

BUILDING THE SKILLS THAT DELIVER VALUE

SAP® PRODUCTIVITY PAK BY RWD: FOR COMPETENT, CONFIDENT USERS

Your SAP® software provides you with the most value when your end users have the skills to use it accurately and intelligently. With the SAP Productivity Pak application by RWD, your users will have at their fingertips the information they need to deliver value, both at implementation and over the long term.



In both commerce and the public sector, the 21st century moves with a speed and scope unlike anything we've previously encountered. Business processes need to change more rapidly than ever to adapt to new markets and regulations. Old barriers such as distance, language, and cultural differences have fallen, and organizations both large and small need to adapt to a new world of competition and cooperation.

Your SAP® solution is designed precisely to help your organization succeed in this new environment. But for you to get the most value from your software, your end users need the competence and confidence to use it with authority and accuracy. The SAP Productivity Pak application by RWD (also known as RWD uPerform) gives you the tools you need to rapidly build end-user skills at implementation and reinforce and grow them over the long term.

What Is SAP Productivity Pak?

SAP Productivity Pak is a powerful application designed to largely automate the development and delivery of performance support resources and knowledge transfer materials for end users of your SAP software. It provides sophisticated means for producing a variety of types of content in multiple formats and languages and for maintaining and adapting this content over time.

SAP Productivity Pak helps you control costs of training and ongoing user support, and even more significantly, it greatly enhances the overall long-term value you gain from your SAP solution.

Backed by tailored, rapid e-learning resources and readily available online help, end users can work skillfully and efficiently – and without contacting the help desk every time they have a question.

End-User Support Across the Enterprise

SAP Productivity Pak lets your organization create and deploy context-sensitive job aids and simulations with unprecedented ease. All your content creators need do is run a transaction in their SAP software: SAP Productivity Pak automatically records and clearly documents the process. In a single step, it creates a “document” containing both the transaction steps and the simulation.

Administrators can easily deploy the unique output into context-sensitive online help materials that local users can access directly from their SAP software transaction screens. It is also possible to print the materials for offline reference. This flexibility makes it ideal for documenting your business processes and building classroom materials.

Organizations that need specific help information for individual sites, countries, or languages will particularly appreciate the flexibility of SAP Productivity Pak. For example, content authors can create copies of original documents and make local variants that serve as starting points for versions incorporating specific business-unit or job-role needs. When an author modifies the original document, all the authors of the variant documents will be notified and can make changes as necessary. If you need documents or

simulations in multiple languages, you actually have two choices for how to proceed. With a single click, you can change the language of any solution-generated text to any of 30 different languages, or you can use the rerecording feature, which will generate entirely new documents and screen shots in the language you choose.

SAP Productivity Pak makes the creation, deployment, and management of user support materials far easier than in the past. For example, it automatically routes documents to the people designated to review, edit, and approve them, simplifying the rollout process and ensuring that all stakeholders are up-to-date and involved.

Rapid E-Learning Development

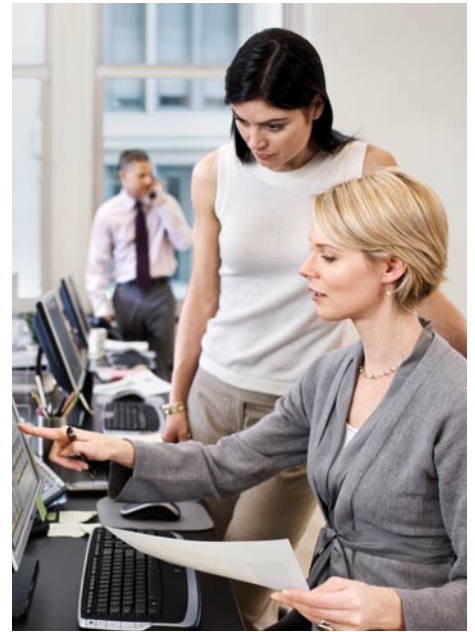
The rapid e-learning functionality in SAP Productivity Pak gives your subject matter experts the ability to create effective, professional-looking tutorials without the extended learning curve typically associated with development tools. They can incorporate preexisting content (such as Adobe Flash animations and Microsoft PowerPoint content), include an assortment of professionally designed stencils, and create course assessments. In addition, the software provides several deployment choices: the courses, which comply with the Sharable Content Object Reference Model (SCORM), can be obtained directly from your SAP Productivity Pak application server, from the SAP Enterprise Learning environment, or from a third-party learning management system (LMS).

Integration with BusinessObjects™ Knowledge Accelerator

Using SAP Productivity Pak, BusinessObjects™ Knowledge Accelerator software customers can rebrand their user interface to match their corporate look and feel and can add content specific to their workflow, standards, or best practices. With the agile publication tools in SAP Productivity Pak, they can select from multiple document types and formats (XML, Microsoft PowerPoint, Adobe PDF, Microsoft Word, and others) and use the standard Business Objects template to maintain consistency across content.

Creating a Learning Environment

Knowledge workers often spend a substantial part of their time on the job simply looking for information. With SAP Productivity Pak in place, all the information they need to carry out their SAP software transactions is in a single location. SAP Productivity Pak provides the tools needed to create an interactive learning environment – supporting communities of practice and enabling collaboration and feedback among content authors, reviewers, and end users. End users can subscribe to content favorites and receive automatic notice of new or changed information. And because the software allows them to contact subject matter experts, they can post questions to the people who have the answers. Everything is available from a single, personalized Web page – the information they need, exactly when they need it.



SAP Productivity Pak gives you the tools you need to rapidly build end-user skills at implementation and reinforce and grow them over the long term.

Designed from the Ground Up for Enterprise Performance

SAP Productivity Pak offers a comprehensive feature set for every facet of enterprise documentation, collaboration, e-learning, and user support. Content authors, administrators, and end users alike will find it helps them create a vibrant learning environment.

For End Users

SAP Productivity Pak provides your end users with “fingertip knowledge”: context-sensitive help offered directly from transaction menus in their SAP software. Depending on how your organization configures its software, users can choose whether to launch a document, a simulation, or e-learning content. This degree of choice enables them to work with the precise type of help that best meets their learning style.

End users will also be able to:

- Subscribe to information important to them and receive updates through a personalized Web page
 - Participate in online discussions on selected topics and receive notification when new postings occur
 - Provide critical feedback to content authors regarding the effectiveness and accuracy of learning material
 - Share information with peers simply by using the “tell others” feature
 - Access e-learning through a link from their SAP Enterprise Learning environment, learning management software, or server running SAP Productivity Pak
- Automatically rerecord transactions in multiple languages to create documents and simulations with language-specific text and screen shots
 - Create, manage, and modify documents, simulation templates, and custom layouts
 - Use a centralized glossary to suggest definitions for inclusion, and ensure that standard definition changes are reflected in the appropriate documents – regardless of language
 - Publish documents in multiple types (exercises, “cue cards,” work instructions, quick references, and simulations) and multiple formats (Adobe PDF, HTML, and Adobe Flash)
 - Update all documentation and simulation with one tool in a single step

For Authors

SAP Productivity Pak enables your content authors to quickly and easily create rapid e-learning classes or reuse content tailored specifically to their needs. For example, in a single recording session, your content authors can generate a help document and simulation that spans multiple applications. If a process involves both your SAP software and Microsoft Office products, for instance, your document and simulation will cover both, including detailed screen shots. In addition, authors are able to:

- Create SCORM-compliant e-learning incorporating existing materials such as preconfigured stencils, Microsoft PowerPoint content, and Adobe Flash animations
- Tap expertise through online collaboration with managers, peers, and end users
- Generate content in their own native language and any of 29 other languages

For Administrators

SAP Productivity Pak provides administrators with the tools required to create and manage workflows and establish hierarchies for document approval by:

- Organizing and customizing end-user learning portals by functional areas, business processes, job roles, or other categories
- Configuring SAP Productivity Pak to deliver content for specific users or groups, languages, company codes, business areas, application clients, or SAP software instances

SAP Productivity Pak and RWD Info Pak®

RWD Info Pak® customers upgrading to SAP Productivity Pak will be able to retain RWD Info Pak parent documents.

The rapid e-learning functionality in SAP Productivity Pak gives your subject matter experts the ability to create effective, professional-looking tutorials without the extended learning curve typically associated with development tools.

Users can readily perform the following actions:

- Link RWD Info Pak content to SAP Productivity Pak
- Generate a Web-site structure using RWD Info Pak data
- Import RWD Info Pak terms and definitions into the glossary in SAP Productivity Pak

Find Out More

To find out more about SAP Productivity Pak, contact your SAP account manager or the SAP Education organization, or visit us on the Web at www.sap.com/services/education.

Summary

The SAP® Productivity Pak application by RWD gives your organization the tools needed to develop high-quality user support materials and rapid e-learning for your SAP software. You can readily document the transactions that end users perform in carrying out their work, and you can make your learning content available whenever needed, in multiple languages and with a variety of presentation options. So whether workers are undergoing initial training or are reinforcing and extending their skills, the resources they need are right at their fingertips. This translates to a higher return on investment and a lower cost of ownership for your SAP solution.

Business Challenges

- Maximize the value of your SAP software by helping your workforce to quickly attain competence during initial training and maintain high performance levels over the long term
- Develop and conveniently update top-quality knowledge resources at a manageable cost
- Lower support costs by reducing reliance on the help desk

Supported Business Processes and Software Functions

- **Help for any business process you perform using your SAP software** – Automate development of context-sensitive help and simulations for end users and give them the support they need to do their work efficiently
- **Development of sophisticated training and e-learning materials** – Give your content developers and authors the tools for simplified creation of Sharable Content Object Reference Model (SCORM)-compliant e-learning resources that can include preexisting elements such as Adobe Flash animations and Microsoft PowerPoint content
- **Collaboration and communication** – Create a complete interactive environment for exchange of information

Business Benefits

- Lower total cost of ownership
- Sustained solution value
- More efficient use of training and support personnel
- Reduced need for classroom training

For More Information

Call your SAP representative, or visit us online at www.sap.com/services/education.

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