

**CONSISTENT**  
USER EXPERIENCE

“

**BUT!**

“I didn’t have the time”

“That’s not relevant here”

“My use case is different...”

“But so-and-so didn’t it this way”

“This kills my creativity!”

**BUT!**

“I don’t understand

“Do I have to do it the same way?”

“According to my user testing...”

“This doesn’t apply to me”

“

Consistency is one of the most powerful usability principles: when things always behave the same, users don't have to worry about what will happen.

— Jakob Nielsen

10 Usability Heuristics for User Interface Design, NN/g



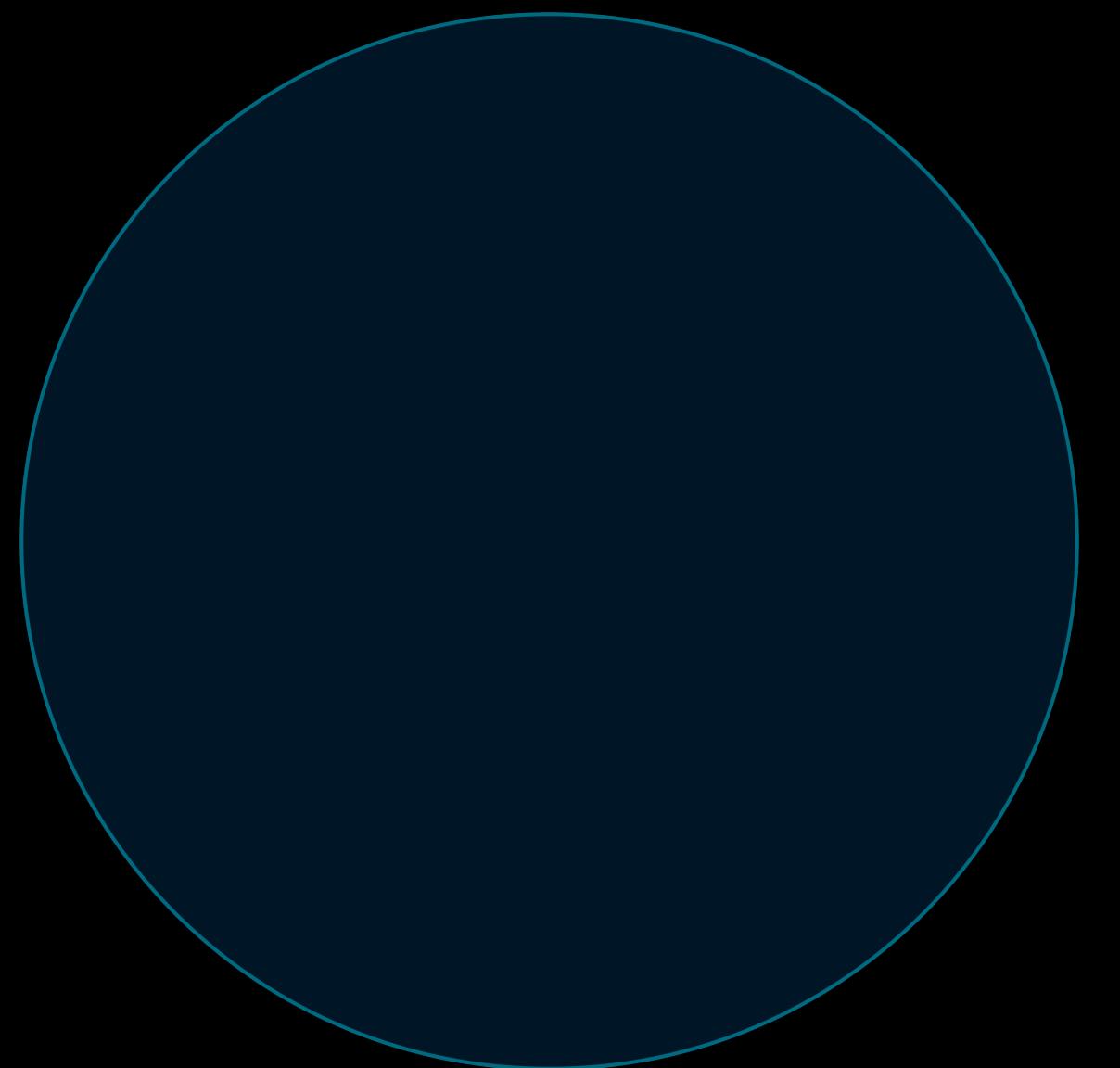
external + internal

FACTORS

# FACTORS

**external**

*“This is how it works  
on Windows!”*



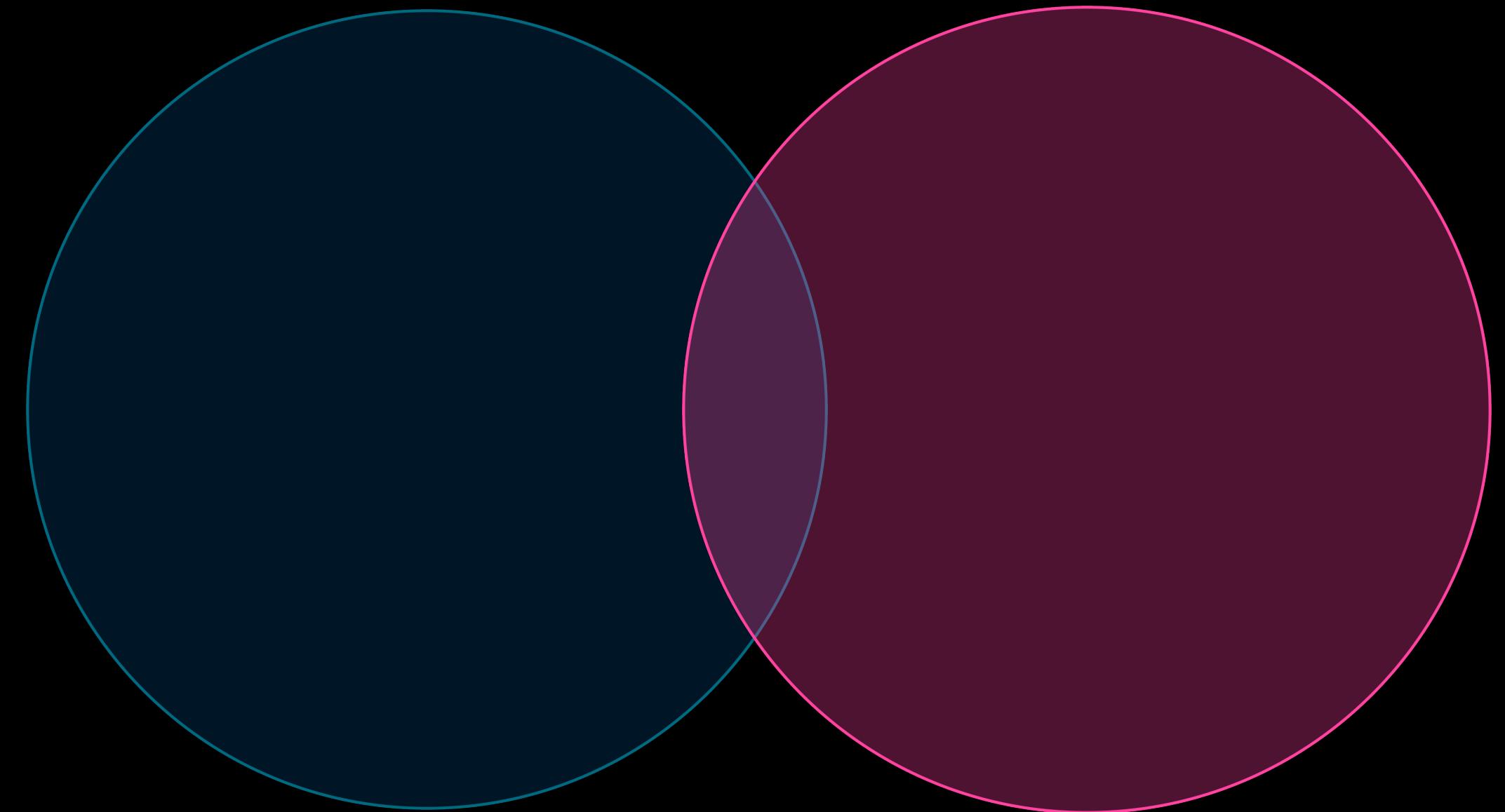
**internal**

*“This is how our  
apps are designed!”*

# FACTORS

**external**

*“This is how it works  
on Windows!”*



**internal**

*“This is how our  
apps are designed!”*

# FACTORS

**external**

*“This is how it works  
on Windows!”*

**internal**

*“This is how our  
apps are designed!”*

*“This is how its done  
in our business!”*

**external**

# This is where we are consistent!



# BTP eXperience Toolkit

The foundation to build great products.

## Design Systems

### Integration and Extension Tools Design System

A design guideline for the SAP Integration and Extension Suite (formerly known as SAP Cloud Platform) to create engaging product experiences – standards, consistency and accessibility included.

[Explore](#)

### Database, Data Management and Analytics Tools Design System

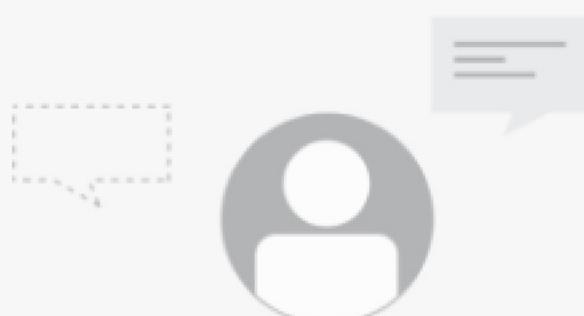
A design guideline for database, data management and analytics tools (HANA Database & Analytics products) to create engaging product experiences – standards, consistency, and accessibility included.

[Explore](#)

## Research

### User Research

Get to know the BTP User Types (high-level descriptions of BTP users) and access findings from related user research studies.

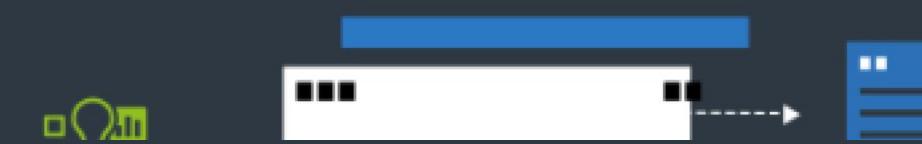


### Performance Metrics

Find experience performance data about our main BTP products, such as the Net Promoter Score (NPS), the adoption rate, or measures regarding task effectiveness and efficiency.



# Design Systems



**SAP**

Home Components Patterns Floorplans & Layouts Design Language Design Quality Support

Database, Data Management and Analytics Tools Design System

## Design Guideline for Database, Data Management and Analytics Tools in BTP.

Do you want to build consistent and user-focused experiences for BTP products? Get started right now with our UI libraries, design foundations, design gates, templates, and more!

### UI Library

#### Components

Use custom components for specific use cases of BTP products. These are the basic building blocks of our design system.

#### Patterns

Use the patterns as a template to solve common UX problems and adapt them to work on similar conditions. A pattern also describes how one or multiple components work in a specific use case.

#### Layouts & Floorplans

Use these blueprints to define the structure of your pages. A combination of layouts and floorplans help you fulfill all our users' needs.

### Design Quality

#### Design Gates

Learn how our development process works. It is through these touchpoints that we achieve the best

### Foundations

#### Hello,

Find out the common ingredients of UI – illustrations, iconography, colors and much more.

### Design Standards

#### Design Language

Take a look at these fundamental design standards that will make the products accessible and ensure the

**SAP**

Home Components Patterns Floorplans & Layouts UI Texts Design Language Resources

Integration and Extensions Tools Design System

## Design Guideline for Integration and Extension Tools in BTP

A product design guideline that gives designers and developers the tools and information to create engaging product experiences - standards, consistency, and accessibility included.

### The Big Picture

From a bird's eye view, the design system seems like a set of components, patterns, layouts, and floorplans. And it is. But it also is so much more. Each of its articles applies established SAP Fiori and UXC standards, focused on integration and extension tools. Everything you find can be either repeated in your product or reused across multiple products. So feel free to mix and match components and patterns and follow our recommendations.

**Take a closer look**

### Designed for Coherency

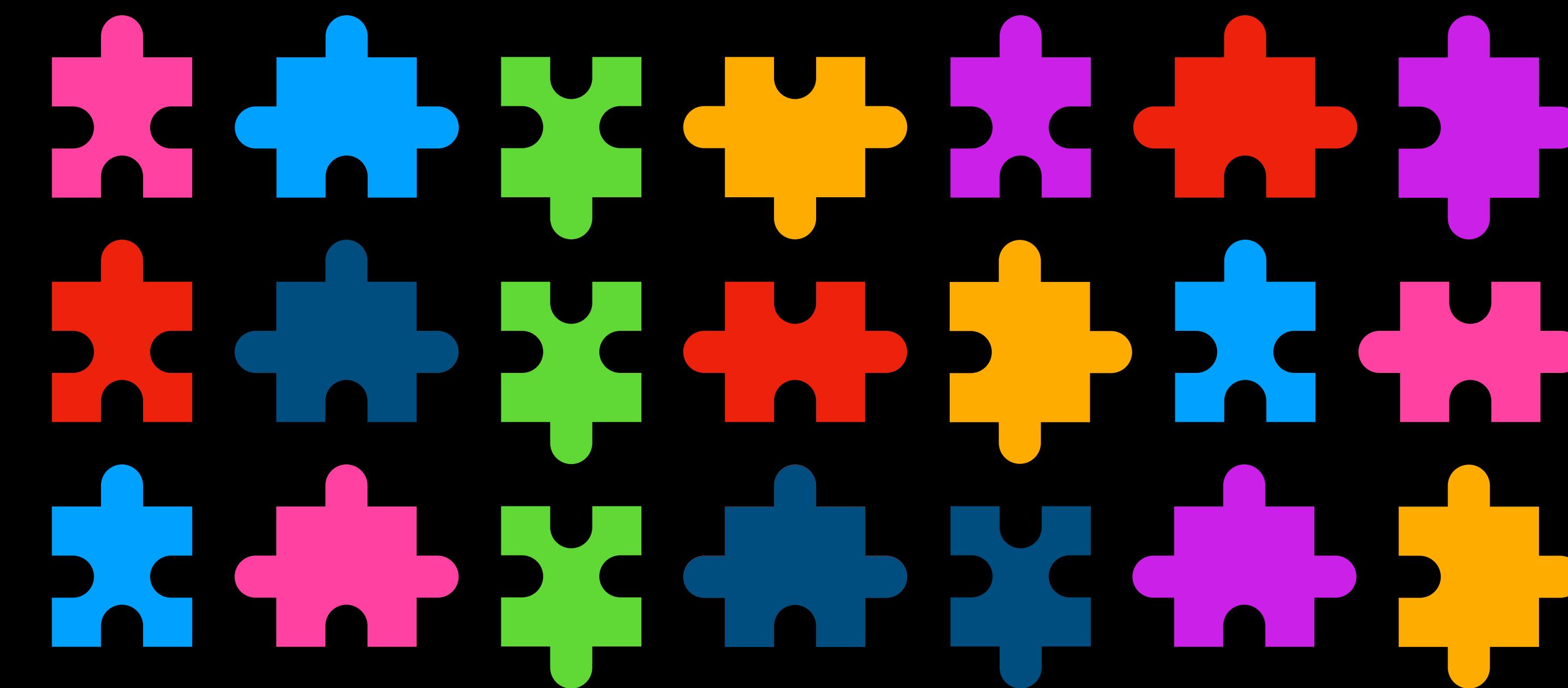
Designed for the cloud and rooted in SAP product standards for excellence, design, and security. The system is hand-crafted to serve the vast portfolio of BTP Core tools while keeping the look, feel and ease of use of SAP's business products.

### Extension to Fiori

Built on the shoulders of Fiori, the guideline explores and extends existing patterns to match the complexity of development, administration, and monitoring products. A collection of enhanced patterns aims to bring BTP Core tools to consumer-friendly level.

### Beyond Just Design

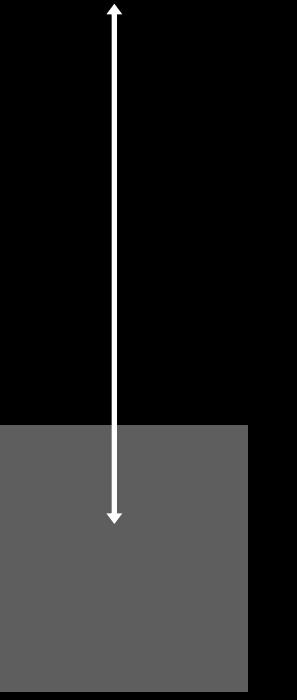
From the very start, the system was designed and built with developers in mind. We believe that every pattern, finding, or design piece should be achievable in code. This is why we have code references in UI5 Demo Kit accompanying the pattern we enhance.

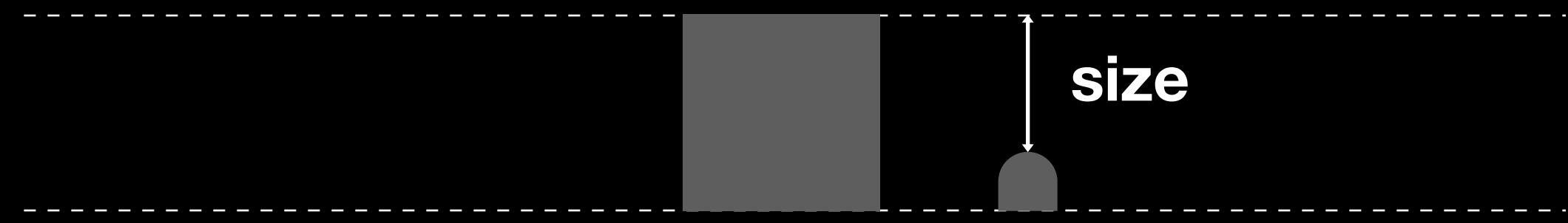


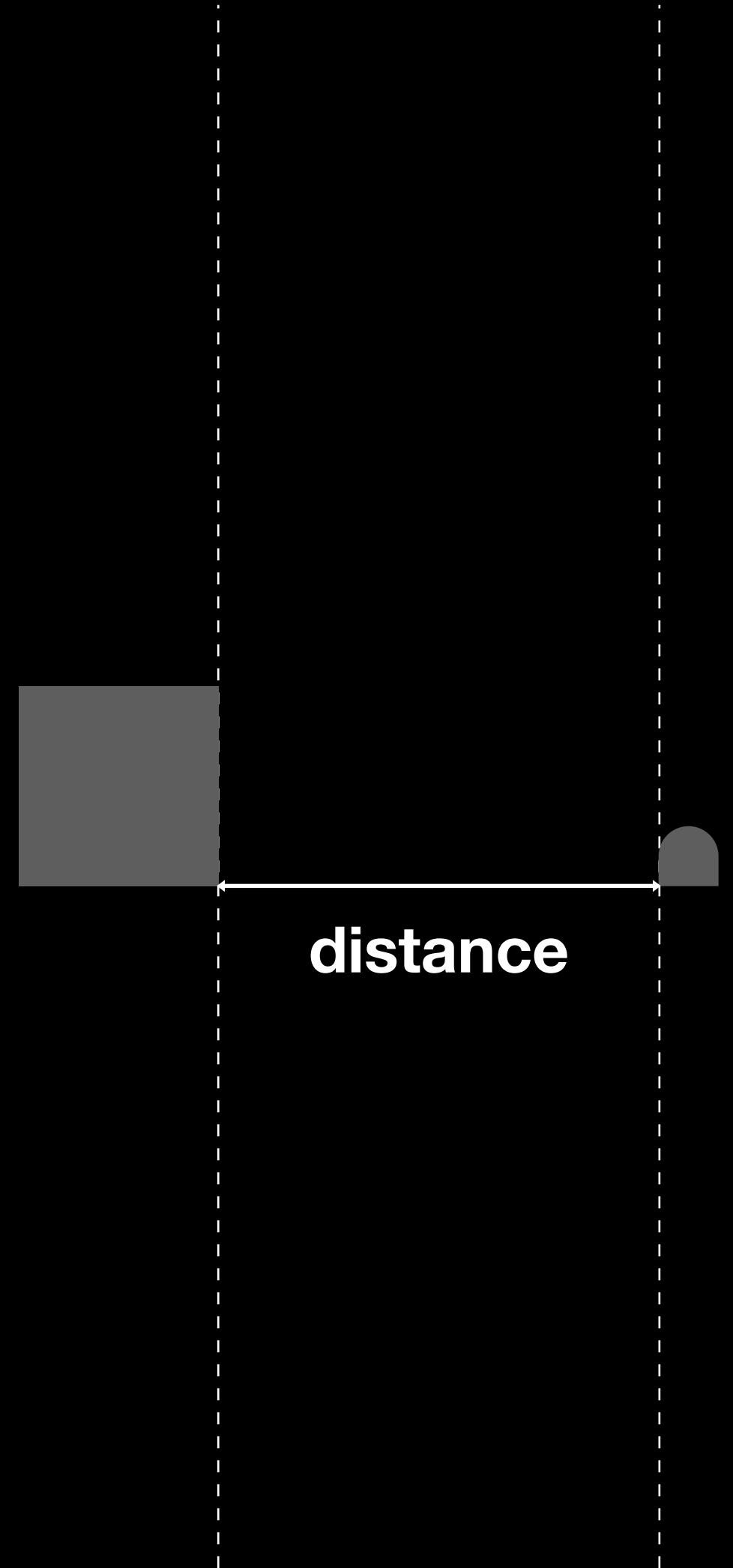


DESIGN LANGUAGE

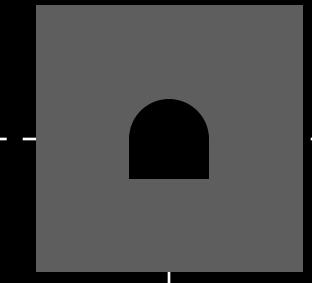
**shape**



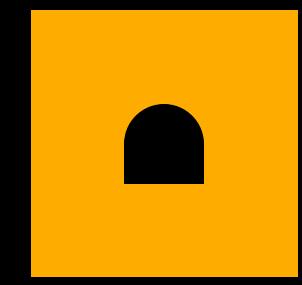




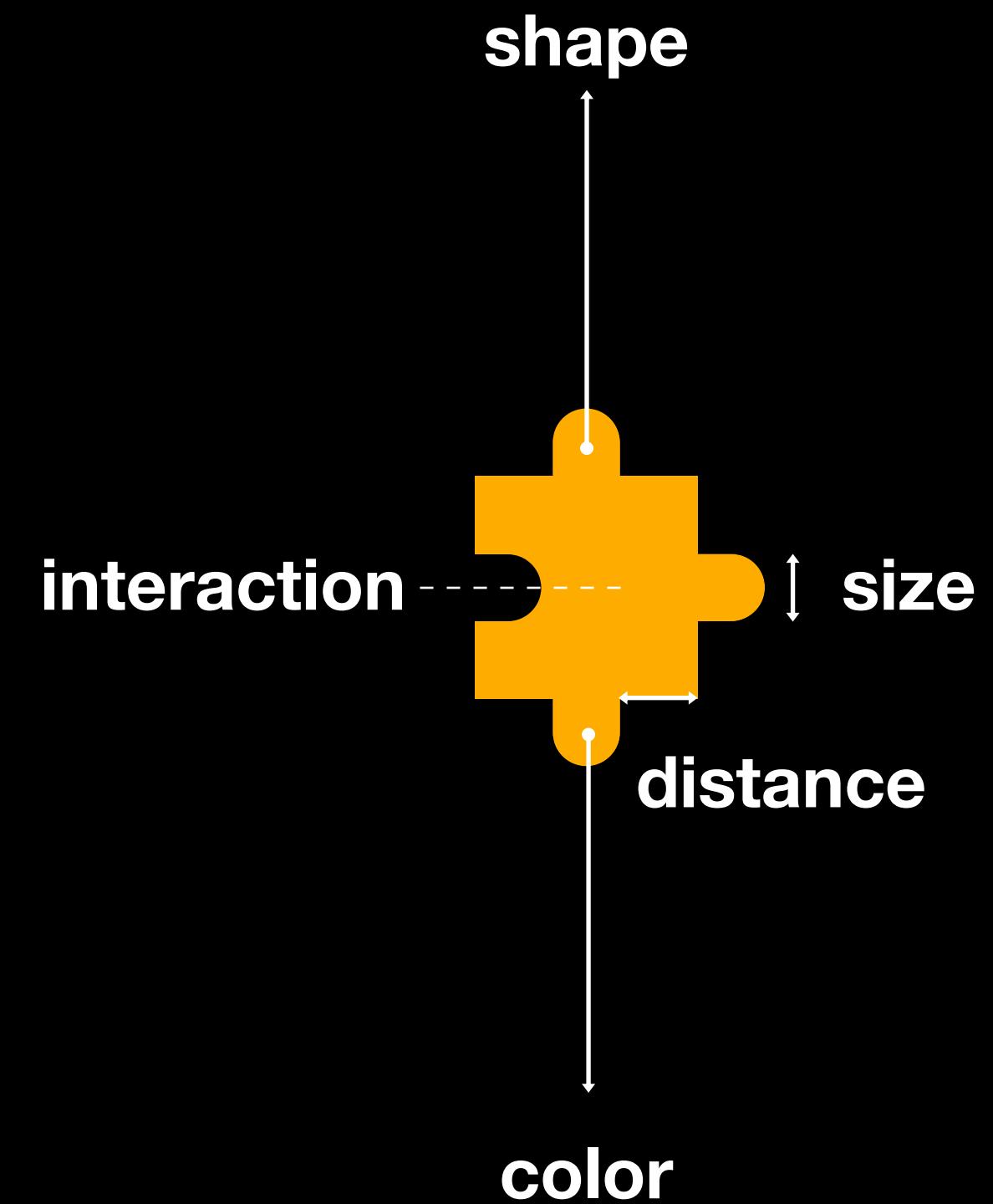
**distance**



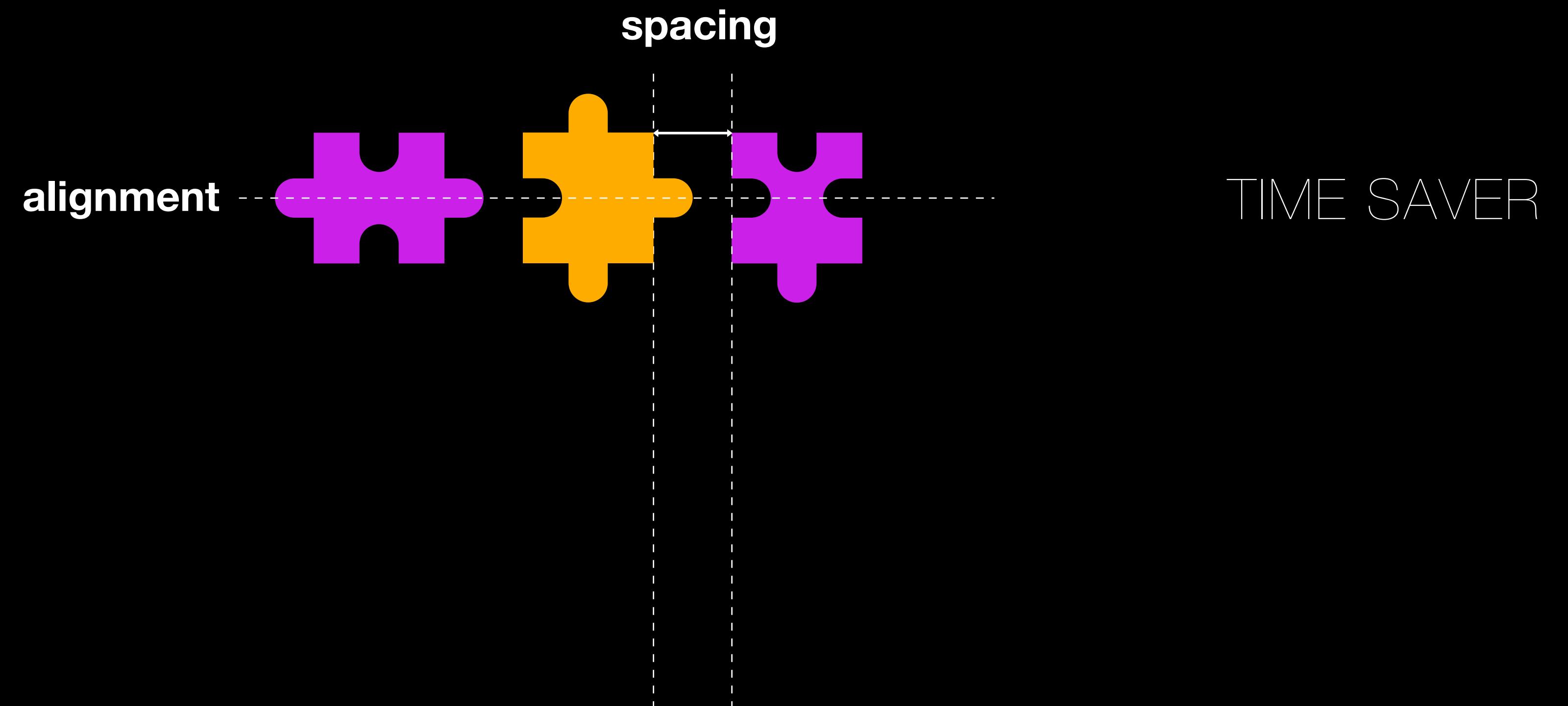
interaction

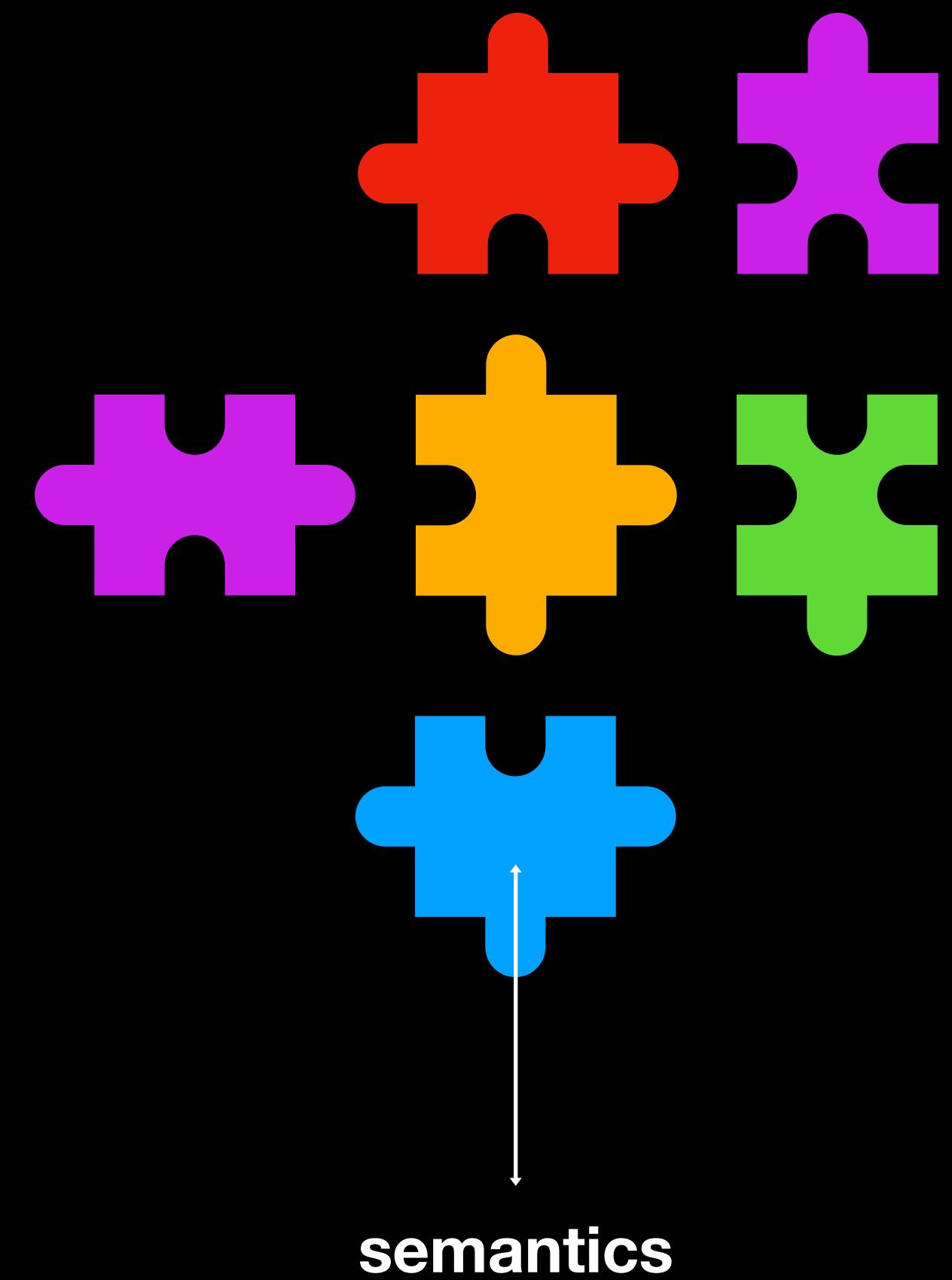


color



CARRIER OF CONSISTENCY





BUILDER OF BRIDGES

# CONSISTENT USER EXPERIENCE

The image shows two screenshots of the SAP Fiori interface. The left screenshot is the SAP Fiori Home page, featuring a dark header with the SAP logo and navigation links like 'My Home', 'Me @ SAP', 'My Productivity Tools', 'HR', 'IT Services', 'Sales & Presales', 'Customer Success', 'Finance & Administration', and 'Product & Innovation'. Below the header is a grid of cards categorized into three sections: 'My IT Equipment', 'Me @ SAP', and 'My Productivity Tools'. Each section contains several cards with icons and brief descriptions. The right screenshot is a detailed view of a task card, showing a timeline with 'Solution Proposed' and 'Closed' states, a calendar, and a list of messages.

**SAP Home**

My Home Me @ SAP My Productivity Tools HR IT Services Sales & Presales Customer Success Finance & Administration Product & Innovation

**My IT Equipment**

IT Equipment About Select Function My Equipment My Software

Validity Available Jan 1, 2020 – Dec 31, 2022 5 Days Jan 1, 2021 – Dec 31, 2023 30 Days Jan 1, 2021 – Dec 31, 2021 30 Days

Validity Status May 7, 2021 Approved May 5, 2021 Approved

It's all about you... Do you want to know if your device is eligible? SAP employees now currently assigned IT devices and tablets. IT Services offers re-installing instantly.

Are you a cost center assigned to your cost center? Use the My SAP Footprint feature to find out what activities are assigned to your cost center. Are you in IT Client Support? Use the My SAP Footprint feature to find out what activities are assigned to your cost center.

**Me @ SAP**

Unified Ticketing Get Help Create Ticket Jumble Search, sell and rent Error Error Employee Onboarding Getting started at SAP IT Support Site Get Digital IT Support Corporate Search Find SAP Content My Timesheet CATSXT Recordings Unrecorded Curr. Mth Corporate Portal Content & services

**My Productivity Tools**

REINVENT Platform SAP's Corporate Strategy Feedback Catcher Submit Feedback Feedback Service Access User Feedback REstart Workspace Booking SAPPrinting UI5 Connect a Printer

**HR**

HR Goes Cloud SAP HR Learning

**KM**

Cost Center 00010236 TI CA.BTPX Core (BG) Company Code: 0236 Task Type/Level: -/- Jul 1, 17 - Dec 31, 2023 Unrecorded: 32 h Asen Tzokin (10) Order 505244028 CPC Security IAM AS Functional Area: 4120 Task Type/Level: -/- Dec 31, 17 - Dec 31, 2023 Unrecorded: 8 h Order 505245074 Task Type/Level: -/- Radoslav Nikolov (1)

Solution Proposed Closed

Sat Sun

5 6

12 13

19 20

26 27

3 4

Unrecorded: 32 h

Unrecorded: 8 h

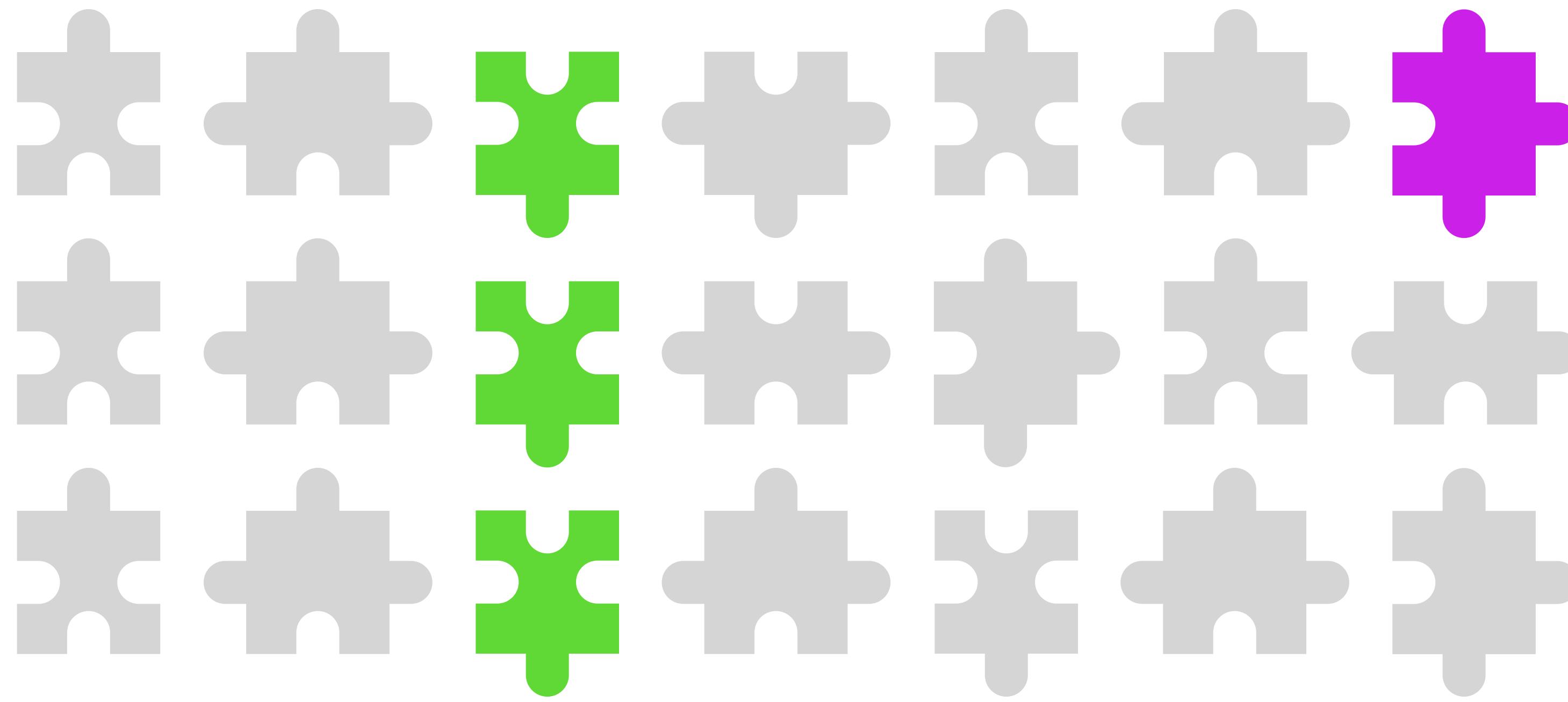
SCTASK0053045: Hello, Appointment: e0a8506e9792c4f39619a4

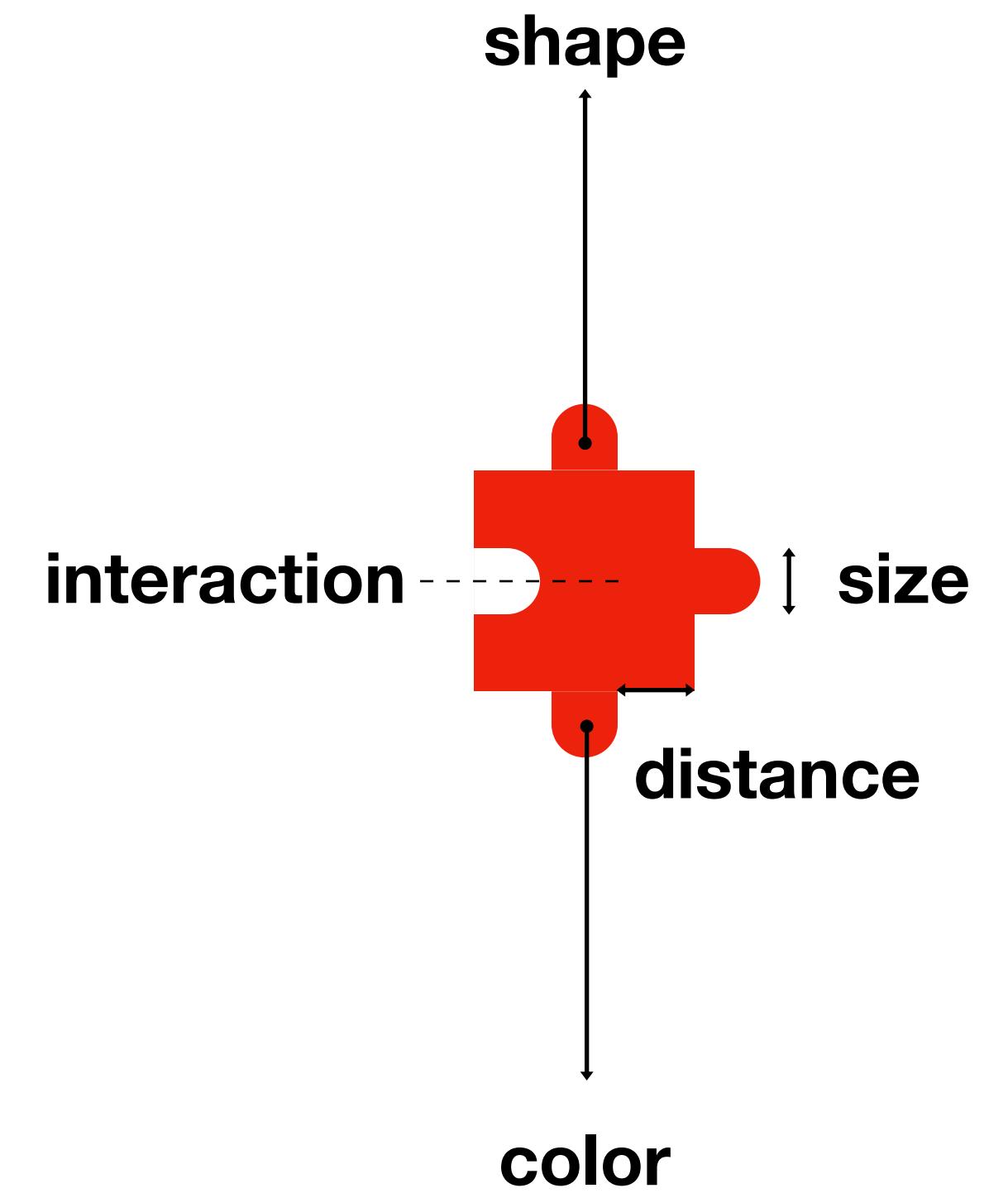
Instruction said that bringing the device is a last resort.

SCTASK0053045: Hello, The only partially open office is There is no need to enter the building. The other option if you will come to your house and then will arrange with him how to me to arrive back to the office) We do not know in details this MORE

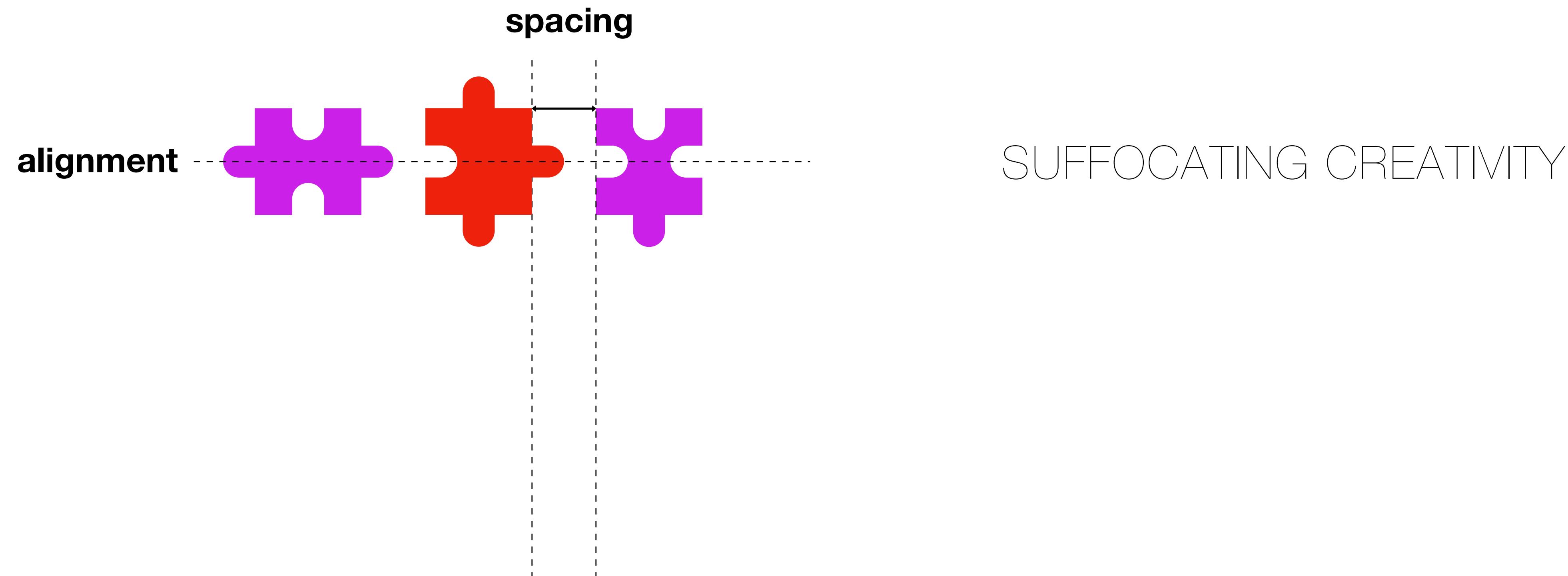
Reject Request Reject Solution Confirm Rejection

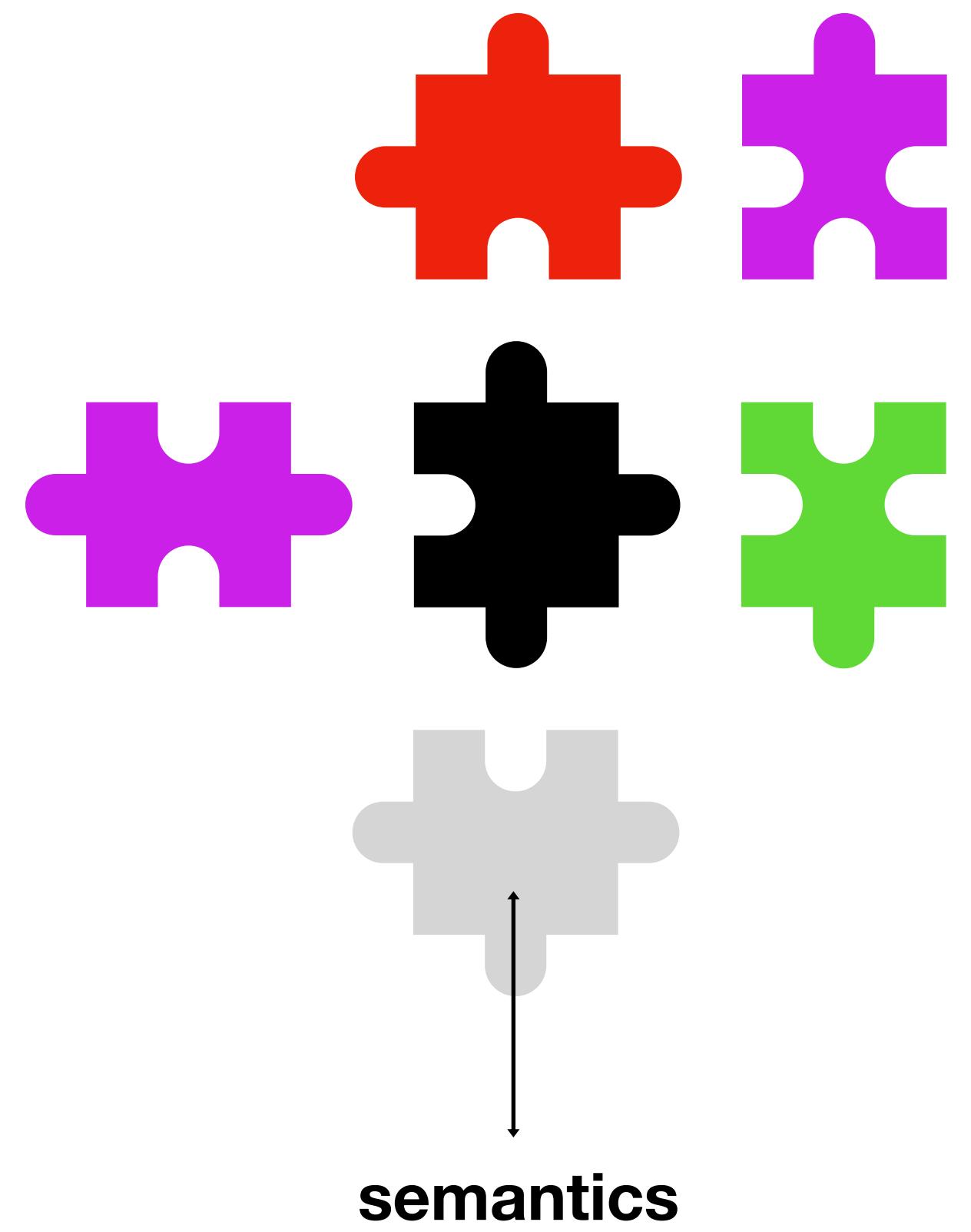
CONSISTENT  
**USER EXPERIENCE**



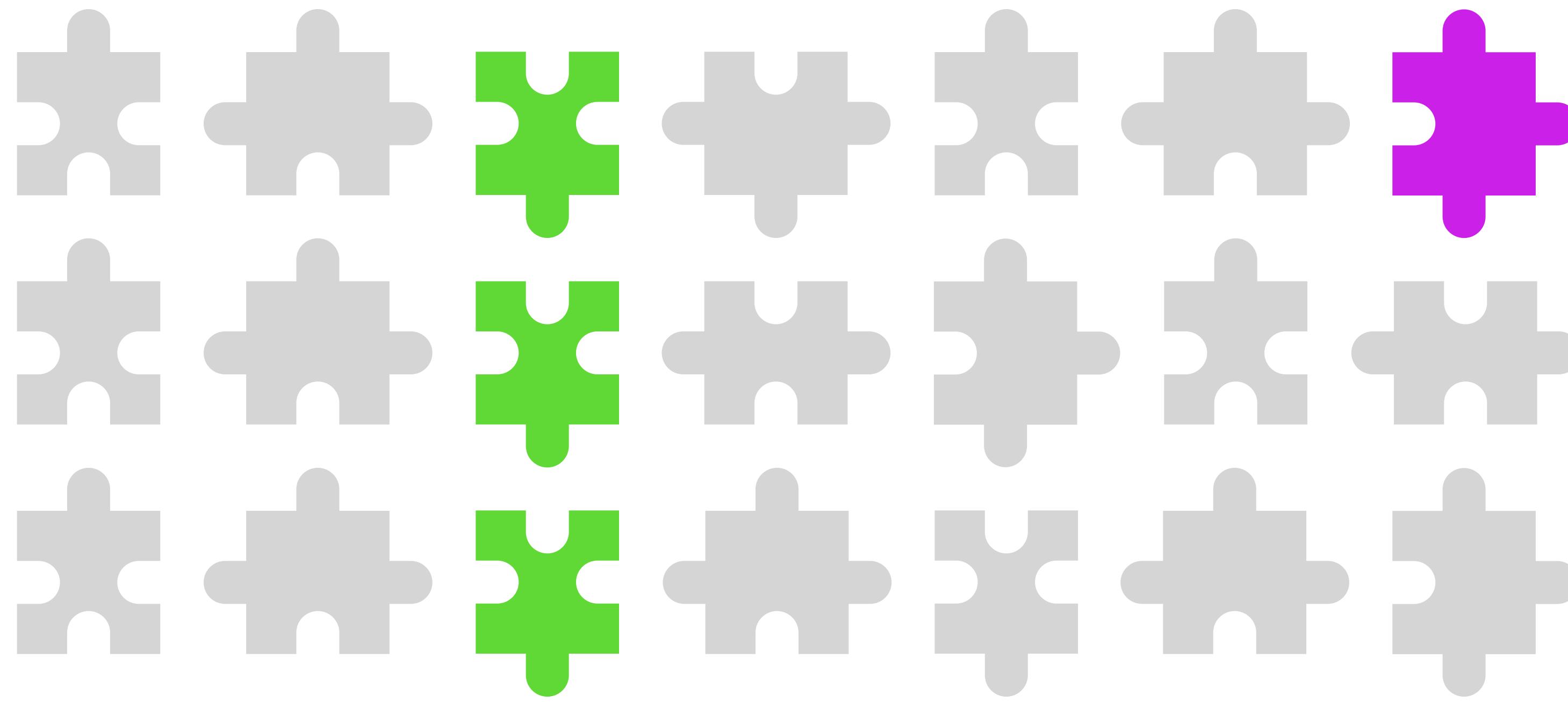


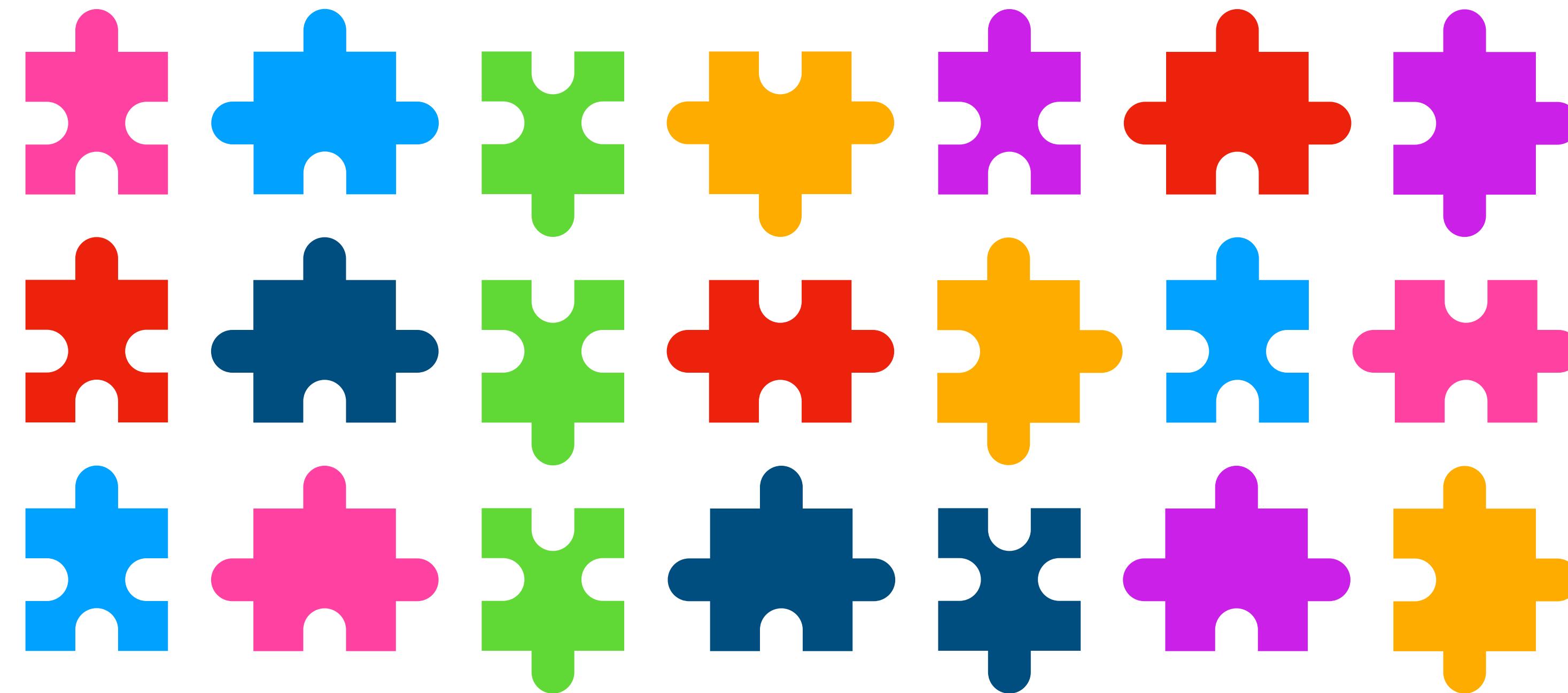
UNABLE TO EVOLVE

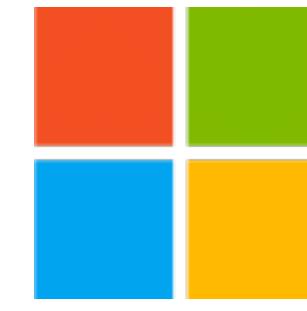




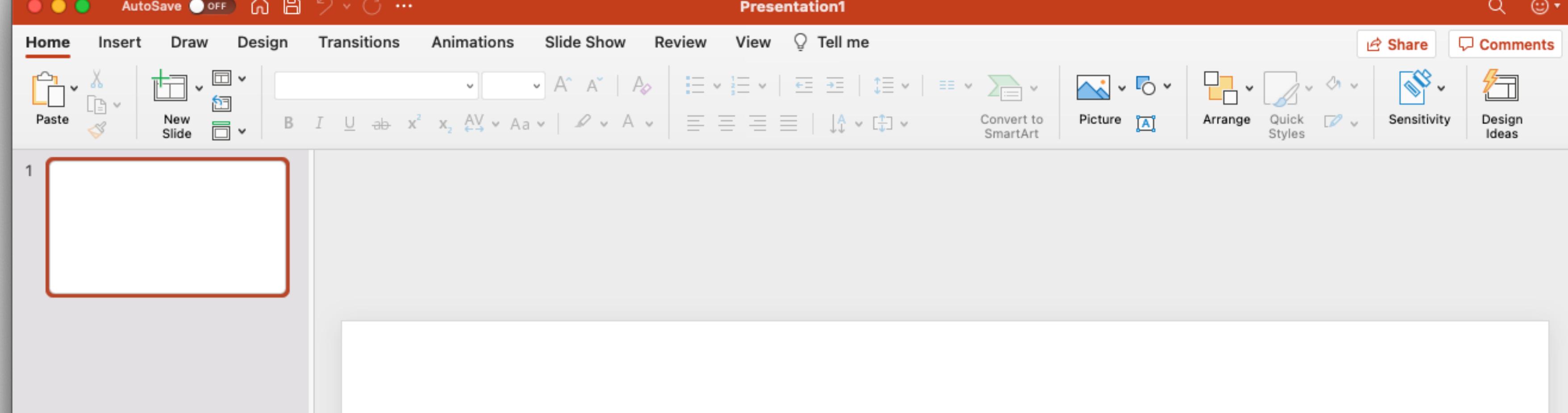
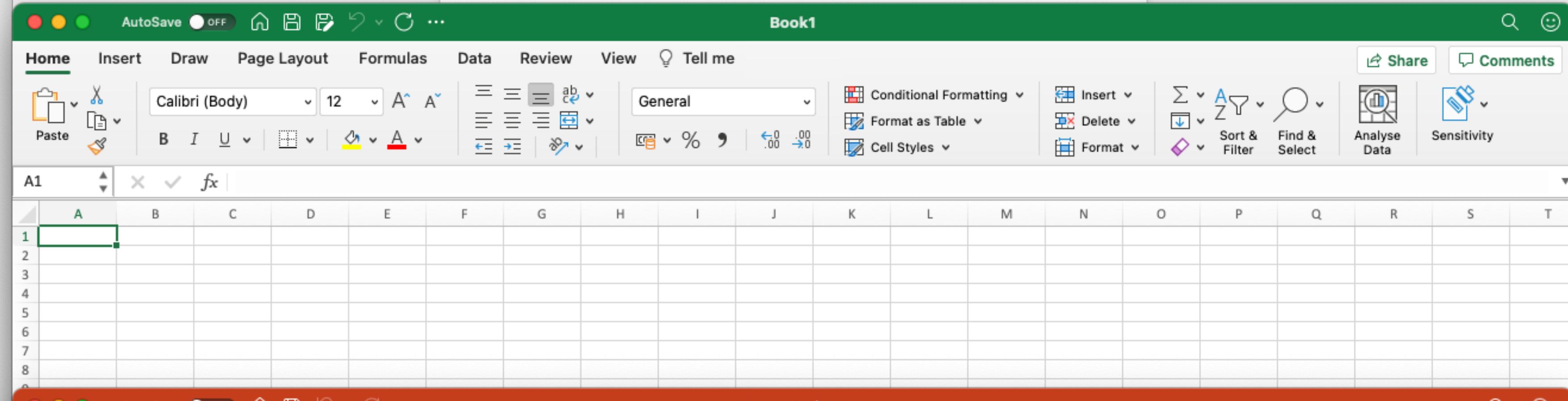
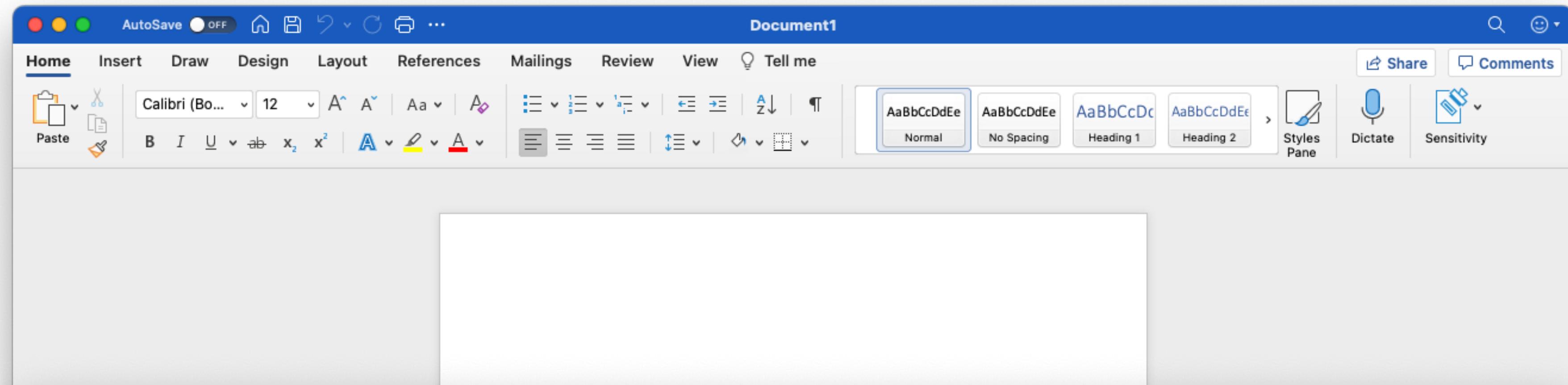
NOT BUILT FOR PEOPLE







Microsoft

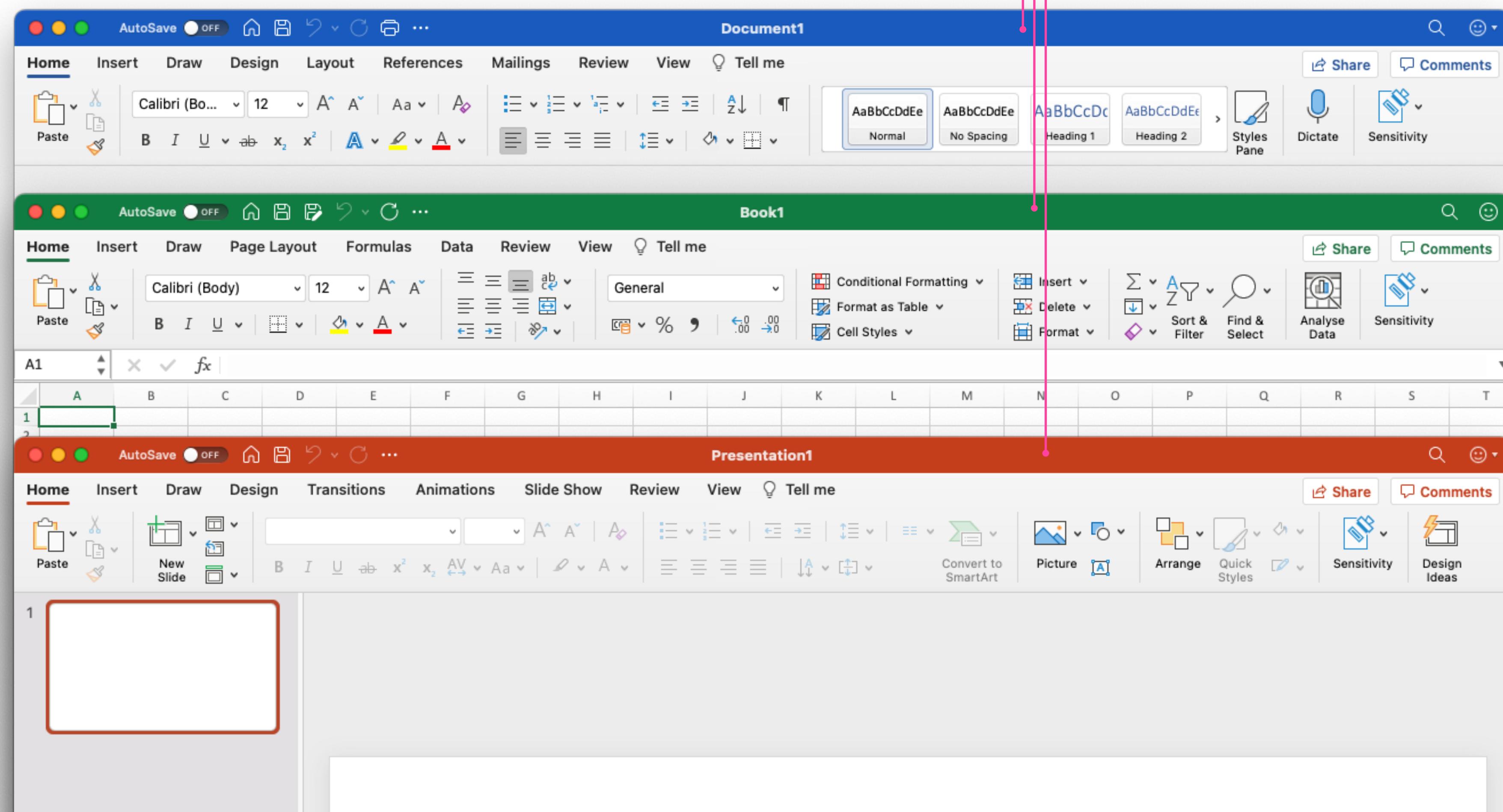


# COHERENCY

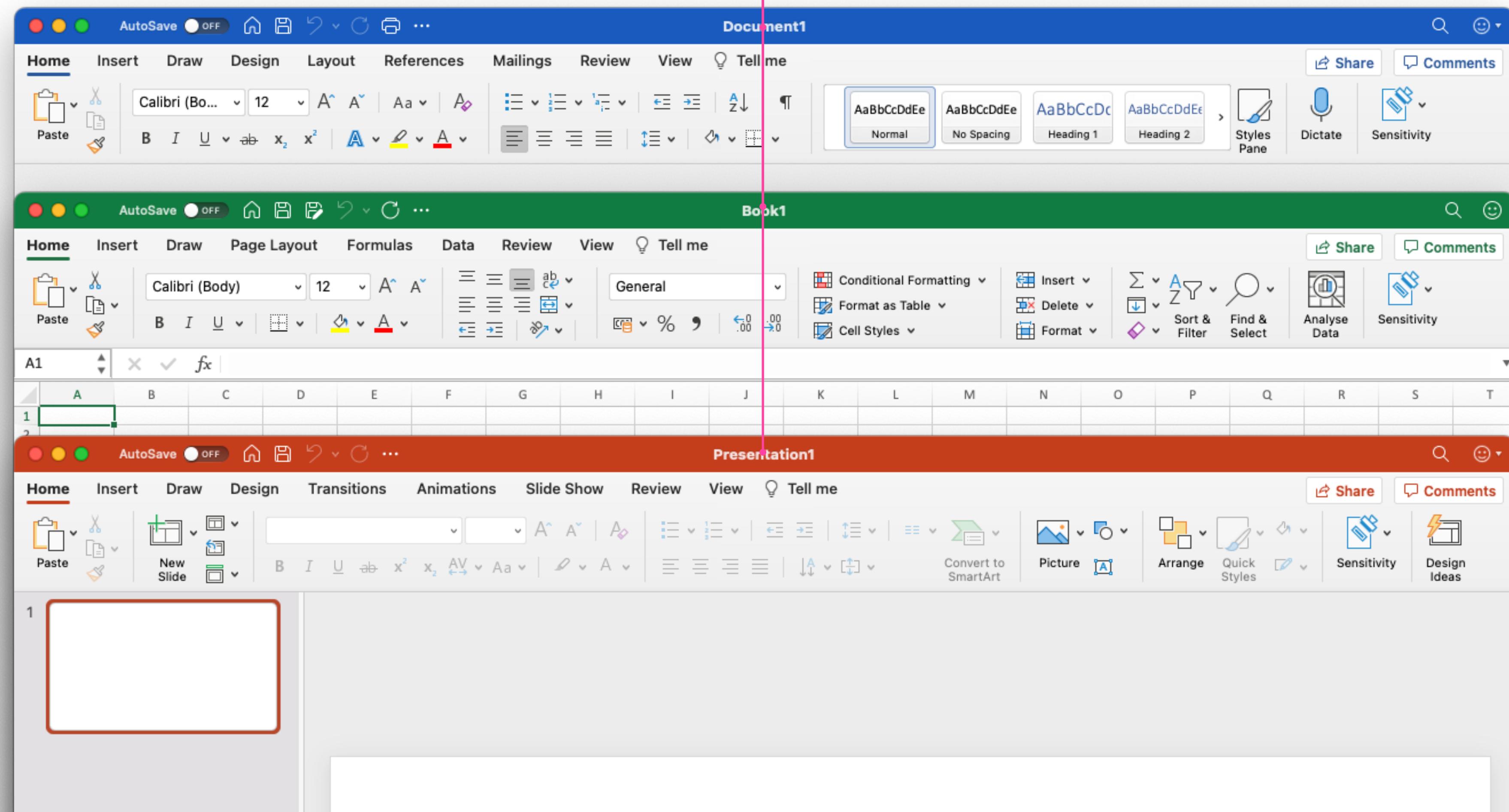
The image displays three Microsoft Office application windows side-by-side, illustrating the cohesive design and shared functionality across different products.

- Document1 (Word):** Shows the Home tab ribbon. The ribbon bar includes standard Office icons (AutoSave, Back, Forward, etc.) and tabs: Home, Insert, Draw, Design, Layout, References, Mailings, Review, View, and Tell me. Below the ribbon are various editing tools such as Paste, Calibri font dropdown, font size 12, bold, italic, underline, and alignment options. A styles group contains Normal, No Spacing, Heading 1, Heading 2, and a Styles pane icon. On the far right, there are Share and Comments buttons.
- Book1 (Excel):** Shows the Home tab ribbon. The ribbon bar includes standard Office icons and tabs: Home, Insert, Draw, Page Layout, Formulas, Data, Review, View, and Tell me. Below the ribbon are various editing tools such as Paste, Calibri (Body) font dropdown, font size 12, bold, italic, underline, and alignment options. A data group contains General, Conditional Formatting, Insert, Delete, Sort & Filter, and Analyse Data. On the far right, there are Share and Comments buttons. The main area shows a grid with cell A1 selected.
- Presentation1 (PowerPoint):** Shows the Home tab ribbon. The ribbon bar includes standard Office icons and tabs: Home, Insert, Draw, Design, Transitions, Animations, Slide Show, Review, View, and Tell me. Below the ribbon are various editing tools such as Paste, New Slide, Calibri font dropdown, font size 12, bold, italic, underline, and alignment options. A graphics group contains Picture, Convert to SmartArt, Arrange, Quick Styles, and Design Ideas. On the far right, there are Share and Comments buttons. The main area shows a slide with a red border around the first slide thumbnail.

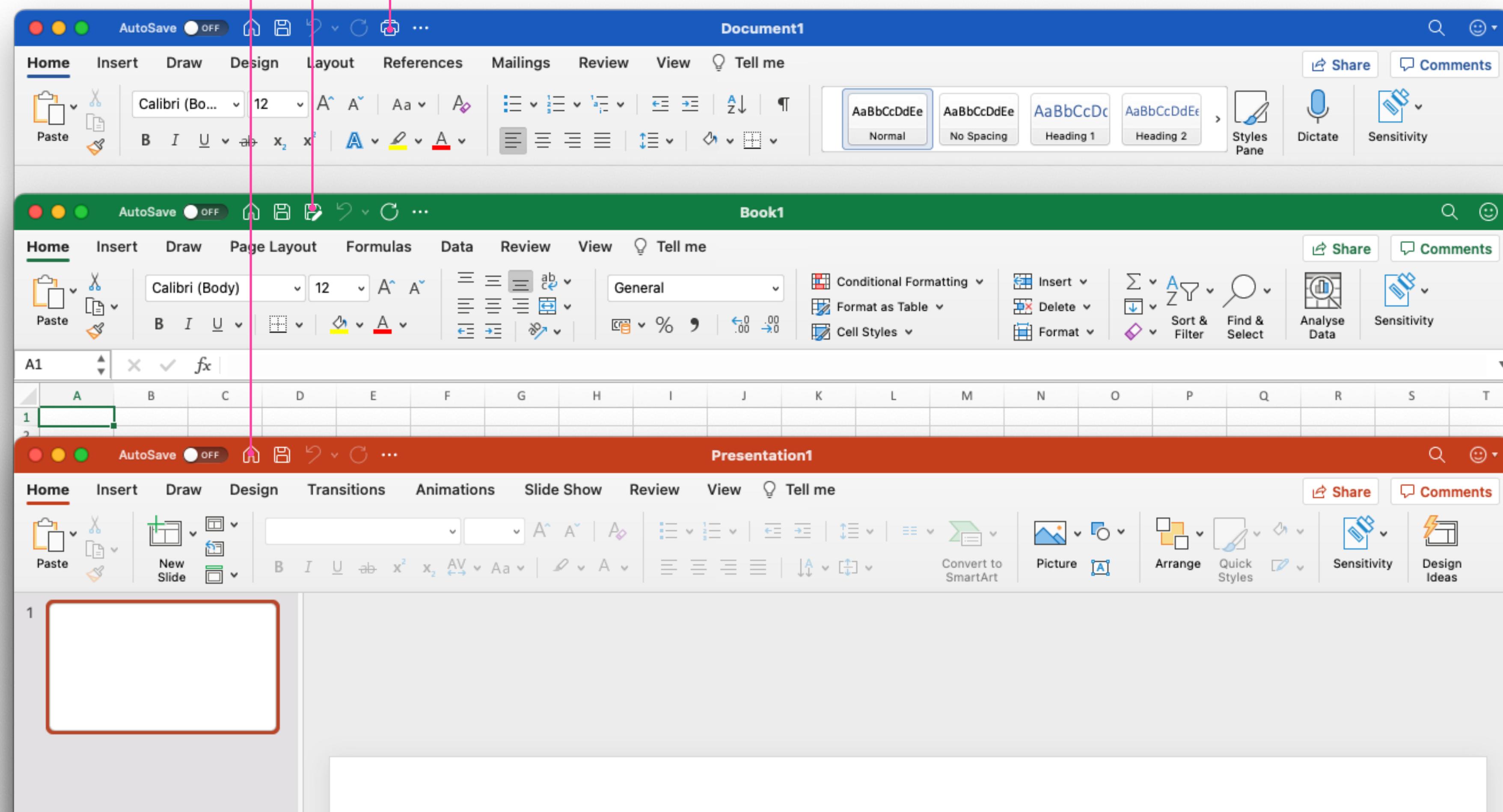
# brand awareness



# context



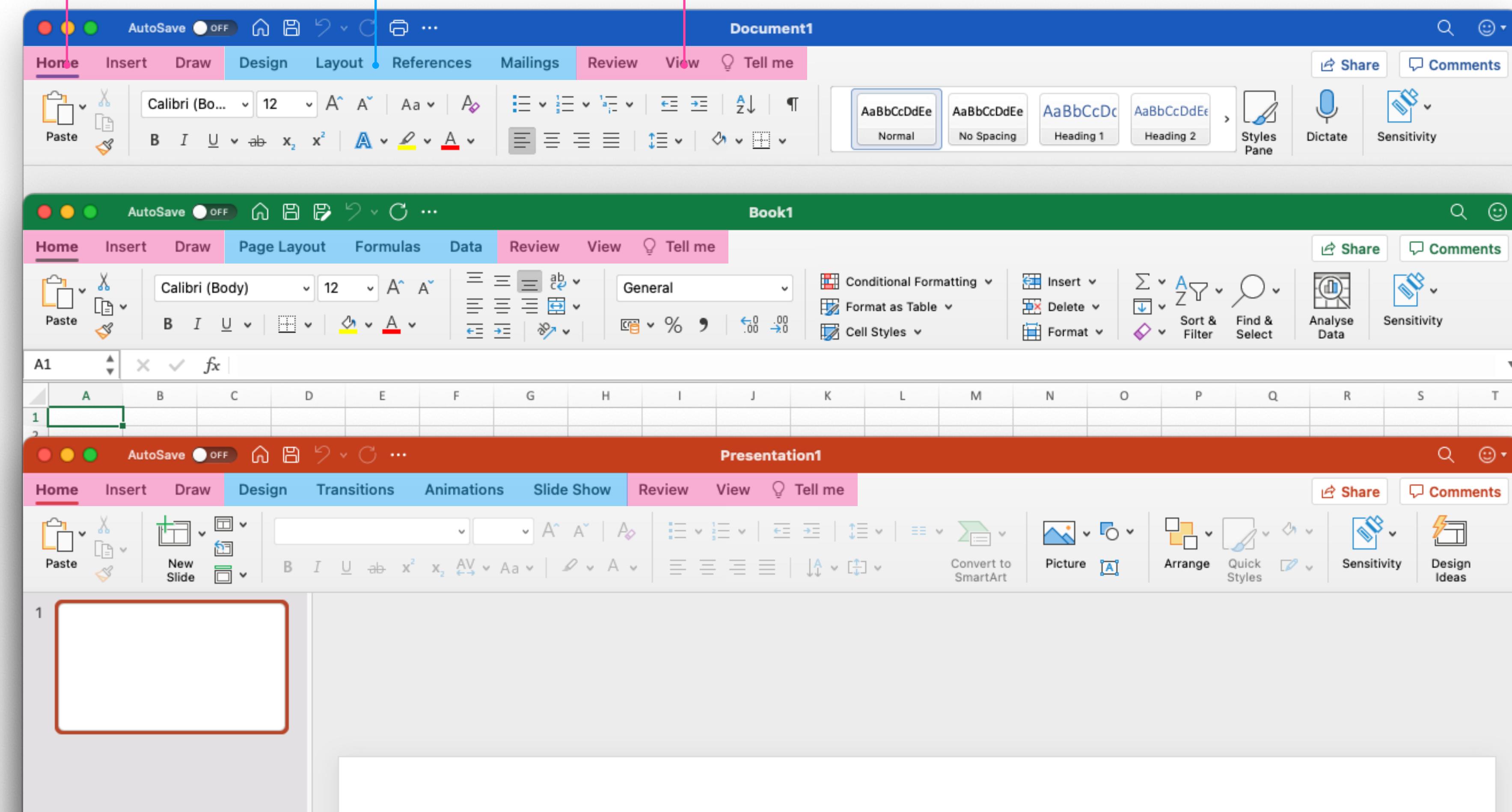
## coherent quick actions



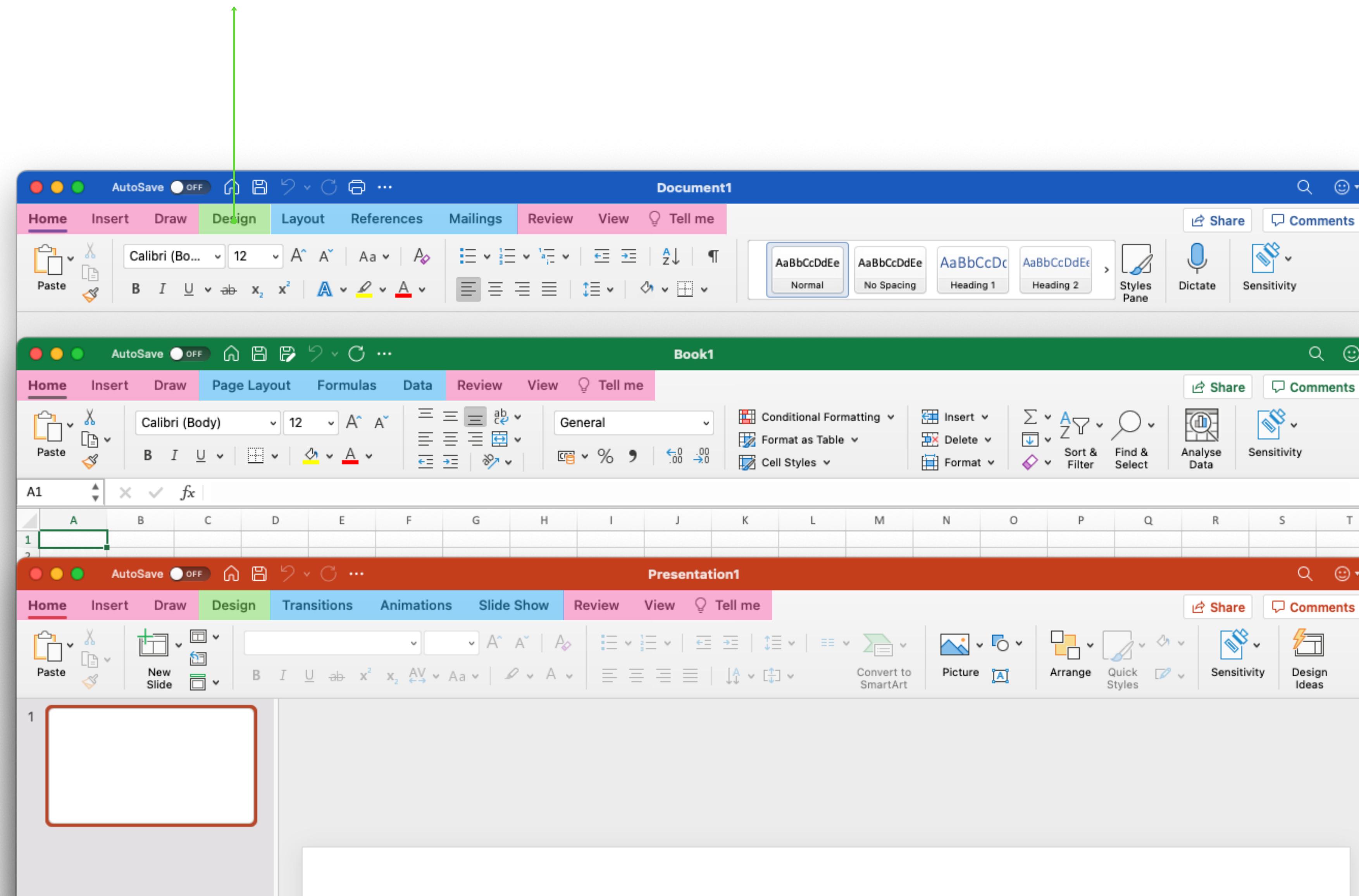
**generic**

**specific**

**generic**

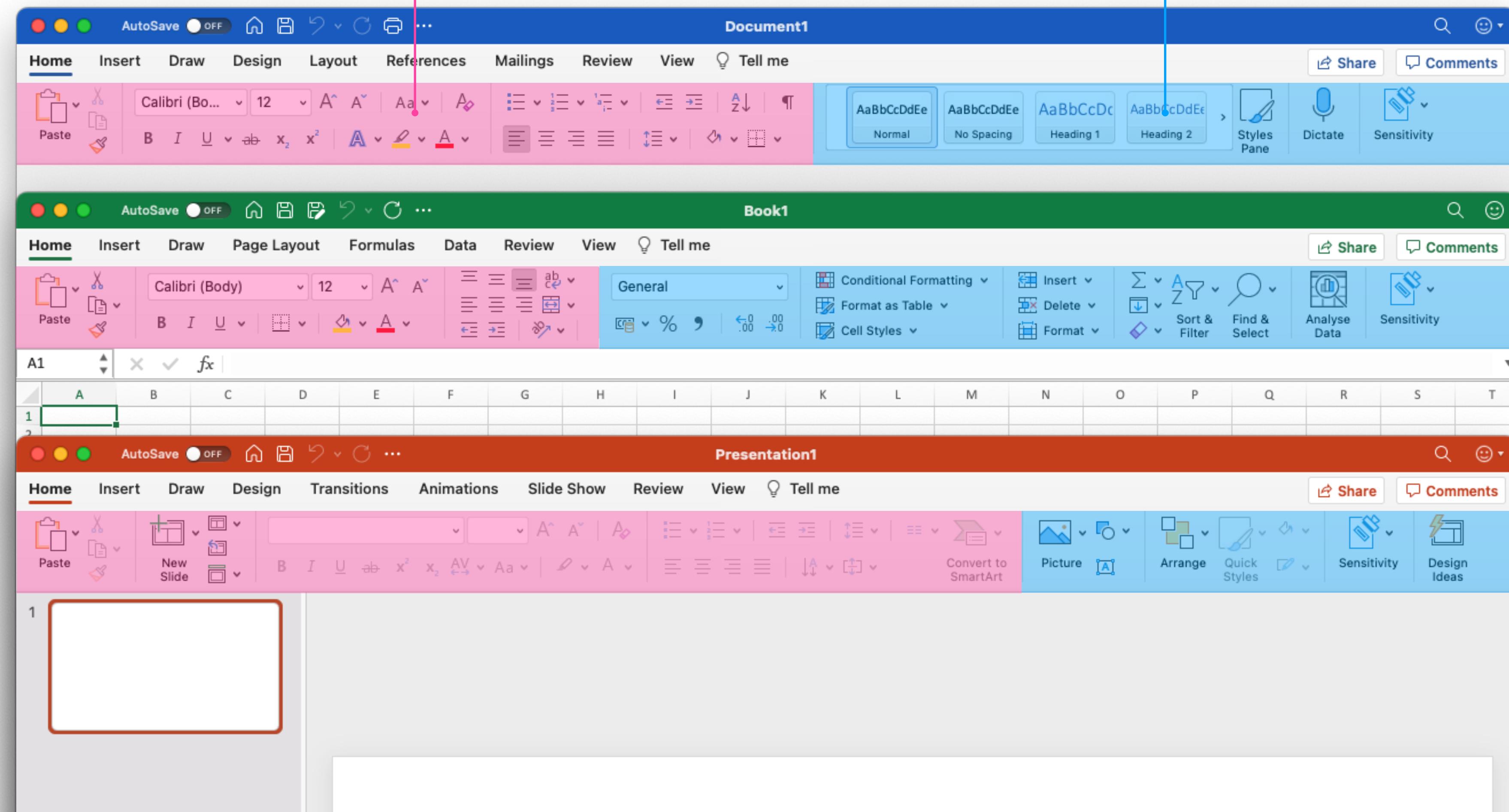


# coherent

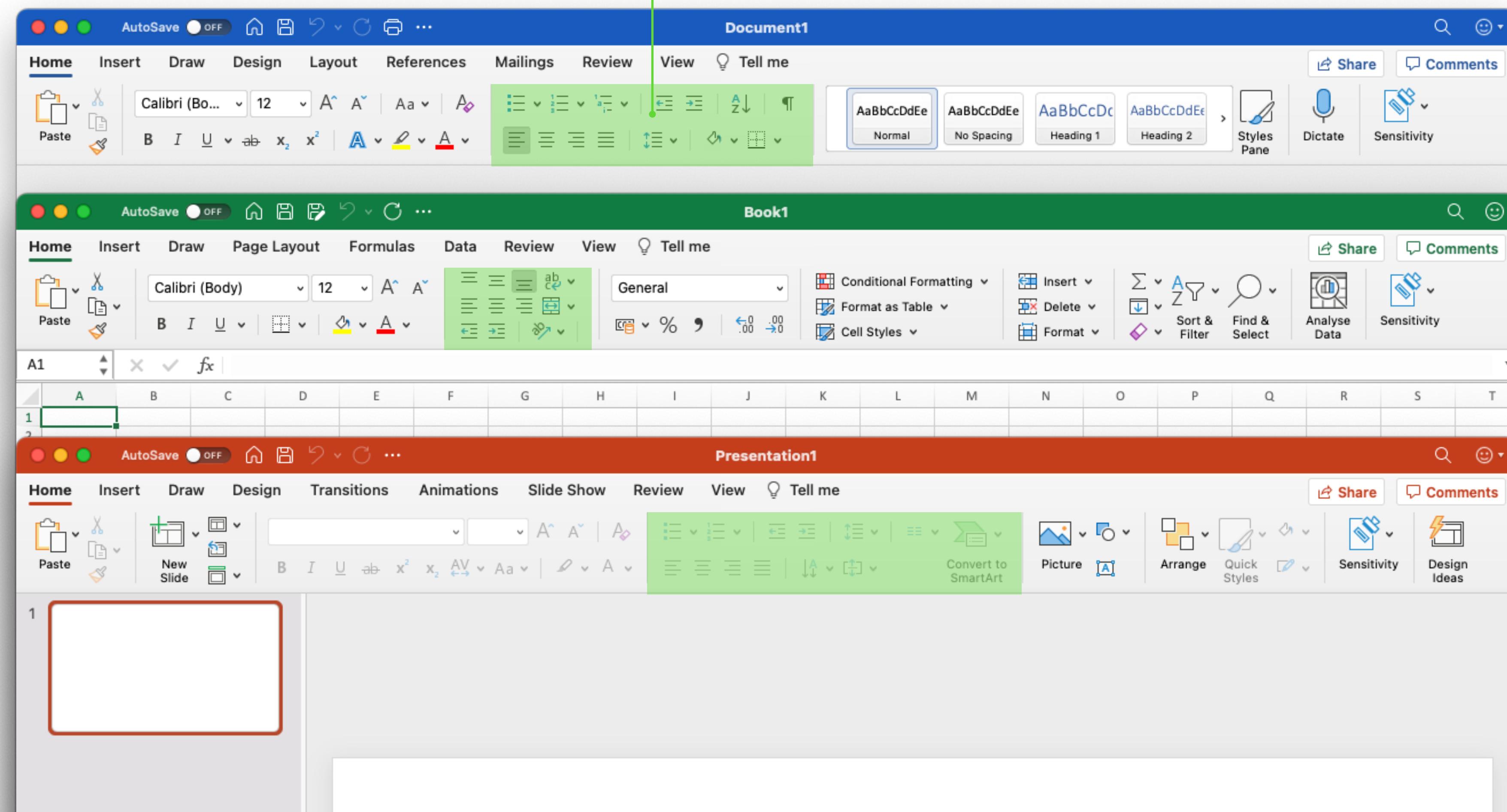


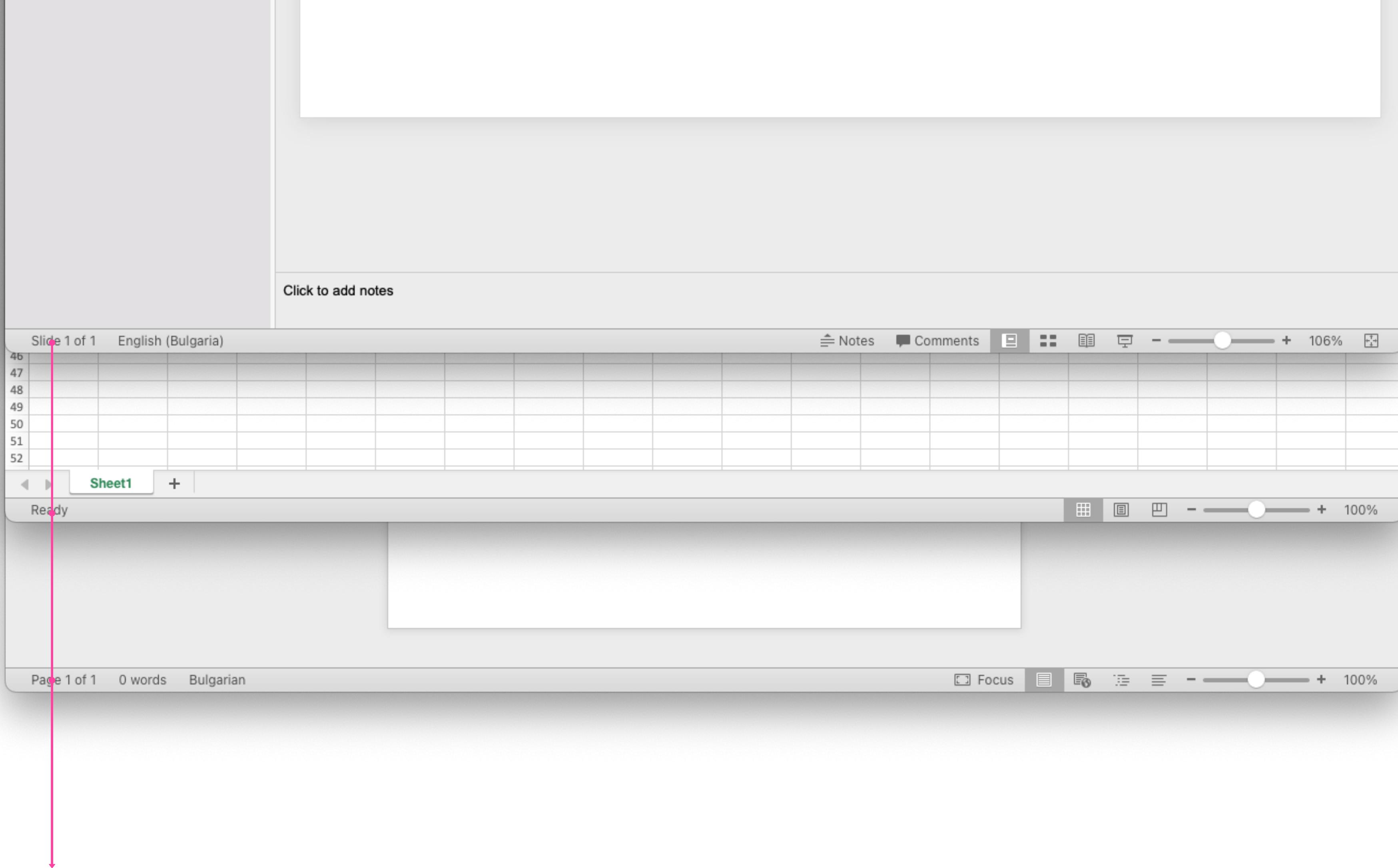
**generic**

**specific**

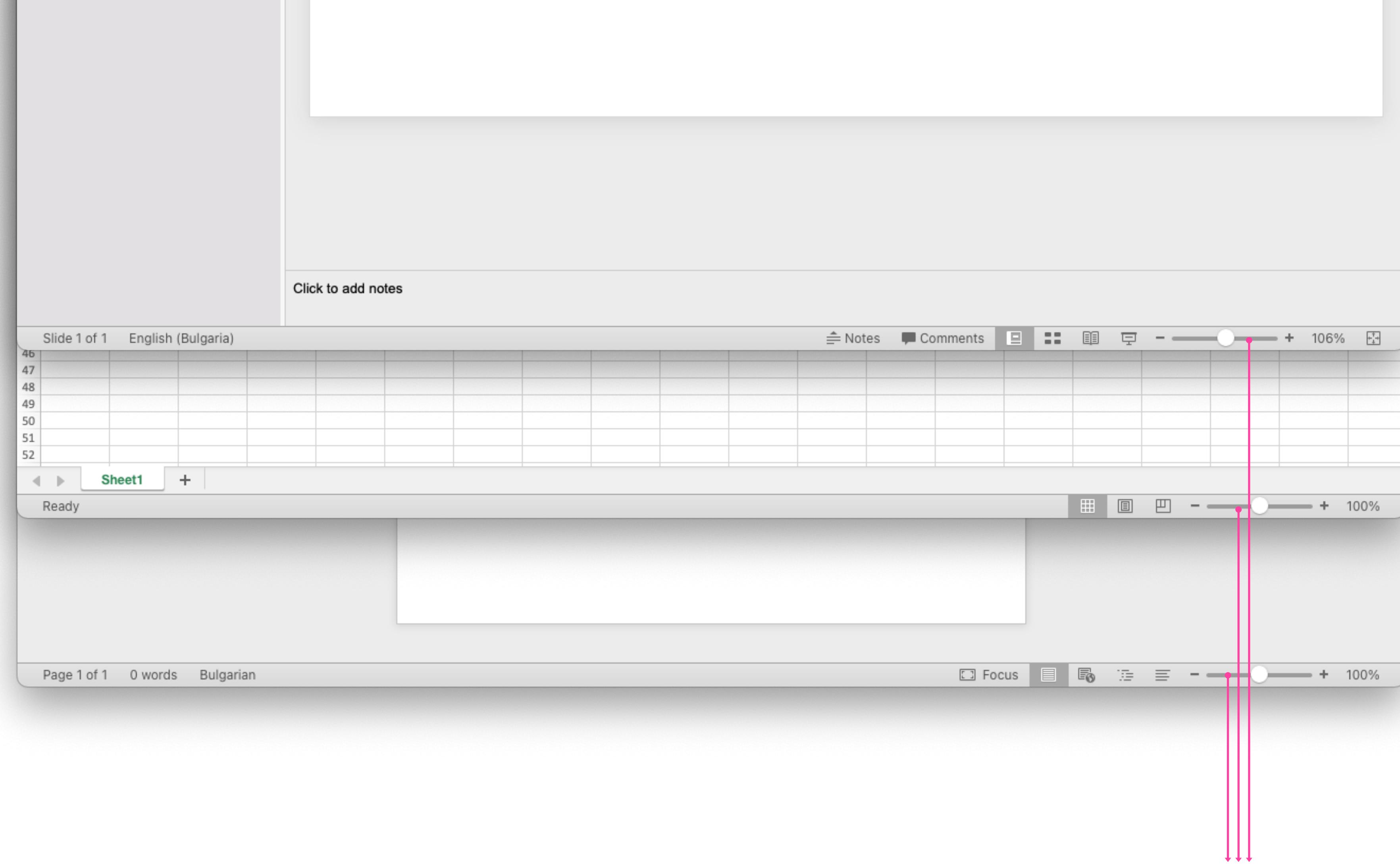


**coherent**

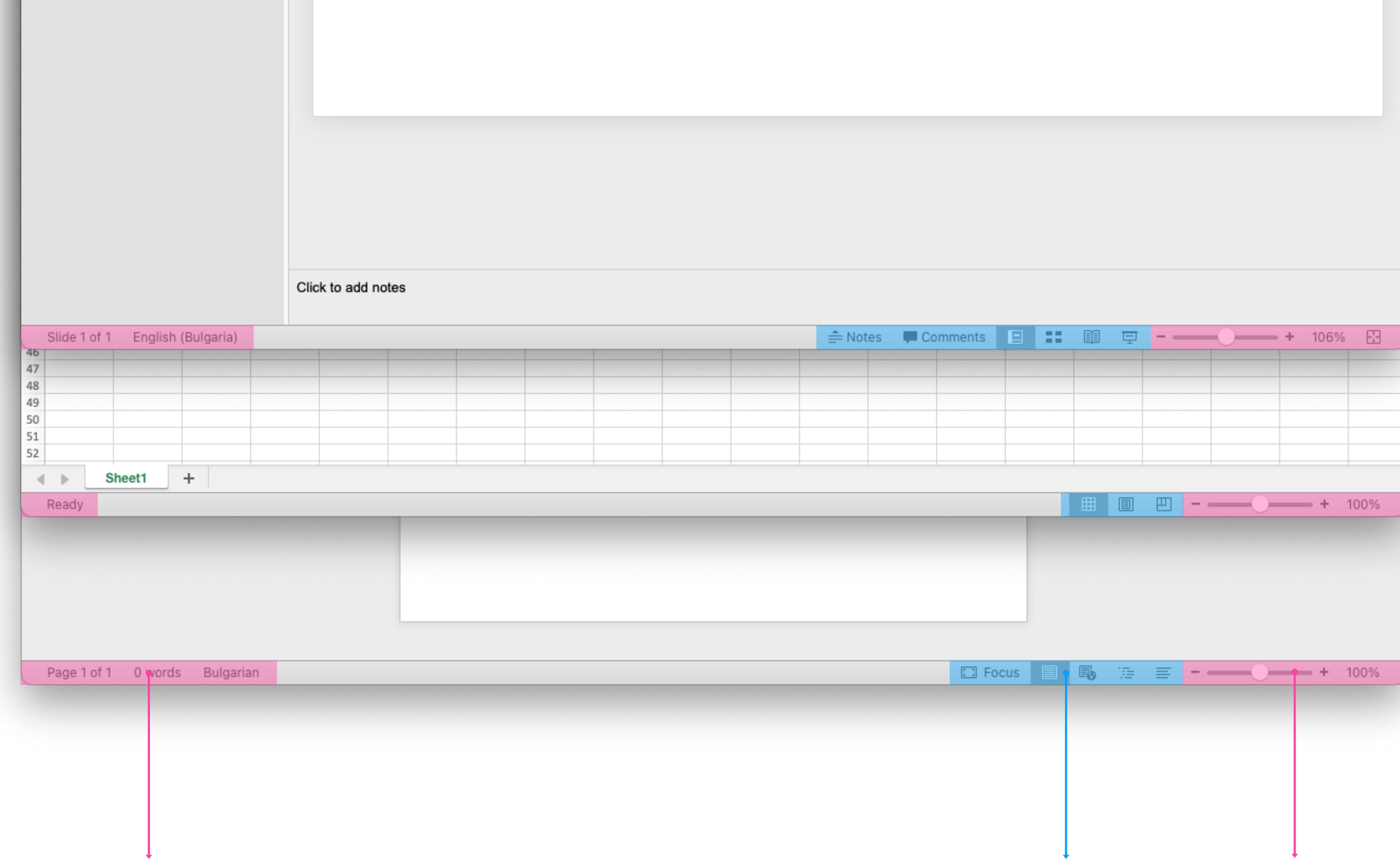




**status**



**layout options**



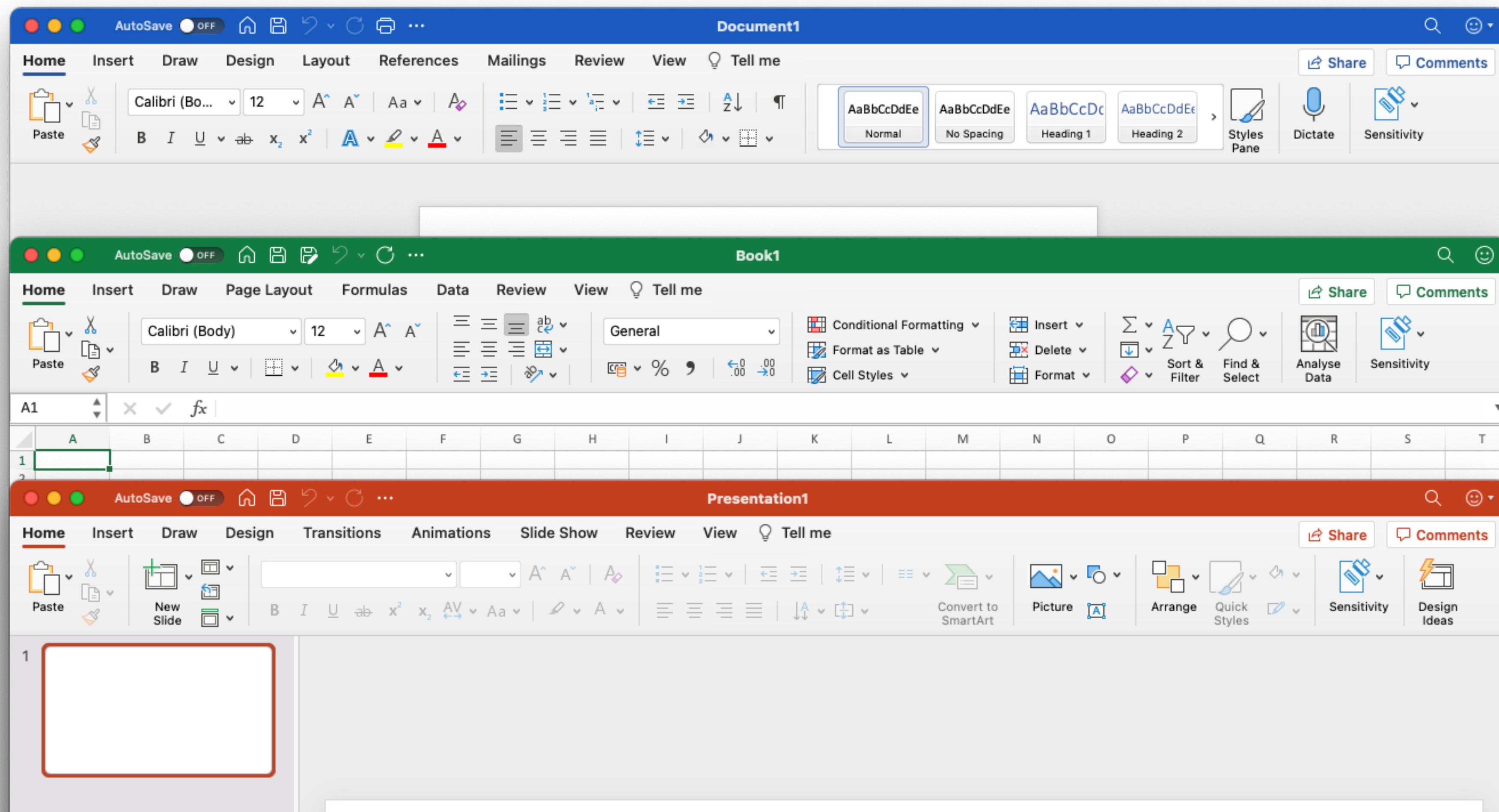
**generic**

**specific**

**generic**



# COHERENT MAKES CONSISTENT



# CONSISTENT USER EXPERIENCE

The image displays a collage of SAP screenshots illustrating a consistent user experience across different applications:

- SAP Cloud Identity (IGA Tenant):** Shows a sign-in page with social media integration and a bar chart comparing unique logins for Extension App and My Inbox from January to May.
- SAP Business Technology Platform - Developer Experience:** Features a dashboard with "Logon Requests" monitoring, "Situations" (e.g., "MyCustomTestApplication Running out of memory"), and a "Spotlight" section for the SAP TechEd experience.
- SAP Cloud Store Access:** A calendar-based interface for managing cloud store access jobs, showing scheduled tasks like "Re-Sync" and "Read".
- SAP Cloud Platform Integration:** A detailed screenshot of a cloud integration configuration diagram involving SAP Success Factors, Ariba In Transformation, and various user and group mappings.



“

*There are only two tragedies  
in life: one is not getting  
what one wants, and the  
other is getting it.*

— Oscar Wilde