UX Adoption & Design Services 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

ADVISORY Service Kit
Define Roadmap for SAP Fiori and Screen Personas
1 - 2 weeks

LAUNCH Service Kits
Deploy foundation and bring live first SAP Fiori apps and Screen Personas Screen flows
9 - 10 weeks

ACCELERATE Service Kits
Deploy additional SAP Fiori apps and Screen Personas Screen flows
4 - 5 weeks
SAP UX Adoption Service Kits for Fiori and Screen Personas
Powered by UX Design Services and Rapid Deployment Solutions

What is my strategy and roadmap for SAP Fiori and SAP Screen Personas?

How can I get started with deploying SAP Fiori and SAP Screen Personas?

UX Advisory Service Kit for Fiori and Screen Personas

Fiori Launch Service Kit For Transactional Apps

Fiori Launch Service Kit For Suite on HANA

Screen Personas Launch Service Kit

How can I accelerate deployment of additional apps/scenarios?

Fiori Additional Application Kit

Fiori Custom Application Enablement Kit

Fiori Custom Application Design and Development Kit

Screen Personas Custom Scenario Enablement Kit
SAP UX Adoption Service Kits for Fiori and Screen Personas

**Advise**
- UX Advisory Service Kit for Fiori and Screen Personas
  - Analyze UX Use Cases and Deliver Implementation Roadmap for Fiori and Screen Personas

**Launch**
- Fiori Launch Service Kit For Transactional Apps
  - Deploy Fiori Transactional Infrastructure and Application in Production
- Fiori Launch Service Kit For Suite on HANA
  - Deploy Fiori Infrastructure and Verification Applications on Suite on HANA in Production
- Screen Personas Launch Service Kit
  - Deploy SAP Screen Personas Infrastructure and Get Enabled in Configuring Screen Flows with SAP Screen Personas

**Accelerate**
- Fiori Additional Application Kit
  - Deploy and Bring Live an additional Fiori Transactional Application on existing Fiori Infrastructure
- Fiori Custom Application Enablement Kit
  - Get Enabled in Designing and Developing custom Fiori Applications
- Fiori Custom Application Design and Development Kit
  - Design and Develop Production-ready, custom Fiori Applications
- Screen Personas Custom Scenario Enablement Kit
  - Get Enabled in Designing and Configuring Screen Flows with SAP 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

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

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

**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

<table>
<thead>
<tr>
<th>Service Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>Sprint 0: Solution Proposal incl. project plan and designs for subsequent development or small enhancements to standard Fiori apps.</td>
</tr>
<tr>
<td>M</td>
<td>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.</td>
</tr>
<tr>
<td>L</td>
<td>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.</td>
</tr>
<tr>
<td>XL</td>
<td>Complex scope including e.g. significant backend development or offline support, SMP integration</td>
</tr>
</tbody>
</table>
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

Human Values  
(desirability)

Business  
(viability)

Technology  
(feasibility)
SAP’s UX Design Services Offering

Customer Needs

powered by DESIGN THINKING

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

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?
SAP’s UX Design Services Offering

Overview

powered by DESIGN THINKING

ADVISE
UX Strategy
UX Value Framework
UX Roadmap
UI Technology

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
How We Work

Discover  Design  Deliver
The Way to a Customer UX Strategy

Knowledge & Learn
- Company Strategy
- IT Strategy
- SAP/UX Strategy

Discover & Plan
- System Data
- User Data
- Support Data
- UX Value Calculator

Realise & Measure
- Design
- Deliver
- Ongoing User Engagements

Customer UX Strategy
- Proof of Concept
- Validate UX Strategy
- Pilot / Pathfinder
Customer UX Maturity

- **INNOVATE**
  - Independent scale
- **EMPOWER**
  - Set-up UX CoE
- **REALIZE**
  - Pilot / Pathfinder
- **Poc**

Engagement SAP
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