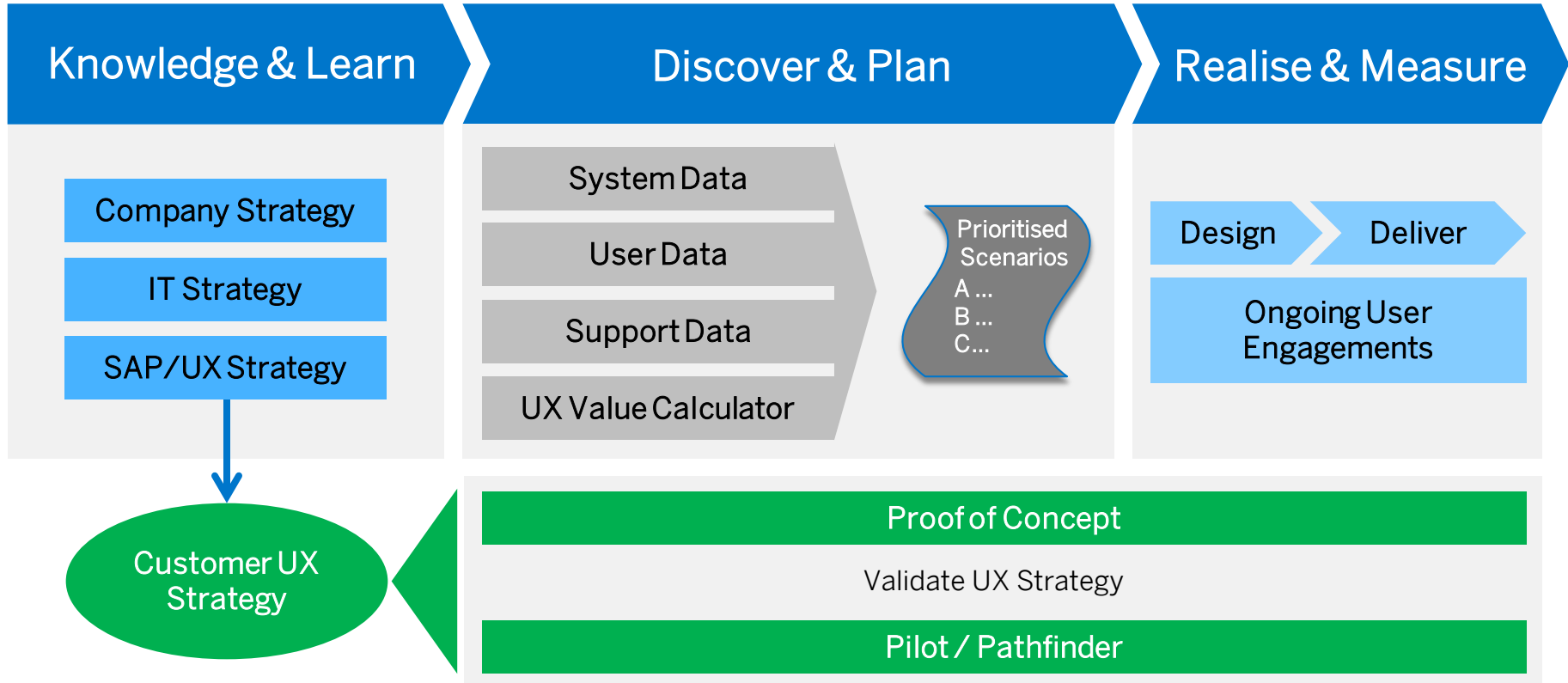


Discover

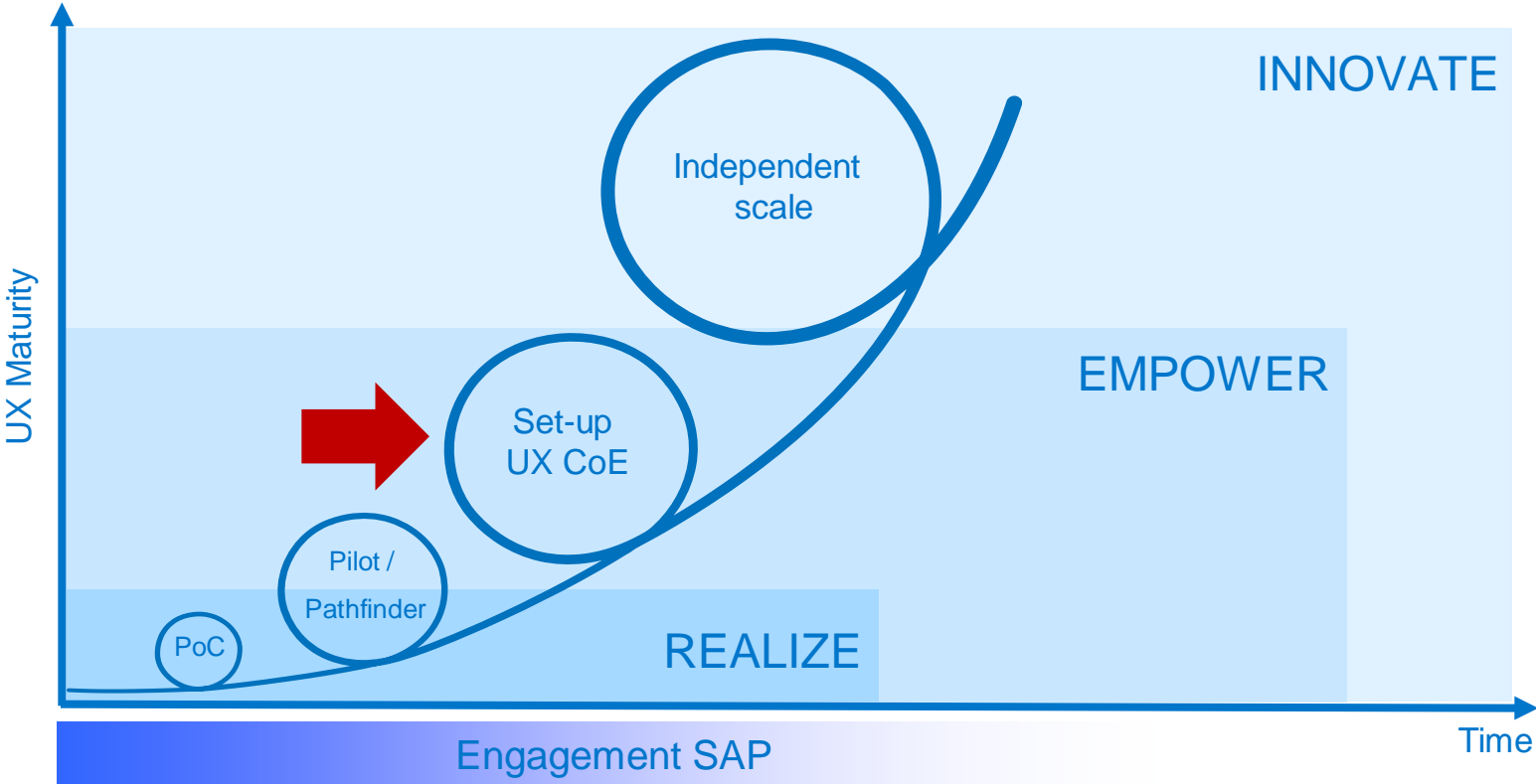
Design

Deliver

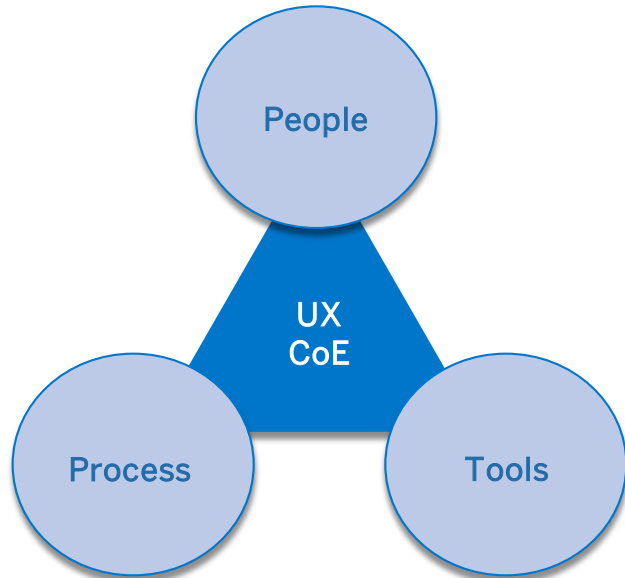
# The Way to a Customer UX Strategy



# Customer UX Maturity



# UX Center of Excellence Goals



## Goals:

- Establish design as competitive advantage
- Influence organizations and processes to include design methods
- Establish design skills & drive design mindset throughout organization
- Provide tools and infrastructure