"Digital Adoption Platform that enhances user experience by providing in-app guidance, automation, and insights to drive efficient software adoption."

SAP WalkMe

A Digital Adoption Platform (DAP) seamlessly integrated with SAP systems to facilitate user navigation and enhance the effective utilization of SAP applications across the enterprise.

Key Features of WalkMe

Guided Walkthroughs · Automation · Contextual Assistance · Analytics

• User Onboarding
Guide new users through key workflows with interactive, in-app walkthroughs..

• Digital Transformation Support
Facilitate adoption of new SAP systems like S/4HANA or SuccessFactors.

• Change Management Communication
Use ShoutOuts and pop-up messages to inform users of process updates or system changes in real time.

• Process Compliance & Standardization
Ensure users follow standardized processes by enforcing step-by-step execution.

Prevent data entry errors and policy violations in critical processes.

• Self-Service Enablement
Provide contextual help, tooltips, and walkthroughs so users can resolve issues independently.

Minimize support tickets and improve user confidence.

• Employee & Manager Self-Service (ESS/MSS)
Simplify HR, payroll, or leave management tasks within SAP SuccessFactors or Fiori apps.

Support occasional users with intuitive, on-demand guidance.

• Sales and Customer Support Efficiency
Accelerate CRM usage (e.g., SAP C4C) by guiding sales teams through lead management, opportunity tracking, etc.

• Automation of Repetitive Tasks
Automate common sequences (e.g., form fills or multi-screen navigation) to save time and reduce user effort.

• Insights and Optimization
Track user behavior to identify drop-off points and improve adoption of underused features or modules.

• Training Reinforcement.
Reinforce formal training with on-screen guidance during real application usage.

Client Stories

Reduced Support, Faster Onboarding, Smarter Workflows:

• **40% reduction** in support tickets via digital interventions

• Analytics enabled proactive optimization and guided seamless multi-system workflows.

Training Time Down, Self-Sufficiency Up:

• **70% reduction** in training time and cost.
• **80% increase** in employee self-sufficiency.
• **50% fewer** support calls/tickets.

Reducing Errors, Tickets, and Data Entry Time with WalkMe:

• Provide Heading for: 75% reduction in support tickets
• 70% fewer submission errors in Ariba.
• 20% reduction in data entry time in Salesforce..

DXC's SAP WalkMe team advise, implement and support organizations to address current business priorities and challenges, focusing on:

• Provides in-application, real-time guidance to simplify navigation and enable users to complete tasks independently.

• Offers contextual help, self-service resources, and tooltips to reduce reliance on support teams.

• Replaces static training with interactive, role-based learning embedded directly in the application.

• Ensures process adherence by guiding users through standardized workflows and automating key actions.