

# WUG 2016 “The Customer Journey”

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WINSHUTTLE  
USER  
GROUP CONFERENCE

# About Me

## Director of Product Management at Winshuttle

- Former Director of Data Management at Honeywell
  - SAP Data Migration ‘ 700 Plants’ – Innovation Award Project
  - Cloud Integration
  - Data Governance
  - Winshuttle Community of Practice
- Director of Solutions at Informatica
  - Data Migration / SAP / Data Quality/ Others
- Data Warehouse Architect at Thomson Legal & Regulatory
- Data Warehouse Consultant at PwC
- DBA at Best Buy – First Applications of Data Warehousing
- WPS Insurance – First Datamart, CICS, and Operations



# Agenda: How customers progress forward?

- Winshuttle Customer Journey
- Data Governance Circle
- Basic Product Functionality
- Understanding our Products



# 3 Things to Remember

1. The Winshuttle Customer Journey → Growing in Capability
2. Data Governance Circle → How do I do this?
3. “Working Smarter not Harder”



# The Customer Journey



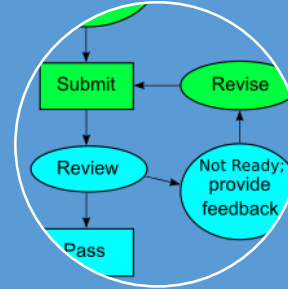
Studio with Excel

Customers Start with Simple Studio with Excel



Studio with Governance

Need for more control, transparency, and approvals require Governance



Studio and Workflow

Over time customers find a need for the addition of workflow on top of basic governance



Forms and Workflow

Once the benefits of governance and workflow based solutions customers need to add form entry


Increasing Capability based on Knowledge Growth of Potential Capabilities




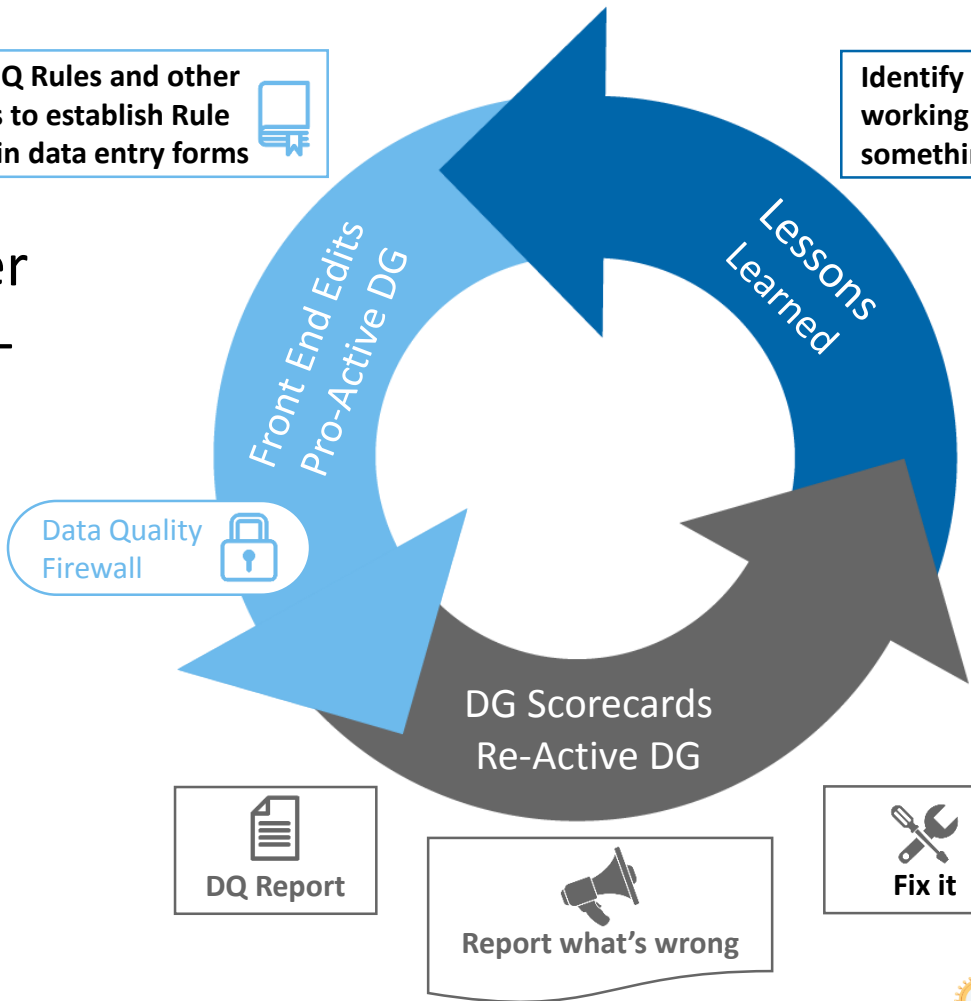
# Data Quality Circle

## Data Quality Circle

This is a method to better define front-end or back-end approaches to Data Quality

Use DQ Rules and other needs to establish Rule Edits in data entry forms 

Identify what isn't working and do something about it 



# Data Quality Circle

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Use DQ Rules and other needs to establish Rule Edits in data entry forms



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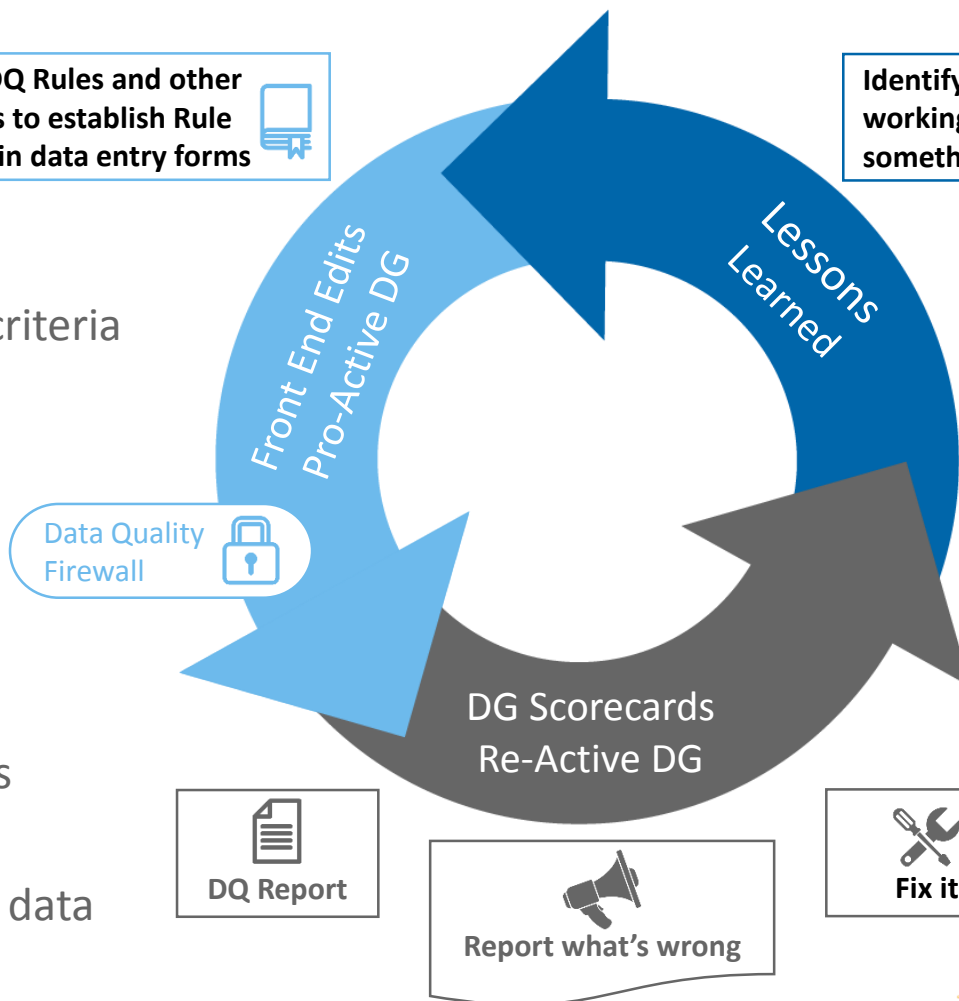


### Reactive DG

1. Business defines validation criteria for "Business Fit"
2. Scorecard is made available
3. Scorecard results drive data correction for "Fit"

### Proactive DG

1. "Business Fit" rules added as front-end edits
2. Front-end edits prevent bad data – DQ Firewall



# Demonstration

- Transaction – Upload to SAP
- Excel – Analysis and Improvement
- Query – Extract Capability with Rules
- Forms and Workflow – Reproducing rules in forms to create a data quality firewall





# Demo Set-Up

Demo to Show Transaction, Query, and Composer for the Update of Customer Credit

The business purpose of the update in this example is to update the customer and individual credit limits.

Key SAP Transaction: FD32 (Customer Credit Management Change)

Key SAP Tables: KNKA (Customer Credit Management)



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# Resources

Tools to find out what tables you need:

<http://google>

<http://wiki.scn.sap.com>

<http://www.tcodesearch.com/sap-tables>

<http://www.erpgreat.com>

<http://www.erpgreat.com/general/sap-r3-tables.htm>

<http://www.connexin.net/sap-tables.html>



# Resources

Training Materials: Some good recorded (Free) training materials

→ <http://www.winshuttle.com/support-training/training/>

→ <http://www.winshuttle.com/assets/training-video-transaction-basics-record-and-map/>

→ <http://www.winshuttle.com/assets/training-video-query-basics-build-a-query-and-map/>

→ <http://www.winshuttle.com/assets/training-video-winshuttle-direct-basics/>

→ <http://www.winshuttle.com/assets/training-video-composer-basics-with-the-wizard/>



## QUESTIONS???

