

**SAP Information Sheet**

SAP Education

SAP User Experience Management by Knoa

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Quick Facts

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Overview



**Get Real Performance Insight  
with SAP® User Experience  
Management by Knoa**



The Best-Run Businesses Run SAP™

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## Quick Facts

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## Overview

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### Summary

The SAP® User Experience Management application by Knoa helps you optimize the performance of your SAP applications and of the people who use them. It enables you to assess how an application performs for each person – separating real usability issues from opinions – and take corrective action to ensure delivery of all the value you expect from your SAP software.

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### Objectives

- Drive smooth adoption and effective use of SAP software to execute business strategy
- Achieve optimal use of SAP software in shared-services centers
- Be confident that compliance tasks are properly performed and audit trails are well maintained
- Automate functionality to improve services and reduce costs in your support center

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### Solution

- Comprehensive workflow monitoring that enables you to see how users actually work in the SAP applications
- Contextual insight into issues from the user's viewpoint
- Clear identification of training needs so you can pinpoint ways to improve efficiency and facilitate adoption
- Specific insight into how system issues are impacting the user

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### Benefits

- Promote excellence in the execution of critical business processes
- Reduce the overall cost of user training and of IT and support services
- Create executive-level insight into application usage and policy compliance

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### Learn more

Visit us at <http://www.sap.com/uem-by-knoa>.



### **Different Versions to Fit Your Needs**

We know that one size doesn't fit all, so we offer different versions of SAP User Experience Management to fit your needs.

### **SAP User Experience Management by Knoa**

With this application, you can monitor user performance in the SAP GUI, Web GUI, and portal interfaces. It contains the Knoa technical infrastructure.

### **SAP User Experience Management by Knoa, version for SAP GUI**

This application provides a cost-effective way to monitor user performance in only the SAP GUI interface. It contains the Knoa technical infrastructure.

### **SAP User Experience Management by Knoa, version for SAP CRM**

With this application, you can monitor user performance in your SAP Customer Relationship Management (SAP CRM) application, relying on the original product for its technical platform. (SAP CRM is required.)

### **SAP User Experience Management by Knoa, version for SAP BusinessObjects™ solutions**

This application allows you to monitor user performance in your SAP BusinessObjects™ software, relying on the original product for its technical platform. (SAP BusinessObjects software is required.)



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The Best-Run Businesses Run SAP™