SAP Solution Brief
SAP Education
SAP Workforce Performance Builder

Objectives

Solution

Benefits

Quick Facts

Innovative Approaches to Cloud, Mobile, and Social Learning

Workforce Performance Builder

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EXCELLENCE
AWARDS
Technology 2014

Performance Support Technology

User competence: The key to value

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 level high and their knowledge current to increase performance.

SAP® Workforce Performance Builder software helps companies on their journey to run simply and generate value more quickly from IT and business investments, reducing training and support costs while increasing workforce compliance with company-wide and job-specific guidelines, processes, best practices, and so on.

Companies now have one solution to create and deploy user documentation, context-sensitive help, microlearning, and mobile and e-learning curriculums with speed and ease. Content creation and learning are available in the cloud and on mobile devices.

Designed for ease of implementation and use, the software has fast deployment options as an on-premise solution, and it can be used on demand in the cloud. The result: employees can become productive more quickly at lower cost.

A scalable product, core functionality and extensions integrate and manage the work of experts, content developers, project leaders, and training managers. It is available in desktop and enterprise editions to meet the needs of small, midsize, and large organizations.

SAP Workforce Performance Builder, desktop edition

The desktop edition of SAP Workforce Performance Builder is well suited for small to midsize businesses that want to quickly create high-quality courses and mobile, or blended learning materials. Equipped with one of the most powerful authoring tools in the education market, this solution provides exceptional support for content development.

Finding time for experts to sit down with content creators and document transactions isn't easy. The **instant producer** option, included with every user license for the desktop edition of the software, is an assistant-driven recording tool. It allows experts or key users to contribute their expertise to content creation by capturing processes – including voice recording – and quickly creating highly accurate simulations, documentation, and videos – with no training required and whenever it's convenient.

Prompt driven and completely intuitive, the instant producer creates professionally formatted output that can be used and shared among the entire workforce immediately. Of course, the created materials can be passed to professional developers for further editing using the producer option. Experts and key users can include notes to developers and learners in their recordings to ease content enhancements but also speed up content availability.

The **producer option** (ordered separately) is a state-of-the-art content authoring environment. It gives you the power to create, edit, and present IT and non-IT content to meet the needs of learners and users.

**SAP Workforce Performance Builder,
desktop edition**

SAP Workforce Performance Builder,
enterprise edition

SAP Workforce Performance Builder,
navigator option

The producer option delivers features such as text-to-speech translation, audio recording and editing, Microsoft PowerPoint import, and media embedding. Its WYSIWYG editor helps ensure that you can easily create and modify content. A variety of standard outputs is offered in almost any type of format, including manuals, test scripts, and work instructions, thanks to a highly configurable documentation output engine.

The producer option lets you create accurate process recordings. Its object recognition capacity – the degree to which it recognizes screen items and includes them in a record-ing – is superior in the market and patented by SAP. The result is high compatibility with your IT landscape, less time needed to edit and reformat, more-accurate simulations and documentation, and more-reliable workforce performance support – in and outside the office.

Create professionally formatted output that can be used and shared immediately among the entire workforce.

SAP Workforce Performance Builder, desktop edition

SAP Workforce Performance Builder, enterprise edition

SAP Workforce Performance Builder, navigator option

In addition, the software can carry out "true rerecording," making it especially attractive to large multinational or multicultural organizations. An automated rerecording functionality recreates a recording made in one language in another without author intervention, complete with screens in the second language. The rerecording is also extremely useful for documenting even small changes in user interfaces: all you have to do is rerecord and republish your contents. And with SAP Workforce Performance Builder, you can rerecord and localize content in almost 50 languages, whether it is an entire process or just selected process steps. This clearly rises above competitive products.

The producer option of SAP Workforce Performance Builder includes functionalities that transform content into context-sensitive user help. The benefit to users is obvious: existing content can be made available within a business process without requiring the user to search for needed material in a separate system. All content and guidance needed is directly at the employee's fingertips.

Automatically create documentation in multiple languages, and transform content into context-sensitive help.

SAP Workforce Performance Builder, enterprise edition

SAP Workforce Performance Builder, desktop edition

SAP Workforce Performance Builder, enterprise edition
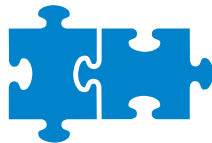
SAP Workforce Performance Builder, navigator option

The enterprise edition of SAP Workforce Performance Builder is the preferred solution for customers that need to implement materials on a large scale or in multiple locations. Its powerful tools are best suited for rapid development of all learning and context-sensitive materials, coordination of content development projects, and simplified content rollout to learners.

The enterprise edition includes licenses for the instant producer and the manager options for all SAP named users.

The **manager option** offers server-based, content lifecycle collaboration and management. Designed for ease of use, the software supports sophisticated workflow and project management for everyone involved in content creation, editing, and approval. You can manage and monitor every facet of your development project, including:
- Creating and managing users, roles, permissions, and organizational units
- Establishing best-practice development workflows and priorities
- Setting milestones and project status
- Broadcasting messages to the team

All this is accomplished within a logical, well-ordered, and intuitive Web interface.

Use integrated, scalable components designed for advanced content and project management needs.

6 / 10

SAP Workforce Performance Builder, desktop edition

SAP Workforce Performance Builder, enterprise edition

SAP Workforce Performance Builder, navigator option

The manager option also offers comprehensive version management, keeping an accurate record of who touched what content when and what changes were made. You can roll back to a previous version at any time.

The manager option actually goes beyond workflow and project management to serve as a host for e-learning courses created using the producer or instant producer option. By logging on to a Web site, users see the courses available to them and take their courses anytime and anywhere.

Training managers can log on to the same site and generate detailed reports on learners' success, right down to a specific learner's performance in the individual steps of a lesson or simulation. As a result, training departments have hard data to help fine-tune training sessions and build user competence more quickly. Training managers can recognize learning gaps and use that information to augment a live system with real-time, context-sensitive help.

Use hard data to drive your training program and maximize the skills of your employees.

SAP Workforce Performance Builder, navigator option

SAP Workforce Performance Builder, desktop edition

SAP Workforce Performance Builder, enterprise edition

SAP Workforce Performance Builder, navigator option

The **navigator option** will make life easier for companies engaged in a software implementation or upgrade. It's also frequently used in regulated industries. This option, available for both editions of SAP Workforce Performance Builder, provides additional context-sensitive details at the user level, bypassing the need to invoke help menus by automatically pushing relevant information directly to users. It enables companies to provide any materials in a context-sensitive way and across applications to users.

Whether customer configured or set up through a consulting engagement, the navigator option guides users step-by-step through new, complex, changed, or rarely used processes and enables even new users to quickly learn how to properly carry out the necessary processes.

Help employees work through new processes by offering step-by-step guidance and support.

The clear choice

The clear choice

SAP Workforce Performance Builder is the clear choice for any organization that wants to build, sustain, and grow value from its investments. You can:

- Simplify and accelerate the adoption of any change event, such as introducing new or changed processes, rolling out new software or updating current solutions, and onboarding new employees or retraining existing ones
- Help your workforce be productive as of day one

- Enable employees to enhance their knowledge and acquire new skills at a time that meets their needs
- Uncover and prevent knowledge loss from subject-matter experts
- Decrease the risk of project failures or minimize rollout risks with informed, competent employees
- Reduce operating expenses by minimizing the use of help desks and reducing the need for classroom training
- Lower the total cost of ownership and maximize the return on your investment in implemented changes

Keep support and training costs low and workforce productivity high.

Objectives   Solution   Benefits   **Quick Facts**

Summary
Organizations can quickly and effectively provide their workforce with the skills that will build value from day one. SAP® Workforce Performance Builder software is a state-of-the-art authoring tool for simplified creation of training content and context-sensitive help in a single-source environment – for the entire enterprise, across all roles and processes.

Objectives
- Simplify and accelerate adoption of any change event
- Maximize workforce productivity as of day one
- Keep employees up-skilled at all times
- Decrease the risk of project failures and minimize rollout risks
- Reduce operating expenses for support and training
- Lower total cost of ownership and maximize return on investment in implemented changes

Solution
- Powerful, simplified creation of all types of content
- Available as on-premise, cloud, or hybrid solution
- Wizard-guided capturing and sharing of expertise
- Mobile and social learning and performance support with context-sensitive guidance
- Automated functions for content localization, updates, and maintenance
- Process automation and acceleration functionality for user support

Benefits
- Reduced help-desk inquiries up to 62%
- Reduced support and training costs up to 70%
- Accelerated process execution up to 73%
- Accelerated documentation of processes up to 92%

Source: Based on experience with SAP Workforce Performance Builder reported by customers and partners polled during a 2014 Webinar series.

Learn more
For more information, contact your SAP representative or visit us online at www.sap.com/wpb.

SAP

The Best-Run Businesses Run SAP®