SAP Solution Brief
SAP Education

SAP® Enable Now –
The Key to Successful Knowledge Transfer

SAP Run Simple

Master the Digital Transformation

It takes more than software to transform a business. Your enterprise software is a powerful tool, but to harness that power, your workforce must use the software accurately and intelligently. Whether you have a new implementation or solutions already in production, **it's essential that employees keep their skill levels high and their knowledge current to increase productivity.**

The SAP® Enable Now solution helps companies manage all aspects of modern corporate learning such as rollout and performance support, change management, compliance, and soft skills training. In addition, it delivers next-generation, in-application user assistance to support users in the moment of need.

SAP Enable Now helps you create and deploy e-learning, user documentation, on-demand doc-umentation, context-sensitive help, test scripts, and more – all with simplicity and speed. The solution also offers flexible deployment options

that support on-premise user access as well as on-demand access in the cloud.

As the pace of change increases in the digital age, more jobs require people to constantly adapt to new business processes. SAP Enable Now gives you a single, comprehensive tool to improve em-ployee competence and confidence. It helps people develop the skills they need to master the digital transformation. The result: lower costs, increased compliance, and a high-performing workforce.

Cover the Many Faces of Learning

No matter the kind of training required, SAP Enable Now gives you the power to create and deliver it easily and effectively – whether its formal training, informal learning, or performance support (see Figure 1).

When learners are more engaged and motivated, they can reach their goals faster. So, organizations need to turn knowledge transfer into a rich, tangible experience that engages and motivates learners while ensuring that they are not overwhelmed with information.

Cover the Many Faces of Learning

Increase the Productivity of Your Workforce

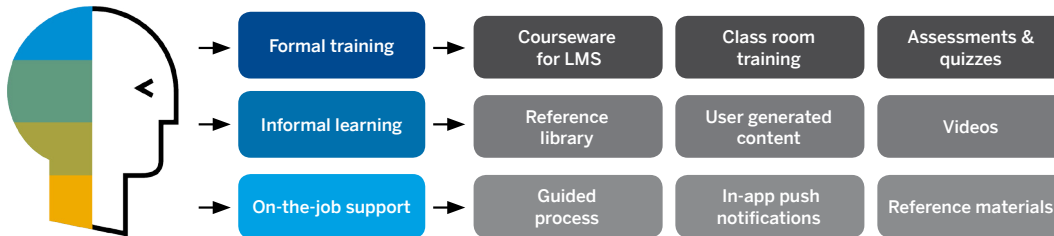Create and Distribute Learning Content More Efficiently

Figure 1: Collaboratively Create and Deliver Training with SAP Enable Now

By using a variety of methods to communicate the information, you make the learning experience richer and the teaching process more versatile. SAP Enable Now lets you combine content that's suitable for reading, listening, and visualization to create a stimulating and engaging learning environment. Thus, the information, meaning, and connections are perceived in a more tangible manner, increasing the learner's understanding and knowledge retention.

SAP Enable Now allows you to easily create detailed learning content that's compatible with practically all platforms. With just a few keystrokes, you can add video, animations, or detailed, fully interactive software simulations. For the fastest time to value, you can publish and use the learning content almost immediately, or you can enhance your output to include any degree of custom formatting.

Cover the Many Faces of Learning

Increase the Productivity of Your Workforce

Create and Distribute Learning Content More Efficiently

Increase the Productivity of Your Workforce

Despite making investments in top-notch enterprise applications, many companies fail to reap the benefits and the return on investment (ROI) they expect. Often, this is due to a lack of enablement materials to drive user adoption.

Searching for support assets takes time and keeps people from doing their jobs. SAP Enable Now helps eliminate those issues by letting you create an end-to-end training strategy: Start the learning journey in the classroom, create online courses quickly, provide a knowledge portal for explorative learning, and deliver in-app performance support.

Because it lets you provide critical information and process guidance directly within an application, SAP Enable Now is especially effective for reducing learning curves associated with software changes. Employees can master new or changed processes because instructions, advisory messages, or suggested support assets appear automatically. The software detects the context in which the user is working and delivers relevant materials. Workers get the proactive support they need to finish tasks quickly and efficiently.

Cover the Many Faces of Learning

Increase the Productivity of Your Workforce

Create and Distribute Learning Content More Efficiently
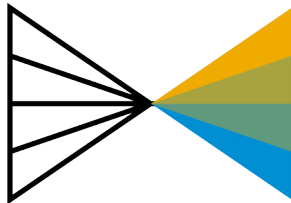
The success or failure of a major software application deployment or upgrade has a direct correlation with the thoroughness of the training provided.

Create and Distribute Learning Content More Efficiently

SAP Enable Now simplifies content production by supporting a creation methodology that is based on three main pillars:

• Single source: From the initial recording of a transaction, SAP Enable Now can automatically generate a range of output formats, each consisting of a subset of elements, including performance support, documentation, software tutorials, presentation modes, and test scripts.
• Template-based creation: Each setting you use can be templated – whether it´s one setting that simply formats the numbering in user documentation or a generic template for creating standardized e-learning. The result: efficient content creation with output that looks uniform and consistent.

• Multimodal content: SAP Enable Now lets you repackage and republish content in different formats for reuse in different learning scenarios (see **Figure 2** on next page). This gives you the flexibility to serve multiple learning modalities – formal classroom training, informal self-enablement, performance support – with minimal effort.

Authoring features are accessible from one of three desktop components – one for trainers, one for authors, and one for subject matter experts – as well as from an intuitive, Web-based interface. This lets an entire workforce participate in content creation– either as parts of an authoring team or as individuals creating content for informal knowledge sharing.

Cover the Many Faces of Learning

Increase the Productivity of Your Workforce

Create and Distribute Learning Content More Efficiently

| Pre go-live | go-live | Post go-live |

SAP® SuccessFactors® Learning

Inside the application

Classroom training
Scenario:
Formal training

E-learning curriculum
Scenario:
Formal content access

On-demand e-learning
Scenario:
Informal content access

Performance support
Scenario:
In-app help

Course 1 | Manual 1 | Process model | Help cluster 1
Course 2 | Manual 2 | Role model | Help cluster 2
Course 3 | Manual 3 | Other collections | Help cluster 3

content reuse*

Repository: unstructured collection of knowledge objects
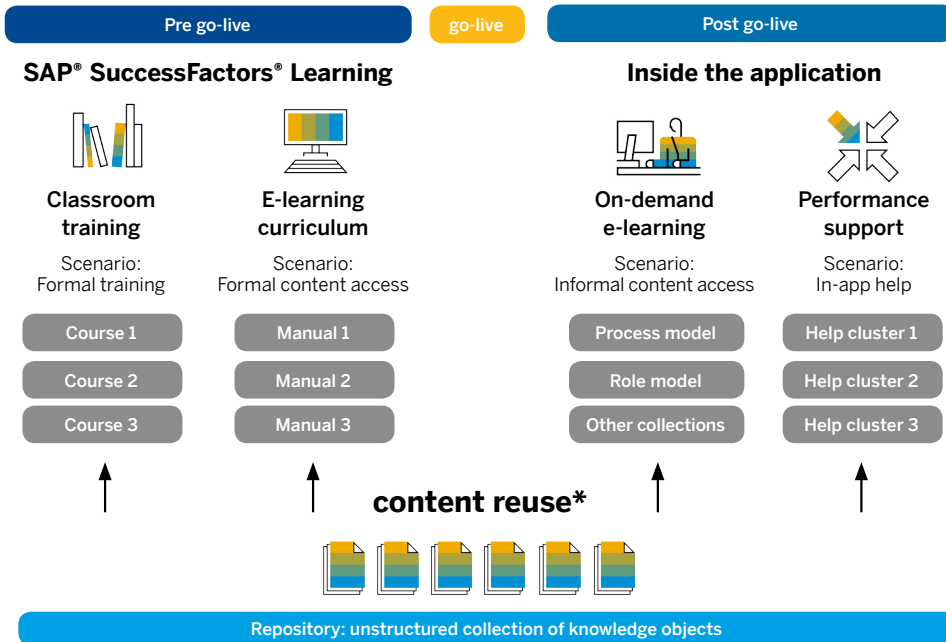
Figure 2: Multimodal Content   *referencing into different structures

Cover the Many Faces of Learning

Increase the Productivity of Your Workforce

Create and Distribute Learning Content More Efficiently

Reap Big Dividends from Just-in-Time Support

SAP Enable Now gives your employees the help they need precisely when they need it. It makes training more cost-effective and less time consuming, provides support for tasks at hand, and reduces procedural errors. This results in quicker time to competence, increased productivity, and faster adoption of new software and processes. And with SAP Enable Now helping them build new skills almost immediately, your new hires can hit the ground running.

The solution also helps you reduce support costs. Instead of calling a help desk, your employees can find answers to their questions right at their workspaces. What's more, this frees up your support staff to tackle more pressing issues.

The sooner your employees become competent and confident with new or enhanced software, the quicker your software will deliver ROI. With user assistance that's always available, employees can build and maintain their knowledge and improve their skills. This not only helps to ensure ROI, but more importantly, it helps increase employee satisfaction and productivity.

Reap Big Dividends from Just-in-Time Support
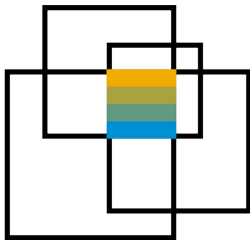
Providing people with relevant content when they need it helps them build new skills, reinforce existing competencies, and improve in-field performance.

Summary

SAP® Enable Now is our leading knowledge content management solution that helps unleash the full potential and productivity of all your employees. It supports the entire extended workforce by allowing fast, efficient production of a wide variety of enablement materials, including formal and informal training and performance support.

Objectives

• Help people develop new skills quickly
• Motivate and engage learners
• Make the teaching process more versatile
• Offer learning content in a variety of formats
• Provide an end-to-end learning environment
• Improve project success and minimize rollout risks

Solution

• Multimodal content production
• Powerful features for creating help documents, e-learning courses, and tutorials
• Performance support, including context-sensitive help, in-app content delivery, and process guidance
• Content lifecycle management
• On-premise or cloud deployment
• Automated localization, updating, and maintenance of content

Benefits

• Boost workforce productivity
• Promote user adoption
• Reduce IT support costs and operating expenses for training
• Decrease user errors
• Speed ROI for enterprise applications
• Increase training success and employee satisfaction

Learn more

Call your SAP representative today or visit us online at **www.sap.com/enablenow**.

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