Jumpstart Your UX Journey with S/4HANA, SAP Fiori, and SAP CoPilot

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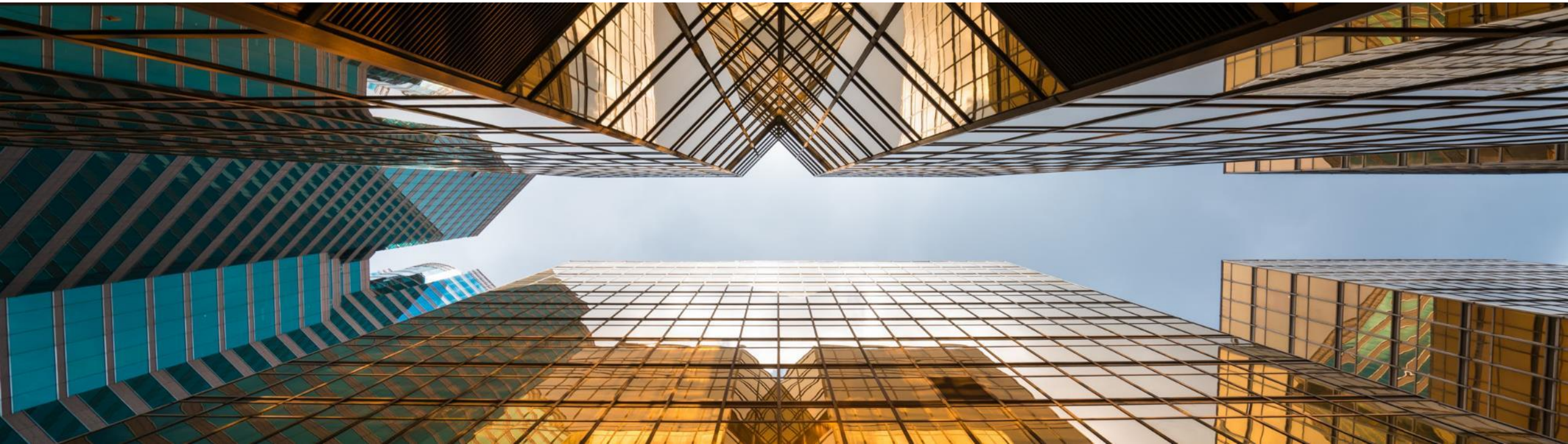
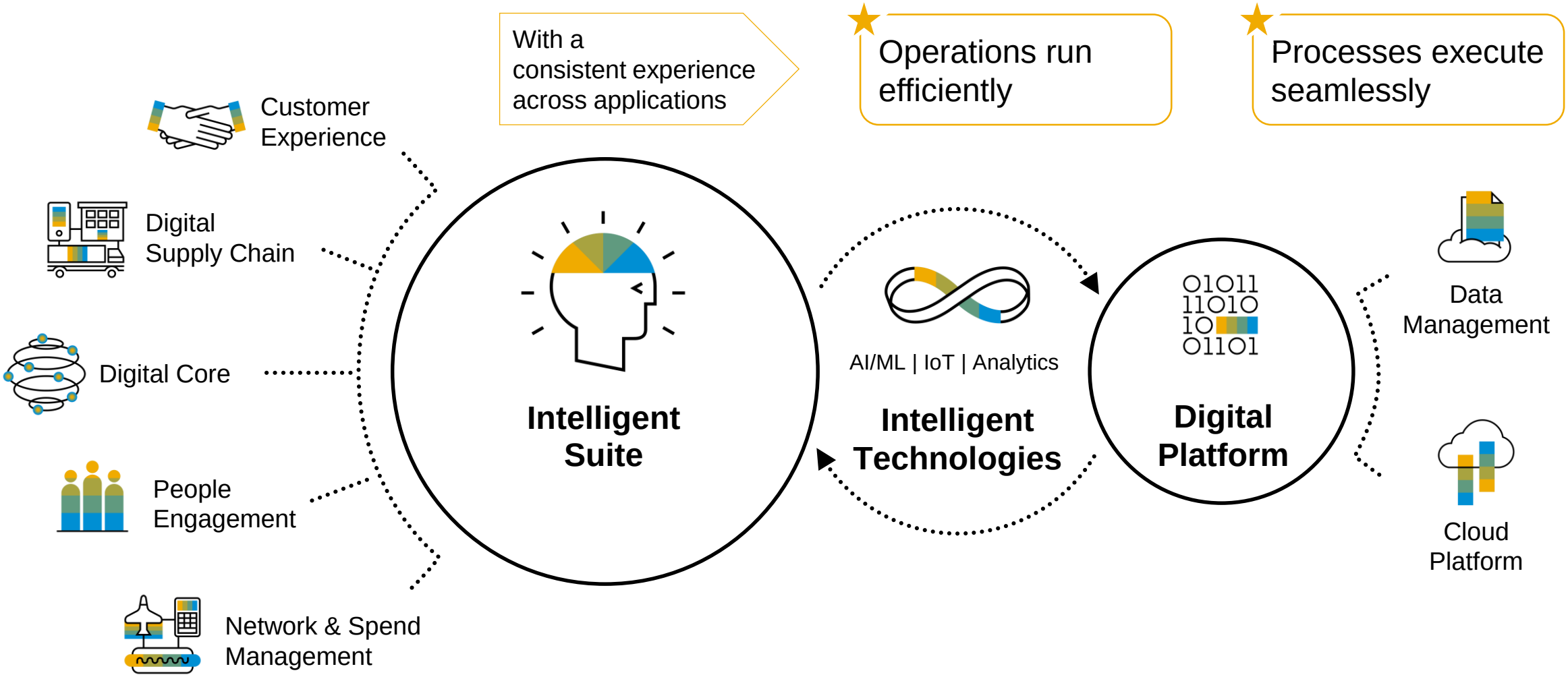
SAP’s User Experience –
Introducing SAP Fiori



SAP’s vision on experience

Consistent experience across applications



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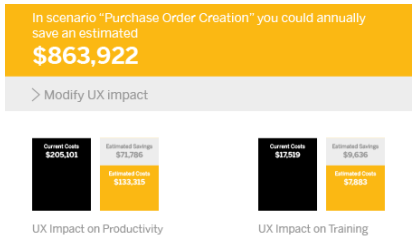
The value of good user experience (UX)

Monetary Value

Gain Productivity, Data Quality

Save Training Costs

Decrease Change Requests, User Errors



UX Value Calculator

Human Value

Increase User Satisfaction, Customer Loyalty, Solution Adoption

Strengthen Relationship (IT and Business)

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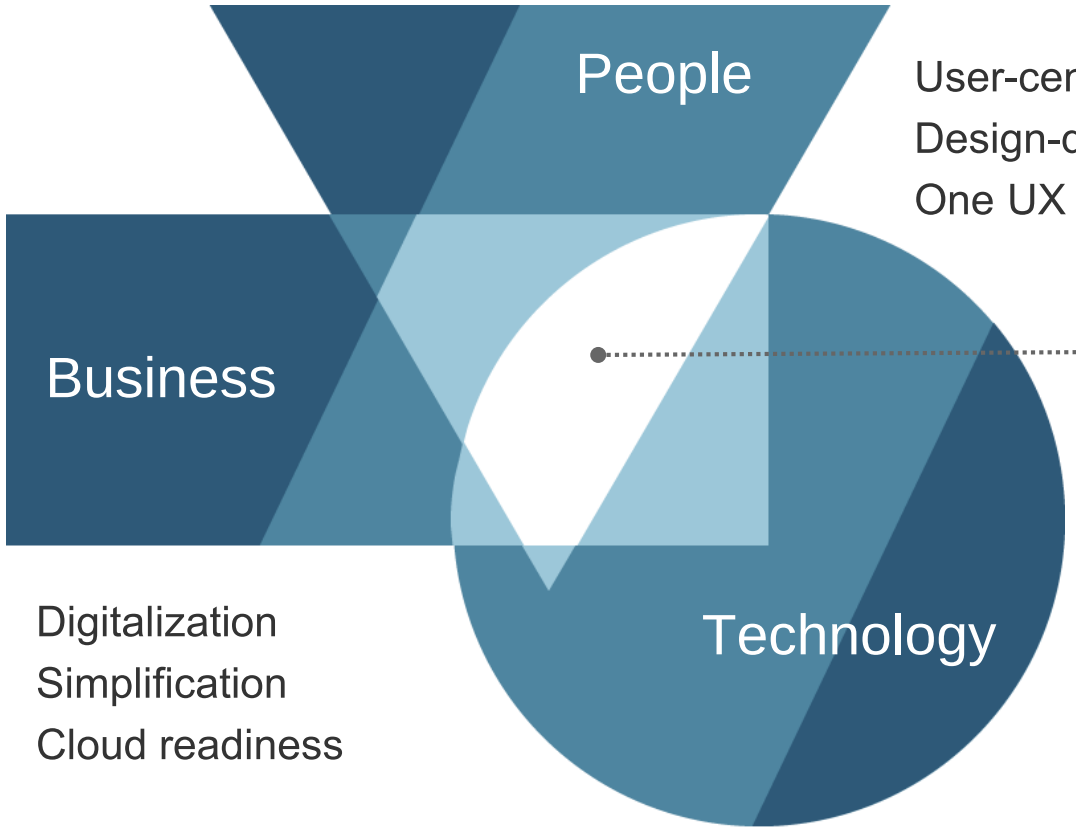
SAP’s UX direction: digital transformation



User-centered
Design-driven development
One UX for SAP solutions

SAP Fiori

Digitalization
Simplification
Cloud readiness

Web & open standards
Service orientation
In-memory computing

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SAP Fiori design system

DESIGN

Role-based

Designed for you, your needs, and how you work

Adaptive

Adapts to multiple use cases and devices

Simple

Only what is necessary

Coherent

Provides one fluid, intuitive experience

Delightful

Makes an emotional connection

TECHNOLOGY

SAPUI5

iOS

Android

Other Technologies

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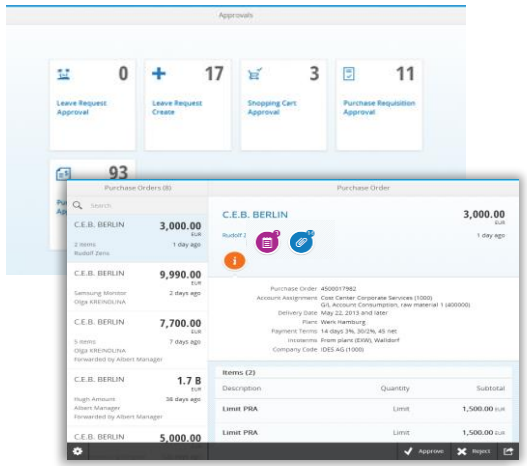
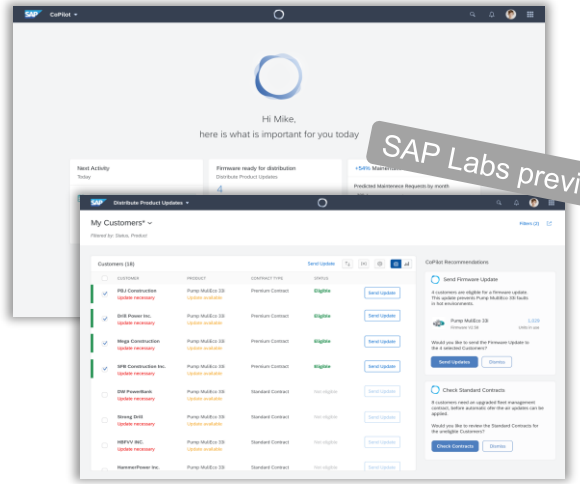
The Evolution of SAP Fiori

Planned innovations





SAP Fiori 2013

Casual User
Self Services

SAP Fiori 2.0
2016

Power User

Conversational with SAP CoPilot

Mobile
iOS & Android

SAP Fiori 3

Consistent
Intelligent
Integrated

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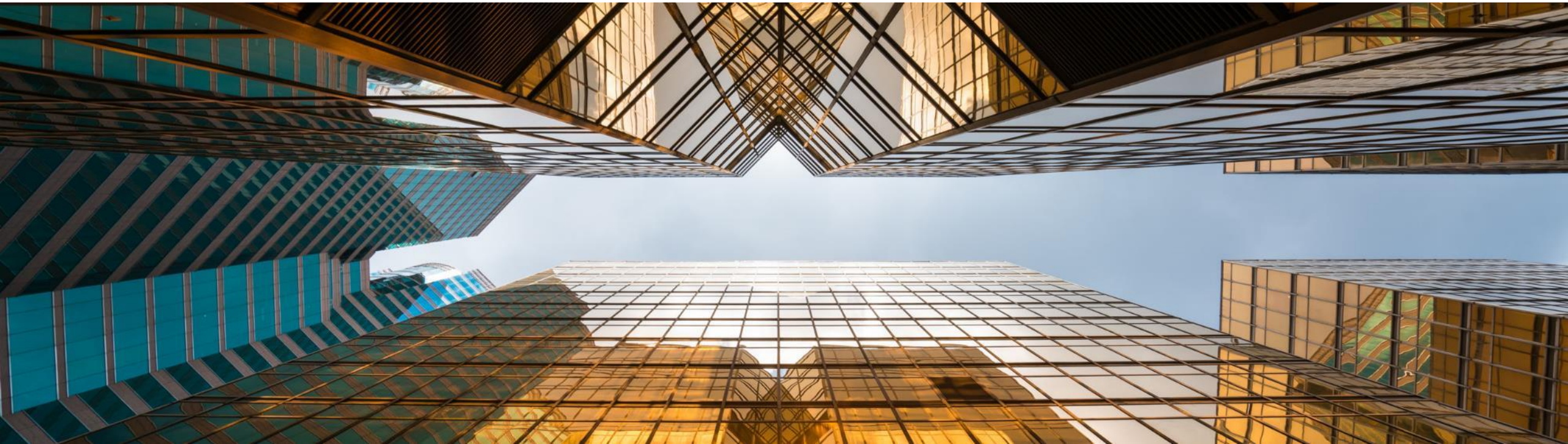
SAP Fiori Design

Available today: SAP Fiori 2.0



SAP Fiori 2.0

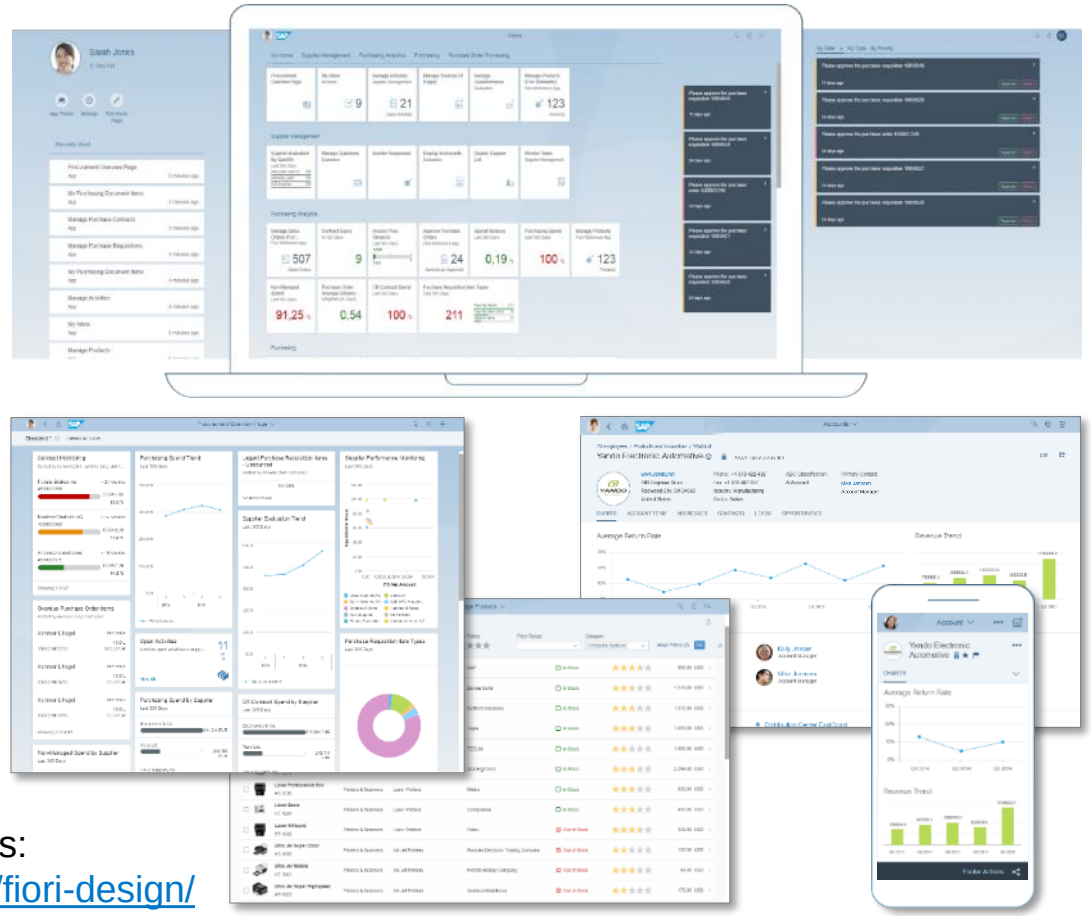
SAP Fiori 2.0 is the next significant step in our evolution of user experience for business applications: an award-winning new design concept along with a delightful new visual theme, called Belize.

Key capabilities

- New delightful visual theme: Belize
- SAP Fiori launchpad extended with Viewport concept
- Notifications – with connection to SAP Business Workflow and My Inbox
- Me Area: direct navigation to recent apps and business objects, to settings, personalization, app finder
- Improved navigation – via Me Area and via navigation to previously opened apps via drop down in new merged header
- Merged header: only one header bar, giving more space for each app
- New SAP Fiori elements: Overview Page, List Report and Object Page

Benefits

- Increased productivity – faster and direct access to relevant information and applications
- Timely notifications - transparency on items needing your attention
- Helps users decide what needs to be done next
- Allows users to take quick and informed actions
- Increased user satisfaction



SAP Fiori Design Guidelines:
https://experience.sap.com/fiori-design/

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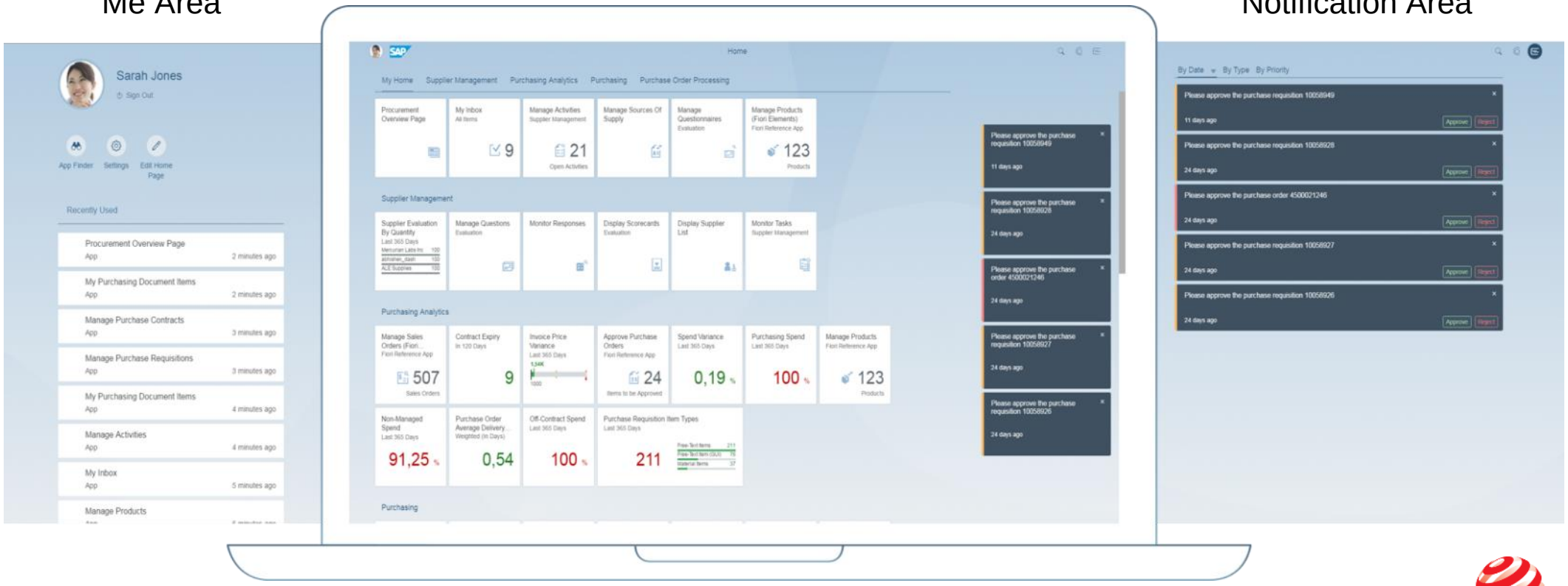
SAP Fiori 2.0 – Viewport

Me Area

Workspace

Notification Area



[Watch video]

reddot award 2015
winner

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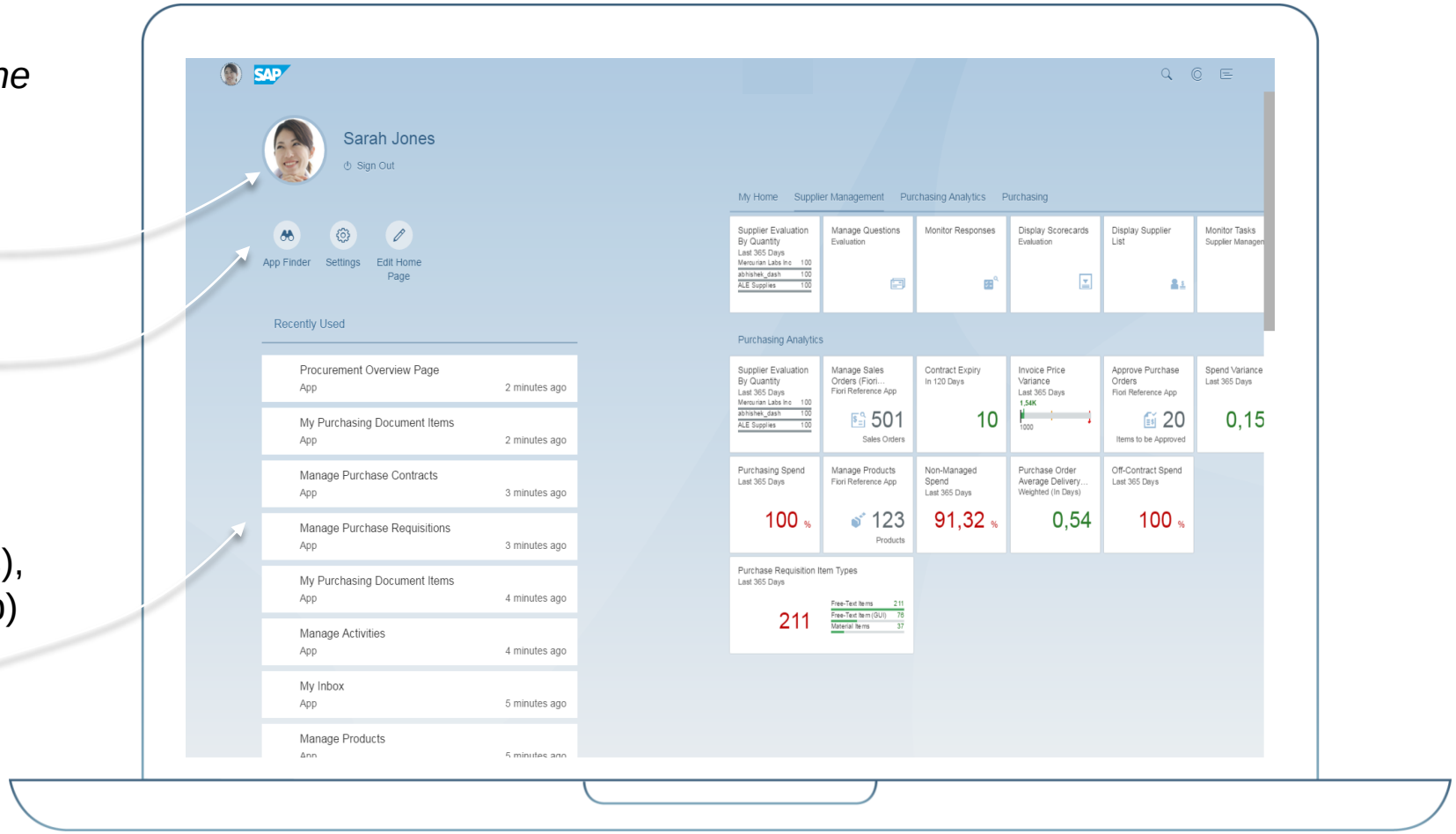
SAP Fiori 2.0 – Me Area

The left area of the Viewport contains the Me Area

Replaces the former User Menu from the top right corner

- User image and sign out
- **Generic options:** Access to *App Finder*, *Settings*
- **Context specific:**
  Edit Home Page (only on Home Page),
  App Settings (only on App with settings),
  About and *Give Feedback* (only on App)
- **Recently used** apps and searches (up to 30 entries, newest on top)
- **Frequently used** also available



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SAP Fiori 2.0 – Notifications

Sort by date, by type (with grouping) or by priority

Notifications support the user in keeping track of important events without distracting them from their current tasks.

Navigate to the source of the notification

Act directly on individual notifications

Act on multiple notifications at the same time

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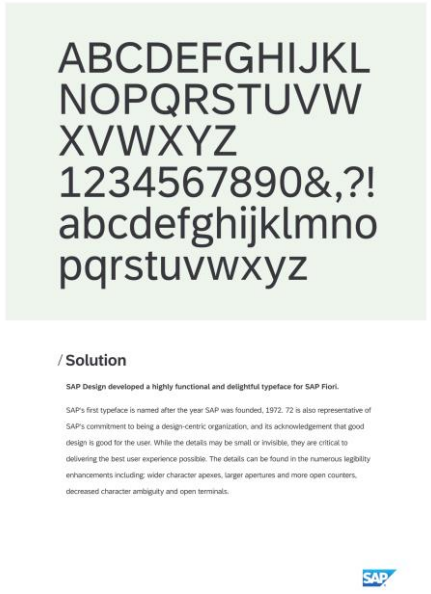
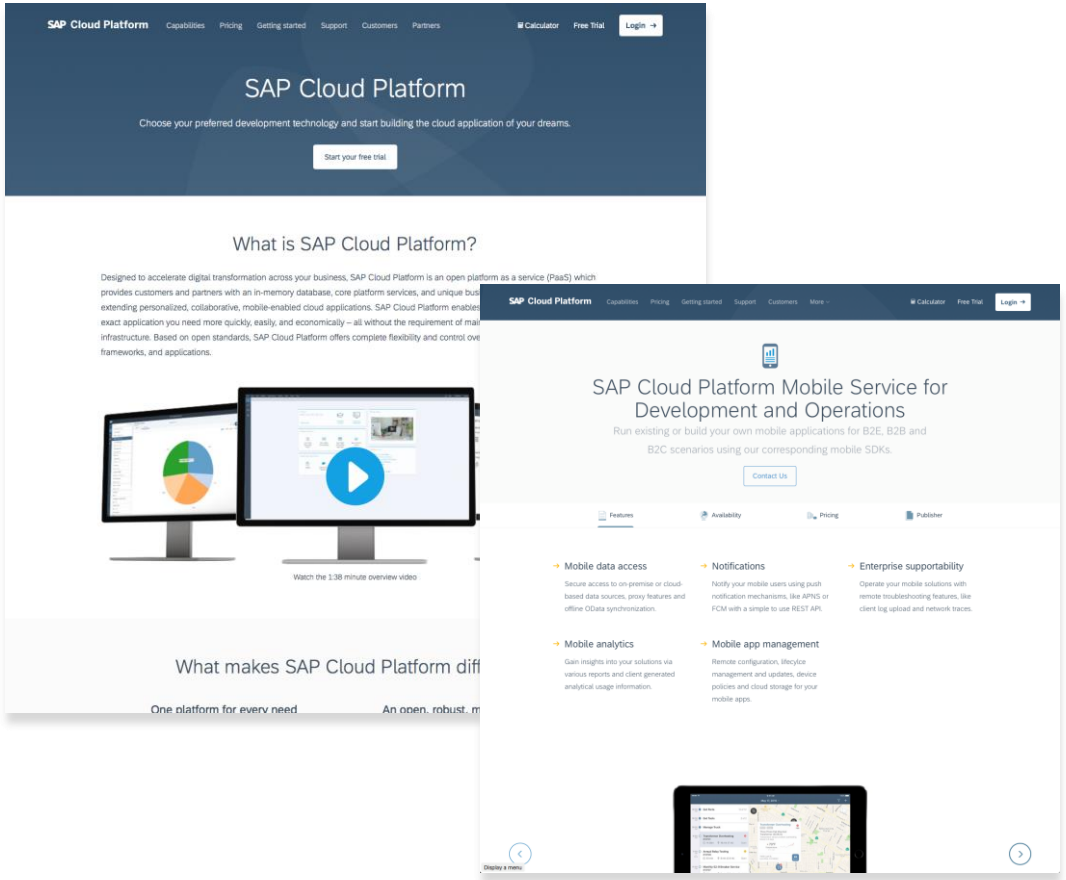
Visual Design – Font 72

reddot award 2017
winner

- 72 is created to be part of the design language for all SAP products and digital channels
- 72 is the default font for all SAP Fiori apps since the availability of SAPUI5 1.54



You can look at it on [SAP Cloud Platform]



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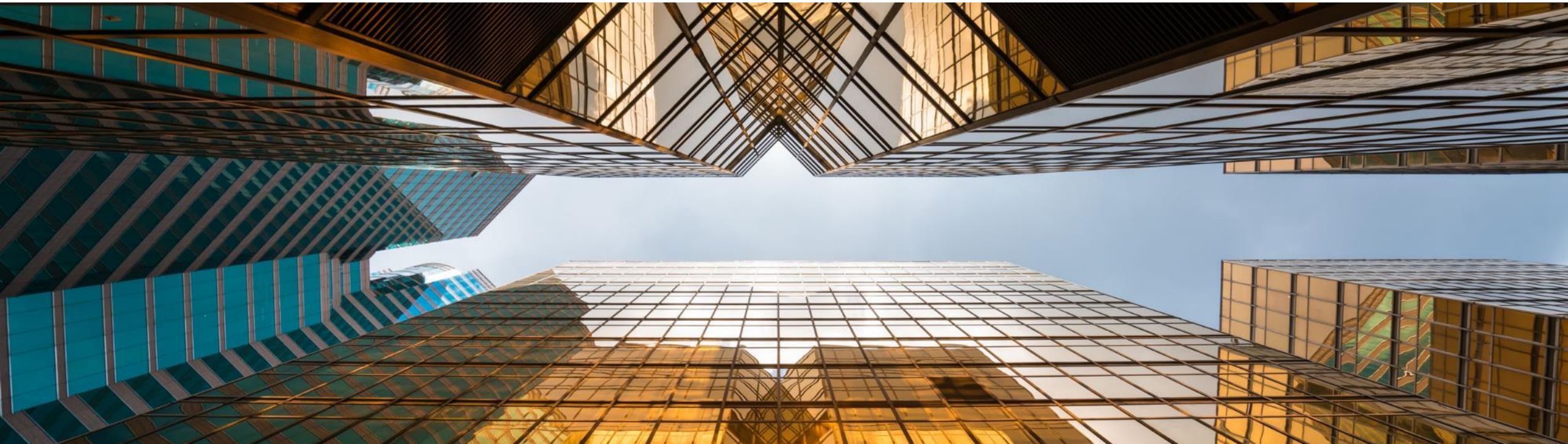
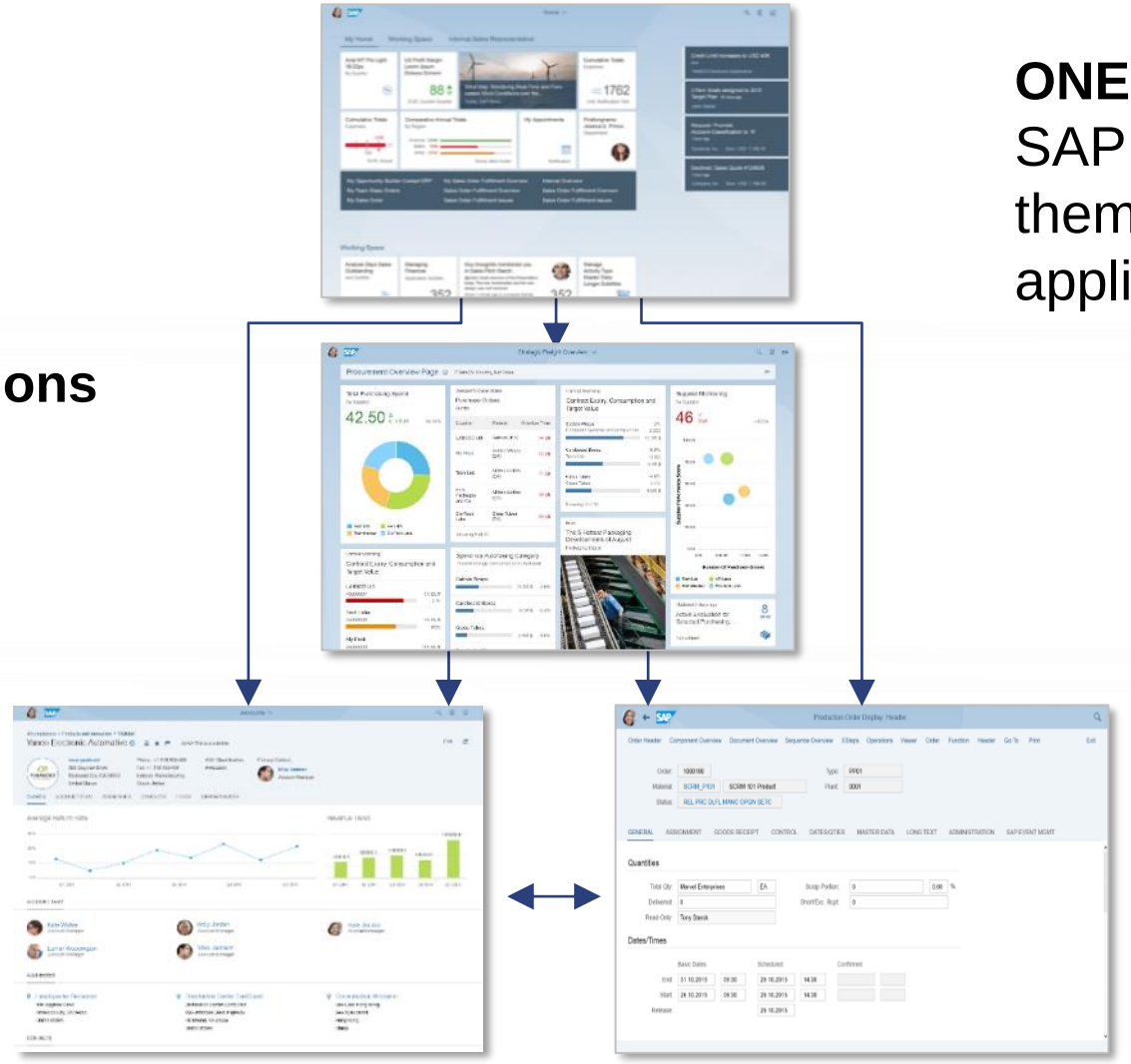
SAP Fiori Apps in SAP S/4HANA



SAP Fiori: The user experience of SAP S/4HANA

SINGLE ENTRY POINT

The SAP Fiori launchpad is the single entry point to access all apps*



ONE LOOK: SAP Fiori theme for all applications

Domain specific information and actions

Users will quickly get an *overview* of what needs their attention with Overview Pages, List Reports and Work Lists, and trigger *quick actions* or drill down to the next level of detail

Enter details and explore in depth

Key and differentiating use cases are re-imagined with the SAP Fiori user experience.

All classic applications have the SAP Fiori visual theme.

* today, within one SAP S/4HANA system

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SAP Fiori theme for classic applications: details

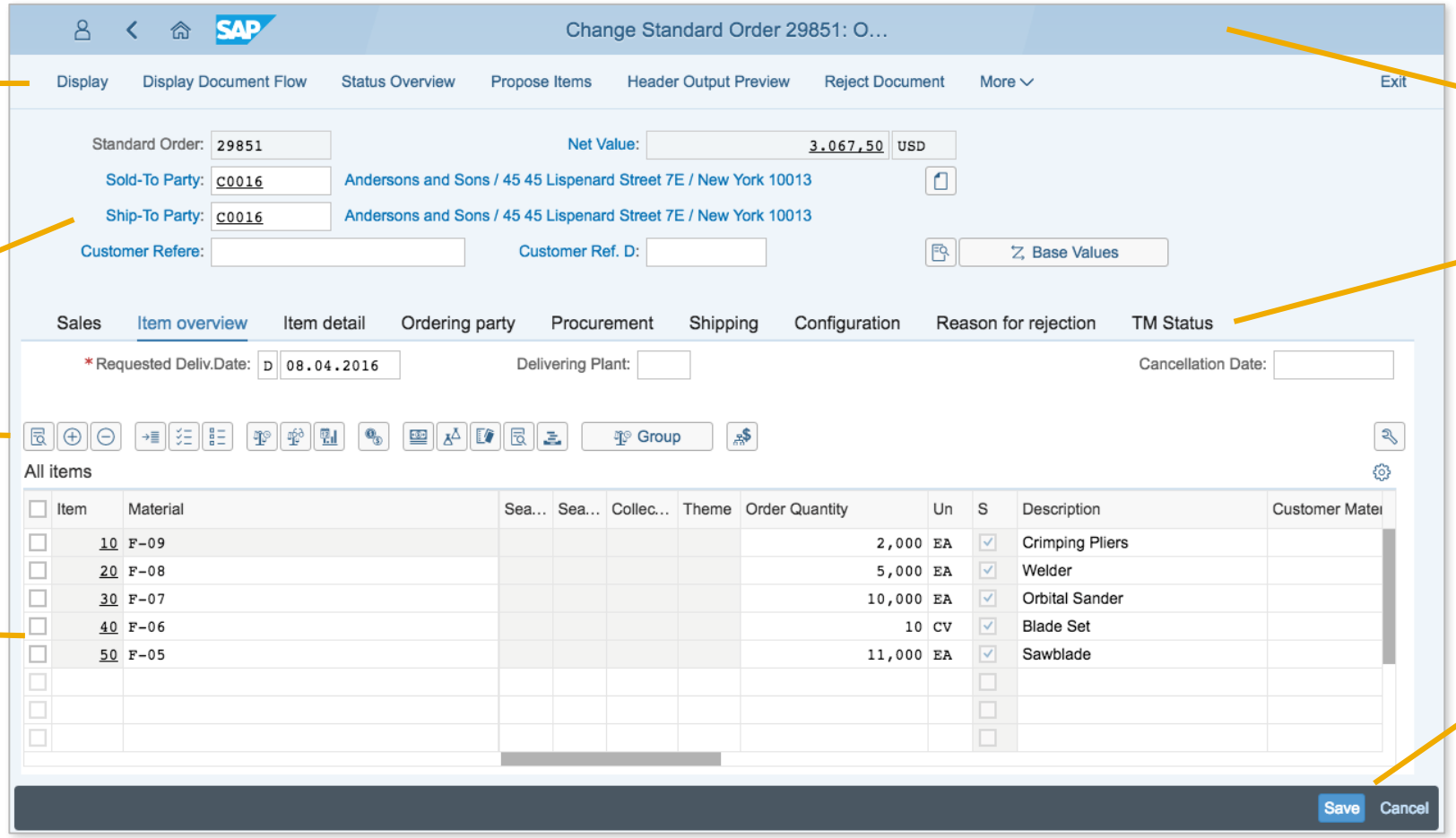
One visual design theme “Belize” for all SAP Fiori applications: same colors, control design & form factor

Text toolbar instead of icons

Right-aligned labels

New icons

Condensed table rows



Merged SAP Fiori header

Tab strips with SAP Fiori visualization

New footer with processing and closing actions (e.g., ***Save)***

As an option, customers can use SAP Screen Personas to simplify these UIs (SAP GUI for HTML and Web Dynpro ABAP)

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SAP S/4HANA (on-premise) recommendation

Give all users access via the SAP Fiori launchpad

- Even users who mostly use classic UIs (SAP GUI, Web Dynpro)
- As of SAP S/4HANA 1809, SAP GUI for HTML performance has been greatly improved

All users can profit from features available via SAP Fiori launchpad:

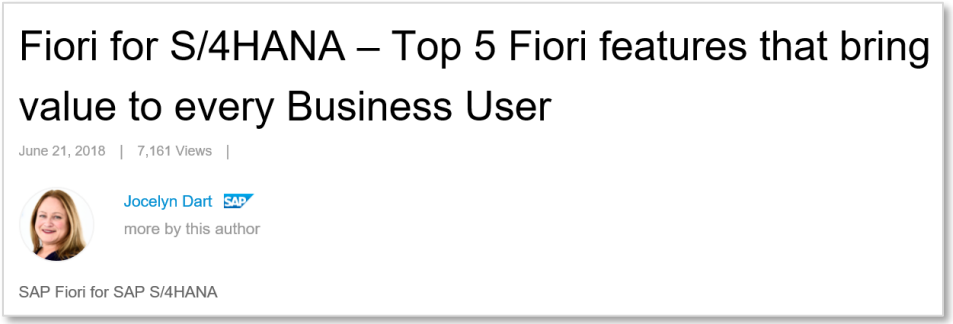
- Search
- Notifications
- User Default Values
- Personalization
- Digital Assistant: SAP CoPilot

Users of SAP Fiori apps profit from:

- User Assistance

Watch this 2 min. video to see examples.

Read this blog for more information:



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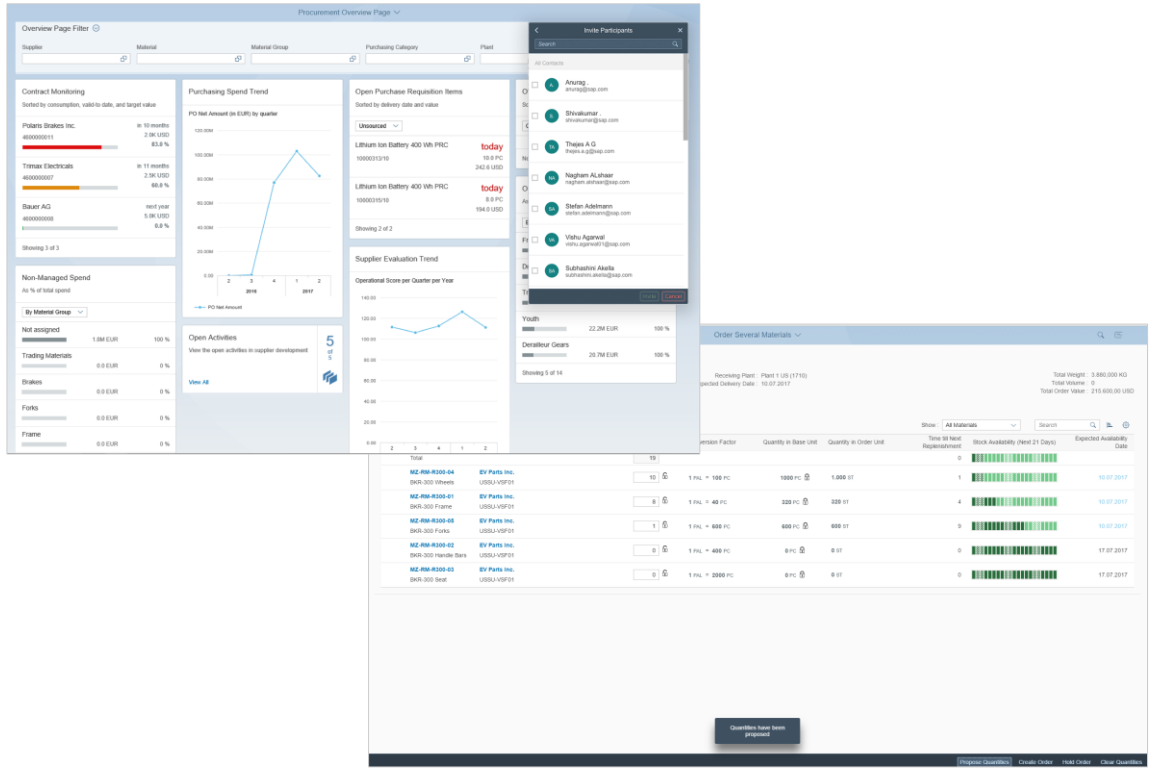
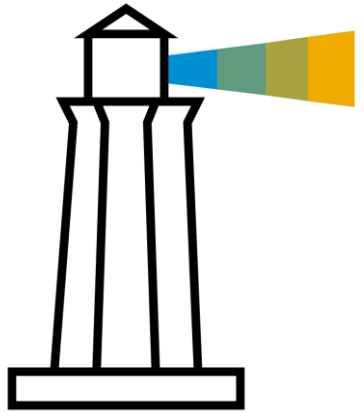
SAP Fiori Lighthouse Scenarios in SAP S/4HANA Cloud and SAP S/4HANA

Selection of lighthouse scenarios with SAP Fiori apps that offer immediate **business benefit** to the user of SAP S/4HANA Cloud and SAP S/4HANA when compared with SAP Business Suite





Details can be found here

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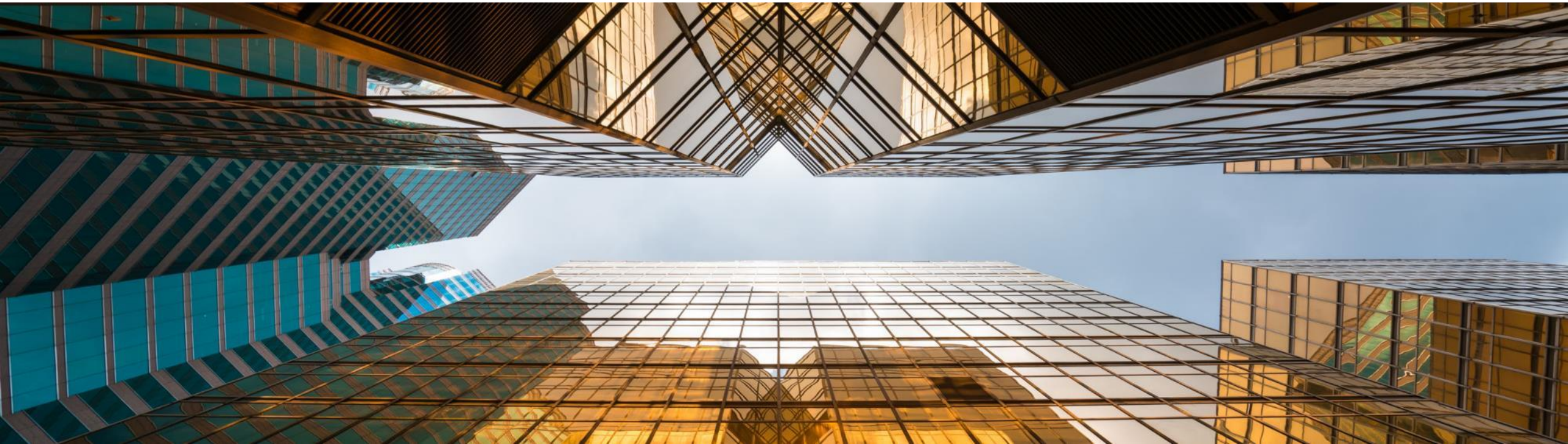
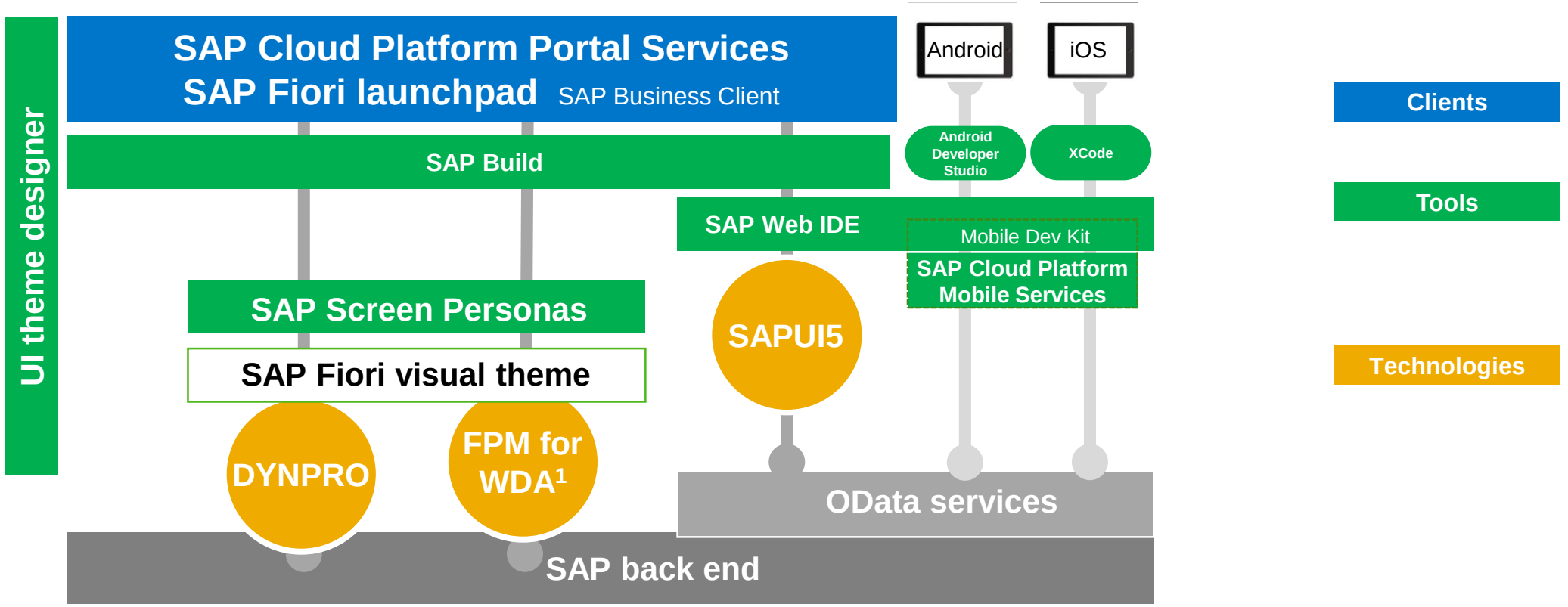
Design & Build your own apps

Start Today!



SAP key UI tools and technologies to deliver SAP Fiori user experience

Simplified overview



1. Floorplan Manager tools for development/adaptation of applications based on Web Dynpro for ABAP

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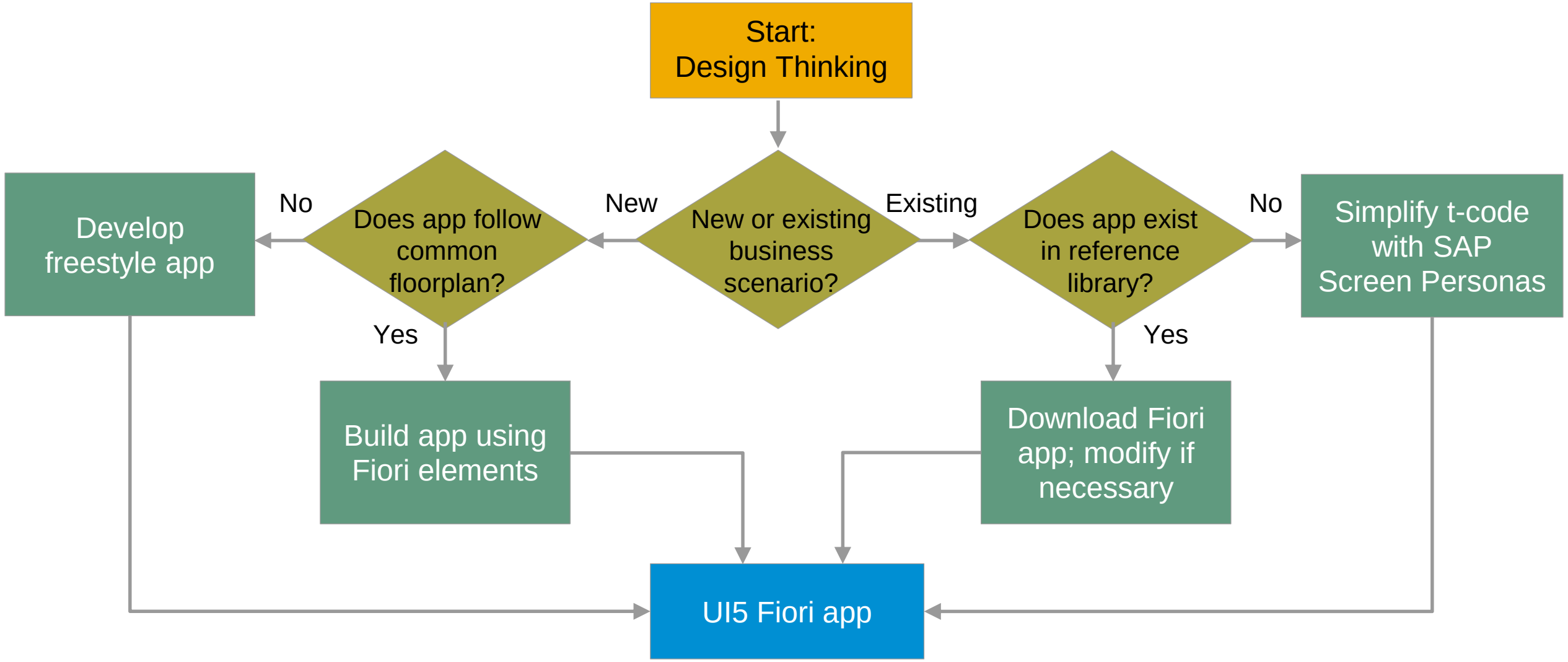
Simple guidance for delivering the SAP Fiori user experience



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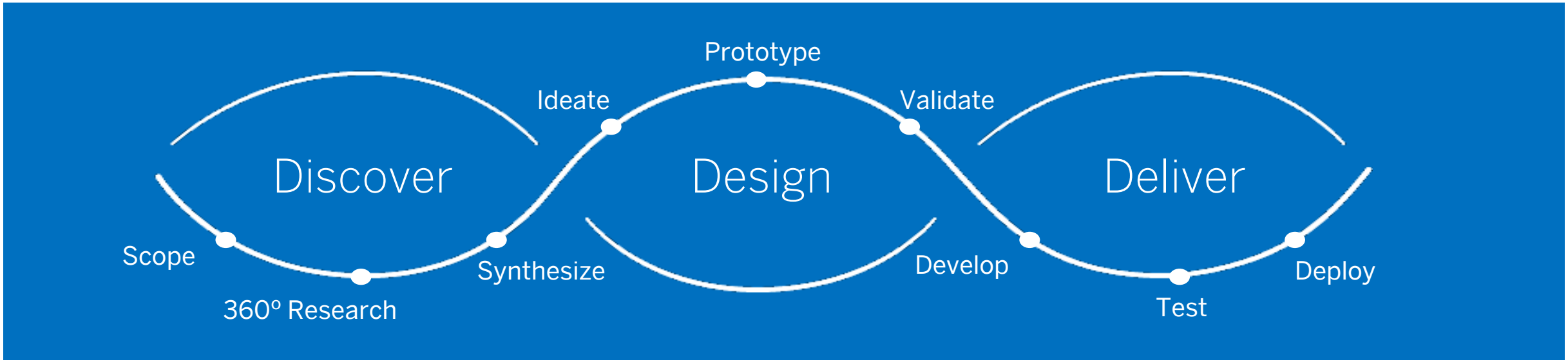
Tools to help you design and develop SAP Fiori



SAP Build

SAP Web IDE

SAPUI5 + SAP Fiori elements

SAP Fiori launchpad

SAP UI theme designer

SDKs: SAP Fiori for iOS, SAP Fiori for Android

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SAP Build – Key capabilities

Turn ideas into interactive prototypes

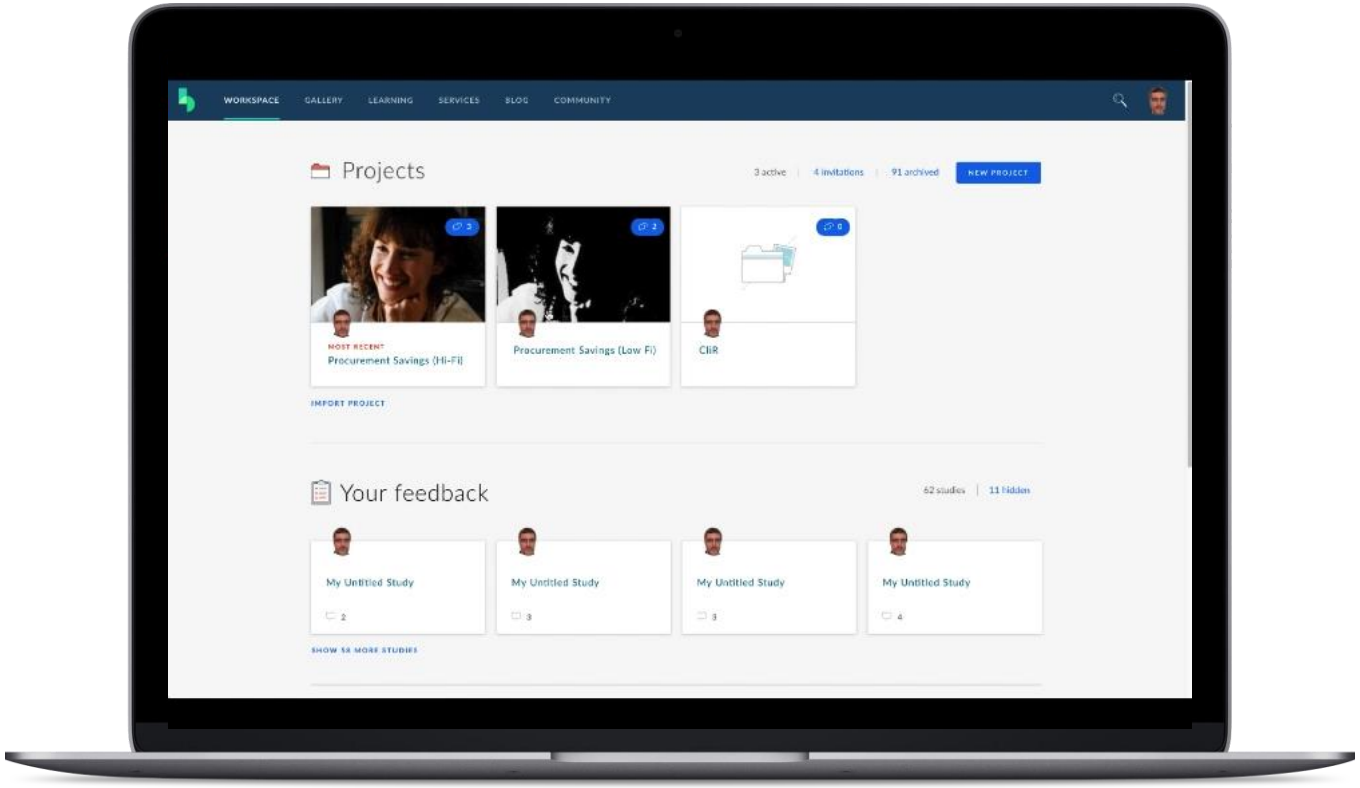
From drawings or using UI controls, nothing can prevent you to create a **prototype** and materialize your idea

Collaborate & Collect user feedback

Within or beyond your project team, leverage the collective **intelligence**, test your idea and raise user adoption

Jump-start development

When your prototype conveys the right User Experience and functionalities, hand it over to a **developer** to finalize it.



Benefits: Unlock innovation | Increase user adoption | Reduce dev time & costs

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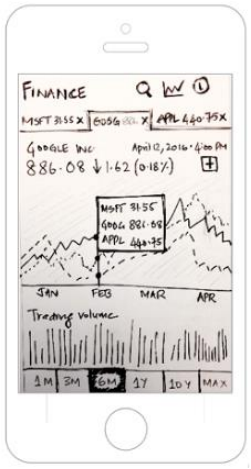
Turn ideas into interactive prototypes

Simple ← → **Realistic**

Low-Fidelity	Medium-Fidelity	High-Fidelity
Clickable images & navigation	UI5 controls with inline data & navigation	UI5 controls with data model & UI Logic



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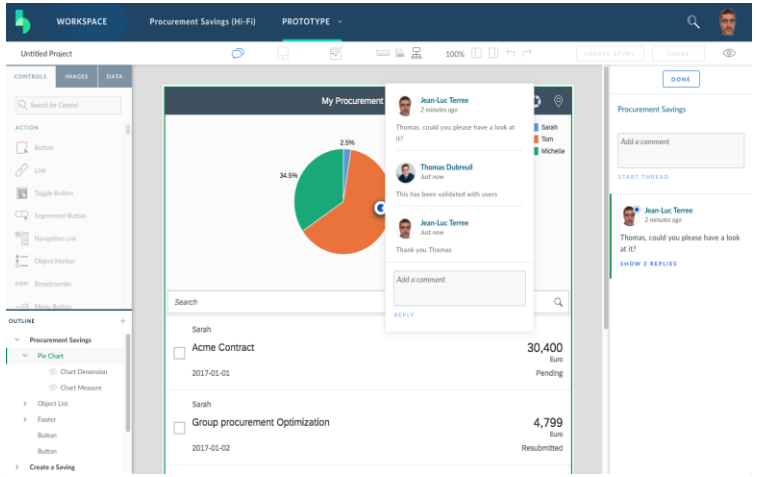
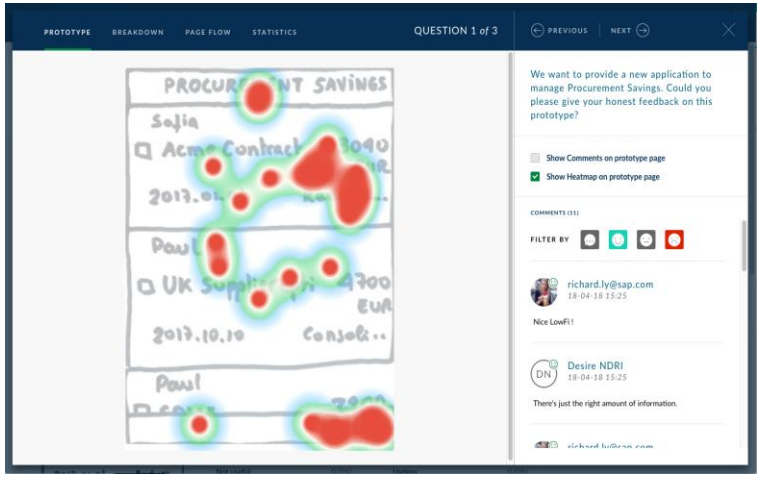
Collaborate & collect user feedback

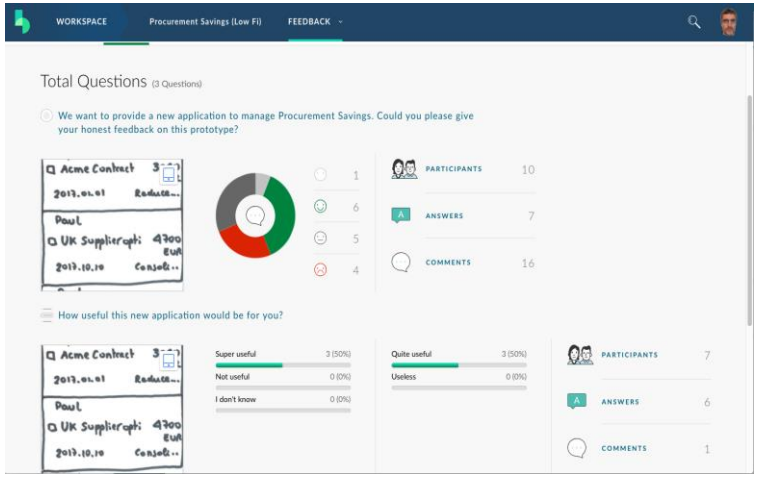


Collaborate within your project team

Share your prototype with your user community



Gather feedback on images or prototypes from users before beginning development and raise user engagement & adoption



Learn from remote end-user feedback and improve your designs until having user's support

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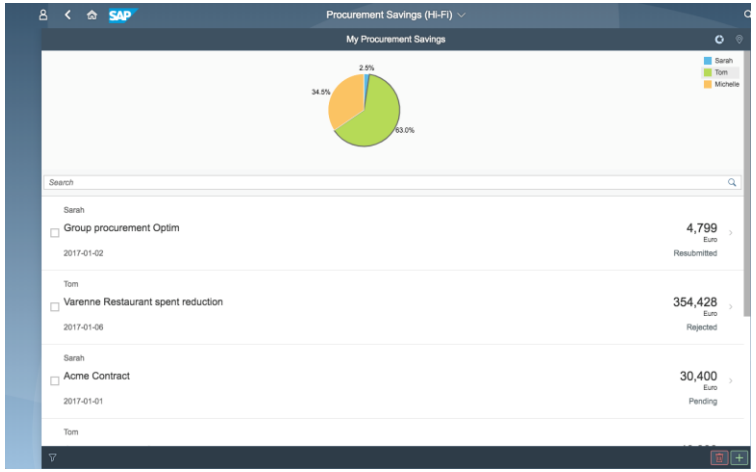
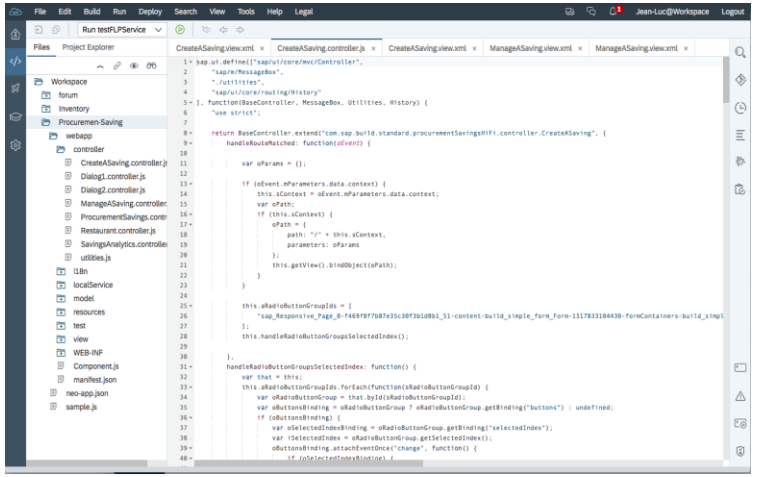
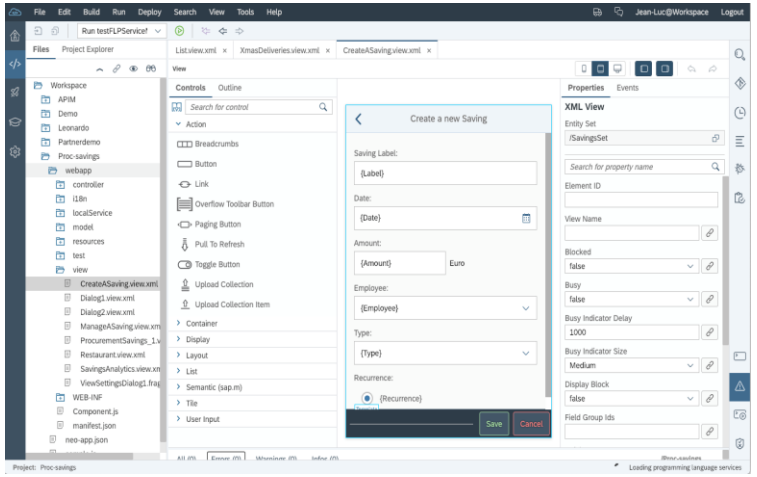
Jump-start development







A prototype enriched with company data replaces legacy requirements documents and shows Developers exactly what should be built

Leverage real code generated by SAP Build that can be reused in SAP Web IDE

A Developer can then finalize the code leveraging Web IDE editors, connect to productive data sources and easily deploy the app in the SAP Cloud Platform

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SAP Build: In numbers

2,500+

Companies

1,200+ Customers

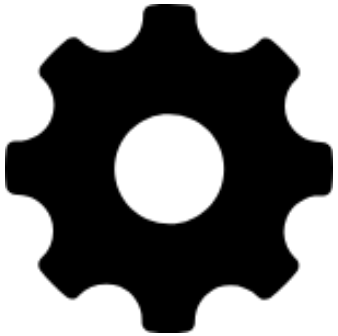
1,300+ Partners

64,000+

Users

40,000 Connections/Month

Unique connection per month



160,000+

Prototypes

47,000 Studies

Studies; vehicle to gather user feedback

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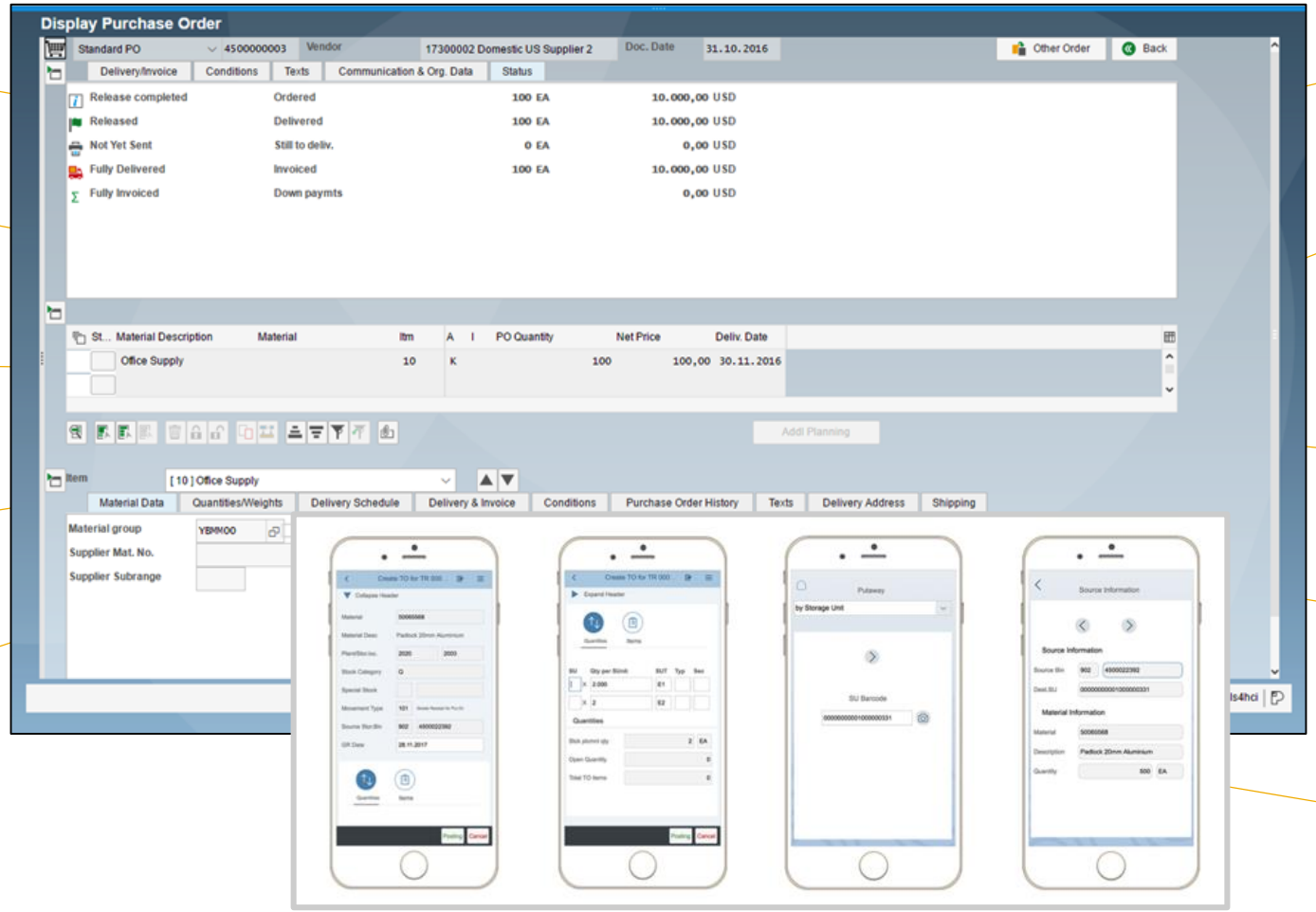
SAP Screen Personas simplifies complex classic ERP screens

Benefits

- Improve business productivity
- Increase SAP adoption by making screens easier to use
- Decrease training time for SAP users with intuitive screens
- Enhance user satisfaction
- Reduce the cost of personalization compared to custom coding



Capabilities

- Hide / rearrange screen elements, reduce scrolling
- SAP Fiori design creation for custom or standard transactions, including SAP S/4HANA; embed into SAP Fiori launchpad
- Adapt Dynpro or Web Dynpro ABAP screens
- Pre-filled fields & pull-down menus as well as automation of repetitive tasks
- Slipstream Engine renders flavors on desktop, tablet, or mobile phone

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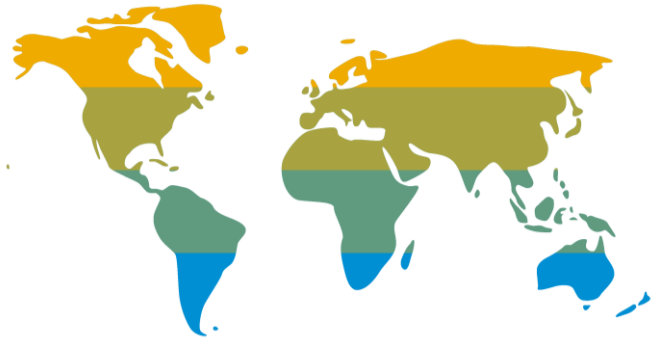
SAP Screen Personas is a proven UX transformation tool

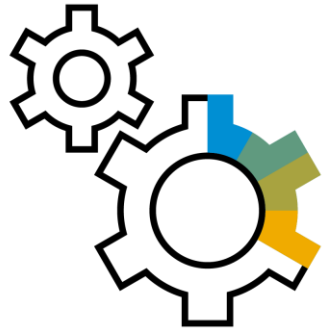
1600+

customers



70

countries



25

industries

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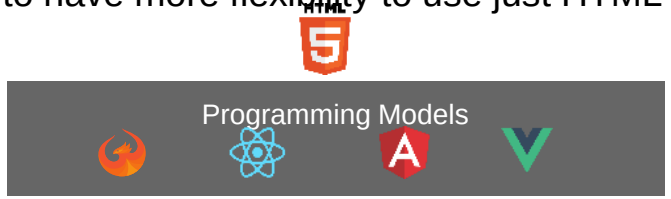
SAPUI5

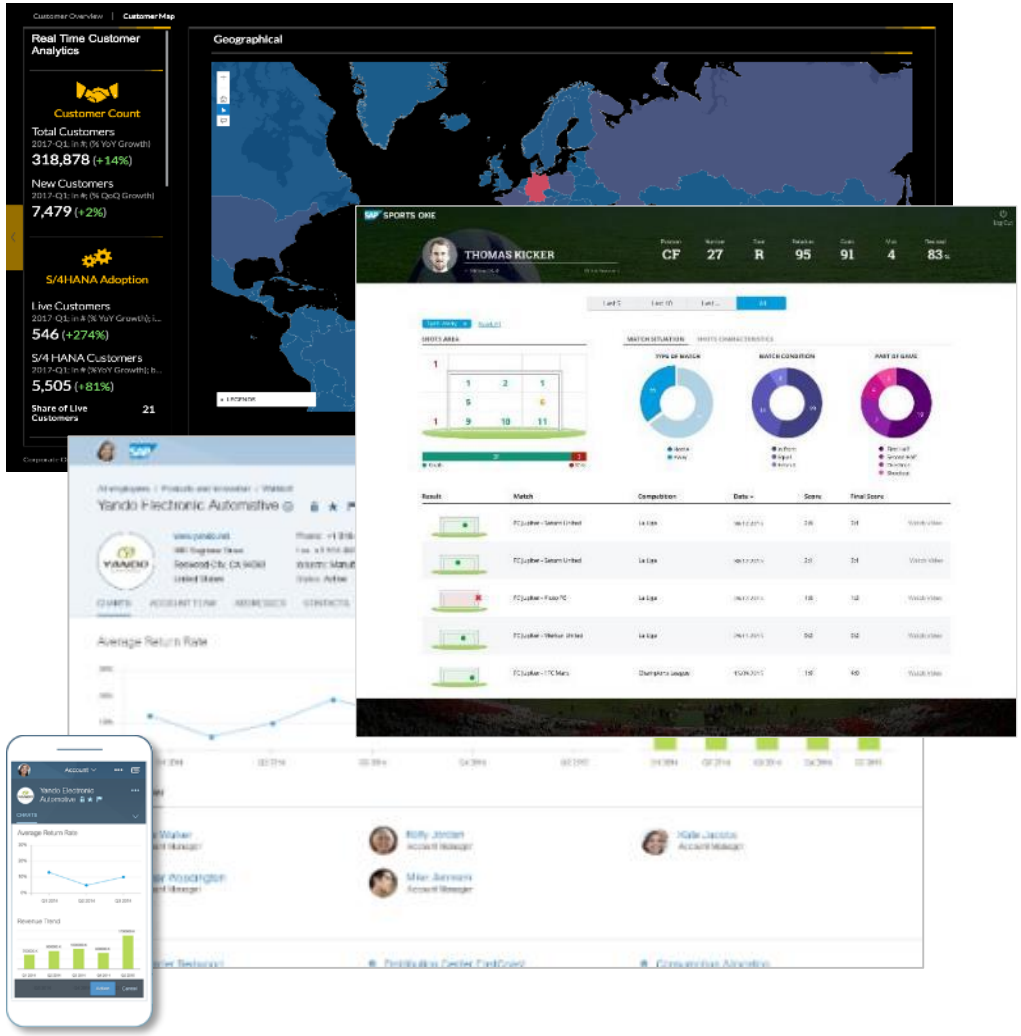
SAPUI5

- Client-side, platform-independent JS framework
- Responsive, extensible, theme-able controls aligned with SAP Fiori design guidelines
- Conformance with product standards for building enterprise-grade apps
- Support for any data transfer including JSON, XML, OData, and more
- Integrated troubleshooting tools

UI5 Web Components

- Share fundamental UI5 qualities with others to provide enterprise-grade features, Fiori UX and themeability
- Easy consumption of UI5 controls to lower the entry barrier to use UI5 controls for own applications
- Targeting Developers who want to have more flexibility to use just HTML tags or arbitrary JS frameworks





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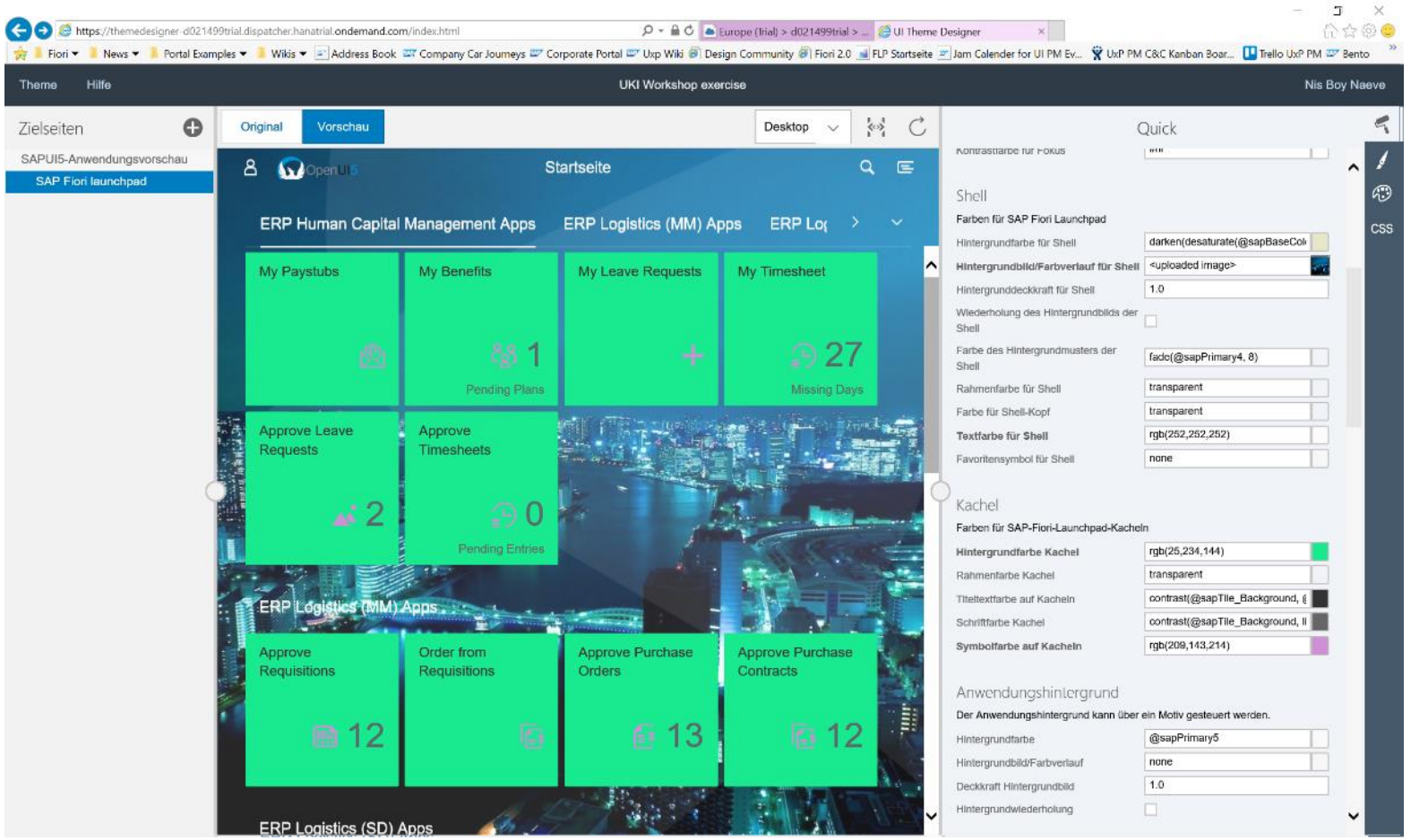
UI Theme Designer

One single tool for theming and branding SAPs key UIs to match your corporate identity.

Key capabilities

- Graphical web-based WYSIWYG editor
- CSS3 and LESS support
- Quick & expert & CSS theming



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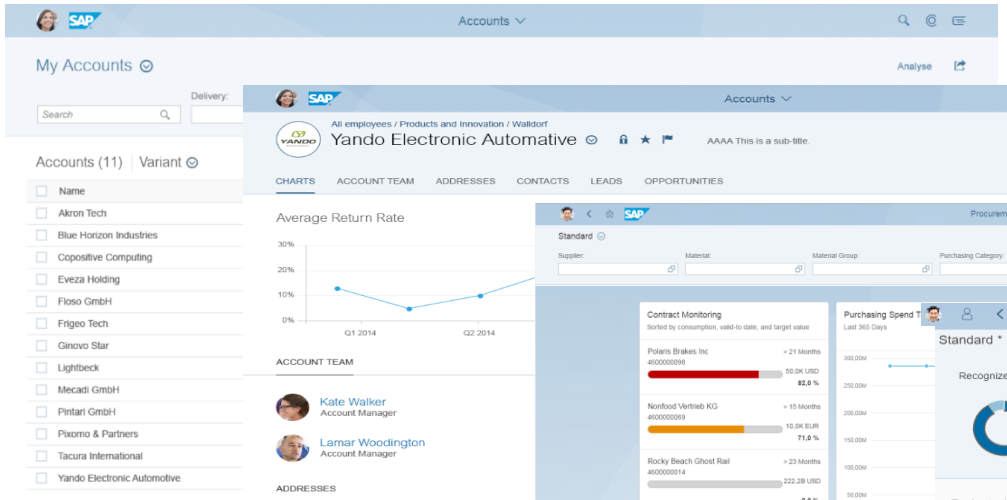
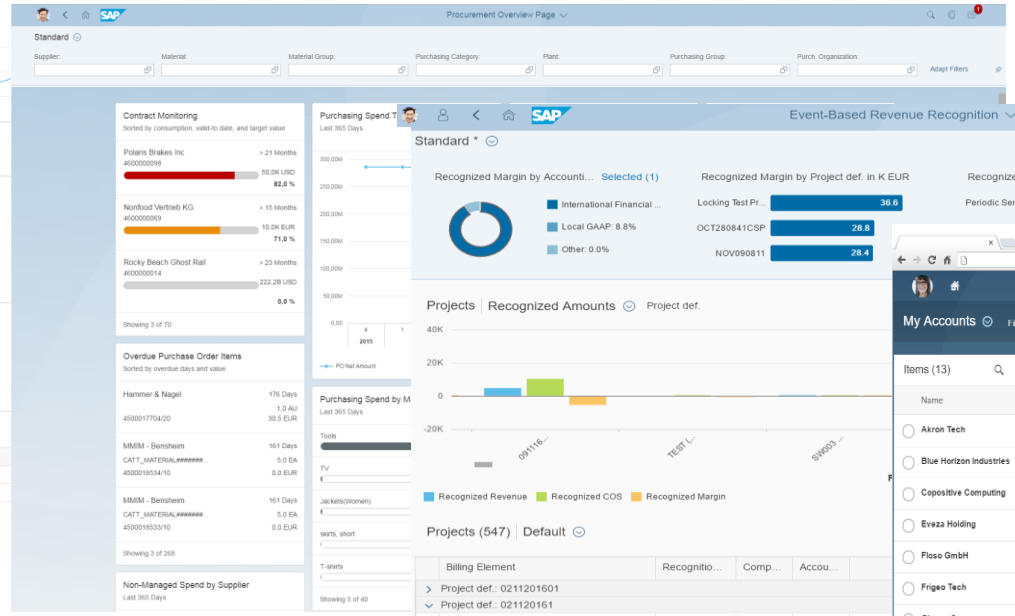
SAP Fiori Elements

Efficient development using templates, designed based on enterprise user needs



List Report

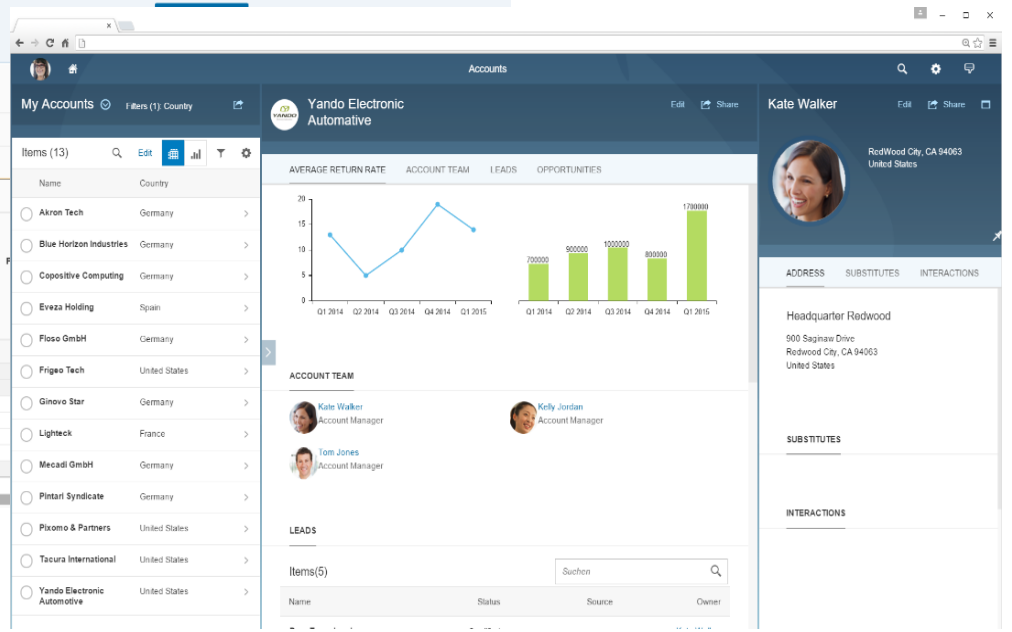
Object Page



Overview Page

Analytical List Page

Flexible Layout



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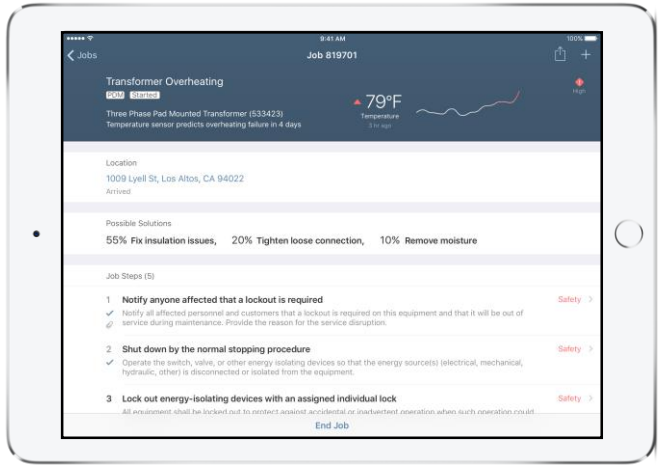
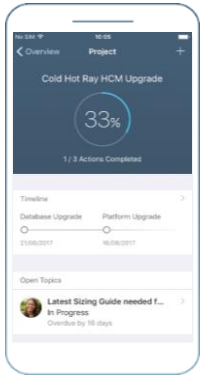
SAP Fiori for iOS / SAP Fiori for Android



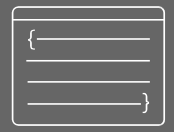


SAP Fiori for iOS design language

SAP Fiori for Android design language

Processes

Workflows redesigned for mobility



SDK

New tools for app development

Academy

Training and tools

Apps

Creation of user-centric native apps

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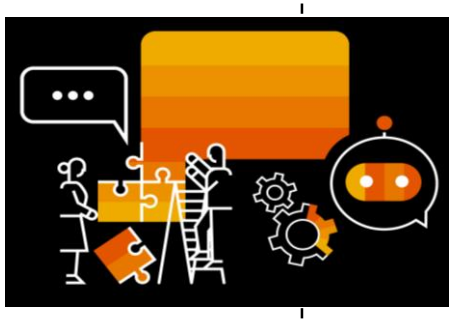
SAP Conversational AI

SAP is grouping its two conversational products together to create the ultimate conversational experience

DIGITAL ASSISTANT

Allow every SAP user to smoothly interact with their SAP software through **one unique conversational interface**

✓ Plugged to SAP products
✓ Extensible to any use cases
✓ High personalization and context awareness



BOT BUILDING PLATFORM

Build powerful conversational agents with powerful training, building, generating, connecting and monitoring modules

✓ Build any use case, of any size, in any industry
✓ Easiest and fastest bot building platform
✓ Community and marketplace powered

CoPilot

+

Recast.AI

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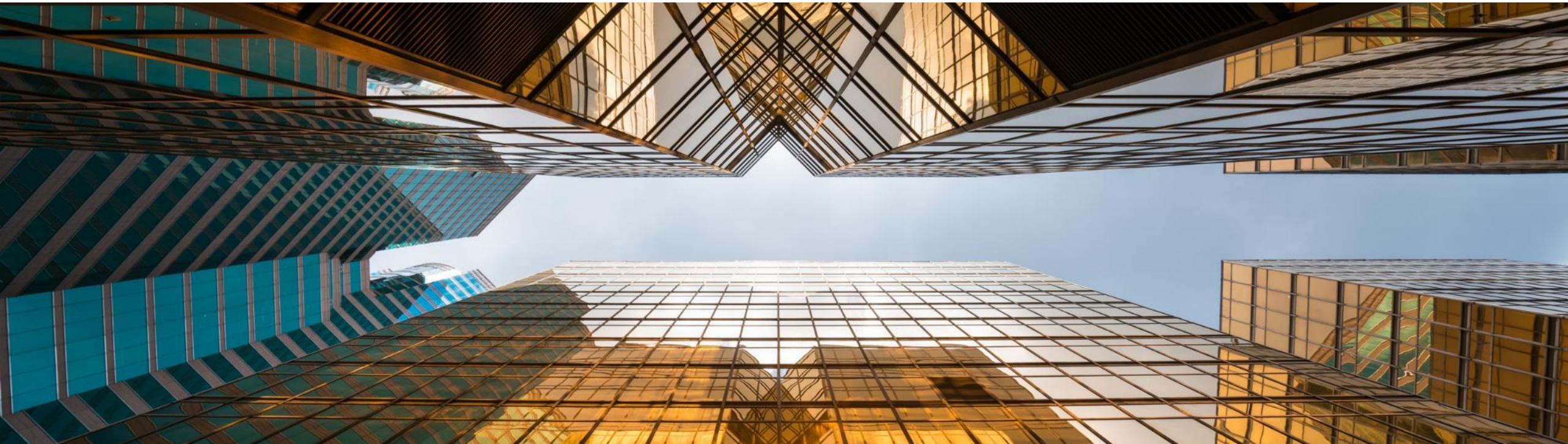
SAP Fiori Design

Outlook: SAP Fiori 3



SAP Fiori 3

Planned innovations

SAP Fiori 3 is our new target design, which evolves the SAP Fiori design language for all SAP products to fully support the Intelligent Suite.

Flexible, simple, and convenient, with machine intelligence guiding users to make their work easier

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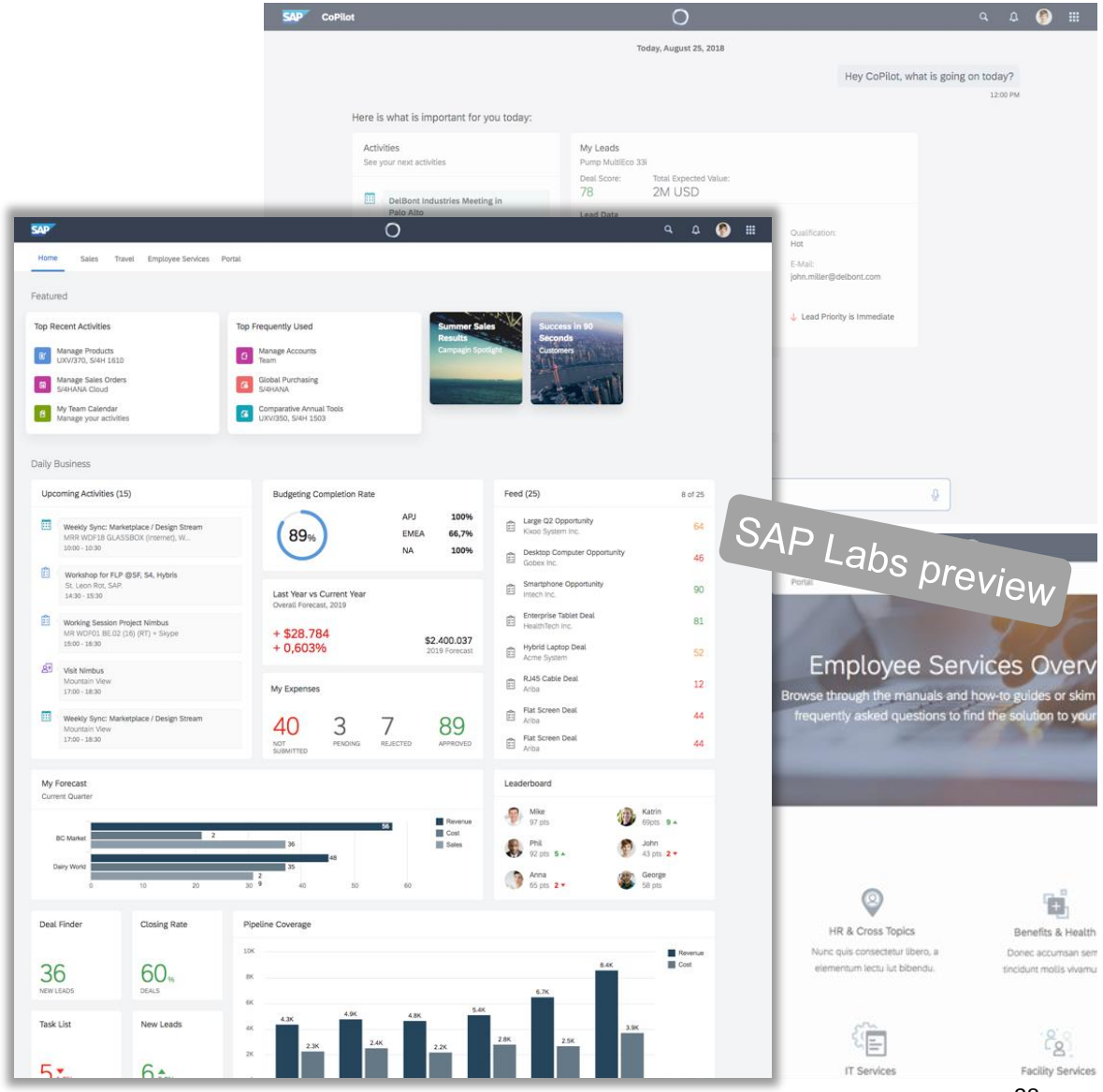
SAP Fiori 3 – a reimagined user experience

Planned innovations

SAP Fiori 3 deeply integrates natural language interaction and machine intelligence to provide:

- Intelligent, personalizable home pages showing everything you need to focus on
- Dynamic content to support intelligent apps, for briefings, analytics, etc.
- Digital assistant with conversational UI (SAP CoPilot) fully integrated
- Proactive business situation handling: explanations, insights, proposed actions
- A new theme for a fresh, up-to-date look and feel.



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SAP Fiori 3 – Digital assistant with conversational UI fully integrated

Planned innovations

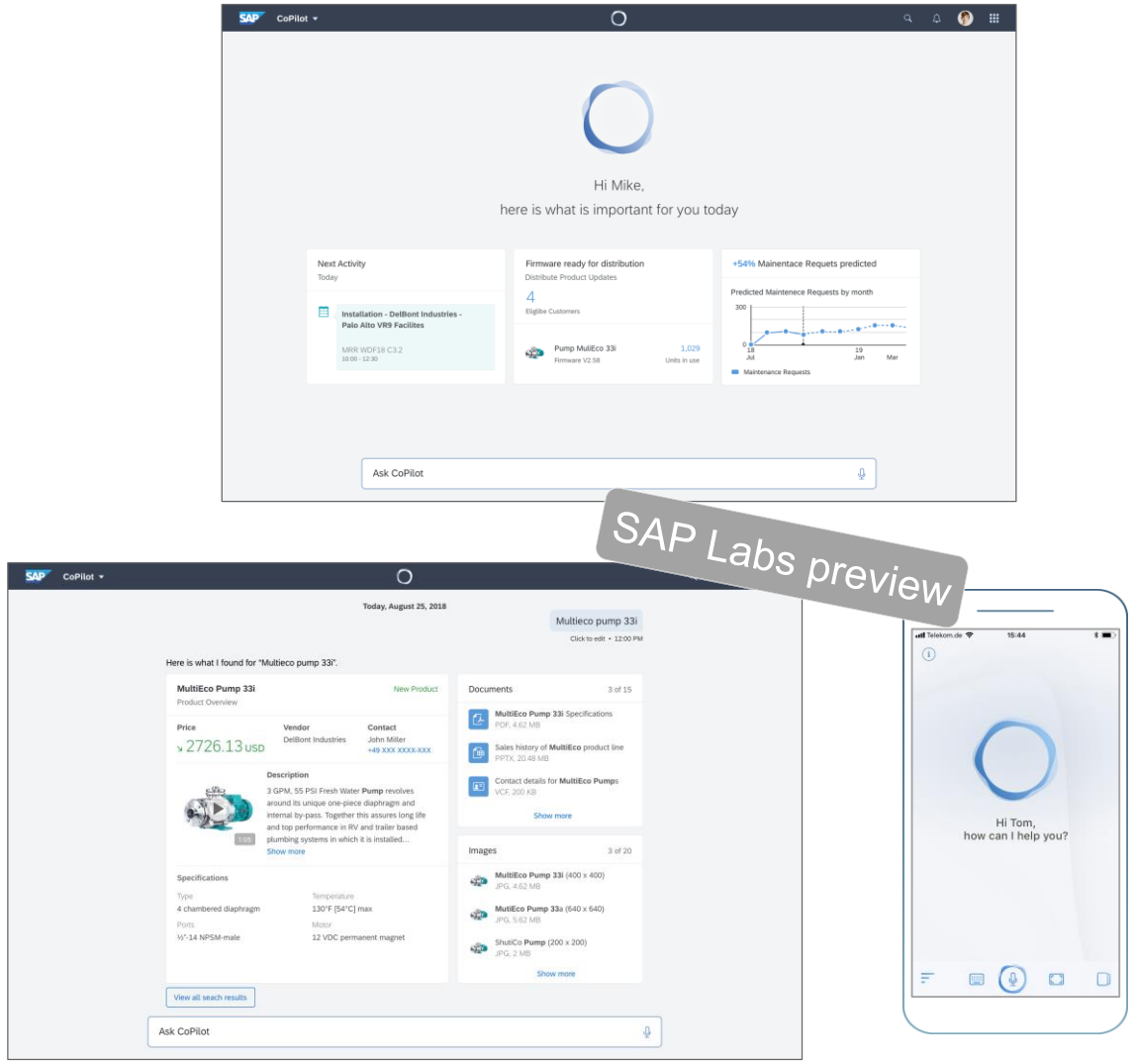
Start your day with SAP CoPilot, your digital assistant

Proactively tells you what is important for you today

SAP CoPilot helps you find things and take action

Helps you deal with daily business as well as your needs as an employee (e.g. leave requests)

Access your assistant wherever you are:
desktop, mobile, via Slack or Microsoft Teams



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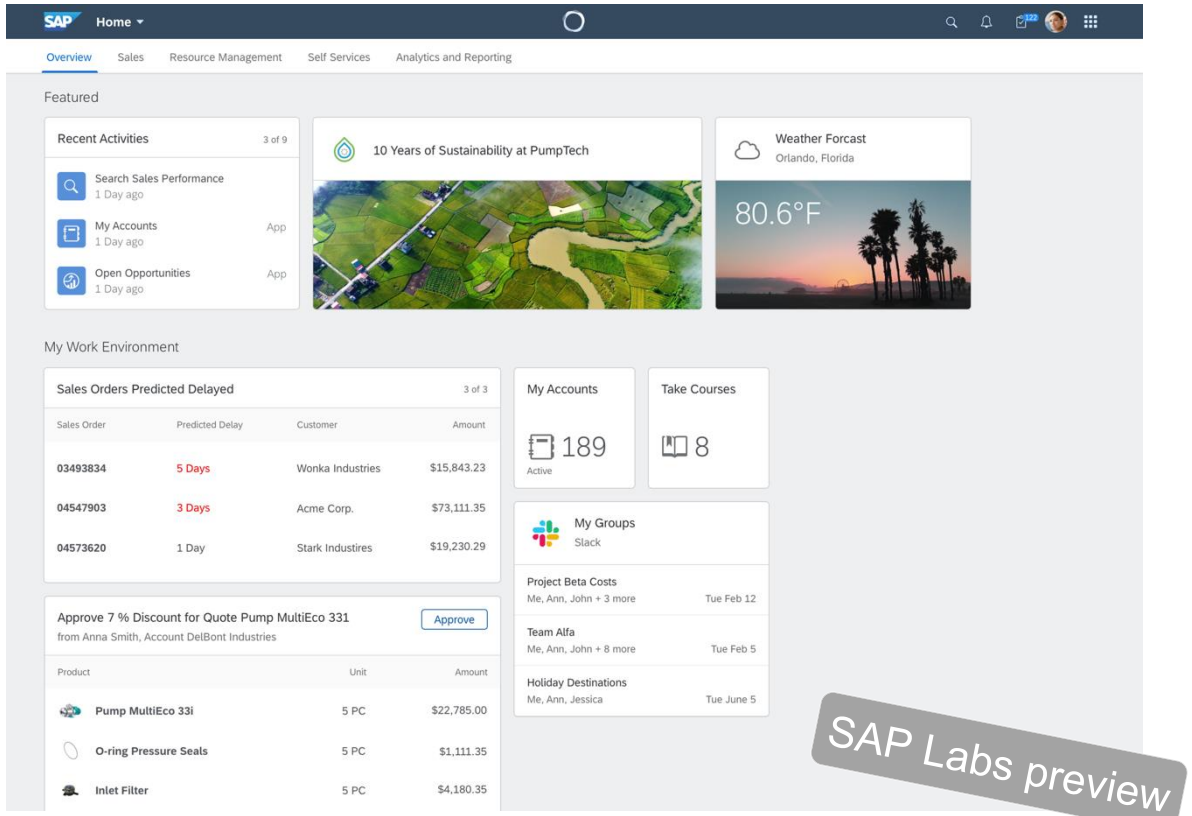
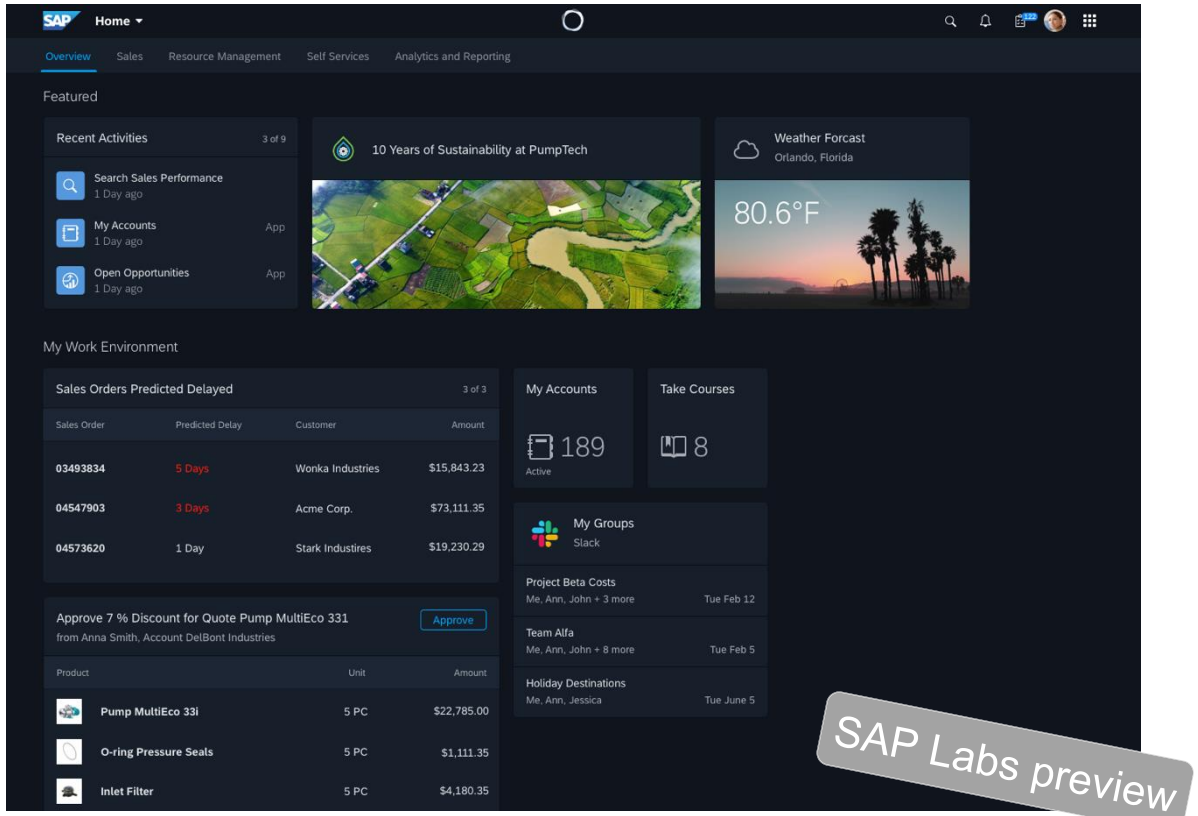
Visual Design: the new Quartz theme for SAP Fiori 3

Planned innovations



SAP Quartz Light*



SAP Quartz Dark

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*Theme available today for developers with SAPUI5 1.65

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The path to SAP Fiori 3

Planned innovations

Co-defined with all SAP Product Units

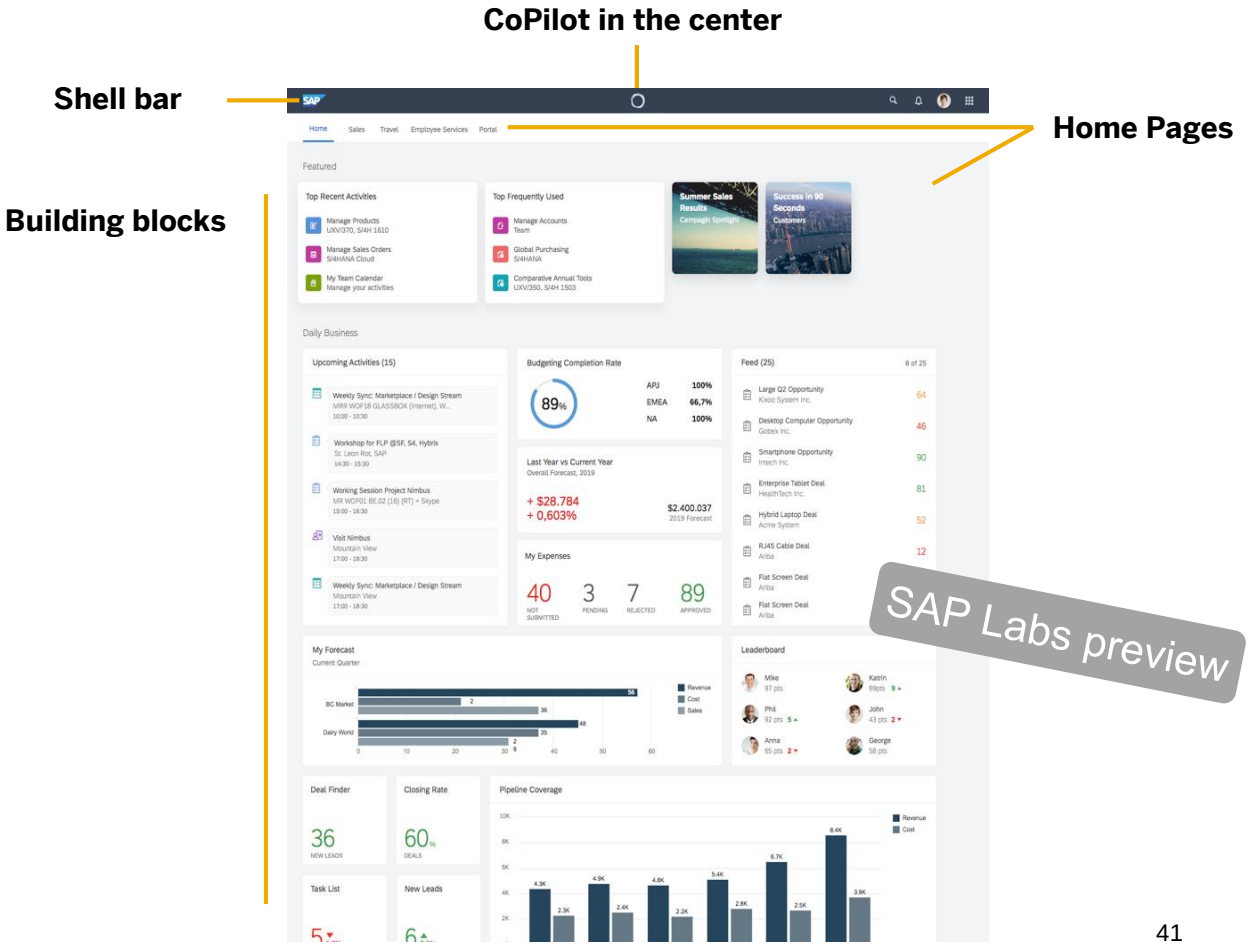
Independent of UI technology

Non-disruptive for existing SAP Fiori apps

Beyond the SAP Fiori visual theme, common:

- Shell bar
- Structure (home pages / sites)
- Building blocks, e.g. cards
- Floor plans for SAP Fiori apps
- Use of SAP CoPilot

Examples:



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SAP Fiori 3 for SAP S/4HANA

Planned innovations

First phase:

- SAP Fiori 3 theme Quartz
- SAP Fiori 3 launchpad shell: header, plus Viewport replacement

Planned availability:

- SAP S/4HANA Cloud 1908
- SAP S/4HANA 1909 (on-premise)

Next phase:

- Cards on home page (in addition to tiles)
- Planned availability:
  - Technology (SAPUI5 and SAP Fiori launchpad) plan to support developers end of 2019
  - SAP S/4HANA likely to start development in 2020

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Learn more

SAP customers and partners

- SAP Fiori product page
- SAP CoPilot product page
- SAP Road Maps (search for “Fiori” or “CoPilot”)
- SAP User Experience Community
- SAP Community Network – SAP Fiori blogs
- SAP Fiori lighthouse scenarios with SAP S/4HANA
- SAP Fiori apps reference library
- SAP Fiori documentation

Questions?

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Thank you.

Contact information:

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SAP User Experience
SAP SE

Keith Fischer
Product Management
SAP User Experience
SAP SE

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