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London 2011

# Usability Research & Results



# Agenda

- Challenges w. ERP Usability Measurement
- SAP Usability Research
- Measuring ERP Usability
- Conclusion

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# The Challenge...

## Identifying High Yielding Process Improvement Candidates

### Finance

- AP/AR Parking & Posting
- Budgeting & Planning
- **Closing Books**
- **Record to Report**
- **Journal Entries**
- General Accounting
- Incoming Payments
- **Fixed Asset Creation & Maintenance**
- Profitability Analysis
- Collections Management
- Many more....

### HR

- **Personnel Change Actions**
- New Hire
- Creating/Changing Organization Information
- **Payroll/Time Admin**
- Compensation Admin
- Performance Management Admin
- Benefits Management
- M&A
- Many more...

### Operations

- Procure to Pay
- Requisition
- Purchase Order Management
- Invoice Verification
- Sales Order Management
- Deliveries and Order Consolidation
- **Production Planning**
- **Materials Creation & Maintenance**
- Product Life-cycle Data Management
- Many more...

### Master Data

- **Mass Data Changes**
- Data Consolidation
- Data Migration
- Functional Testing
- Change Management
- **Master Data Management**
- Data Integration
- Mass Data Entry
- Data Maintenance
- Real-time Ad hoc reporting
- Many more...

**Over 91,000 Continuous Process Improvement Options...!**

# Usability Business Value Cost Drivers

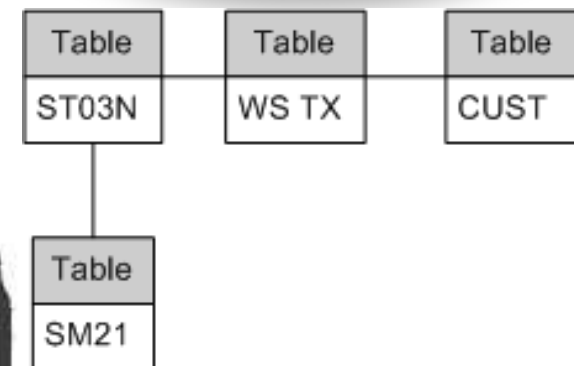
Cost Drivers/Savings	Benefits
Transactional Productivity	Improved throughput and data quality (the focus of this study)
Help Desk	Reduced calls for support and special requests
Training	Ease of use for end-users and IT
Development	Initial and ongoing development savings for both local and global BPI's
Deployment	Improved timeliness in test, development and production
Holistic ERP System	Increase utilization of licenses and existing IT investments (SAP, Microsoft, infrastructure)

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# SAP Usability Benchmarking Study (FY'09 -11)

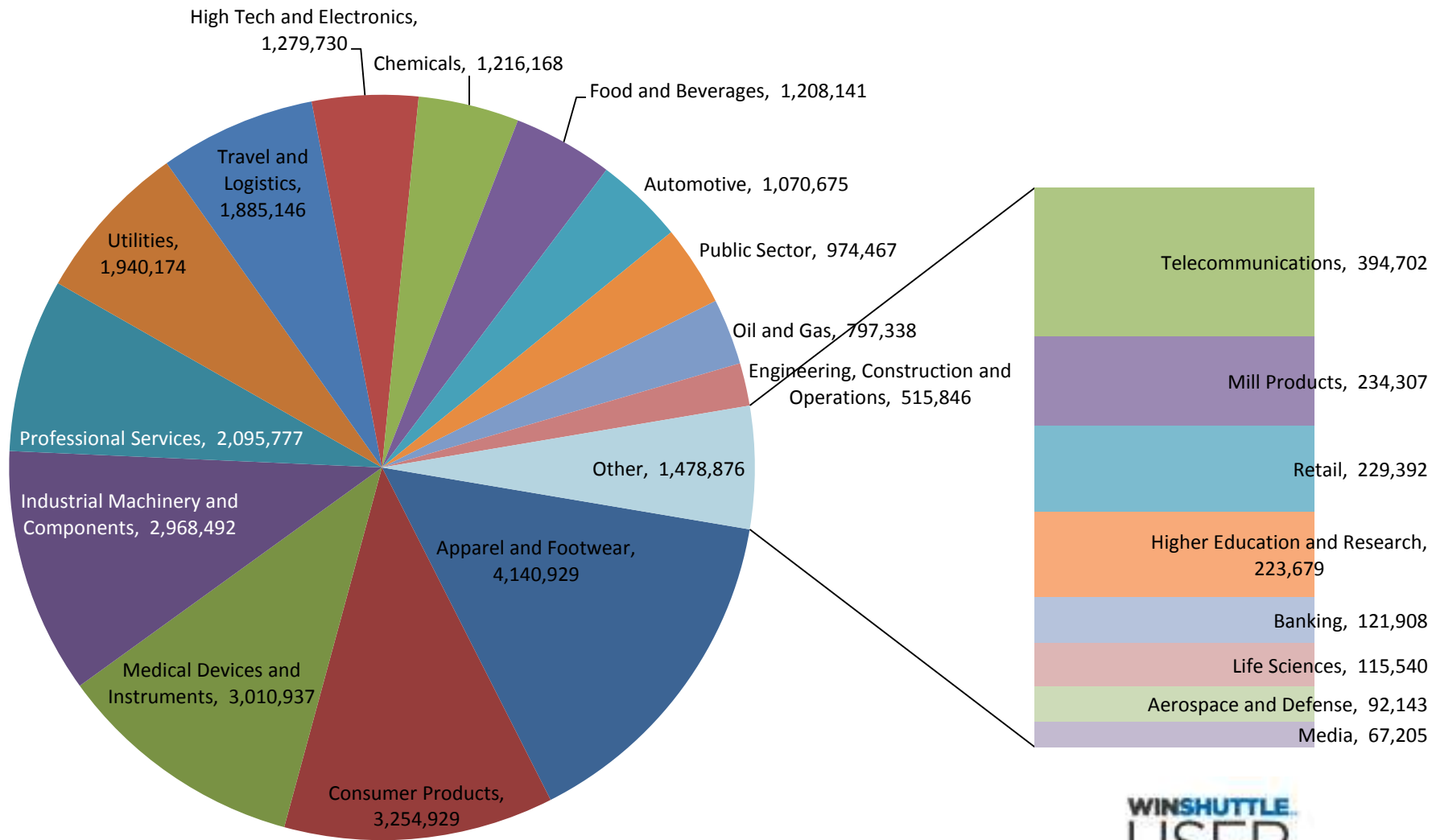
- Usability Surveys (Nov 2009 – Present)
- Log File Analysis
- Winshuttle Transaction Database
- Ongoing Usability Business Value Assessments
- *A Guide... not a gospel...*
- *Goal – Identify Process Improvement Candidates for further evaluation...*



# Winshuttle 2011 Usage Analysis

Description	2010	2011 (cumulative w. 2010)	Increased by	%'age increase
Total SAP Records	13,693,050	104,942,934	91,249,884	666%
Total WS Transactions	53,439	162,041	108,602	203%
Average # of Records Processed	256	648	392	328%
Total Users	354	630	276	78%
Total Log Files	143	292	149	104%
Total FTE Days Saved	49K	219K	169K	341%
Number of Customers - unique	38	75	37	97%
Unique Tcodes	350	600	250	71%





Winshuttle SAP Records Processed By Industry

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# 2011/10 Transaction Analysis

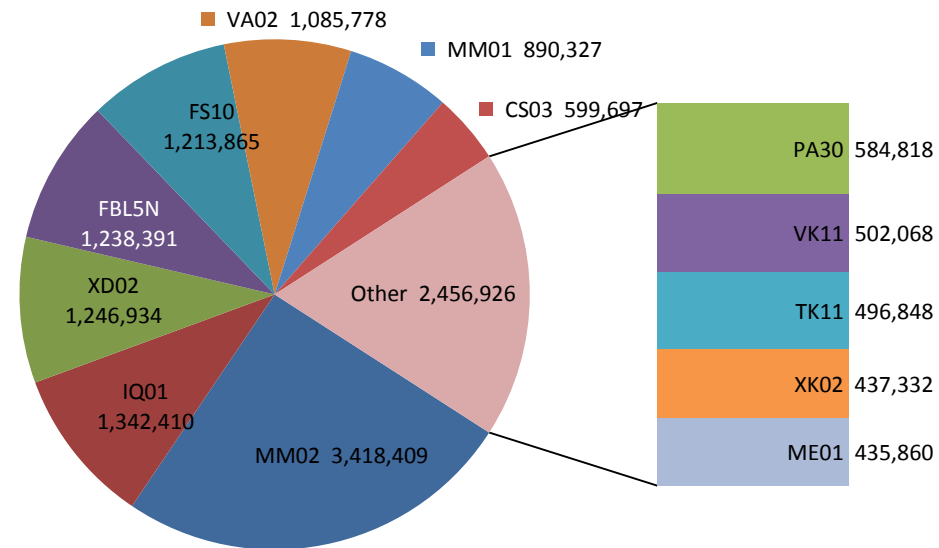
MODULE	TCODE	DESCRIPTION	RECORDS 2010	RECORDS 2011	VARIANCE	%	'11 Position	'10 Position
MM	MM02	Change Material	1,287,255	3,647,562	2,360,307	183%	2	2
PM	IQ01	Create Material Serial Number	1,213,865	1,500,900	287,035	24%	3	1
FICO	XD02	Change Customer (Centrally)	393,537	1,246,934	853,397	217%	4	8
FICO	FBL5N	Customer Line Items	14,145	1,238,391	1,224,246	8655%	5	95
FICO	FS10	G/L Account Balance	1,213,865	1,213,865	-	0%	6	3
SD	VA02	Change Sales Order	939,601	1,085,778	146,177	16%	7	4
MM	MM01	Create Material &	552,068	890,327	338,259	61%	8	5
PP	CS03	Display Material BOM	14,145	599,697	585,552	4140%	9	267
HCM	PA30	Maintain HR Master Data	78,010	584,818	506,808	650%	10	33





# Winshuttle Transaction DB - Volume

TCODES	Records Uploaded
<b>MM02</b>	<b>3,418,409</b>
Industrial Machinery and Components	787,855
Consumer Products	613,046
Food and Beverages	475,427
Chemicals	457,849
Utilities	182,145
Mill Products	141,367
Media	138,390
Medical Devices and Instruments	132,848
Engineering, Construction and Operations	112,145
Telecommunications	100,747
Aerospace and Defense	74,983
Higher Education and Research	60,646
Professional Services	60,637
Automotive	51,281
Oil and Gas	26,635
High Tech and Electronics	1,258
Public Sector	1,089
Apparel and Footwear	61
<b>IQ01</b>	<b>1,342,410</b>
<b>XD02</b>	<b>1,246,934</b>
<b>FBL5N</b>	<b>1,238,391</b>
<b>FS10</b>	<b>1,213,865</b>
<b>VA02</b>	<b>1,085,778</b>
<b>MM01</b>	<b>890,327</b>
<b>CS03</b>	<b>599,697</b>
<b>PA30</b>	<b>584,818</b>
<b>VK11</b>	<b>502,068</b>

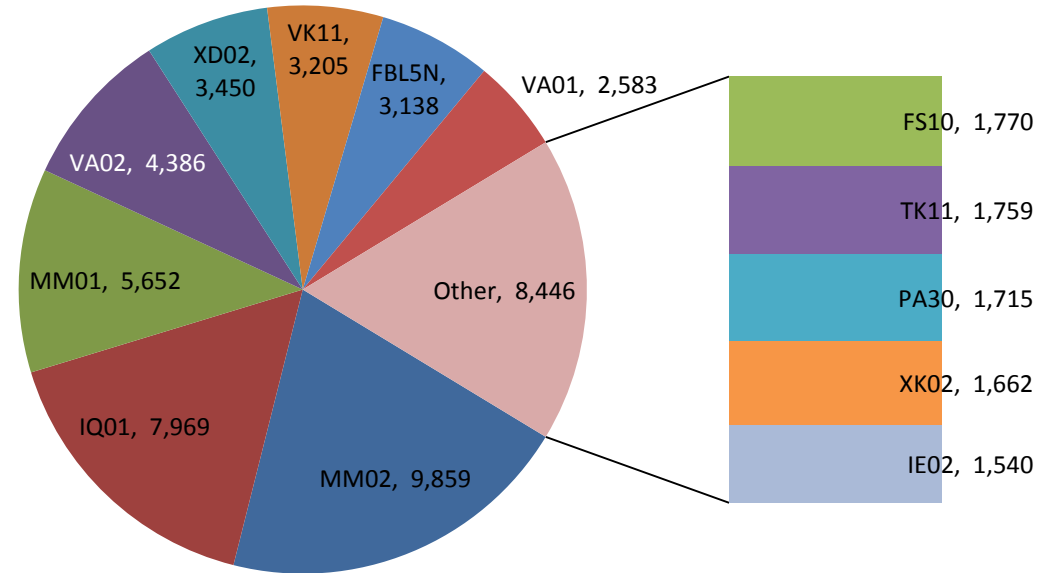


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Top 10 Winshuttle enabled SAP transactions by total number of SAP records processed

# Winshuttle Transaction DB - Time

TCODES	Sum of FTEDays
<b>MM02</b>	<b>9,859</b>
Engineering, Construction and Operations	2,634
Industrial Machinery and Components	2,273
Chemicals	1,006
Food and Beverages	858
Medical Devices and Instruments	351
Media	273
Professional Services	212
Utilities	179
Mill Products	178
Telecommunications	152
Aerospace and Defense	144
Automotive	113
Oil and Gas	88
Higher Education and Research	83
Public Sector	3
High Tech and Electronics	1
Apparel and Footwear	0
<b>IQ01</b>	<b>7,969</b>
<b>MM01</b>	<b>5,652</b>
<b>VA02</b>	<b>4,386</b>
<b>XD02</b>	<b>3,450</b>
<b>VK11</b>	<b>3,205</b>
<b>FBL5N</b>	<b>3,138</b>
<b>VA01</b>	<b>2,583</b>
<b>FS10</b>	<b>1,770</b>
<b>TK11</b>	<b>1,759</b>
<b>PA30</b>	<b>1,715</b>
<b>XK02</b>	<b>1,662</b>
<b>IE02</b>	<b>1,540</b>
<b>Grand Total</b>	<b>182,305</b>



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Top 10 Winshuttle enabled SAP transactions by total Full Time Employee (FTE) days saved

# Average Records Processed per TCode

SAP TCODE	Average Records Processed	Transaction Count	Description
IQ04	52,830	3	Create Material Serial Number
FS10	17,592	69	G/L Account Balance
XD06	7,624	12	Mark customer for deletion (centr.)
IW52	3,995	22	Change Service Notification
ES31	3,932	9	Change Installation
FT03	3,225	12	Create Treasury partner
FCH6	3,081	6	Change Check Information/Cash Check
IQ01	2,844	472	Create Material Serial Number
VB12	2,727	26	Change Material Substitution
IC02	2,680	8	SM37 for Incremental Conversion Jobs

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# Average Records Processed per TCode

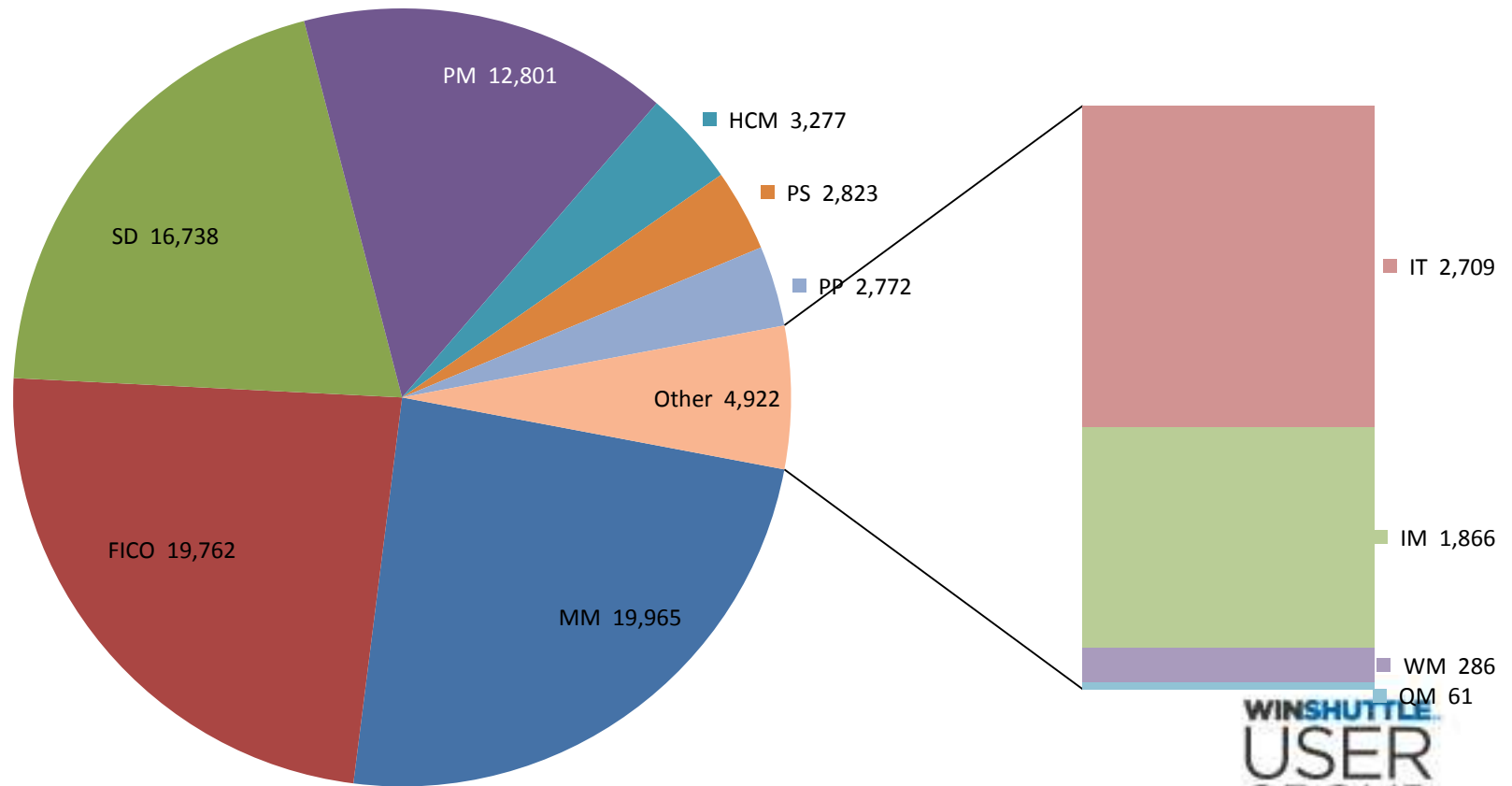
SAP TCODE	Records Processed	Transaction Count	Description
VF04	1	447	Maintain Billing Due List
COR1	1	154	Create Process Order
ME47	1	44	Create Quotation
ML81N	1	43	Service Entry Sheet
IH01	1	24	Functional Location Structure
F-04	1	20	Post with Clearing
IW41	1	17	Enter PM Order Confirmation
FEBA	1	16	Post process Electronic Bank Statement
MI04	1	14	Enter Inventory Count with Document
SM35	1	13	Batch Input Monitoring

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# SAP Modules represented in WS DB

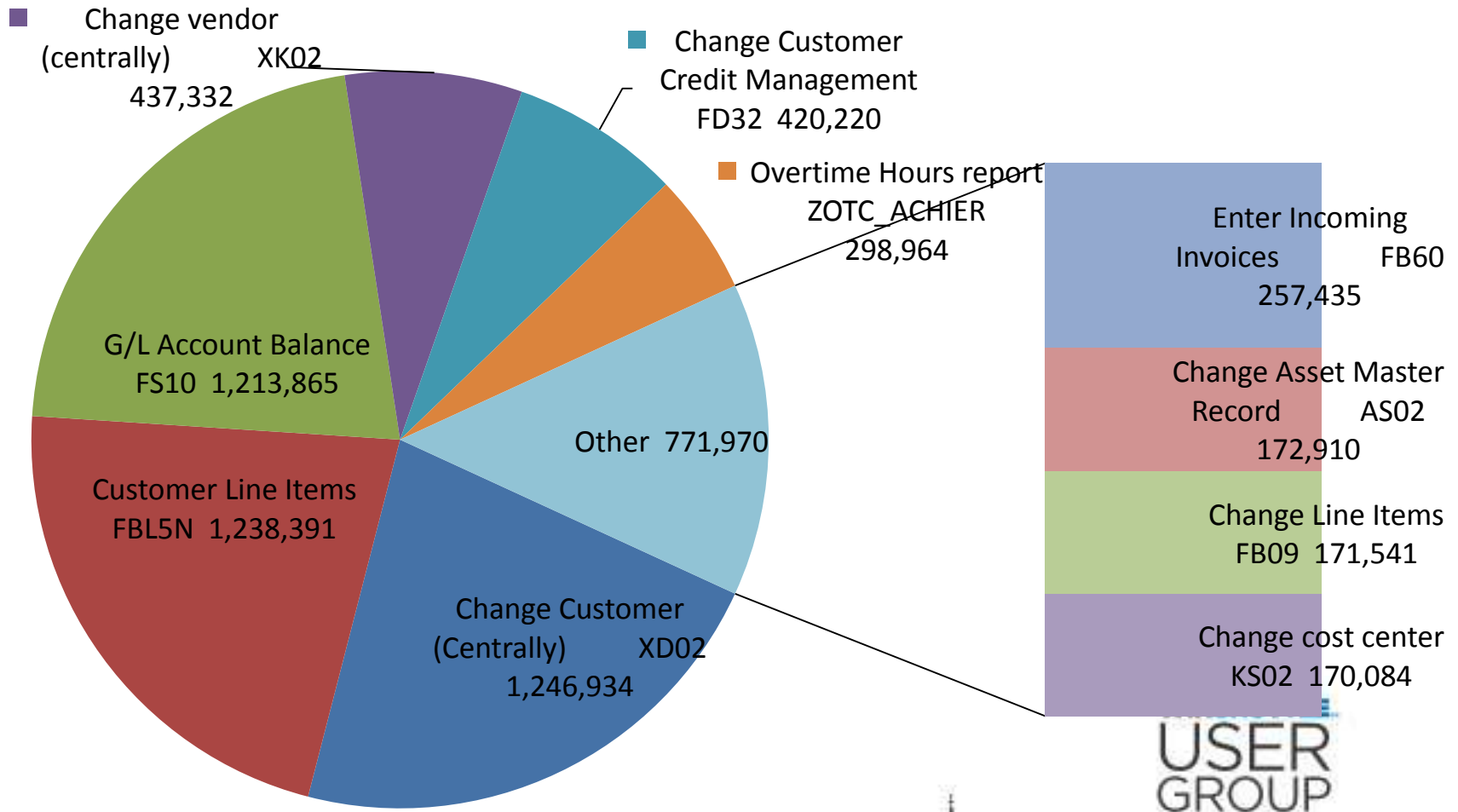
Sum of FTE days saved



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# Top Winshuttle Transactions - FICO



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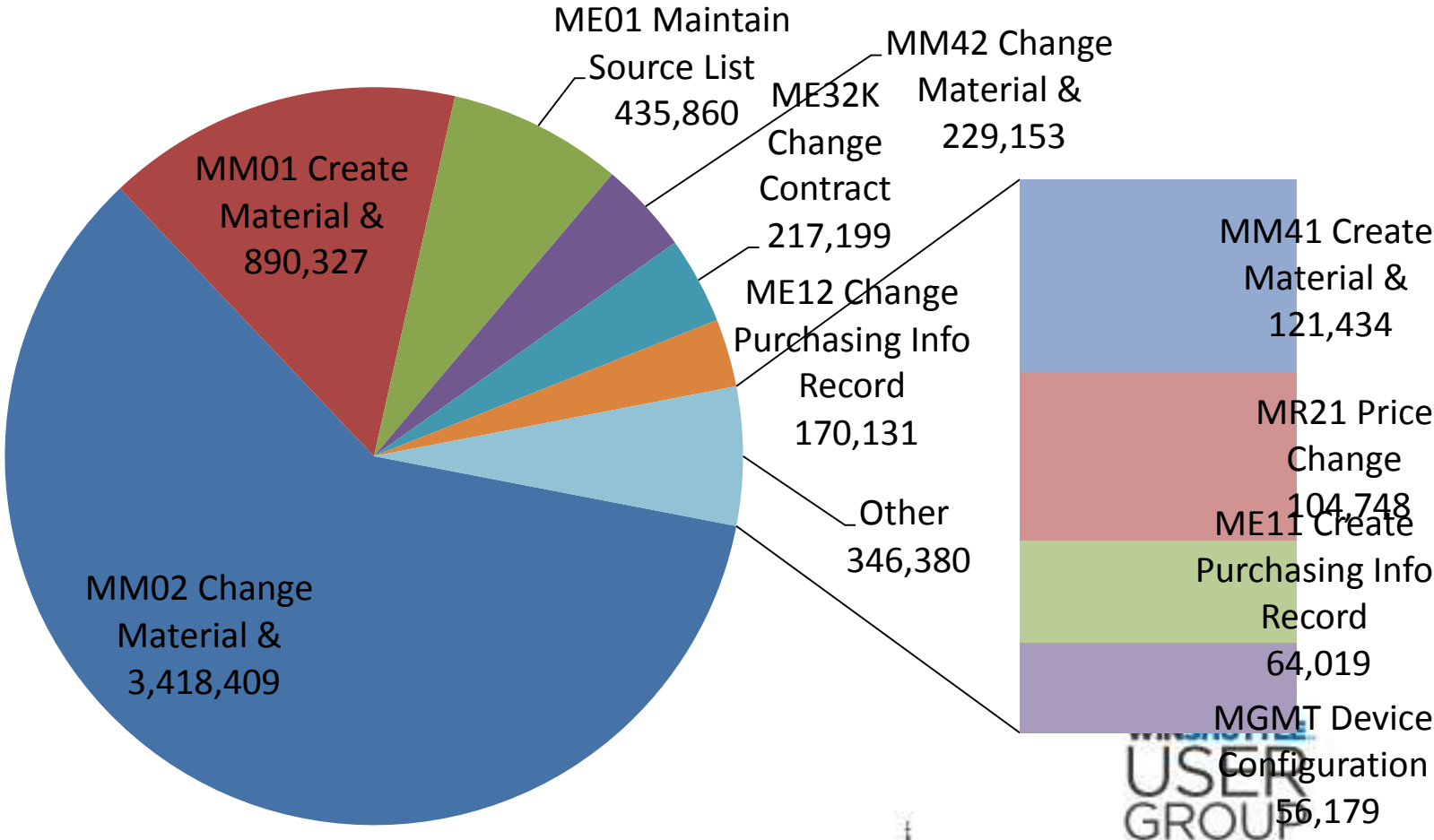
# Top Winshuttle Transactions - FICO

Module	FICO	
Values		
TCODES	SAP Records Processed	Sum of FTEDays
<b>XD02</b>	<b>1,246,934</b>	<b>3,450</b>
Apparel and Footwear	463,911	1,734
Travel and Logistics	355,427	716
Chemicals	158,156	434
Food and Beverages	136,807	316
Industrial Machinery and Components	81,977	129
Medical Devices and Instruments	21,412	52
Engineering, Construction and Operations	11,322	36
Professional Services	4,806	-
Oil and Gas	4,755	14
Media	4,021	9
Consumer Products	1,551	3
High Tech and Electronics	1,458	6
Public Sector	1,331	1
<b>FBL5N</b>	<b>1,238,391</b>	<b>3,138</b>
<b>FS10</b>	<b>1,213,865</b>	<b>1,770</b>
<b>XK02</b>	<b>437,332</b>	<b>1,662</b>
<b>FD32</b>	<b>420,220</b>	<b>789</b>
<b>ZOTC_ACHIER</b>	<b>298,964</b>	<b>925</b>
<b>FB60</b>	<b>257,435</b>	<b>1,275</b>
<b>AS02</b>	<b>172,910</b>	<b>260</b>
<b>FB09</b>	<b>171,541</b>	<b>240</b>
<b>KS02</b>	<b>170,084</b>	<b>161</b>
<b>Grand Total</b>	<b>5,627,676</b>	<b>13,669</b>

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# Top Winshuttle Transactions - MM



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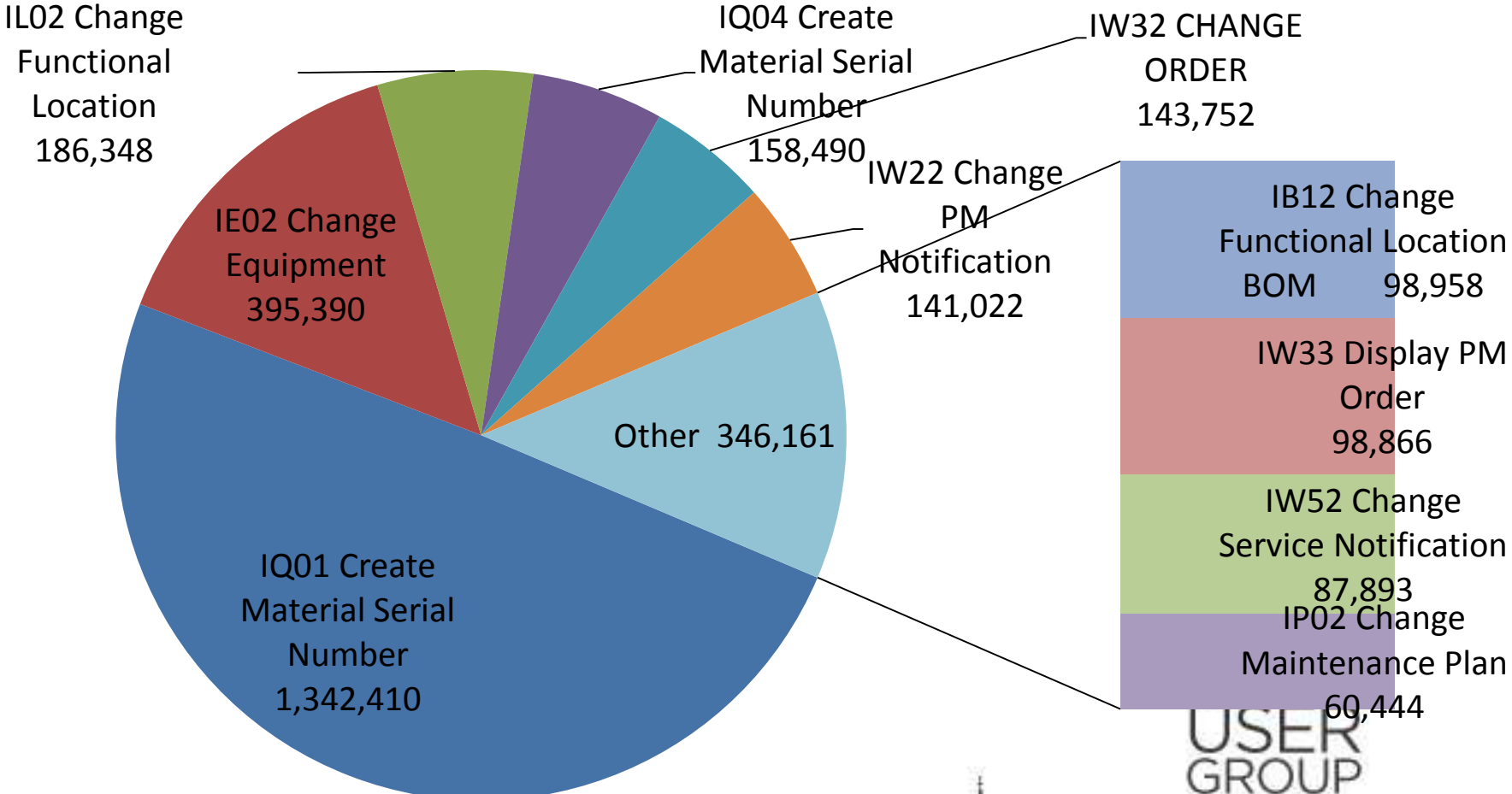


# Top Winshuttle Transactions - MM

Module	MM	
Row Labels	Sum of RecordsUploaded	Sum of FTEDays
⊕ <b>MM02</b>	<b>3,418,409</b>	<b>9,859</b>
⊖ <b>MM01</b>	<b>890,327</b>	<b>5,652</b>
Apparel and Footwear	4,631	65
Automotive	38,027	59
Chemicals	108,591	608
Consumer Products	196,512	1,030
Engineering, Construction and Operations	1,823	8
Food and Beverages	16,105	55
High Tech and Electronics	122	1
Higher Education and Research	9,556	74
Industrial Machinery and Components	199,250	914
Medical Devices and Instruments	296,915	2,745
Mill Products	124	0
Oil and Gas	6,416	70
Professional Services	35	0
Public Sector	146	1
Telecommunications	11,398	20
Utilities	676	1
⊕ <b>ME01</b>	<b>435,860</b>	<b>737</b>
⊕ <b>MM42</b>	<b>229,153</b>	<b>227</b>
⊕ <b>ME32K</b>	<b>217,199</b>	<b>269</b>
⊕ <b>ME12</b>	<b>170,131</b>	<b>504</b>
⊕ <b>MM41</b>	<b>121,434</b>	<b>1,304</b>
⊕ <b>MR21</b>	<b>104,748</b>	<b>245</b>
⊕ <b>ME11</b>	<b>64,019</b>	<b>277</b>
⊕ <b>MGMT</b>	<b>56,179</b>	<b>14</b>
<b>Grand Total</b>	<b>5,707,459</b>	<b>19,089</b>



# Top Winshuttle Transactions - PM



# Top Winshuttle Transactions - PM

Module	PM	
Row Labels	Sum of RecordsUploaded	Sum of FTEDays
IQ01	1,342,410	7,969
IE02	395,390	1,540
Medical Devices and Instruments	203,434	1,229
Public Sector	118,672	208
Utilities	53,636	65
Oil and Gas	16,412	16
Industrial Machinery and Components	3,235	22
Aerospace and Defense	1	0
IL02	186,348	147
IQ04	158,490	176
IW32	143,752	238
IW22	141,022	485
IB12	98,958	209
IW33	98,866	98
IW52	87,893	736
IP02	60,444	124
<b>Grand Total</b>	<b>2,713,573</b>	<b>11,721</b>

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# Top Winshuttle Transactions - SD

Module	SD	
Row Labels	Sum of RecordsUploaded	Sum of FTEDays
<b>VA02</b>	<b>1,085,778</b>	<b>4,386</b>
Apparel and Footwear	960,633	3,744
Mill Products	38,314	142
Consumer Products	23,685	67
Industrial Machinery and Components	22,366	258
Media	12,144	77
Oil and Gas	11,081	48
Medical Devices and Instruments	9,942	43
Chemicals	5,697	-
Telecommunications	1,051	3
Engineering, Construction and Operations	554	2
Utilities	288	0
Travel and Logistics	22	0
Professional Services	1	-
<b>VK11</b>	<b>502,068</b>	<b>3,205</b>
<b>VA03</b>	<b>416,921</b>	<b>1,205</b>
<b>VA01</b>	<b>408,694</b>	<b>2,583</b>
<b>VL02N</b>	<b>351,270</b>	<b>449</b>
<b>VB02</b>	<b>251,269</b>	<b>60</b>
<b>VK12</b>	<b>209,558</b>	<b>576</b>
<b>VA42</b>	<b>203,225</b>	<b>608</b>
<b>VD52</b>	<b>199,497</b>	<b>418</b>
<b>WWM2</b>	<b>124,259</b>	<b>285</b>
<b>Grand Total</b>	<b>3,752,539</b>	<b>13,776</b>

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# Usability Value Assessment Process

## Intro

- Setup initial meeting w. customer
- Identify key organizations, leadership and project management
  - More likely larger, cross departmental process opportunities
  - Typically Finance, Supply Chain, Operations and Sales/Distribution

## Overview

- Conduct initial overview of value program
  - Review sample deliverables, process, obtain NDA (if necessary)
  - Goal is to obtain SM21, ST03N, (WS Logs – if existing)

## Analysis

- Analyze results from logs – Identify key processes
  - Create initial model and recommendation
  - Correlate results from SAP and WS Log files w. WS DB

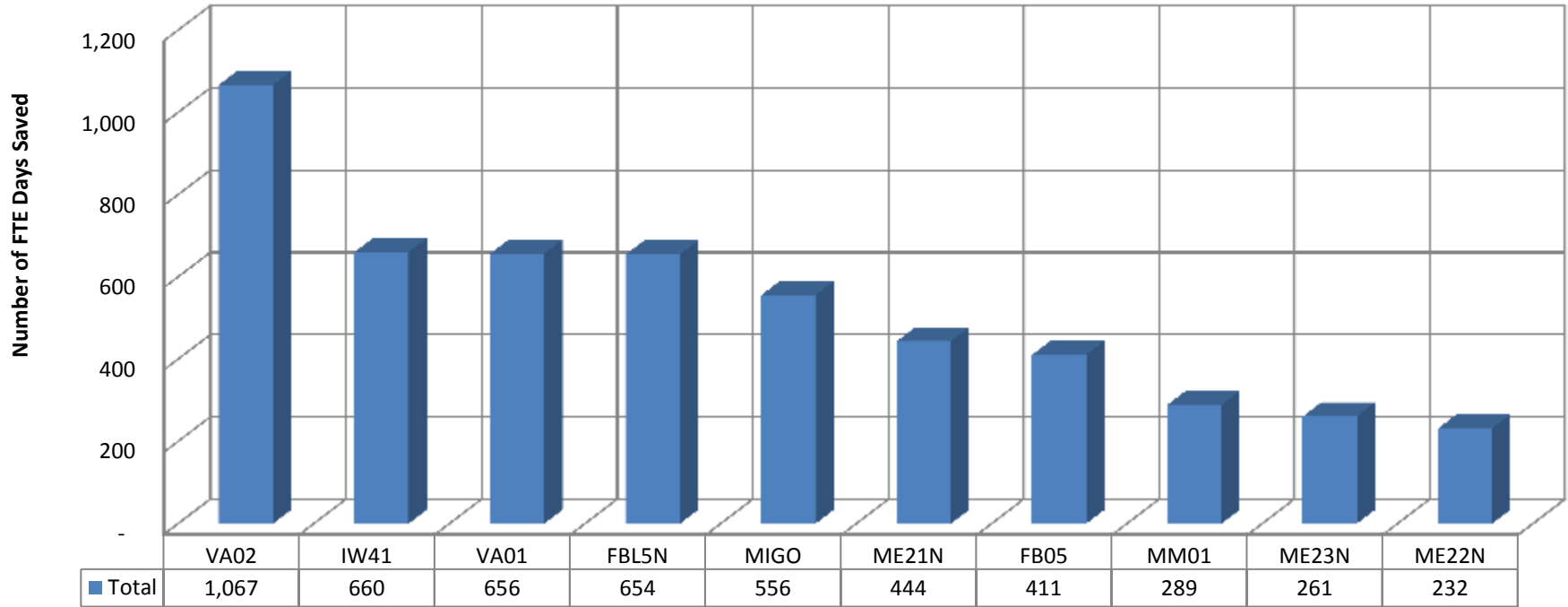
## Review

- Review w. internal sponsor
  - Confirmation of potential processes
  - HR, Supply Chain, Sales & Distribution, Master Data Processes
- Transfer BVA methodology and tools to customer for ongoing program tracking

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# Top 10 Tcodes (potential savings)



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Thanks  
Q & A.....

