MASTERINGSAP
Connect

5 – 6 JUNE 2025

ROYAL PINES RESORT | GOLD COAST

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

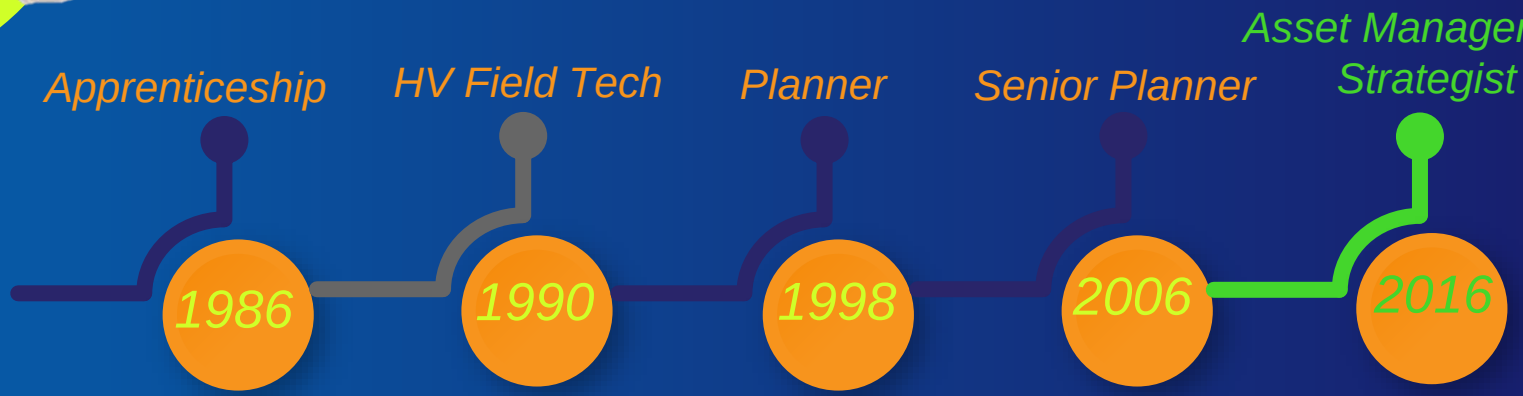
Anthony Cook

Asset Management Stratgeist, Enerven

MASTERINGSAP
An SAPinsider Company

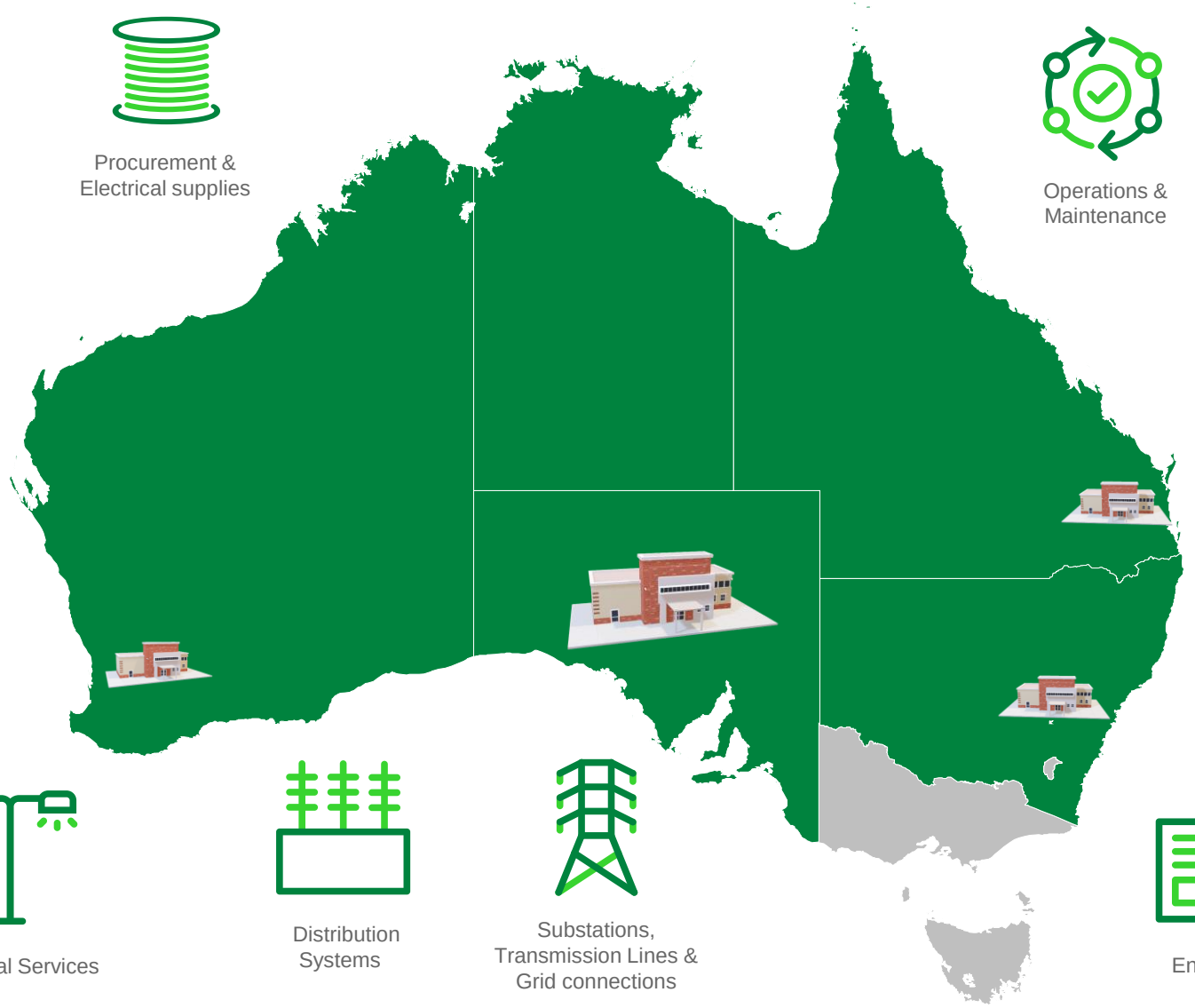
Anthony Cook (aka: The Data Tradie)

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



ENERVEN™
Connecting you with tomorrow

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



Design & Engineering

Procurement & Electrical supplies

Operations & Maintenance

Telecommunication Solutions

Technical Services & Remotely Piloted Aircraft

Brownfield Services

Commissioning

Renewable Developments

NATA Testing & Metering

Electrical Services

Distribution Systems

Substations, Transmission Lines & Grid connections

Engineering

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

MASTERING SAP Connect

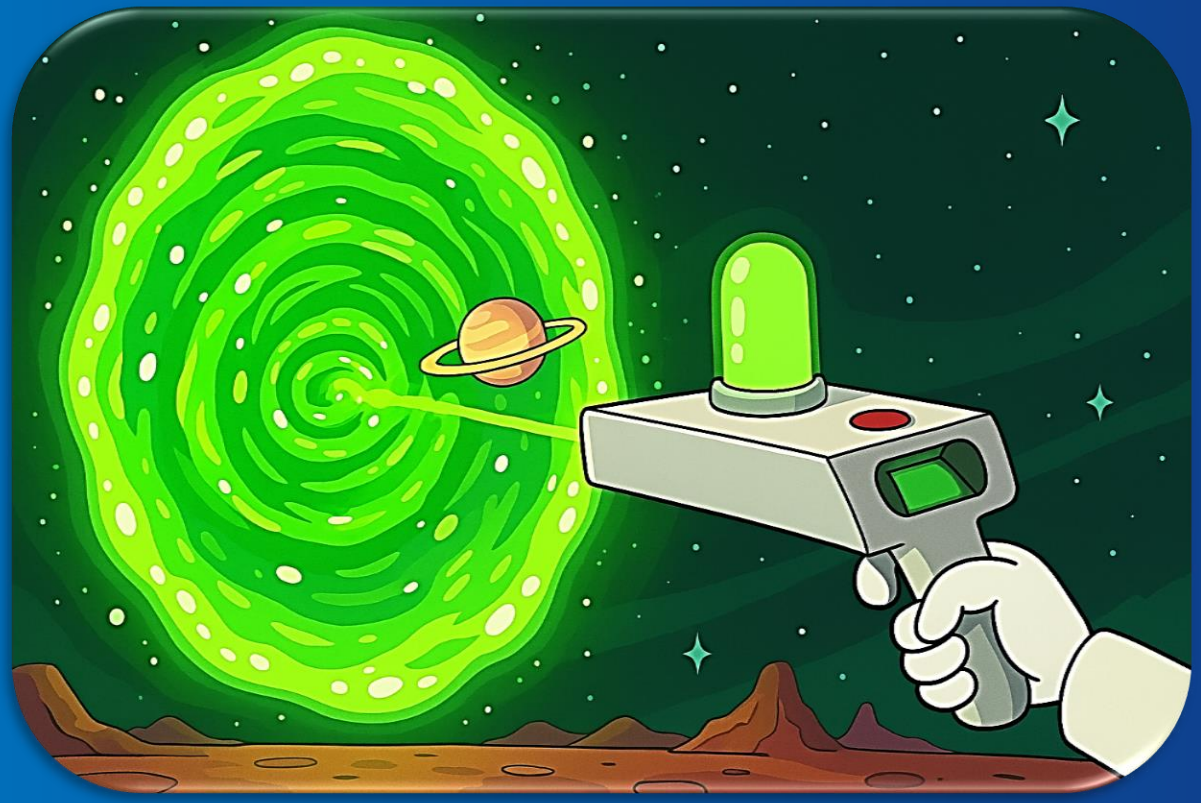
Some were advanced and others were steam driven.

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.

MASTERINGSAP Connect

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

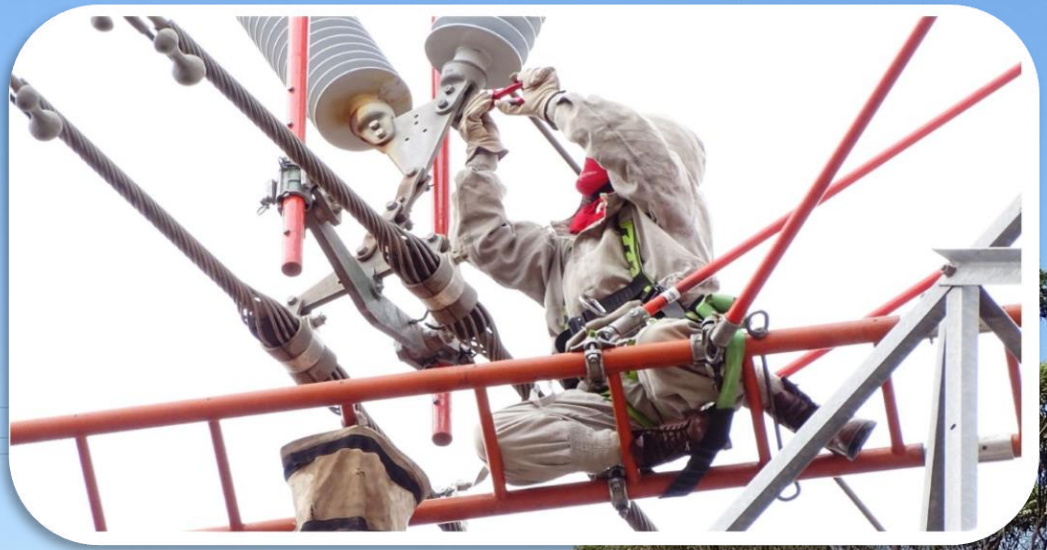
Choose your own adventure

- 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.

ENERVEN™

Transmission & Aerial Services



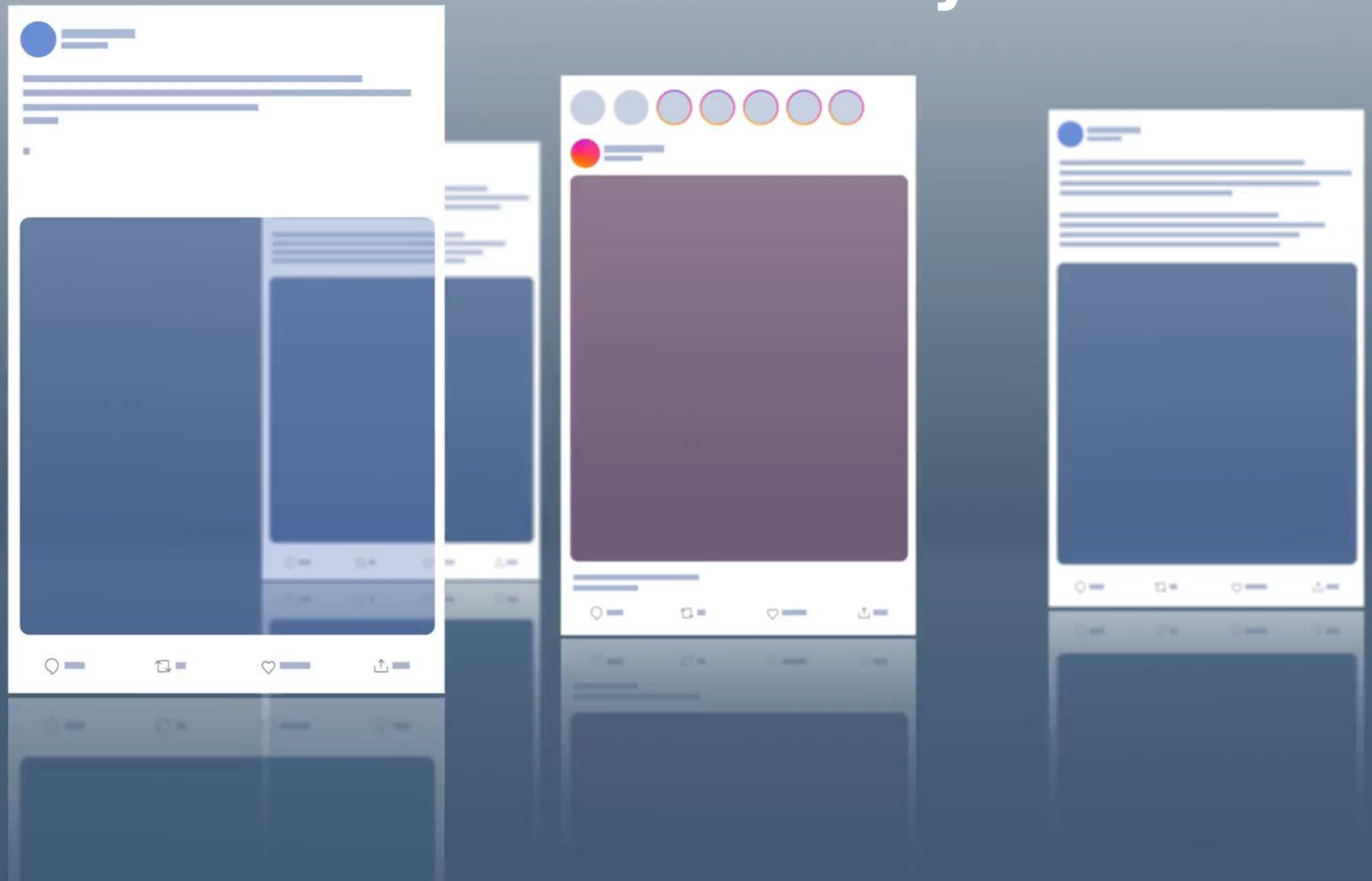
A plan and a nod of approval

- 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 of 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.

MASTERINGSAP Connect

Build a Profile & Your Sap Universe (ecosystem)

1. How long have you been an SAP user?

- O - 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 you 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?

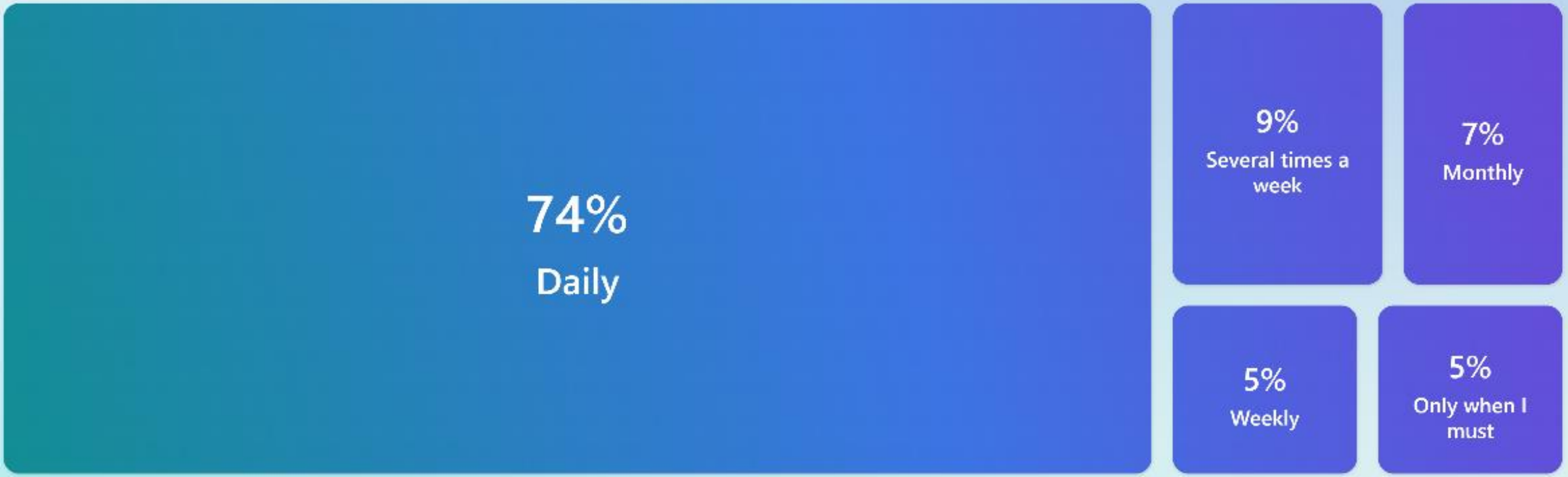
- Direct in SAP
- Via an inhouse User Interface
- Interfacing application (e.g. scheduling tool)
- Combination of the above

#MasteringSAPConnectGC25

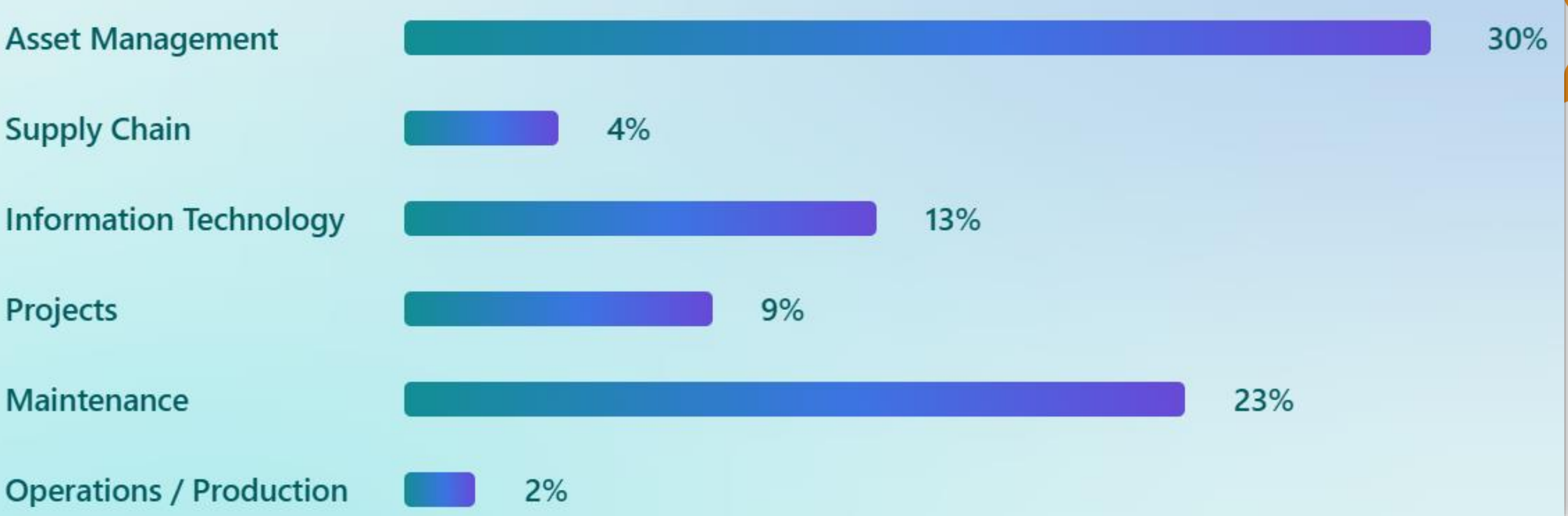
MASTERINGSAP Connect

How many years have you been using SAP?

How often do you use SAP?

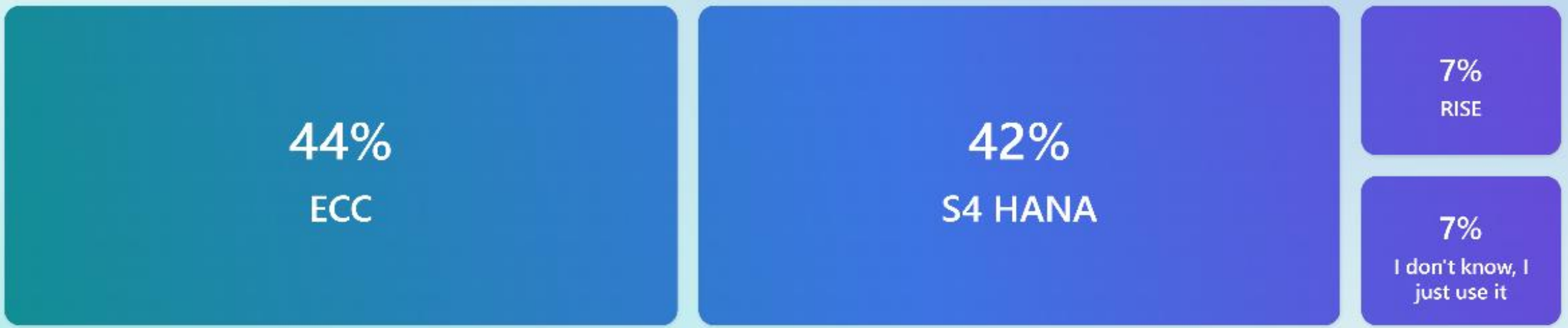


Select your role / team

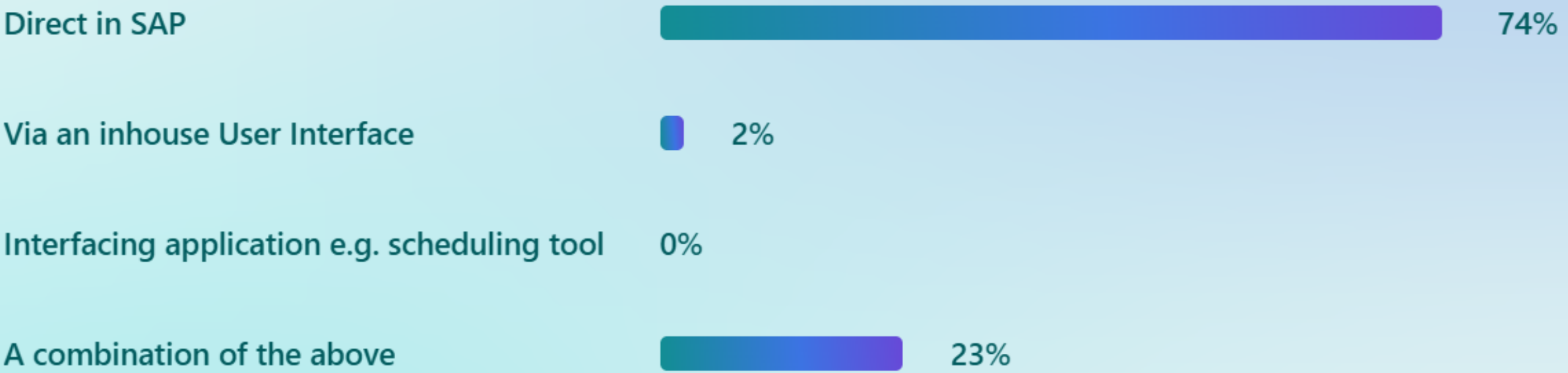


Select your role / team

What version of SAP are you currently using?

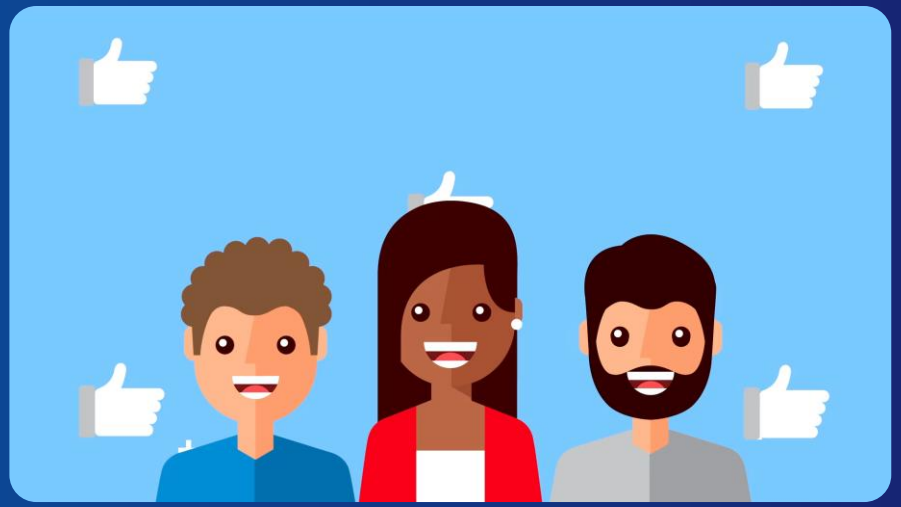


How do you usually work with SAP



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.

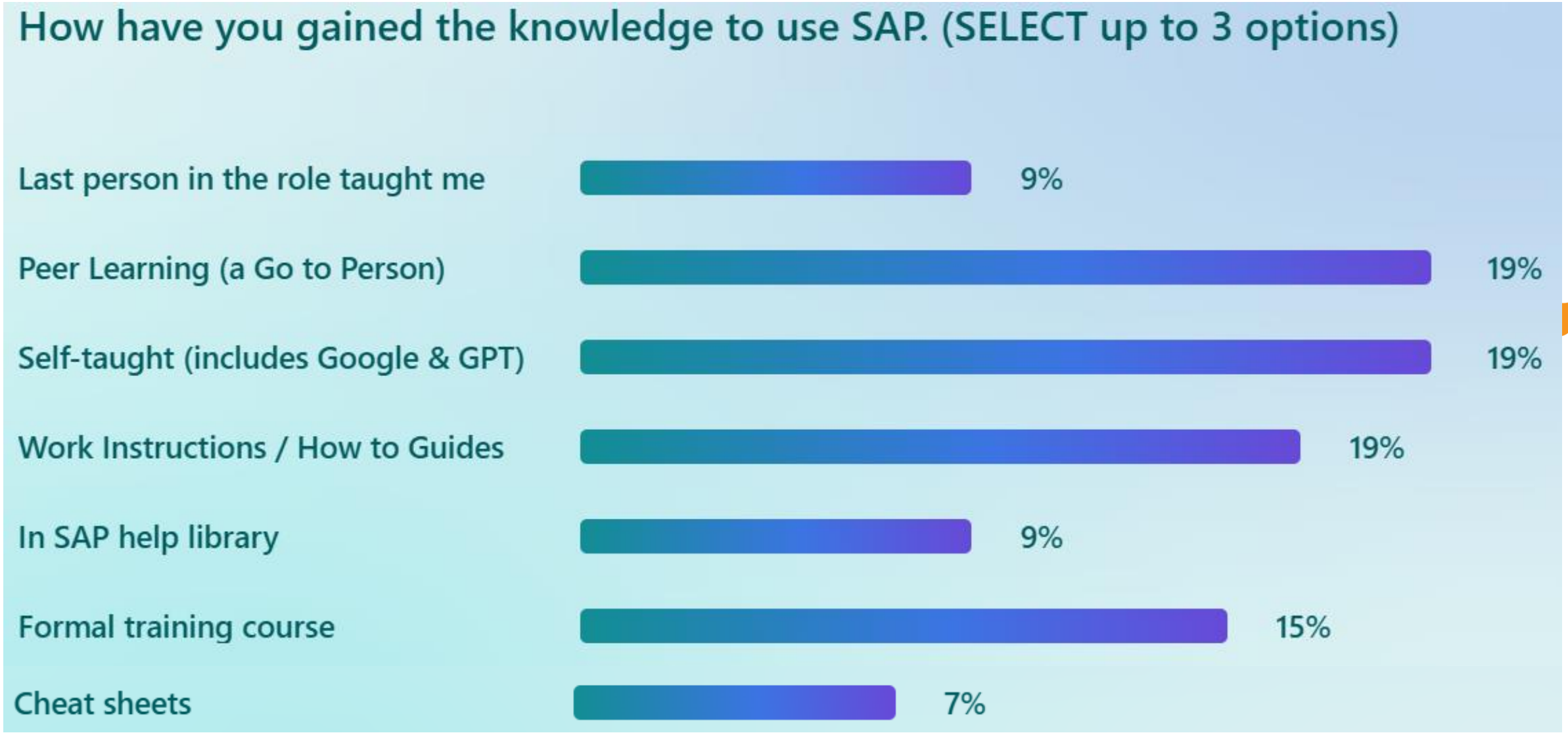
4. Do you extract data from SAP & drop it in to excel?

5. What works well for you in SAP?

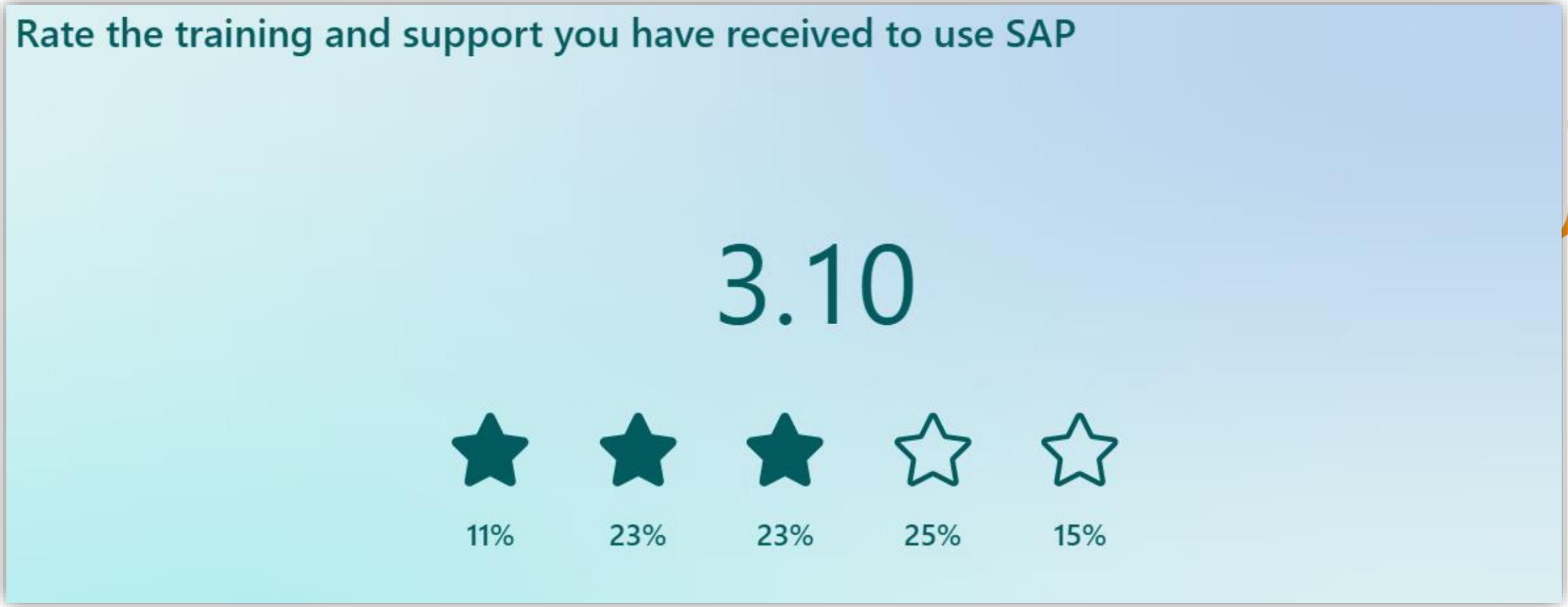
6. What doesn't work well for you in SAP?

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

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

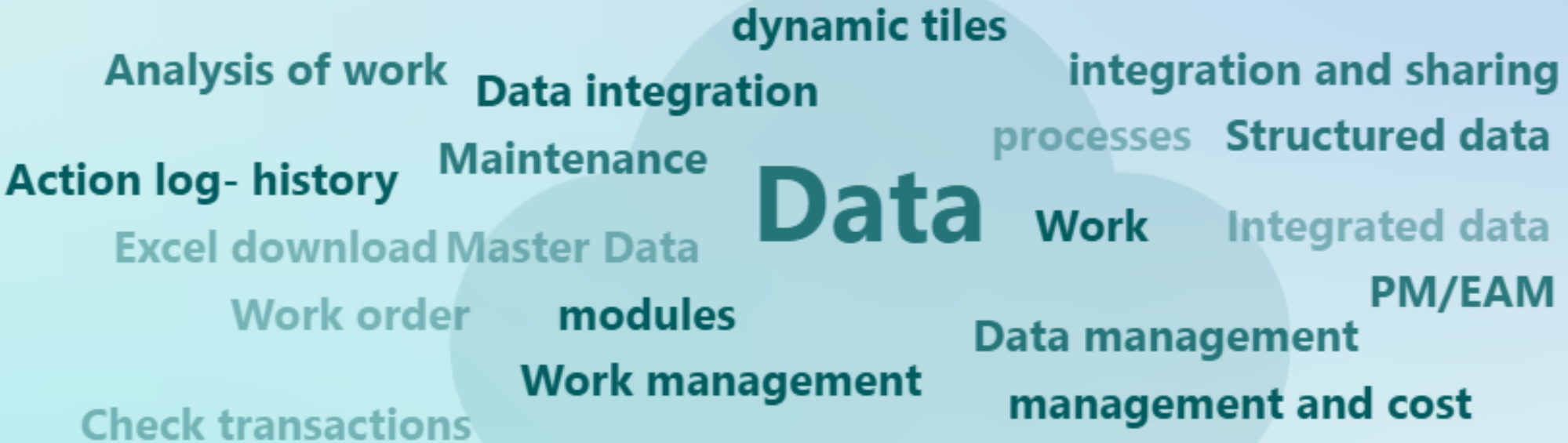


Rate the training and support you have received to use SAP



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

What works well for you in SAP?



What doesn't work well for you in SAP

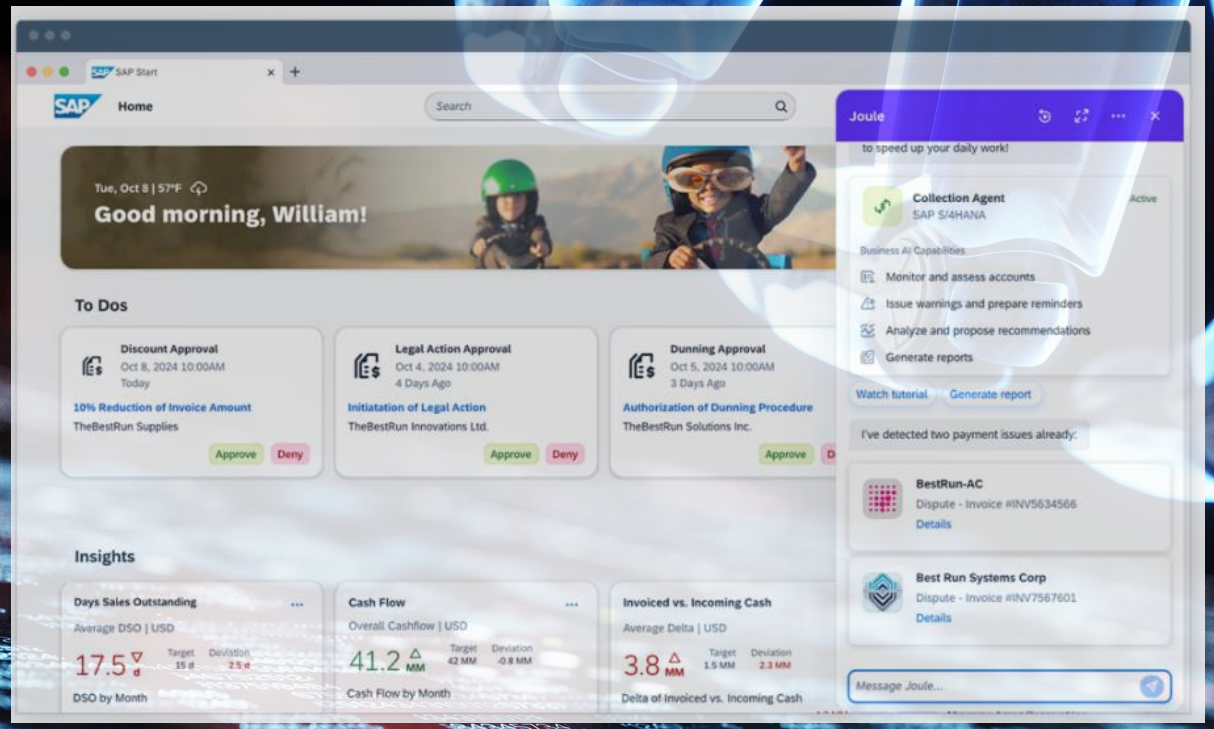
Go to Network

- 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

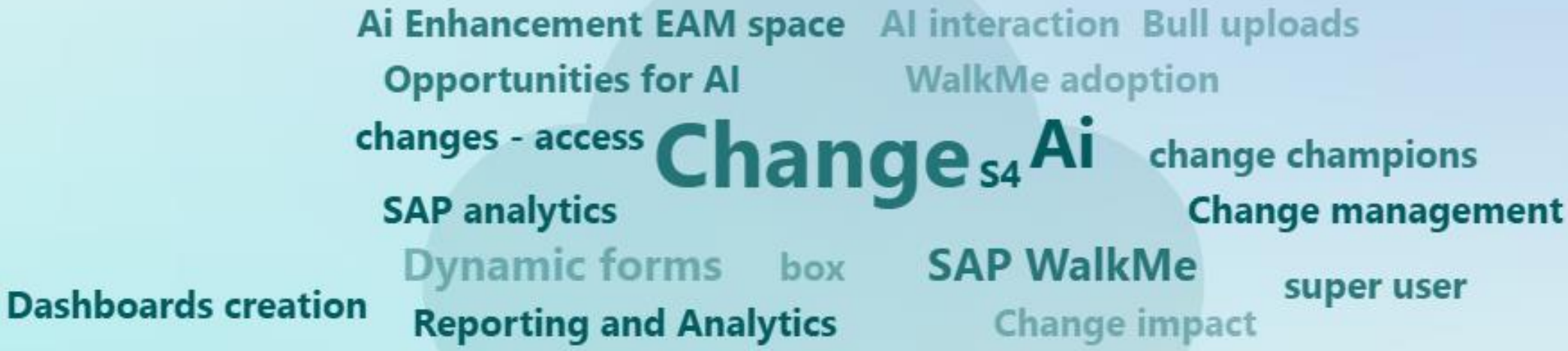
How could we make this better?

Other factors
Explore further
Recommendations

MASTERING SAP Connect

List any additional factors you would consider addressing.

Is there anything you would explore in further detail?



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

Takeaways

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