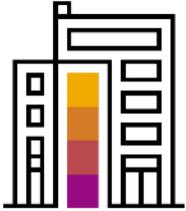


# SAP Innovation Awards 2021 Entry Pitch Deck

Reimagining the Employee User Experience with SAP® Integration Suite  
and SAP Extension Suite  
AGL Energy

PUBLIC



## Company Information

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<b>Headquarters</b>	Sydney, Australia
<b>Industry</b>	Electric power
<b>Web site</b>	<a href="https://www.agl.com.au">https://www.agl.com.au</a>

AGL is a leading integrated essential service provider, with a proud 184-year history of innovation and a passionate belief in progress – human and technological.

We deliver 3.95 million gas, electricity, and telecommunications services to our residential, small and large business, and wholesale customers across Australia.

We operate Australia's largest electricity generation portfolio, with an operated generation capacity of 11,208 MW, which accounts for approximately 20% of the total generation capacity within Australia's National Electricity Market.

# Reimagining the Employee User Experience

## AGL Energy



When we first started this project, we looked at it the same way we'd look at anything we were doing for our customers. We already had a great relationship there, **why not apply that same approach to our employees?**

We wanted to drive digital adoption of employee tools, and this app is one of the ways that we are working to **make access to these tools much quicker and easier for our people.**

Joy Marrocco, IT Transformation Manager, AGL

### Challenge

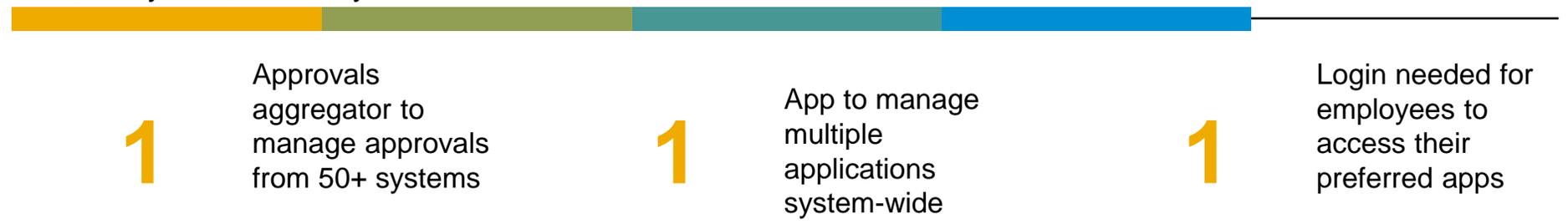
After AGL consolidated their back end in 2018, top priority was placed on giving their employees the same user-friendly, fast mobile UX that their customers enjoyed. The goal was to increase employee satisfaction and engagement across the board by making employees' work lives easier and maximizing their efficiency.

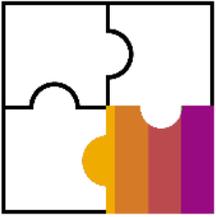
### Solution

AGL consulted with the same firm that led their CX redesign, then tasked an internal Service Design team to apply the same process to their employee UX. They created an Employee Experience Center, who mapped out the lifecycle of their mobile interface (see slide 14) and interviewed staff multiple times to discover what their primary pain points were. This feedback was used in creating a completely redesigned mobile employee interface.

### Outcome

AGL partnered with Bourne Digital to create the world-first **AGL One iOS app**, which utilizes SAP Integration Suite and SAP Extension Suite to bring together AGL's employee network into a single digital experience, putting key features from their enterprise tools in the palm of their hand. Now they can access the right tool at the right time, every time, from anywhere.





## Participating Partner Information

### Bourne Digital

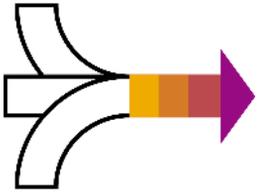
### iOS App Development and SAP App Haus Partner



AGL was focused upon creating a highly engaging mobile experience for their employees to improve productivity and engagement. The partnership between AGL, Apple, SAP, and Bourne Digital created an integrated and scalable solution that extended their investment in SAP S/4HANA with the agility of SAP Integration Suite and SAP Extension Suite. It has been a wonderful innovation story that puts their employees at the center of the organization. The Bourne Digital SAP App Haus Facility supported employee experience design thinking sessions.

– **Selim Ahmed, CEO, Bourne Digital**





## Business Challenges and Objectives

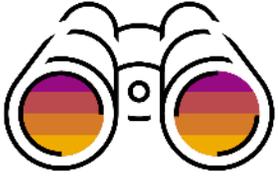
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In June 2019, AGL launched PT3, uniting all AGL sites across corporate and group operations into one technical platform. It also delivered greater mobility, enabling AGL staff to work flexibly with mobile applications on their phone or tablet. After launch, however, user feedback highlighted the need to further explore ways to digitally enable employees. AGL decided to examine their employees' UX and implement a complete redesign of their mobile interface, with a focus on consolidation and ease of use. They wanted to extend the great relationship they already had with their customers to the people who worked for them.

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AGL consulted with the same firm that helped design their CX, then tasked an internal Service Design team with replicating the same service design process for their employees' mobile UX. With the help of their Employee Experience Center, the team conducted lifecycle mapping and extensive interviews with staff to discover the following key issues with their existing mobile interface:

- **Too many tools** in the environment; unsure which tool to use when
- Wanted consolidation, **simplification, and usability** improvements
- Current experience was difficult to use and **drive proficiency**



## Project or Use Case Details

In order to meet their employees' wishes for a straightforward, consolidated, easy to use mobile experience, AGL partnered with Bourne Digital to create an iOS app called **AGL One**. A number of design sessions were held at SAP App Haus partner facility in Melbourne to re-imagine the employee experience.

Building on their existing investment in SAP S4/HANA with SAP Integration Suite and SAP Extension Suite, the app combines multiple applications in the AGL environment into one single interface.

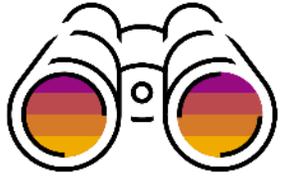
The app requires only one main login to use, so even when employees want to switch back and forth between apps, they do not have to re-login and remember different passwords every time. Once signed in, the UX itself is very accessible to the average employee, so they don't have to know specific tool names or apps in order to use them. And, while the app is not meant to replace what staff does on their desktops, its built-in capabilities prioritize tasks that are easy to do on the go, such as administrative tasks and approvals. This reduces cycle time on tasks that are often put off and need to be followed up on, making employees' work days more productive and efficient all around.

Some of the app's key features are:

- Quick access to action all Purchase Order approvals in SAP S/4HANA. (Using SAP Integration Suite, AGL has built the app to be extensible so they can add more approval types in the future, e.g. SAP Fieldglass Approvals Timesheet.)
- Complete workplace safety assessments and report safety issues on the go. The employee can use their camera phone to quickly attach a photo and quickly record safety observations and hazards in SAP S/4HANA.



Bourne Digital SAP  
App Haus design  
sessions

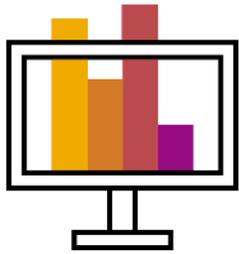


## Project or Use Case Details

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- Personalize the app's homepage for quick access to tools the employee uses most often.
- Stay connected with the latest news via live feed of events most important to each employee.
- Find a desk using Desk Locator. (As employees return to offices following the COVID-19 lockdown, this functionality allows them to find an available desk and then use the app to see exactly where it is when they arrive at the office, without having to walk around looking for their workspace. Future functionality will allow employees to book desks in advance from home.)
- Book holidays and leave with Workday.
- Send praise to colleagues with Energise when they've gone beyond the call of duty.
- Give employees positive talking points, friends and family discounts, and easy access to AGL job boards in order to be active ambassadors for the company in their communities.
- Integrated with The Source (AGL News and Intranet), Workday and more, with more features to come.

By building an app expressly for its employees, AGL has successfully placed their user experience on the same priority level as its customers'. **AGL One** ensures a positive, streamlined experience across the board, whether at the office or in the field.



# Benefits and Outcomes

## Business or Social

- Dramatically increases employee engagement and efficiency while minimizing redundancy/errors
- Reduces cycle time
- Enables employees to act as ambassadors for AGL within their communities
- Keeps office space safe during COVID-19 and beyond by allowing employees to reserve and locate desks easily
- Increased employee engagement & digital tool adoption

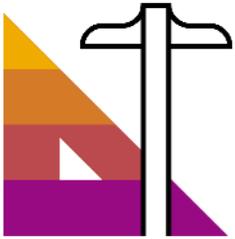
## IT (optional)

- Consolidated multiple applications across the IT environment down to one single pane of glass
- Accelerated time to proficiency by simplifying user interface
- Seamless third-party collaborations (Workday, Desk Locator, etc) between SAP backend and Apple user interface
- Highlights functionality of legacy applications instead of relying on potentially obscure naming, increasing employee use and ease with lesser-known applications

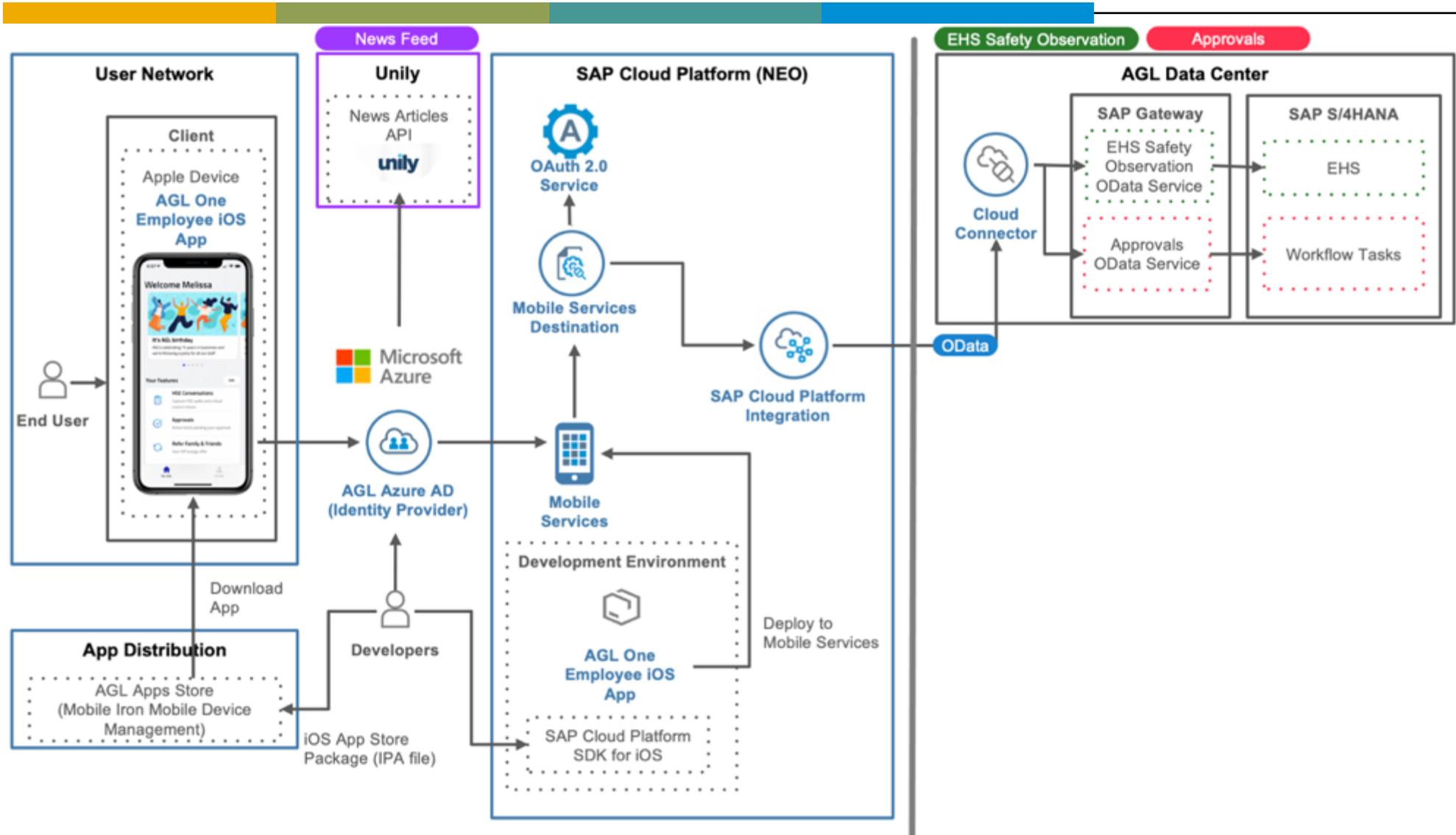
## Human Empowerment

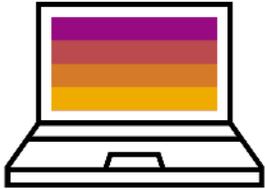
Saves employees time & effort by:

- Minimizing log-ins required to use each app
- Aggregating system-wide approvals into one place so requests don't get overlooked
- Ensuring employees don't miss key communications while on-site



# Architecture





# Deployment

**Deployment status** Live

**Date** October 2020

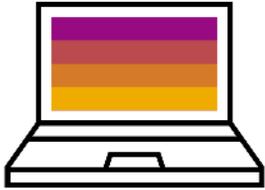
**Number of users** 300+ downloads

## SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP S/4HANA	Live	Back-end data
2	SAP Mobile Services	Live	SAP Mobile Services and iOs SDK for SAP BTB
3	SAP Extension Suite	Live	Service in Extension Suite for mobile application
4	iOs SDK for SAP BTB	Live	Native mobile application for iOS devices
5	SAP Integration Suite		Integration to back-end data

If you have used one or more of the services or support offerings from SAP Services and Support during the implementation or deployment phase, please indicate which one(s) below with an

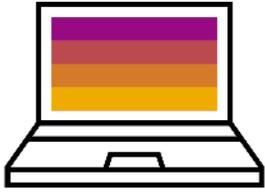
- SAP MaxAttention™
- SAP ActiveAttention™
- SAP Advanced Deployment
- SAP Value Assurance
- SAP Model Company
- Others:
- SAP Innovation Services
- SAP Innovative Business Solutions



# Advanced Technologies (1 of 2)

The following **advanced technologies** were part of the project.

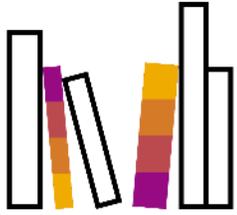
Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>1 Machine learning or artificial intelligence</b> Robotic process automation, conversational AI, AI-based knowledge graph		
<b>2 Intelligent data management</b> Multi-cloud, data virtualization and governance, smart data tiering, persistent memory, data privacy		
<b>3 Advanced and augmented analytics</b> <ul style="list-style-type: none"><li>• Real-time and streaming analytics, spatial analytics</li><li>• Natural language query and generation</li><li>• AutoML to identify trends, patterns, outliers</li><li>• Predictive analytics (time series analysis and forecasting, regression, classification)</li></ul>		
<b>4 Data and analytics solutions in the cloud</b> <ul style="list-style-type: none"><li>• Unified data and analytics cloud platforms by SAP</li><li>• Modern/self-service data to analytics</li></ul>		



# Advanced Technologies (2 of 2)

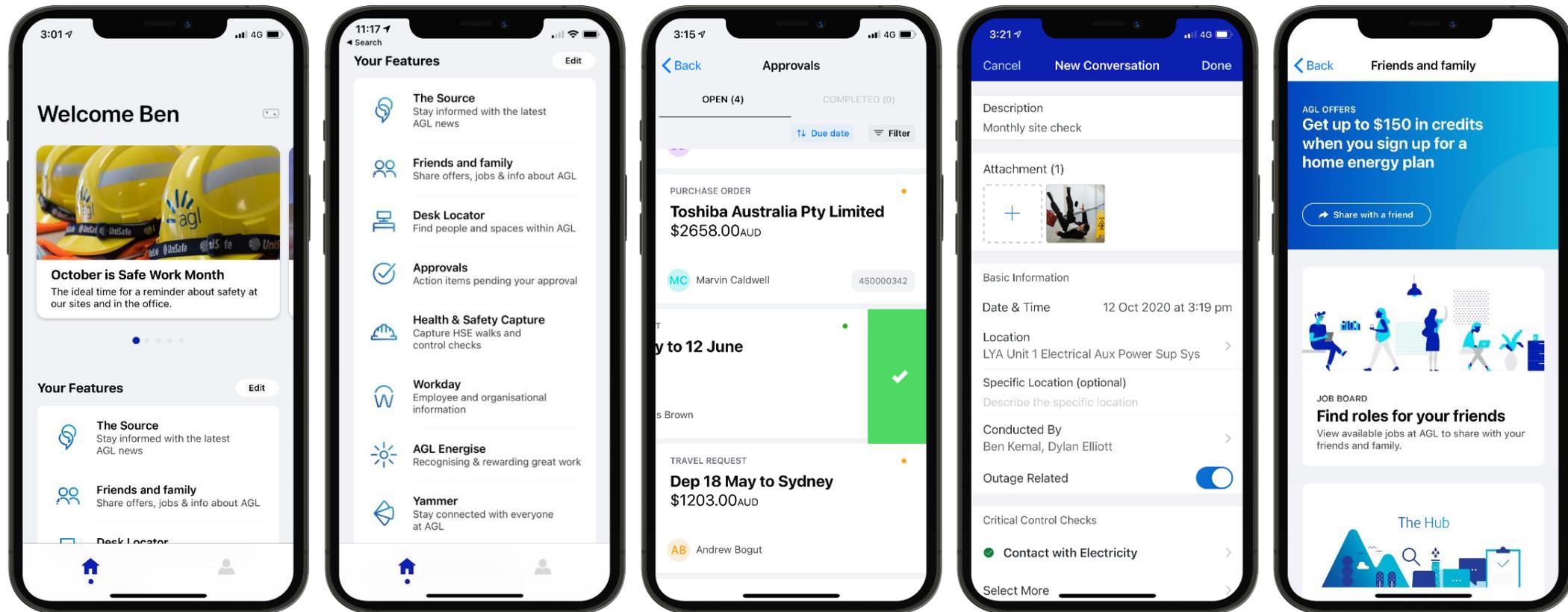
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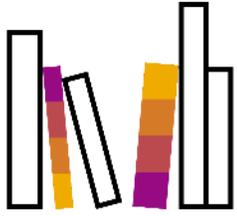
Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>5 Advanced cloud integration</b> <ul style="list-style-type: none"><li>• API economy (monetization and API marketplaces)</li><li>• AI-based or crowdsourced integration</li><li>• High throughput, low-latency digital integration hub</li></ul>	SAP Integration Suite	Used to connect SAP and non-SAP systems to provide unified access for scenarios like Approvals.
<b>6 Industry cloud platform</b>		
<b>7 Blockchain</b>		
<b>8 Internet of Things</b>		
<b>9 3D printing</b>		



# Additional Information

Promo video with an overview of the iOS app: <https://vimeo.com/505462936>





# Additional Information

## AGL Employee Experience

This visual representation shows a holistic view of the employee experience and the moments that matter most.

It helps us focus on outcomes that deliver our People Promise, and empower our people to bring our Purpose and Values to life.



### DEFINITIONS



**JOURNEY**  
This captures the collective experiences an employee has with AGL.



**EVENT**  
A stage of the journey that contains a series of related interactions between an employee and AGL.



**USE-CASE**  
A step (or series of steps) that an employee or AGL take to achieve a specific outcome.

**HR MANAGEMENT FRAMEWORK**  
This captures an expanded view on the events and use cases. Additional layers include governance to identify accountability and responsibility along with the value drivers to assist in prioritising and evaluating the success of each use-case.

**DESIGN SPRINT**  
A three-week cycle that accelerates ideas through rapid design, business casing and prototyping to deliver the right product, service or experience to market faster.

### OUR PEOPLE PROMISE

Unique Challenges & Opportunities  
Transformative & Inspiring Leadership  
Diverse & Vibrant Community  
Personal & professional growth  
Meaningful Impact

### OUR VALUES

Care in every action  
Integrity always  
Better together  
Deliver your best  
Shape tomorrow