Self-Service Enablement

SAP WalkMe empowers users to complete tasks independently by embedding intelligent, in-app support within SAP applications. With contextual guidance, on-screen instructions, and automation, users can resolve issues and perform processes without needing help desk support or formal training.

Benefits of WalkMe's self-service portal — walkme

For users
- Faster resolutions
- Convenience and flexibility
- Improved product mastery
- Reduced frustration
- Increased confidence and independence

For organizations
- Reduced support costs
- Improved efficiency and productivity
- Higher customer satisfaction
- Increased product adoption
- Improved employee onboarding
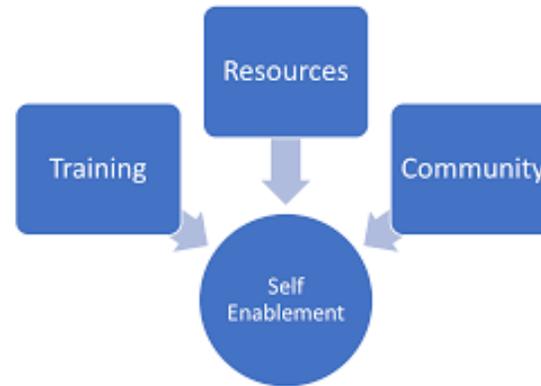- Valuable data and insights

Customer Goals

- Reduce dependency on IT or support teams for routine tasks
- Enable users to navigate SAP systems confidently
- Improve task completion rates and accuracy
- Accelerate user productivity and reduce onboarding time

Resources / Training / Community → Self Enablement

Features:

- Interactive, step-by-step instructions embedded within the SAP UI
- Contextual help on fields, buttons, and menus
- Centralized widget where users can find help articles, flows, and videos
- On-demand access to support content and process walkthroughs
- Proactive communication of updates or changes
- Auto-fill fields or complete tasks to reduce manual effort

SAP Certified Professionals Worldwide

"DXC is actively expanding its WalkMe capabilities across all global regions, investing in skilled resources, building regional Centers of Excellence, and strengthening its ability to deliver scalable digital adoption solutions that support enterprise transformation initiatives."

SAP WalkMe Alliance Team

To ensure we are up to date on all the SAP WalkMe capabilities and client offerings, DXC maintains a close, direct working relationship with the SAP WalkMe Alliance Team

Solution Overview

WalkMe overlays SAP interfaces to provide users with real-time assistance, including guided tours, tooltips, pop-ups, and automated flows that simplify complex processes. Users get the help they need exactly when and where they need it—without leaving the system.

Customer Benefits

Reduced Support Costs
Users can resolve common issues and complete tasks on their own, reducing the volume of help desk tickets.

Faster Task Completion
In-app guidance helps users complete SAP processes efficiently, minimizing delays and confusion.

Improved User Confidence
On-demand, contextual assistance empowers users to operate independently without fear of making mistakes.