

# SAP Workforce Performance Builder

## Your advantages at a glance



This paper will give you an insight what benefits and advantages the SAP Workforce Performance Builder can offer to your company to enhance the quality and quantity of your employees' output by faster adoption on new software processes.

### Introduction

The SAP Workforce Performance Builder offers highly effective and innovative solutions for transferring knowledge within a rapid e-learning environment.

This software gives you the power to easily create and deploy training materials – such as interactive simulations and tests, user documentation, context-sensitive help, on-the-job support materials and much more.

The SAP Workforce Performance Builder supports companies worldwide to ensure maximum value from all mission-critical applications throughout their entire lifecycle; from project design and initial implementation to ongoing application operation and user support.

The result: seamless integration and operation, time and cost savings as well as increased productivity.

### Components

- **Instant Producer** – intuitive recording tool for capturing software processes quickly and easily
- **Producer** – powerful authoring tool for creating rapid e-learning materials and documentation
- **Manager** – server-based collaboration platform for decentralized -authoring teams and learning content deployment with tracking option
- **Navigator** – add context sensitive help and user guidance directly in the live system

## FOR EXECUTIVES

### Our Value Proposition:

- Lowers your total costs of ownership by enabling your workforce faster and more effectively!
- Improves the effectiveness and scalability of your workforce enablement and adoption!
- Accelerates your ROI of SAP Solutions with a proven solution for building training, support and process documentation!

### Advantages at a glance:

#### Increased user adoption

SAP Workforce Performance Builder delivers critical change event materials to end users based upon their role and current context. That means that they will only be disturbed from being productive in your business when relevant or when the risk of error is at its greatest. This means that they spend less time 'off task' and more time performing the critical tasks required of their jobs. Your employees will more readily adopt new processes or procedures because they are presented to them at the moment when they are most applicable. It's just the leanest and most impactful solution that will accelerate and underpin the success of every change event for the users of all your mission-critical systems. With SAP Workforce Performance Builder you'll have the reassurance that you're doing more, with less, in less time, and realizing the greatest ROI from your business-critical systems.

#### Effective savings for faster ROI

Through SAP Workforce Performance Builder Producer's simulation-based outputs, the need for a redundant training environment is removed, together with all of the associated maintenance and affiliated costs. Similarly, the single-source approach to generating documentation, demonstration, simulation, assessment, PowerPoint, and help materials from just a single capture removes the time and resource requirements typically associated with the development of these materials separately. Throughout the life of your mission-critical systems, this represents an exponential reduction in the total cost of ownership affiliated with supporting each and every change event.

#### Reduced authoring costs

The Instant Producer is the recording tool of choice for key users and external consultants and is universally applicable. Thanks to its guided user interface and its state-of-the-art recognition technology, the SAP Workforce Performance Builder Instant Producer allows you to preserve knowledge easily from

every user. The number of authors can therefore be kept to a minimum. For example, with a software rollout, Instant Producer makes it easy for an external consultant to directly record the business process without needing any training. This allows you to support your employees with the necessary training materials and best practices right from the start.

#### Reduced costs on legal audits

SAP Workforce Performance Builder Producer is currently the only provider on the market that not only offers SCORM and AICC exports, but many more export and documentation formats – in particular specific formats for the insurance and financial sectors. With audit proof software process documentation (audit & compliance), your company will be best prepared for future audits and any gaps can be quickly and efficiently pinpointed. For example, many insurance companies use SAVE 1.0 file formats – by supporting this file type, SAP Workforce Performance Builder greatly reduces the time and effort needed to customize such specific documentation for integrating contents into the learning platform.

## FOR IT MANAGEMENT

### Our Value Proposition:

- Ready for productivity in just a few minutes!
- Dramatically reduces calls for Level 1 help desk support!

### Advantages at a glance:

#### Fast ramp-up for immediate usage

In less than five minutes you will already have the SAP Workforce Performance Builder Producer installed and all ready to go to start generating learning content. The entire ramp-up time including all trainings and preparation work takes only a few days. Learners can directly access the generated learning content via a browser without having to install anything. Additional platforms or third-party technologies such as Flash® or Java™ are not required.

#### Savings in user help desk/support

General Q&As will no longer be necessary – the users will quickly and easily find the answers to their questions thanks to the context-sensitive online help. A wide variety of documentation types, such as training manuals, job help worksheets or the online topic-specific library, offer the users quick and transparent help when and where they need it. Moreover, the employees will be able to concentrate better on their daily tasks since there will be less need for interrupting others for their help.

## FOR LINES OF BUSINESS

### Our Value Proposition:

- Improves your user competence and reduces user errors!
- Reduces the need for classroom training, travel time, travel expenses – and the associated loss of productivity!

### Advantages at a glance:

#### Savings on user training

No training server with test data is needed – role based simulations and documentation can be generated automatically to serve for all of your training needs! The fact that the learning takes place while the users are carrying out their normal daily tasks at their desks can reduce the training costs drastically.

#### Savings in Delta training

Process or system changes can be communicated directly in the application itself. Users are taken by the hand, step-by-step through the process to familiarize themselves with the changes.

#### Higher process compliance

The SAP Workforce Performance Builder Navigator offers you a solution for sustainable knowledge transfer and increased process compliance for your employees. It automatically recognizes the context while the user works with the application and proactively offers tips, additional instructions and explanations to guide the user through the entire business process. The Navigator ensures minimal erroneous entries, high data quality and security, allowing you to prevent errors before they occur.

A few benefits of using the SAP Workforce Performance Builder Navigator are:

- The SAP Workforce Performance Builder allows you to train your employees on new applications and processes while they are working on their daily tasks which is reducing the training duration. The training on-the-job concept gives users more confidence in deploying the new application.

- System changes can be communicated directly in the system. This ensures immediate access to your users who will be guided through changes. There will be a significant increase in both user adoption and productivity.
- You can offer your employees learning materials exactly where and when they need it. All the information needed to carry out a task appears right before their eyes, which also contributes to increased motivation on the job.
- Your employees will be able to concentrate on their work instead of having to ask colleagues to find out answers which can hold them up from their work. All employees will be able to stay on track and remain productive.
- You can increase the quality and efficiency of rarely used processes, e.g., on a management level. Explanations can be solutions-oriented or simply appear on the screen, according to your needs. Answers appear quickly and automatically without having to manually search for them. A direct result: Your help desk will surely see a reduction in internal calls.

## FOR EDUCATION AND TRAINING

### Our Value Proposition:

- Reduces development costs with a single-source tool for creating e-learning materials!
- Accelerates the content update and translation cycle!
- Improves scalability of documentation projects!
- Allows diagnosing the effectiveness of training and support materials!

### Advantages at a glance:

#### Higher efficiency in content production

SAP Workforce Performance Builder is specialized in automating even the most complex processes to raise efficiency in creating and editing learning content. As the only software solution in the market, SAP Workforce Performance Builder has the possibility to successfully generate your learning content with true single source technology. All learning materials, such as simulation, complex navigation and documentation are automatically generated based on one single recording of your process.

The wide variety of formats – from training manuals to user acceptance tests, real-time help and automation – covers all stakeholders' needs with only one 1-time recording. Moreover, the principle behind the single source recording is also reflected in the post-editing work. The authors only have to make



edits based on one source and all additional materials are automatically and simultaneously updated (single source editing).

The SAP Workforce Performance Builder Producer gives the possibility to convert Text-to-Speech which reduces the effort for creating learning materials with spoken text.

### **Streamlined cooperation for faster project success**

The Manager component is a central, server-based tool. It provides a workflow-based content production environment for decentralized authoring teams, including revision, change history, content versioning and project reporting capabilities. Furthermore, it offers a highly customizable task, role and permission management for both the author and the end user perspective. In that way your content development and rollout projects are now pushed forward in a streamlined and highly effective environment. It also provides capabilities to generate course assignments, including simple learning management for certification programs and to track and display the learners' progress.

### **Reducing the workload of your authors**

Just click through your application and the Producer captures screenshots of all the steps you do and automatically creates written step-by-step instructions for your learners. Our recording technology recognizes almost every possible user interface element, even with individualized applications. As the only software solution offering such technology worldwide, SAP Workforce Performance Builder is able to optimize the given recognition rate of your application within a few days in order to keep manual post-editing work at a minimum, whether you would like to transfer knowledge on other SAP® software, Microsoft® programs, terminal emulations (e.g. AS/400), Citrix® or custom-made applications.

Besides its unrestricted system compatibility for all your enterprise applications, the SAP Workforce Performance Builder requires minimal editing work on recorded IT processes, which means less work for the authors in creating content and more time for other daily work tasks.

### **Reduced localization costs for training materials**

With the SAP Workforce Performance Builder Producer, your authors will be able to generate highly qualitative learning content in 38 languages. The documentation can be automatically generated using the unique Re-Recording feature. Thanks to our Re-Recording technology, you can translate your existing learning content into the language of your choice within a few clicks. The result: increased accessibility, more user acceptance and a higher level of motivation at all of your offices

worldwide. The overall costs and time spent for globalizing your learning materials and implementing rollouts can be reduced companywide. There is no more time-consuming manual recreations for new releases and you do not have to pay for expensive translations and wait for them to be delivered by a third party.

### **Quick and easy content generation**

SAP Workforce Performance Builder offers much more than just a visually appealing product – our focus lies on implementing user-friendly functions combined with flexible ease-of-use for your authors. Reusing existing third-party documentation in combination with the SAP Workforce Performance Builder's own content, a WYSIWYG editor and exporting global settings for uniform learning content are just a few examples of how SAP Workforce Performance Builder's authoring tools make it quick and easy to generate learning contents.

### **Savings in generating documentation**

There is no more need for tedious copying and pasting and no need for manual entries for inserting highlights and numbers, no time-consuming manual recreations for new releases and you do not have to pay for expensive translations and wait for them to be delivered by a third party.

### **FURTHER ADVANTAGES:**

- The superior quality of the raw data directly after having recorded the process can be rolled out for immediate use with the learners and employees.
- Combining content via the "Mode Switch" function ensures an even greater sustainable knowledge transfer.
- Scheduler functions of the Manager allow users to automate server tasks, which saves them a significant amount of time that they can instead dedicate to their core activities.
- Delta publishing using selective deployment methods further helps you to categorize and assign content tasks with ease.
- Communicating events in real-time within the respective content, such as an SAP transaction page for a change management project.

The following typical scenarios will give you a quick overview of the most important benefits that the SAP Workforce Performance Builder has to offer:

<b>Your scenario</b>	<b>Your benefits</b>
• Automation	<ul style="list-style-type: none"><li>• True Single Source Technology</li><li>• Automated localization in 37 languages for your projects</li><li>• The materials can easily be customized to match your Corporate Identity</li></ul>
• Navigation	<ul style="list-style-type: none"><li>• Guides your users through complex processes</li><li>• Prevent errors before they occur</li><li>• Reduces help desk escalation calls and additional support costs</li><li>• A wide variety of documentation types –all at the touch of a button</li></ul>
• Documentation	<ul style="list-style-type: none"><li>• Documentation generation in Word, PDF, PowerPoint and HTML</li><li>• Uniform documentation for all business processes</li></ul>
• Simulation	<ul style="list-style-type: none"><li>• Didactically structured simulation concept (different modes)</li><li>• Flexible and easy-to-configure recording function</li><li>• Completely in HTML, so no additional installations are necessary</li></ul>
• Localization	<ul style="list-style-type: none"><li>• Automatic Re-Recording technology for 38 languages and translation with one click</li><li>• Export and import manually entered text via XML and Word</li><li>• All glossaries in all languages can be edited to suit your needs</li></ul>
• Management	<ul style="list-style-type: none"><li>• Global work platform for management of content generation</li><li>• Workflow-driven tasks with comprehensive version management and history rollback</li><li>• Role-based task assignments for learning content and performance measurement</li></ul>
• Evaluation	<ul style="list-style-type: none"><li>• Web-based knowledge portal</li><li>• Monitor and assess user activities and performance</li><li>• Motivate users with certifications</li><li>• Quickly identify any crucial weak points in using the application</li></ul>
• Instant Production	<ul style="list-style-type: none"><li>• Users can record processes</li><li>• No training is needed for the SAP Workforce Performance Builder Instant Producer</li><li>• Significantly reduced workload for dedicated authors</li></ul>



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