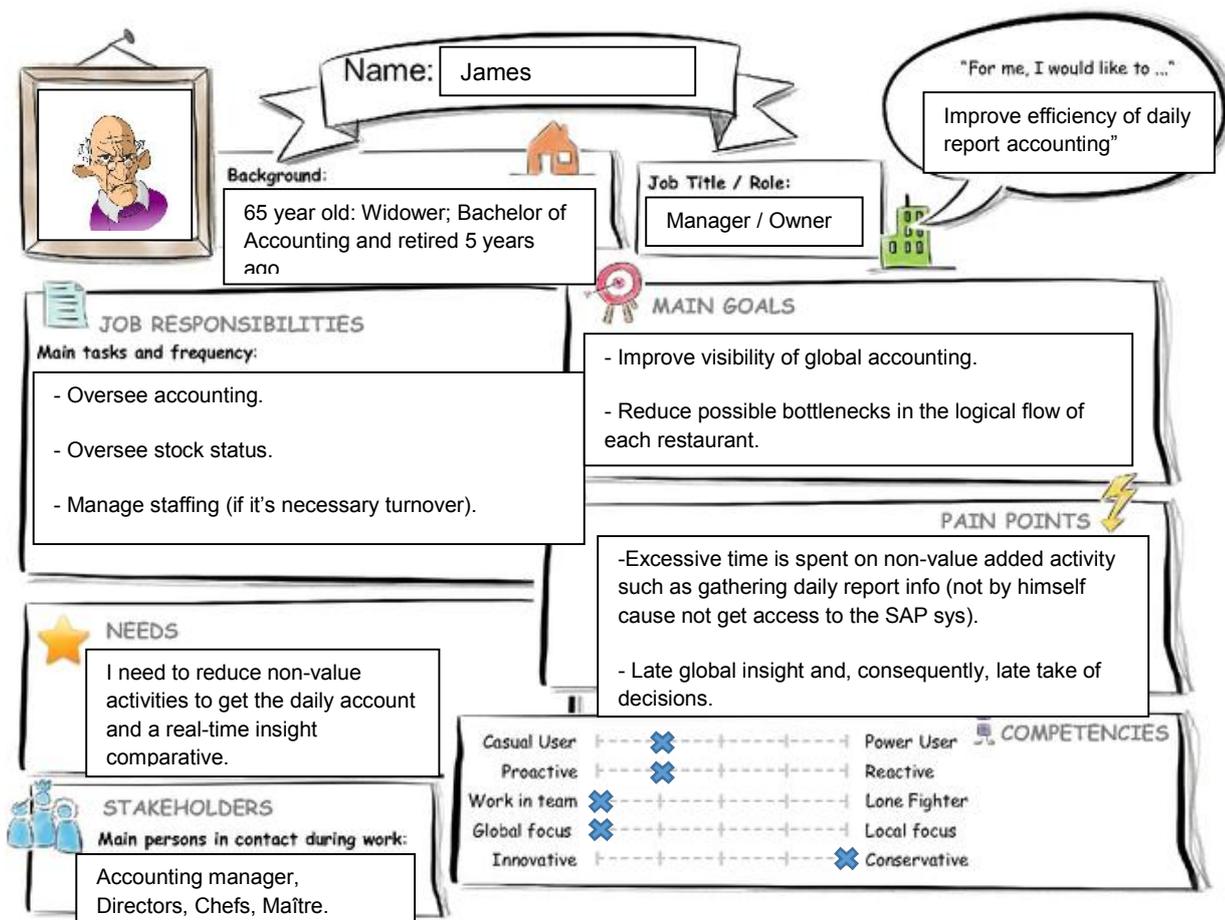## STORY

James is a retired man in his sixties who has invested a part of his fortune in a Restaurant Chain. His restaurants are spread across Spain. Despite delegating most responsibilities to his employees (each restaurant has a director/manager, a chef and a maître as main roles), he still supervises some tasks (e.g. balance sheets, financial statements) of each restaurant in order to make decisions (e.g. staff turnover).

Among all tasks that James supervises we have focused on the **daily accounting**. Nowadays James spends a lot of time collecting accounting information from each restaurant in order to compare and making some decisions. James is not used to SAP transactions (despite his daily reports come from there) and he's very reticent to use the system. Furthermore, there are a lot of non-value reporting activities that add delay on his decision making.

So, it becomes a fantastic context to propose a **SAP Fiori App** in order to solve this **manager problem** of getting feedback of **daily accounting balance** of each business element (at this case are restaurants). By using our App, he will have all the information he needs in a unique source and he could make comparisons in an easy way: He will be able to determine the strengths and weaknesses of each restaurant (by an accounting breakdown and an employee's ranking) and decide what to do by just a few clicks.
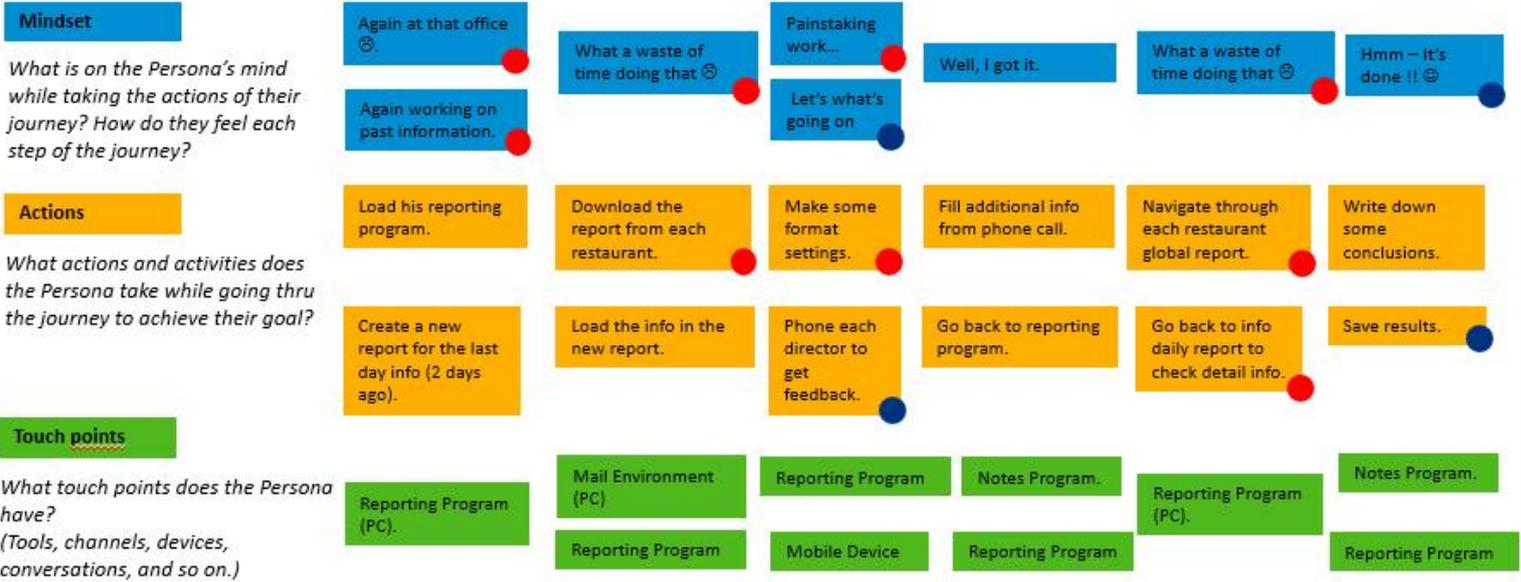
PERSONA

Name: James

"For me, I would like to ..."
Improve efficiency of daily report accounting"

Background:
65 year old: Widower; Bachelor of Accounting and retired 5 years ago

Job Title / Role:
Manager / Owner

JOB RESPONSIBILITIES
Main tasks and frequency:
- Oversee accounting.
- Oversee stock status.
- Manage staffing (if it's necessary turnover).

MAIN GOALS
- Improve visibility of global accounting.
- Reduce possible bottlenecks in the logical flow of each restaurant.

PAIN POINTS
-Excessive time is spent on non-value added activity such as gathering daily report info (not by himself cause not get access to the SAP sys).
- Late global insight and, consequently, late take of decisions.

NEEDS
I need to reduce non-value activities to get the daily account and a real-time insight comparative.

STAKEHOLDERS
Main persons in contact during work:
Accounting manager, Directors, Chefs, Maître.

COMPETENCIES

Casual User			Power User
Proactive			Reactive
Work in team			Lone Fighter
Global focus			Local focus
Innovative			Conservative

User Experience Journey

Current User Experience Journey

Duration of the Journey: 60 min

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

| Again at that office ☹. | What a waste of time doing that ☹ | Painstaking work... | Well, I got it. | What a waste of time doing that ☹ | Hmm – It's done !! ☺ |
| Again working on past information. | | Let's what's going on | | | |

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

| Load his reporting program. | Download the report from each restaurant. | Make some format settings. | Fill additional info from phone call. | Navigate through each restaurant global report. | Write down some conclusions. |
| Create a new report for the last day info (2 days ago). | Load the info in the new report. | Phone each director to get feedback. | Go back to reporting program. | Go back to info daily report to check detail info. | Save results. |

Touch points

What touch points does the Persona have?
(Tools, channels, devices, conversations, and so on.)

| Reporting Program (PC). | Mail Environment (PC) | Reporting Program | Notes Program. | Reporting Program (PC). | Notes Program. |
| | Reporting Program | Mobile Device | Reporting Program | | Reporting Program |

MOCK UP

SLIDE 1

This is the first section of our detail view. Here we'll have some address detail information.

SLIDE 2

In the second Icon Tab Filter we'll find a comparative chart of the daily money gather for each restaurant.

SLIDE 3

In the next section we'll have a rating indicator for each main role (Manager, Chef,…).

SLIDE 4

In the last section we'll find a detailed distribution of the amount among the different meals. By doing click on each row we'll navigate to the next view.

SLIDE 5

Here we'll have some details of the current meal and a percentage comparative between them.
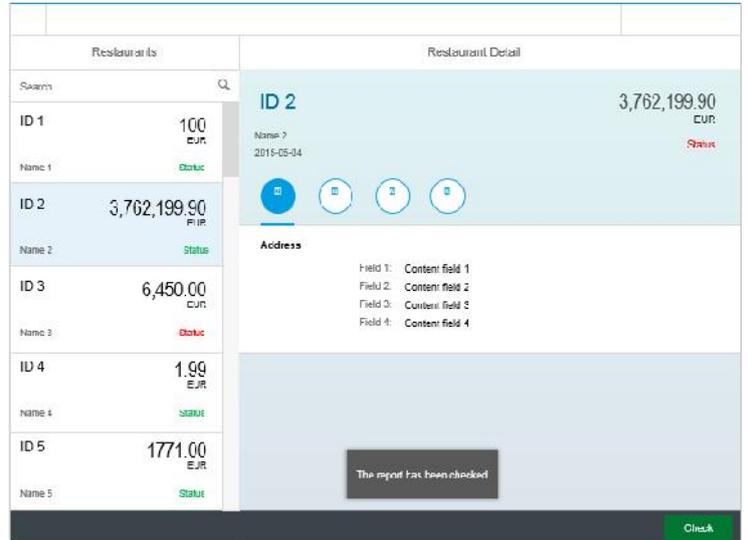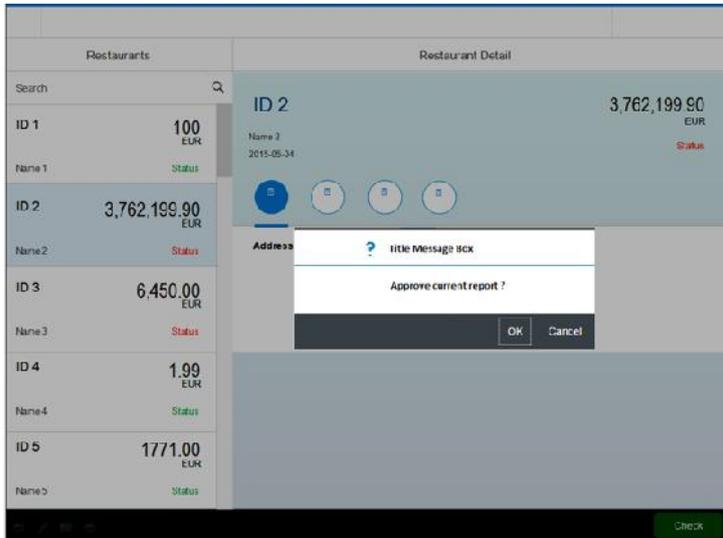
> Finally, we'll have a *Checking* action by just click on the Check button. It's a way to confirm the current report and changing it status.

APP PROTOTYPE

You can find my video explanation on the next link → https://www.youtube.com/watch?v=jFp0amcjJSo