



Help is one click away

Empowering Fiori Users
with SAP Enable Now



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Management
Generation & Trading

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Solution Analyst -
Asset Management
Technology



Today's Focus is ...

Where we are NOW, with adoption of new SAP Fiori EAM Apps

Contents

Scene Setting

- About Us
- **Generation - SAP Asset Management**
UX Roadmap view
- **Technology – Digital Adoption Platform – SAP Enable Now – design – User Adoption Generation Apps**

Journey

Generation SAP Enterprise Asset Management Apps - UX

- **Where we have come from -**
Generation S4HANA Go-Live – UX Approach
- **Where we are now! New Fiori Apps UX and user adoption tools**
- **Where we are going FY26 –**
Generation SAP EAM roadmap - UX

Lessons Learnt

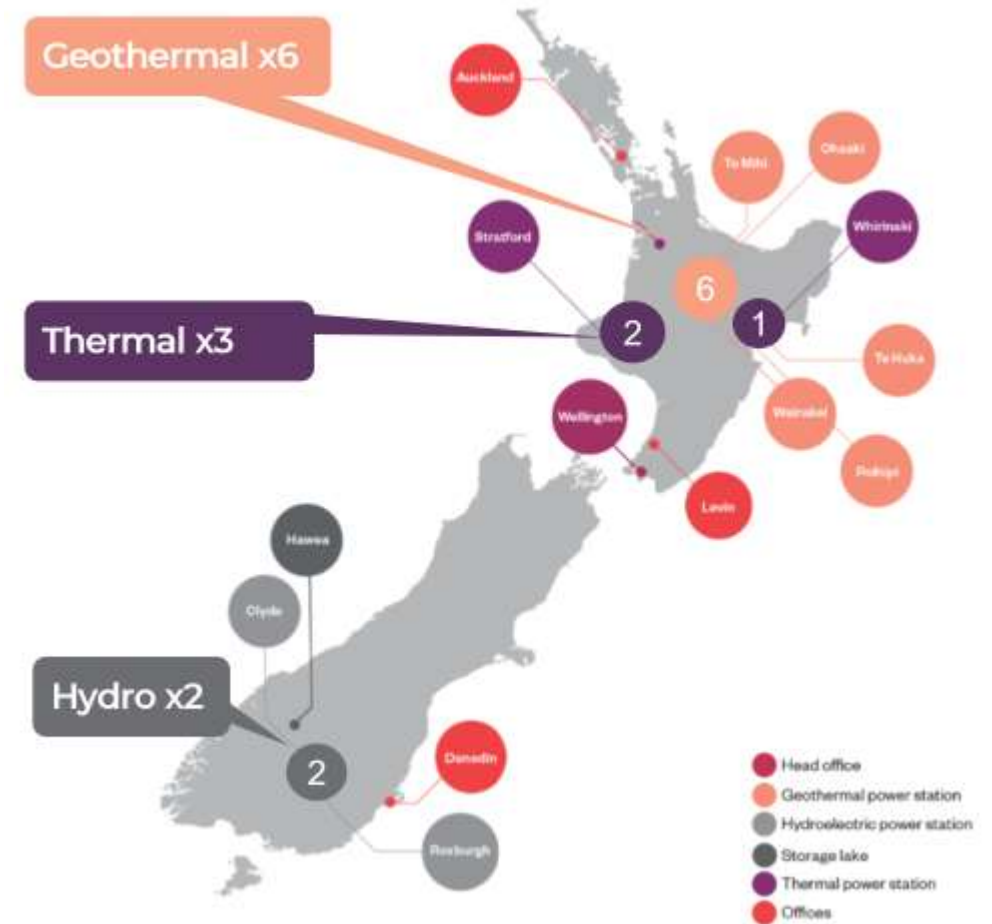
Including what is coming

- Digital Adoption Platform - Maintenance Phase Model
- Key Lessons Learnt

Scene Setting

- **About Us**
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11 power stations across Aotearoa NZ



Generation Numbers

Assets

- 11 Power Stations
- Steamfields
 - 69 Production Wells
 - 19 Injection Wells
 - 48 Monitoring Wells

People

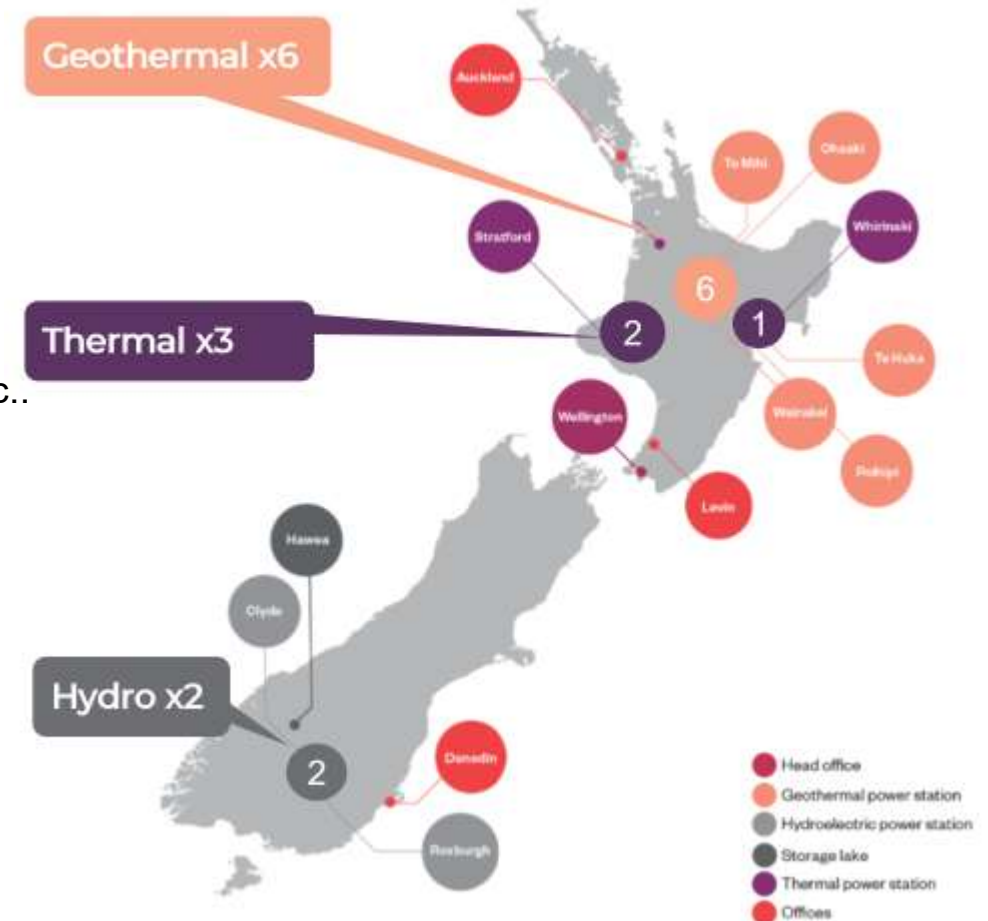
- 336 permanent staff
 - 197 Geothermal
 - 72 Hydro
 - 38 Thermal
 - 29 Generation

Data Processes

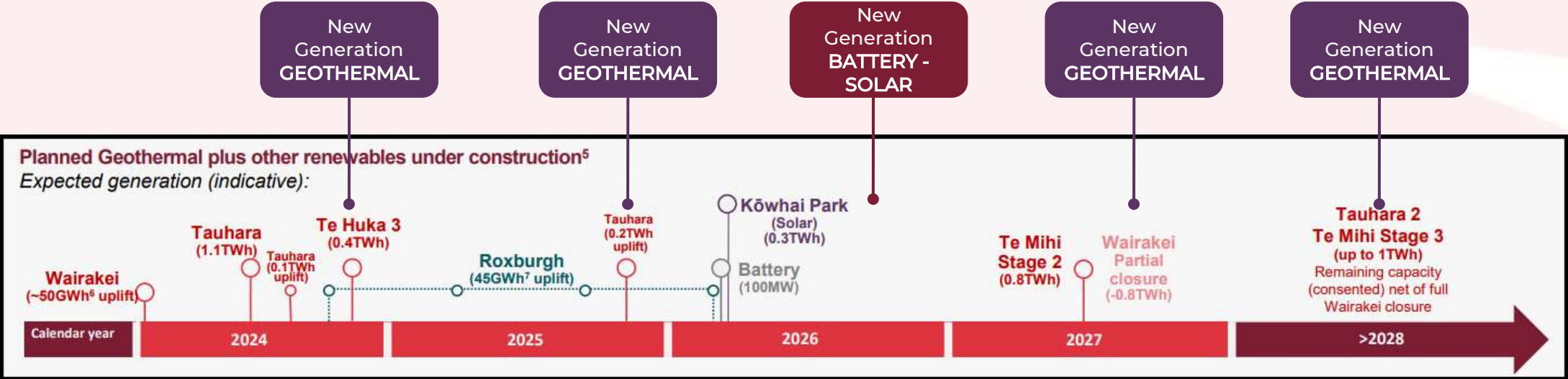
- 175,000 Functional Locations
 - Stations – Plant KKS coded
 - One station KKS & OEM coded
- 12,000 Maintenance Notifications
- 18,000 Maintenance Orders
- 5000 Maintenance Documents
- Standards, Procedures, Check sheets etc..

SAP Maintenance Management

- Site based planners
- Site based Ops, Maintenance, Engineering teams
- External contractors



Grow Renewable Development



Generation - Maintenance Management processes



Generation & Technology teams

Agile business delivery – Sprint squad technical enablement

Generation Site SMEs x4 shared

Site user Adoption
Introduced
Apps & In-App help content

30min drop-in sessions to teams
FYI - Q/A - recorded

Site SMEs lead
Help content ownership

Fortnightly Sprint Planning

Generation x1
EAM

Technology x1
EAM Solution Analyst

Technology team X4 shared

Technical Enablement

Sprints 2weeks
Security - Developer - Basis -
Architecture

S4HANA
Fiori Apps–Enterprise Search

SAP Enable Now (DAP)

Generation EAM Fiori Apps

NEW WAYS OF WORKING

NEW WAYS OF LEARNING

Agile Adoption

Awareness – New App Options



Interested - Availability



Evaluate Usability - Feedback



ADOPTION

Easier, faster, higher-quality
Personalised, more features

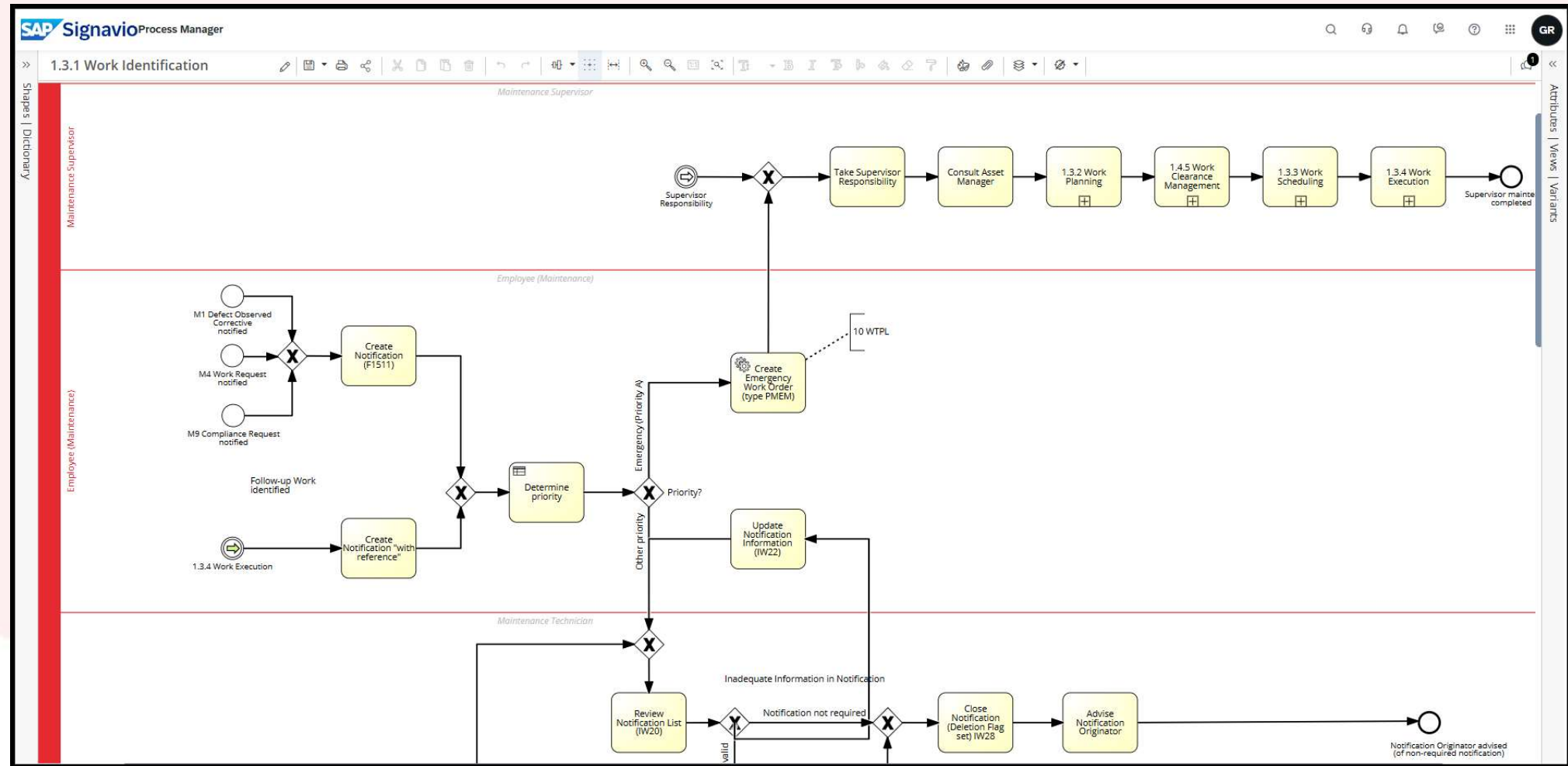


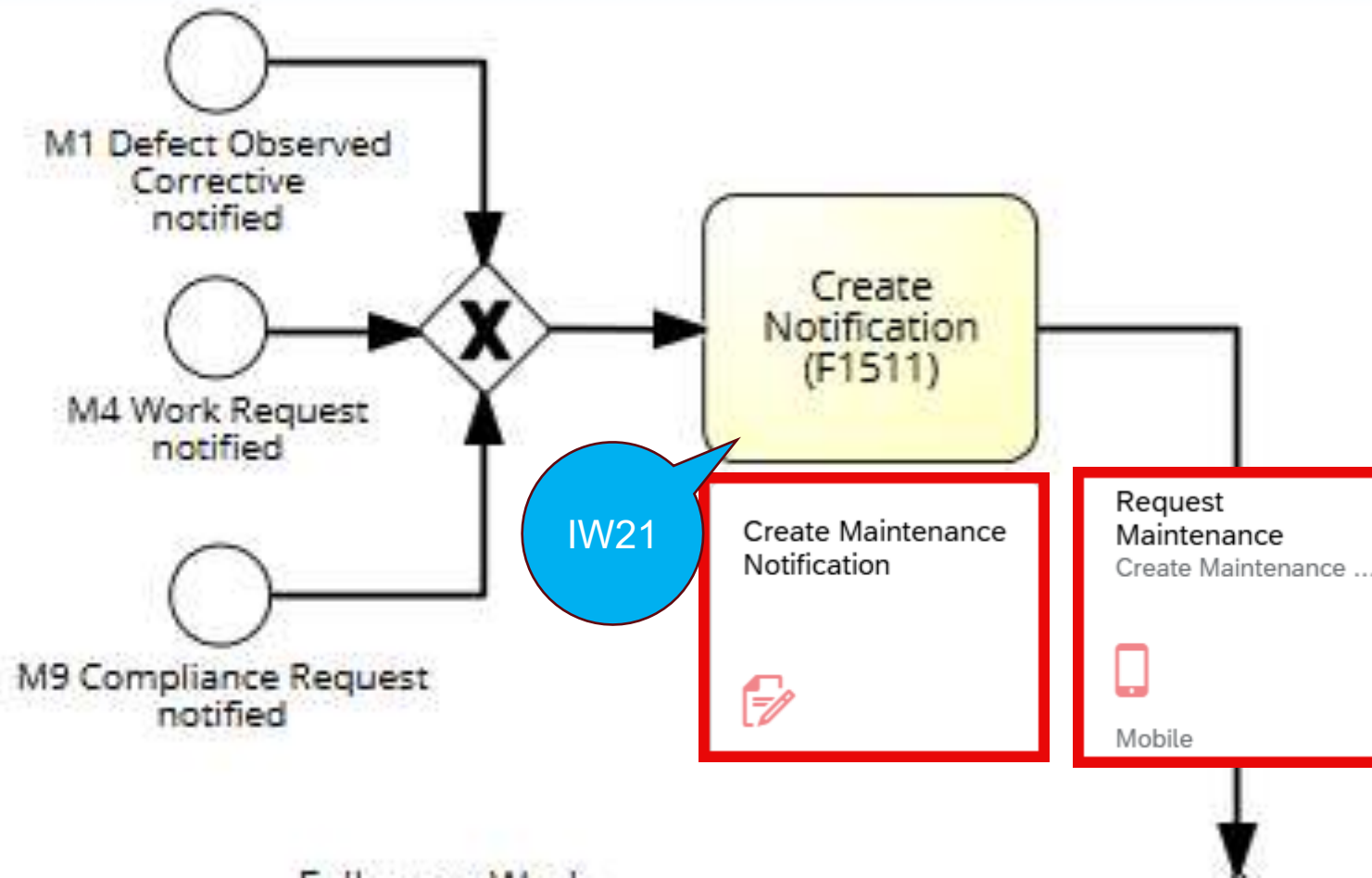
Advocate - Influence

Generation - Maintenance Management processes



Work Identification Process





Create Maintenance Notification - UX: GUI – WebDynpro – SAP UI5

This screenshot shows the SAP WebDynpro 'Create PM Notification: Corrective' screen. The interface includes a top menu bar with options like 'Maintenance notification', 'Edit', 'Info', 'Edit', 'Engagement', 'System', and 'Help'. The main area is divided into several sections: 'Notification' (with fields for Notification ID, Status, and Order), 'Subject' (with fields for Detection, Description, and Suggested repair), 'Start/End Dates' (with fields for Required start and end), 'Reference Object' (with fields for Functional loc., Equipment, and Assembly), 'Responsibilities' (with fields for Planner group, Main Workctr, Person respons., and Reported by), and 'Item' (with fields for Object Part and Item). The 'Notification' section is currently active, showing a 'Create M1 Notif ... record defect details' button.

Create Maintenance Notification



This screenshot shows the mobile app 'Request Maintenance' screen. The interface is designed for a mobile device, with a top bar showing the app name and a 'Request Maintenance' button. The main area is titled 'Notification' and contains several sections: 'Type' (with a dropdown menu set to 'M1 - Corrective'), 'Description' (with a text input field), 'Long Text' (with a text input field), 'What caused the fault?' (with a text input field), 'Action taken to date' (with a text input field), 'Suggested repair / resources' (with a text input field), 'Technical Object' (with a dropdown menu set to 'CYDG0040ADD10 (U4 220KV CB SYS)'), 'Reported By' (with a dropdown menu set to 'RANDLEG (Glenn Randle)'), 'Priority' (with a dropdown menu set to 'D - High (15 D)'), and 'Code Group' (with a dropdown menu set to 'NGENUNF-Unforeseen'). The 'Attachments (0)' section at the bottom shows 'No entries found' and a 'Drop files to upload, or use the "Upload" button.' message. The screen also includes a 'Submit' button and a 'Cancel' button.

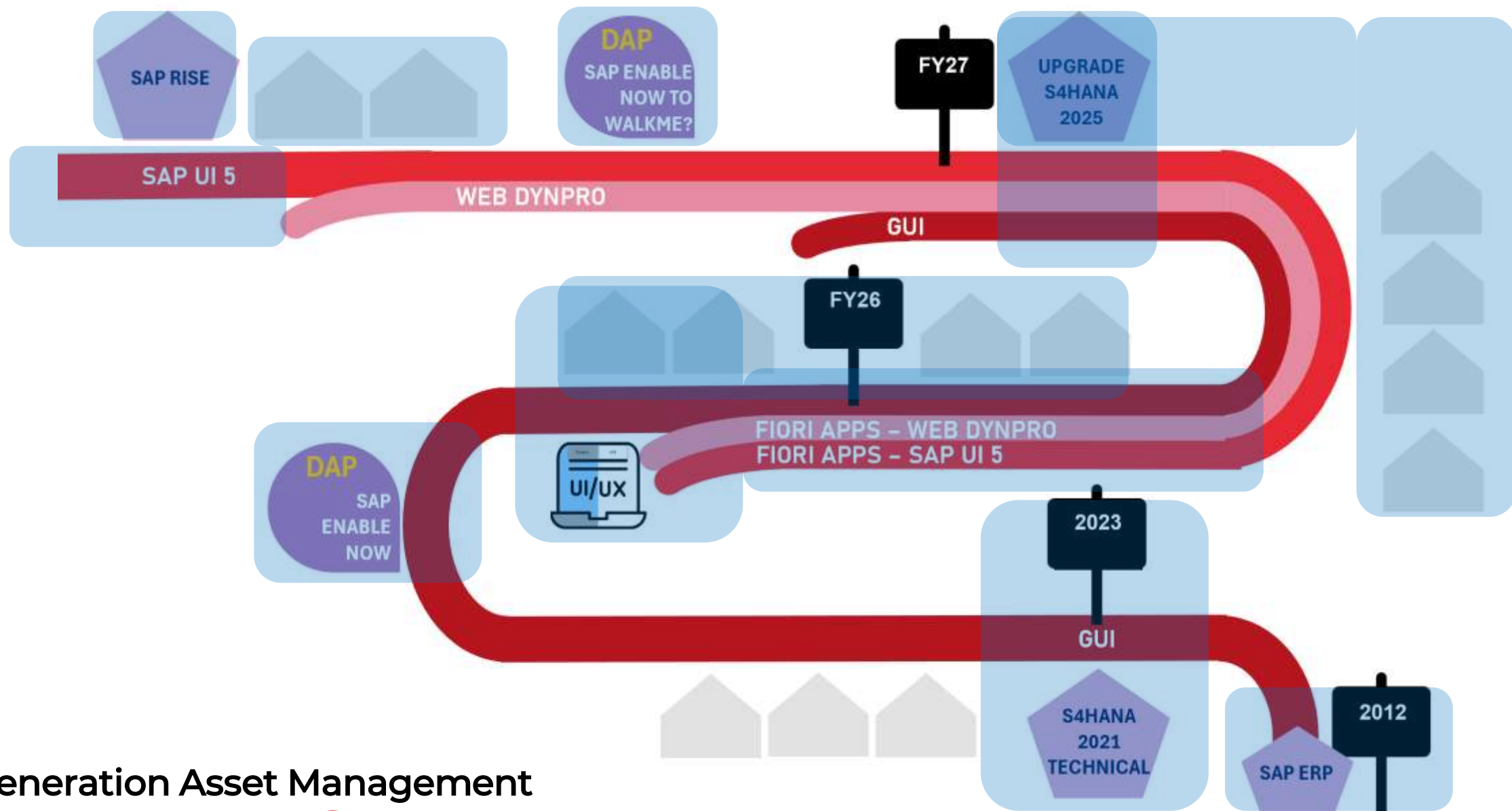
Request Maintenance Create Maintenance ...



Mobile

Scene Setting

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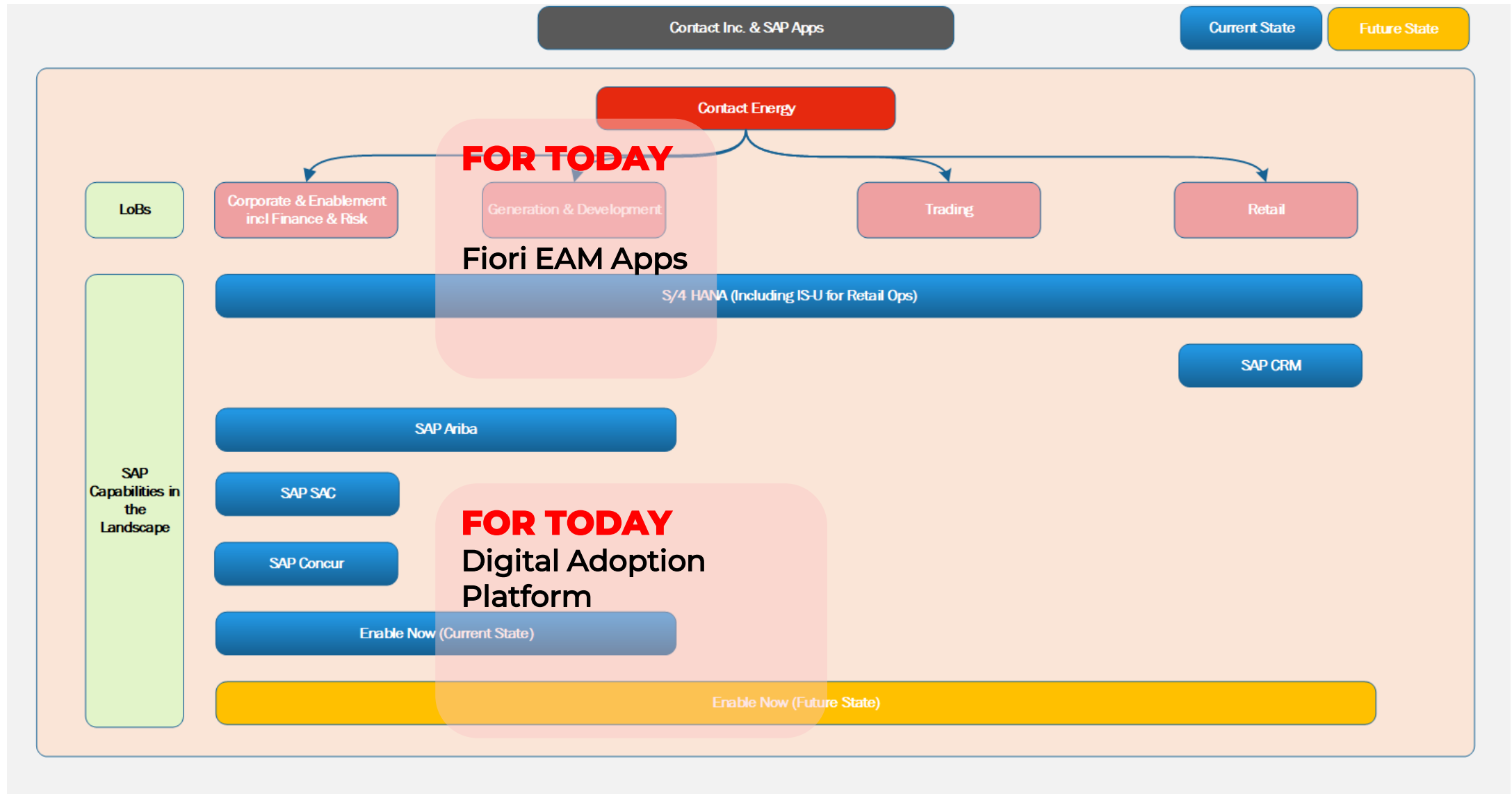


Generation Asset Management

APP UX ROADMAP

Scene Setting

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SAP Enable Now – Design - features

Leverage already available content and Save Effort using SAP Enable Now

Training is Essential But....

There is a new way **Less Effort More Impact**

Use SAP
Standard content



Adapt and Enrich with
your own content



Provide assets context-based in
an intelligent approach



Empower your users

**SAP Enable Now
Web Assistant**



Why? When?



Leverage already available content and Save Effort

Training is Essential But....

There is a new way **Less Effort More Impact**

Use SAP
Standard content



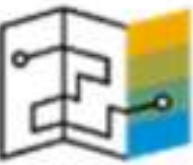
Documentation
& Manuals



SAP
Help Portal



Contextual
Help



Guided
Tours

Adapt and Enrich with
your own content



Video
Content



Legacy / Project
Specific Content



Any
Document

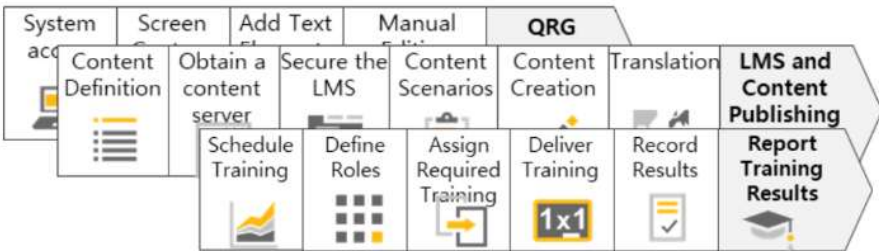


New Way of Learning

The New Learning Paradigm with SAP Enable Now

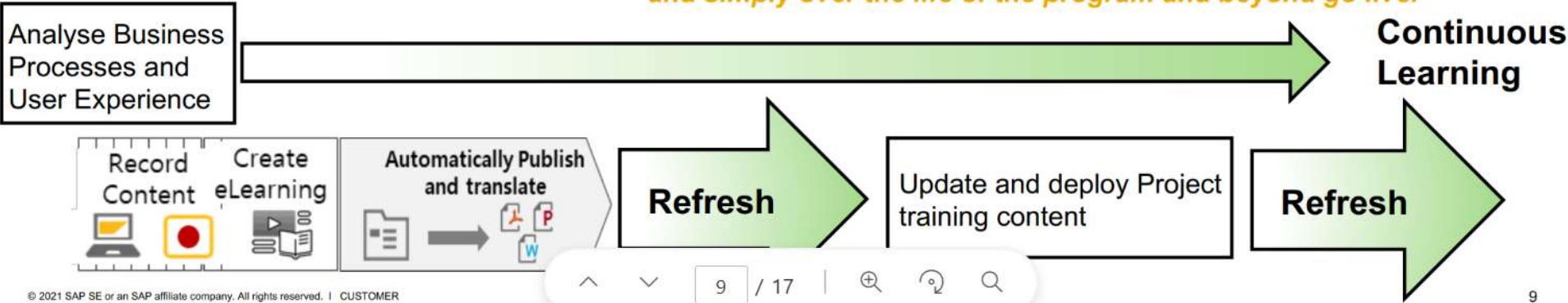
The Old Way

Build static help content late in the program that is often quickly out of date and an ongoing challenge to keep up to date



The New Way with Enable Now

Record your SAP transaction content early and refresh it quickly and simply over the life of the program and beyond go live.



The New Way with Enable Now

Record your SAP transactions and simply over the life of

Analyse Business Processes and User Experience

Record Content



Create eLearning



Automatically Publish and translate



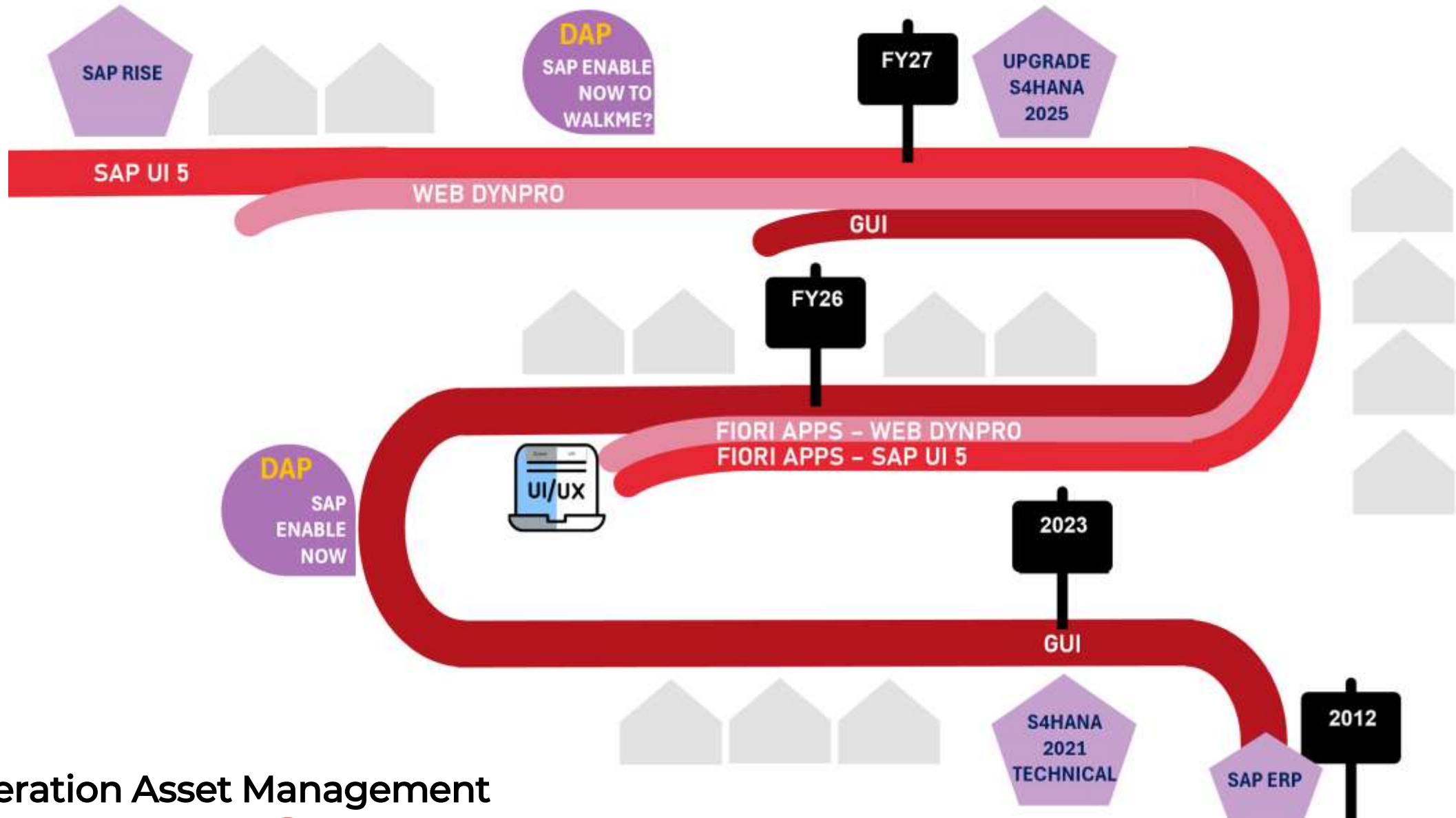
Refresh

Update training

Journey

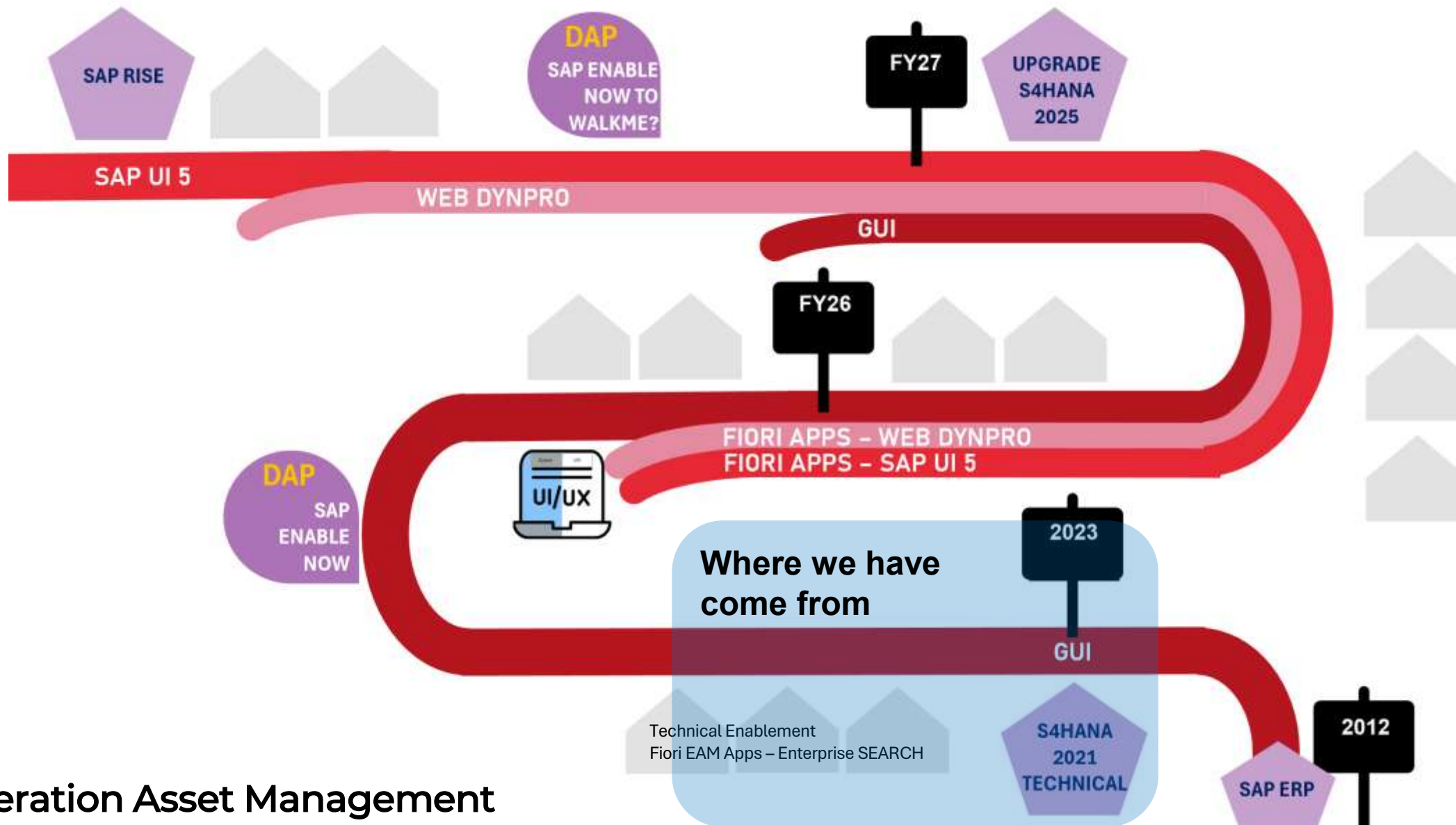
Generation SAP Enterprise Asset Management
Apps – UX

- **Where we have come from - Generation S4HANA Go-Live – UX Approach**
- **Where we are now!** New Fiori Apps UX and user adoption tools
- **Where we are going FY26 – Generation SAP EAM roadmap - UX**



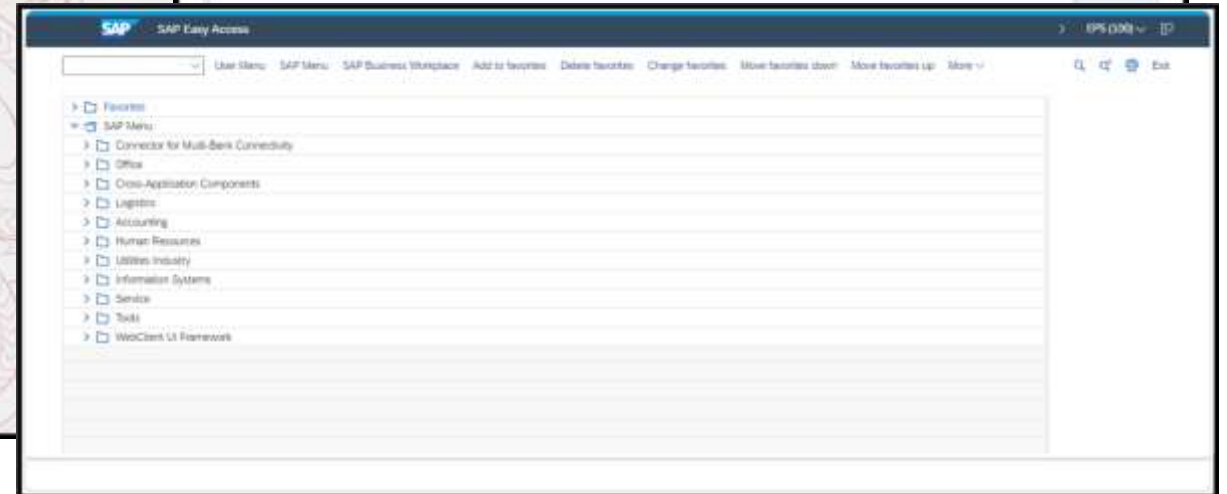
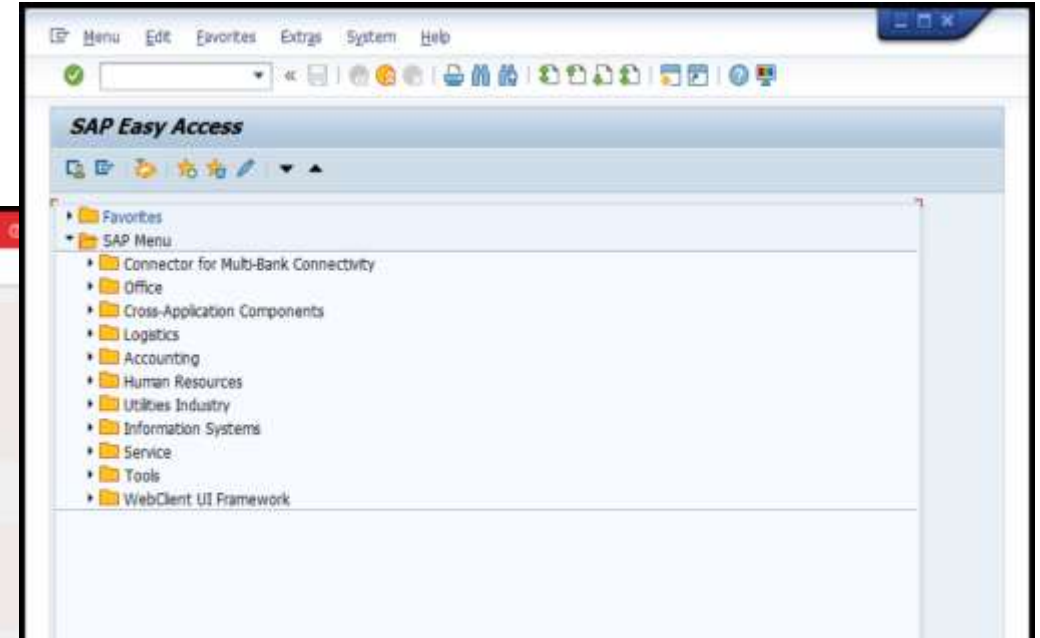
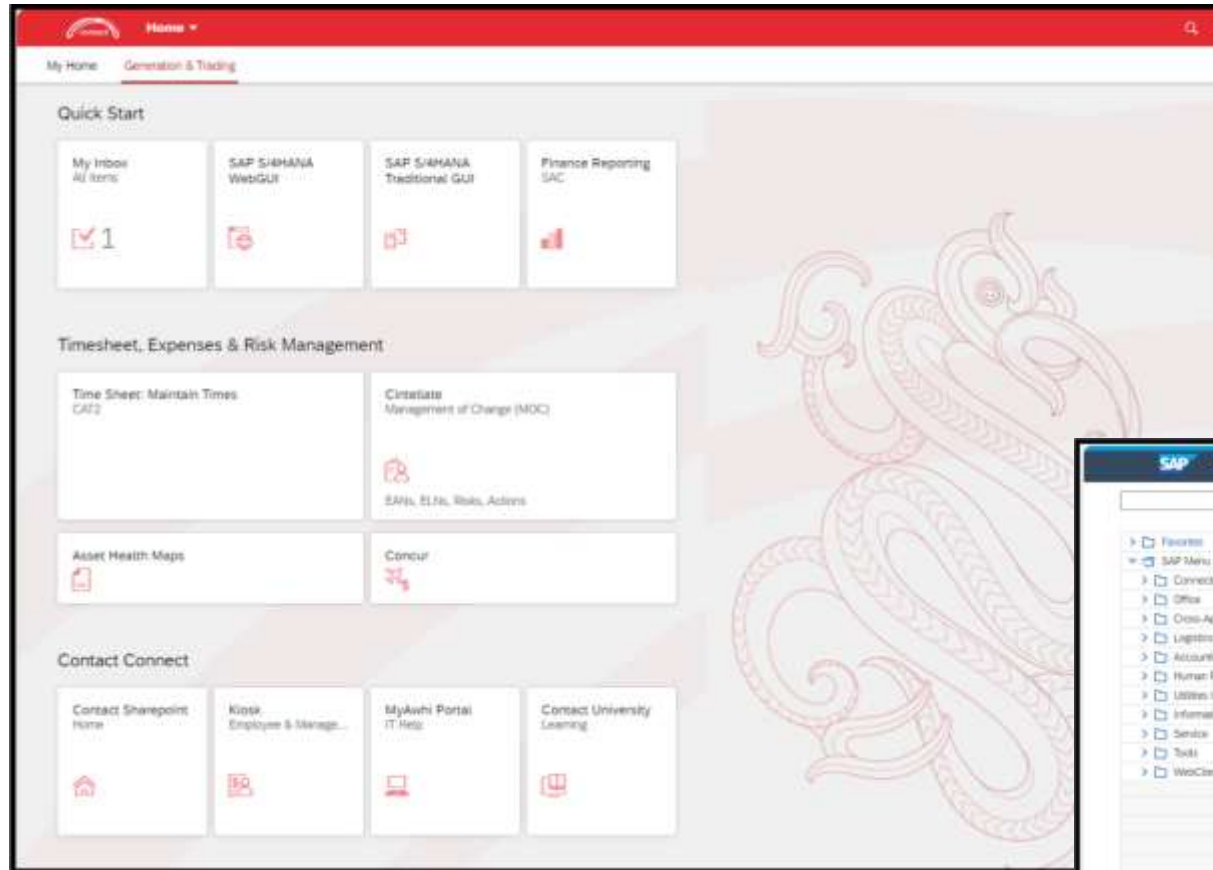
Generation Asset Management
APP UX ROADMAP

Generation Asset Management **APP UX ROADMAP**



S/4HANA₂₀₂₁ upgrade and Generation Go-Live Approach

- Entry point access changed to new SAP Fiori Launchpad
- People continued to have same UX option as before Go-Live



- Web GUI was a new option enabled at Go-Live

S/4HANA₂₀₂₁ upgrade and Generation Go-Live Approach

The image illustrates the process of adding a new SAP Fiori application to a user's 'My Home' dashboard. The main dashboard shows various tiles for quick access to SAP S/4HANA and other tools. The 'App Finder' is used to locate the 'Create PM Notification - General' application, which is then added to the 'My Home' page under the 'Recently Added Apps' section.

- Fiori tile access from My Home – SAP GUI tiles available from catalogues

S/4HANA₂₀₂₁ upgrade and Generation Go-Live Approach

Maintenance Management process

We reviewed new S/4 Maintenance Management (Phase Model) processes.

- We have **significant differences**
 - **limited our options** to adopt some standard SAP EAM Fiori Apps
- **Go-Live** approach – **no change** – stay with existing processes and GUI UX
- **POST Go-Live:** we will
 - **Adopt some** new SAP EAM Fiori Apps
 - **Create Plan to transition** to New S/4 Maintenance Management processes

Maintenance Management New Scope Items

Standardized E2E maintenance processes with well defined process phases and sub-phases are available out-of-box for new scope items:

- **Reactive Maintenance (4HH)**
- **Proactive Maintenance (4HI)**

The defined process phases are described in the [SAP help](#) documentation. The next figure illustrates the standardized end-to-end process **Reactive Maintenance**:

Risk-based Prioritization



Fig. 2: Standardized end-to-end process Proactive Maintenance (4HH)

S/4HANA₂₀₂₁ upgrade and Generation Go-Live Approach

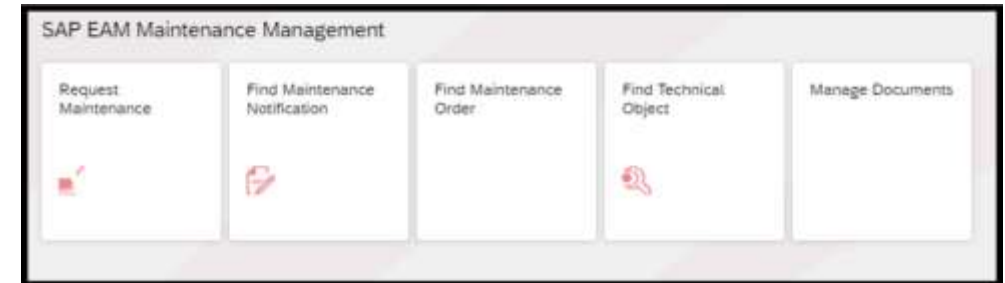
UX: User Experience

Go-Live ..We did not enable people access to new SAP EAM Fiori Apps

New EAM Fiori Apps – not ready to be deployed for Go-Live

- out-of-box **functionality** did not fully support our core Maintenance Management processes
 - **development** required

Business having **limited capacity** for change - to Maintenance processes & user experiences



Request Maintenance

Notification

Technical Object: Choose a piece of equipment or a functional location

Type: Select the notification type

Description: Briefly describe the notification

Long Text: Describe the problem in more detail

Current Location: Describe the current location of the technical object

Date & Time: 22.04.2024, 09:36 AM

Reported by: RANDELS (Dann Randle)

Attachments (0)

No entries found

Drop files to upload, or use the "Upload" button.

Submit Notification List

Maintenance Notifications

Standard

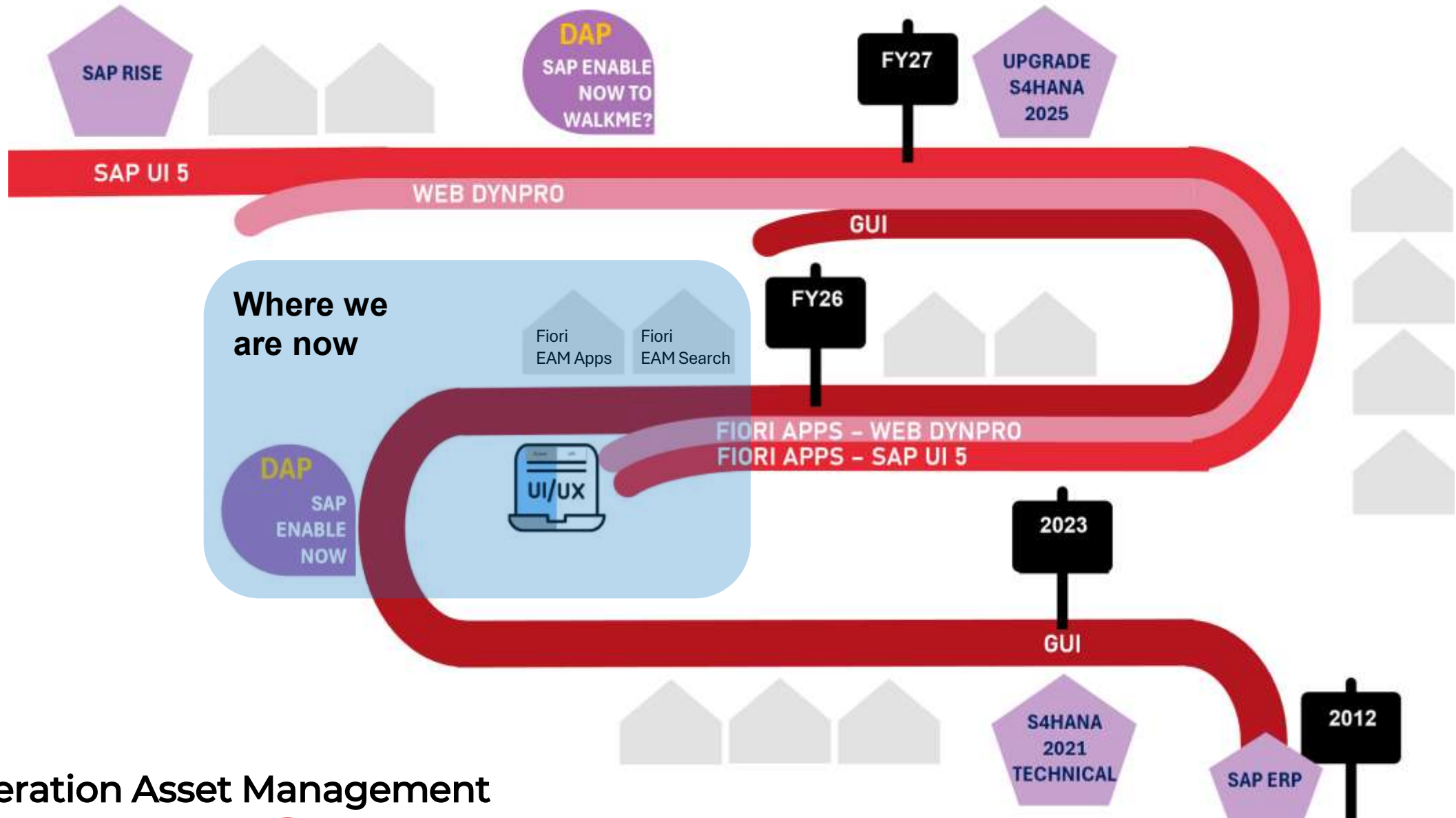
Filtered By (2): Created on, Planning Plant

Notification Status	Notification	Code Group T...	Priority	Technical Object	Required Start Date	Required End Date	ABC Indicator	Maintenance Order
In Process	SF2 HP water vessel A drain valve (10120130)	Unfinished	E - Medium (30 D) (E)	SF2 HP STR VESSEL A DRAIN VALVE (SR002206A20C003_NA05)	01.09.2023		Medium (M)	SF2 HP water vessel A drain valve (200071402)
In Process	SF2 G line flow indicator Annular leak (20129157)	Unfinished	E - Medium (30 D) (E)	SF2 G line flow indicator Annular leak (SR002206A410C0503)	01.09.2023		Medium (M)	SF2 G line flow indicator Annular leak (200071406)
In Process	Damaged coating (10128138)	F - Low (30 D) (F)		SF1 BRINE DUMP CTRL VAL VY ACTR (TH000206A4010_30001)	01.09.2023		Medium (M)	Damaged coating (200071327)
In Process	damaged coating on accumulator (10128139)	F - Low (30 D) (F)		SF1 WENT CTRL VAL VY V02 (TH000206A4010A021)	01.09.2023		Medium (M)	damaged coating on accumulator (200071328)
In Process	lost the underneath spring support (10128140)	F - Low (30 D) (F)		G1 TURB TSO01 INLET SWP LCU (SR01078A3) (TH000108A410B0000)	01.09.2023		Medium (M)	lost the underneath spring support (200071347)
In Process	Install new hinges on cooling fan door (10128141)	Unfinished	F - Medium (30 D) (E)	G2 COOLING TOWER CELL C (TH000206A012)	01.09.2023		Low (L)	Install new hinges on cooling fan door (200071348)
In Process	Inspect vent silencer for corrosion (10128142)	Forecast	D - High (30 D) (E)	LP STM VENT TO COMMON SILENCER (TH000000L003)	01.09.2023	30.09.2023	Low (L)	Inspect vent silencer for corrosion (200071378)
In Process	Clear biofouling element (10128144)	E - Medium (30 D) (E)		G1A GENERATOR BEARINGS SYSTEM (SR001000A01)	01.09.2023	31.08.2023	Low (L)	O G1C Clear biofouling element (200071367)
Completed	FFS ALU Security gate operation faulty (10128145)	Unfinished	C - Very High (10 D) (C)	RRR STIMPLE ESSATE STREET - PENCE & GATE (SR000000A01)	01.09.2023		Low (L)	FFS ALU Security gate operation faulty (200071343)
In Process	broken bar (10128147)	Unfinished	C - Very High (10 D) (C)	LOBB OL PUMPE CENTRIFUGAL SEP L08T (SR000100A00000700)	01.09.2023	12.09.2023	Low (L)	broken bar (200071350)
In Process	Install and remove scaffolding (10128148)	Unfinished	F - Low (30 D) (F)	G1 LP STM WFLD FLOW TX CP001 (TH000108A00000001)	01.09.2023	31.10.2023	Medium (M)	Install and remove scaffolding (200071356)
In Process	TH U1 LP Steam press indicator (10128149)	C - Very High (10 D) (C)		G1 LP STM WFLD PRESS TX CP001 (TH000108A00000001)	01.09.2023		Low (L)	TH U1 LP Steam press indicator (200071360)
In Process	TH U1 LP Steam flow (10128150)	Forecast	E - Medium (30 D) (E)	G1 STM SWP FLOW SCHUB OUT FLOWTR & TX (TH000108A00000001)	01.09.2023	01.09.2023	Low (L)	TH U1 LP Steam flow (200071372)
In Process	TH U2 LP Steam flow Tx (10128151)	Forecast	E - Medium (30 D) (E)	G2 LP STM SCHUB OUT FLOWTR & TX CP001 (TH000108A00000001)	01.09.2023	01.09.2023	Low (L)	TH U2 LP Steam flow Tx (200071373)
In Process	THG U2 Thermal pump pump blocked (10128152)	Unfinished	D - High (15 D) (D)	G2 ROTWELL HT SLIMP PUMP J (TH000108A00000001)	01.09.2023		Low (L)	THG U2 Thermal pump pump blocked (200071376)

Journey

Generation SAP Enterprise Asset Management
Apps – UX

- Where we have come from - Generation S4HANA Go-Live – UX Approach
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Generation Asset Management

APP UX ROADMAP

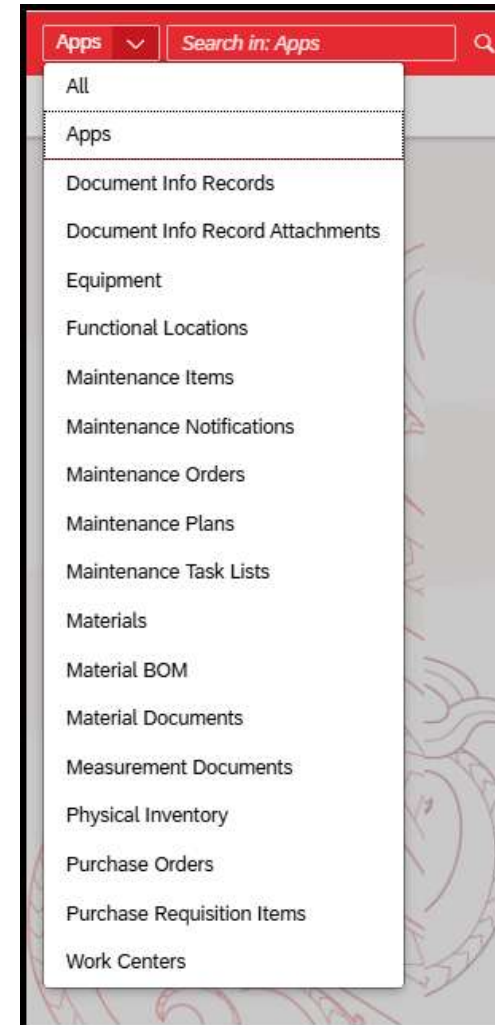
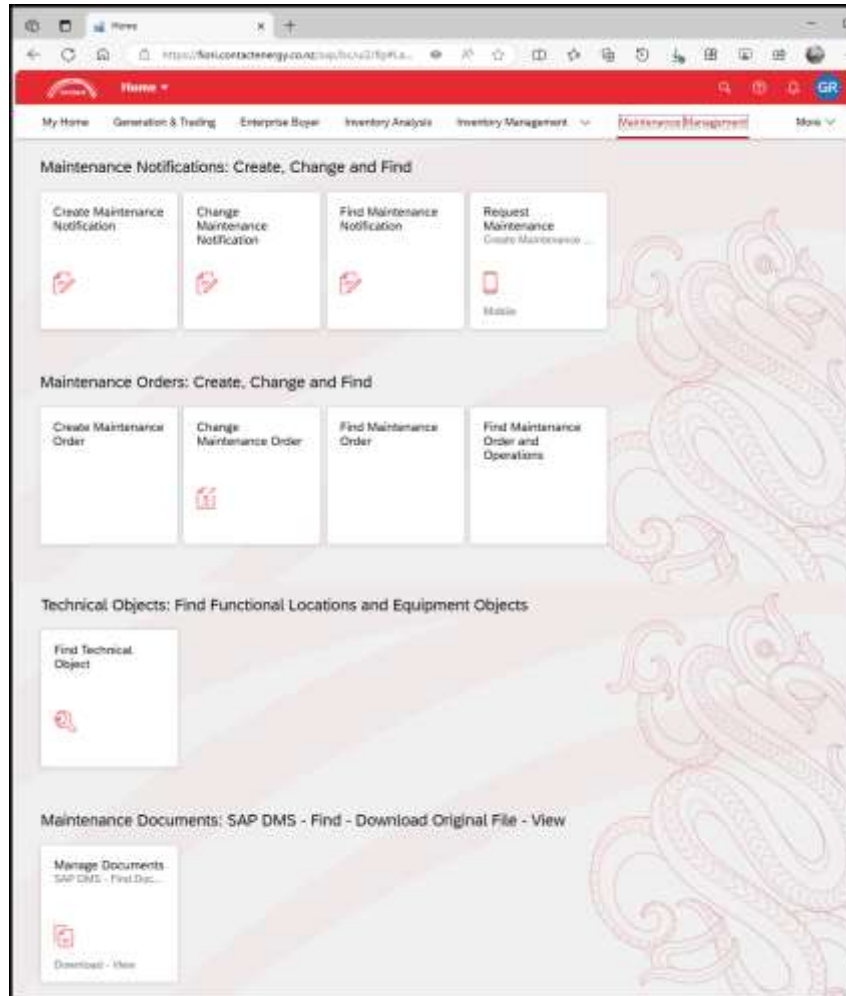
A photograph of two industrial workers, a man and a woman, wearing high-visibility yellow safety vests and hard hats. They are standing in front of a large industrial facility with tall distillation columns and complex piping. The sky is filled with dramatic, golden-hued clouds, suggesting a sunset or sunrise. The workers are looking at a tablet held by the man.

LIVE DEMO - SAP ENABLE NOW

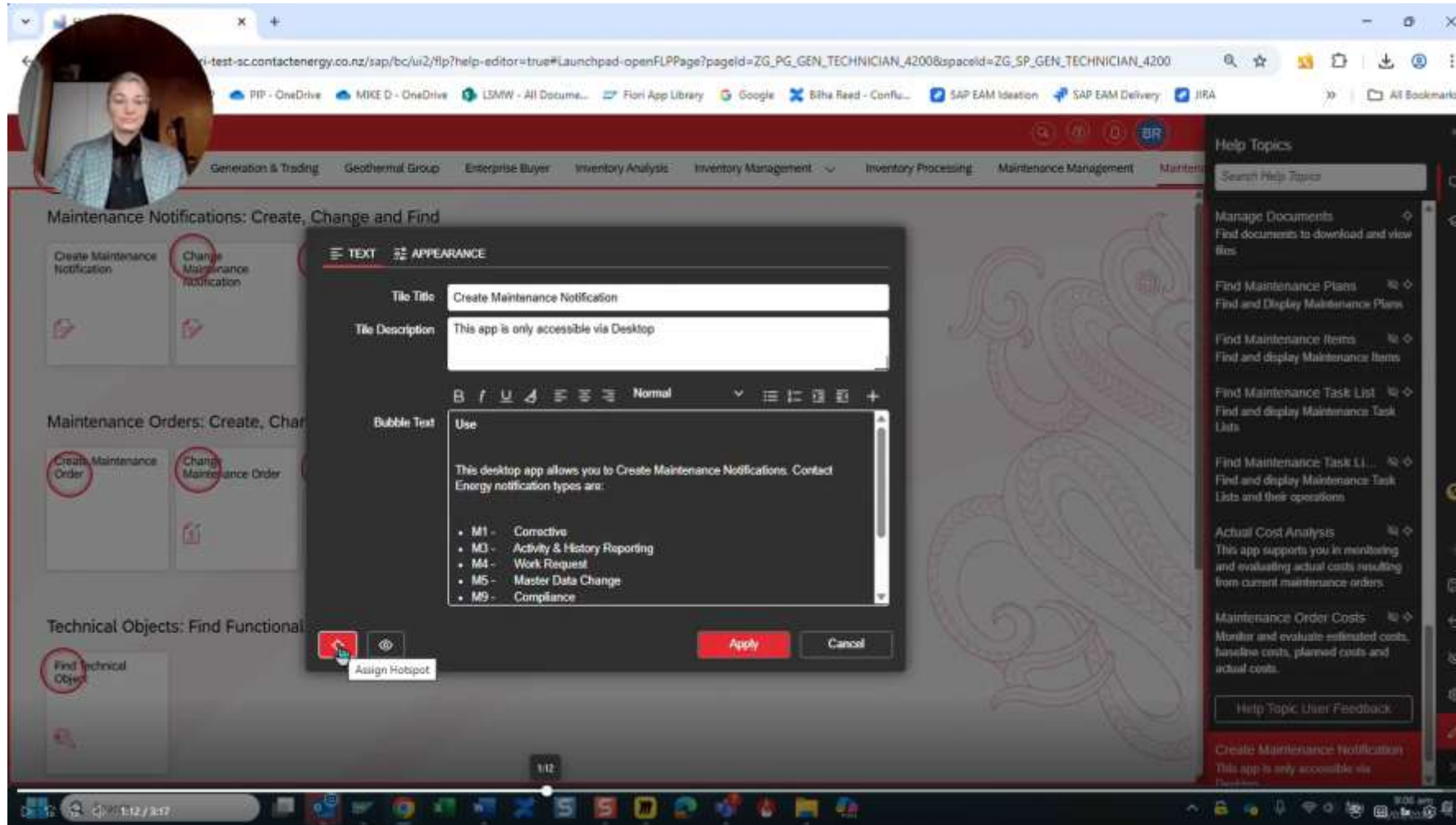
Help is one click away



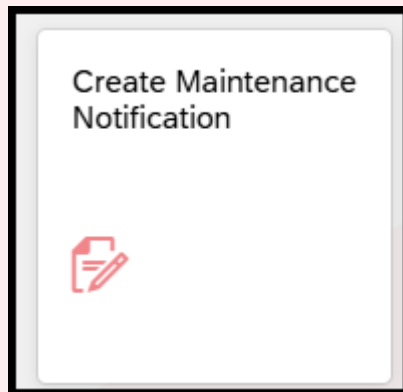
Maintenance Management — SPACE-PAGE-SECTIONS-Apps



SEN_App - create Help Topic_3.17.mp4




Help Topics for new Apps/Tiles



Create Maintenance Notification

Create Maintenance Notification



Create Maintenance Notification

Use

This desktop app allows you to Create Maintenance Notifications. Contact Energy notification types are:

- M1 - Corrective
- M3 - Activity & History Reporting
- M4 - Work Request
- M5 - Master Data Change
- M9 - Compliance
- MC - MoC Request ONLY Created via Cintellate

This app is not available via mobile, if you want the simplified version use the Request Maintenance Desktop/Mobile app [Request Maintenance V1 \(F1511\)](#)

Help Topics for fields

The image displays a 'Create Notification' form with a sidebar for 'Help Topics' and a 'Priority' modal.

Create Notification Form:

- Notification Type:** A dropdown menu with a red circle around it.
- Create by Copying:** A section with a 'Notification' field (red circle) and a 'Document Link' field (red circle).
- General Data:** A section with fields for 'Code', 'Description', 'Required Start Date/Time', 'Technical Object', 'Material', 'Assembly', 'Task List', and 'Assigned Order'. Red circles highlight the 'Code', 'Description', 'Required Start Date/Time', 'Technical Object', and 'Assigned Order' fields.
- Responsibilities:** A section with 'Work Center' and 'Work Center Point' fields.
- Buttons:** 'Continue' and 'Save' buttons are at the bottom right.

Help Topics Sidebar:

- Search Help Topics:** A search bar.
- Help Available:** A button with the text 'How to access help for this app'.
- Notification Type:** A dropdown menu.
- General Data:** A section with fields for 'Code', 'Description', 'Required Start Date/Time', 'Technical Object', 'Material', 'Assembly', 'Task List', and 'Assigned Order'.
- Long Text:** A section with a 'Long Text' field.
- Organizational Data:** A section with a 'Long Text' field.
- Task Data:** A section with a 'Long Text' field.
- Activities:** A section with a 'Long Text' field.
- Documents:** A section with a 'Long Text' field.
- Buttons:** 'Create M1 Notification' and 'Create M5 Notification' buttons are at the bottom.

Priority Modal:

- Priority:** A dropdown menu.
- Use:** A section with a 'Use' field.
- Priority Decision Table:** A table with columns for 'Priority', 'Description', and 'Action'.

Help Topics for fields – adding images

Create Notification: %000000000001

Help Topics

Priority Determination

Priority	Completion	Scoring
A - Emergency	1 day	30-35
B - Urgent	3 days	40-45
C - Very High	10 days	35-39
D - High	15 days	24-29
E - Medium	30 days	17-23
F - Low	90 days	9-16
G - Very Low	1 year	1-8

Plant Item Criticality Factor										
State of Plant Item Factor	1	2	3	4	5	6	7	8	9	10
1	8	7	6	5	4	3	2	1	0	0
2	7	6	5	4	3	2	1	0	0	0
3	6	5	4	3	2	1	0	0	0	0
4	5	4	3	2	1	0	0	0	0	0
5	4	3	2	1	0	0	0	0	0	0
6	3	2	1	0	0	0	0	0	0	0
7	2	1	0	0	0	0	0	0	0	0
8	1	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	0	0	0	0

Plant Item Criticality Decision Table	
Description	Factor
Could the pending failure of this item result in: - 3 fatalities - Long term environmental destruction - Losses greater than \$100m - Loss of 400 MW output - Loss of 271 gas injection or extraction - A very significant consent breach with flow and production and possible intervention?	9
Could the pending failure of this item result in: - A fatality or serious disability to 10 or more - Major off site release causing widespread long term environmental impact - Losses greater than \$10m - Loss of 400 MW output - Loss of 1000 Tj gas injection or extraction - Loss of 100 Tj gas injection or extraction - A significant consent breach with flow and production and possible intervention?	7
Could the pending failure of this item result in: - Serious permanent disability to 1 or more - Off site release with serious environmental effects (causing widespread medium term environmental impact) - Losses greater than \$5m - Loss of 100 MW output - Loss of 1000 Tj gas injection or extraction - Loss of 100 Tj gas injection or extraction - A major consent breach with flow and production and possible intervention?	6
Could the pending failure of this item result in: - Serious injury or illness - Widespread environmental effects or serious short term environmental impact - Losses greater than \$1m - Loss of 100 MW output - Loss of 1000 Tj gas injection or extraction - Loss of 10 Tj gas injection or extraction - A consent breach resulting in statement notice	5
Could the pending failure of this item result in: - Injury or illness requiring medical treatment with lost time - Environmental event contained on site with minor short term environmental impact - Losses greater than \$10k - Loss of 100 MW output - Loss of 10 Tj gas injection or extraction - A minor consent breach	4
Could the pending failure of this item result in: - Injury or illness requiring medical treatment with lost time - Environmental event contained on site with minor short term environmental impact - Losses greater than \$1k - Loss of 100 MW output - Loss of 1 Tj gas injection or extraction - A minor consent breach	3
Could the pending failure of this item result in: - Injury or illness requiring medical treatment with lost time - Environmental event contained on site with minor short term environmental impact - Losses greater than \$1k - Loss of 100 MW output - Loss of 1 Tj gas injection or extraction - A minor consent breach	2
Could the pending failure of this item result in: - Injury or illness requiring medical treatment with lost time - Environmental event contained on site with minor short term environmental impact - Losses greater than \$1k - Loss of 100 MW output - Loss of 1 Tj gas injection or extraction - A minor consent breach	1

Save

Create M5 Notification

Simulations - Short Recording – Create M1 ...Video

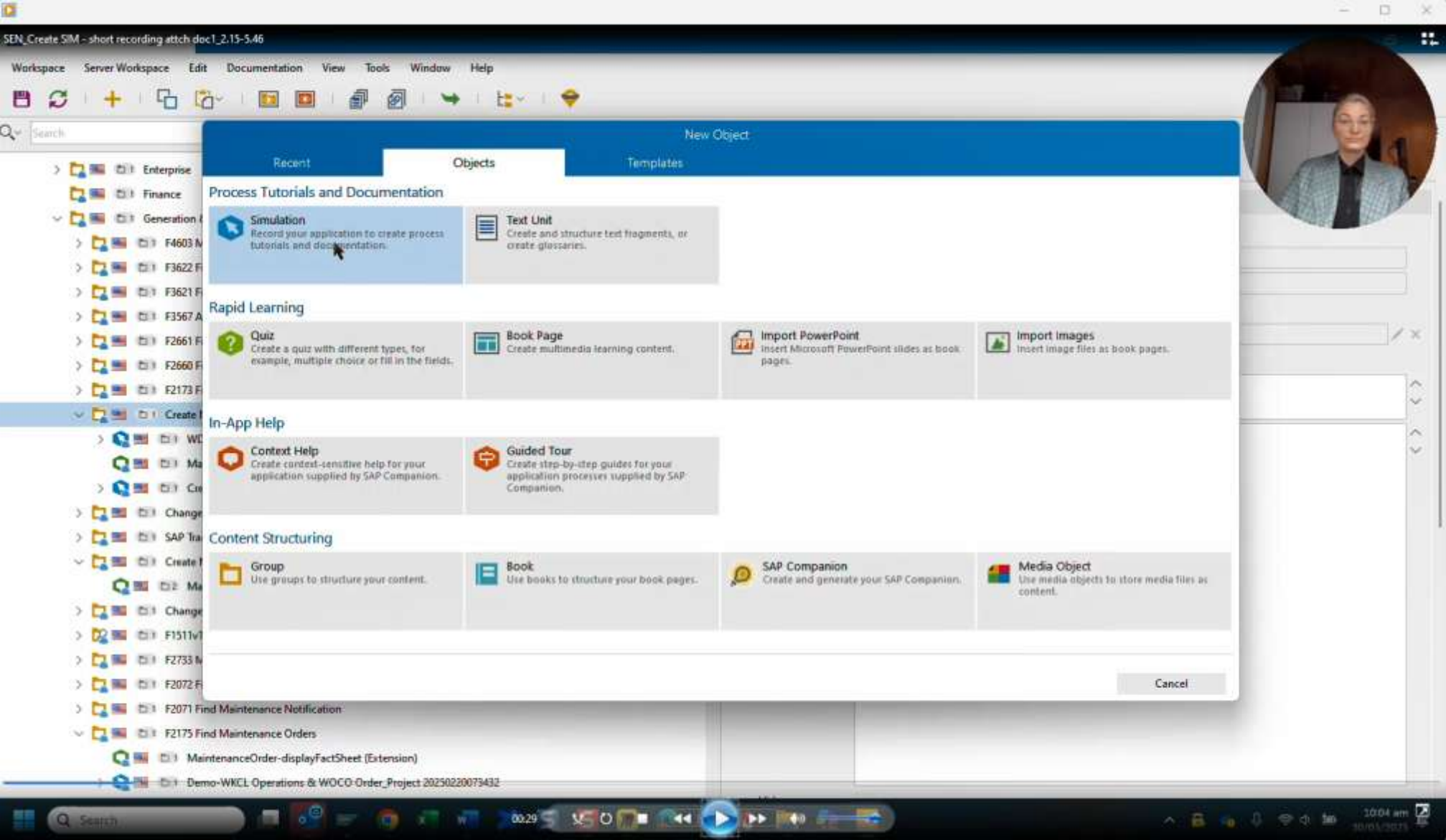
The image displays two screenshots of the SAP 'Create Notification' interface, illustrating a simulation for creating an M1 notification.

Left Screenshot: Shows the initial 'Create Notification' screen. The 'Notification Type' dropdown is highlighted with a red circle. Below it, the 'Create by Copying' section shows 'Notification' and 'Document Link' fields, both also highlighted with red circles.

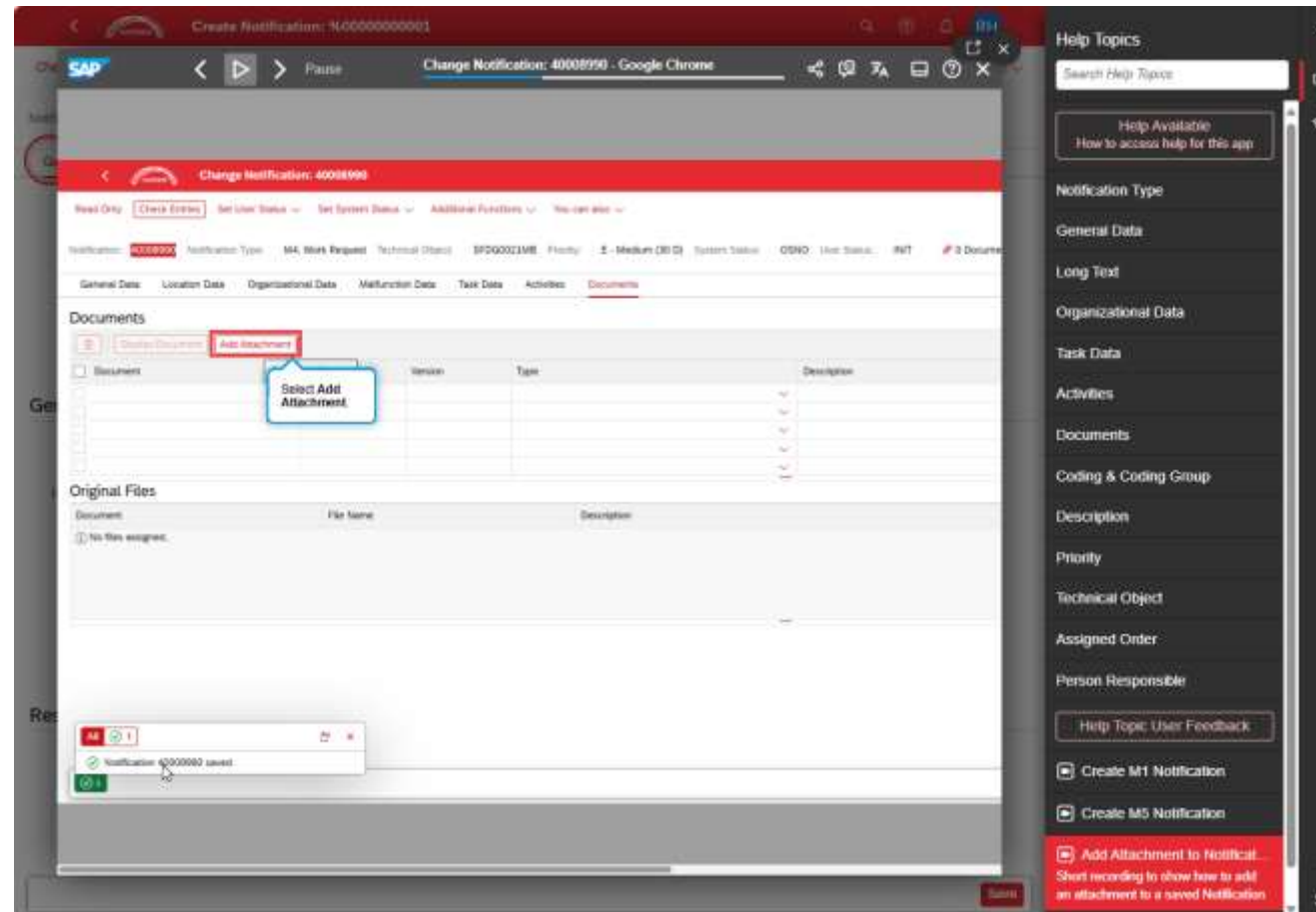
Right Screenshot: Shows the same screen after data entry. A red box highlights the 'Long Text' field, which contains the following text:
Detailed description of fault:
What caused the fault?
Action taken to date:
Who:
Suggested repair / resource:
A callout bubble points to this field with the text: 'Updated the Long Text field with detailed information of the issue found.'

Help Topics Sidebar: On the right, a sidebar lists various fields: Notification Type, General Data, Long Text, Organizational Data, Task Data, Activities, Documents, Coding & Coding Group, Description, Priority, Technical Object, Assigned Order, Person Responsible, and Help Topic: User Feedback. At the bottom, there are three buttons: 'Create M1 Notification' (highlighted in red), 'Create M5 Notification', and 'Add Attachment to Notificat...'.

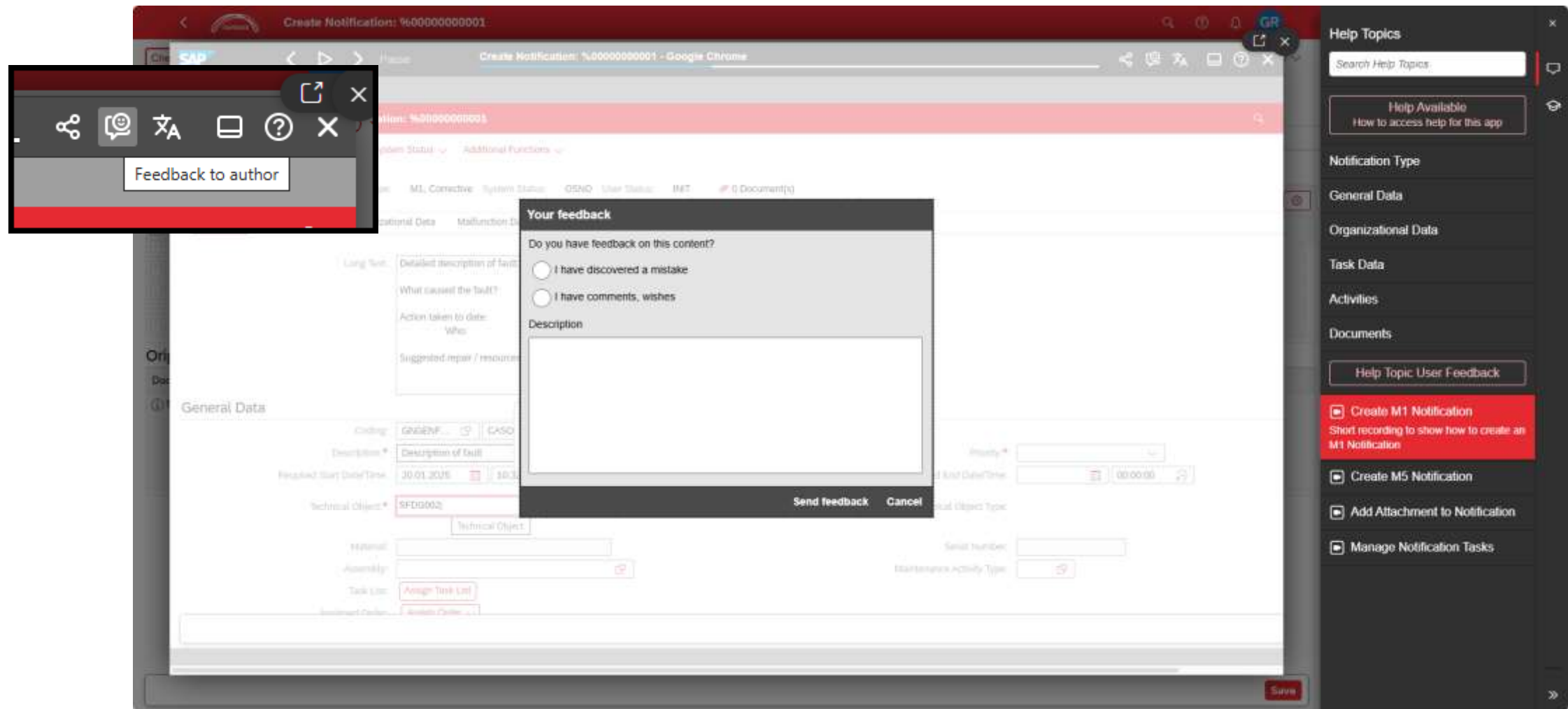
SEN_Create SIM - short recording attch doc1_2.15-5.46.mp4



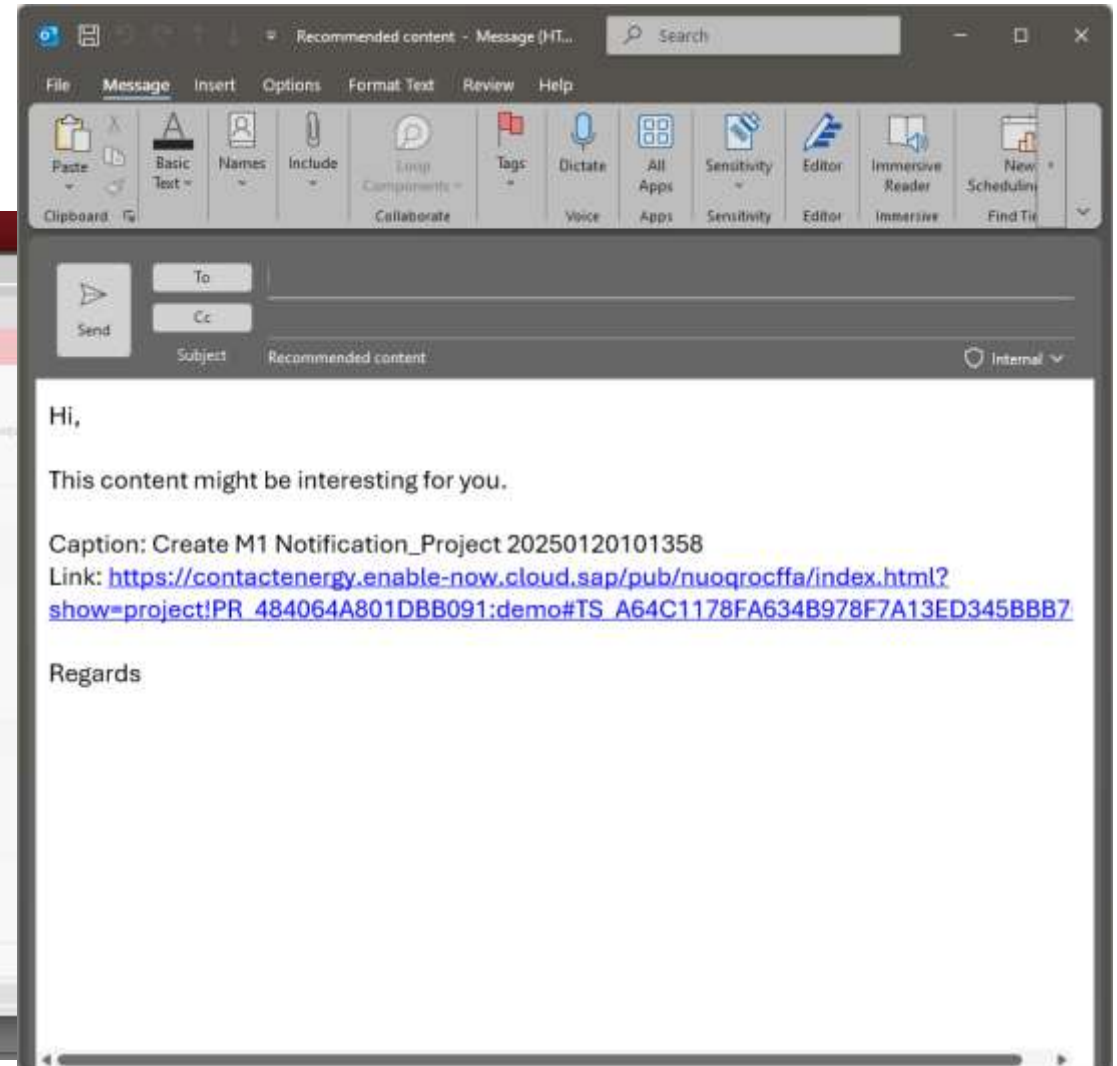
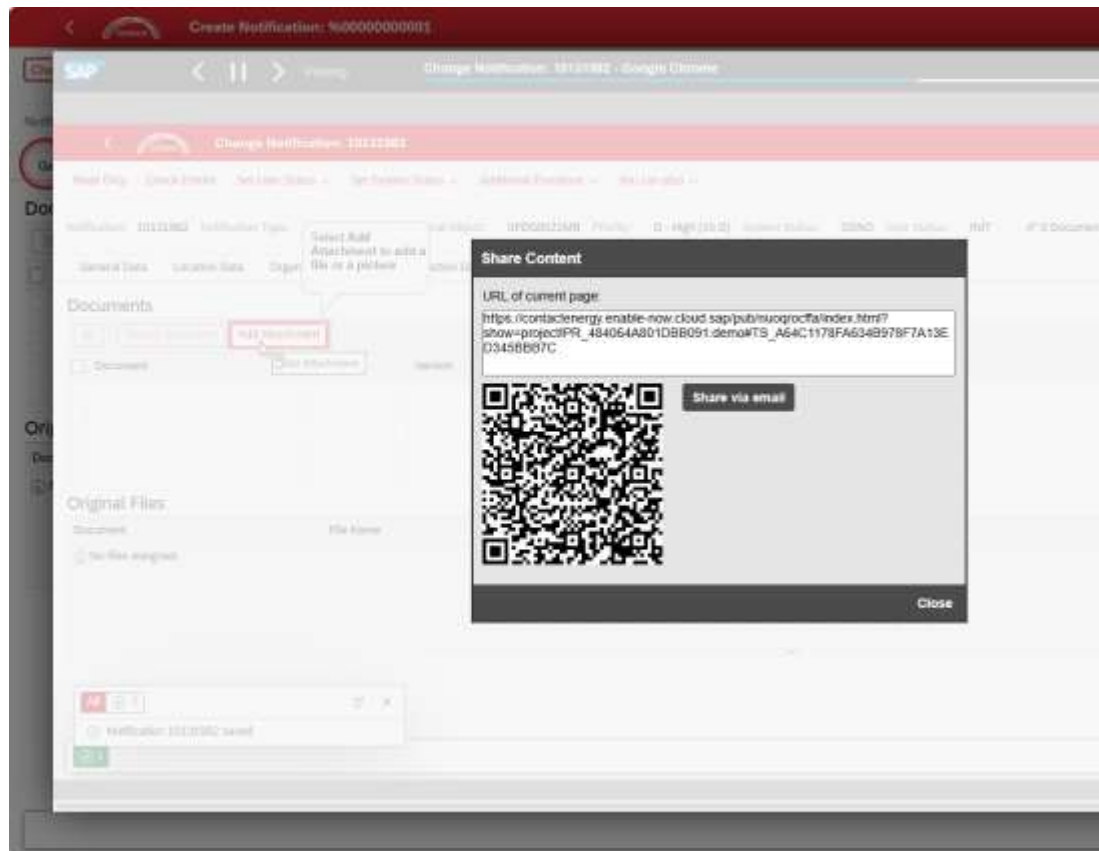
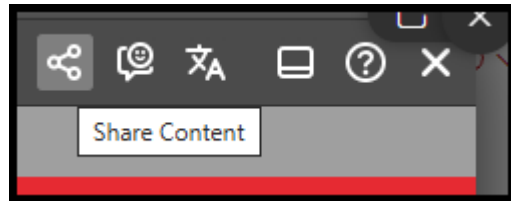
Simulations - Short Recording – Add Attachment ...Video



Simulations - Feedback to author



Simulations – Share Content



Where are we now!

New Fiori Apps UX and user adoption tools

Some takeaways

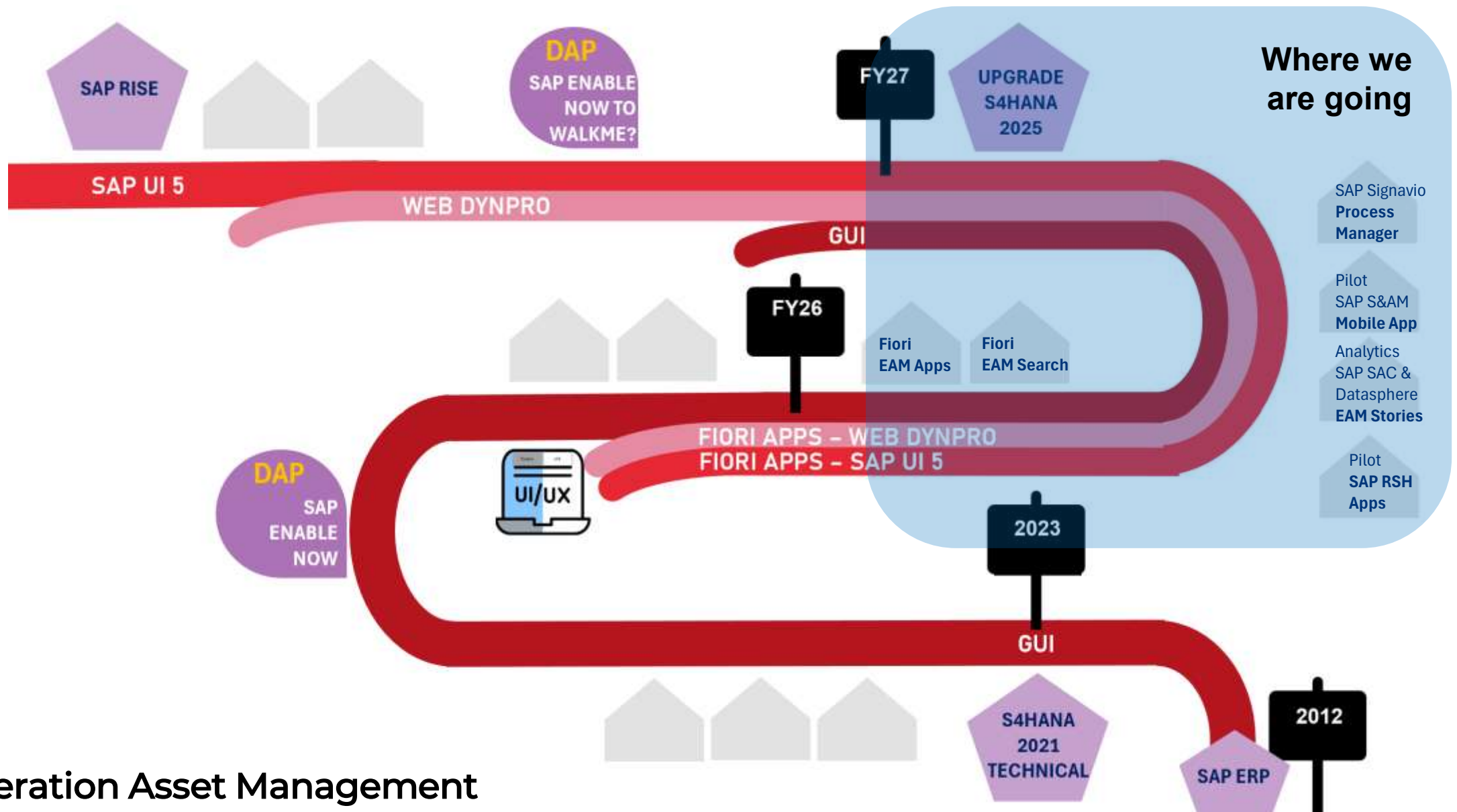
- User now has access to **self-sufficient** learning
- People on sites can easily **share and help each other** learn or provide **feedback**
- **Reduced** trainer lead sessions
- We apply this consistently for each **new App** and **process step change**
- **Help Topics** and simulations - **short recordings**
- Our Focus – **User adoption!**
- **Help** is one click away!

Journey

Generation SAP Enterprise Asset Management
Apps – UX

- Where we have come from - Generation S4HANA Go-Live – UX Approach
- Where we are now! New Fiori Apps UX and user adoption tools
- **Where we are going FY26 – Generation SAP EAM roadmap - UX**

Generation Asset Management **APP UX ROADMAP**



More ...SAP EAM Fiori Apps – Maintenance Costs, Products, Supplier Apps

Maintenance Orders: Costs

Actual Cost Analysis



Maintenance Order Costs

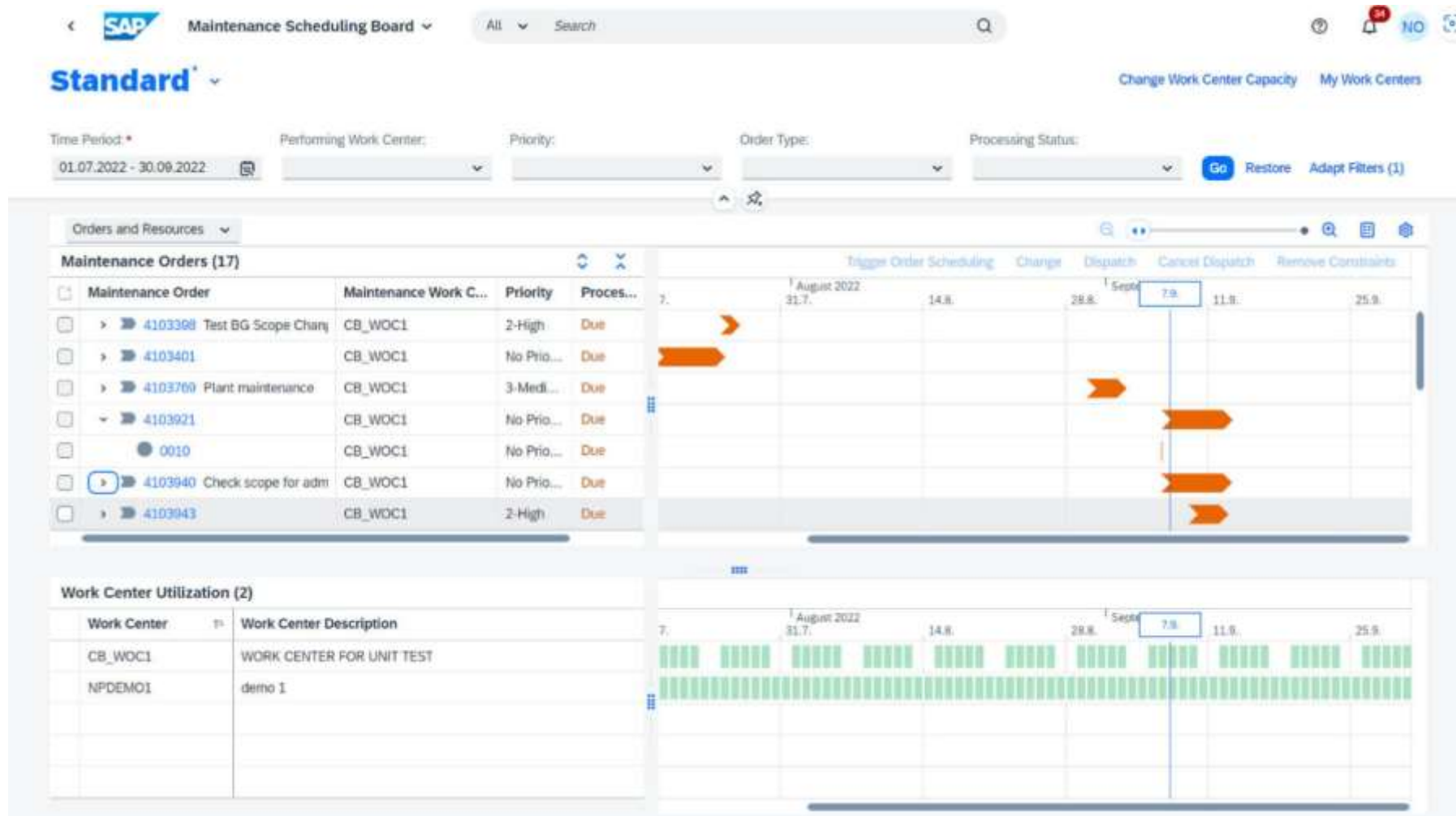
Plan / Actual



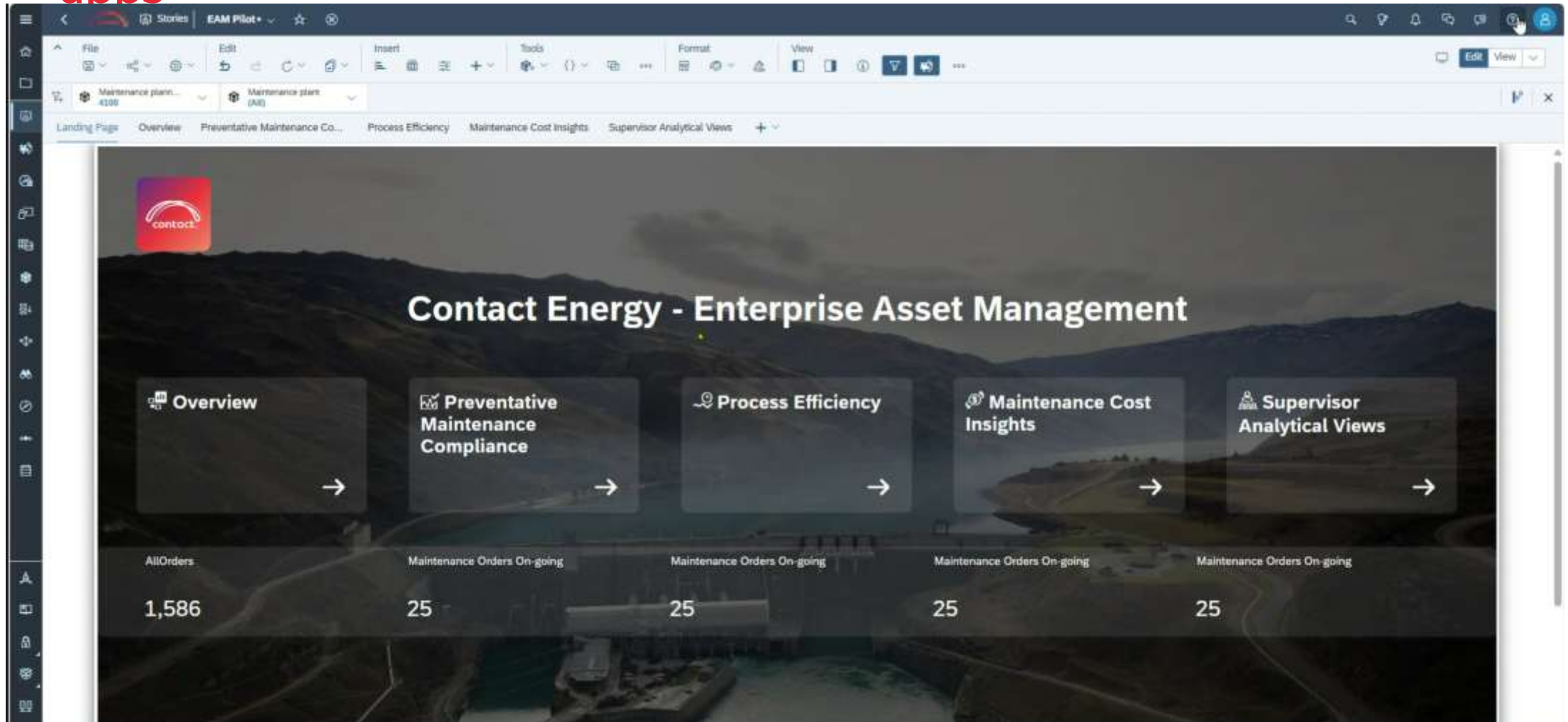
More Enterprise Search model – and Access points to new Fiori Apps

The screenshot displays the SAP Enterprise Search Fiori application interface. The top navigation bar includes a search icon, a dropdown menu set to 'Functional Locations', and a search term 'pump'. The left sidebar contains filter sections: 'Search In' (All, Functional Locations: 643), 'Filter By' (Technical Object Type: VALVE (checked, 643), PUMP (373), ELECTRIC/LV (259), C&I/CONTROL (244), MOTOR (196); Main Work Center: MCEL_GT (579), HYDDAMS (33), HYDMAINT (31); Manufacturer of Asset: HITACHI (45), FERRANTI (24), HYOSUNG (20), TYREE (7), SAVIGLIANO (6)). The main area shows 'Results (643)' with a list of functional locations. The first result is 'CYDG0000GML70AA250 (PMP RM SUMP DWTR PMP DRN VLV)' with details: Category Description: Operating Plant, Main Work Center: MCEL_GT, Planning Plant Name: Clyde Plant, Planner Group Name: Maint. Planner, Location: -, Sort Field: -, ABC Indicator: L, Structure Indicator Description: KKS Coding, Technical Object Type Name: Valve, Production Work Center: -, Maintenance Plant Name: Clyde Plant, Cost Center Name: -, Long Text: PUMP ROOM SUMP DEWAT... Below the details are links: Request Maintenance V1 (F1511), Display Technical Object, Display Equipment (IE03), Display Functional Location (IL03), and a red '...' button. Subsequent results include 'ROXG0000GML60AA207 (PMP RM NO.1 PMP 1B CHECK VLV)', 'ROXG0000GML60AA210 (INACTIVE)', 'ROXG0000GML60AA220 (INACTIVE)', 'ROXG0000GML90AA280 (PMP RM NO.4 PMP 4C CHECK VLV)', and 'ROXG0000GML90AA270 (PMP RM NO.4 PMP 4B CHECK VLV)', each with similar detail fields and expandable views.

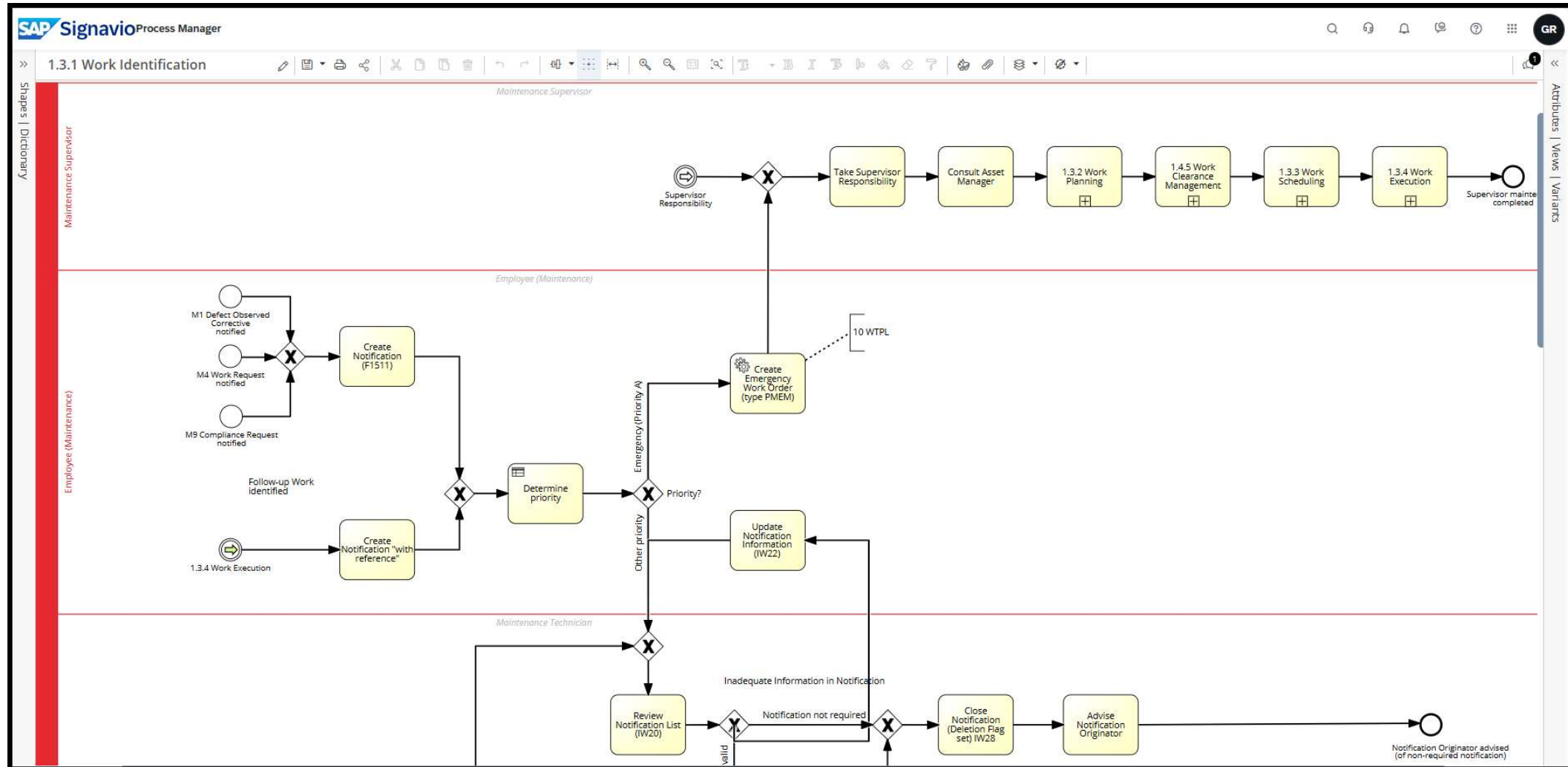
Pilot SAP RSH – Resource Scheduling App



SAP SAC Analytics – EAM Stories – access to Fiori apps



Help content: for SAP Signavio Process Manager



S4HANA upgrade to 2025: new Fiori EAM Apps - features

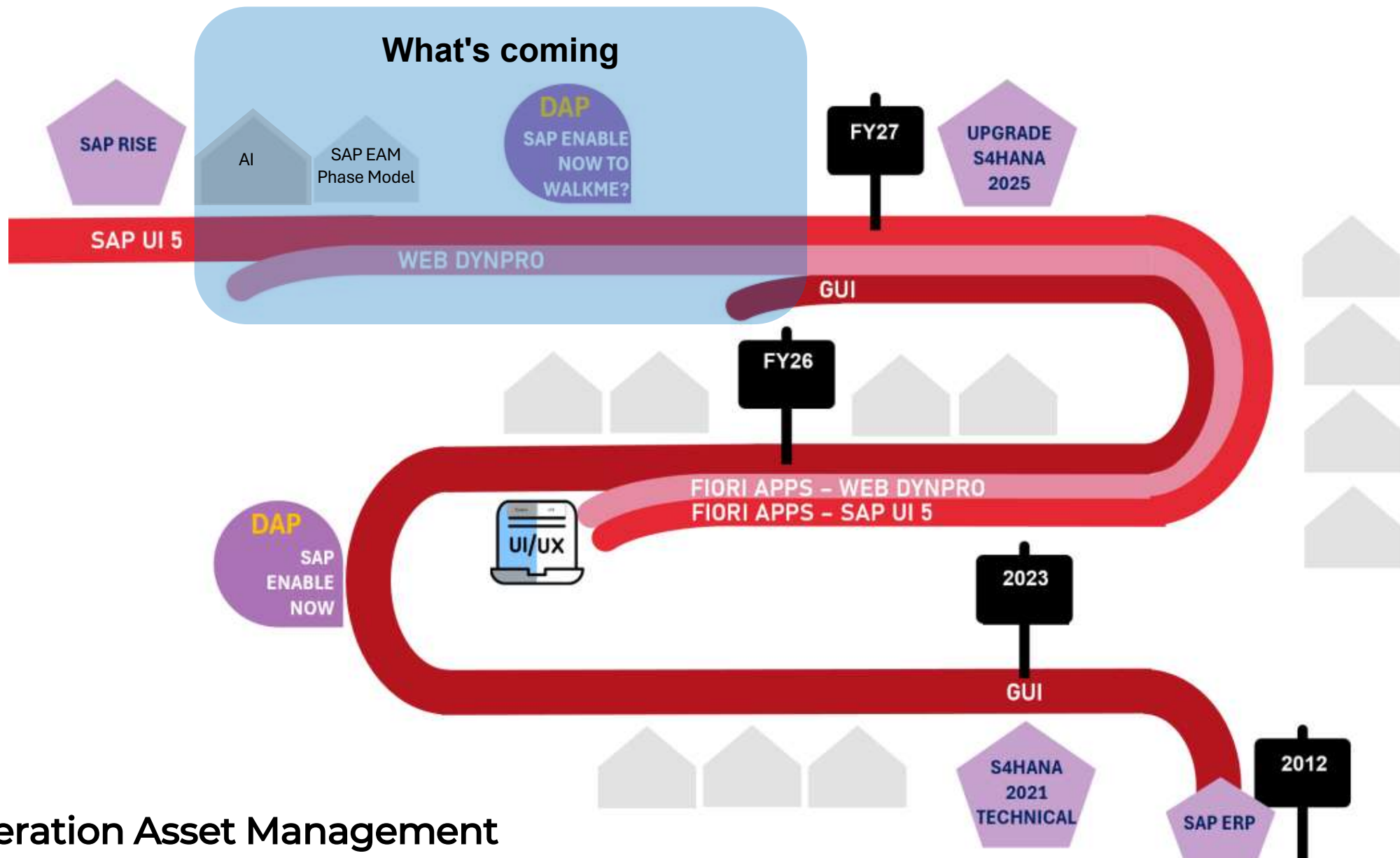


Lessons Learnt

Including what is coming

- What's coming!
 - Digital Adoption Platform
 - Maintenance Phase Mode
- Key Lessons Learnt

Generation Asset Management **APP UX ROADMAP**



What is coming: SAP Enable Now – SAP WalkMe?

The advertisement features a dark blue background with a subtle grid pattern. On the left, the WalkMe logo is positioned above the headline "Reduce SAP S/4HANA risk with digital adoption." Below this, a paragraph states: "Give your users a smooth transition to SAP S/4HANA and protect your investment from the risks of failed, delayed, and painful migrations with WalkMe's Digital Adoption Platform." A blue button labeled "Request a demo" is located below the text. On the right, a woman is shown working on a laptop. Overlaid on the laptop screen is a SAP S/4HANA dashboard displaying various metrics: "3.93k", "99.6%", and "99.6%". A blue circular progress indicator is also visible. In the bottom right corner, there are two callouts: a purple one stating "60% faster internal user adoption" and a white one for an AI-powered sales guide named "Daphna". The white callout includes the text "Hi Glenn! I'm Daphna, your AI-Powered Sales Guide from WalkMe.com." and buttons for "Talk to a rep" and "Schedule a meeting". Below these is an "Ask a question" input field and a disclaimer: "This chat may be recorded as described in our Privacy policy."

walk me

Reduce SAP S/4HANA risk with digital adoption.

Give your users a smooth transition to SAP S/4HANA and protect your investment from the risks of failed, delayed, and painful migrations with WalkMe's Digital Adoption Platform.

[Request a demo](#)

SAP S/4 HANA

3.93k 99.6% 99.6%

60% faster internal user adoption

45%

Daphna
AI-Powered Sales Guide

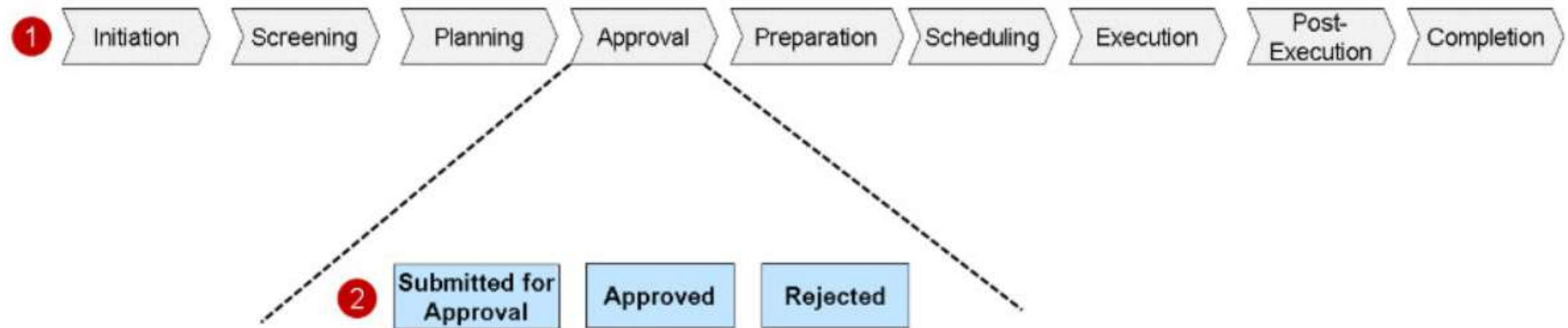
Hi Glenn! I'm Daphna, your AI-Powered Sales Guide from [WalkMe.com](https://www.walkme.com).

[Talk to a rep](#) [Schedule a meeting](#)

This chat may be recorded as described in our [Privacy policy](#).

SAP EAM Maintenance Management

Phases and Sub-Phases in the Phase Model

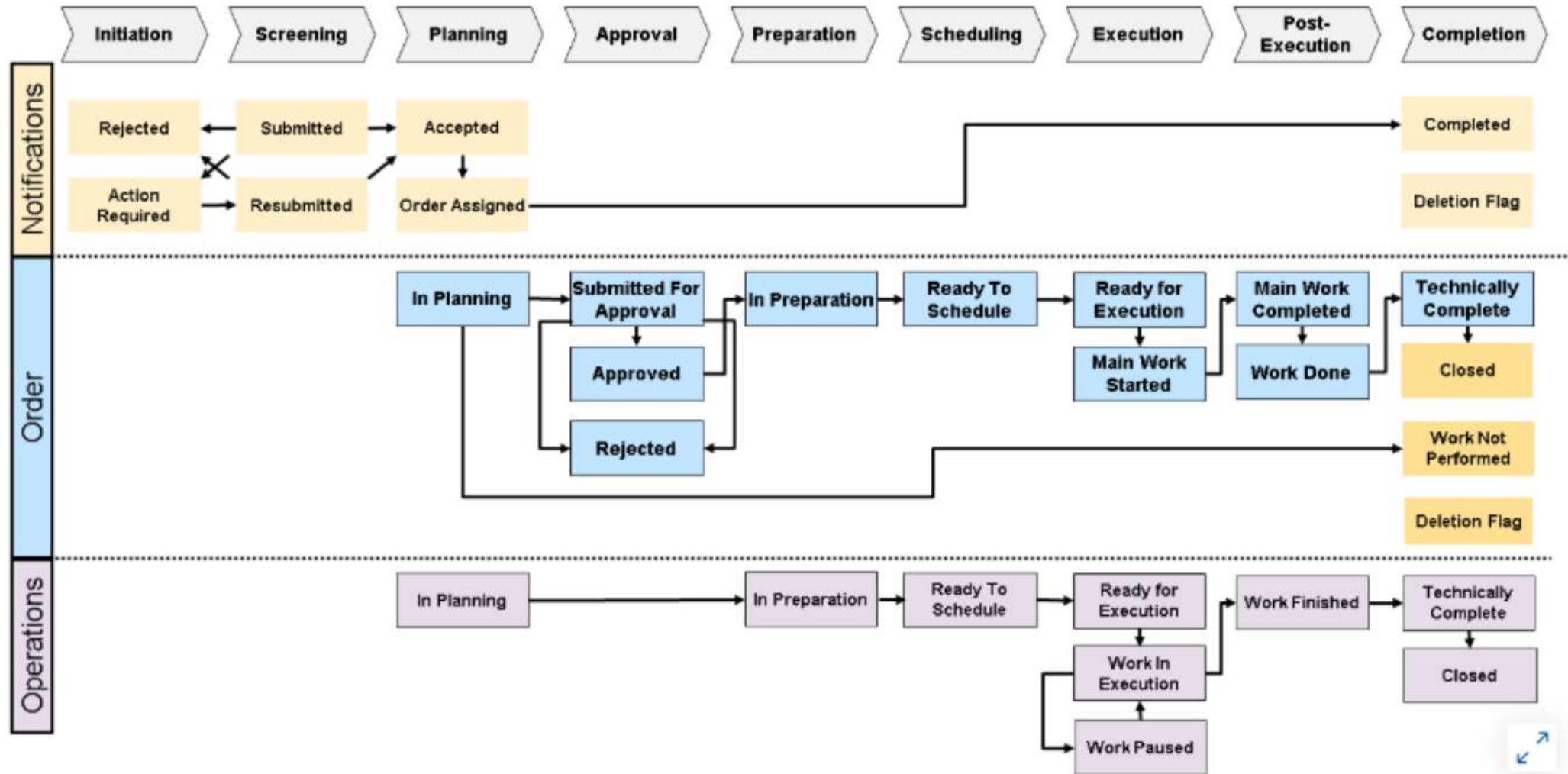


1 Phases

2 Sub-Phases



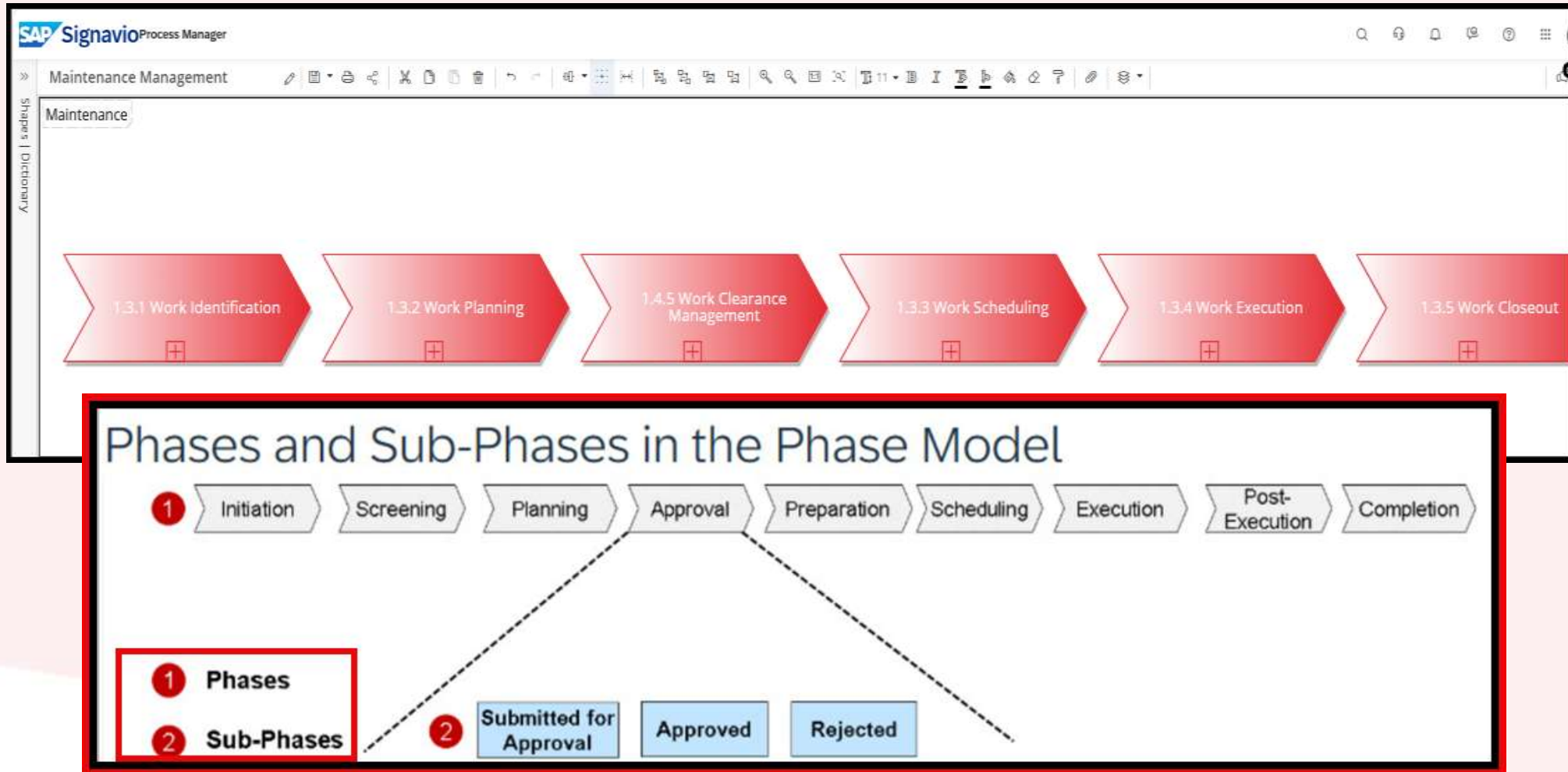
SAP EAM Maintenance Management – Phase Model

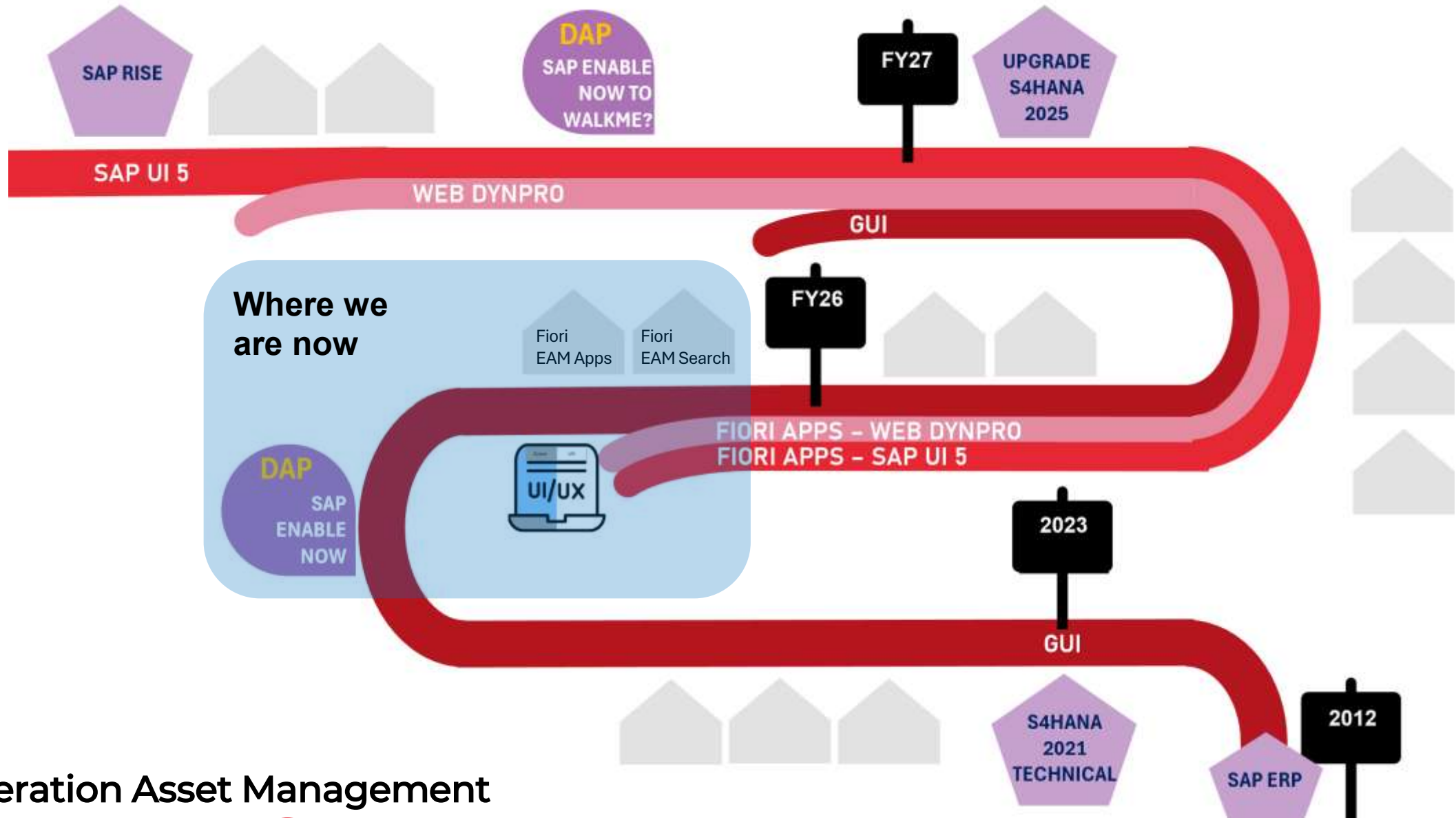


Generation - Maintenance Management processes



Generation - Maintenance Management processes





Generation Asset Management

APP UX ROADMAP

Lessons Learnt

- There is a lot of value add opportunity with S4HANA Apps and with this come a lot of UX change for our people
- Digital Adoption Platform (DAP) – are the keys to enable successful user adoption of new Fiori Apps in a timely manner
- Include UX - User Adoption Roadmap in your strategy.
- SMEs lead adoption approach – is empowering more site ownership of process and the outcomes for their people
- DAP is helping more people to become SME's quicker!
- Self-serve learning approach is where we want to be
- Help is one click away!

Thank you !



We are keen to collaborate and share with the wider industry, so please reach out.

Come and visit us in New Zealand!

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