

## BUILDING THE SKILLS THAT DELIVER VALUE

### SAP® PRODUCTIVITY PAK BY RWD: FOR COMPETENT, CONFIDENT USERS

How thoroughly your organization adopts your SAP® solution has a profound influence on your ROI. With the SAP Productivity Pak application by RWD, you can create and deploy accurate documentation, test scripts, simulations, and job aids that support both rapid implementation and long-term value.



In both commerce and the public sector, the 21st century moves with a speed unlike anything we've previously encountered. Business processes need to change more rapidly to adapt to new markets and regulations. Old barriers such as distance, language, and cultural differences have fallen, and organizations both large and small need to adapt to a new world of competition and cooperation.

Your SAP® solution is designed precisely to help your organization succeed in this environment. But to get the most value from your software, you need to test your applications carefully, document your business processes, and ensure that your end users have the competence to use their SAP software with authority and accuracy. The SAP Productivity Pak application by RWD (also known as RWD uPerform) gives you the tools you need to rapidly build end-user skills at implementation and reinforce them over the long term.

#### What Is SAP Productivity Pak?

SAP Productivity Pak is a powerful application designed to automate the development and delivery of learning materials, test scripts, process documentation, and end-user performance support resources. It provides sophisticated means for producing a variety of content types in multiple formats and languages and for maintaining and adapting this content over time.

SAP Productivity Pak gives you control over the costs of ongoing process documentation and user support and, even more significant, greatly enhances the long-term value of your SAP solution. You can document even the most complex processes almost effortlessly. You can automatically create test scripts to be used by the SAP Quality Center application by HP. And with tailored e-learning resources and readily available online help, your end users can work skillfully and efficiently – without contacting the help desk with every question.

#### End-User Support Across the Enterprise

SAP Productivity Pak simplifies the process of creating and deploying context-sensitive job aids and simulations. All your content creators need to do is run a transaction in their SAP software: SAP Productivity Pak automatically records and clearly documents the process. In a single step, it records the transaction steps and produces the content creator's choice of process documentation, job aids, four types of simulations, test scripts, and other useful documents – or any combination thereof.

Administrators can deploy the unique output into context-sensitive online help materials that local users can access directly from their SAP software transaction screens. Users can print the materials for offline reference or, with an optional adapter, store them in the SAP Solution Manager application management solution. This flexibility makes it ideal for documenting business processes or building learning materials.

Organizations that need specific help for individual sites, countries, or languages will particularly appreciate the flexibility of SAP Productivity Pak. For example, content authors can create copies of original documents and make local variants that serve as starting points for versions incorporating specific business-unit or job-role needs. When an author modifies the original document, all the authors of the variant documents will be notified and can make changes as necessary. If you need documents or simulations in multiple languages, you actually have two choices for how to proceed. With a single click, you can change the language of any solution-generated text to any of 30 other languages. Or you can use the rerecording feature, which will generate entirely new documents and screen shots in the language you choose.

SAP Productivity Pak makes every part of the document and simulation process very manageable. It also automatically routes the document to the people designated to review, edit, and approve it, simplifying the rollout process and ensuring that all stakeholders are up-to-date and involved.

### **Rapid E-Learning Development**

The e-learning functionality enables your subject matter experts to create effective, professional-looking courses rapidly without the extended learning curve typically associated with development tools. They can incorporate pre-existing content (such as Adobe Flash animations and Microsoft PowerPoint content), include an assortment of standard stencils, and create course

assessments. In addition, the software provides several deployment choices. The courses, which conform to the Sharable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC), can be obtained directly from your SAP Productivity Pak application server, from the SAP Enterprise Learning environment, or from a third-party learning management system.

### **Integration with SAP BusinessObjects™ Knowledge Accelerator**

Using SAP Productivity Pak, customers using SAP BusinessObjects™ Knowledge Accelerator software can rebrand their user interface to match their corporate look and feel and add content specific to their workflow, standards, or best practices. With the agile publication tools in SAP Productivity Pak, they can select from multiple document types and formats (XML, Microsoft PowerPoint, Adobe PDF, Microsoft Word, and others) and use the standard template in SAP BusinessObjects Knowledge Accelerator to maintain consistency across content.

### **Integration with SAP Solution Manager**

When used with the adapter for SAP Solution Manager (a separate product available from SAP), SAP Productivity Pak can be launched directly from SAP Solution Manager, where content creators have access to all features of SAP Productivity Pak. They can then store and retrieve and maintain critical business process and user documentation.

Content authors, administrators, and end users alike will find that SAP Productivity Pak creates a vibrant learning environment.

### **Integration with SAP Quality Center**

The ability to create 100% accurate procedural documents makes SAP Productivity Pak an ideal application to use with SAP Quality Center. Testing staff can use it to rapidly create test steps from procedural documents, helping to further reduce costs.

### **Creating a Learning Environment**

Knowledge workers often spend a substantial part of their time simply looking for information. With SAP Productivity Pak in place, all the information they need to use their SAP software is in a single location. SAP Productivity Pak provides the tools to create an interactive learning environment – supporting communities of practice and enabling collaboration among content authors, reviewers, and end users. End users can subscribe to content favorites and receive automatic notice of new or changed information. And because the software allows them to identify and contact subject matter experts, they can post questions to the right people. Everything is available from a single, personalized learning portal.

## Designed from the Ground Up for Enterprise Performance

SAP Productivity Pak offers a comprehensive feature set for every facet of enterprise documentation, collaboration, e-learning, and user performance support. Content authors, administrators, and end users alike will find it creates a vibrant learning environment.

### For End Users

SAP Productivity Pak provides your end users with “fingertip knowledge”: context-sensitive help offered directly from transaction menus in their SAP software. Depending on how your organization configures its software, users can choose whether to launch a document, a simulation, or e-learning content. This enables them to work with the type of help that best meets their learning style.

End users can also:

- Participate in online discussions on selected topics and receive notification of new postings
- Provide feedback to content authors regarding the effectiveness and accuracy of learning material
- Share information with peers simply by using the “tell others” feature
- Access e-learning through a link from their SAP Learning Solution, other learning management software, or directly from SAP Productivity Pak

### For Authors

SAP Productivity Pak enables your content authors to create e-learning courses or reuse content tailored specifically to their needs. For example, in a single recording session, your content authors can generate a help docu-

ment and simulation that spans multiple applications. If a process involves both your SAP software and Microsoft Office products, for instance, your document and simulation will span both, including detailed screen shots.

In addition, authors can:

- Create SCORM-conforming e-learning incorporating existing materials such as preconfigured stencils, Microsoft PowerPoint content, and Adobe Flash animations
- Tap expertise through online collaboration with managers, peers, and end users
- Generate content in their native language and any of 23 other languages
- Automatically rerecord transactions in multiple languages to create documents and simulations with language-specific text and screen shots
- Create, manage, and modify documents, simulation templates, and custom layouts
- Use a centralized glossary to suggest definitions for inclusion, run searches, and ensure that standard definition changes are reflected in the appropriate documents – regardless of language
- Publish documents of multiple types (exercises, “cue cards,” work instructions) and formats (Adobe PDF, HTML, and Adobe Flash)

### For Administrators

SAP Productivity Pak provides administrators with the tools required to create and manage workflows and establish hierarchies for document approval by:

- Organizing and customizing end-user learning portals by functional areas, business processes, job roles, or other categories

- Configuring SAP Productivity Pak to deliver content for specific users or groups, languages, company codes, business areas, application clients, or instances of SAP software

### For Project Teams

SAP Productivity Pak automates the process of creating test scripts for SAP Quality Center. Working with the two products gives you a quick, reliable way to test your new software application. Implementation teams will find that using SAP Productivity Pak with the adapter for SAP Solution Manager helps them create and deploy fully accurate documentation of configuration settings, comprehensive documentation of business processes, and up-to-the-minute end-user documentation.

## SAP Productivity Pak and RWD Info Pak

RWD Info Pak customers converting to SAP Productivity Pak can retain RWD Info Pak parent documents. Users can readily perform the following actions:

- Link RWD Info Pak content to SAP Productivity Pak
- Generate a Web site structure using RWD Info Pak data
- Import RWD Info Pak terms and definitions into the glossary in SAP Productivity Pak

### Find Out More

To learn more, contact your SAP account manager or the SAP Education organization or visit us on the Web at [www.sap.com/services/education](http://www.sap.com/services/education).

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## Summary

The SAP® Productivity Pak application by RWD (also known as RWD uPerform) gives your organization the tools needed to develop high-quality user training and performance support materials for your SAP software. You can readily document the transactions that end users perform in carrying out their work, and you can make your learning content available whenever needed, in multiple languages and with a variety of presentation options. So whether workers are undergoing initial training or reinforcing and extending their skills later, the resources they need are at their fingertips.

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## Business Challenges

- Documenting business processes and configurations accurately
- Helping your workforce quickly attain competence during initial training and maintain high performance over the long term
- Developing and conveniently updating top-quality knowledge resources at an affordable cost
- Cutting support costs by reducing reliance on the help desk

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## Key Features

- **End-user support in all the business processes they perform with SAP software** – Automate the development of context-sensitive help and simulations
- **Rapid development of e-learning materials** – Give your content developers and authors the tools for simplified creation of e-learning resources that conform with the Sharable Content Object Reference Model (SCORM) and Aviation Industry CBT Committee (AICC) and can include preexisting elements such as Adobe Flash animations and Microsoft PowerPoint content
- **Collaboration and communication** – Create a complete interactive environment for exchange of information

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## Business Benefits

- **Lower total cost of ownership** by realizing the full value from your software
- **Sustained solution value** by reinforcing and extending workforce skills over time
- **More efficient use of training, subject matter experts, and support personnel** with tools that make their jobs easier
- **Reduced need for classroom training**, thanks to e-learning materials and context-sensitive help
- **More-accurate documentation and configuration information** through automated development

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## For More Information

Call your SAP representative, or visit us online at [www.sap.com/services/education](http://www.sap.com/services/education).

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