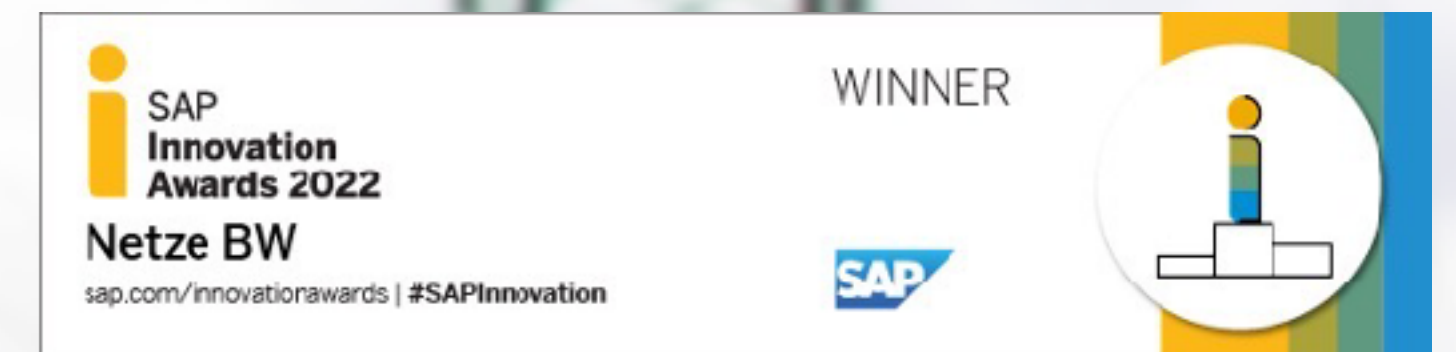


# SAP on AppleWatch

digital guardian angel „NeWa App“  
on the wrist of our service technician





# System-critical infrastructure











18:25

< Work orders

8 - 9:30 am
Check station access
BAHLG, UST
10:20 - 11:30 am
20KV protection disconnection due





18:26



ASSIGNMENT INFO  
BAHLG, UST

Start work order

Abort work order





V 33300









17:17

< Time window

RISK CATEGORY

15 min	30 min
45	60























# User-Journey (Apple Watch)



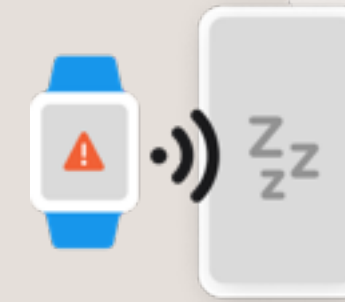


# Roadmap

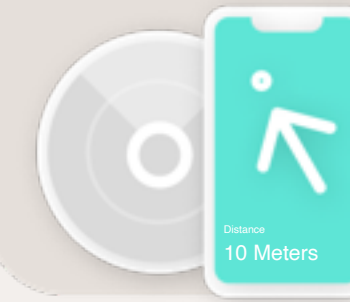
## Version 2.0



Audio Analysis &  
Documentation



Live Control



Locate &  
Find



Watchface

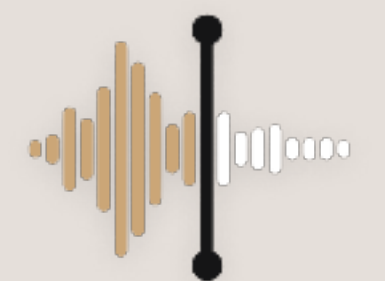


Fall Detection



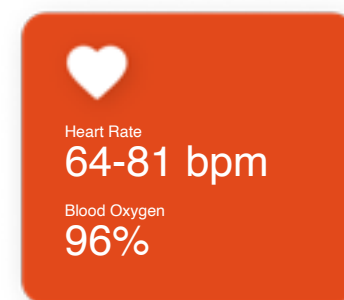
AirPods  
support

Recording



coe  
mobile

Vital Function



Order-related  
alerting



# Participating Partner Information

## SAP AppHaus Heidelberg – SAP SE

The **Design Thinking Engagement** by the SAP AppHaus to shape the vision of the app and the deliverables, such as description of the “*Day in the life*” of the service technician as End User and the visual concept of the Apple Watch App, was vital for the success.

The complete process was performed virtually with collaboration tools like Teams and Mural and went very well.

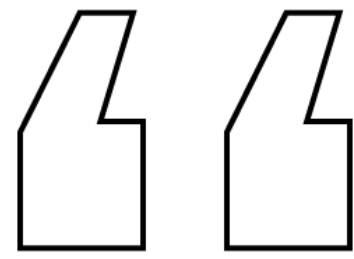
*“...this was the 1<sup>st</sup> time we as End Users were asked about which tool we need for our daily work...and we fully support the resulting Apple Watch app”*

Sascha Gutmann - Netze BW, service technician

## Human-Centered Approach to Innovation

Apple - SAP AppHaus Mobile App Design Workshop Design Workshop Proposal		
Participants (customer)	<ul style="list-style-type: none"> <li>- End users (3)</li> <li>- Process owner (1)</li> <li>- IT architect (1), might also be implementation partner</li> <li>- Optional: Management/Sponsor (1)</li> </ul>	<b>Goal:</b> Creation of a mobile app concept and vision
SAP team	<ul style="list-style-type: none"> <li>- User Experience (UX) research specialists &amp; workshop facilitators (2)</li> <li>- UX design and visual design experts (2)</li> <li>- Industry or LoB experts (2)</li> <li>- Solution architect (1)</li> </ul>	<b>Prerequisite:</b> Identified business need and business commitment
Location	<ul style="list-style-type: none"> <li>- Preferably in SAP AppHaus or customer location.</li> <li>- Alternatively in Covid times as virtual remote design thinking session</li> </ul>	<b>Duration:</b> 3 half day workshops within a week
Activities	<b>3 Day DT Workshop</b> <ul style="list-style-type: none"> <li>- Day 1: Understand customer needs and create solution vision (Golden Thread)</li> <li>- Day 2: Craft high level Solution Design and Architecture (Low Fidelity Sketches)</li> <li>- Day 3: Validate Solution Design and Collect Feedback (High Fidelity Screens)</li> </ul>	<b>Outcome:</b> <ul style="list-style-type: none"> <li>• Clickable Screens (Sketch) &amp; High Fidelity Screens</li> <li>• Visual and architectural concept of the app</li> </ul>
Effort	10 Person days dependent on complexity it might have adjusted	
Business Value	SAP and Apple mobility experts will based on end user inputs translate business needs into an application vision. All activities are following <a href="#">Human Interactive Guidelines</a> (dvlpd. by Apple&SAP) which will enthusiast end users. The innovative Apple mobile devices and SAP's Business Technology Platform ensuring a best in class mobile experience with state-of-the-art technologies.	





*The safety of our employees is close to our hearts, so that they can come back safely to their families. With NeWa, we strive to provide each employee with optimal care within 2 seconds. NeWa is the digital guardian angel at the fingertips of our employees in the technical field service.*

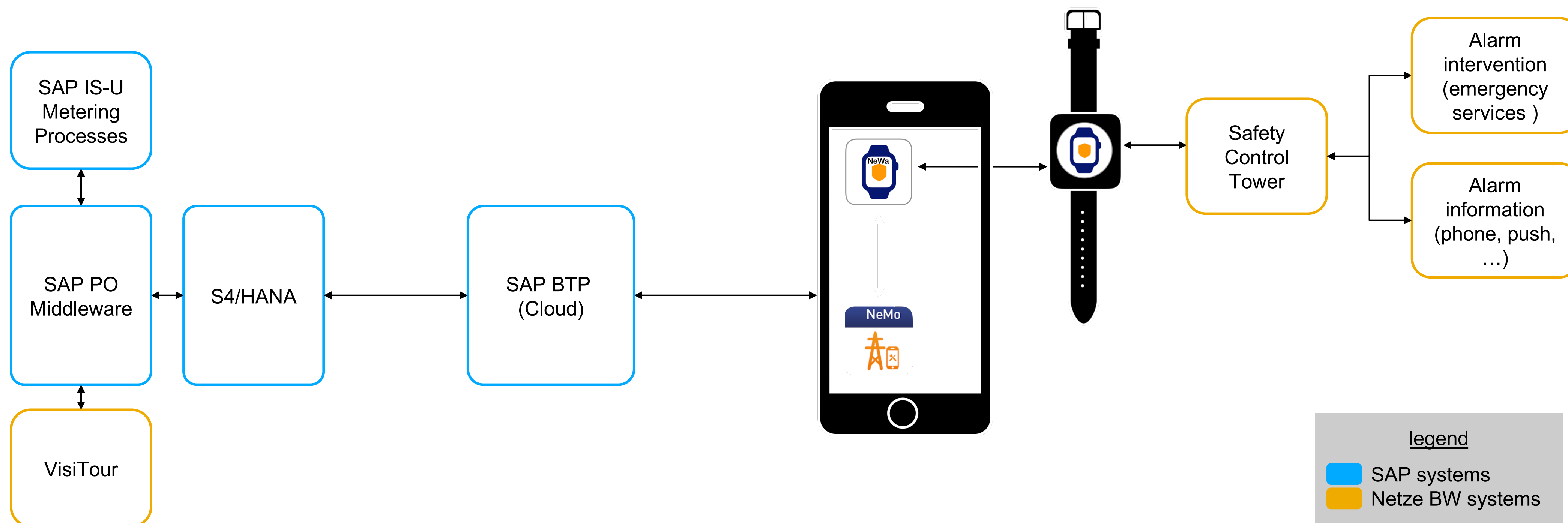
Claus Jürgen Bader – Netze BW, Product Owner #mobile





# Architecture

planned future architecture



- Authorized apps exchange their commands and data with NeWa via URL scheme / shared container.
- This allows us to connect apps like NeMo (for work orders), NeMi (for news messages), ... and the corresponding SAP backend systems.



# Further information & contacts

