Johns Manville: Improving End-User Experience with SAP® User Experience Management by Knoa

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One of the most trusted names in insulation and roofing, Johns Manville has been keeping people safe and warm for over 150 years. The company is committed to both customer and employee satisfaction. And, backed by Berkshire Hathaway and a AA credit rating, Johns Manville knows that focused investments that contribute to the strength of the company are key to continuing success.

This is why, when looking to improve and accelerate process change as well as user adoption of SAP® solutions, Johns Manville invested in the SAP User Experience Management application by Knoa. The IT team can now respond faster to both potential and actual user errors as well as network-based performance problems, effectively improving user satisfaction, which translates to better service for customers.

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Executive overview

Company
Johns Manville, a Berkshire Hathaway company

Headquarters
Denver, Colorado

Industry
Mill products – building materials

Products and Services
Building and mechanical insulation, commercial roofing and roof insulation, as well as fibers and nonwovens

Employees
7,000

Revenue
US$2.5 billion

Web Site
www.jm.com

Partner
Knoa Software
www.knoa.com

BUSINESS TRANSFORMATION

The company's top objectives

- Manage business change with minimal impact to end users and customers
- Increase employee productivity and satisfaction
- Improve IT response to potential user errors before they are reported
- Install a solution that will immediately notify IT as errors occur in order to proactively correct them before they impact operations
- Better understand and address performance issues

The resolution

- Installed the SAP® User Experience Management application by Knoa for 2,000 SAP software users to enhance competence with technology and processes
- Engaged Knoa Software to provide professional setup and training
- Leveraged the application to map workflows based on SAP solutions more broadly and to proactively and easily identify users needing support

The key benefits

- Significantly improved user satisfaction and also increased productivity
- Increased assessment accuracy of training requirements
- Expedited and improved the identification of network performance issues

"With SAP User Experience Management by Knoa, our IT team can help manage business process change with minimal end-user impact by quickly identifying and responding when users needextra help. This improves user satisfaction and productivity, which in turn improves customer service."

John Shellenberger, Vice President and Chief Information Officer, Johns Manville

TOP BENEFITS ACHIEVED

17%
Increase in user satisfaction

27%
Decrease in user errors

100%
Reduction in system errors

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