# SAP® Workforce Performance Builder: Building the Skills That Create Value



### **Quick Facts**

#### **Summary**

No matter how well your enterprise software solution has been configured and installed, the ultimate responsibility for delivering value lies with the people who use it. With SAP® Workforce Performance Builder software, companies can quickly and effectively provide their user communities with the skills that will build insight and value.

#### **Business Challenges**

- Help ensure a rapid ROI from all your IT solutions
- Reduce the costs of content development, process documentation, and training
- Provide users with context-sensitive help, accurate documentation, and e-learning courses
- Support change management with rapid information development and deployment
- Provide workforce enablement and performance support for your entire IT landscape with one solution
- Reduce the time needed for automatic content updates after release changes and for localization of global rollouts

#### **Key Features**

- Powerful content creation features for help documents, e-learning courses, and simulations
- Navigation functionality offering field-level, context-sensitive help and process guidance
- Management functionality for users and groups, content lifecycles, tasks and workflows, learning, and reporting
- Mobile learning and performance support across the entire workforce

#### **Business Benefits**

- Competent, confident workforce able to help build and sustain the ROI of all your enterprise applications
- Fewer user errors and lower help-desk costs via accurate process documentation and context-sensitive help
- Lower total cost of ownership and implementation with significant savings in change management, training, and support
- State-of-the-art formal and informal knowledge transfer across all applications, for every employee, in any industry

#### For More Information

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### **User Competence: The Key to Value**

It takes more than software to transform your business. Your enterprise applications offer powerful tools, but to harness that power and realize its benefits, your workforce must use the software accurately and intelligently. When you have a new implementation or upgrade, your workforce must learn it as rapidly and thoroughly as possible. If your SAP® or other solution is already in production, it's essential that all employees keep their skill level high and their knowledge current to increase performance.

For more than a decade, SAP has provided customers with software expressly designed to help establish and grow user competence. Now, SAP Workforce Performance Builder software offers the next-generation workforce a single tool to cover all enterprise-wide workforce enablement and performance support needs. You can create and deploy user documentation, context-sensitive help, test scripts, just-in-time microlearning, and mobile and e-learning curriculums with unprecedented speed and ease.

## GENERATING VALUE WITH SAP WORKFORCE PERFORMANCE BUILDER

SAP Workforce Performance Builder meets a simple objective: help companies generate value from their SAP or other enterprise applications. Its advanced features help keep support and training costs down and regulatory compliance high. Designed for ease of implementation and use, the software has fast deployment options and modest system requirements that help keep IT costs low and reduce ramp-up time significantly. The result: employees can begin getting the most from your IT solutions on day one.

SAP Workforce Performance Builder is a truly scalable product: its core functionality and optional extensions work together to integrate and manage the work of subject-matter experts (SMEs), content developers, project leaders, and change and training managers. It is available in both desktop and enterprise editions to meet the needs of small, midsize, and large organizations.



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Without the need for training, SMEs and key users can create professionally formatted output that can be used and shared among the entire workforce immediately.

### SAP WORKFORCE PERFORMANCE BUILDER, DESKTOP EDITION

The desktop edition of SAP Workforce Performance Builder is well suited for small to midsize businesses that want to conserve their knowledge and quickly create high-quality e-learning courses and mobile or blended learning materials. Equipped with one of the most powerful authoring tools in the education market, this solution provides the best support for content development available today.

### Recording SME Expertise with the Instant Producer Option

Finding time for your SMEs to sit down with your content creators to document user transactions isn't always easy. But unless they do, your project can be seriously delayed.

The **instant producer** option, included with every user license for the desktop edition of SAP Workforce Performance Builder, is an assistant-driven recording tool. It allows SMEs or key users to contribute their expertise to content creation by capturing their processes and quickly creating highly accurate simulations and documentation – with no training required, and any time it's convenient.

Prompt-driven and completely intuitive, the instant producer option creates professionally formatted output that can be used and shared among the entire workforce immediately or can be passed to professional developers for further editing using the producer option. SMEs and key users can even include notes to the developers and learners in their recordings.

### **Creating Content with the Producer Option**

The **producer** option is a state-of-the-art content authoring environment that completes the desktop edition of SAP Workforce Performance Builder. (This option has to be ordered separately.) It gives your organization the power to create, edit, localize, and present soft-skill content and IT simulations exactly as you wish to meet the needs of individual learners and users.

The producer option delivers important features including text-to-speech translation, audio recording and editing, Microsoft PowerPoint import, and extensive media embedding. Its WYSIWYG editor helps ensure that content is easy to create and modify. A wide variety of standard outputs are offered, including a highly configurable audit and compliance document, and you can also create customized formats.

This option lets your organization create remarkably complete and accurate recordings. Its object recognition capacity – the degree to which it can recognize screen items and include them in a recording – is optimized for SAP software and is excellent for other applications as well. It can even be enhanced to record specific applications through an optional service engagement. The result is the highest compatibility with your entire IT landscape, with less time spent editing and reformatting, more accurate simulations and documentation, and more reliable 360-degree performance support for your workforce – in and outside the office.



In addition, the software can carry out "true rerecording," making it especially attractive to large multinational or multicultural organizations. True rerecording automatically recreates a recording made in one language in another without author intervention, complete with screens in the second language. True rerecording is also extremely useful for documenting even small changes in user interfaces: all you have to do is rerecord and republish your documents. And with SAP Workforce Performance Builder, you can rerecord automatically in more than 40 languages, whether it be an entire process or just selected process steps. This clearly rises above competitive products.

The producer option of SAP Workforce Performance Builder also includes "context configurator" functionality, which transforms the content into context-sensitive user help. Once an SAP context has been set and deployed for the content, end users can access it from their SAP help menus.

## SAP WORKFORCE PERFORMANCE BUILDER, ENTERPRISE EDITION

The desktop edition of SAP Workforce Performance Builder can be upgraded to the enterprise edition with its additional manager option (the server-based, workflow-guided collaboration system). The enterprise edition is the preferred solution for customers who need to implement enablement materials on a large scale or in multiple locations. With its powerful tools, the enterprise edition is best suited for rapid development of e-learning material, coordination of content development projects, and simplified content rollout to learners.

The enterprise edition includes licenses for the manager and instant producer options for all SAP named users.

# Collaborating on a Learning Platform with the Manager Option

The **manager** option of SAP Workforce Performance Builder is a server-based content lifecycle collaboration and management system. Designed for ease of use, this system offers sophisticated workflow and project management for everyone involved in content creation, editing, and approval. With just a few clicks, you can manage and monitor every facet of your development project, including:

- Creating and managing users, roles, permissions, and organizational units
- Establishing best-practice development workflows and priorities
- Setting milestones and project status
- Broadcasting messages to your team

All this is accomplished within a logical, well-ordered, and intuitive Web interface.



The manager option also offers comprehensive version management, keeping an accurate record of who touched which content when and what changes were made. You can roll back to a previous version at any time.

In addition, the manager option actually goes beyond workflow and project management to serve as a host for e-learning courses created using the producer option. End users can log in to a Web site, see the classes available to them, and take their classes - all on the same site. Afterward, training managers can log in, choose the "learning reporter" function, and generate detailed reports on the learners' success, right down to user performance in the individual steps of a lesson or simulation. As a result, training departments have hard data to help fine-tune their lessons and build user competence faster; they can recognize learning gaps and use that information to augment the live system with realtime context-sensitive help.

## **Boosting User Performance with the Navigator Option**

The **navigator** option will make life easier for companies engaged in a software implementation or upgrade – or regulated organizations.

This option provides additional context-sensitive detail at the end-user level, bypassing the need to invoke help menus by pushing the information directly to users. Whether customer-configured or set up through a consulting engagement, the navigator option safely guides users step-by-step through new, complex, changed, or rarely used processes and allows even new users to quickly learn how to properly carry out the necessary processes.

The navigator option helps users go beyond transactional proficiency by recommending valid values for critical fields and providing examples of possible entries for fields, forms, and tables. It can send messages to the user about critical compliance information – in context – regarding mandatory fields, guidelines, and important data relationships.

#### THE CLEAR CHOICE

SAP Workforce Performance Builder is the clear choice for any organization wishing to build, sustain, and grow value from its IT investments – and become a best-run business. To learn more about this opportunity, please contact your SAP representative, visit us online at <a href="https://www.sap.com/wpb">www.sap.com/wpb</a>, or call +1 888 777 1727.



SAP Workforce Performance Builder is designed to keep support and training costs down and regulatory compliance high.

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