

# knowledge management in Global SAP Practice

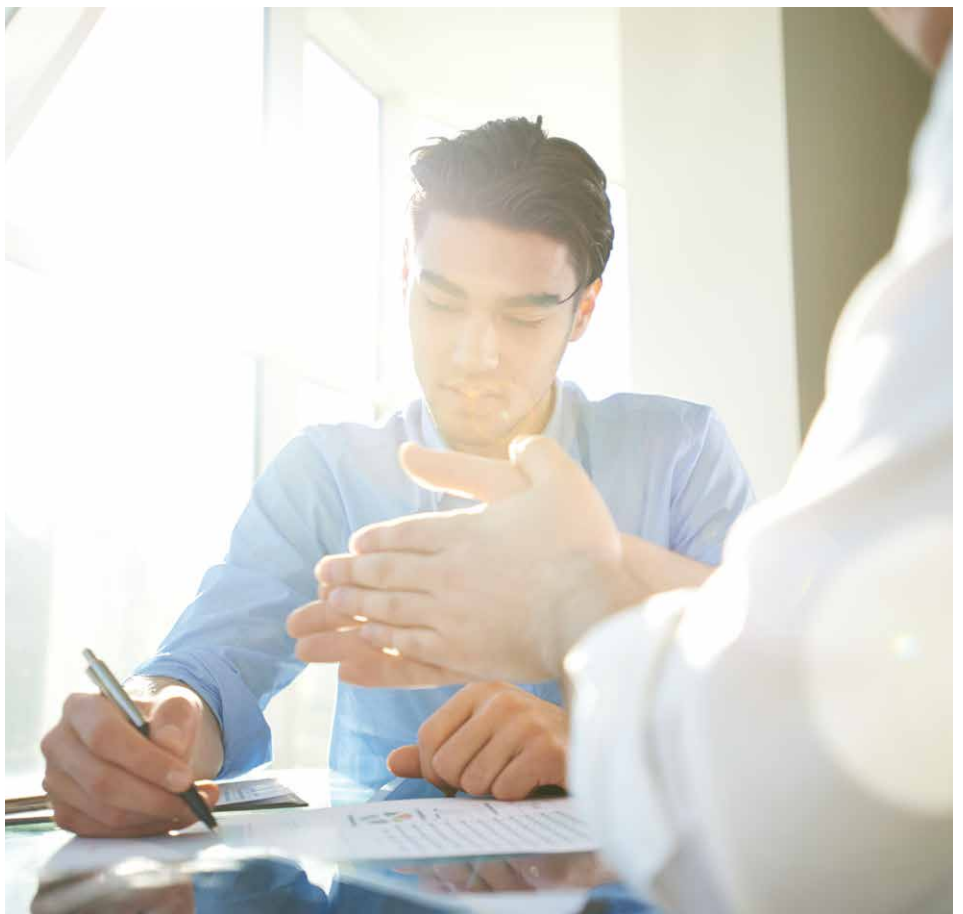
The Atos Global SAP Competence Center (sapCC) – a source of competitive advantage.

**Many of our SAP customers are transforming their businesses in unprecedented ways. To anticipate this, we need a highly-skilled workforce that is well-versed in both our customer landscapes and business needs, who can translate these changing needs into effective business solutions.**

Today, personnel from Atos provide support to around 5,000 customer SAP systems globally, and more than one million people rely on our technology to achieve their business goals. Imagine the competence pool needed to support such diverse and complex client systems on a follow-the-sun 24/7 basis?

It means extensive mobilization of business knowledge and SAP-centric expertise offered by different teams and people located in different countries and business units. It means that we have to empower our people with knowledge and create opportunities to share the power of knowledge. We must enable complete collaboration across these units to facilitate better access to people, systems, and information, so we can deliver on-time solutions of unparalleled quality to our SAP customers.

In this context, the challenges of a high-growth global SAP organization were primarily related to managing knowledge. With application of Knowledge Management (KM) concepts, sapCC was transformed into a learning organization offering several knowledge services and facilitating social collaboration to meet the challenges. This document talks of transformation of sapCC.



# Introduction

At the heart of Atos' expertise in SAP lies the Atos sapCC. The sapCC facility helps Atos maintain its status as a leader in the SAP systems integrator market.

The functions of the sapCC include supporting Atos SAP Practices worldwide, empowering nearly 10,000 Atos SAP consultants in their day-to-day duties, enabling complete collaboration across the entire Atos SAP community.

This is done by the numerous services and tools as outlined below.

These tools are all about empowering people with true knowledge-sharing capability: who to contact for a particular knowledge set, where to access it, and how to share it.

These tools will allow us to support to our customers completely:

- ▶ Empowering users with better tools, making work easier and facilitating KM
- ▶ Enabling full collaboration across units to have better access to people, systems, and information.

“The battle kit for the Atos SAP consultant to get up to speed with the latest SAP technologies and solutions”

sapCC Portal	SAP Social Helpdesk	SAP Expert Communities	SAP Learning	SAP Ramp Up
One-stop-shop for accessing over 100 SAP Training & Demo systems	Ask the SAP expert - One-stop-shop to ask for help and help others colleagues	Social Collaboration & Competency development around key SAP solutions & technology	Social Learning & Collaboration platform	SAP New Solution Ramp Up - Innovation Service for key SAP technologies

The screenshot displays the SAP Community Portal interface. At the top, there is a navigation bar with links for Home, Systems, Training, Knowledge Center, Hana, RTDP, Global SAP KM, Communities, Support, About Us, and sapCC Reporting. Below this, a main article titled "S/4 HANA - The Next Generation Suite" is featured, with a sub-header "Article in the Picture". The article text describes S/4HANA as a next-generation business suite designed for a digital and networked economy. To the right of the article, there is a sidebar with "System Favorites" and a table listing systems like "SAP EHP1 for SAP Solution Manager". Below the main article, there is a "Latest News" section with several news items, including "SAP Pinnacle Awards - Atos Winner Global Value-Added Reseller of the Year" and "HANA Analytics Demo". On the left side, there are navigation links for "sapCC Offering", "User Manual", "Search sapCC System", "Community Playground Systems", and "Customer Demo Landscapes". At the bottom, there is a "Follow us on Twitter" section and a "Follow us on LinkedIn" section.

# Understanding our SAP solutions to make them work - where ideas translate into business

To keep up with the onslaught of new SAP solutions and technologies is not easy. There are many solutions and technologies on offer that integrate with many others, layering complexity as they do so. How do we stay in control, to prepare and run successful demos and prototypes for our customers?

The answer is to have a centralized and co-ordinated approach to managing our SAP Test & Demo systems. It supports our 10,000 Atos SAP consultants worldwide and offers them training and demonstration environments to assist customer engagements. At any given time, dozens of Atos consultants can simultaneously access the services of the Competence Center through a dedicated sapCC web portal.

This is the Atos SAP KM and collaboration portal for the Atos SAP community. It is a one-stop shop wherein one can access our SAP systems, information, and people.

The sapCC portal contains a wide variety of learning and playground systems along with a catalog of relevant demonstrations that can be adopted to support our bid and pre-sales activities. It also contains new SAP solutions and technologies like HANA, Mobile, and Analytics.

The business value this creates for our customers is clear:

- ▶ **Speed:** faster time to demo and prototyping - making use of a team of Atos experts with ready-to-use central demo capabilities
- ▶ **Customer Experience:** providing anywhere, anytime access to the sapCC Portal, providing an easy access path to various SAP systems
- ▶ **Innovation:** thought leadership on SAP key topics from our experts in industry, solution & technology, reducing the risks and timeline involved in adopting new SAP technologies
- ▶ **Efficiency:** increasing the efficiency, reusability, and quality of an adopted SAP solution.

## Atos Demo Catalogue

Vertical SAP Solutions (32)	
Public Health & Transport	<ul style="list-style-type: none"> <li>▶ Atos SAP for Defense</li> <li>▶ Atos SAP for Hospitals</li> </ul>
Financial Services	<ul style="list-style-type: none"> <li>▶ Atos SAP for Banking</li> <li>▶ Atos SAP for Insurance</li> <li>▶ Atos SAP for Finance (SEPA, FSCM)</li> </ul>
Manufacturing Retail & Services	<ul style="list-style-type: none"> <li>▶ Atos SAP Integrated Manufacturing (MES)</li> <li>▶ Atos SAP for Retailer</li> <li>▶ SAP Best Practice solution for Chemicals, Pulp &amp; Paper, Industry Machinery &amp; Components, Retail, Automotive, industry</li> </ul>
Horizontal SAP Solutions (39)	
<ul style="list-style-type: none"> <li style="width: 50%;">▶ Atos SAP for Consolidation &amp; Harmonization (C&amp;H)</li> <li style="width: 50%;">▶ Atos SAP Human Capital Management (HCM)</li> <li style="width: 50%;">▶ Atos SAP for Sustainability and Compliance (S&amp;C)</li> <li style="width: 50%;">▶ Atos SAP for Finance &amp; Controlling (FICO)</li> <li style="width: 50%;">▶ Atos SAP for Business Intelligence (B)</li> <li style="width: 50%;">▶ Atos SAP for Purchasing</li> <li style="width: 50%;">▶ Atos SAP for Mobility</li> <li style="width: 50%;">▶ Atos SAP for Enterprise Asset Management (EAM)</li> <li style="width: 50%;">▶ Atos SAP HANA in-memory</li> <li style="width: 50%;">▶ Atos SAP Customer Relationship Management (CRM)</li> <li style="width: 50%;">▶ Atos SAP for Testing</li> <li style="width: 50%;">▶ Atos SAP Supplier Relationship Management (SRM)</li> </ul>	

## The Atos Approach

- ▶ Centralized & co-ordinated Training & Demo environment
- ▶ Access to 71 Demo landscapes
- ▶ Access to 35 Training systems
- ▶ Accessible anywhere / anytime
- ▶ People working together via virtual teams of expert communities
- ▶ Demos added to catalog for reuse.

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# With a little help from my SAP friends!

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**You're working on an SAP project within a customer environment and have some questions regarding an issue. You need to solve it before the project can move forward. And you really need to know the answer today. Does this sound familiar?**

Often, getting an answer to a question from an expert could mean a response time of days, rather than hours. But now, thanks to the 'Ask the SAP expert - the Atos SAP Social Helpdesk' community on blueKiwi, our Enterprise Social Network tool, the average response time has come down to around 45 minutes.

We launched this community in March 2013, and today it has become a successful global entity that enables collaboration between people across countries and business units. The goal of this community is simple: to

connect people who 'need to know' with those who 'do know'. This approach of helping one another will enable everyone to gain quicker access to SAP expertise and reduce the time required to solve various issues and questions.

The benefit for members of the community is they now have a platform where they can put their questions to a wide range of experts and experienced users who will provide them with timely support. At the same time, everyone benefits and learns from the process of sharing knowledge, views, and insights with other SAP colleagues.

Today, this community has evolved into a self-sustaining group, that is fun to access and be a part of, and which will improve our business performance through shared experiences, solutions, and successes.

## The Atos Approach

- ▶ Global Q&A Community for:
  - Posting & answering SAP expert questions
  - Sharing SAP knowledge
  - SAP expertise location
- ▶ Get support in hours instead of days
- ▶ Recognition & reward on key contributors (Member of the Month)
- ▶ Making use of gamification for our toughest SAP challenges.



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## Learning by collaboration and knowledge-sharing at your own pace

**Just like us, our customers invest in technologies to create new processes while improving the existing ones all year round. As a result, the workforce is constantly required to expand their skill sets while simultaneously focusing on the customer.**

At Atos, we have optimized our organizational performance through learning and development by adopting several tools that collate these new ways of learning. We equip our people with tools and content to enable social learning and collaboration.

# I am not alone - I have my friends - no matter where they are from!

“Coming together  
is a beginning.  
Keeping together  
is progress.  
Working together  
is a success.”

Henry Ford

**Where there is team collaboration,  
wonderful things can be achieved.**

We have lots of experts in different SAP domains scattered across the globe. You can feel very alone very quickly in a big organization, if you are not well-connected.

Wouldn't it be nice if you could work with your peers to understand each other's expertise, and have a platform where you could collaborate together, thereby building trust?

KM and collaboration remains a priority for a knowledge-intensive organization like ours, and our ambition is to develop a seasoned, collaborative, and community-based approach to maximize the value created from our greatest assets: our people.

**Unlocking everyone's true potential!**

## The Atos Approach

- ▶ Unifying Atos SAP consultants across 23 expert communities
  - Business process competencies (5)
  - Vertical competencies (7)
  - Technology competencies (7)
  - Encompassing competencies (3)
- ▶ Enable social collaboration tools (ESN, Lync, SP)
- ▶ Scope: training, curriculum, portfolio, experience sharing, customer's domain knowledge, delivery challenges, demos.

**We use a variety of methods and tools to enable this:**

- ▶ Through the SAP Learning Hub: an SAP cloud-based learning platform, which provides access to all the SAP learning material 24/7 from anywhere, supplemented with learning rooms where people can ask questions and get support
- ▶ Access to an online database of SAP publications, also called SAP Expert Journals, which are knowledge articles on SAP BI, CRM, Financials, SCM, HR, GRC, and Solution Manager
- ▶ Access to recorded webinars and presentations from the Atos SAP TechEd knowledge transfer sessions on SAP key Solutions such as HANA, Cloud, Mobile, Analytics, and Solution Manager

- ▶ Access to 35 SAP Training systems, which people can use for self-study, trials, and playground purposes.

With these tools we can enhance our learning as a team and build our own Atos SAP role curriculum, thus enhancing the service quality offered to our customers. It is also the perfect way to quickly induct new consultants and develop an agile workforce.

Thus we have yet another tool to empower our employees and increase our ability to react faster to new technologies - all contributing to increased employee and customer satisfaction along with increased sales success rates.

## The Atos Approach

- ▶ Activate social learning & collaboration
  - SAP Learning Hub
  - SAP Expert Journals
  - SAP TechEd KT sessions
  - SAP Training environment
- ▶ Accelerate training of new corners
- ▶ Building Atos SAP curriculums through centralized access of content, people & systems.

# Shifting gears - showing the great SAP stuff first!

SAP ramp-up programs are a key element of the sapCC mission because it is all about innovation.

It will give us 'first mover' advantage, becoming part of a community that has early access to tomorrow's software. It will enable us to get early access to special training and knowledge tools, to better help us support our customers with their implementations more effectively.

The benefits gained by us are clear. Providing our consultants with state-of-the-art demo environment will accelerate our time to proposal, enhancing our chances of winning with smooth solution implementation and reduced risk (with the confidence that we have done it before).

For key new SAP Solutions, we create a landing page highlighting the most important things that need to be known about the solution in order to accelerate adaption of the solution to our workforce.

## The Atos Approach

- ▶ Process coordination: from nomination to communicating the learning
- ▶ Mobilizing team to learn and test new solution
- ▶ Capture the knowledge by building new demo on latest SAP solutions
- ▶ Building landing page for key new SAP Solution
- ▶ Communicate the learnings through knowledge transfer sessions.

Suite on HANA - Atos Tool Kit - Links & content for the Atos HANA SAP sales/pre-Sales/Functional/Technical/Development consultant										
SoH Sales/Pre-sales info										
SoH Knowledge Burst	Suite on HANA Value Proposition	Suite on HANA FAQ	Suite on HANA use cases	SoH Partner Handbook	SoH Pricing: FAQ	SoH Roadmap	SoH Bootcamp videos	SoH Mobile Sales kit	SAP HANA PartnerEdge	SoH Web assessment
SoH Atos Offerings										
		Supporting Toolkit								
SoH Atos Offerings	Atos Cookbook on how do SoH projects									
		SAP HANA Services e-book	SAP HANA Services	SAP HANA Project guide	SAP HANA Value Calculator	How to guide	Sample Report	SAP HANA RDS Packages	SAP HANA 23 Value Scenarios	SAP Solution explorer
Installing and Supporting SoH										
Certified SAP HANA Hardware	Sizing Suite on HANA	SAP HANA Cookbooks	SAP HANA Administrator guide	SoH Operations guide	SoH Technical FAQ	Atos sapCC Lessons learned on installation/upgrading ERP and CRM to HANA				
Learning SAP HANA										
HANA Learning Navigator	SAP HANA Academy	Experience SAP HANA	SAP HANA Essentials eBook	SAP Help Portal	SAP HANA Resource library	SAP HANA Training & Certification at SAP Education	SoH OKP	SAP Press: SAP HANA 2de edition		
SoH Demos & playground			SAP HANA for Developers				SAP HANA Communities Internal/external			
SoH Business Scenarios Scripts	SoH Business Scenario Details	SoH playground (Available on Q4)	SAP HANA Development Center	Introduction to Software development on HANA	Build Apps on HANA	Atos: SAP HANA in-memory community in BlueKiwi	Atos: SAP HANA library in SharePoint	Atos: Ask the SAP Expert community in BlueKiwi	SAP: HANA on SCN	



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# About Atos

Atos SE (Societas Europaea) is a leader in digital services with 2014 pro forma annual revenue of €11 billion and 93,000 employees in 72 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry. With its deep technology expertise and industry knowledge, the Group works with clients across different business sectors: Defence, Financial Services, Health, Manufacturing, Media & Utilities, Public Sector, Retail, Telecommunications and Transportation.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

For more information, visit: [atos.net](http://atos.net)

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