

EMAIL HAS BECOME A BARRIER TO EFFECTIVE COMMUNICATION!

The vast volumes and velocity of emails within a large corporate has become a burden to employee efficiency and effective communication. Email has become the first and only form of communication within an organization regardless of the message being relayed.

This has resulted in an avalanche of emails that no individual is able to manage. Many hundreds of emails a day & thousands of unread emails in a user inbox is no longer an uncommon occurrence, and this can lead to important emails being 'lost' and a lack of efficiency within the organization. Worse, it can have financial or compliance issues if certain deadlines are not met.

The aim is to provide an alternative delivery mechanism for corporate emails, leaving the inbox free for person-person communication.

Communication from (e.g.) HR, the IT department, Education department, Marketing, and Corporate will all be via the applications, with drill down capability within the app to view the data from a single location.

There will be one app per business area, grouping common functions together. So there would be one app regarding Education including communication from (e.g.) GCO University, openSAP, openHPI, SkillsOnDemand, and SuccessFactors learning.

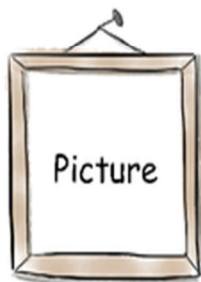
A similar app would be available for Support Calls (e.g IT Helpdesk, HR Helpdesk, Business Support Helpdesk), and another for travel & expenses.

As well as providing push notification for new events the apps would be the go to places regarding that business area, which has the secondary benefit of simplifying employee onboarding.

The apps would target employees of large organisations, across all industries; in particular Sales & Sales support related functions would be targeted first due to the nature of their role, and size of inbox. The clean, uncluttered, and focused interface would appeal to the target audience due to the simplicity and familiarity of the delivery mechanism, providing a central location for all employee related information and tasks.

RUN SIMPLE





Name: John Doe

Background:
34 yr old. Married. Degree in IT. 10 yrs sales experience

Job Title / Role:
Sales Specialist

"For me, I would like to ..."
Improve my efficiency by reducing daily distractions



JOB RESPONSIBILITIES

Main tasks and frequency:

Specialist IT Sales
At customer's site frequently.
Travelling constantly. Live on smartphone.
Continuous flow of emails from colleagues, partners, customers, SAP corporate, making it difficult to spot the important ones.



MAIN GOALS

Sell software. Build sales pipeline.
Customer Relationship Management
Clear clutter from daily life to focus on points above.

PAIN POINTS

Too many emails, can't find what I need.
Too much email noise. Can't differentiate or prioritise between emails easily.
Too much of my day wasted managing emails.



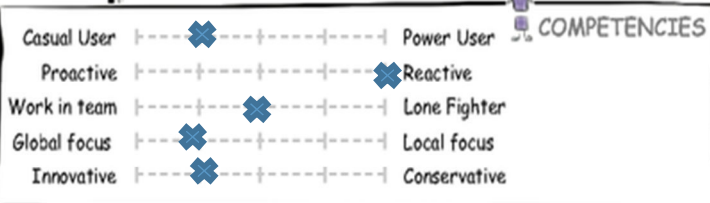
NEEDS

To focus more on selling and less on admin
To be able to find customer/partner emails quickly



STAKEHOLDERS

Sales Management
Partners
Customers



User Experience Journey









Current User Experience Journey

Duration of the Journey: 20 min

Mindset	When did John and that email?	Damn! I didn't see that email from Mark !	What's this about an outage?	Why am I filing this rubbish ?	I really don't need this now.	Hmm. Lot's of Johns
	Why do I have so many emails?	I hope he's not mad I missed his deadline.	I need the system today. Now what?	Oh no, I should have done that training.	Can't find it. Let's try something else	Finally !
Actions	Look for a specific email from John	See missed email from Mark	See email from IT	Scroll through and file 30 emails	Follow link & complete training	Scroll through 90 results
	Scroll through 100 emails	Reply to email from Mark	Raise a ticket to keep system up	See Mandatory training email	Perform an email search for 'John'	Read email from John
Touch Points	Email Client	Email Client	Email Client	Email Client	Web Browser	Email Client
	Mouse	Keyboard	IT HelpDesk System	Email Client	Email Client	Email Client



Employee Central

<p>Help Desk</p>  <p>3</p> <p>Open Cases</p>	<p>HR</p>  <p>0</p> <p>Open Events</p>	<p>Education</p>  <p>4</p> <p>Enrolled Courses</p>	<p>Travel & Expenses</p>  <p>2</p> <p>Active Booking</p>
<p>Events</p>  <p>1</p> <p>Upcoming</p>	<p>Subscriptions</p>  <p>7</p> <p>Recent Feeds</p>	<p>Workflow Requests</p>  <p>1</p> <p>Outstanding</p>	<p>Workflow Approvals</p>  <p>0</p> <p>Outstanding</p>

Only available for Manager role



The screenshot shows the SAP Education Request interface. On the left, a list of education providers is displayed:

- openHPI: 0 Courses currently enrolled on
- openSAP: 1
- Value University: 2
- BCA School of Business: 1
- Sales Acceleration Series: 0

The main content area displays the 'openSAP' logo and progress indicators for 'Enrolled' (1), 'Schedule' (3), 'Completed' (4), and 'Attachments' (4). Below this, the course '1. Build Your Own SAP Fiori App' is listed with a date range of '25 Mar 2015 – 27 May 2015'.





The screenshot shows the same SAP Education Request interface, but with the 'Completed' progress indicator selected. Below the progress indicators, a table lists completed courses:

Name	Date	Pass Rate	Details
S4/HANA in a Nutshell	07 May 2015	93%	>
SAP Innovative Solutions	17 Oct 2014	90%	>
Introduction to SAP HCP	16 Dec 2013	85%	>
SAP BCP & Analysis	12 Dec 2013	87%	>

Provider	
Search	 
openHPI	0
openSAP	1
Value University	2
BCA School of Business	1
Sales Acceleration Series	0
Skills on Demand	0
SAP Education	0
Mango Languages	0
Lynda.com	0

Course Overview

openSAP





-  1
-  3
-  4
-  4

1: Build your own SAP Fiori App 25 Mar 2015 - 27 May 2015

Provider	
Search	 
openHPI	0
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Course Overview

openSAP

 1  3  4  4

Enrolled Schedule **Completed** Attachments

Course	Completed	Grade	
S4/HANA in a Nutshell	07 May 2015	93%	>
SAP Innovative Solutions	17 Oct 2014	90%	>
Introduction to SAP Han Cloud Platform	16 Dec 2013	85%	>
SAP BCP & Analysis	12 Dec 2013	87%	>