Fiori Development Workshop
SAP S/4HANA UX Overview

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Agenda

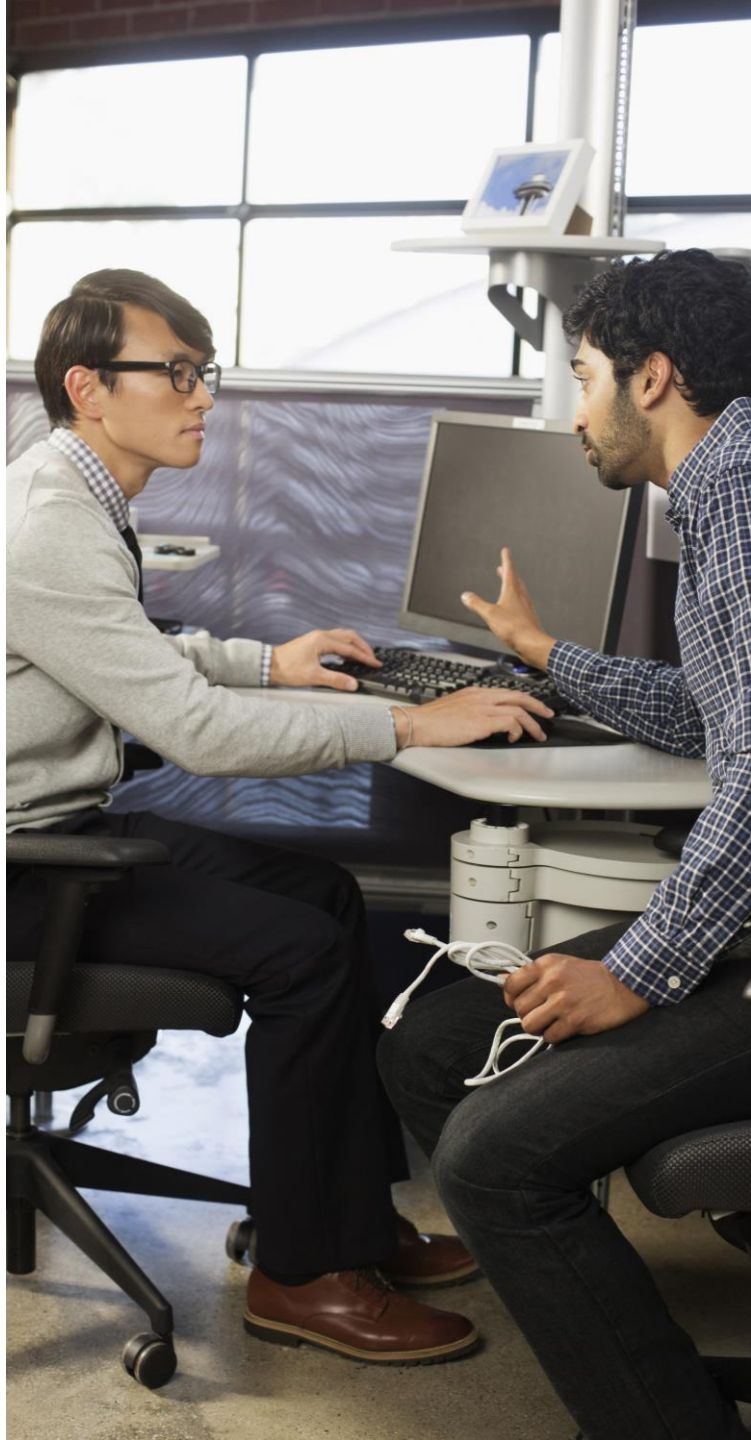
Goal of this session:

- ✓ Create a common understanding of how SAP Fiori's part in SAP's UX Strategy.
- ✓ Understand SAP Fiori launchpad as access point for SAP S/4HANA users.

1 SAP UX Strategy

2 SAP Fiori Launchpad Content and Key Capabilities

3 SAP Fiori Focus Areas



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SAP S/4HANA UX Overview

SAP UX Strategy

SAP Fiori Launchpad Content and Key Capabilities

SAP Fiori Focus Areas

“**User Experience** is the corner stone of **user productivity**, **satisfaction** & **adoption**. This is the most important factor in realizing **customer value** from the Intelligent Enterprise.”

Thomas Saueressig
Member of the Executive Board of SAP
Head of SAP Customer Services & Delivery

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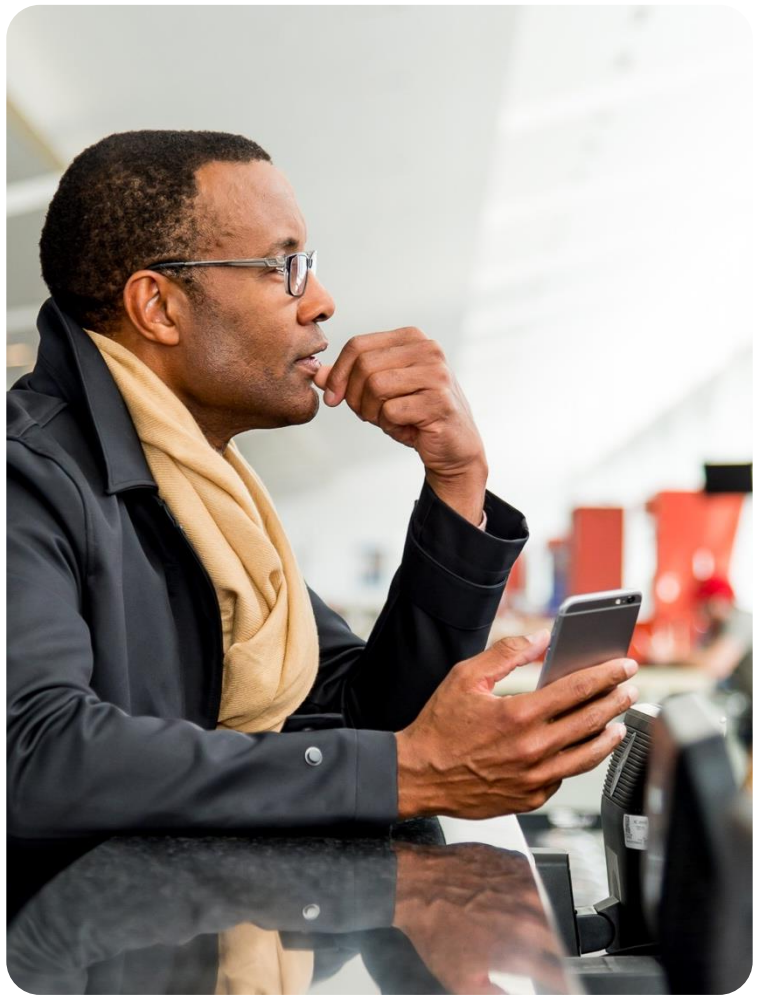

How we live determines how we want to work.

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User experience can be painful in many ways – if you don’t get it right!

- Can’t find what you are looking for: app or business objects
- Information spread all over the place
  - Need to scroll a lot or go to many different sub-screens
- Data entry not intuitive/app too complex
- Relevant actions hidden/require many clicks
- No or poor value help/drop-down lists
- Unhelpful error messages/confusing actions
- Slow/unresponsive
- Unhelpful data visualization

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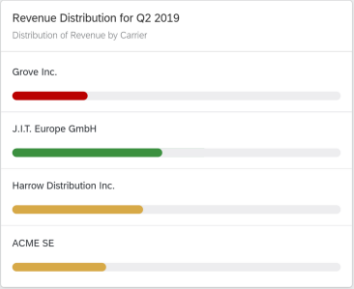
Appropriate visualization of data is important

Which channel had most feedback?

Request ID	Channel	Date Received	Subject	Customer ID	Sentiment	Handled?
10001	AIN	21.09.2019	Request for RFI	3000393	+	N
10002	SocialMedia	20.09.2019	Love this product!	3000342	+	N
10003	SocialMedia	21.09.2019	Has this been seen?	3000386	-	N
10004	AIN	21.09.2019	Request for MMP	3000195	+	N
10005	IOTSensor	21.09.2019	Sensor#29 Exceeded	3000139	-	N
10006	AIN	21.09.2019	Request for MMP	3000133	+	N
10007	ErrorReport	21.09.2019	Crash at function	3000389	-	N
10008	ErrorReport	21.09.2019	Crash at site	3003943	-	N

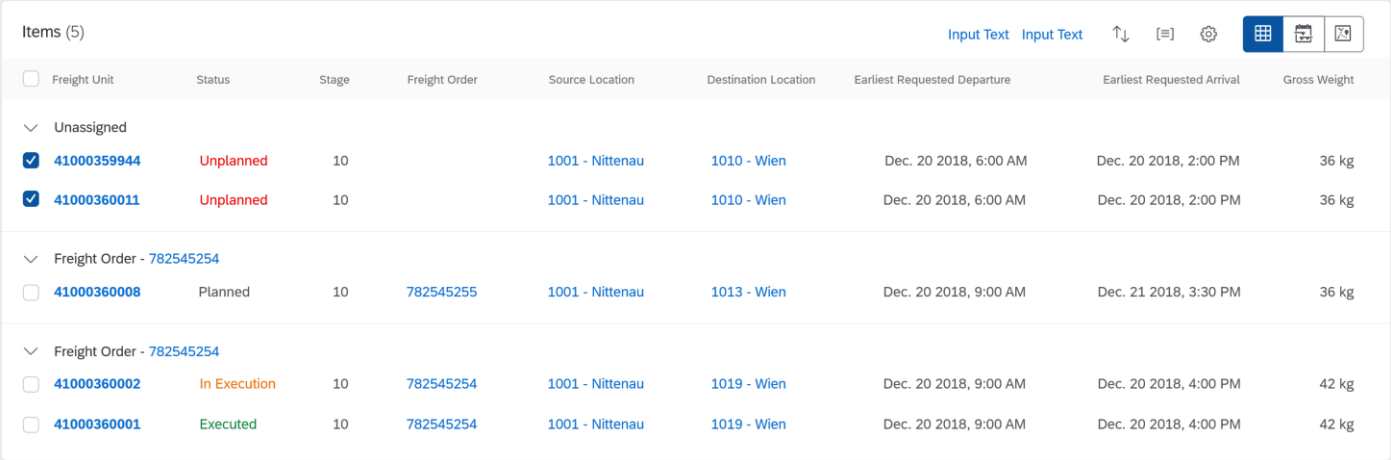
Which carrier had lowest revenue?

Embedded analytics



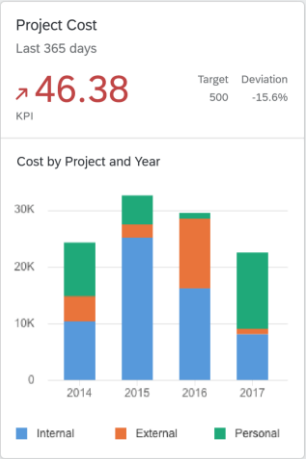
Semantic colors, navigation links

How many units are unplanned?



Freight Unit	Status	Stage	Freight Order	Source Location	Destination Location	Earliest Requested Departure	Earliest Requested Arrival	Gross Weight
Unassigned								
41000359944	Unplanned	10		1001 - Nittenau	1010 - Wien	Dec. 20 2018, 6:00 AM	Dec. 20 2018, 2:00 PM	36 kg
41000360011	Unplanned	10		1001 - Nittenau	1010 - Wien	Dec. 20 2018, 6:00 AM	Dec. 20 2018, 2:00 PM	36 kg
Freight Order - 782545254								
41000360008	Planned	10	782545255	1001 - Nittenau	1013 - Wien	Dec. 20 2018, 9:00 AM	Dec. 21 2018, 3:30 PM	36 kg
Freight Order - 782545254								
41000360002	In Execution	10	782545254	1001 - Nittenau	1019 - Wien	Dec. 20 2018, 9:00 AM	Dec. 20 2018, 4:00 PM	42 kg
41000360001	Executed	10	782545254	1001 - Nittenau	1019 - Wien	Dec. 20 2018, 9:00 AM	Dec. 20 2018, 4:00 PM	42 kg

Which year had highest costs?



Which month did healthcare do better than others?

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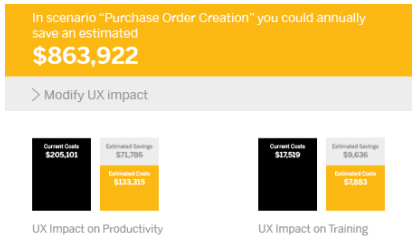
The value of good user experience (UX)

Monetary Value

Gain Productivity, Data Quality

Save Training Costs

Decrease Change Request, User Errors



UX Value Calculator

Human Value

Increase User Satisfaction, Inclusion, Customer Loyalty, Solution Adoption

Strengthen Relationship (IT and Business)

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How to scale for good UX for hundreds of apps

Design system

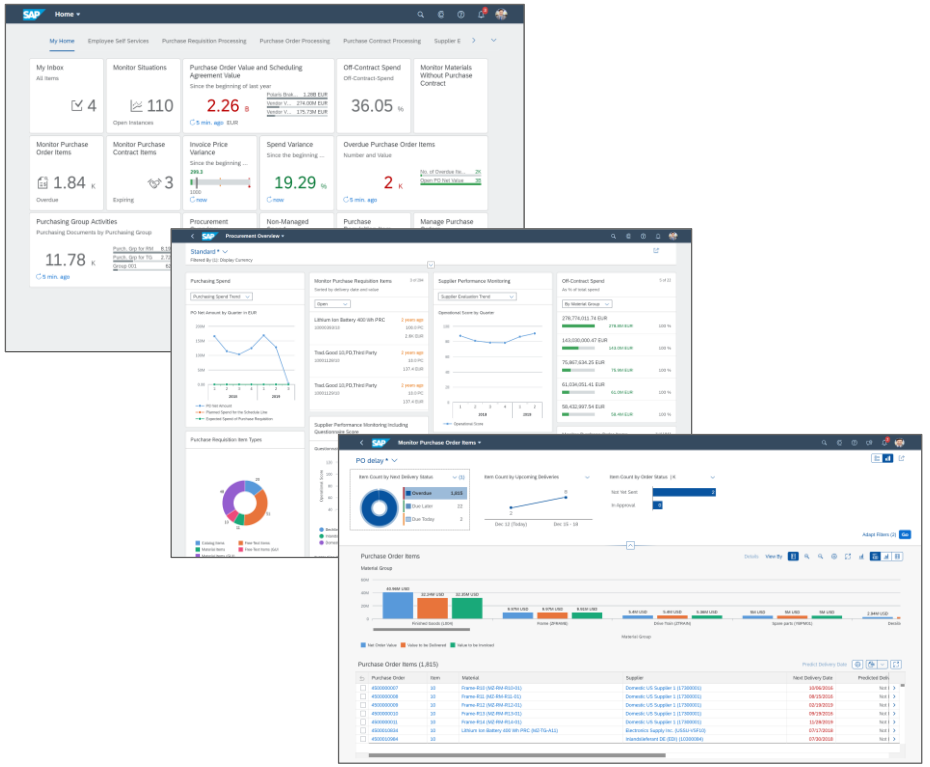
- Allows UX to scale across many apps and products
  – Consistently!
- Applies to various technologies

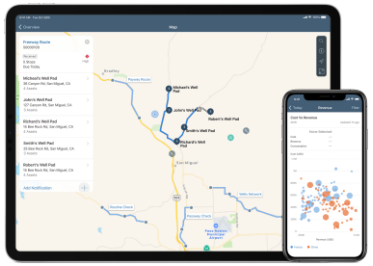
Development scales with

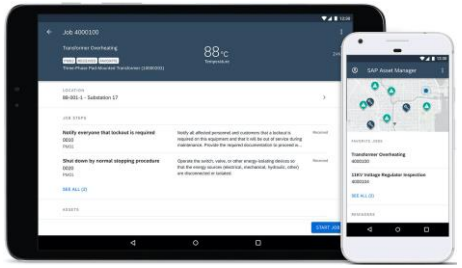
- Software frameworks and libraries
- UX integration runtime: central entry point, navigation services

Deployment scales via

- Tooling to get SAP Fiori running







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SAP S/4HANA UX Overview

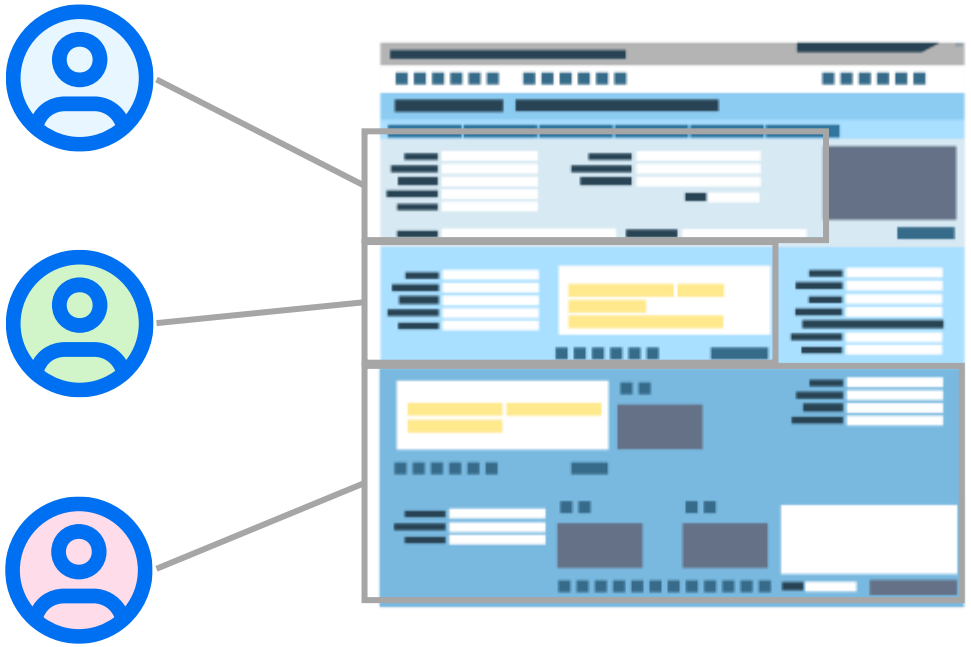
SAP UX Strategy

SAP Fiori Launchpad Content and Key Capabilities

SAP Fiori Focus Areas

SAP Fiori Launchpad
Role-based Simplification

Deliver task-based user interfaces:



Deliver user centric work places:

SAP Fiori Launchpad

SAP Fiori = User Experience of SAP S/4HANA

SINGLE ENTRY POINT

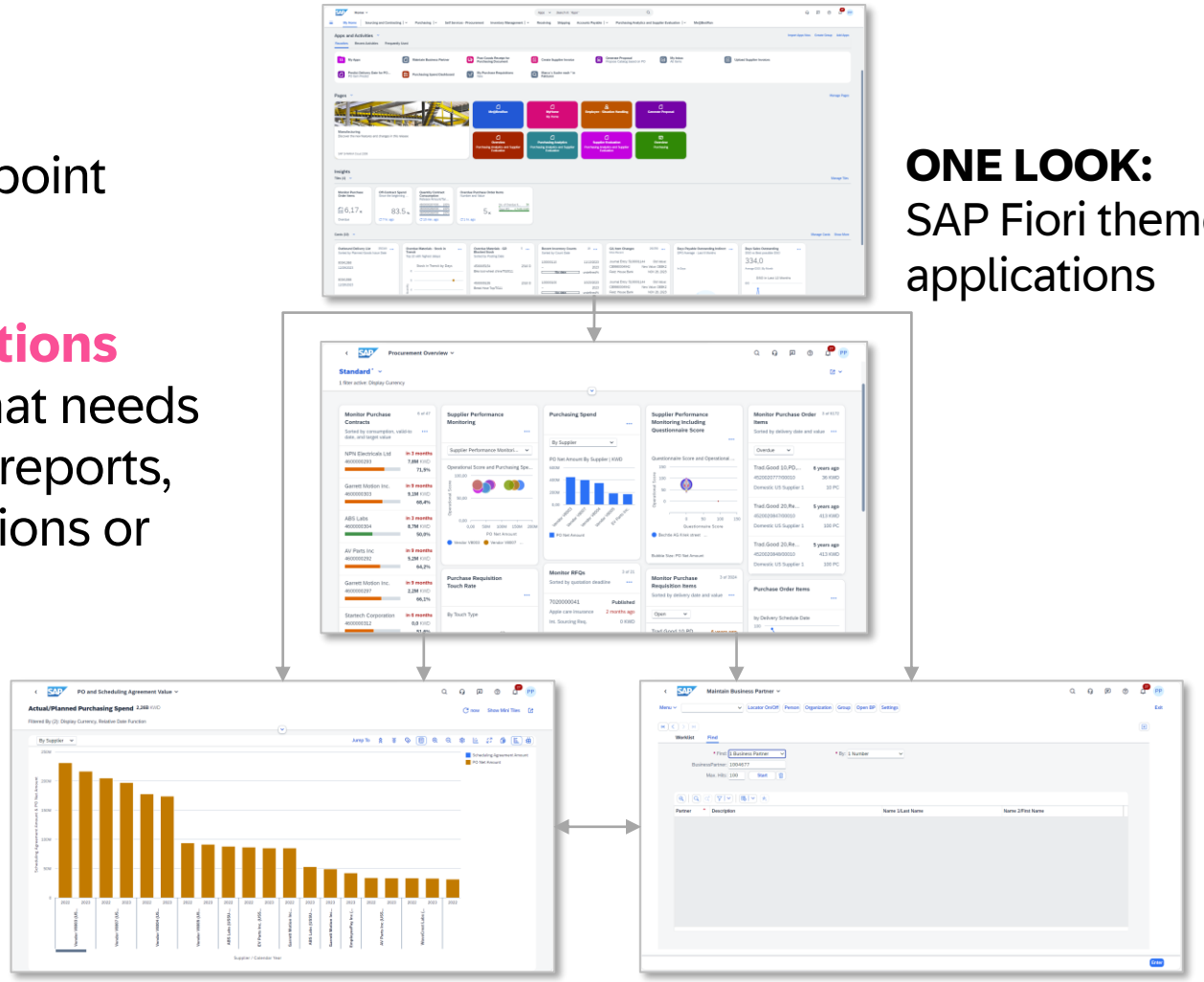
SAP Fiori launchpad is the single entry point to access all apps.*

Domain-specific information and actions

Users will quickly get an overview of what needs their attention with overview pages, list reports, and work lists, and can trigger quick actions or drill down to the next level of detail.

Enter details, explore in depth

Key and differentiating use cases are reimagined with the SAP Fiori user experience.
All classic applications have the SAP Fiori visual theme.



ONE LOOK:
SAP Fiori theme for all applications

* today, within one SAP S/4HANA system

SAP Fiori Launchpad

Classic version: home page with Groups (deprecated)

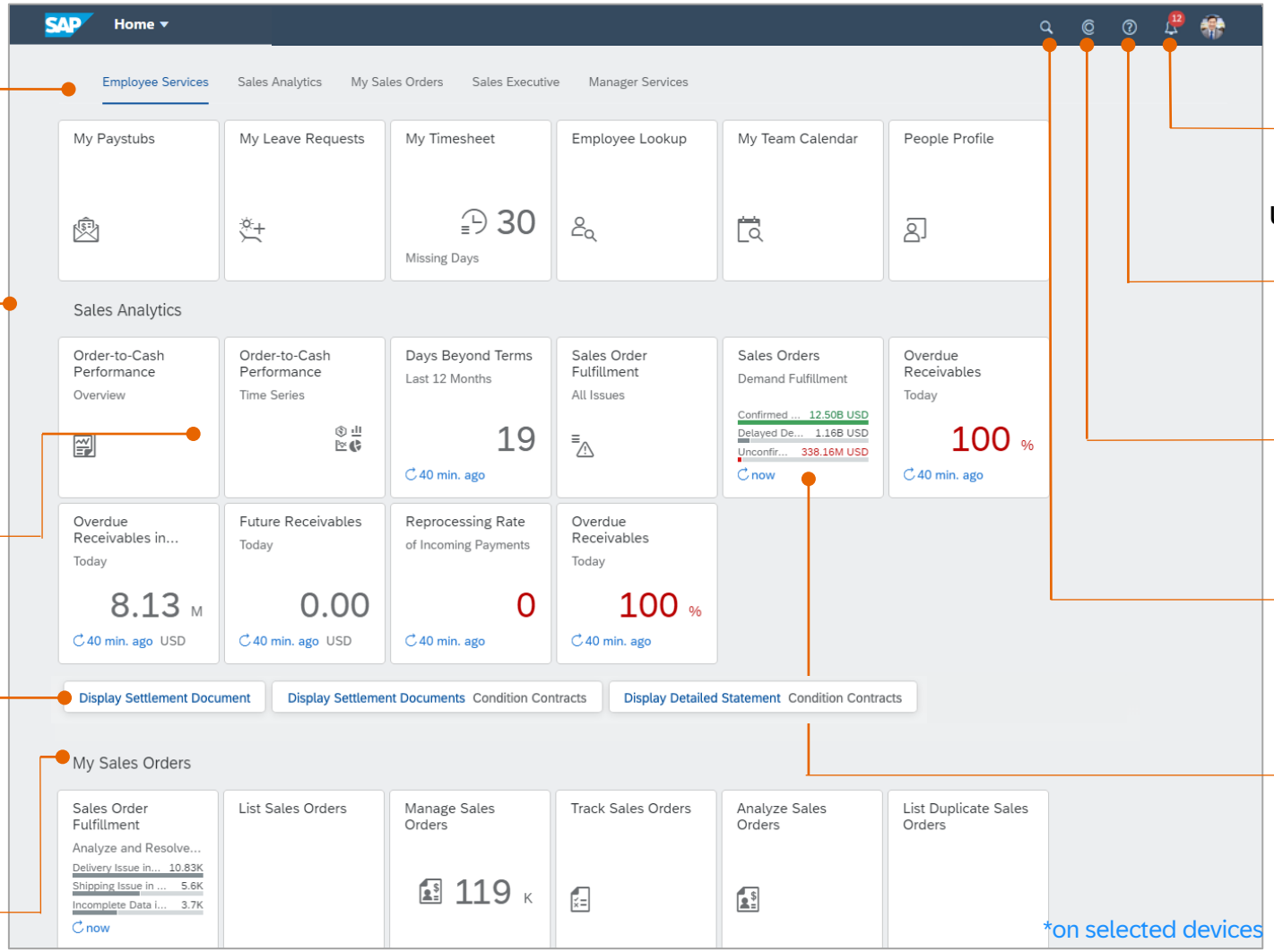
Anchor/tab navigation for direct access to groups

Edit mode for instant personalization of groups and tiles

Launch SAPUI5, Web Dynpro ABAP*, SAP GUI for HTML*, Web client UIs, and arbitrary URLs

Link lists providing access to a large number of apps

Group tiles for personalized content organization



*on selected devices

Color-coded notifications alert users to any overdue, new, or immediate actions

Show in-app help to guide users through an application or through a process

Collaborate with other users and your digital assistant for quick results

Search across and within apps to get immediate answers

Dynamic charts provide a high-level, real-time overview

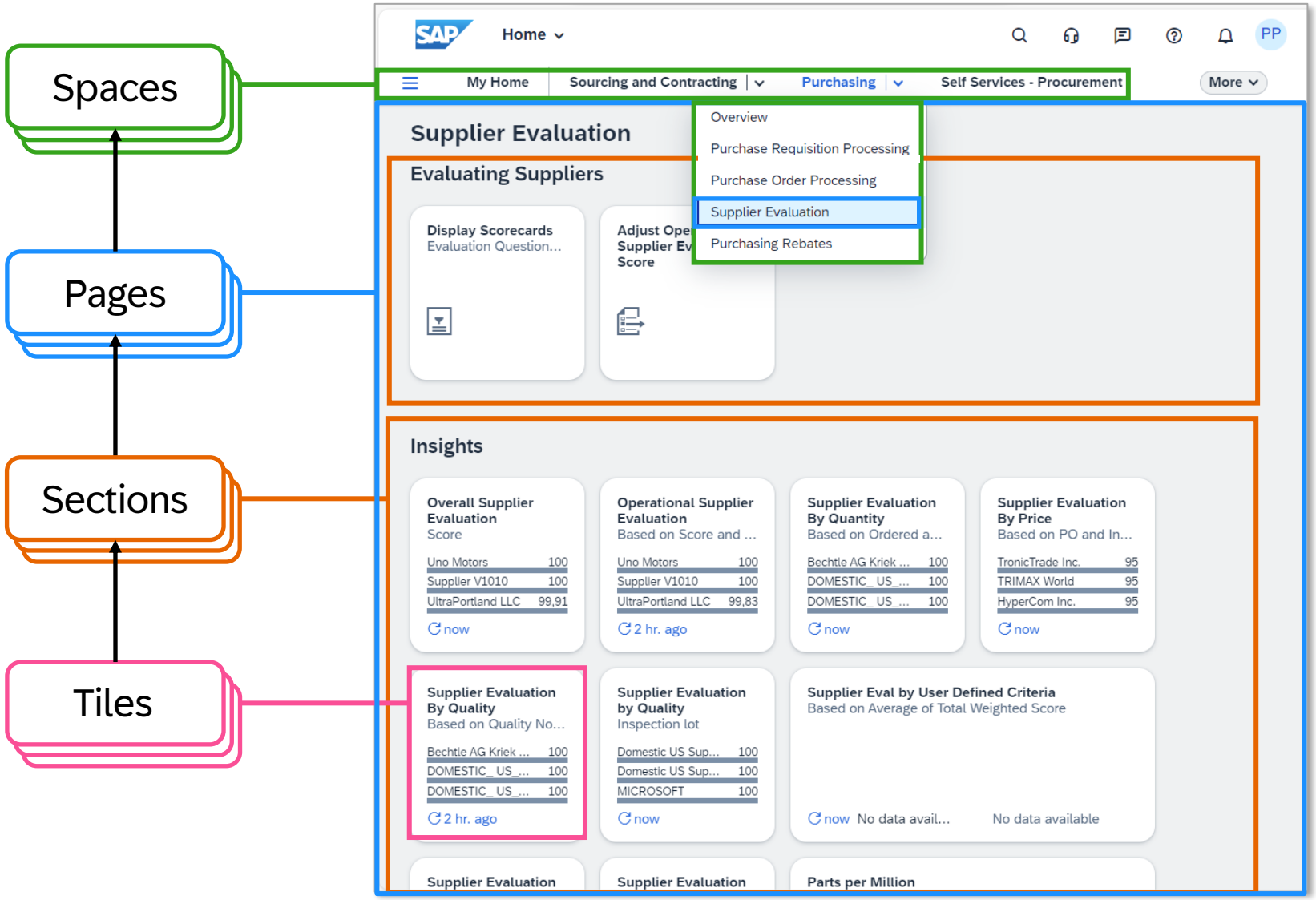
SAP Fiori Launchpad

SAP Fiori – home page with Spaces and Pages

Spaces with multiple pages – for example, one space for each role

Allows users and admins to better organize access to apps with WYSIWYG editor

For end users: Easier to use, better user experience, stable layout



SAP Fiori Launchpad

Overview *My Home* in SAP S/4HANA

Access your To Do list of My Inbox and My Situations items

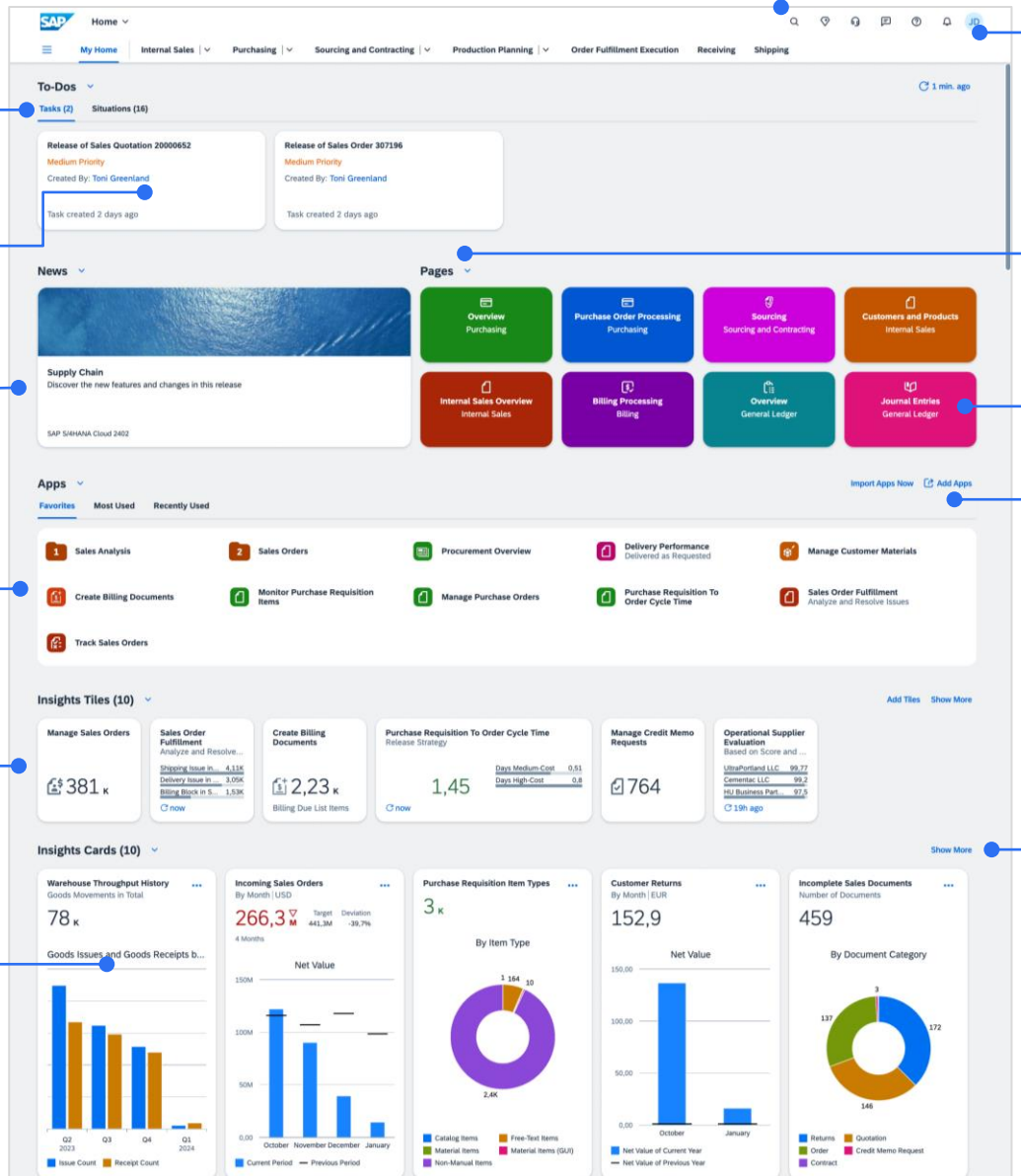
Collaborate with Task creators via MS Teams

Access relevant system News and your most critical pages quickly

Launch your most relevant apps

Monitor your business thanks to Dynamic or Smart Business tiles

Track your business trends through your pinned cards



Search & Launch any of your apps instantly

Personalize the sections shown on the page and their display order

Personalize the content of each section

Identify instantly which page an app belongs to (Color coding)

Add Apps

Show more content of a section (only when additional content exists)

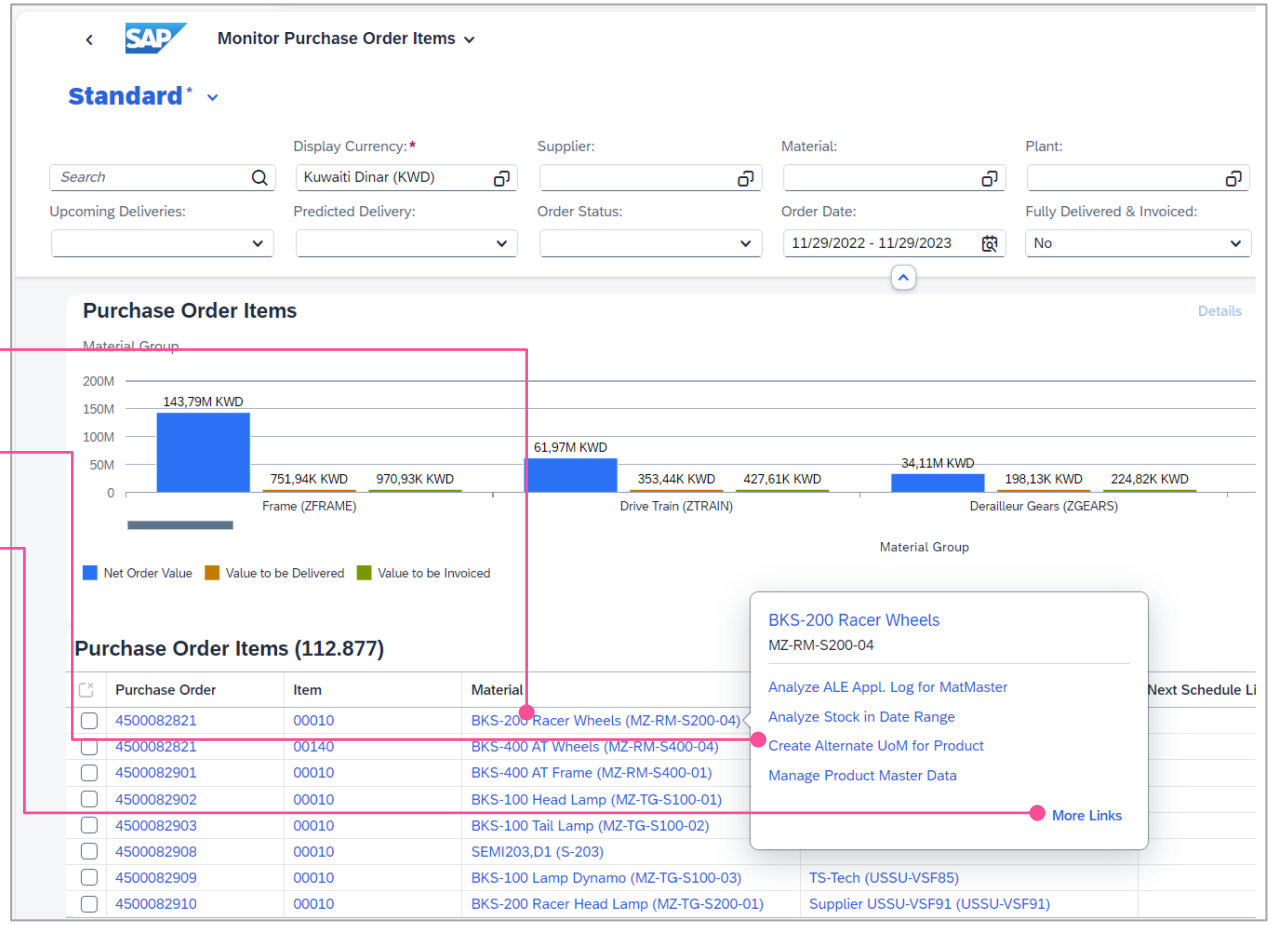
Available as of 2023 FPS01

SAP Fiori Launchpad
Enables Navigation between Apps

SAP Fiori launchpad provides a framework for linking apps with context, e.g. business objects

Intent-based navigation

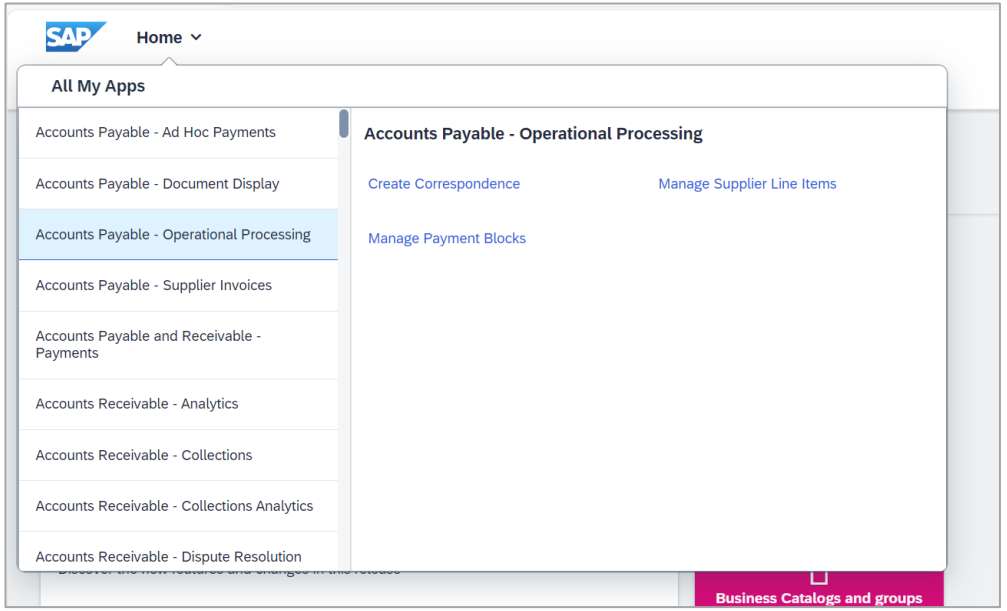
- Clicking on a link to a business object…
- …gives users options for what they intend to do
- Users can personalize the list

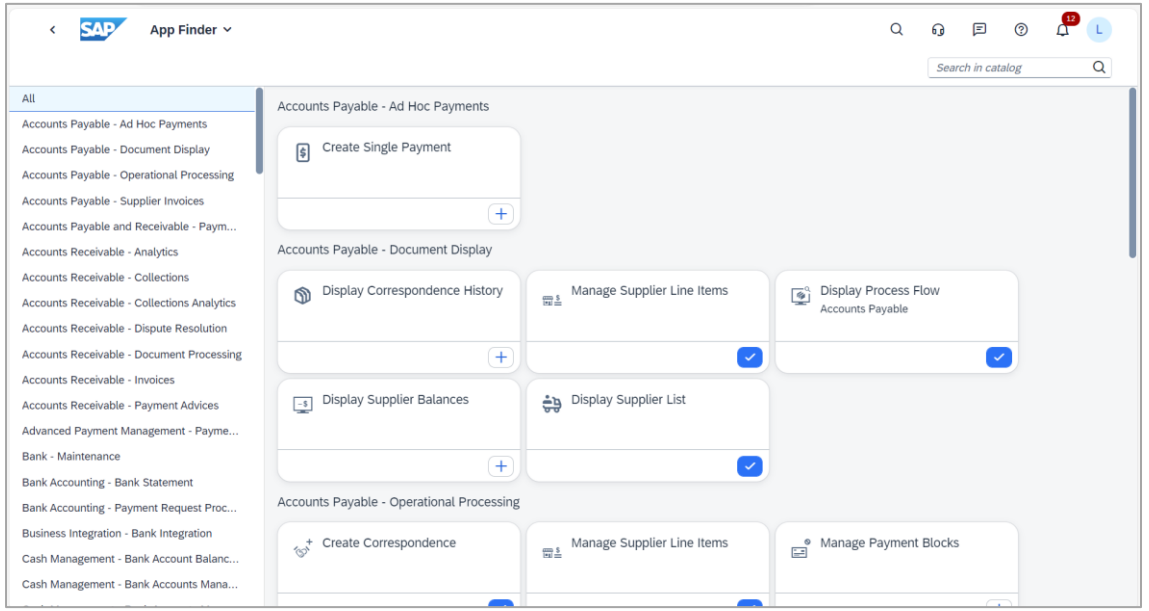


SAP Fiori Launchpad
Finding Apps – Home Menu, App Finder, Search

Users can easily find less-frequently used apps, which are not on the Home Page – three options:

- Search
- Home navigation menu (NEW with SAP Fiori 3)
- App Finder



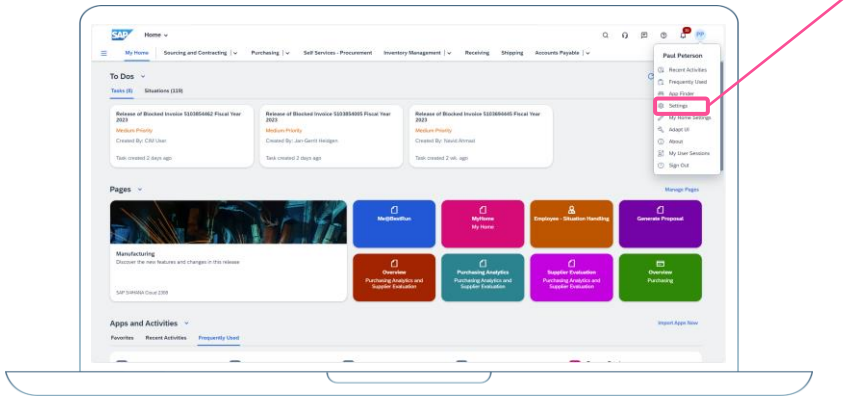


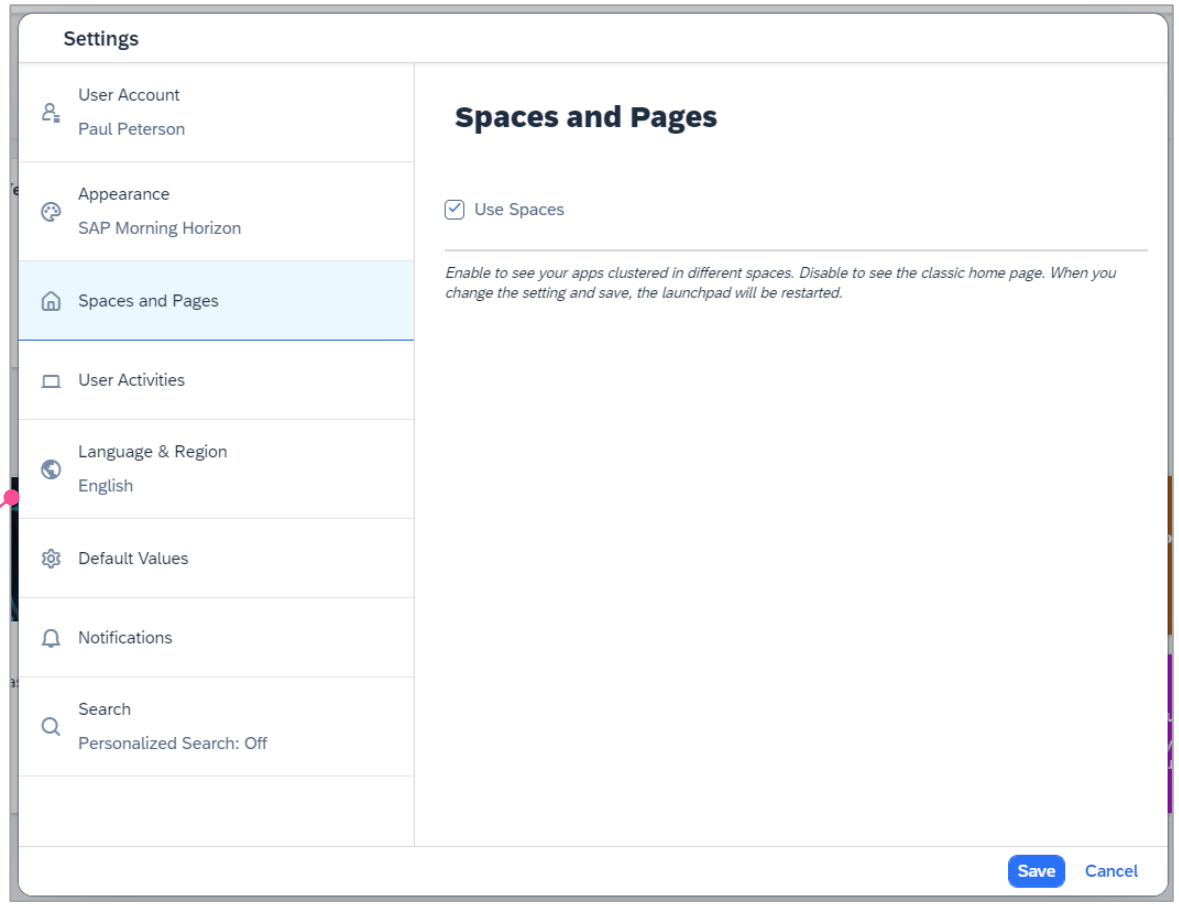
SAP Fiori Launchpad

Personalization – User Actions Menu

User-related content and actions can be accessed by clicking the user icon.

- Username, and sign-out link
- App Finder
- Settings: theme, language, default values,...
- Home Page personalization
- Custom options
- Recent Activity and Frequently Used apps





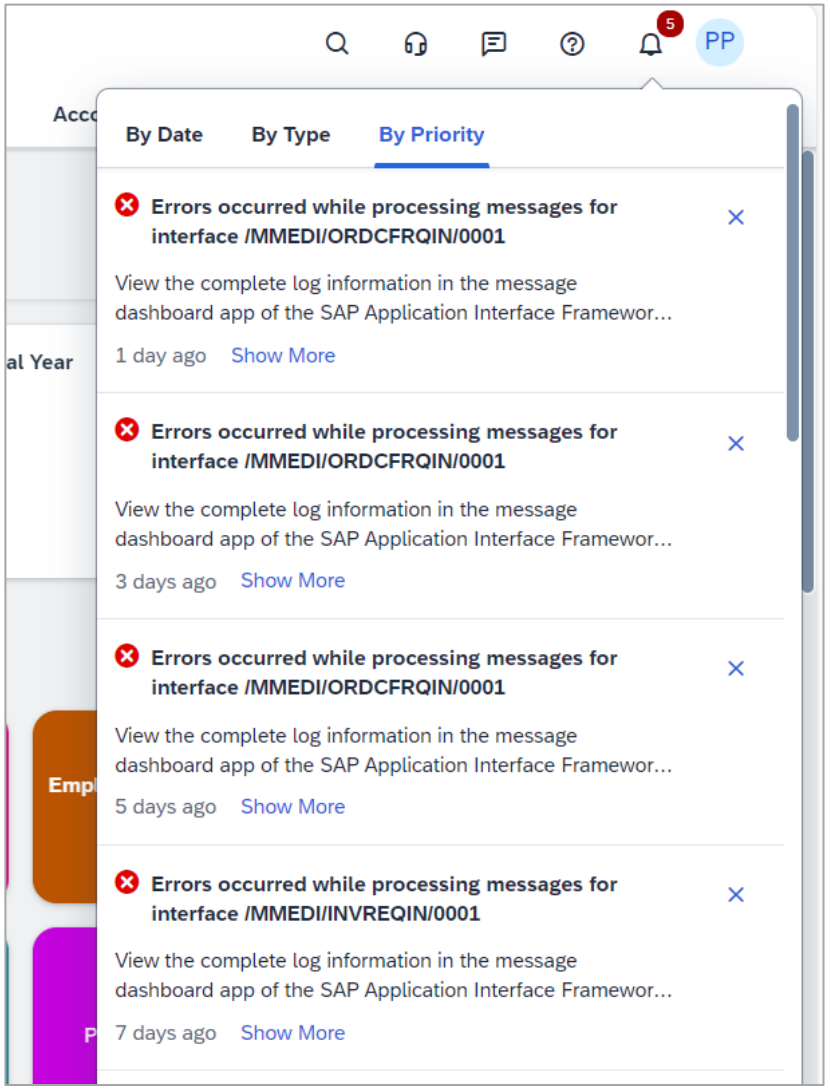
*Availability of some options depends on the configuration by the admin and the user context

SAP Fiori Launchpad

System Proactivity – Notification Area

Notifications support users in keeping track of important events without distracting them from their current tasks:

- Navigate to the source of the notification
- Act directly on individual notifications
- Act on multiple notifications at the same time

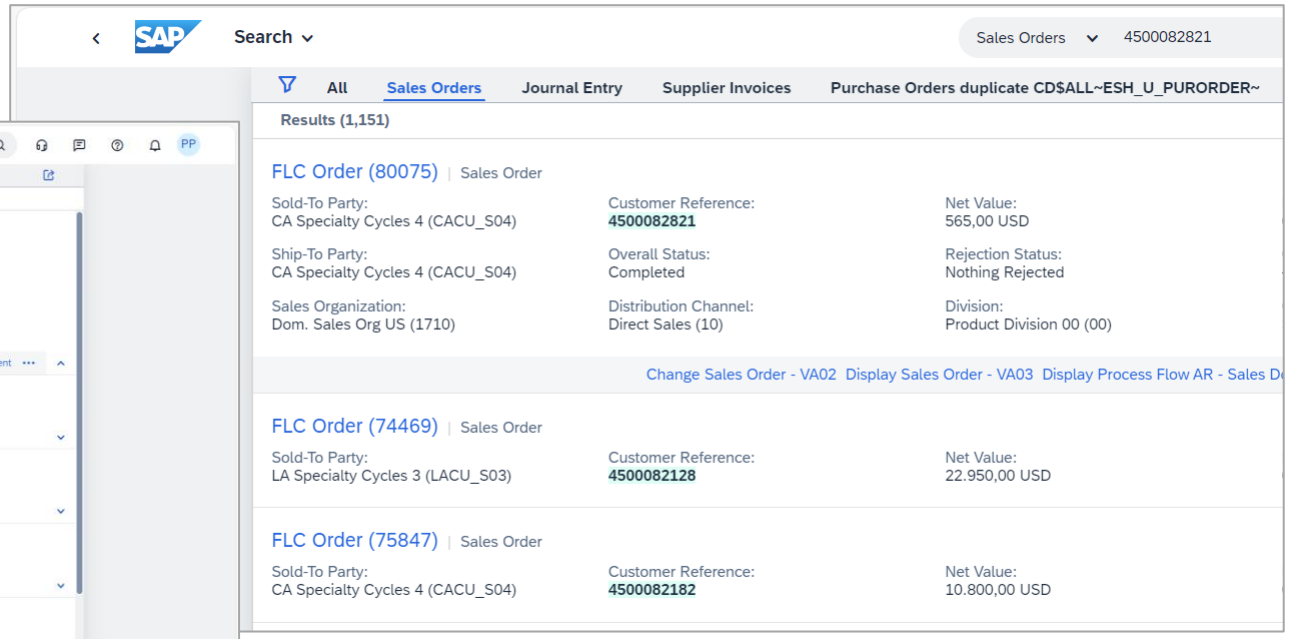


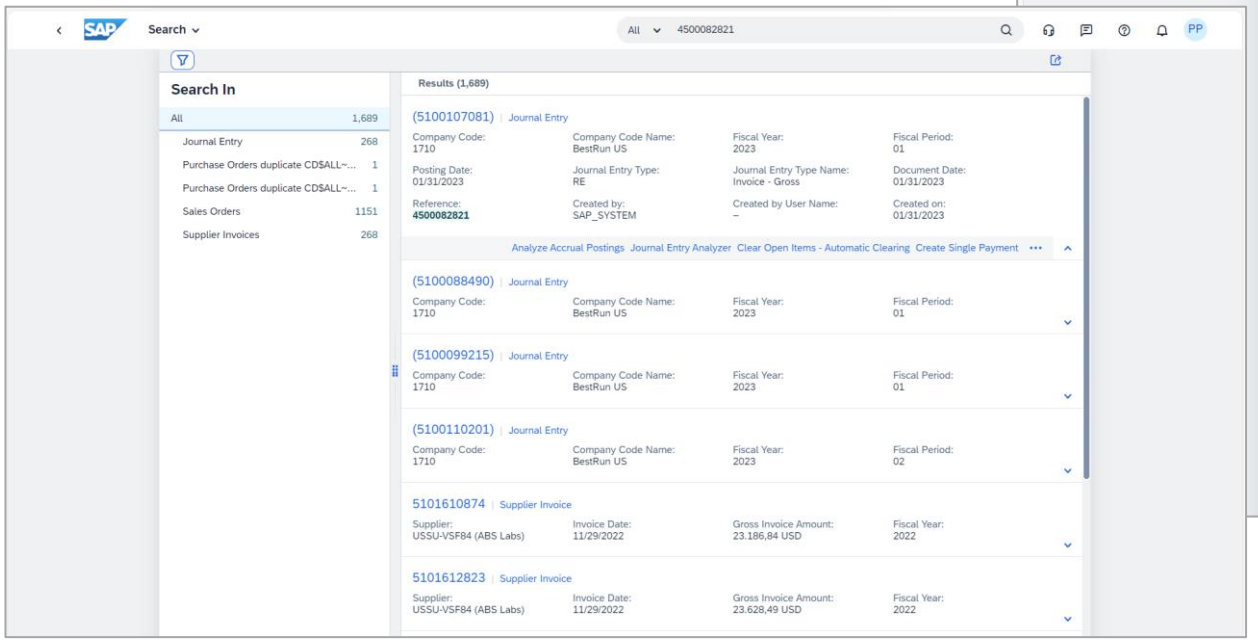
*Availability of some options depends on the configuration by the admin and the user context

SAP Fiori Launchpad

Finding Information and Apps – Search

Powerful search – for apps, and over 200 business objects





Example 1: User enters “4500082821” in the search field, finds the journal entries and supplier invoices with this reference.

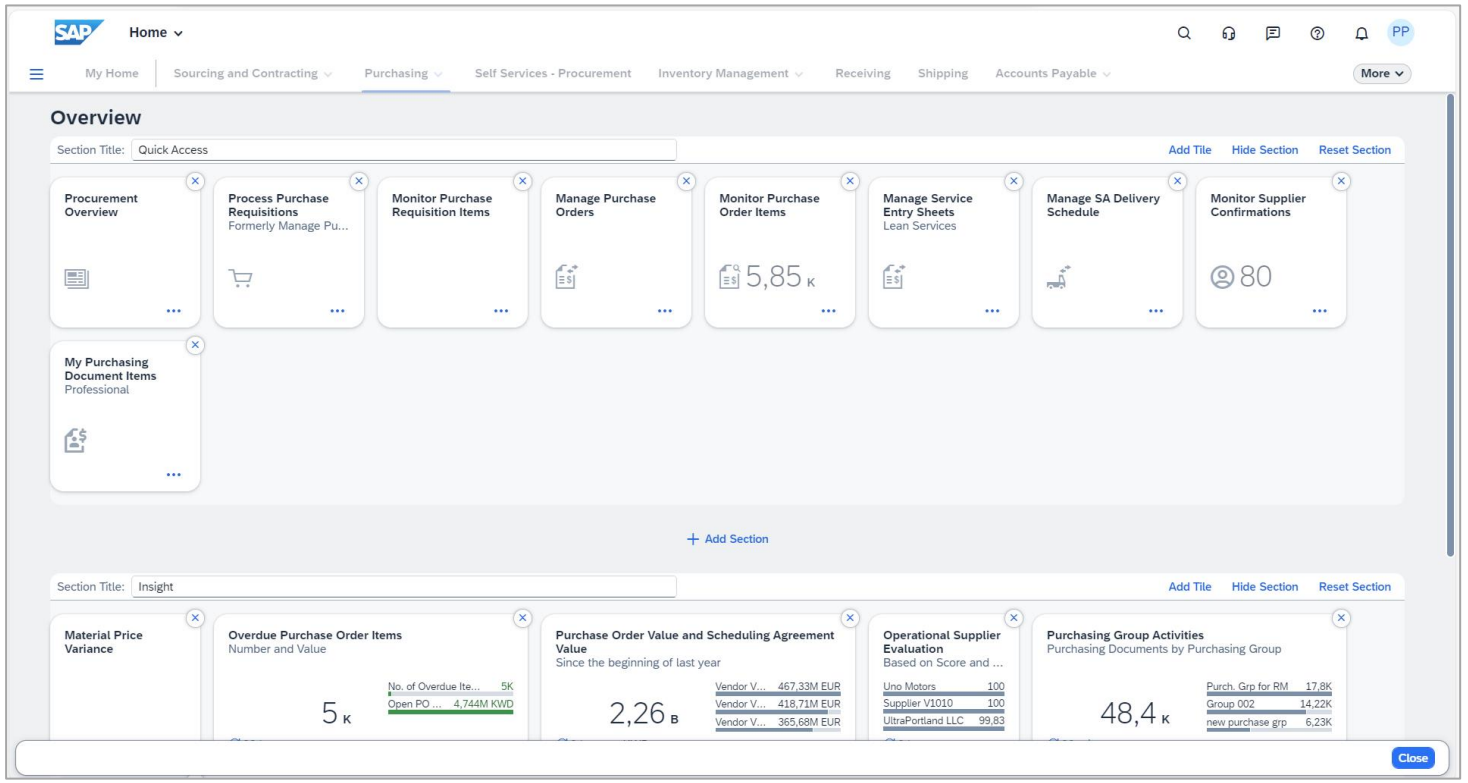
SAP Fiori Launchpad

Personalizing the Work place

Users can personalize their home page – create / change groups, move tiles

And much more, e.g.

- Filter variants for many apps,
  - Lists
  - Analytical lists
  - Overview pages
- Adjust selected columns, column order, sort, grouping and filtering on tables
- Select chart view which works best in analytical list apps
- Drag & drop layout of cards in Overview Page, hide / unhide



Available as of SAP S/4HANA 2023 FPS01

SAP Fiori Launchpad

Personalizing the Navigation Bar

Who can do what?

The user:

- Pin/unpin spaces to and from the navigation bar
- Change the order of pinned spaces via drag & drop

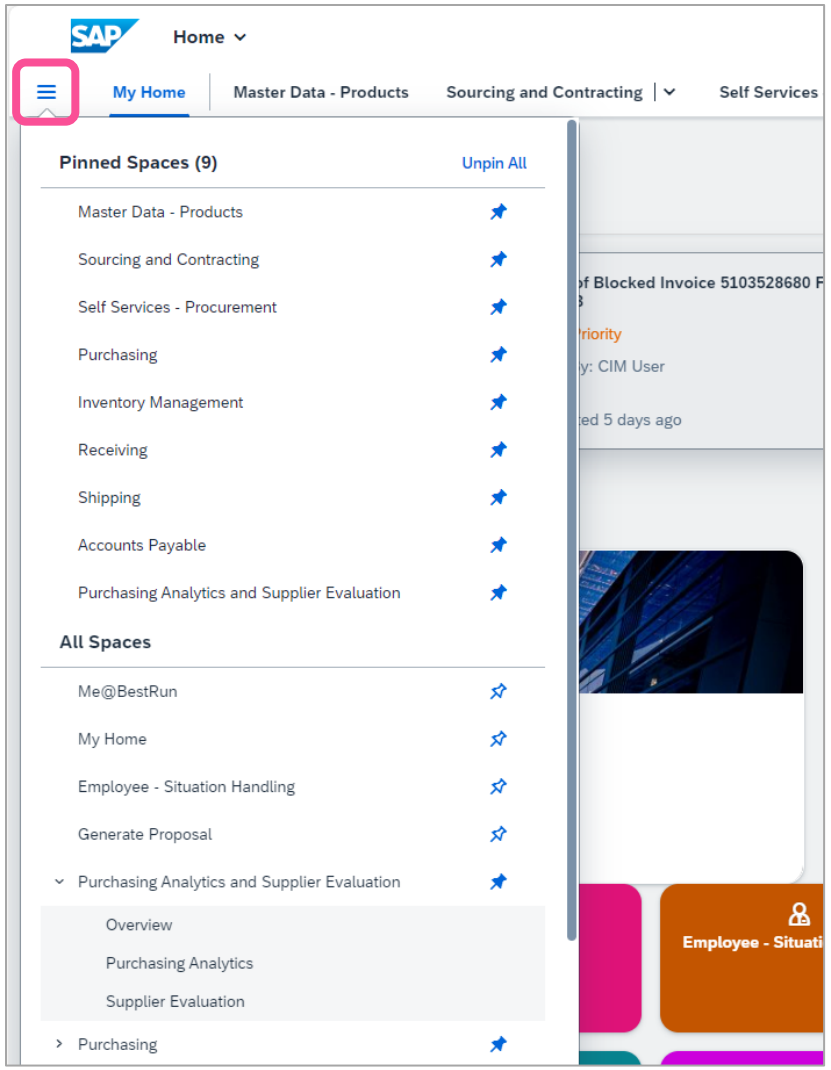
The administrator:

- Enable/disable the personalization of the navigation bar
- Initial state after upgrade: all assigned spaces pinned

How?

- New hamburger icon next to the navigation bar
- Navigation bar menu
  - Offers personalization options for the navigation bar
  - Allows navigation to a page of an unpinned space
  - Is synchronized with the navigation bar

[Personalizing the Navigation Bar | SAP Help Portal]



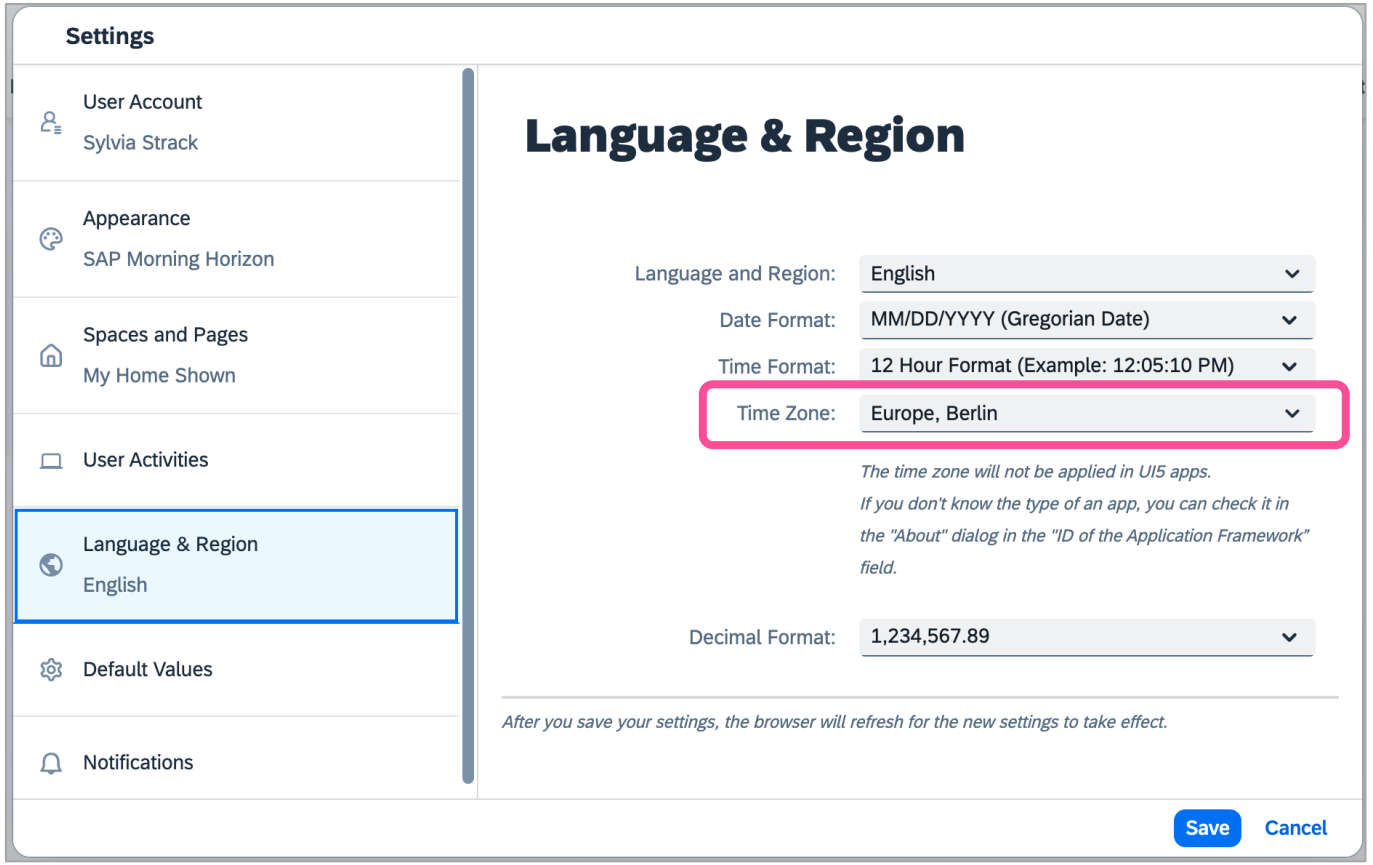
SAP Fiori Launchpad

IANA (Internet Assigned Numbers Authority) time zone settings

- User setting for IANA time zones
- Launchpad configuration parameter TIME_ZONE_FROM_SERVER_IN_UI5 to enable/disable the coupling of IANA time zones and UI5
- Possible values:
  - True: For UI5 apps the IANA time zones are taken
  - False: For UI5 apps the user's browser time zone is taken

IANA time zone example for CET time zone

- In Germany: Europe/Berlin
- In Netherlands: Europe/Amsterdam



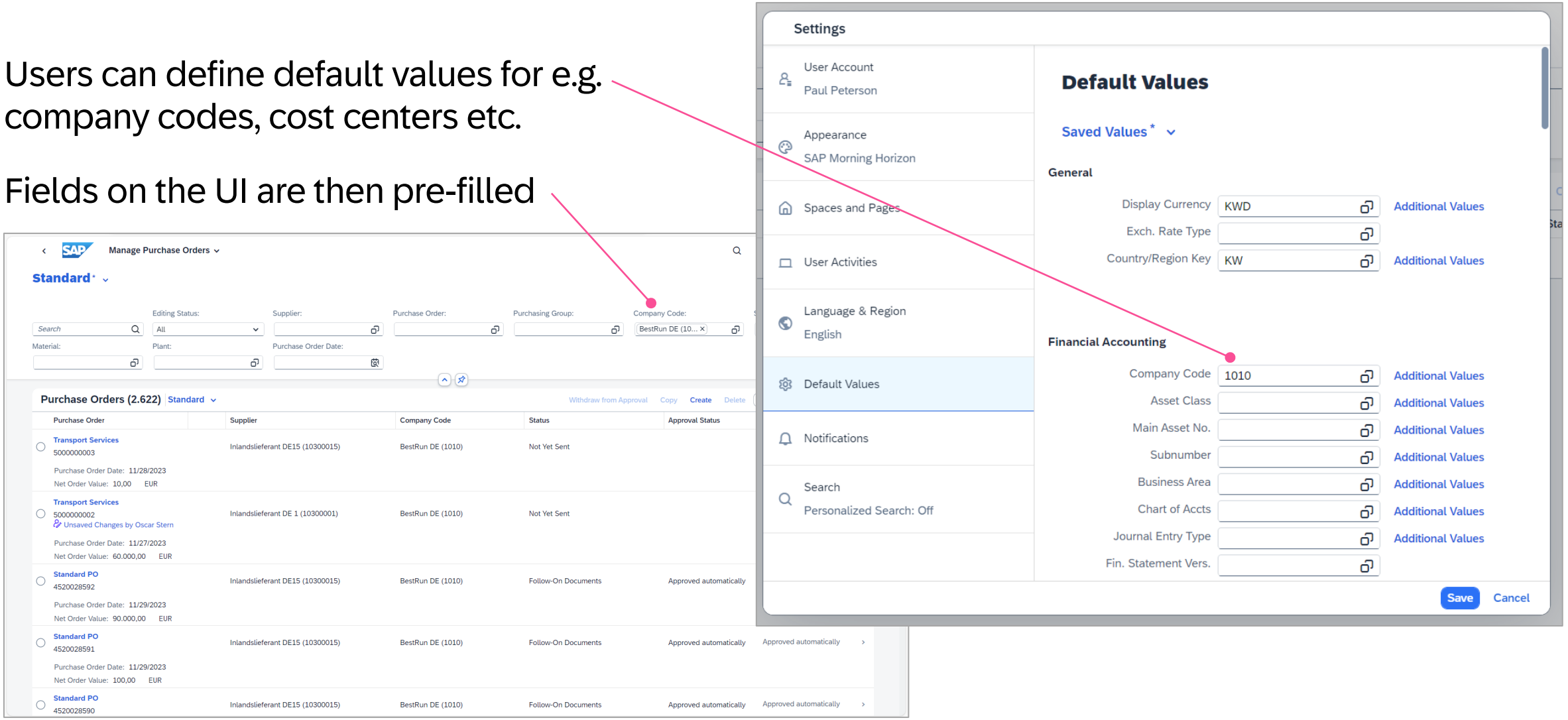
User settings with TIME_ZONE_FROM_SERVER_IN_UI5 disabled

* Internet Assigned Numbers Authority

SAP Fiori Launchpad
Defining User Default Values

Users can define default values for e.g. company codes, cost centers etc.

Fields on the UI are then pre-filled



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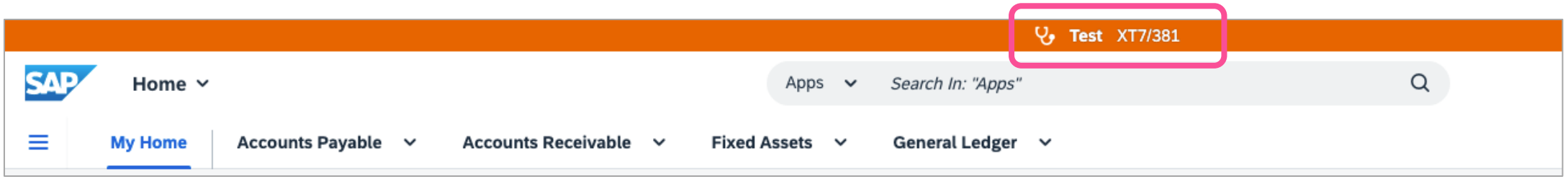
SAP Fiori Launchpad
System Information Bar in the Launchpad Header



The **User** can easily identify the current type or role of the system.

The **Administrator** can:

Action	SAP S/4HANA Cloud, public edition 2308	SAP Fiori front-end server 2023
Enable/disable the bar	yes	yes
Change the color	yes	yes
Change the icon	no	yes
Change the first text	no	yes
Change the second text	no	yes

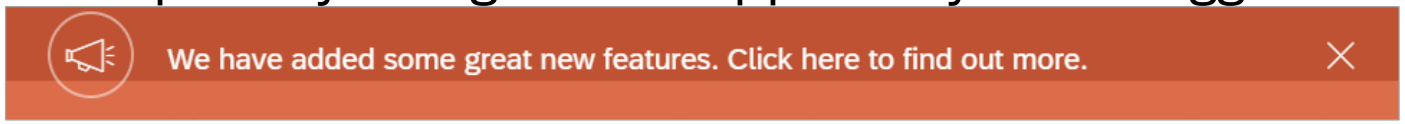
SAP Fiori Launchpad

In Case Help is needed – User Assistance

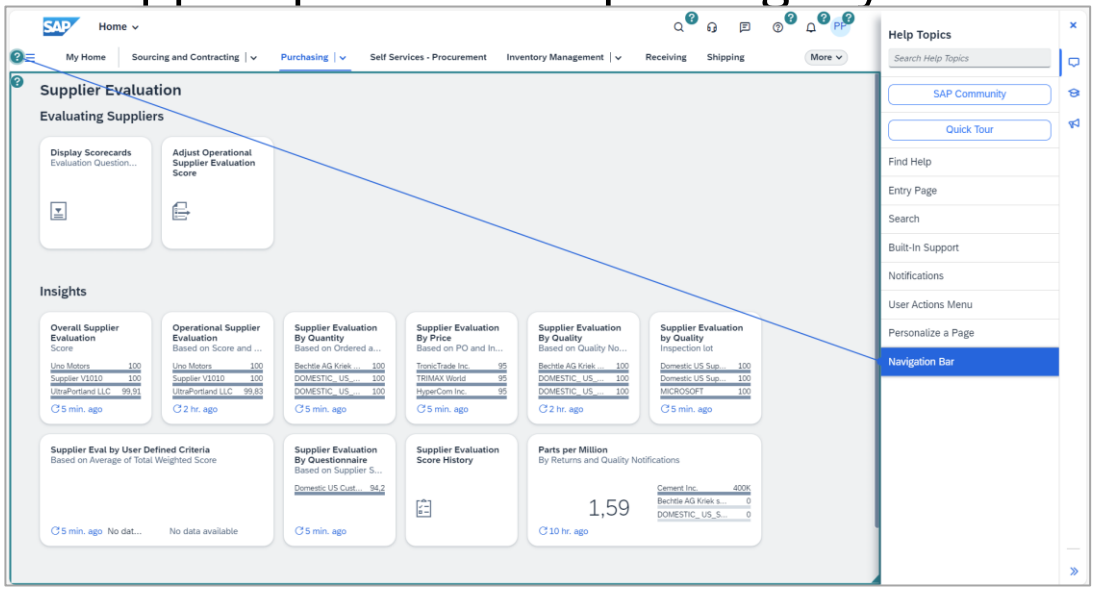
User assistance built in:

- Tutorials
- In-app explanations
- Heads-up on new features

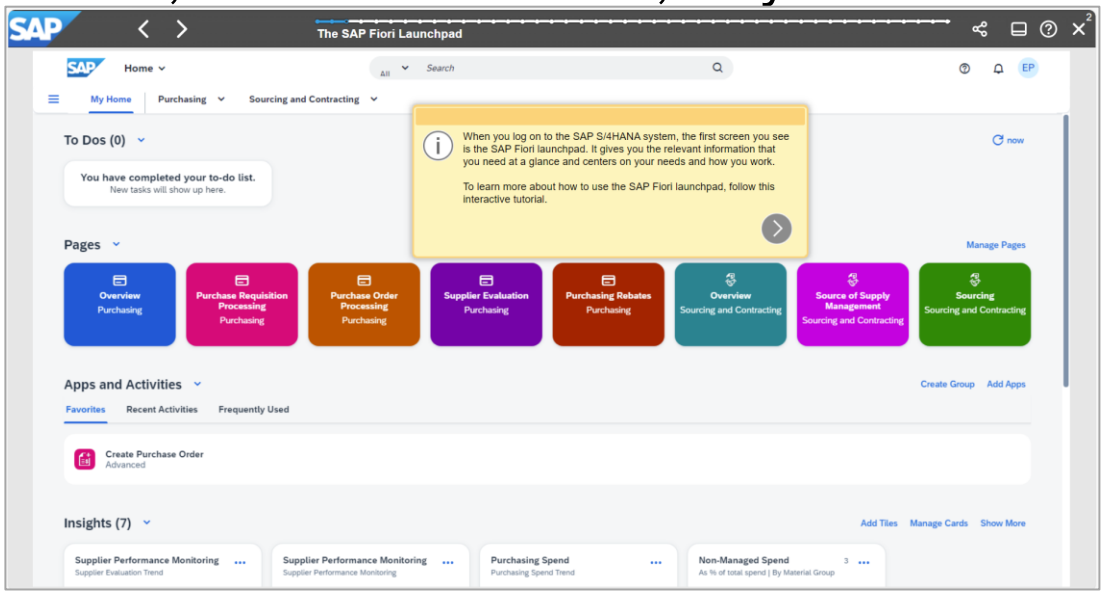
Heads-up of any changes in the app since you last logged on



In-app help bubbles explaining key features



Tutorials, in bite-sized chunks, easy to consume



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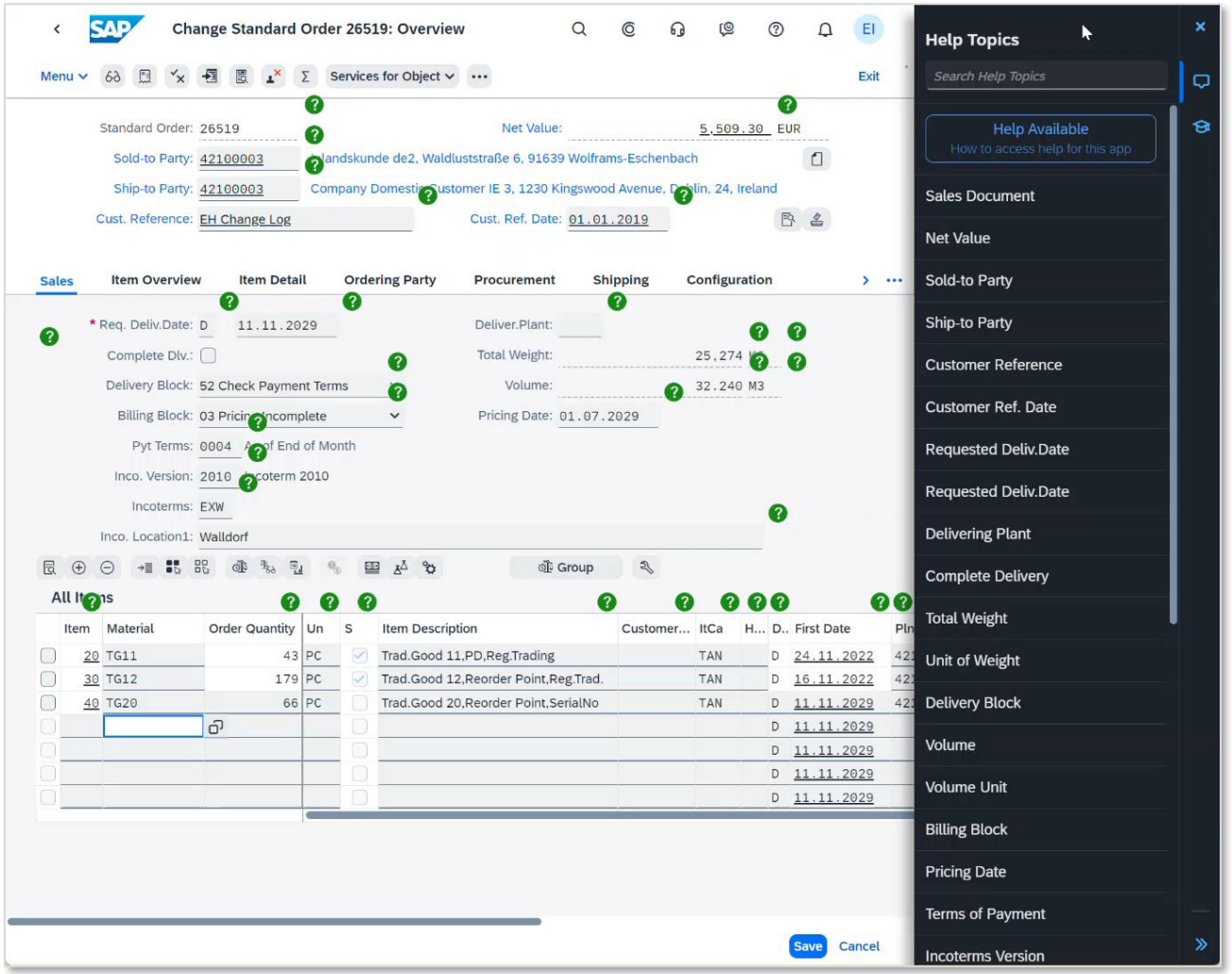
SAP Fiori Launchpad

Help for SAP GUI for HTML and WebDynpro ABAP

As of

- SAP S/4HANA Cloud, public edition 2302
- SAP S/4HANA Cloud, private edition and SAP S/4HANA 2023



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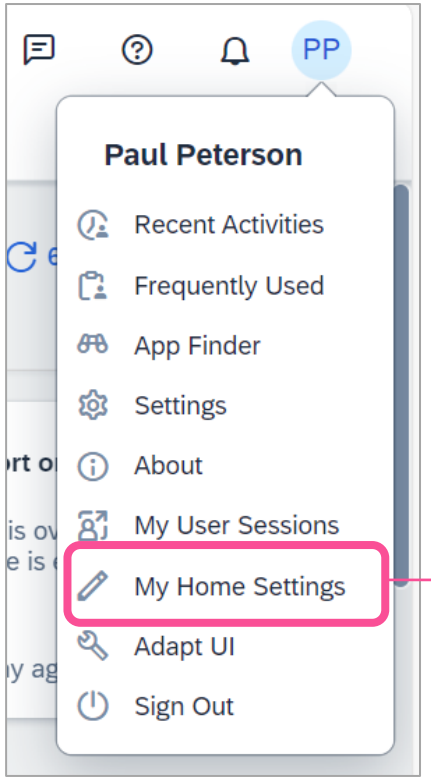
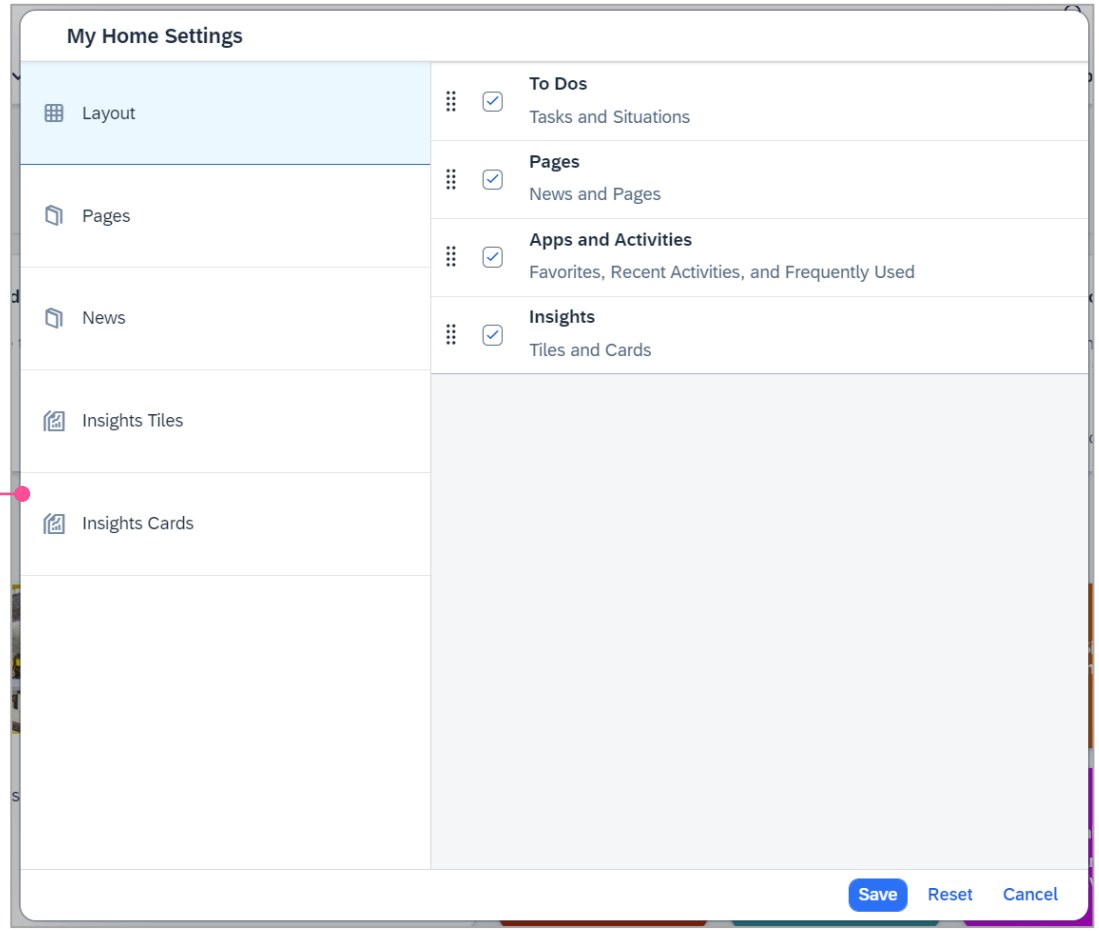
SAP Fiori Launchpad

My Home Page - Personalize the My Home Page Sections

- Change the order of the sections by using drag & drop
- Display or hide sections
- Reset to the initial settings done by your administrator



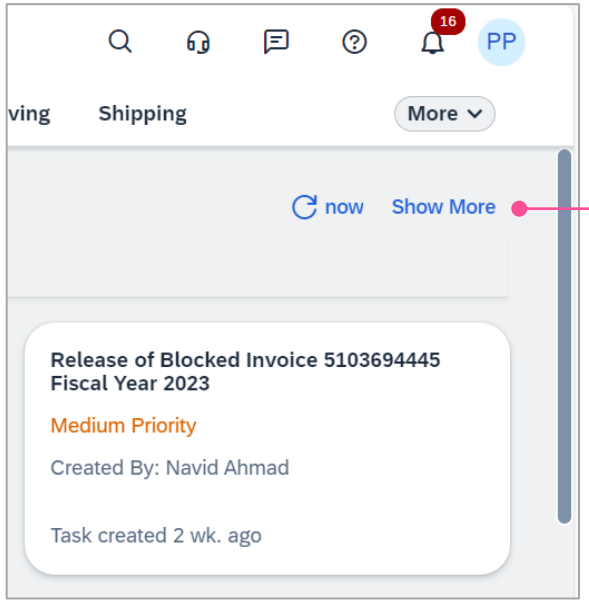


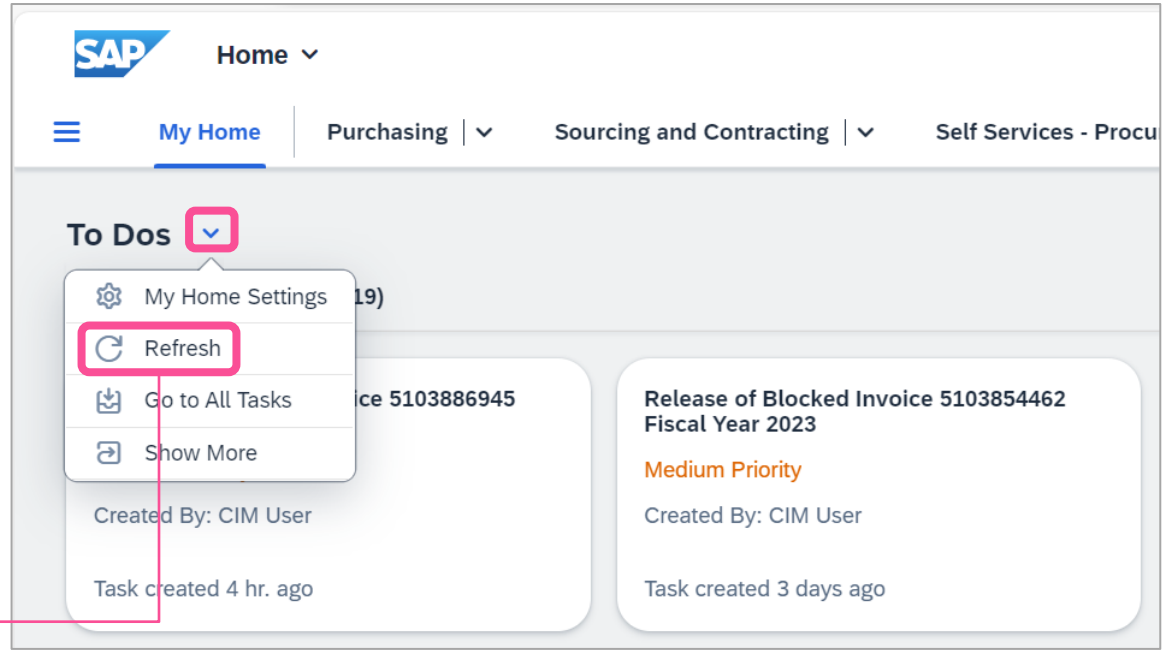
Available as of SAP S/4HANA 2023 FPS01

SAP Fiori Launchpad

My Home Page - My To Do List

- Easy access to all section functionality within each section including My Home settings
- End users now have the ability to refresh their tasks to ensure they are seeing the most update information



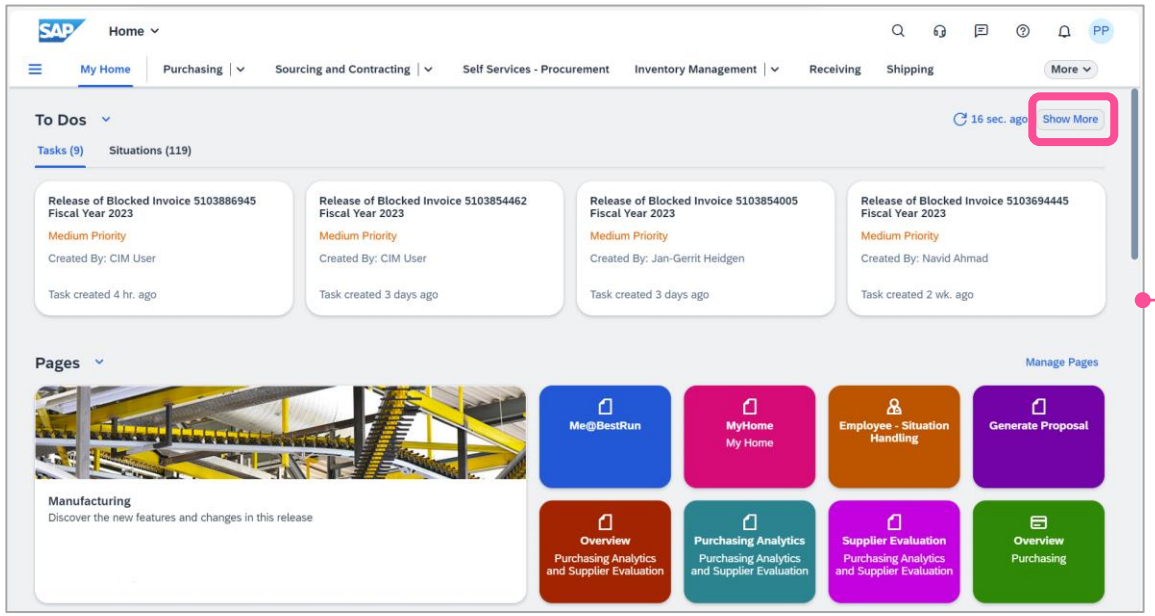


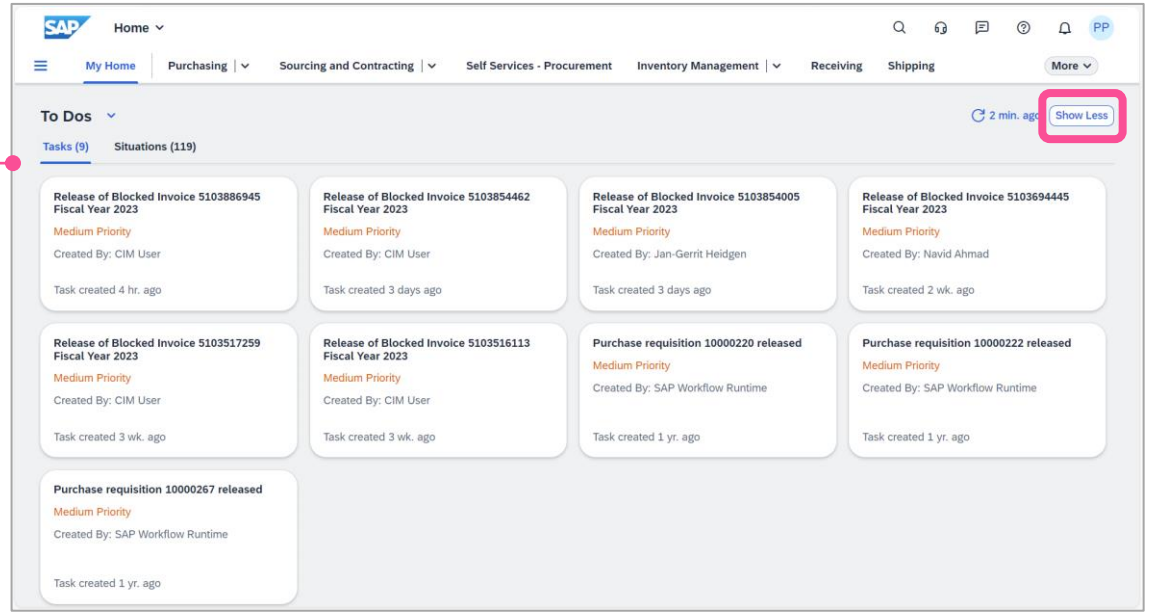
Available as of SAP S/4HANA 2023 FPS01

SAP Fiori Launchpad

My Home Page - Expand Content

- Intuitive new design for section expansion - Show more , Show less



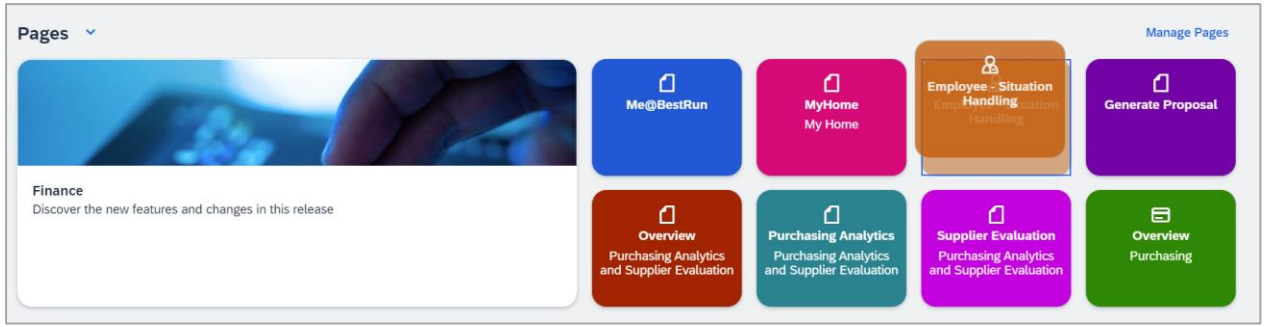


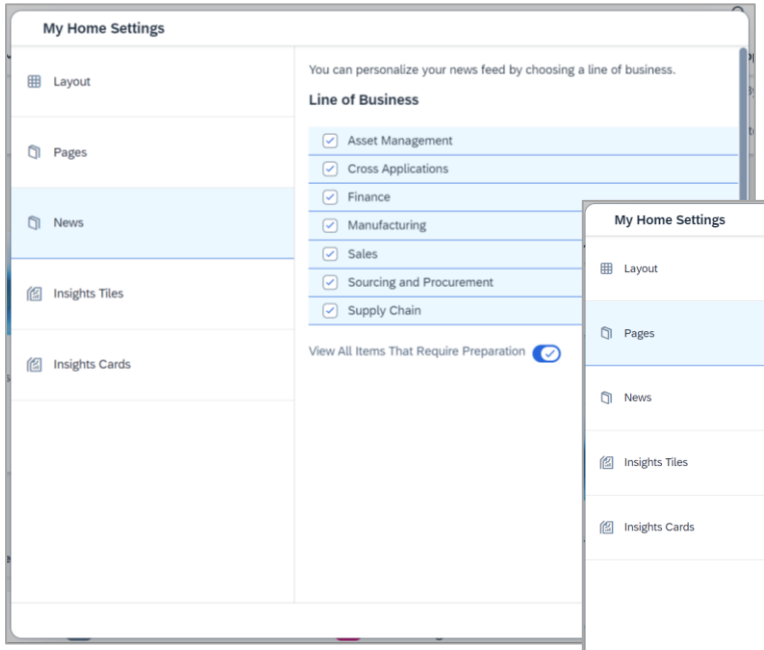
Available as of SAP S/4HANA 2023 FPS01

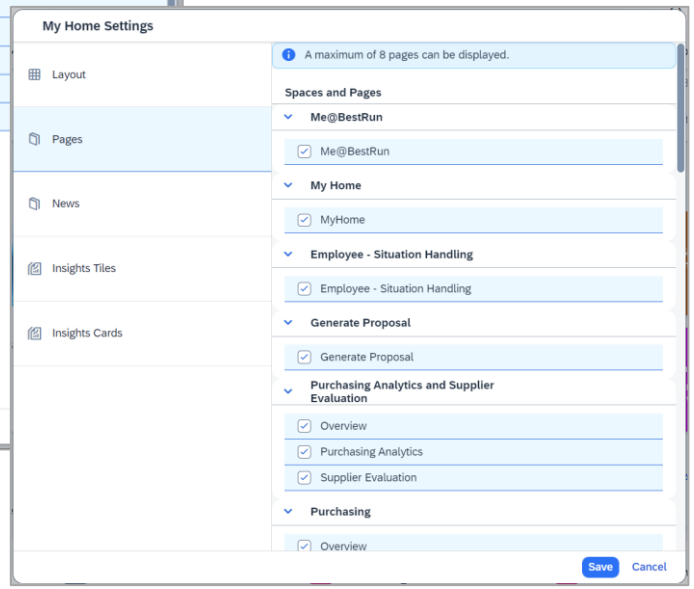
SAP Fiori Launchpad

My Home Page - Pages

- Personalize the content of this section
- End users can now personalize the news feed based on their chosen line of business by using the Manage News option
- End users can put their favorite pages via drag and drop in a personalized order







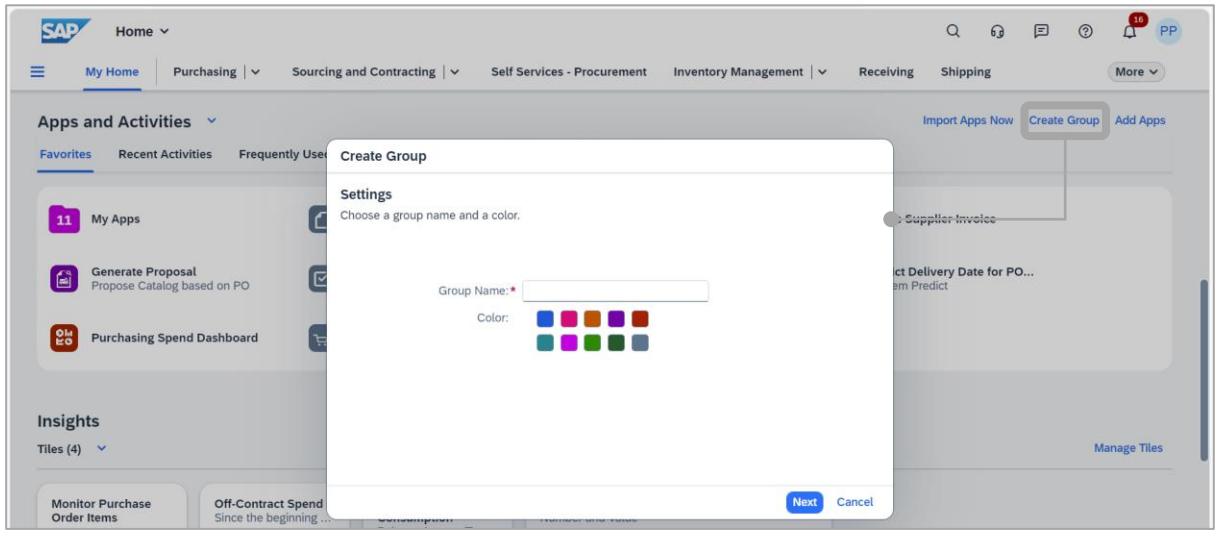
Note : This option appears if your administrator has enabled the Release Assessment and Scope Dependency (RASD) tool-based custom news feed.

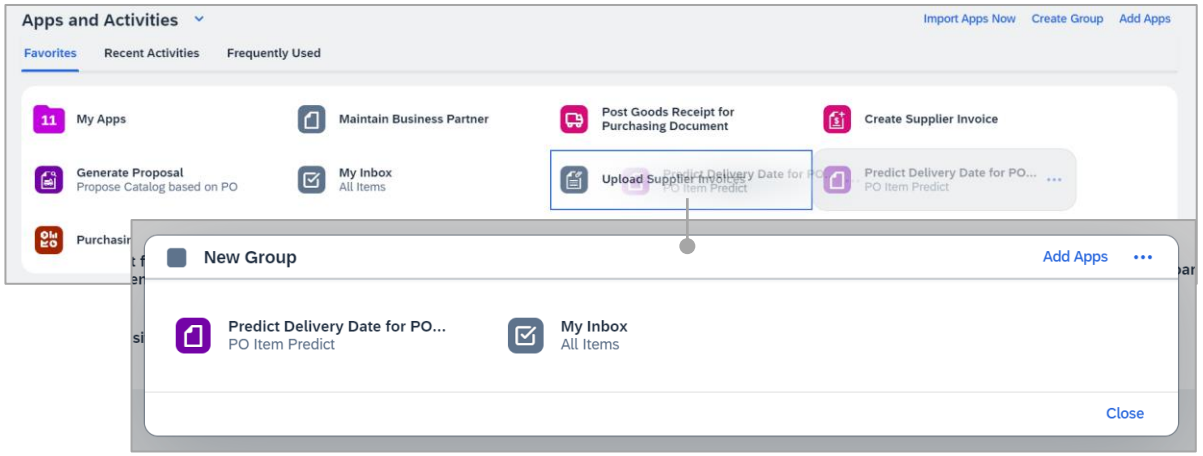
Available as of SAP S/4HANA 2023 FPS01

SAP Fiori Launchpad

My Home Page - Apps and Activities

- User can add apps most relevant to me
- Identify based in color coding what apps and pages belong together
- End users can now organize their favorite applications by creating groups
- Groups can also be created via drag and drop

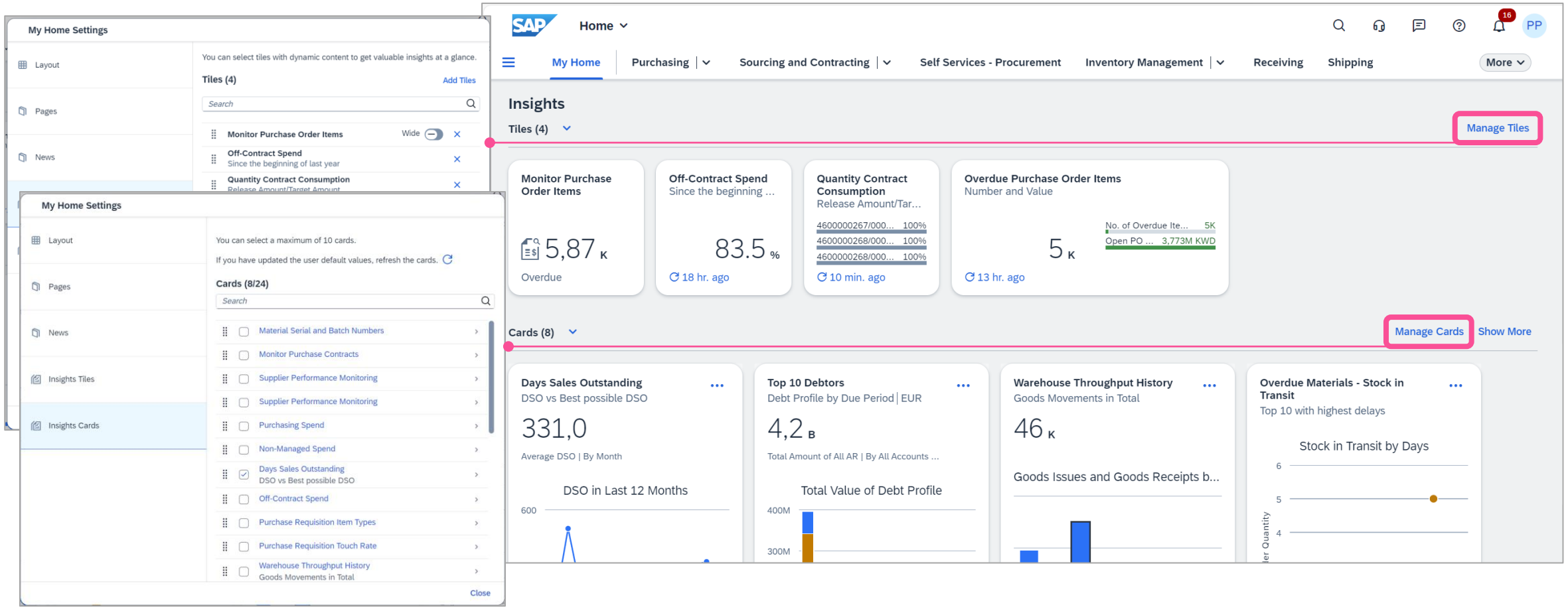




Available as of SAP S/4HANA 2023 FPS01

SAP Fiori Launchpad
My Home Page - Insights

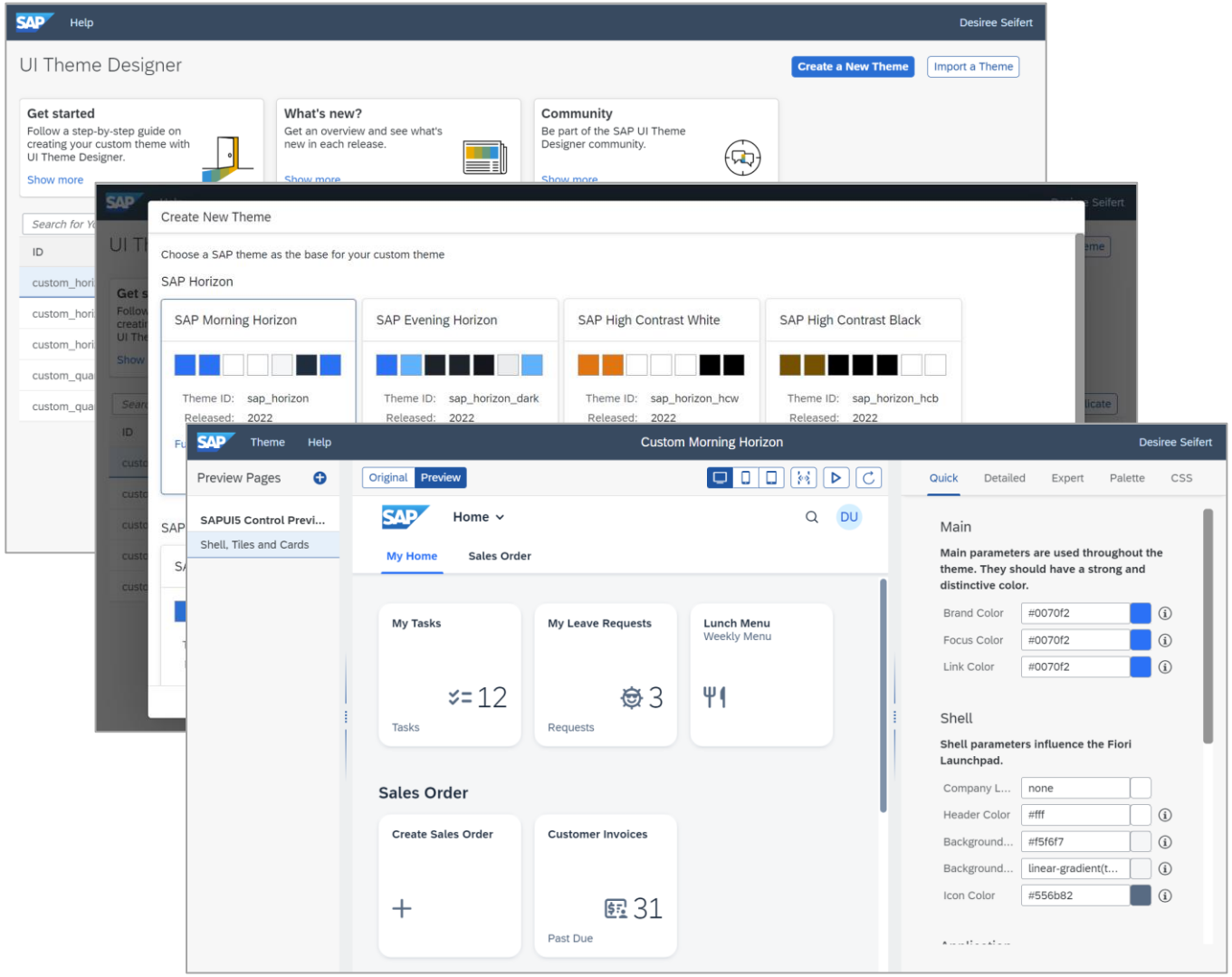
- The user can add his favourite Tiles or Cards here



SAP Fiori Launchpad

Infuse Corporate Identity - Branding

- SAP Fiori launchpad can be customized via the UI theme designer across all deployment options
- The UI theme designer provides a browser based WYSIWYG editor with built-in preview capabilities
- The UI theme designer provides 3 skill levels of theming
- Quick - basic cross-technology theme settings
- Expert - technology-specific theme settings
- CSS - Manual theming based on LESS



SAP S/4HANA UX Overview

SAP UX Strategy

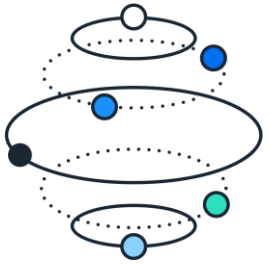
SAP Fiori Launchpad Content and Key Capabilities

SAP Fiori Focus Areas

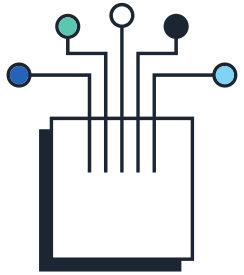
SAP Fiori Focus Areas

SAP wants your experience to be

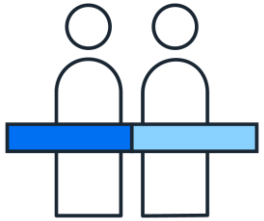
Consistent



Intelligent



Integrated

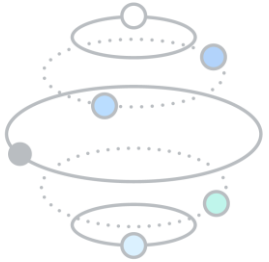


Collaborative

SAP Fiori Focus Areas

SAP wants your experience to be

Consistent



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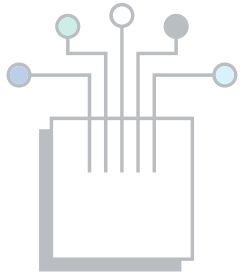

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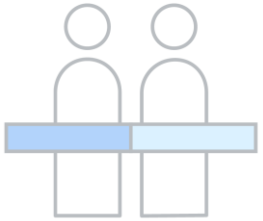
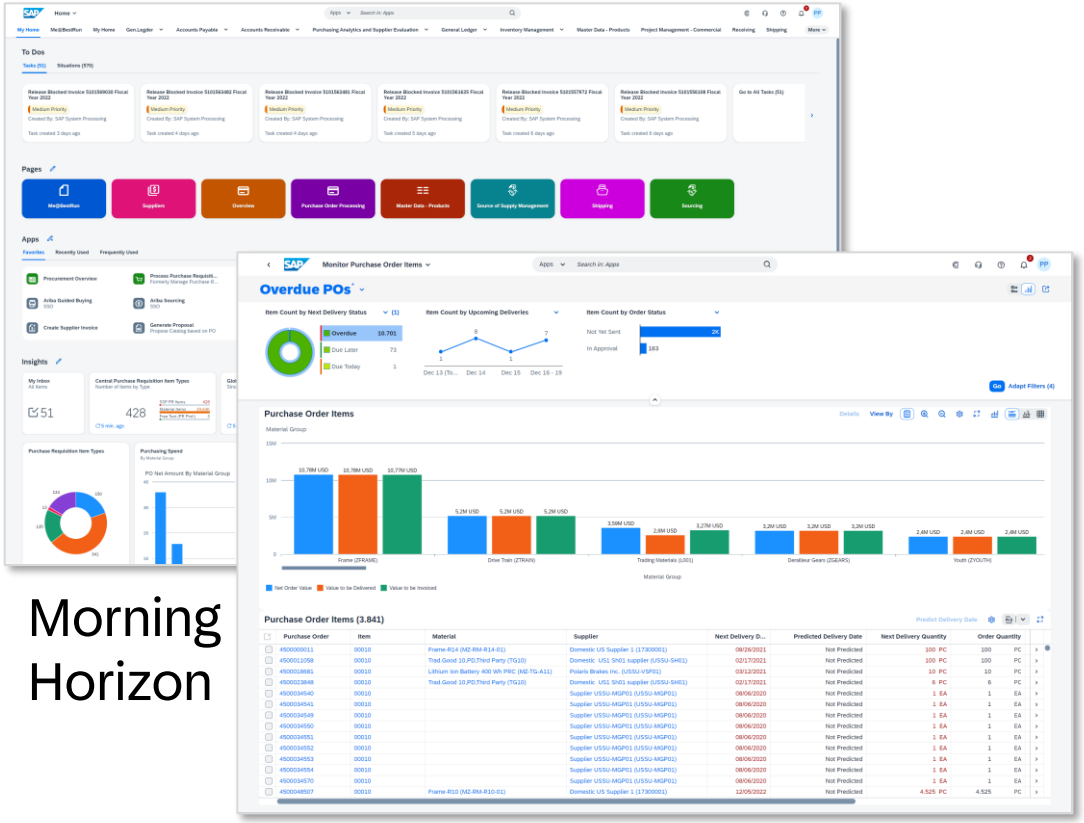


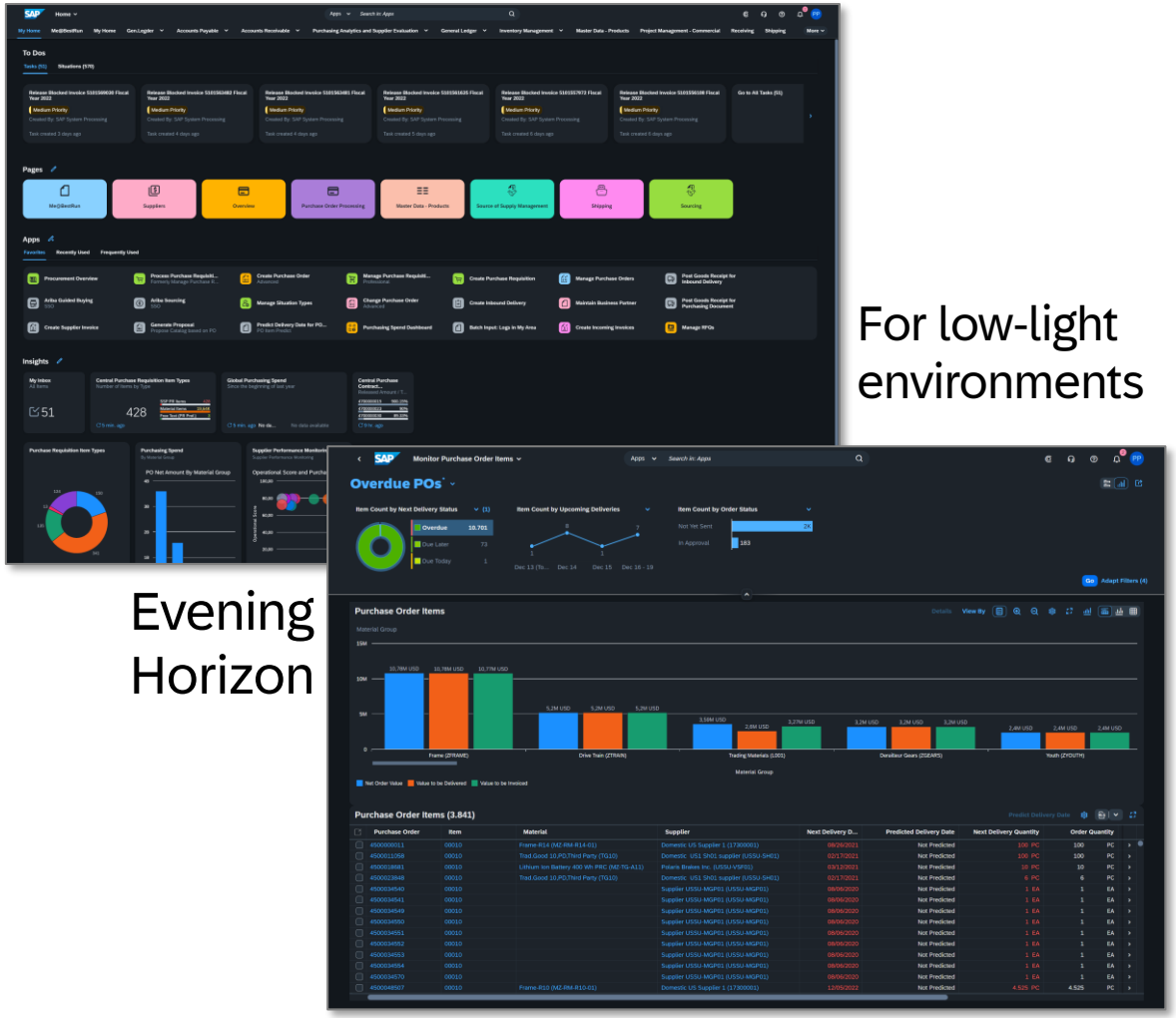
Collaborative

SAP Fiori Focus Area – Consistent

SAP Fiori visual design: Horizon themes



Morning Horizon



Evening Horizon

For low-light environments

Also available for accessibility: high contrast light and dark themes
Examples show SAP S/4HANA Cloud, private edition 2208
[Roadmap]

SAP Fiori Focus Area – Consistent

Consistency - Previous shell designs

SAP Ariba

SAP Fieldglass

SAP S/4HANA

Digital Supply Chain & Manufacturing

SAP Analytics Cloud

SAP Concur

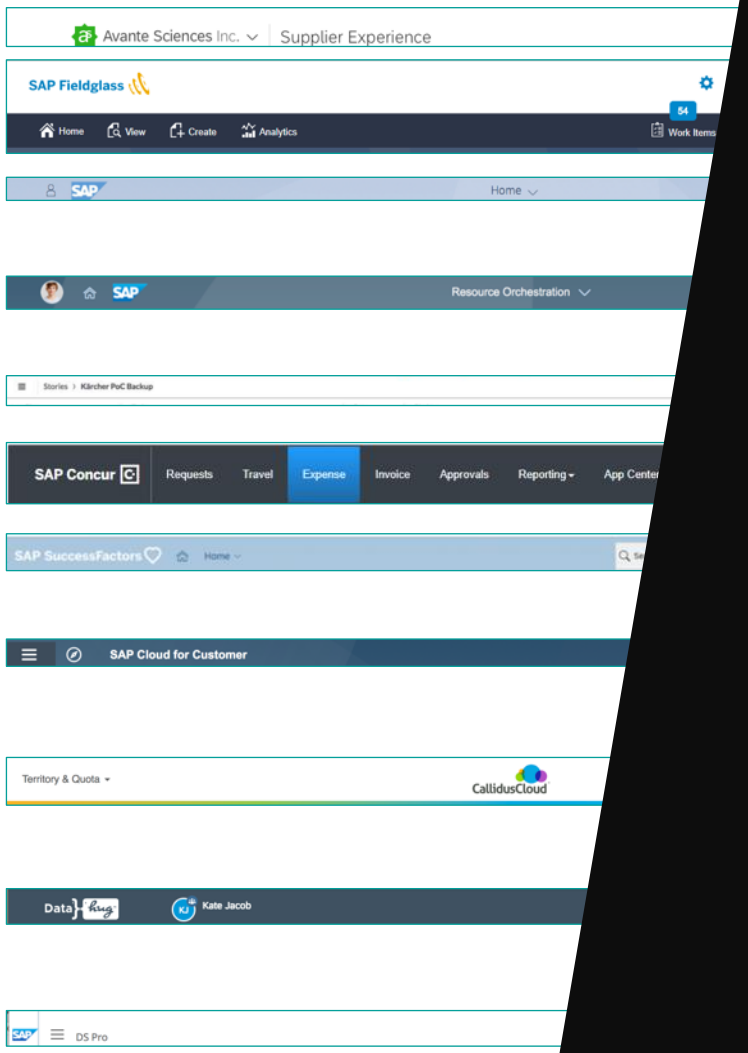
SAP SuccessFactors

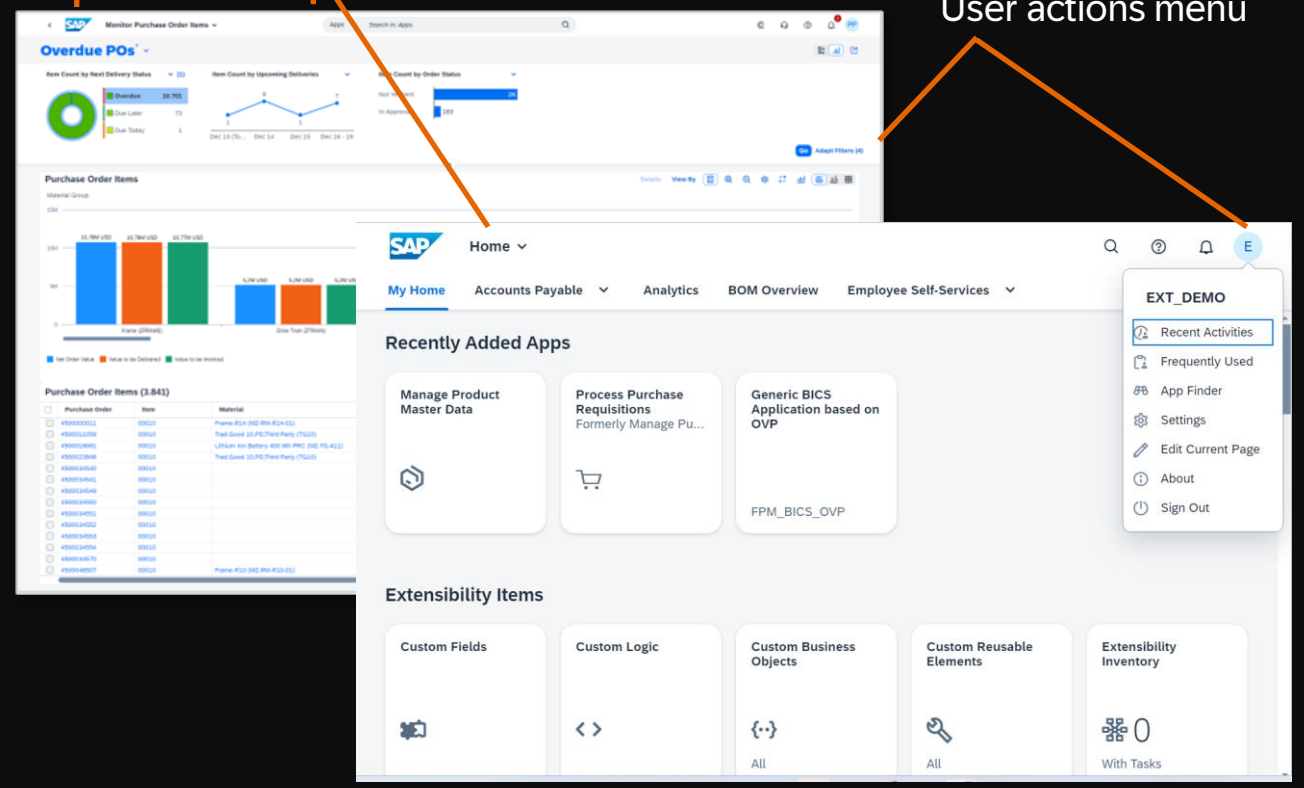
SAP Customer Experience (Sales)

SAP Customer Experience (Sales)

SAP Customer Experience (Sales)

SAP Customer Experience (Sales)





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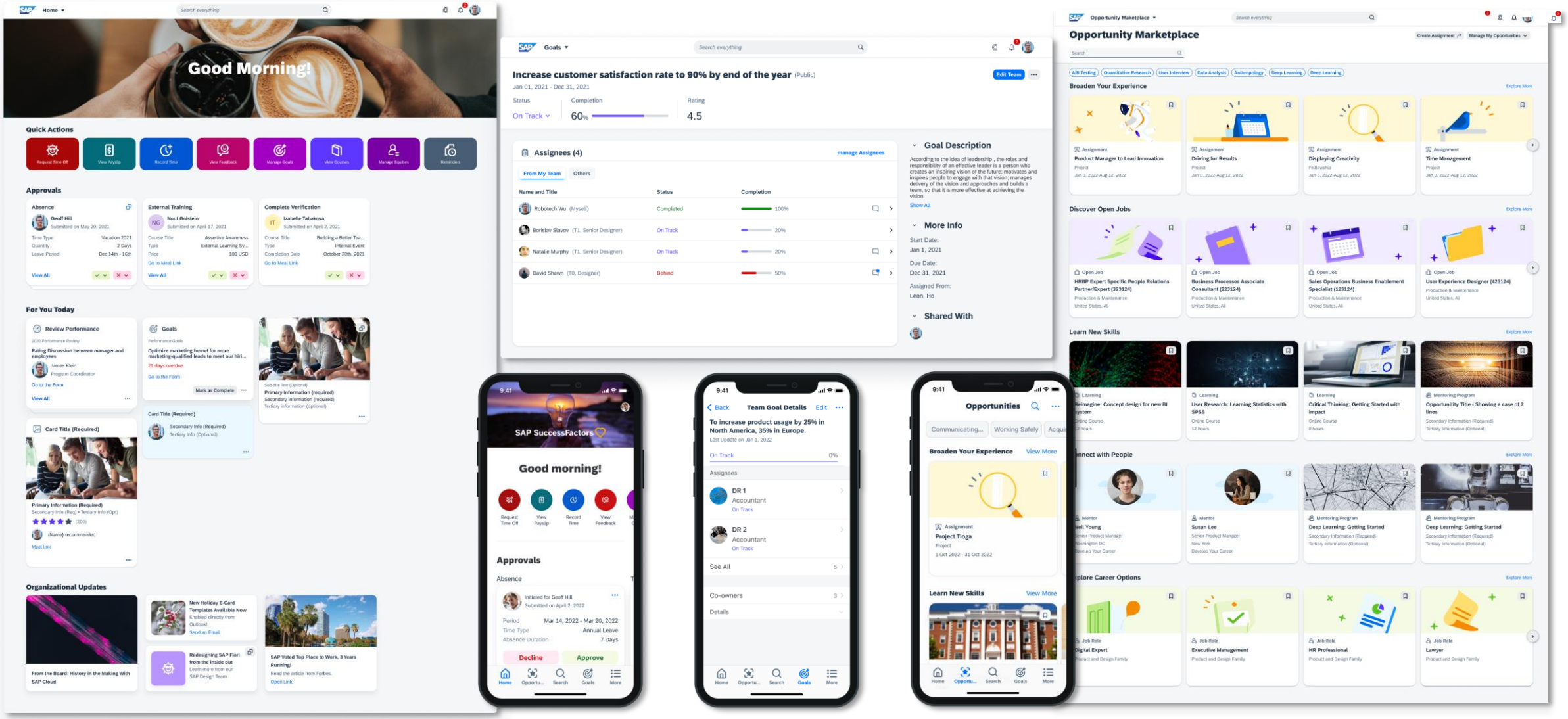
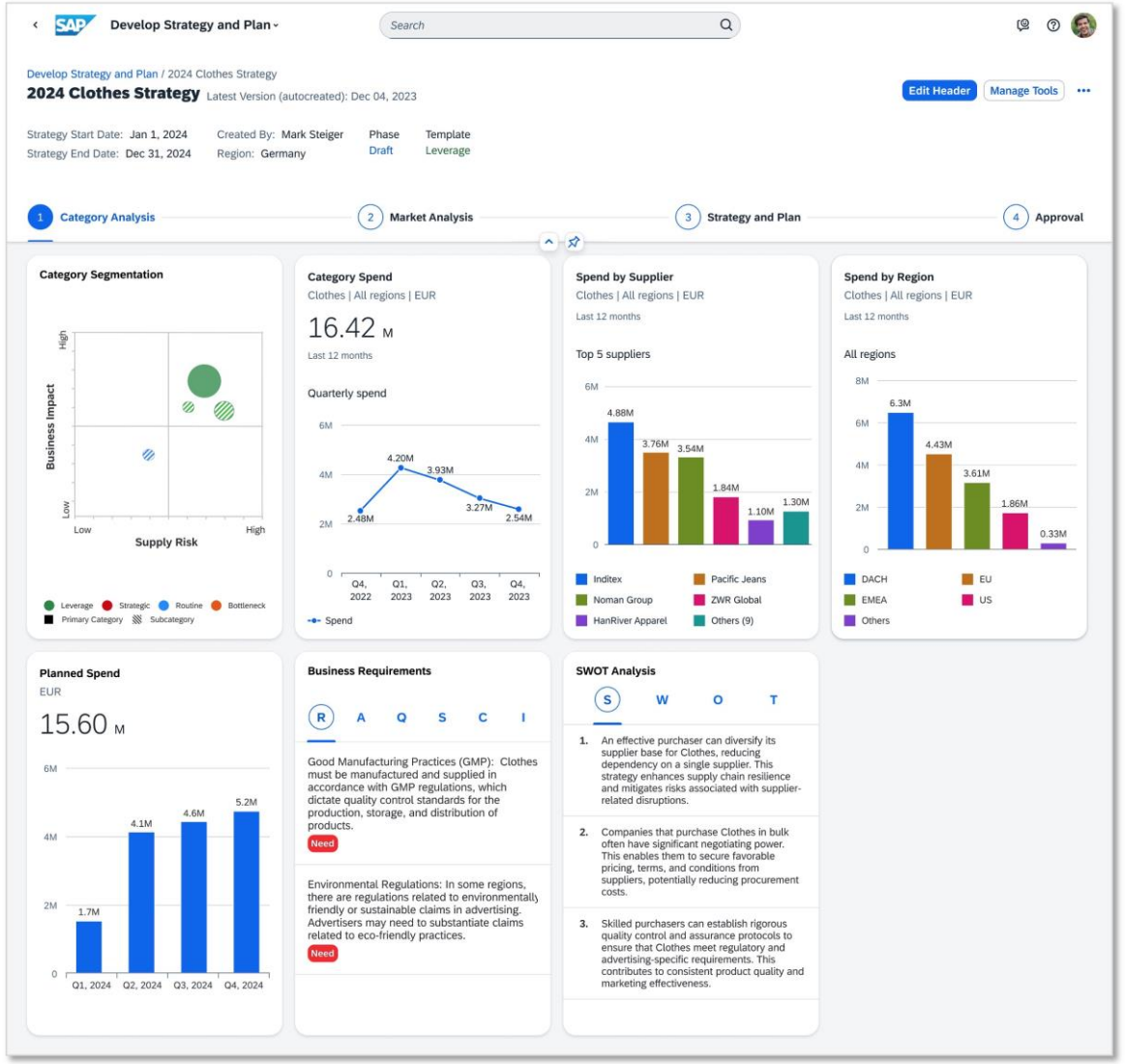
CONFIDENTIAL

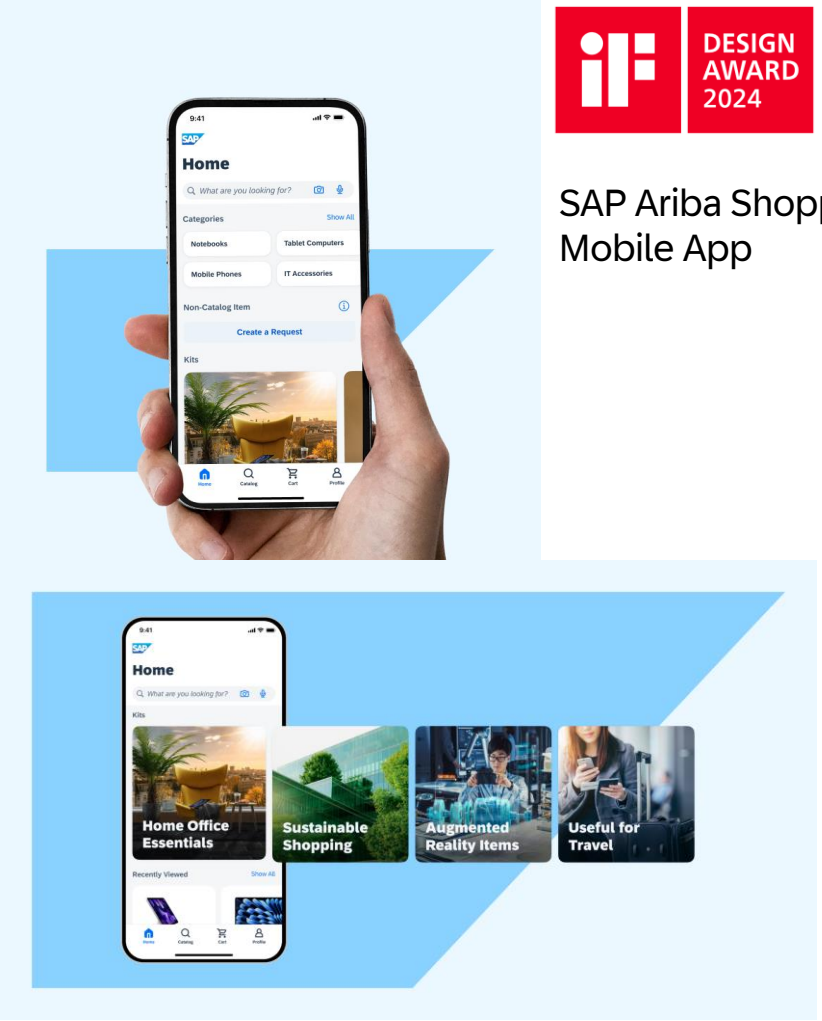
SAP Fiori Focus Area – Consistent
SAP SuccessFactors with Horizon



SAP Fiori Focus Area – Consistent
SAP Ariba with Horizon



SAP Ariba Category Management



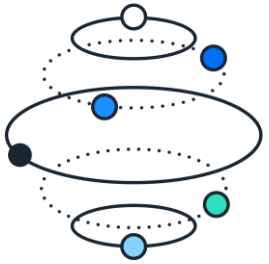
DESIGN AWARD 2024

SAP Ariba Shopping Mobile App

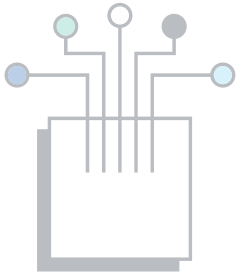
SAP Fiori Focus Areas

SAP wants your experience to be

Consistent



Intelligent



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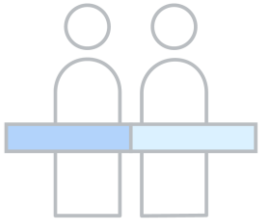


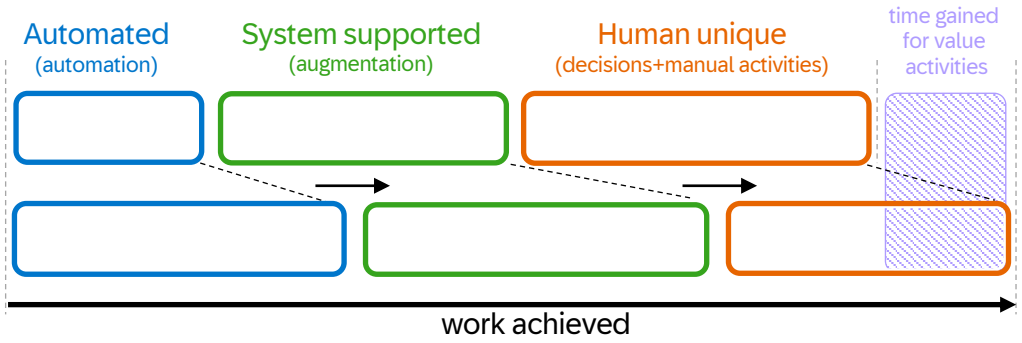
Collaborative

SAP Fiori Focus Area – Intelligent

SAP user experience: AI approach

What does AI mean for a user?

Helps users **achieve more and better results with less effort**



How does it do it?

Automate routine tasks

Augmenting and **guiding** the user

Allow **natural language interaction (NLI)**

How does a user benefit?

Users freed up to do more valuable activities

Users more effective

Faster, more natural interaction

What does this mean for developers?

Understand your user: What to automate, where to augment

Surface intelligence **consistently** across all applications

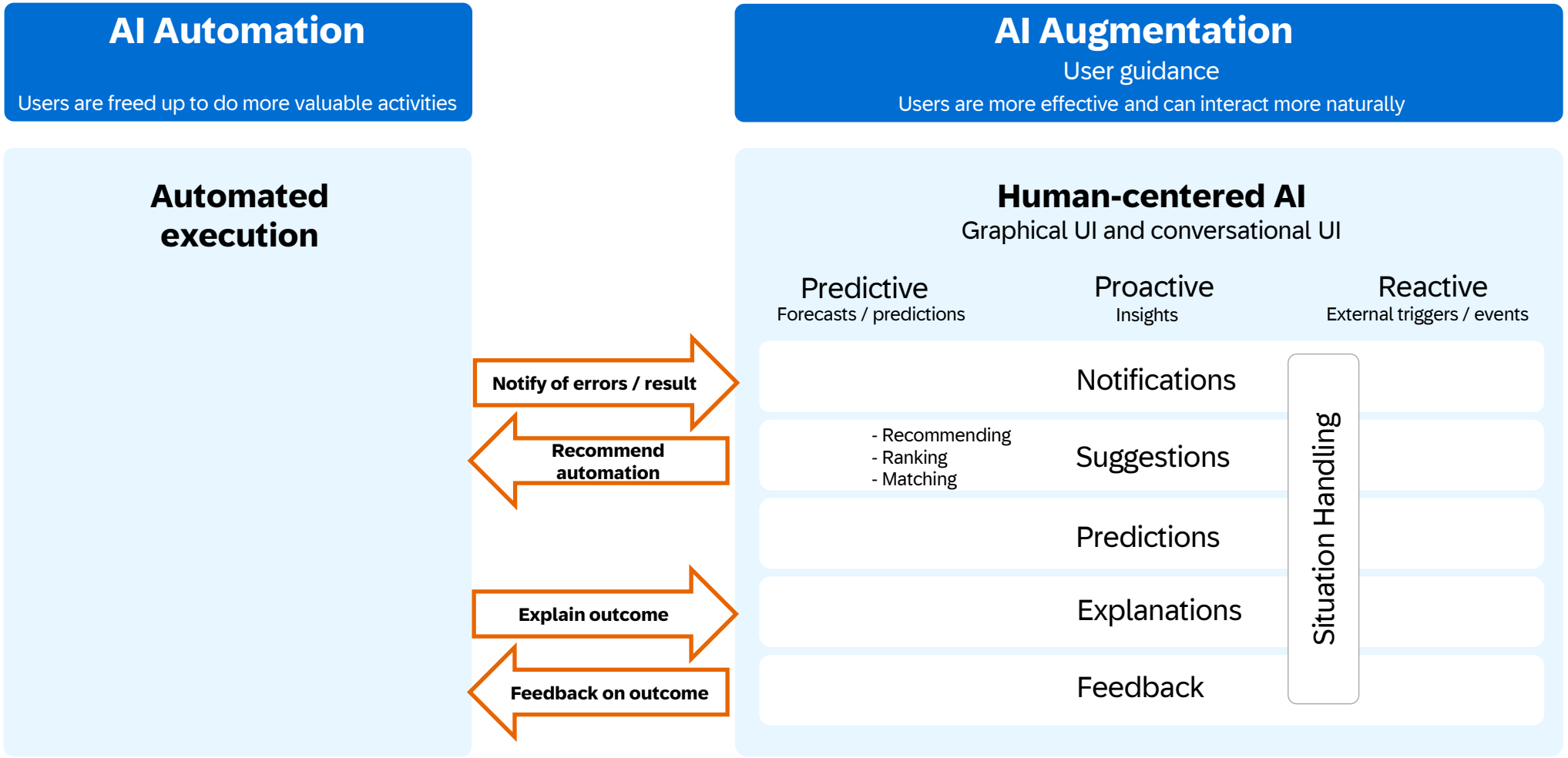
What does SAP Fiori contribute?

AI interaction patterns

Guidelines and reusable components for consistency and development efficiency

SAP Fiori Focus Area – Intelligent

SAP user experience – AI design

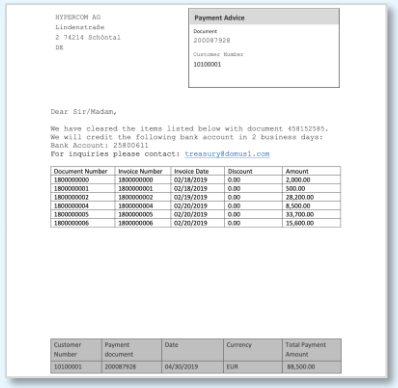


SAP Fiori Focus Area – Intelligent

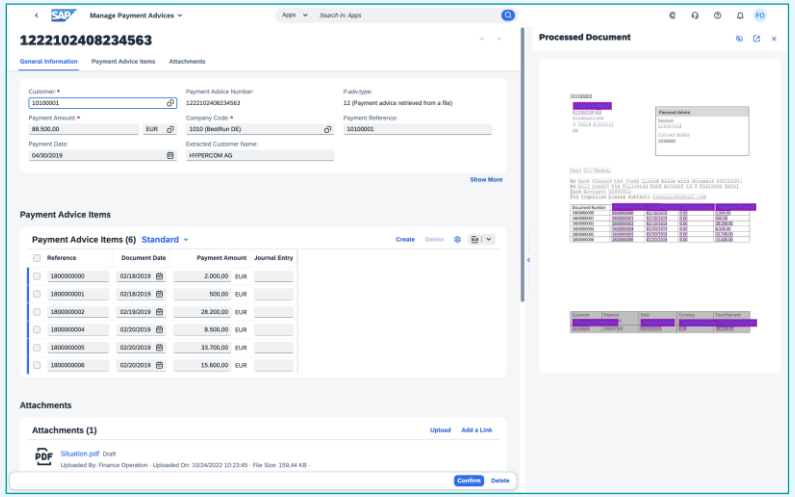
AI & Situation Handling SAP S/4HANA example: Payment Advice handling

AI Automation

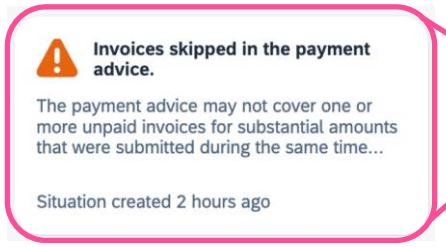
Payment advice received from customer as PDF

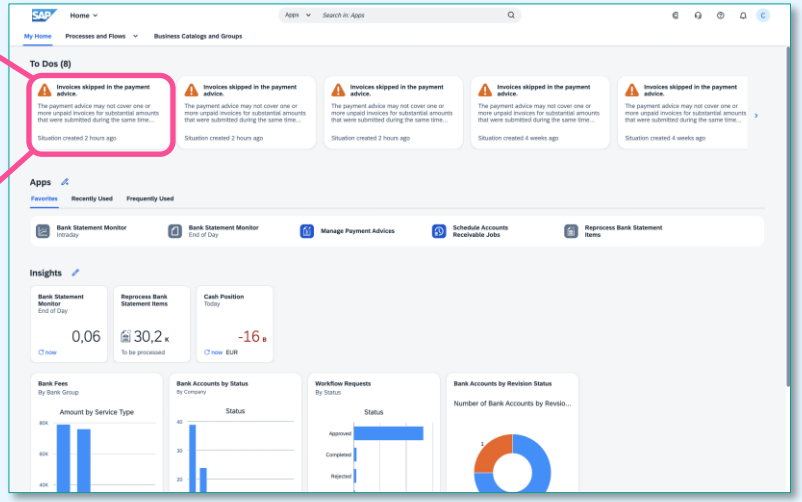


Automated creation of Payment Advice



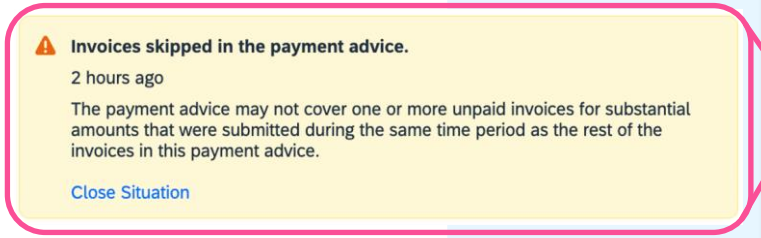
AI Augmentation

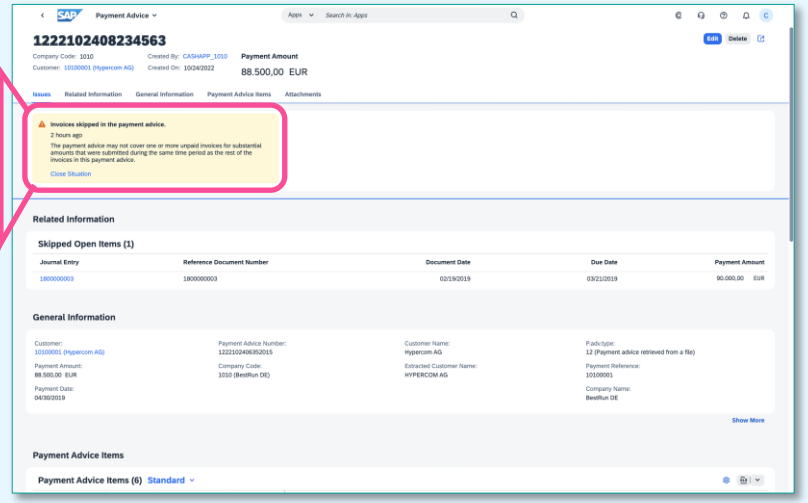




Notification in *My Home*

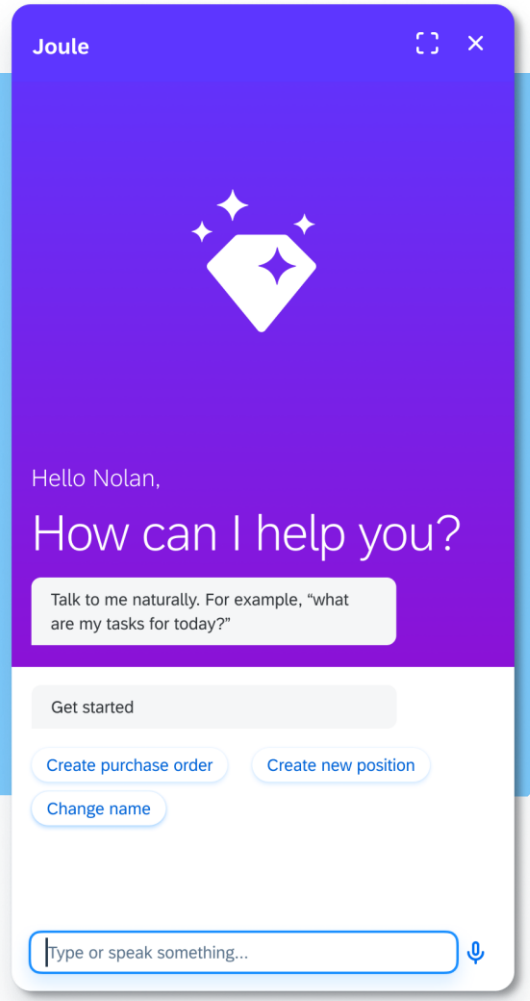
User navigation to Situation view of Payment Advice





SAP Fiori Focus Area – Intelligent Joule

Planned innovations

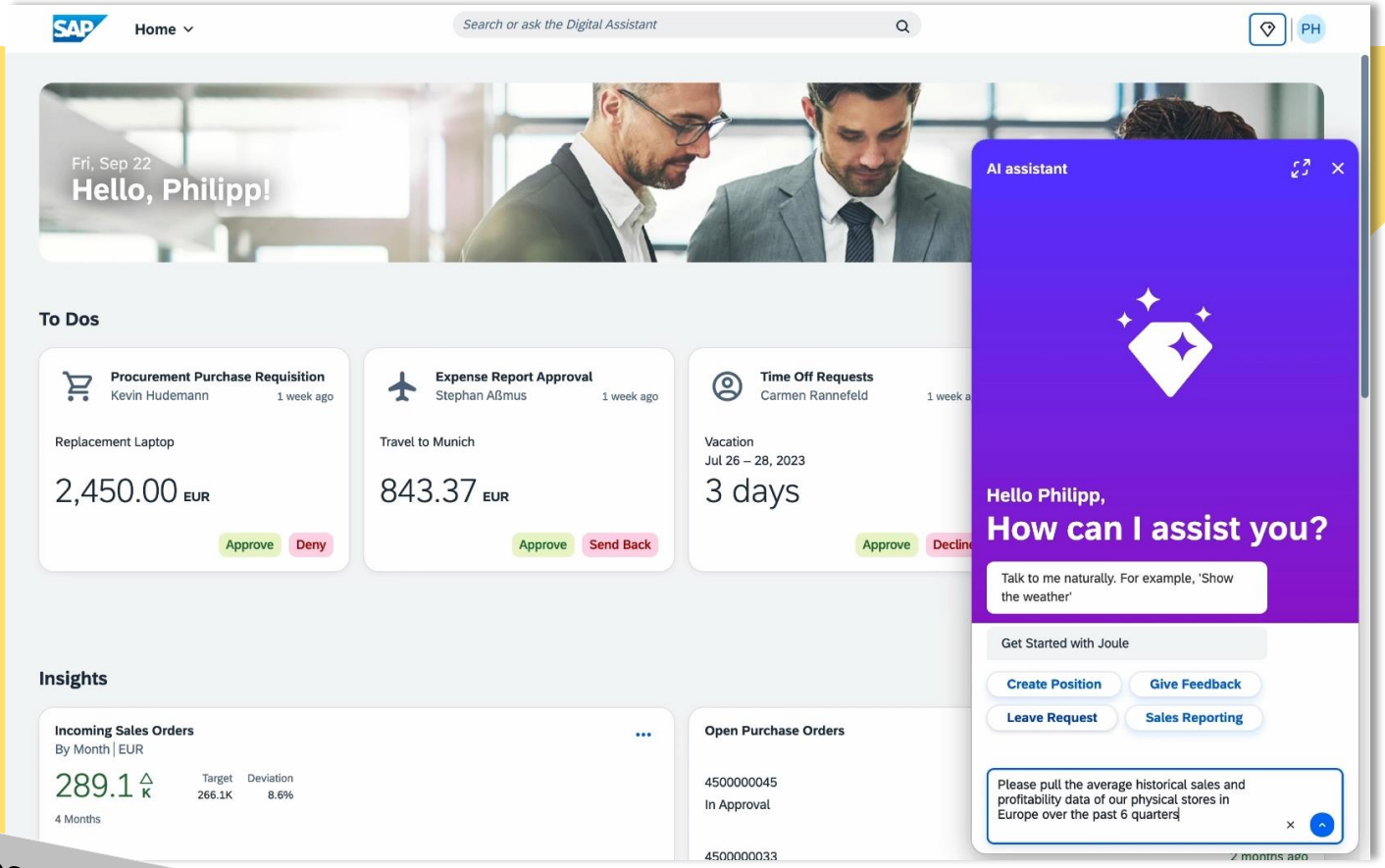


This is the current state of planning and may be changed by SAP at any time without notice.

Planned innovations

SAP Fiori Focus Area – Intelligent
Faster work

Streamline tasks with an AI assistant that knows your unique role and acts as your work copilot across SAP applications.



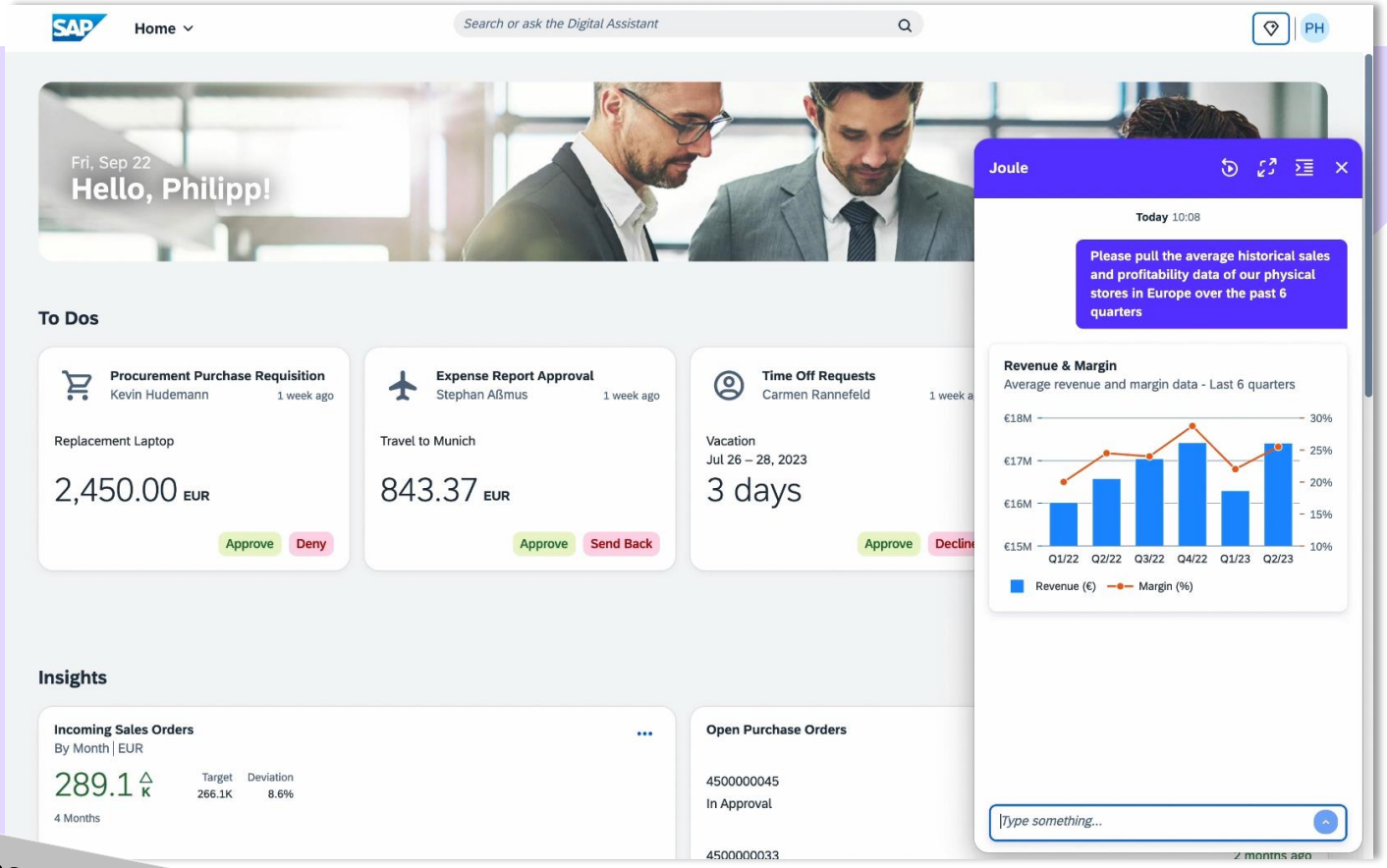
SAP Labs preview

This is the current state of planning and may be changed by SAP at any time without notice.

Planned innovations

SAP Fiori Focus Area – Intelligent Smarter Insights

Get quick answers and smart insights on-demand, facilitating faster decision-making without bottlenecks.



SAP Labs preview

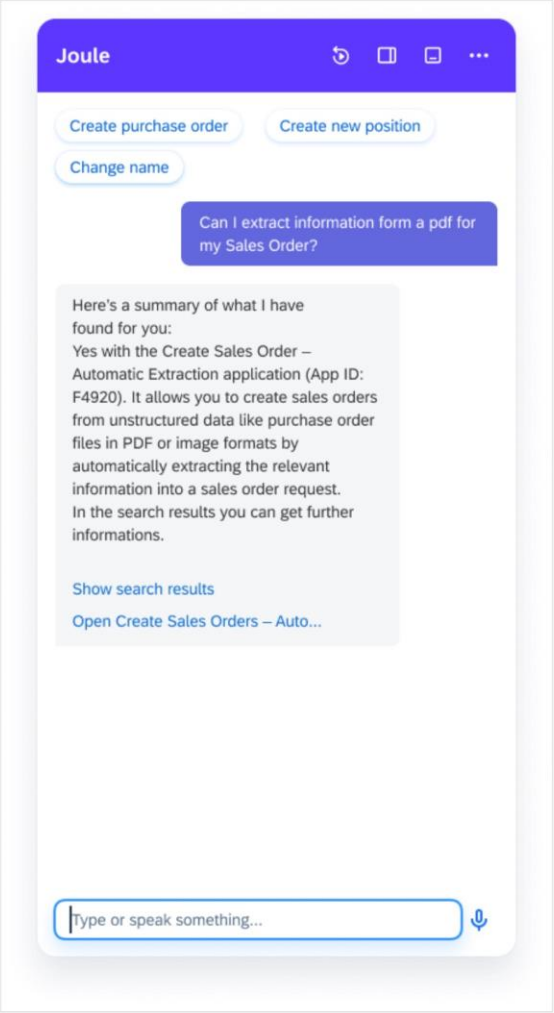
This is the current state of planning and may be changed by SAP at any time without notice.

SAP Fiori Focus Area – Intelligent

Joule interaction patterns for SAP S/4HANA Cloud

Planned innovations

Register for participation in Early Adopter Care program



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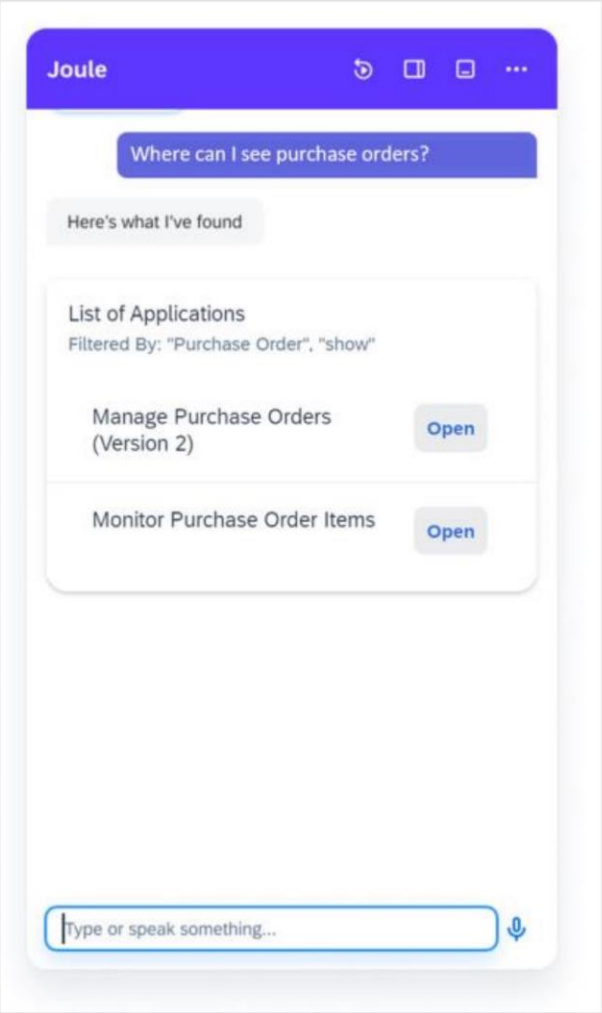
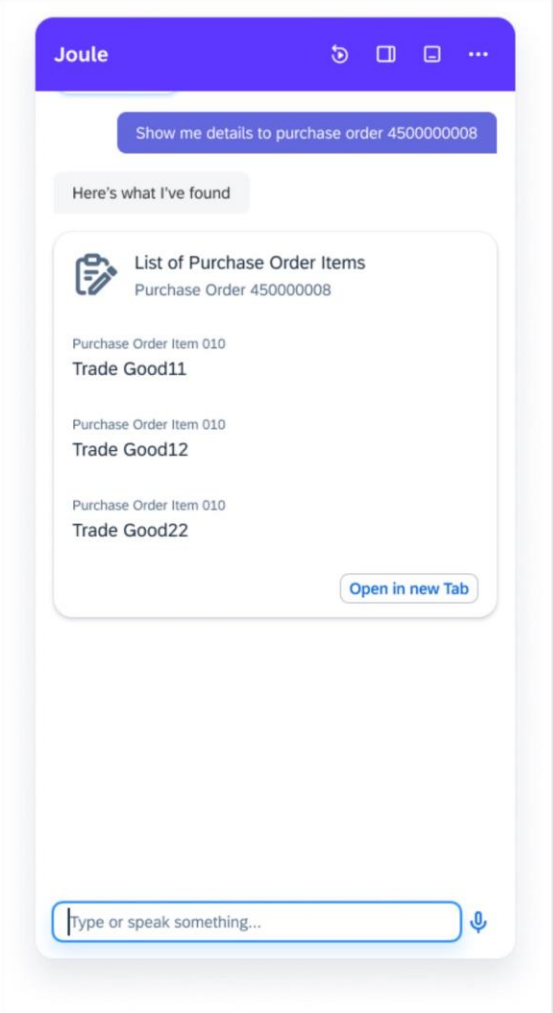


Navigational



Transactional

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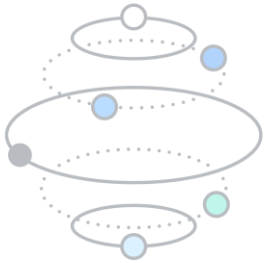
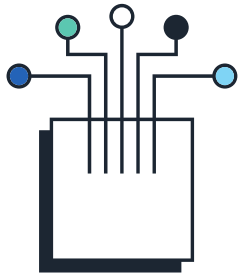
SAP wants your experience to be

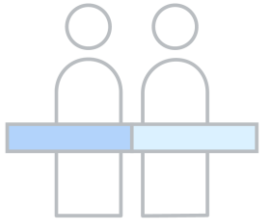
Consistent



Intelligent



Integrated



Collaborative

SAP Fiori Focus Area – Integrated

Easy and convenient access to SAP solutions

Cross-system entry point

Central access to apps, tasks, notifications, and (unstructured) content across multiple SAP systems and cloud solutions

Product home pages

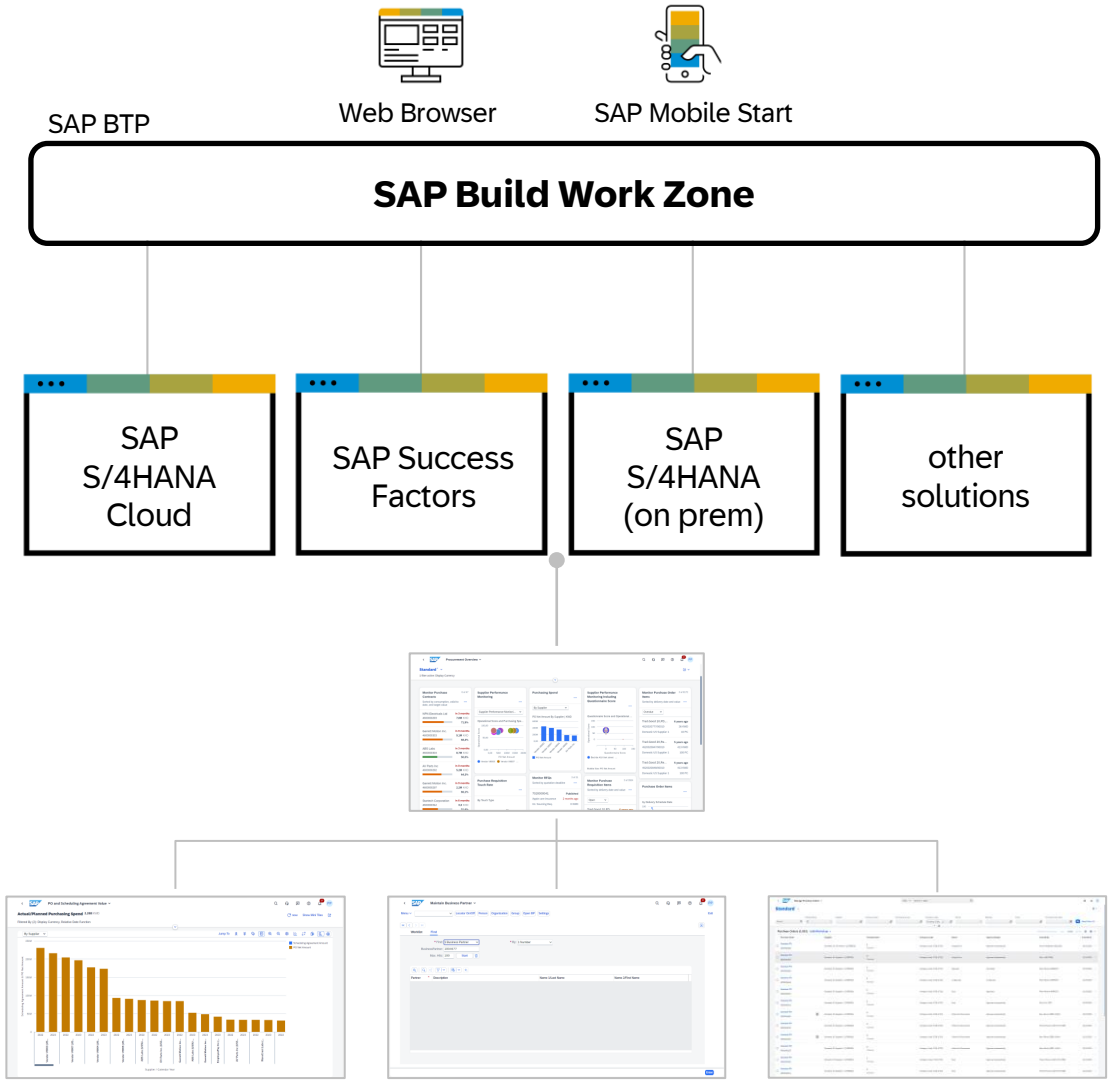
Access relevant business content within a single SAP system or cloud solution

Organize apps and analytics in pages

Organize resources per business role

Apps

Details and in-depth exploration

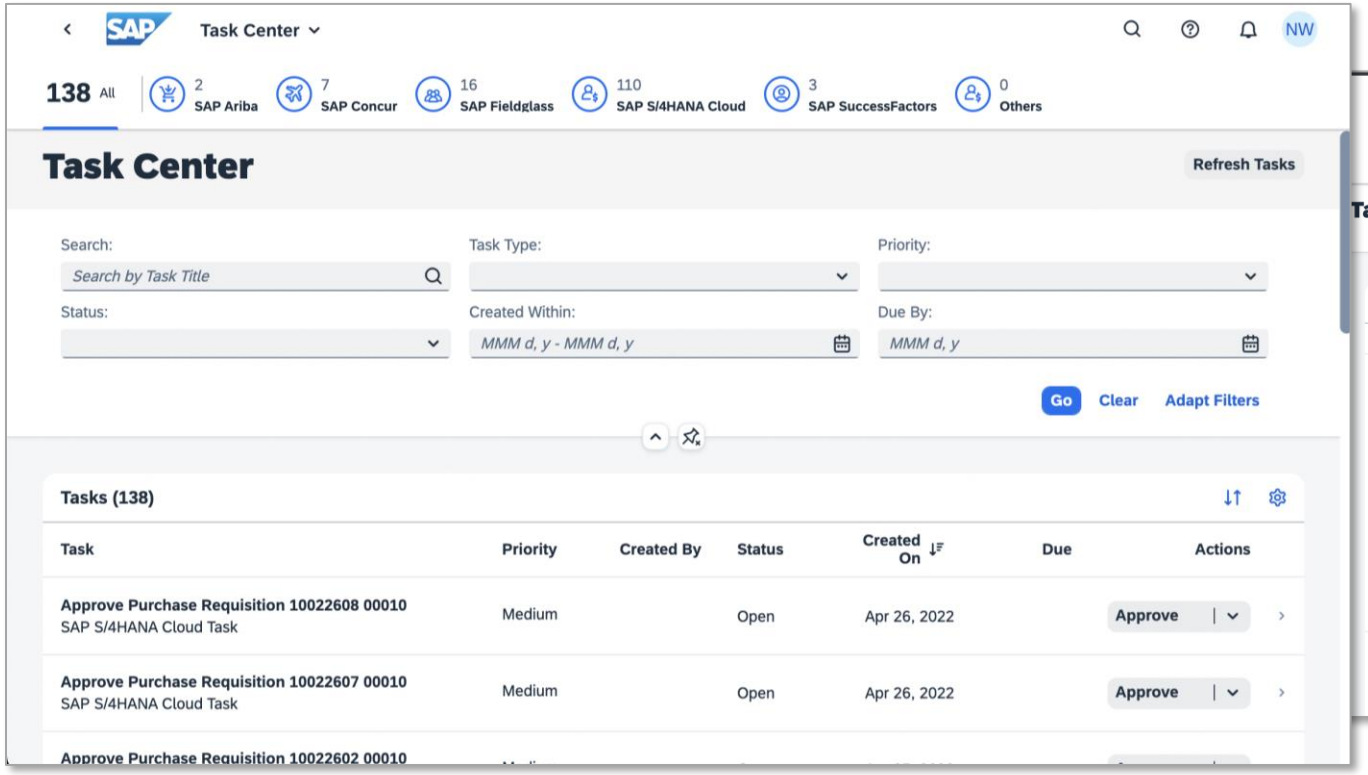


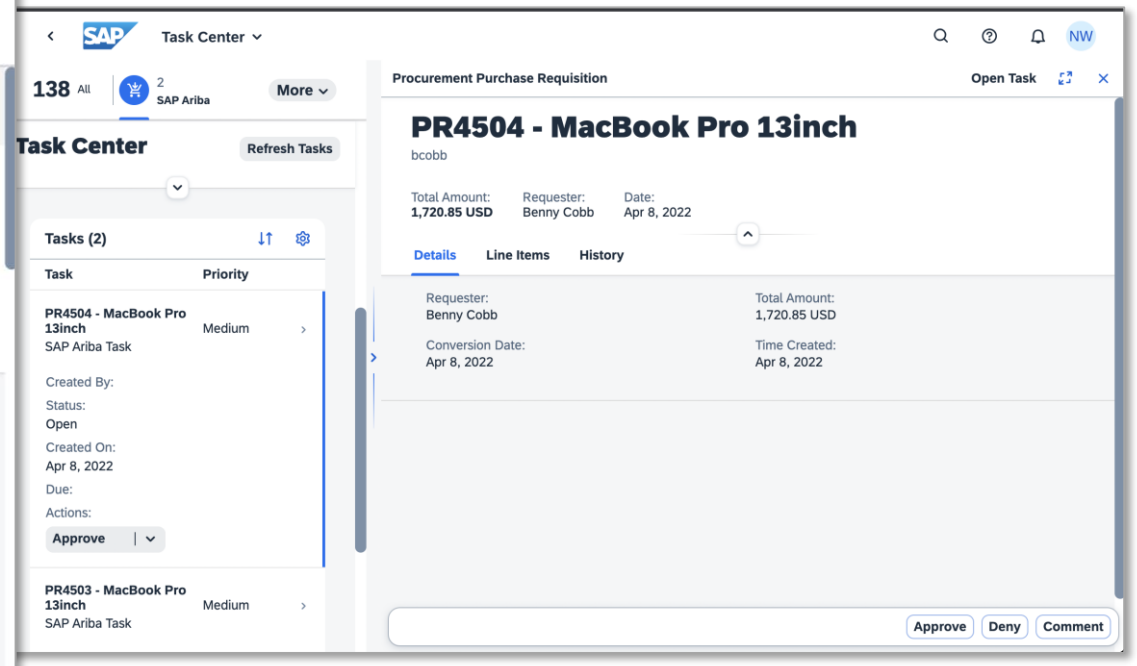
SAP Fiori Focus Area – Integrated

SAP Task Center with Horizon - integrated into entry points

Central access to tasks from different solutions

Details shown in place – now also for tasks from SAP S/4HANA (cloud and on-premise)



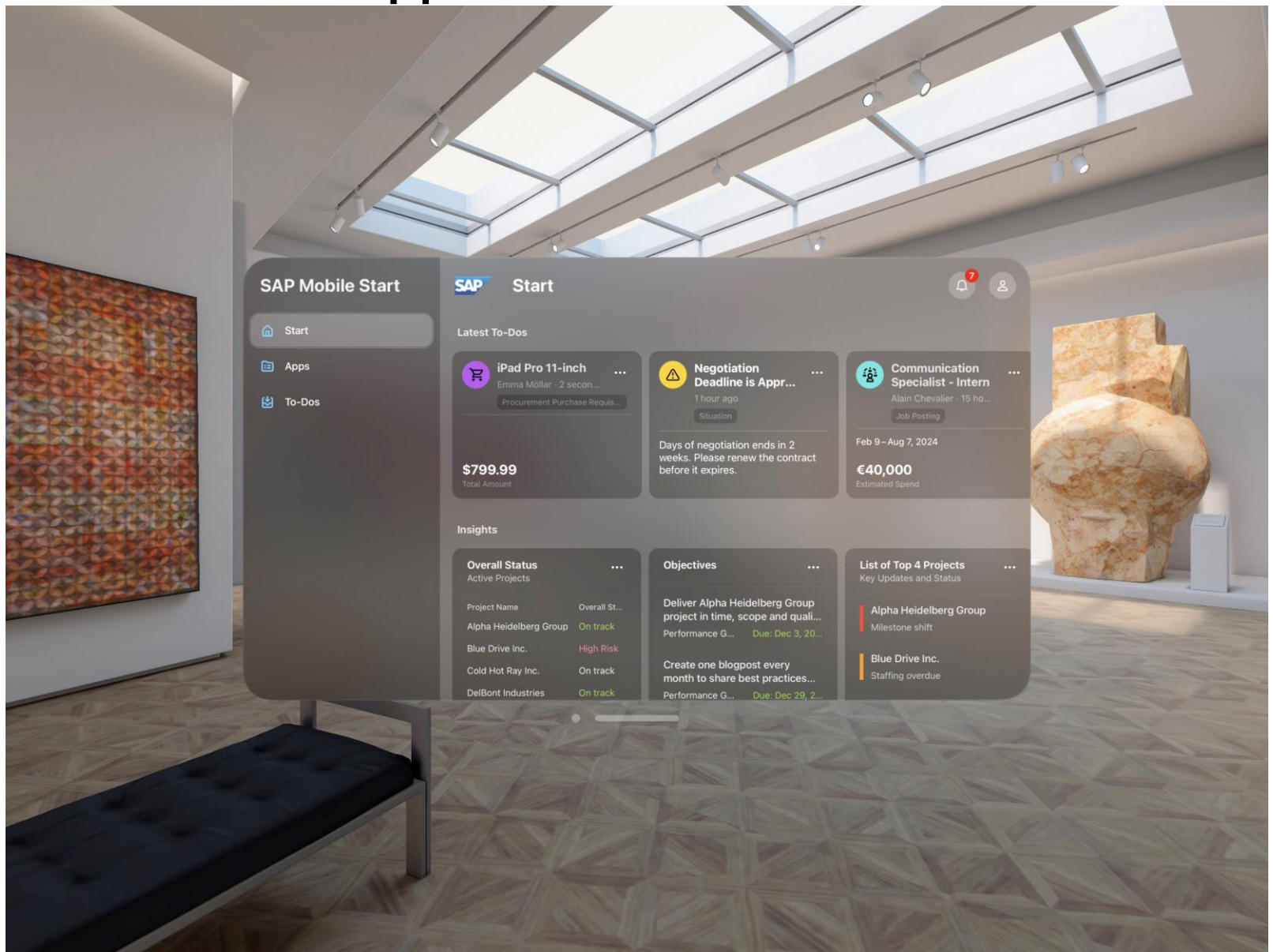


SAP Fiori Focus Area – Integrated

SAP Mobile Start now available on Apple Vision Pro

Start screen

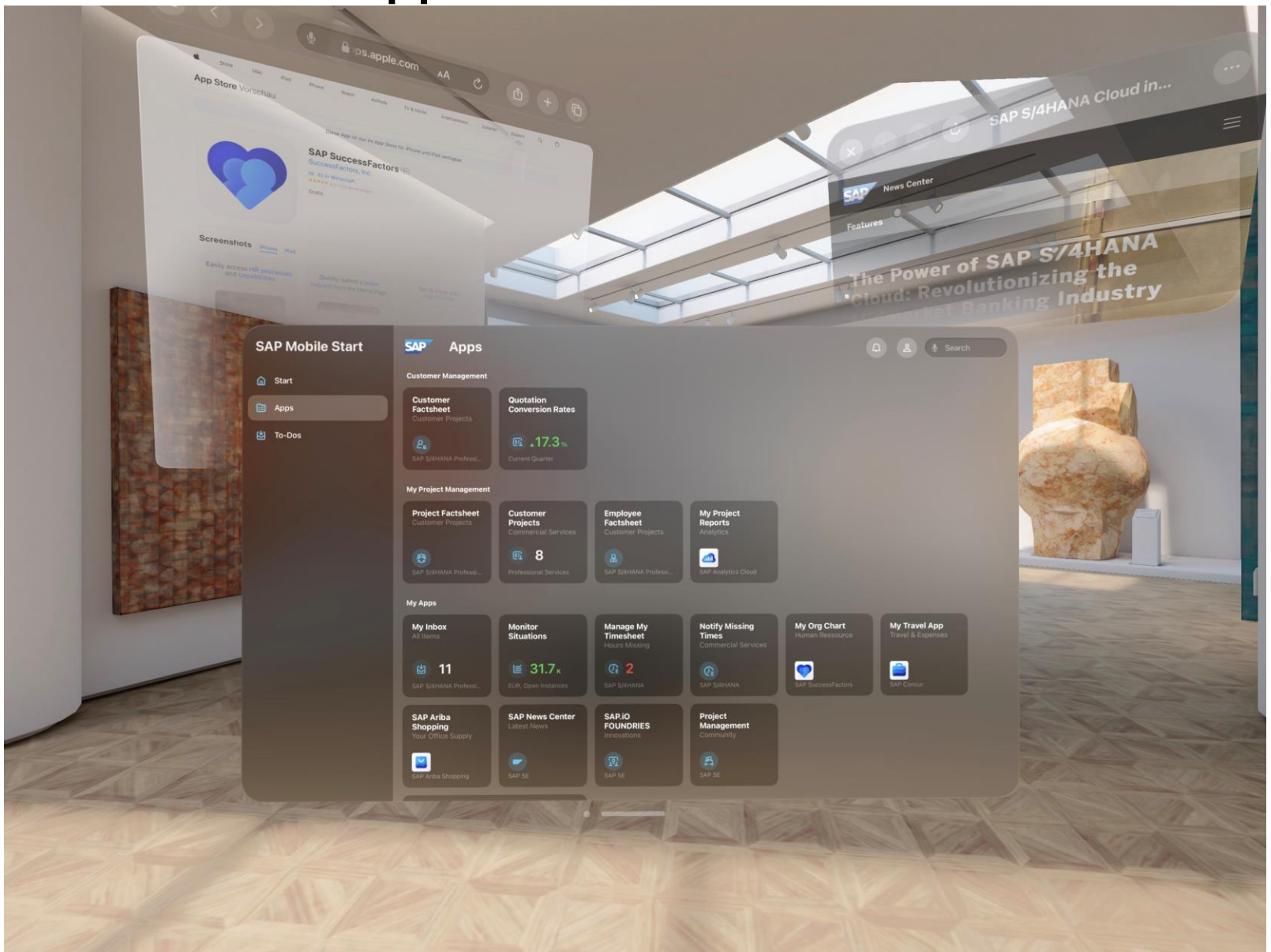
Uses the improved iPad layout



SAP Fiori Focus Area – Integrated

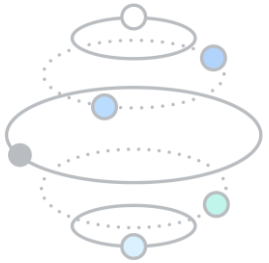
SAP Mobile Start now available on Apple Vision Pro

Multiple screens
Users can open up multiple apps, and work with them directly

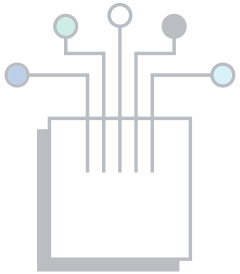


SAP wants your experience to be

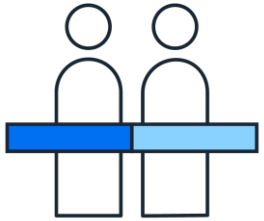
Consistent



Intelligent



Integrated



Collaborative

SAP Fiori Focus Area – Collaborative

SAP S/4HANA supports collaboration via Microsoft Teams

Seamless integration

- Share content from SAP Fiori elements apps

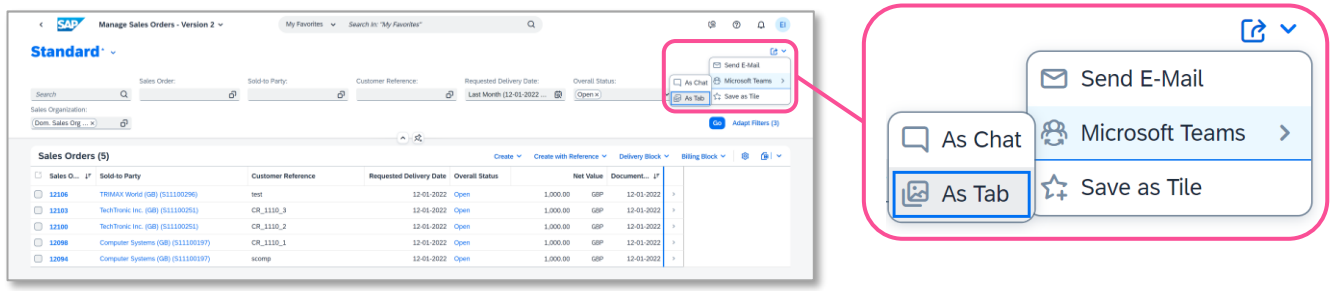
Access to live data

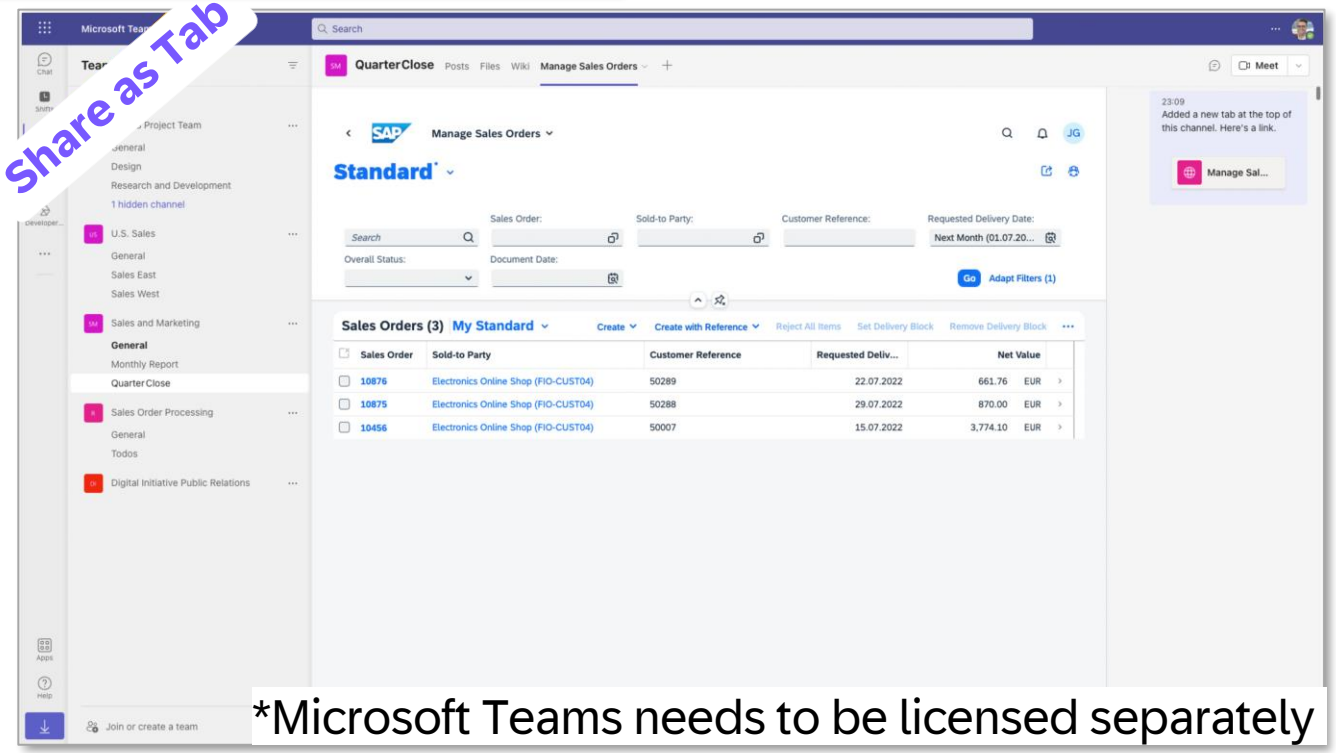
- Link to filtered data

Pre-integrated

- Activation with only one setting

No additional costs*

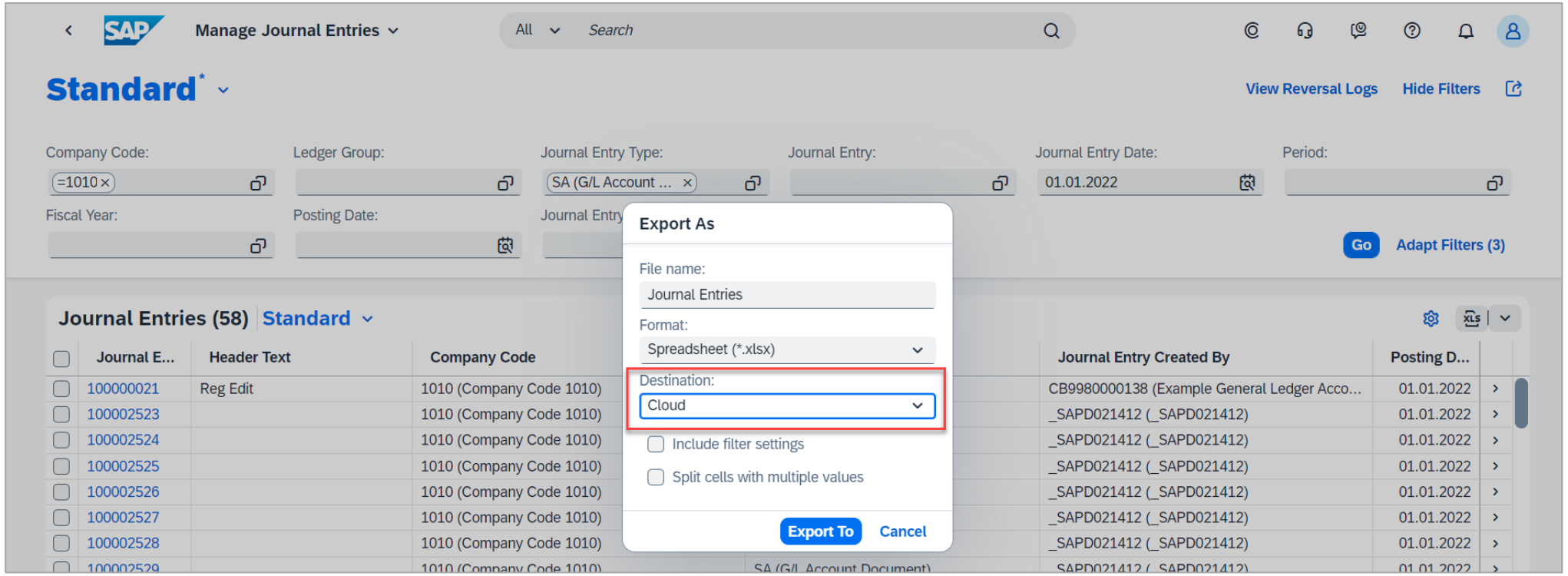




*Microsoft Teams needs to be licensed separately

SAP Fiori Focus Area – Collaborative
Google Workspace Integration in SAP S/4HANA Cloud, public edition 2208

- Select destination for export and import (Local vs. Cloud)
- Export SAP UI Tables to Google Sheets
- Import mass journal entries from Google Sheets into SAP S/4HANA Cloud, private edition



[Demo Video with SAP S/4HANA Cloud, private edition 2302]

SAP S/4HANA UX Overview

Key Take Aways

SAP Fiori Overview Key Take Aways

SAP Fiori is the strategic UX for all SAP products, especially for SAP S/4HANA where innovations are only available via SAP Fiori apps.

SAP Fiori is a cross-topic covering several UI technologies and different functional use cases.

SAP Fiori launchpad is the recommended access point for all SAP S/4HANA users – even those working mostly with classic UIs (SAP GUI, WebDynpro).

SAP Fiori should be implemented from a workplace or business role perspective to ensure maximum value (“top-down” instead of “bottom-up”).

Learn more

General information on SAP User Experience

- SAP Fiori product page get an overview
- SAP Fiori topic page in the SAP community
  links to detailed information and blogs, e.g.
  design guidelines, road map, documentation, rapid development with SAP Fiori elements

Additional information for this presentation

- SAP Fiori road map: Technology; Applications and Technology
- Blog posts:
  - UX Update: What's new SAP S/4HANA 2023 (on-premise & private cloud)
  - User Experience Advances with SAP S/4HANA 2023 FPS01 (Private Cloud and On-Premise)
  - SAP UX Innovations in Public Cloud Products, Joule, AI, Entry Points, Apple Vision Pro and more
  - How to use SAP Fiori elements, SAPUI5 freestyle or a mix of both...
- SAP Fiori apps reference library

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Thank you.

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