

What is **SAP** Enable Now?

SAP Enable Now is an end-to-end solution to **create and deliver** collaboratively:

Formal Training



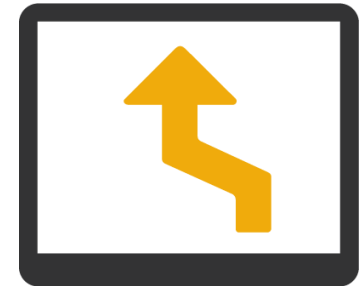
Covers traditional instructor-led trainings and LMS-based online courses

Informal Learning



Covers self-directed learning and sharing of knowledge

Performance Support



Covers micro-knowledge and process guidance within the application

What Is the Value for Customers? - Executive Perspective



Increase workforce productivity - confident in hours and competent in days rather than weeks



Improve data quality and increase business process execution speed



Accelerate return-on-investment of your enterprise software investments



Maximize adoption of corporate change events – for IT and non-IT changes



Improve training success and learning retention



Increase first-call resolution rate in your call centers – both externally and internally

What Is the Value for Customers? - HR Perspective



Accelerate content creation for all areas of corporate learning – formal, informal and on-the-job training



Increase the learning experience and knowledge retention with engaging high-quality content



Curate and re-use existing knowledge assets and provide them in context



Measure the effectiveness of training and support materials with built-in reporting



Preserve personalized knowledge - include subject matter experts easily into the content production workflow



Create professional handout materials for **classroom trainings**

What Is the Value for Customers? - IT Perspective



Maximize adoption of enterprise applications and changed software processes in general



Reduce costs for IT help desk and IT support by providing just-in-time support



Reduce operating expenses and training costs for your enterprise applications



Simple installation of both desktop and server components; no installation with cloud edition



Provide **easy and flexible access** to knowledge management via browser



Reduce efforts for the creation of test cases and test scripts for user acceptance tests or automated tests with eCATT

SAP Enable Now and SAP SuccessFactors Learning



Scenario details

- SAP SuccessFactors Learning is a Learning Management System
- Out of the box, there is no content available
- Two options: Purchase off-the-shelf content or create own learning content



How to support with SAP Enable Now

- **Create all kinds of enablement materials for formal training:** Soft skill training, software tutorials, quizzes and assessments, or manuals and documentation
- SAP Enable Now output can be published to any **SCORM or AICC**-compliant Learning Management System



Why choose SAP Enable Now?

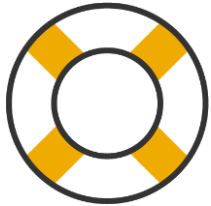
- **State-of-the-art knowledge content management** solution
- **Efficient mass content production:** Template-based collaborative authoring, multiple types of single-source assets available, redundancy-free content structure for low maintenance
- **Multi-modal content concept** allows the re-use of created learning contents for informal learning and performance support without additional effort

SAP Enable Now and SAP S/4 HANA



Scenario details

- SAP S/4HANA is the next generation business suite
- Comes with new SAP Fiori-based user interface, requiring users to adapt
- SAP Enable Now performance support engine and pre-delivered contents are embedded



How to support with SAP Enable Now

- **Customize and edit** existing in-app content with SAP Enable Now
- **Create new** guided tours to walk users through business processes in SAP S/4HANA or point out process-independent information with contextual help elements – all embedded in the application
- **Combine** embedded in-app content with other learning assets seamlessly



Why choose SAP Enable Now?

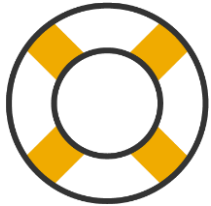
- **Only SAP Enable Now can customize embedded content** shipped with SAP S/4HANA to lower efforts for initial content creation
- **Edit existing and create new contents** directly within the application with integrated web-based editor
- **Multi-modal content concept** allows re-use of created contents for formal training and informal learning without additional efforts to provide end-to-end enablement concept for SAP S/4HANA

SAP Enable Now and Third Party Applications



Scenario details

- Every application rollout should be supported by enablement materials
- Even after go-live, performance support can increase user adoption and data quality
- Third party applications are usually out of scope for SAP solutions



How to support with SAP Enable Now

- Produce **formal training** content to support online courses and classroom trainings
- Provide **informal learning** opportunities for self-sufficient application users and low support/helpdesk costs
- **Deliver knowledge within the application** as context-sensitive reference library, guided tours or contextual help

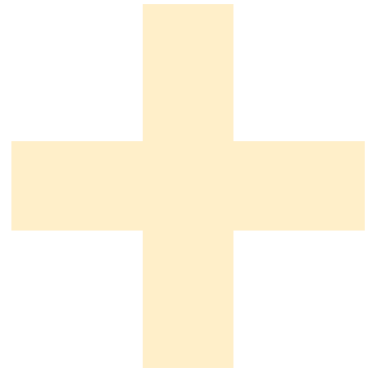


Why choose SAP Enable Now?

- **Multi-modal content concept** allows the re-use of created contents for formal training and informal learning without additional efforts to provide end-to-end enablement concept
- **Single source-based content creation** means that different enablement formats can be covered by different output variants of a single process recording
- **SAP Enable Now works for all applications** – whether SAP or non-SAP

Conclusion

Supporting Companies on Their Journey to *Run Simple*



Value Proposition and Scope:

- Create all types of enablement and documentation content
- Cross-application and cross-industry - for any subject
- Automatically localize, update, and maintain content
- Re-use all kind of existing content for context-sensitive help
- Mobile and social learning, plus on-the-job guidance
- Process automation and acceleration
- Available as cloud and on-premises solution

64% fewer help desk tickets



70% less training and support costs



73% faster process Adoption



92% faster documentation of processes

