

A person is seated at a wooden table, writing on a notepad with a pen. Their left hand is visible, holding the notepad. In the background, another person's hands are visible, gesturing as if in a discussion. The scene is dimly lit, with a blue tint. The word "MINDSET" is overlaid in large white letters.

MINDSET

Experience the Human-Centered Enterprise

Merlin

by Mindset Labs

SAP Business Technology Platform Customer Forum
November 10, 2022

Presented by Adam Anderson

MINDSET





Our Mission

Mindset is committed to making the technology experience significantly better at work for everyone.

About Us

Mindset is the technology partner of choice for leading global organizations that want to leverage exceptional user experience (UX) on the SAP platform.

A black and white photograph showing a calendar with handwritten notes and a smartphone resting on it. The calendar has days of the week written vertically, with some days marked with 'X' and others with 'L'. The smartphone is a white iPhone with a black screen. The background is a dark, textured wooden surface.

Today's Agenda

- Vision
- What is Merlin?
- Apps/Features/Benefits
- Q/A

Merlin

By Mindset

Merlin by Mindset

- An SAP BTP cloud based intelligent automation platform built to automate SAP Fiori UX Discovery & Delivery.
- The inclusive Merlin Platform includes everything needed to start your UX revolution in SAP.



What is it?

| Problem Statement

“It is difficult today to see exactly what standard SAP Fiori applications work for a customer’s business AND SAP landscape. It is also time consuming to install, showcase, and deploy these applications with success. This happens because the SAP landscape is vastly different for all customers and the tools developed to help navigate this are not easy to use, automated, or laid out in a manner that can help them.”

| Research, Plan, Select, Deliver, Measure

Merlin is built as a platform available for customers to Research, Plan, Select, Deliver, and Measure SAP Standard Fiori Applications (and partner custom accelerators) in their SAP environments.

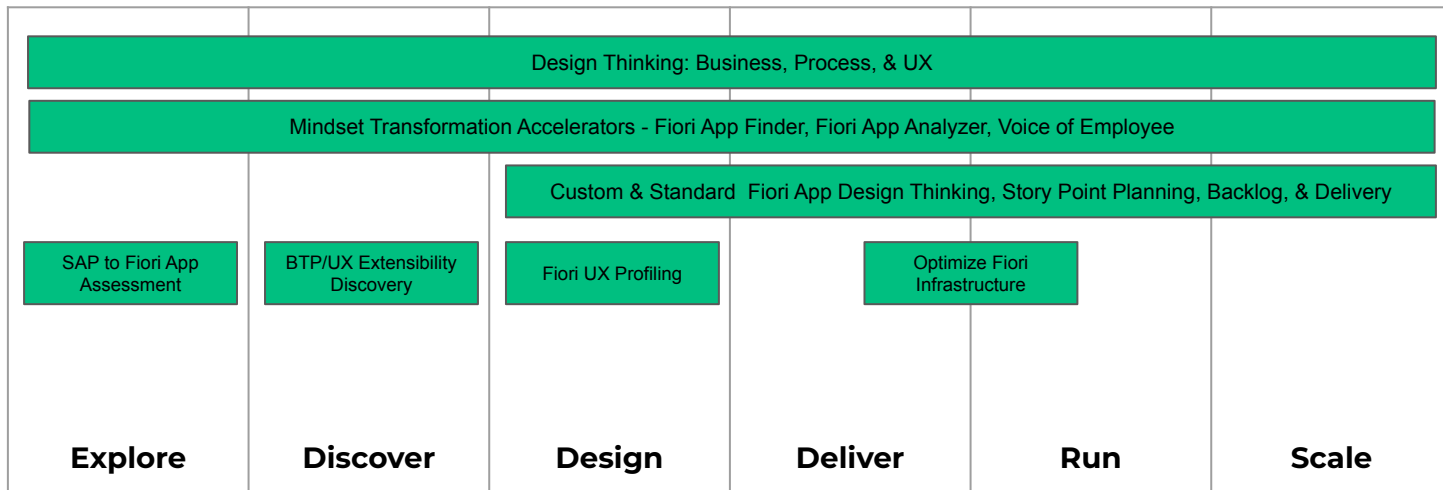
Merlin is currently comprised of the following tools to accelerate your SAP Fiori transformation journey:

- Fiori App Finder
- Fiori App Analyzer
- Voice of the Employee

The Mindset S/4 Fiori Acceleration Platform

Mindset

- SAP & UX Experts
- Design Centric Approach
- Fit to Standard & Purpose
- Rapid Agile Deployment
- Mindset Accelerator(s)
- Focus on Stakeholders
- Successful Outcomes

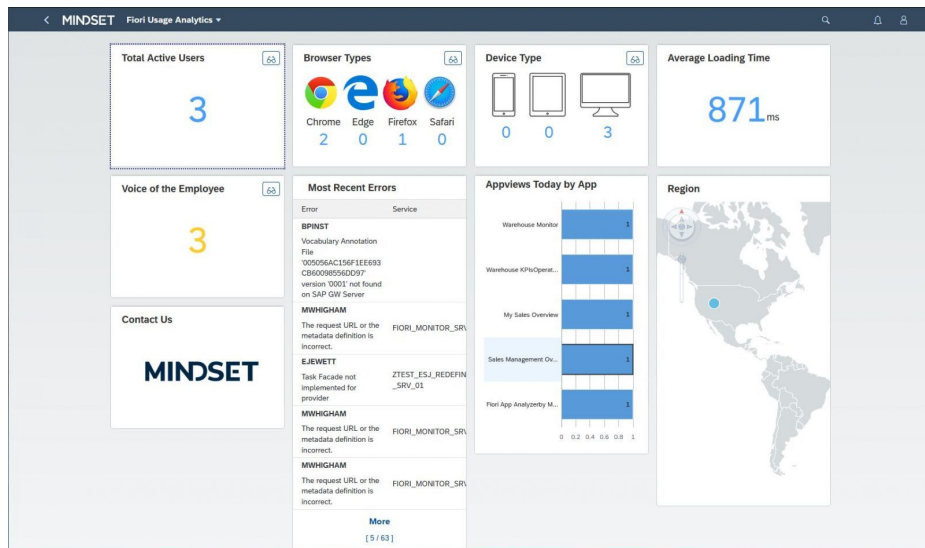


Fiori App Finder

Fiori App Analyzer

Fiori App Analyzer

Who's using this stuff right now? Over time?



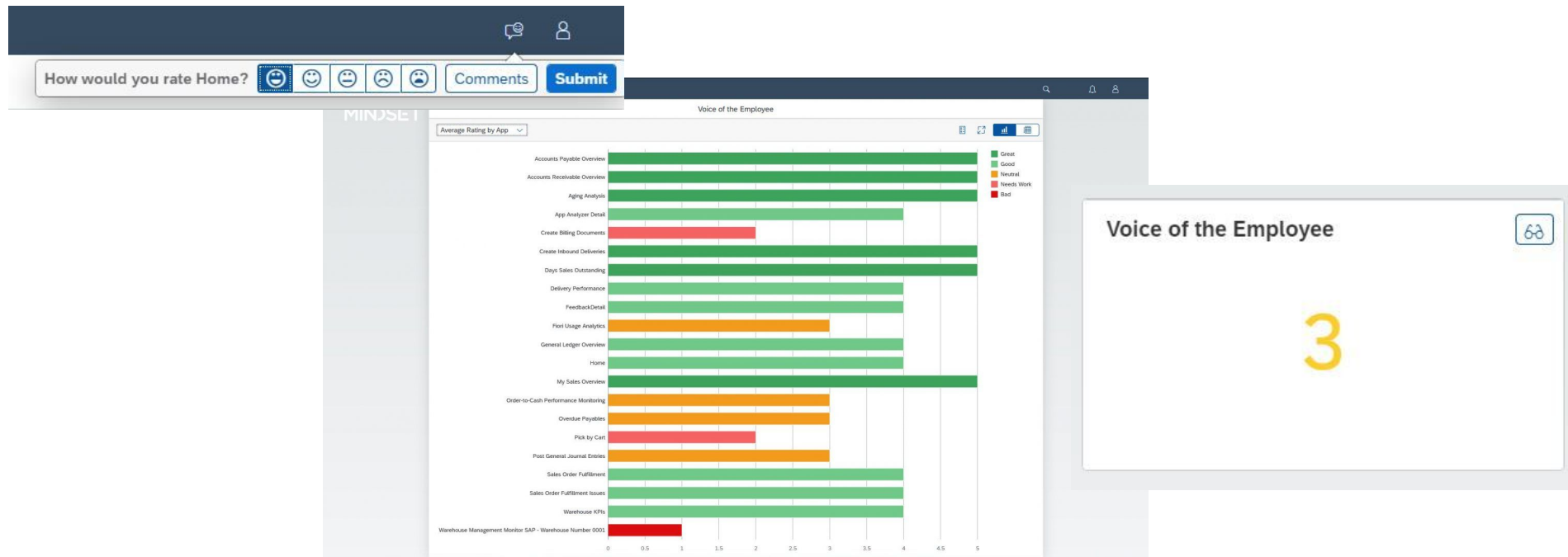
The screenshot displays the MINDSET App Analyzer Detail view, showing a table of user details for 474 users. The table includes columns for User Name, App, Browser, Device type, and Time Stamp.

User Name	App	Browser	Device type	Time Stamp
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	24.03.2020, 16:07:27
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	25.03.2020, 12:23:36
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	25.03.2020, 13:15:53
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 11:23:13
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:23:32
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 11:23:41
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:23:44
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 11:23:47
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:23:50
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:31:12
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:38:20
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:39:56
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:40:01
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:40:03
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:40:06
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 11:40:11
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:40:21
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:45:58
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:46:19
ANALYZERTEST	App Analyzer detailDetail App Info	CHROME	DESKTOP	30.03.2020, 11:52:53
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 17:19:39
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 20:10:33
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 20:16:29
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 20:26:36
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 20:38:05
ANALYZERTEST	Fiori App Analyzerty Mindset	CHROME	DESKTOP	30.03.2020, 20:39:55

Voice of the Employee

Voice of the Employee

How do you capture feedback on the applications you're users use?



Thank You

Adam Anderson

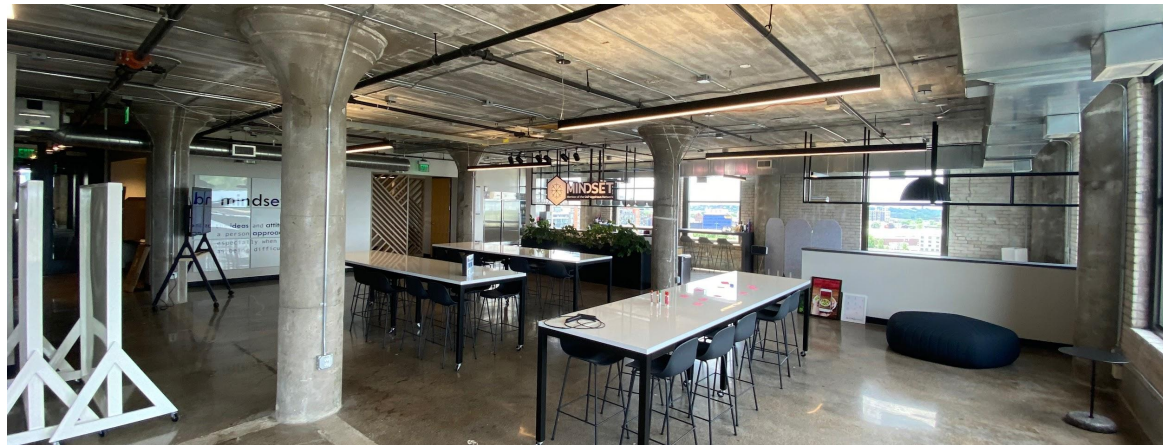
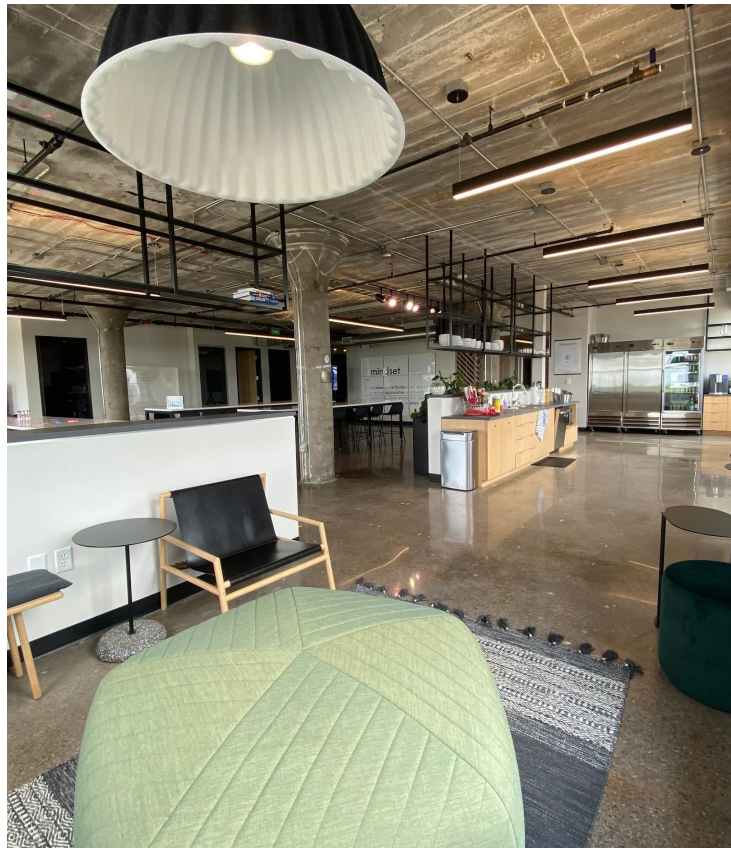
Managing Director - SAP Consulting

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Appendix





member of the



AppHaus network

Representative Clients



Fortune 500 Water, Hygiene, and Energy Company.

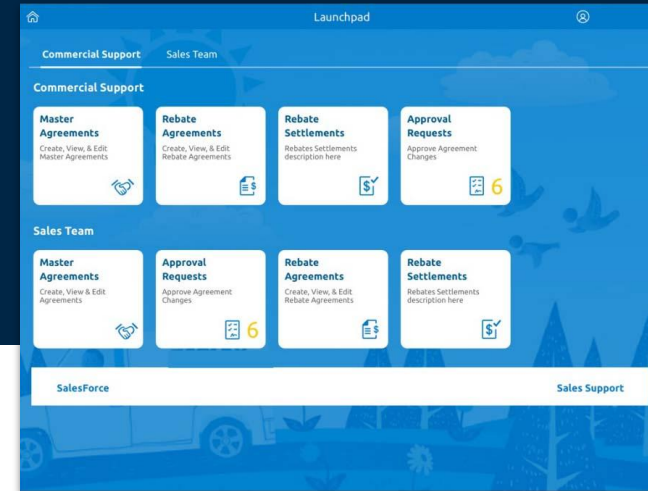
Streamlining the Sales Agreement Management Process Across Divisions

With 50,000 contract changes every year, the client needed to harmonize, simplify, and improve the processes for managing sales agreements across all divisions. Mindset's FIORI-based system provided the client with a standardized, cross-divisional solution that streamlines interactions and speeds decision-making.

24,000
hours saved
waiting for batch
jobs in first 3 months

90%
reduction
in average length of
agreement approval
process

2.75
days saved
in training time per
employee



The screenshot shows a table titled 'Agreements' with a search bar and a table of agreement data.

Description	Master Agreement #	Owner	Status
Customer Name Customer Description	475647563 03/23/2014 - 12/31/9999	Chase Mann	In Process Continue Revision
Customer Name Customer Description	295859303 02/28/2012 - 12/31/9999	Corey Page	In Process Continue Revision
Customer Name Customer Description	Draft	Chase Mann	In Process Continue Revision
Customer Name Customer Description	38889339 01/01/2018 - 12/31/2018	Dean Mills	
Customer Name Customer Description	475613087 11/01/2017 - 10/31/2018	Chase Mann	
Customer Name Customer Description	284950224 07/01/2018 - 12/31/9999	Kevin Lane	
Customer Name Customer Description	475647563 07/01/2018 - 12/31/9999	Patrick Burgess	
Customer Name Customer Description	395950202 05/05/2015 - 05/04/2019	Dean Mills	
Customer Name Customer Description	367503185 01/01/2016 - 12/31/2020	Corey Page	

Patterson Companies

Transforming Technical Service Performance

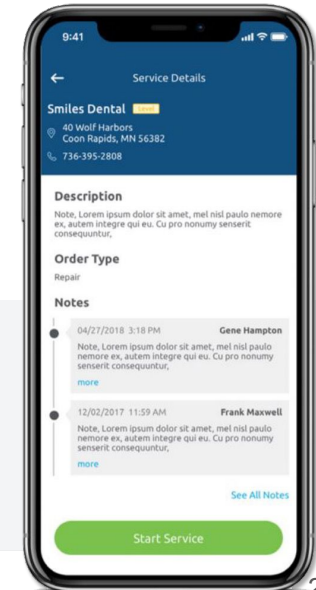
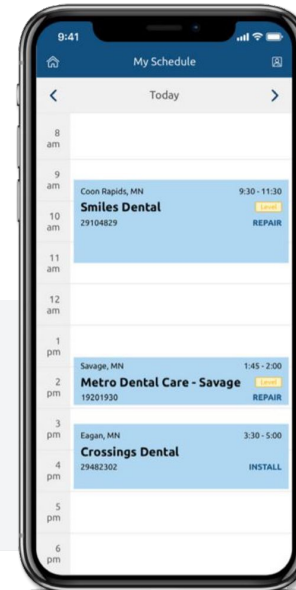


Patterson's system for completing service orders was inefficient, time-intensive, and frustrating for its service team, routinely leading to incomplete and unbilled orders. Mindset created a new service order system using SAP Fiori that was fast, efficient and intuitive. The new solution enabled the company to capture \$1.3 million in additional revenue and \$100,000 in time savings across their workforce on an annual basis.

69%
reduction
in open orders

\$1.3M
annual revenue
captured by closing
outstanding orders

85.9%
voluntary
adoption
by service team
in 16 weeks



Sun Chemical

Achieving a High ROI from Improved Planning and Forecasting

With an eye for potential savings in transportation costs, Sun Chemical sought to improve its forecasting and order consolidation system. Mindset led the Sun users through a Design Thinking process to define the specific problem, develop a prototype, and accelerate a solution. A joint Sun/Mindset Agile Development team then completed and delivered a custom Fiori-based Production Forecasting and Order Consolidation solution in just 9 weeks. After one year, ROI was 350%.

9
weeks
to final solution from
start to finish

100+
locations
on board within 6
quarters

350%
return on
investment
from transportation
cost savings



SAP IPA-Order Receipt v7.0

Order Receipt

InfPlant Sold To Location: 101518 InfPlant Ship To Location: 101518

Order Number	Purchase Order Type	Order Item	Order Date	SAP Order Status	Ship Plant	Material	Description	UoM	Request Date	Expected Delivery Date	Exp Qty
101518001	IPA	10	Jan 3, 2019	Partially Delivered	1FRK	101518001	101518001	LB	Jan 23, 2019	Jan 23, 2019	1.00
101518002	IPA	20	Jan 3, 2019	Not Delivered	1FRK	101518002	101518002	LB	Jan 23, 2019	Jan 23, 2019	1.00
101518003	IPA	10	Jan 3, 2019	Not Delivered	1FRK	101518003	101518003	LB	Jan 23, 2019	Jan 23, 2019	1.00
101518004	IPA	20	Jan 3, 2019	Not Delivered	1FRK	101518004	101518004	LB	Jan 23, 2019	Jan 23, 2019	1.00
101518005	IPA	10	Jan 14, 2019	Fully Delivered	1CHN	101518005	101518005	GAL	Jan 23, 2019	Jan 23, 2019	1.00
101518006	IPA	30	Jan 14, 2019	Not Delivered	1FRK	101518006	101518006	LB	Jan 23, 2019	Jan 23, 2019	1.00
101518007	IPA	10	Jan 14, 2019	Not Delivered	1FRK	101518007	101518007	LB	Jan 18, 2019	Jan 18, 2019	1.00
101518008	IPA	20	Jan 14, 2019	Not Delivered	1FRK	101518008	101518008	LB	Jan 18, 2019	Jan 18, 2019	1.00
101518009	IPA	10	Jan 15, 2019	Not Delivered	1FRK	101518009	101518009	LB	Jan 29, 2019	Jan 29, 2019	1.00
101518010	IPA	20	Jan 15, 2019	Not Delivered	1FRK	101518010	101518010	LB	Jan 29, 2019	Jan 29, 2019	1.00

SAP IPA-Forecast v7.0

Forecast App

InfPlant Sold To Location: 101518 InfPlant Ship To Location: 101518

Current Month: January
Last Forecast Update: Jan 9, 2019

Expand All Collapse All

Material	Description	UoM	System Generated Forecast			Locally Adjusted Forecast		
			January	February	March	January	February	March
101518001	101518001	GAL	100	100	100	100	100	100
101518002	101518002	GAL	100	100	100	100	100	100
101518003	101518003	GAL	100	100	100	100	100	100

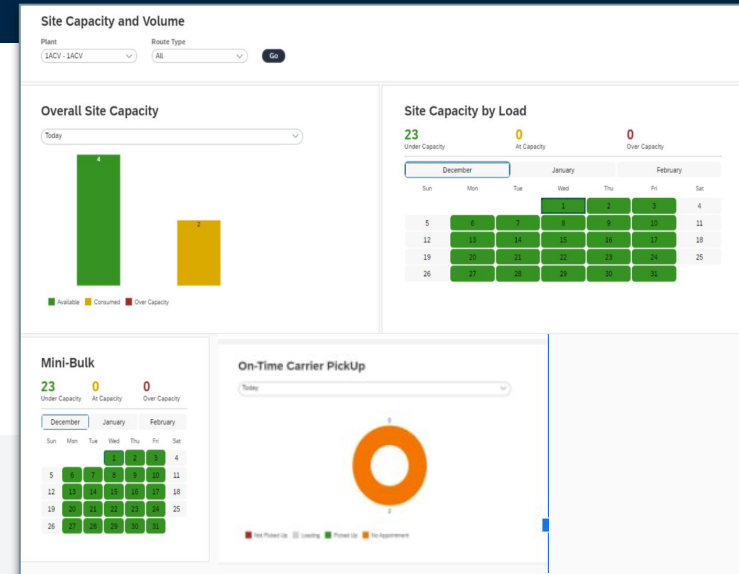
Locally Adjusted Forecast in effect until the next system forecast refresh

Multinational Food Corporation

Improving Supply Chain Efficiency through Enhanced User Experience

Lacking visibility to real-time shipping capacity, the customer was unable to maintain shipping dates accurately. This resulted in routine productivity loss and negative customer satisfaction. Based on an examination and understanding of user needs, Mindset built, tested and deployed a SAP Fiori-based shipping capacity dashboard application. The new system enabled faster, more accurate decision-making and provided accessibility options for users with disabilities. As a result, productivity improved 20%.

20%
improvement
in productivity



Global Manufacturing Corporation

Avoiding System Failure with Customized New Solution

The client feared that their outdated, decades-old legacy system could fail at any moment and cripple the business's ability to track its processes and inventory. Mindset replaced the existing AS/400 process with a ruggedized tablet-capable, SAP-based SAPUI5 solution. The reliable, mobile-friendly solution increased visibility to costs incurred, time spent, and resources required during manufacturing processes.

24
newly-designed
applications

100%
customization
of applications

INCREASED
productivity
and mobility

< Back

Sagger 6964

Compartment 1	Compartment 2	Compartment 3	Compartment 4	Compartment 5
Billet ID B2738	Billet ID B2948	Billet ID B3243	Billet ID B2749	Billet ID B7294
<input type="checkbox"/> No Billet	<input type="checkbox"/> No Billet	<input type="checkbox"/> No Billet	<input type="checkbox"/> No Billet	<input type="checkbox"/> No Billet

+ Add Layer

Inventory Location
Help Text

Save Done

< Back

Graphitizer H

Charge 1

Billet	Load Time	Estimated Unload Time
<input checked="" type="checkbox"/> B8923	8/21/2019 10:24 AM	8/21/2019 4:32 PM
<input checked="" type="checkbox"/> B7284	8/21/2019 10:24 AM	8/21/2019 4:32 PM
<input checked="" type="checkbox"/> B2747	8/21/2019 10:24 AM	8/21/2019 4:32 PM
<input type="checkbox"/> B7392	8/21/2019 10:24 AM	8/21/2019 4:32 PM

Charge 2

Billet	Load Time	Estimated Unload Time
<input checked="" type="checkbox"/> B7392	8/22/2019 8:36 AM	8/22/2019 10:32 AM
<input type="checkbox"/> B7499	8/22/2019 8:36 AM	8/21/2019 10:32 AM
<input type="checkbox"/> B7493	8/22/2019 8:36 AM	8/21/2019 10:32 AM

Unload Selected Billets

Multinational Food Corporation

Automating Efficiency and Productivity with an SAP Fiori-based Application

The transportation and logistics team utilized a slow, multi-step manual process for managing large volumes of exception processing of freight invoices. Following an Agile product development model, Mindset collaborated with internal experts for the iterative build, test, and deployment of an SAP Fiori-based application. The team's efficiency and productivity were transformed with the new innovative, one-stop shop for automated processing of freight invoice exceptions.

25%
improvement
In productivity

40%
increase
in efficiency

Standard * ▾

Hide Filter Bar Filters (2) Go

Vendor: Means Of Transport: Invoice Date: dd.MM.yyyy - dd.MM.yyyy Net Amount: Created On: dd.MM.yyyy - dd.MM.yyyy

Exception: Currency: Company Code: TM Source Location: Carrier Reference:

Freight Order Not Found: VM Document ID:

Items (7) Standard ▾

	VIM Doc ID	Internal Comments	Category	Freight Order	Vendor Reference	Vendor	Vendor Name	Due Date
<input type="checkbox"/>	11975488				48504-1	9250004382	LONDRIMAX - SAO ROOPE	09.02.2022
<input type="checkbox"/>	11973860				15060-1	9250004471	ARANAO - UBERLANDIA	23.12.2021
<input type="checkbox"/>	11973858			2010703399	14999-1	9250004471	ARANAO - UBERLANDIA	10.12.2021
<input type="checkbox"/>	11963101			2010930949	131896-0	9250004247	IRMAOS VICTOR - J DOS GUARARAPES	04.01.2022
<input type="checkbox"/>	11973861				15061-1	9250004471	ARANAO - UBERLANDIA	23.12.2021
<input type="checkbox"/>	11973859			2010703424	15040-1	9250004471	ARANAO - UBERLANDIA	19.12.2021
<input type="checkbox"/>	11973862				15064-1	9250004471	ARANAO - UBERLANDIA	23.12.2021

Refer

Freight Order Not Found

VM Document ID : 11973858 Vendor : ARANAO - UBERLANDIA - 9250004471 @Attachments: 09505693CDA01EEC9E9396C233F9CC84.XMML 0050569662401EDC9E9398471AA9683E.PDF

Vendor Reference : 14999-1 Gross Amount : 4.587,00 BRL

Invoice Date : November 19, 2021 Net Amount : 4.587,00 BRL

Open Freight Orders

Freight Order	Customer Name	Origin	Destination	Amount	Service PO
2010439033	UNILEVER BRASIL INDUSTRIAL LTDA	UBERLANDIA MG BR 1003 / RUA WILL CARGILL	UNILEVER BRASIL INDUSTRIAL LTDA / ROD BR 423 KM 100 MAGANO	17055.69 BRL	4510408989 Assign
2010496820	UNILEVER BRASIL INDUSTRIAL LTDA	UBERLANDIA MG BR 1003 / RUA WILL CARGILL	UNILEVER BRASIL INDUSTRIAL LTDA / ROD BR 423 KM 100 MAGANO	758.60 BRL	4510510549 Assign
2010496821	UNILEVER BRASIL INDUSTRIAL LTDA	UBERLANDIA MG BR 1003 / RUA WILL CARGILL	UNILEVER BRASIL INDUSTRIAL LTDA / ROD BR 423 KM 100 MAGANO	1564.31 BRL	4510515734 Assign
2010496822	UNILEVER BRASIL INDUSTRIAL LTDA	UBERLANDIA MG BR 1003 / RUA WILL CARGILL	UNILEVER BRASIL INDUSTRIAL LTDA / ROD BR 423 KM 100 MAGANO	1095.63 BRL	4510514104 Assign