The Business Value of SAP User Experience Management by Knoa

Interviewed organizations leverage SAP UEM by Knoa to ensure better performance and more effective employee use of SAP applications, while enabling more efficient support activities. This generates strong value through increases in productivity, which IDC projects will result in a three-year ROI of 671% for interviewed SAP UEM by Knoa customers.

Key Results

- **>7 days per SAP user**: Gain in productive time per year (3.1% higher gross productivity)
- **>$1M**: In benefits per 1,000 SAP users over 3 years
- **671%**: 3-year ROI
- **5 months**: Payback period

**Customer Quote:**

“The most significant benefit for us of using SAP UEM by Knoa is that it’s a time saving tool. Also, it's a very good measurement tool for performance. We have used it extensively during our migration to S/4HANA to measure precisely what were the benefits.”

**Business Process Optimization**

- **36%**: of SAP users impacted with higher productivity
- **15%**: Average gross productivity gain, impacted SAP users
- **30%**: more efficient management of business processes

**Customer Quote:**

“We are using SAP UEM by Knoa to gain insights to impact how employees work. When we roll out a new functionality, we monitor use, as well as the users who are using the old versus the new functionality. We then provide targeted information to users who aren't using the new one to provide feedback and make sure that they’re aware that there's a better process out there.”

Impact on SAP Application Support and Use

- **Efficiency Gains**
  - Incident response teams: 31%
  - Helpdesk teams: 16%
  - Application support teams: 16%
  - Security teams: 21%

- **Business and User Impact**
  - Faster response to incidents: 37%
  - Productivity gain due to more targeted training: 10%

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