# 7 Ways To Maximize The Power Of Your SAP Software

Choosing to implement SAP software is the first step toward harnessing the power of a complete business management system for your company. However, with all of the features and capabilities now available to your business, implementation is just the beginning. In order to get the most out of your new SAP software, there are a number of practices, procedures and factors to consider.
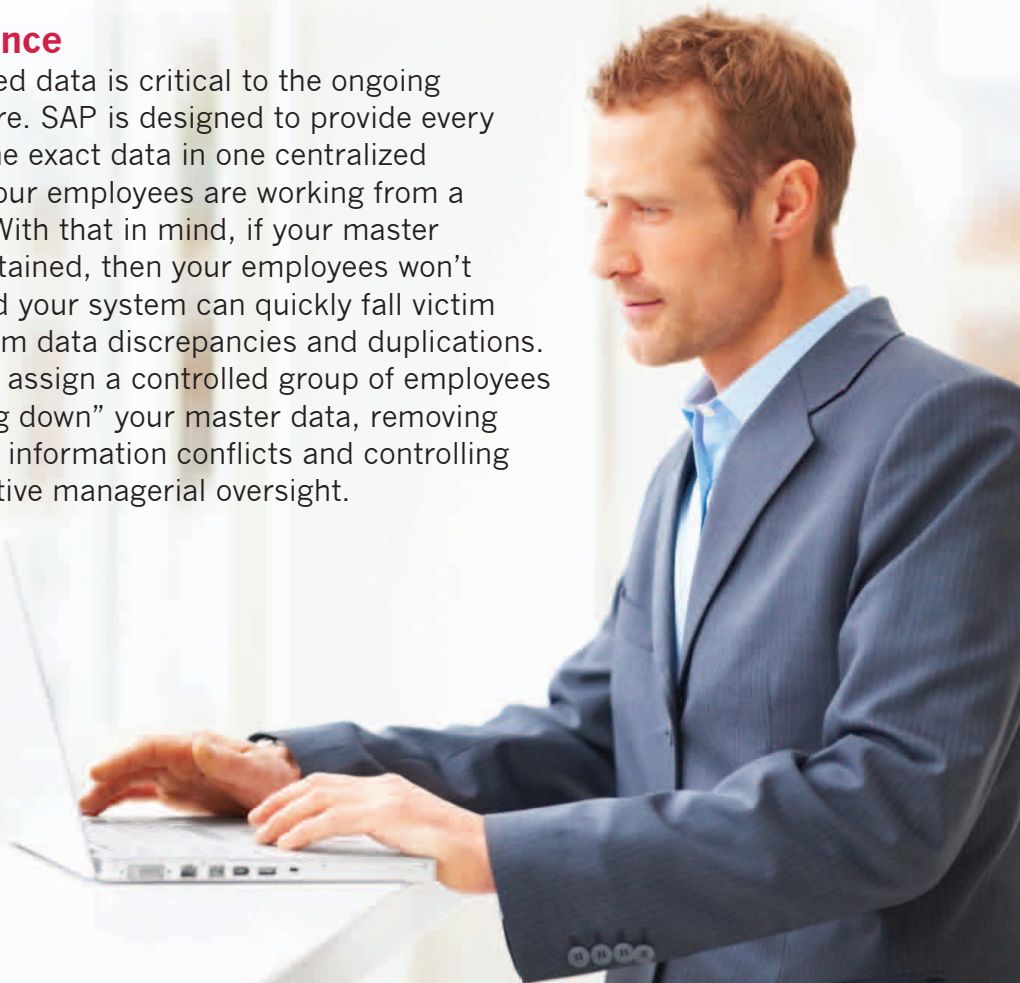
With this in mind, we've compiled the following seven tips to help you maximize the power of SAP.

### 1 Key User Network

Talk to your SAP implementation partner about putting a "train-the-trainer" program in place to help you manage your issue resolution processes in-house, effectively creating one or more "SAP gurus" within your IT department. These key users should have the knowledge, resources and expertise necessary to oversee the issue tracking and resolution process from top to bottom, providing quick how-to educational sessions and logging all issue tickets that may arise. If you don't have anyone on staff with the necessary skills, time and resources to provide this ongoing guidance for your workforce, consider making an additional hire or partnering with an outside SAP support provider to take the place of an on-site key user network.

### 2 Master Data Maintenance

Ensuring uniform, normalized data is critical to the ongoing success of your new software. SAP is designed to provide every user with access to the same exact data in one centralized location, ensuring that all your employees are working from a single version of the truth. With that in mind, if your master data isn't consistently maintained, then your employees won't all be on the same page and your system can quickly fall victim to the chaos that results from data discrepancies and duplications. That's why it's important to assign a controlled group of employees the responsibility of "locking down" your master data, removing duplicate records, resolving information conflicts and controlling employee access with effective managerial oversight.

### **3** Efficient Support Model

In addition to training your employees in the intricacies of SAP utilization, it's critically important to provide them with a strong working support model so people know where to go when they have an issue. When it comes to providing ongoing SAP support for every member your workforce, don't follow the path of least resistance. Make sure that every service issue and support request is logged correctly and that there is an efficient process in place for issue resolution.

### **4** Reporting

SAP provides two key types of reporting capabilities to help you improve the efficiency of your company's operations: Transactional and Analytical. Transactional reporting helps you effectively manage the operational aspects of your business, tracking invoices, organizing order fulfillment systems and much more. SAP's Analytical reporting capabilities provide an overview of your company's key performance indicators and metrics, helping you monitor progress and meet the overall goals and objectives of your business on an ongoing basis. By providing every member of your team with a solid understanding of and window into your company's key performance indicators, you can ensure that they are effectively managed and fulfilled.

### **5** Mobility

If your company isn't utilizing the many mobile integration options that SAP offers, then you're missing out on a number of strategic advantages that could revolutionize the way you do business. In addition to optimizing your employees' laptop computing capabilities, these mobility solutions are compatible with most existing smart phone technology. By pushing SAP beyond the desktop, you get instant handheld access to all of your reports, dashboards and targeted analytics, allowing users to make informed business decisions from any onsite or remote location.

## 6 Training

Successfully integrating SAP into your business requires continuous employee education and updating on the best practices and methods necessary to optimize each user's experience. This is not a "one-and-done" process. It is an ongoing commitment to continuous improvement. Start by introducing your employees to the overall capabilities of SAP as it applies to needs of their individual positions within the company. Once each user has had a chance to interface with the new system and become familiar with some of the advantages and efficiencies that SAP offers, conduct a ticket desk analysis. This analysis will help you identify user issues and determine the key areas that require additional training.

## 7 Testing & Documentation

Ongoing testing and documentation is critical to the successful integration of SAP into your everyday business operations. Testing and documentation helps you maintain a strong overall system perspective, identifying areas of success and improvement to guide your training updates and system optimization. More importantly, this important observational aspect of SAP integration helps you adapt your software requirements and capabilities to meet the needs of your growing business.

Every business is unique and requires its own unique approach to SAP software integration and optimization. That said, the seven tips outlined above should provide a good, solid starting point to guide businesses of every type as they begin to harness the power of this comprehensive business management system.

**For more suggestions to help you maximize the power of SAP for your business, visit diagonal-consulting.com or call 484.329.2080 to speak with one of our expert consultants.**

### About Us

Diagonal Consulting is an SAP software installation, training and support firm dedicated to helping businesses and organizations streamline operations, reduce IT costs, improve reporting capabilities and enjoy the advantages of a totally scalable business management system