

MASTERINGSAP Connect

5 – 6 JUNE 2025

ROYAL PINES RESORT | GOLD COAST

**In a parallel universe
there's a version of you,
using SAP correctly!**

Anthony Cook

Asset Management Stratgeist, Enerven

MASTERINGSAP
An SAPinsider Company



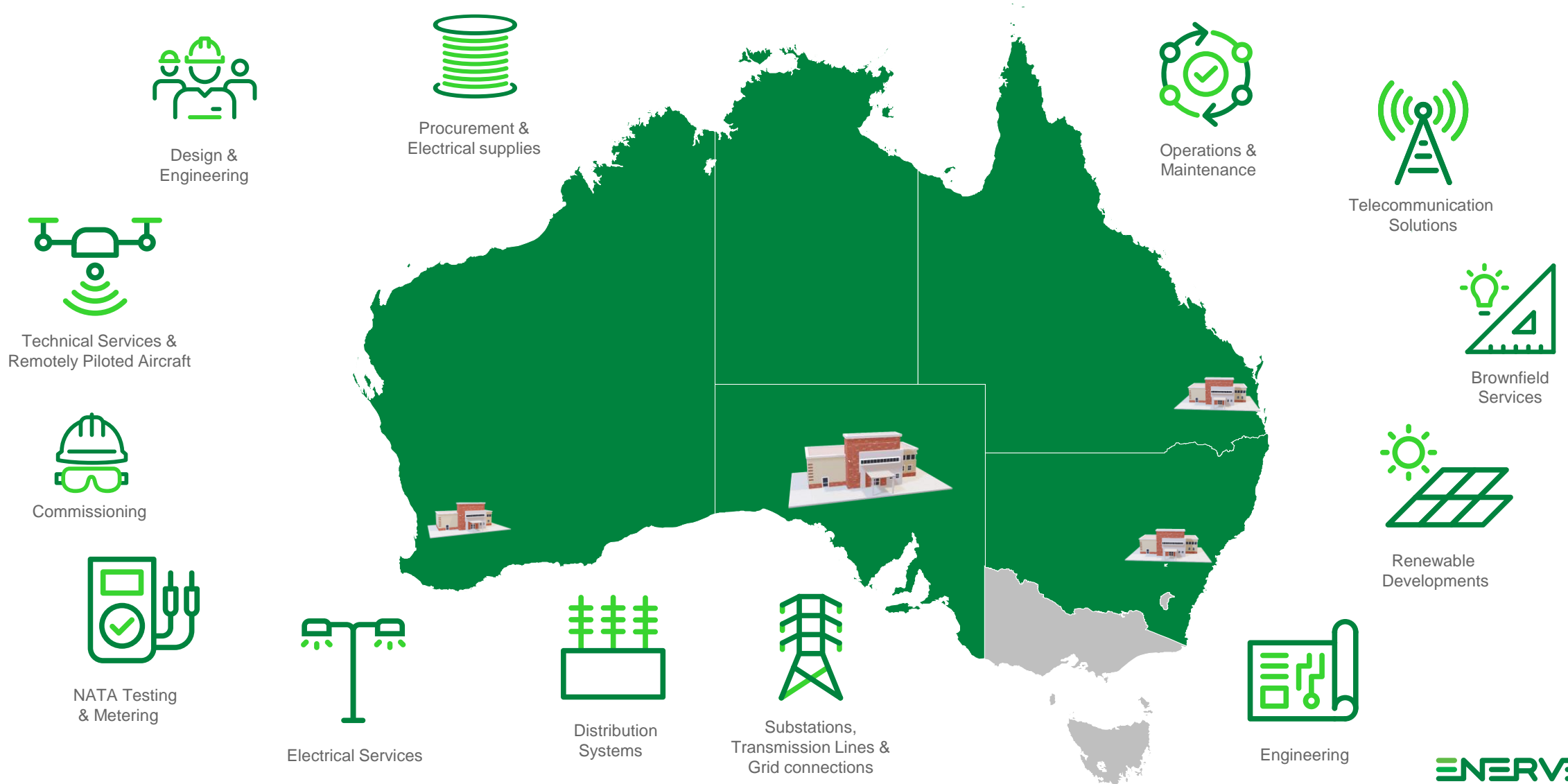
Anthony Cook (aka: The Data Tradie)



The tools may have changed over the years, but the methodology hasn't!



Servicing customers from broad sectors, including utilities, mining & defence, oil & gas resources, private asset owners, government & local councils, and Network Service Providers



What to expect today!

- This will be an interactive session
- Why am I doing this?
- Project Goals & Scope
- User Survey
- Recreate the Survey today
- Discuss today's findings
- Develop recommendations





It's like we are operating in parallel universes

I've been an SAP user, processes & product owner for a long time. In that capacity I also provide support and guidance to our teams. In my interactions with my fellow SAP users, I've started to realise there was an issue.

#MasteringSAPConnectGC25

MASTERINGSAP
Connect

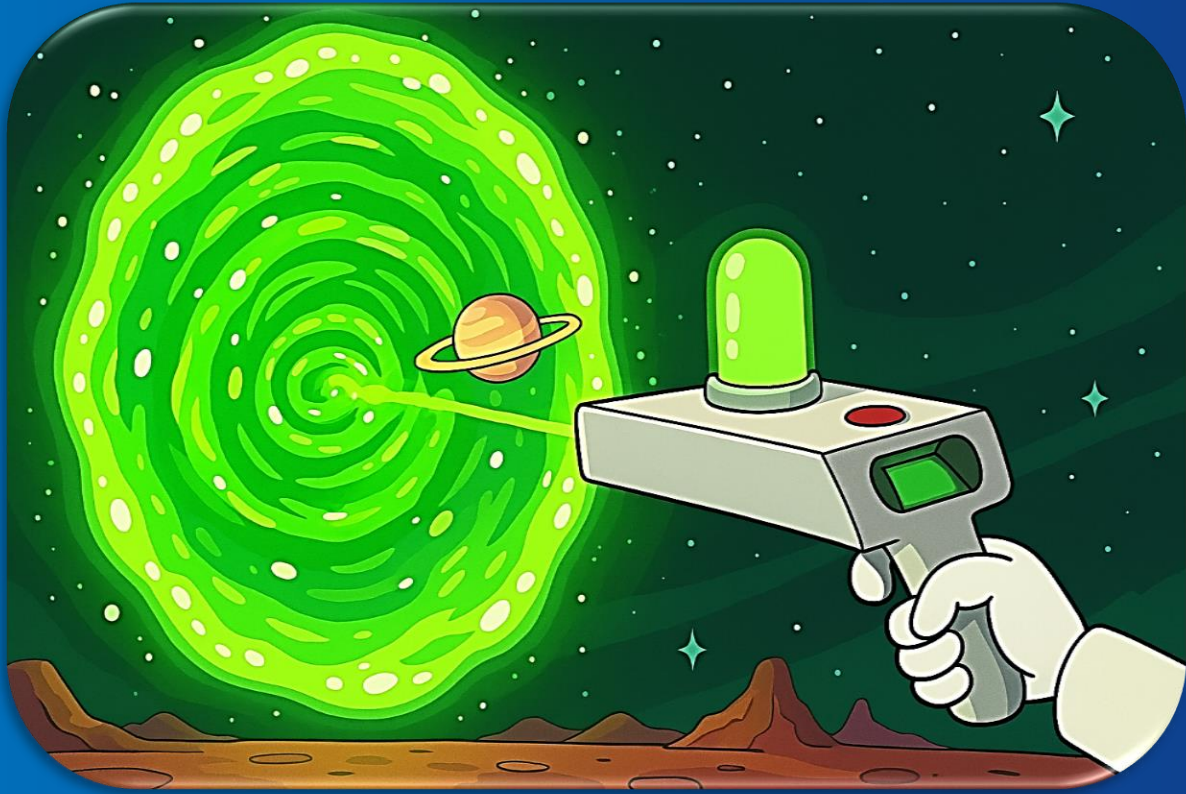


Some were advanced and others were steam driven.

But surely there must be one where we are getting it right?

It was the realisation of those differences in our user groups that triggered my call to action.

What was I going to do about it



I didn't have a portal gun so I couldn't go searching for the universe where we were using SAP correctly.

That's when I decided that I was going to turn this into a project: the SAP Applications Project.

Choose your own adventure



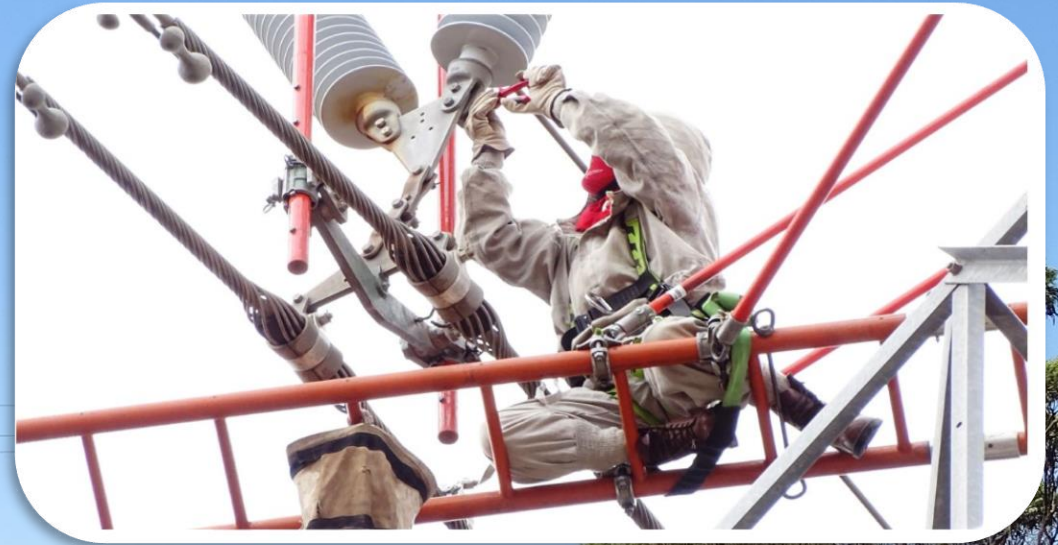
Choose your own adventure

- ❑ You need to consider the scope of your project and where you want to have an influence or make changes.
 - ❑ What does your universe look like?
 - ❑ For my project I had to decide on which level to address.
 - ❑ Essentially this becomes an issue of scale & challenge.
-
- ❑ I chose to focus on my own business unit as I thought this was where I could have the most impact and get the quickest wins.



NERVEN™

Transmission & Aerial Services



A plan and a nod of approval



- **Understand our SAP user stories**
- **Workplace interviews & observations**
- **Review findings**
- **Action Plan**

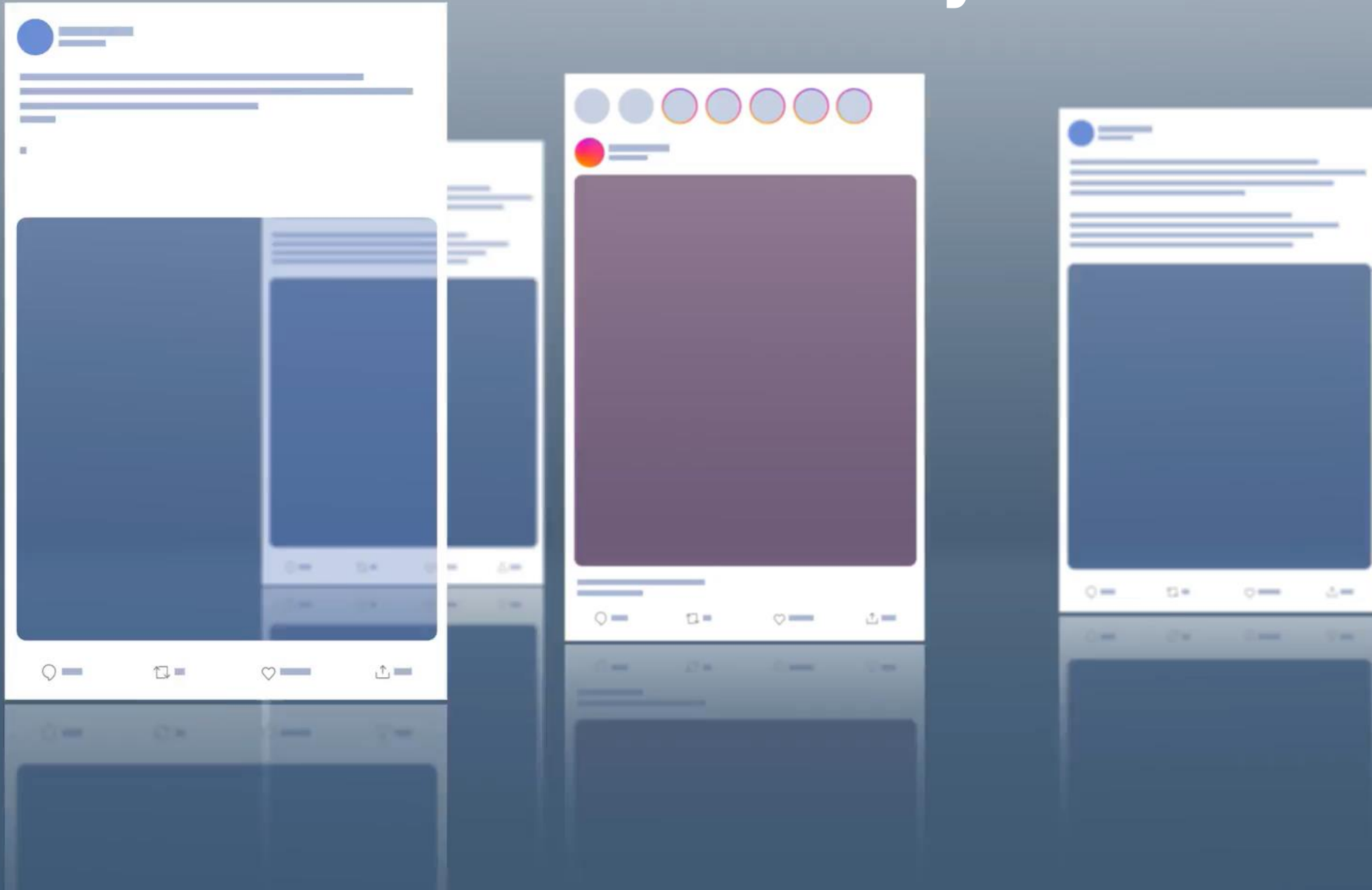


A plan and a nod of approval



- ❑ I went to my leader and our Operations Managers with a simple plan and asked for their approval.
- ❑ As it's part of my role to find and fix problems I was confident that they would say yes.
- ❑ But if you are going to need to bring in resources or postpone something you are working on you may need to build a case.
- ❑ To build your case you need some data, and this is where the value of the survey comes in for either scenario.

Do a Survey



Do a Survey

- ❑ The quickest and most effective way to kick off my project and get a base level of understanding was to conduct a survey. This is a very useful tool, and I have been using this method in some of my other projects.
- ❑ A survey allows you to create a baseline of understanding and to test some of your theories as well.
- ❑ Plus, you can access high quality outputs and feed results into an AI tool to speed up your analysis.
- ❑ It can also be used to build a business case.



Who to choose?

I targeted 36 people in our group to be part of this project. This covered Managers, Supervisors, Planners, Schedulers, Field Team leaders, finance, business & project support, Project Managers and SME's. I used Microsoft forms as its easily available and easy to use, but you can use any survey application.



Survey Value

People are busy, so you want your survey to be of value to them.

Therefore, you need to sell the value of them participating.

I found that questions based on the following categories provided me with the understanding and data that I needed to build the base of my project.



Survey Structure

Build a profile
Experience
Role

Your SAP Universe (ecosystem)

Training & Support

User stories & use cases

Ratings





Live Survey Results

Attendees participated in surveys and live results were analysed.



Build a Profile & Your Sap Universe (ecosystem)

1. How long have you been an SAP user?

- 0 - 5 years
- 5 - 10 years
- 10 - 20 years
- 20 years +

2. How often do you use SAP?

- Daily
- Several times a week
- Weekly
- Monthly
- Only when I must

3. Select your role / team

- Asset Management
- Supply Chain
- Information Technology
- Projects
- Maintenance
- Operations
- Leadership
- Finance
- HR
- Business Support
- Vendor
- Other

4. What Version of SAP are you currently using?

- ECC
- S4 HANA
- RISE
- I don't know, I just use it.

5. How do you usually work with SAP?

- Direct in SAP
- Via an inhouse User Interface
- Interfacing application (e.g. scheduling tool)
- Combination of the above

How many years have you been using SAP?

35%
20 years +

28%
10 - 20 years

21%
5- 10 years

16%
0 - 5 years

How often do you use SAP?

74%
Daily

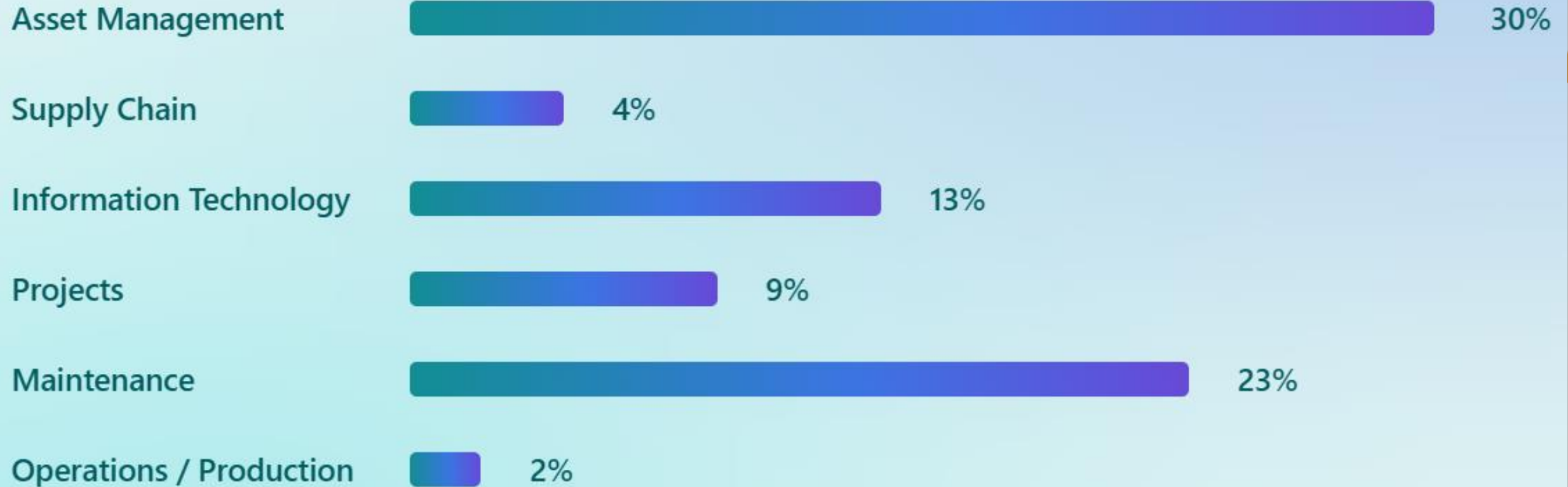
9%
Several times a
week

7%
Monthly

5%
Weekly

5%
Only when I
must

Select your role / team



Select your role / team



What version of SAP are you currently using?

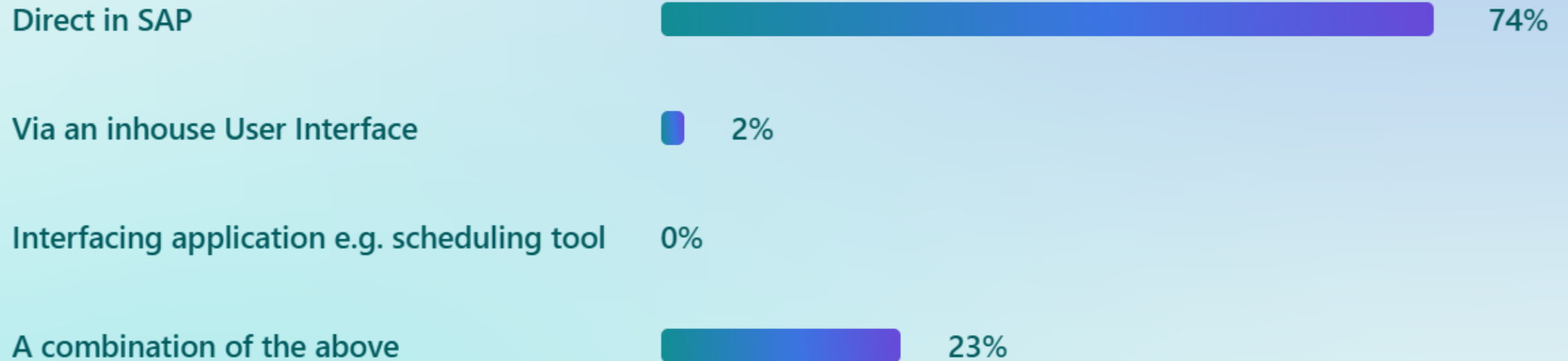
44%
ECC

42%
S4 HANA

7%
RISE

7%
I don't know, I
just use it

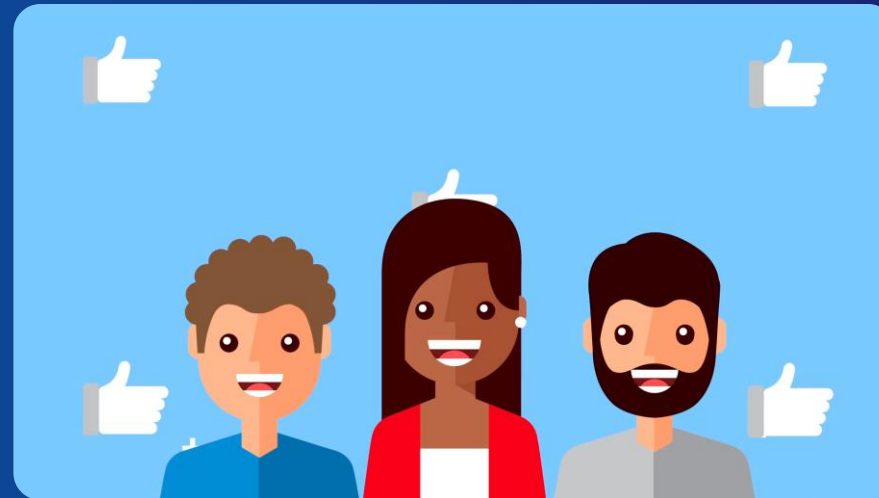
How do you usually work with SAP



Ratings



Throwing in a few ratings questions gives you some good indications of how things are working and more importantly how people are feeling.



Training & Ratings

1. Have you been provided with a formal training course on SAP?

2. How you have gained the knowledge to use SAP in your role.

- Last person in the role taught me
- Peer learning (A Go to Person)
- Self-Taught (includes Google & GPT)
- Work instructions / How to guides
- In SAP Help library
- Formal training
- Cheat sheets

3. Rate the training you have received.

4. Do you extract data from SAP & drop it in to excel?

5. What works well for you in SAP?

6. What doesn't work well for you in SAP?

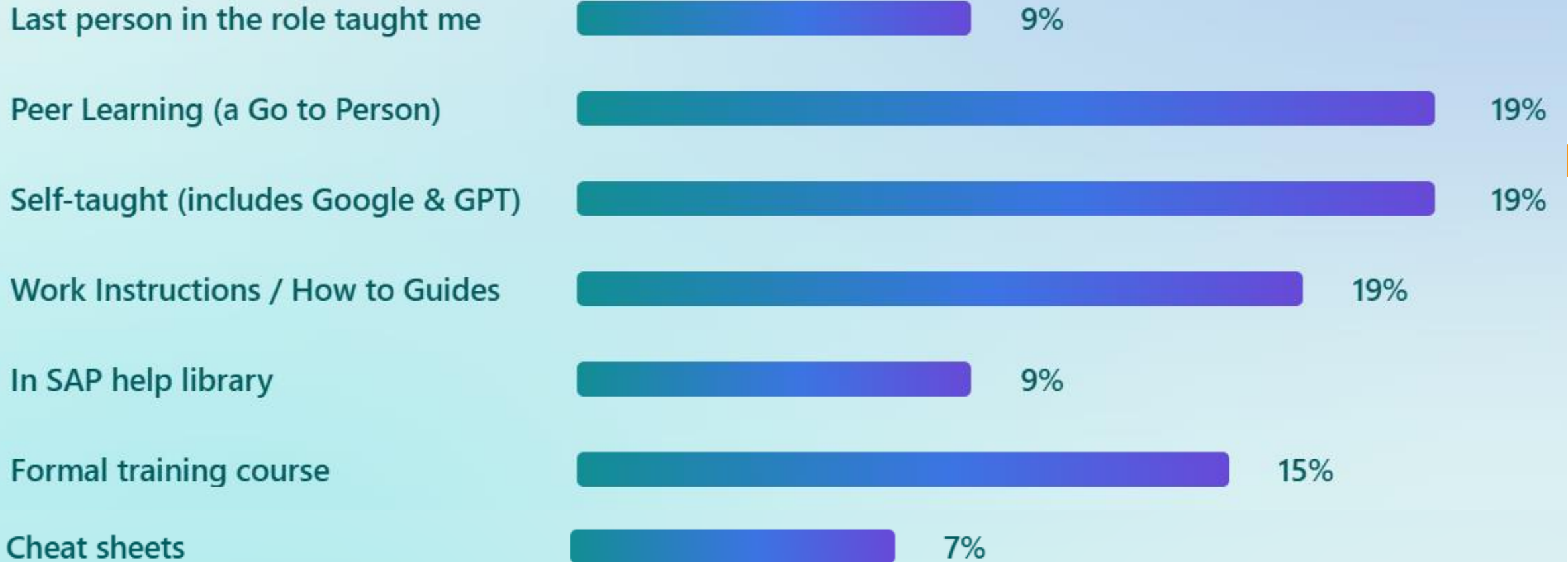


Have you been provided with a formal training course on SAP?

55%
No

45%
Yes

How have you gained the knowledge to use SAP. (SELECT up to 3 options)



Rate the training and support you have received to use SAP

3.10



11%



23%



23%



25%



15%

Do you extract data from SAP and drop it into Excel / PowerBI

92%
Yes

6%
..

2%
..

What works well for you in SAP?

A word cloud centered around the word "Data". The words are arranged in a circular pattern around the central "Data" word. The words include: "dynamic tiles", "integration and sharing", "Structured data", "Integrated data", "PM/EAM", "Data management", "management and cost", "Work management", "modules", "Work order", "Excel download", "Master Data", "Maintenance", "Data integration", "Analysis of work", "Action log- history", "Check transactions", and "Work". The word "Data" is the largest and most prominent.

Data

dynamic tiles
integration and sharing
Structured data
Integrated data
PM/EAM
Data management
management and cost
Work management
modules
Work order
Excel download
Master Data
Maintenance
Data integration
Analysis of work
Action log- history
Check transactions

What doesn't work well for you in SAP

A word cloud on a light blue background with a large, faint circular graphic in the center. The word 'Reporting' is the largest and most prominent, located in the center. Other words of varying sizes are scattered around it, representing common pain points in SAP. The words include: Maintenance Planning, Projects PPM, Character limitations, User workflow, Bad data, User Experience, long text, button clicks, cumbersome interface, Data, hand Analytics, analytics, Viewing graphs, Planning tool, Process, Planning, User interface, Reports available, and Understanding analytics.

Maintenance Planning Projects PPM Character limitations
User workflow Bad data User Experience long text
button clicks
cumbersome interface **Reporting** Data hand Analytics
analytics Viewing graphs
Planning tool Process Planning User interface
Reports available Understanding analytics

Go to Network

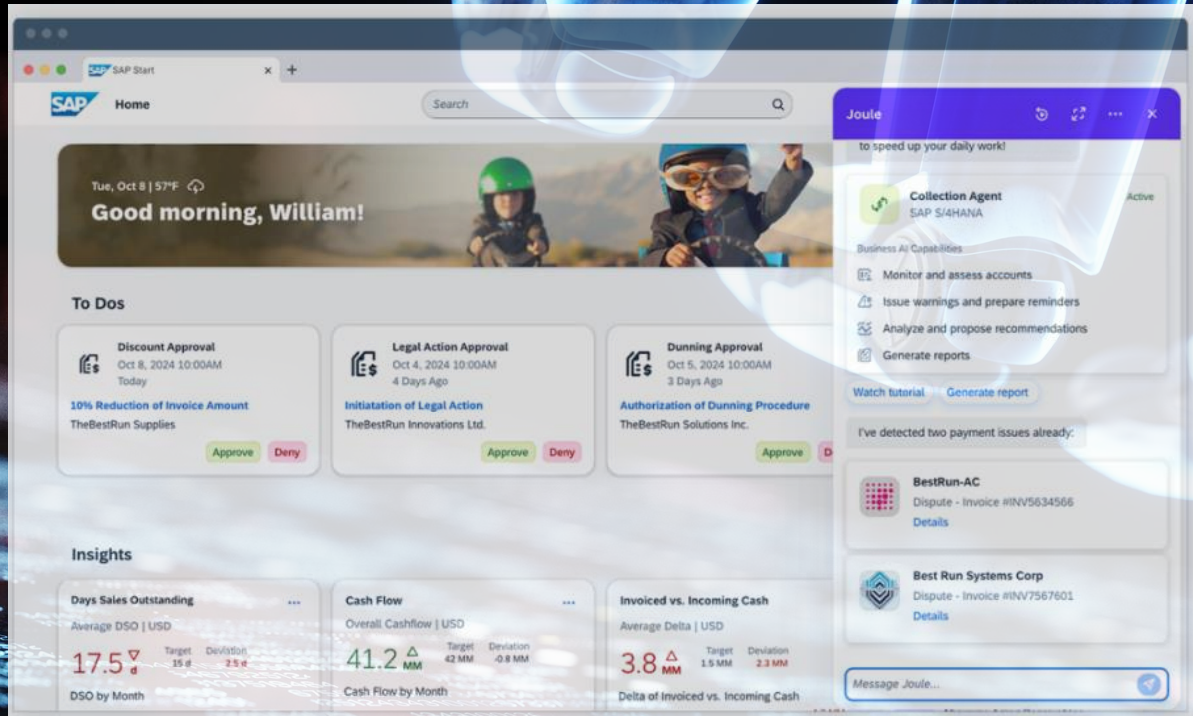


- ❑ Most organisations have an informal “**Go to Network**” made up of experienced SAP users.
- ❑ However, “Go to people” also have their own “Go to people”.
- ❑ In some cases, this has been developed into a formal and resourced system of peer support.

More specific questions

- These types of questions get into details and specific issues for your situation and organisation.
 - Are your processes and procedures integrated with how you need to use SAP?
 - What is your level of knowledge on the following?
 - Do you track critical dates ?
 - What changes or improvements would you like to see?

Will AI in SAP solve some of our issues in the future?



Some of the issues we are facing may be overcome in future versions of SAP and having access to tools like the AI Copilot Joule for instance.

But we are not all there yet and who knows how long that journey might be?

So, this could be a factor in deciding what actions and initiatives you want to undertake.

Source: [The AI Copilot Joule | Artificial Intelligence | SAP](#)

#MasteringSAPConnectGC25

MASTERING SAP
Connect

How could we make this better?

Other factors
Explore further
Recommendations



#MasteringSAPConnectGC25

MASTERING SAP
Connect

List any additional factors you would consider addressing.



A word cloud of factors to address, centered around the word "processes". The words are arranged in a circular pattern, with "processes" being the largest and most central. Other prominent words include "training", "better", "processes", "state process", "system demo", "Analytics training", "training/guides", "Process maps", "Continuation training", "quertly catch", "Better acknowledge", "Standardisation and policy", "processes across the business", "guide", "system", "process maturity", "Better integrated", "UI/UX", "better processes", "Tile customisation", and "state process".

state process system demo Analytics training
Tile customisation better processes UI/UX training/guides
Better integrated **processes** better Process maps
Continuation training
process maturity system guide **training** quertly catch
processes across the business
Standardisation and policy Better acknowledge

Is there anything you would explore in further detail?

A word cloud centered around the words "Change" and "Ai". The words are in various sizes and shades of blue and teal. The background features a large, faint circular graphic.

Words included in the word cloud:

- Change
- Ai
- S4
- Ai Enhancement
- EAM space
- AI interaction
- Bull uploads
- Opportunities for AI
- WalkMe adoption
- changes - access
- change champions
- SAP analytics
- Change management
- Dynamic forms
- box
- SAP WalkMe
- super user
- Dashboards creation
- Reporting and Analytics
- Change impact

What recommendations would you make based on today's survey results & discussions.

understanding of analytics licensing - bigger add ons
training department surveys and training
Helpful tips Training in SAP **training user** user community
Listen to the users report
Talk to Users SAP training user training Formal training
end user access for users Improvement in training
Super user

Takeaways



#MasteringSAPConnectGC25

MASTERING SAP
Connect



Do This

- Start with a survey
- Build a base and build your case
- Determine the scale and challenge you intend to undertake
- Connect the issues
- Collaborate at the keyboard
- Prioritise for progress
- Get approval and get on with it

To Achieve This

- Create an environment of collaboration amongst SAP users
- Improve on boarding for new employees
- Re-establish or improve formal training
- User support systems & networks
- Create consistent repeatable processes
- Future proof your business against skills & knowledge loss
- Improve productivity (put this on top of the list in your business case)



My Project Plan

Conduct a user survey



Analyse results and establish a baseline of issues & contributing factors.



Create user groupings



Use case observations



Preliminary findings & observations

User / peer reviews

Finalise findings & recommendations

Endorsement by our managers

Select initiatives

Make them happen

Report back to you at Mastering SAP Connect GC 2026



How to Connect with Me

E: : Anthony.cook@enerven.com.au

M: +61 0427 580 025

W: Enerven.com.au

LI: linkedin.com/in/anthony-cook-Enerven



MASTERINGSAP

An SAPinsider Company

MASTERINGSAP
Connect

MASTERING SAP CONNECT
ROYAL PINES RESORT, GOLD COAST
5 – 6 JUNE 2025