SAP Enable Now Framework for IBP
The Intelligent In-App User Assistance

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PUBLIC
Supported learning modalities

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Paradigm shift: from traditional learning to Intelligent User Assistance

**Traditional learning**
- Learning on stock
- “Once in a lifetime“
- Event based
- Outside of work context

**Intelligent User Assistance**
- In the flow of work
- Commit to life-long learning
- Continuous enablement
- In the moment of need
Knowledge Acceleration for IBP in Microsoft Excel

The demand planning process expert reviews forecast quality by comparing the ex-post forecast against actuals data in the past. The ex-post forecast is calculated for past periods for which actual demand history is also available. The system calculates the forecast accuracy measurements by comparing the differences between the actual values and the ex-post values. Furthermore, he evaluates the potential use of different forecast models for different product families, filtered by ABC code.

Would you like to know more about how a demand planning process expert reviews forecast quality?

If so, follow this interactive tutorial.
Intelligent User Assistance in IBP Solutions

Contextual Help
- Descriptive explanations of screen elements directly in-app
- Resembling traditional F1 help

Guided Tours
- In-app, step-by-step process assistance
- Useful instructions and information for each process step

Embedded Learning
- Getting-started tutorials to empower users
- Consumable content, either in-app or in the Learning Center

What’s New
- Pro-active notifications on new or improved interface elements
- Ideally suited to drive in-app change management
SAP IBP 2005 embedded enablement content consists of:

**What’s New content**
- Content is available in English only
- To access the what’s new content click the What’s New Viewer

**Contextual Help**

**Learning Tutorials**
- Task Tutorials Available only in English
- All Learning Tutorials are available in SAP Learning Hub.

**Web Assistant Key Features and Limitations**
- Web Assistant is setup by default (no actions required from customers for the SAP IBP system)
- No Guided Tours and no Contextual Help are available for the Web Gui & Web Dynpro based UI, only available for Fiori Apps
  - [https://jam4.sapjam.com/groups/Lp6UFHP86t4T8jn4Yxbf7z/overview_page/jAK7910FxmPdhpYV7uHLny](https://jam4.sapjam.com/groups/Lp6UFHP86t4T8jn4Yxbf7z/overview_page/jAK7910FxmPdhpYV7uHLny)

For connecting to the IBP content→
https://education.hana.ondemand.com/education/dsc/~tag/published/
Provide only the most relevant enablement assets

Use SAP content

- Documentation & Manuals
- SAP Help Portal
- Contextual Help
- Guided Tours
- Embedded Learning

Enrich with your content

- Video Content
- Legacy Content
- Any Document
- Any URL

Provide assets context-based in an intelligent approach

Empower your users

SAP Enable Now
Web Assistant
Integrated project implementation deliverables with SAP Enable Now

**Prepare**
- Stakeholder analysis
- Change impact analysis
- Business analysis as-is to-be
- Establish governance
- Super user program initiated

**Explore**
- Data Management
- Business processes documented
- SOPs, process flows, BPDs
- Stakeholder/End user communications begins

**Realize**
- Design business blueprint and model
- Configuration
- Integration testing
- UAT

**Deploy**
- Data collection
- Security analysis
- Role mapping
- Security validation
- Training development
- Train the trainer

**Run**
- Cutover activities
- Data loads and validation
- Hyper care
- Governance activities
- Centers of excellence
- Sustainment program
- Help desk

**Organizational health**
The super blend of enablement

SAP’s Intelligent User Assistance is an essential part of the attractive, simple, and enjoyable experience of using SAP software – and it helps to ensure high productivity as of day one.

- **Holistic** combination of enablement approaches
- **Efficient** support for users to get their job done
- **Embedded** features and functions within the SAP user interface
- **Just-in-time** delivery of knowledge
- **User-centric** information based on context
- **Ready-to-use** enablement material of high quality by SAP
- **Customizable** content to be adapted to your needs
SAP Enable Now Web Assistant – The Future of SAP Enablement

Currently available

Under development

SAP
Plant Maintenance
Service Cloud
SAP S/4 HANA
Sales Cloud
SAP SuccessFactors
Marketing Cloud
SAP Integrated Business Planning
Business Intelligence
(BOBJ) Launch Pad
Digital Manufacturing Cloud

SAP
Predictive Engineering Insights
Global Track and Trace GTT
Data Warehouse Cloud
Intelligent Asset Management
Logistics Business Network
EWM

SAP Fieldglass
Transportation Management

SAP Concur

SAP Analytics Cloud
SAP Ariba

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Why SAP Enable Now is so effective

**Different Outputs from One Recording**

- Single-source recording & editing
- Automatic localization and content updates
- Documentation
- Simulations
- Performance support
- Test plans & scripts
- Offline demo
- Contextual knowledge base

**Automatic Localization**

- Various flags representing localization support in different countries.

**Template-Based Content Creation**

- Diagram showing content creation and management with templates.

**Multi-Modality for Content Re-Use**

- Diagram illustrating the re-use of content across multiple modalities.
SAP Enable Now Framework wins 2019 TSIA STAR Award for Innovation in Education Services

- The Technology Services Industry Association (TSIA) is the leading association for today’s technology services organizations
- For nearly 30 years the TSIA STAR Award honors technology companies for their commitment to outstanding innovation, leadership and excellence
- Winners are selected by TSIA’s advisory board members, i.e. a group of industry-peers, competitors, customers and partners of SAP
- SAP Enable Now Framework was recognized as the leading embedded in-product enablement program in the industry

“This year’s winners have demonstrated an unmatched commitment to remarkable innovation, leadership, and excellence in all they do.”

Thomas Lah
Executive Director TSIA

2019 STAR Award Finalists:
- Cisco Systems
- Dell EMC
- Hewlett Packard Enterprise
- HP Inc.
- Microsoft
- Palo Alto Networks
- ServiceNow
- and more

For more information on the award, finalists and winners, please see [here](#).
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