

2030 it's over

User Enablement after SAP Enable Now

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public





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Services
tts digital adoption solutions

tts – we empower people

The leading partner for user enablement and digital HR



tts digital adoption solutions

We help organizations quickly close their employees' knowledge and skill gaps by providing support directly within their workflow through our AI-powered digital adoption platform, tts performance suite.



tts learning architects

We combine proven methods from the fields of change management and learning to ensure the long-term success of IT projects of all kinds. From the pilot phase to scaling, we offer effective solutions.



tts digital HR experts

We develop strategies and solutions for Digital HR. This encompasses everything from the HR business model through implementation to ongoing operational support.



>350 employees



500+ clients



>6 million tts performance suite users



25+ years of experience (founded in 1998)



13 locations in Europe and North America

Tool or Strategy?

SAP Enable Now successor solution



Replacing SAP Enable Now

Tool change or strategic realignment?

Typical Uses of SAP Enable Now

- Documentation & Simulations in SAP Projects
- Exercises & Support for Formal Training
- Companion for navigation & in-app support
- Usage depends on the enablement strategy

Opportunities arising from the change

- Review of the User Enablement Strategy
- Ensuring future viability

Strategic Considerations When Switching Tools

Day-to-day operations after go-live



What **strategy** should I pursue in the future?

Is **formal training** sufficient?



Do I need additional **performance support**?

What **content** do my users?





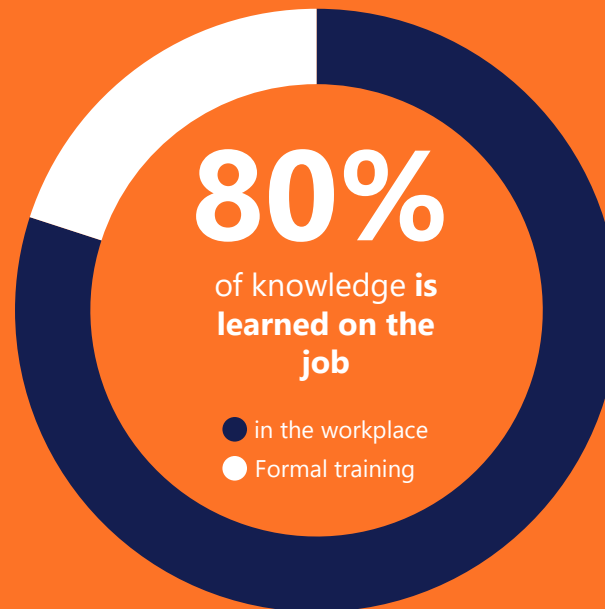
Now is the right time for
strategic reassessment

Quiz!

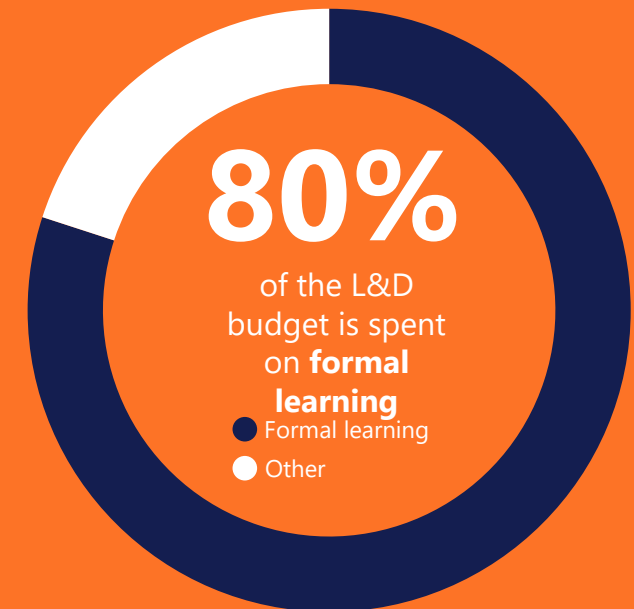
How much knowledge is **forgotten** within **7 days** of a training session?



How much of your professional knowledge did you **learn on the job**?



What percentage of your L&D budget is spent on **formal learning**?



Quiz!

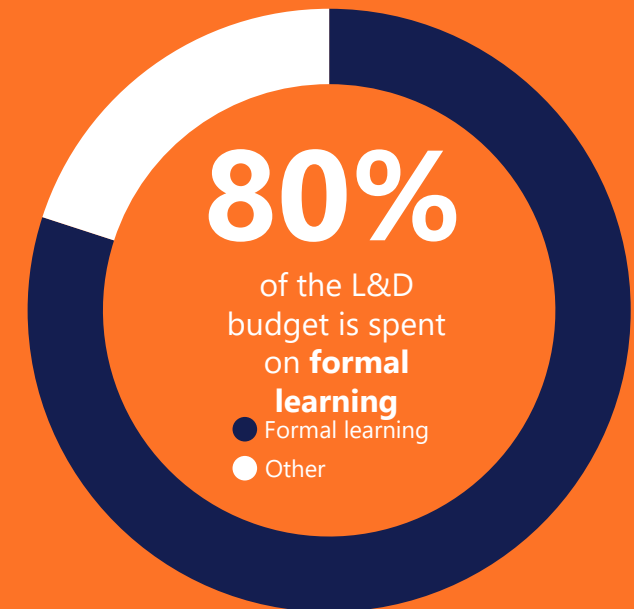
How much knowledge is **forgotten** within **7 days** of a **training session**?



How much of your professional knowledge did you **learn on the job**?



What percentage of your L&D budget is allocated to **formal learning**?



Don't get stuck in the '80s!

80%

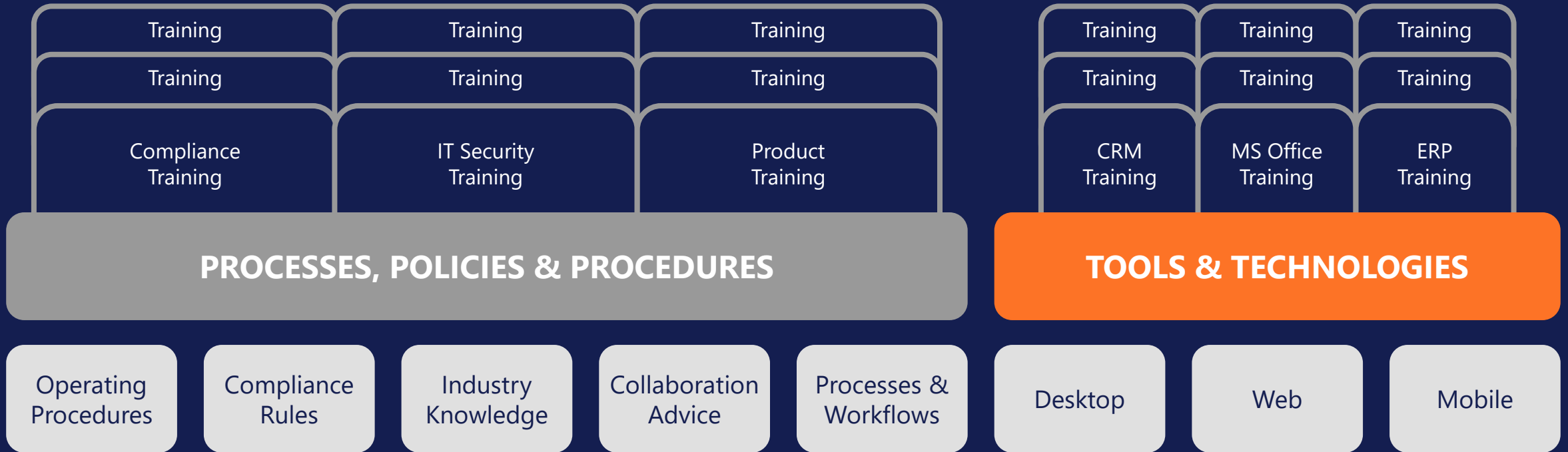
80% of the budget is
invested in **formal learning**

Of that, **80%** is **forgotten**
within a few days or weeks

and results in **80%** of knowledge
being acquired on the job, a
process that is **not supported**

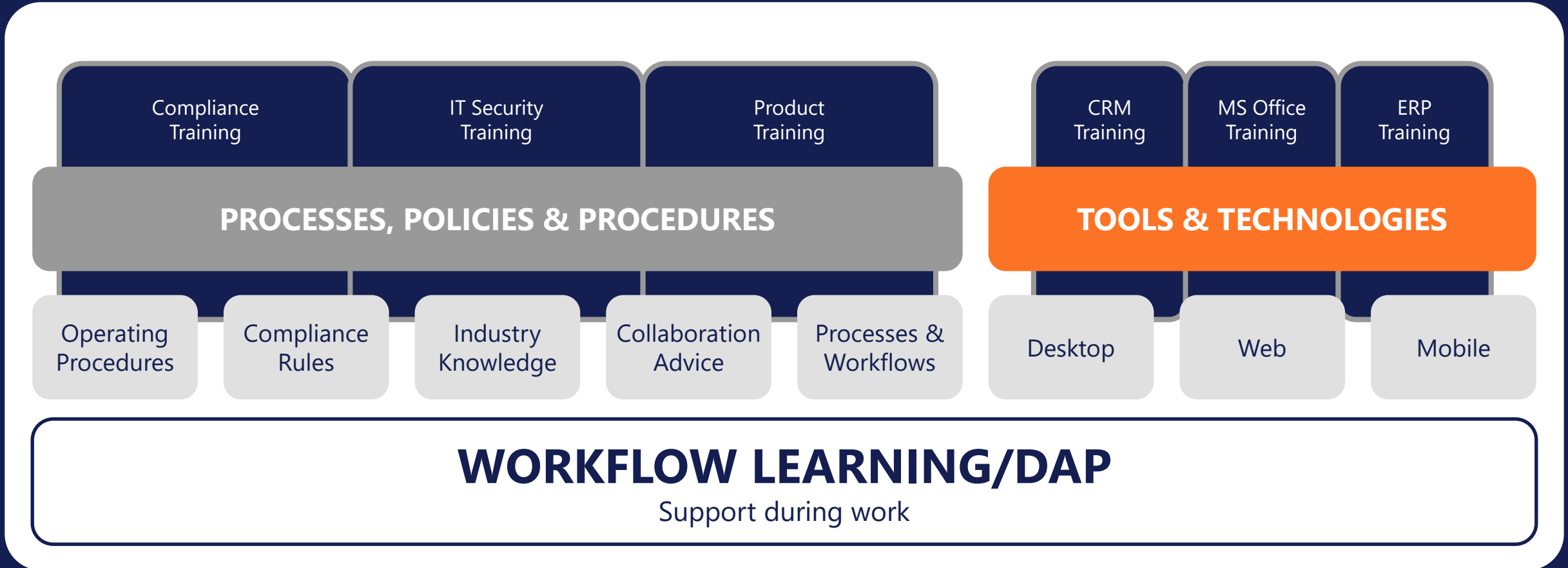
What is work?

And how do we provide training?

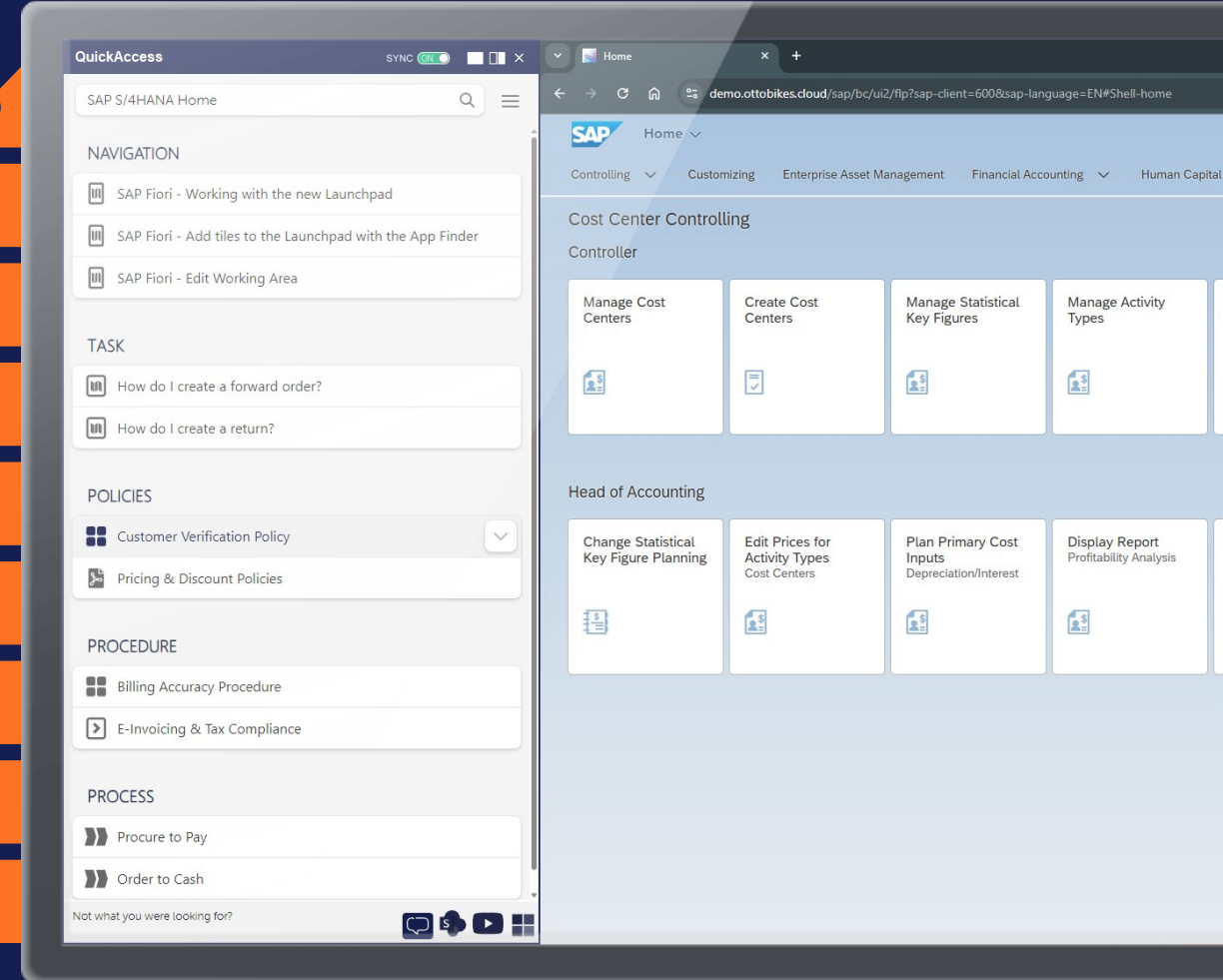
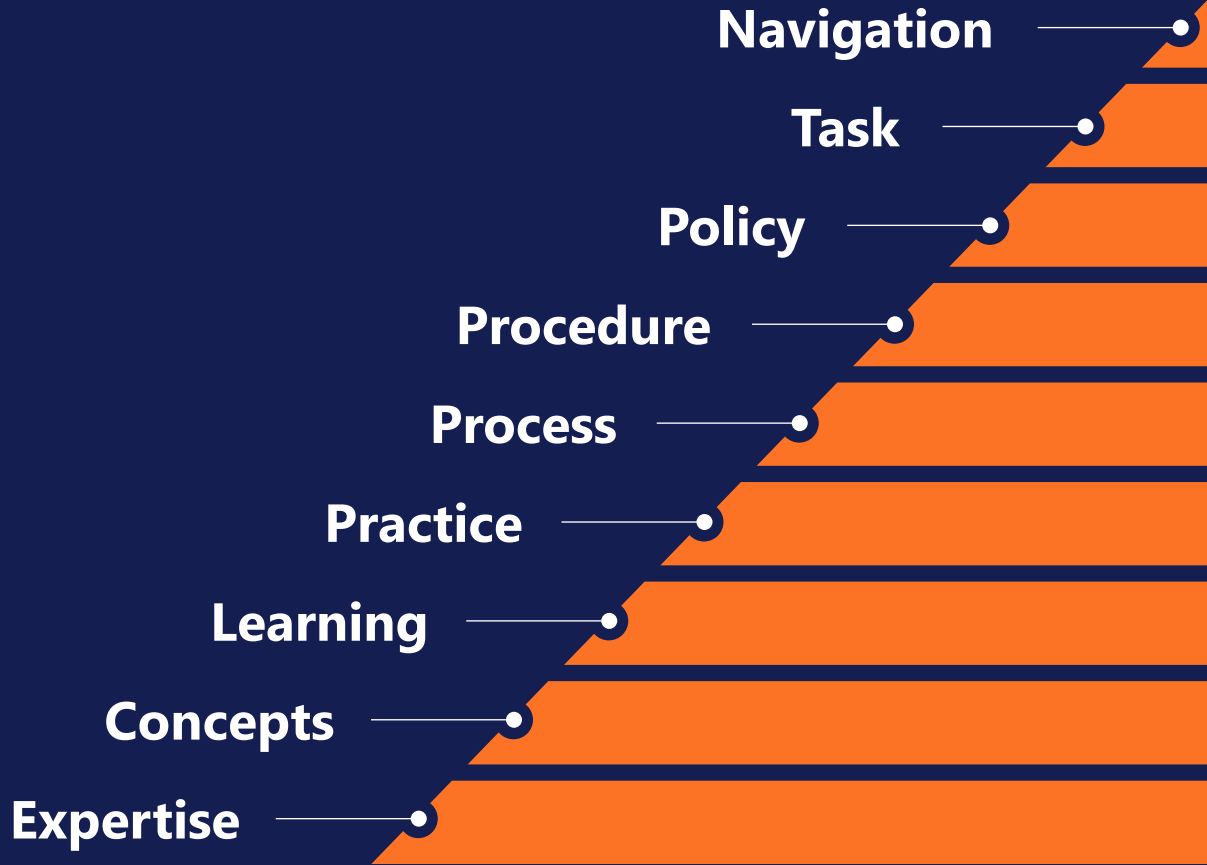


What is work?

And how do we train?



The DAP Content Pyramid



Project solution or organization-wide platform?



Strategic questions:

- Do I support **only SAP** or also **other systems and processes**?
- Do I provide support **on a project-by-project basis** or **uniformly across the entire company**?



Typical situation:

- **Knowledge scattered** across Wiki, SharePoint, LMS, SEN, etc.
- **Different access points**
- **Significant search effort**



Standardized access:

- **Less uncertainty**
- **Shorter search times**
- **Higher productivity**

System Diversity and Requirements

Technical and Organizational Aspects



Cross-application processes?

Support for Legacy Systems?



Governance & Operating Model

Technical and Organizational Aspects



**Cloud, On-Prem
or Hosting?**

**Integration with
Security &
Compliance
Standards?**





A flexible operating model
reduces TCO!

Multilingualism & Localization



Which languages are needed?



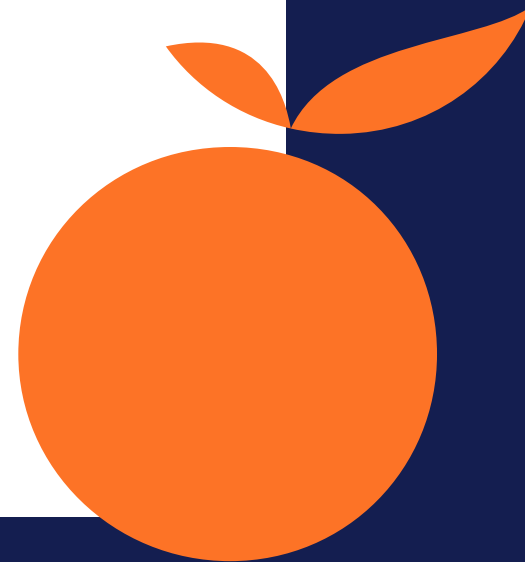
How efficient is the localization?



How much of a burden is lifted from authors?

tts performance suite offers:

- Automatic translations
- Variant management
- Rerecording functions
- On-demand translation for end users



Incorporation of the AI Strategy



Does the company have its own AI/LLMs?



Can these be integrated?



Or can only vendor AI be used?

With tts performance suite you can:

- Create synergies
- Avoid duplicate AI structures
- Leverage corporate knowledge





Time factor: Why act now?

Migration: Content is King



Existing content is valuable



Migration ≠ 1:1 transfer



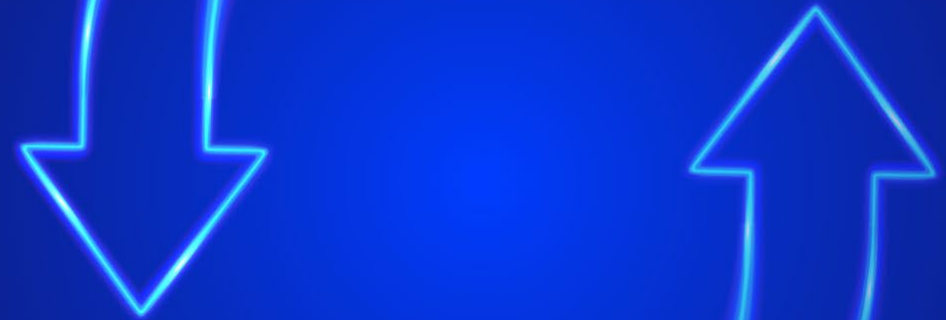
Clean-up is absolutely necessary



Note: The simpler the migration, the greater the risk of carrying over legacy issues

Replace SAP Enable Now

In practice



How do I switch to the tts performance suite?

CONCEPTUAL QUESTIONS

GOALS

1 What content should be migrated – and why?

2 Which content needs to be transferred – and which needs to be created from scratch?

3 How should filing structures be mapped in the new system?

4 How will the quality, completeness, and security of the data to be migrated be ensured?

5 What organizational implications will the migration have?

Clarity regarding scope and relevance.

Optimal use of resources & targeted modernization.

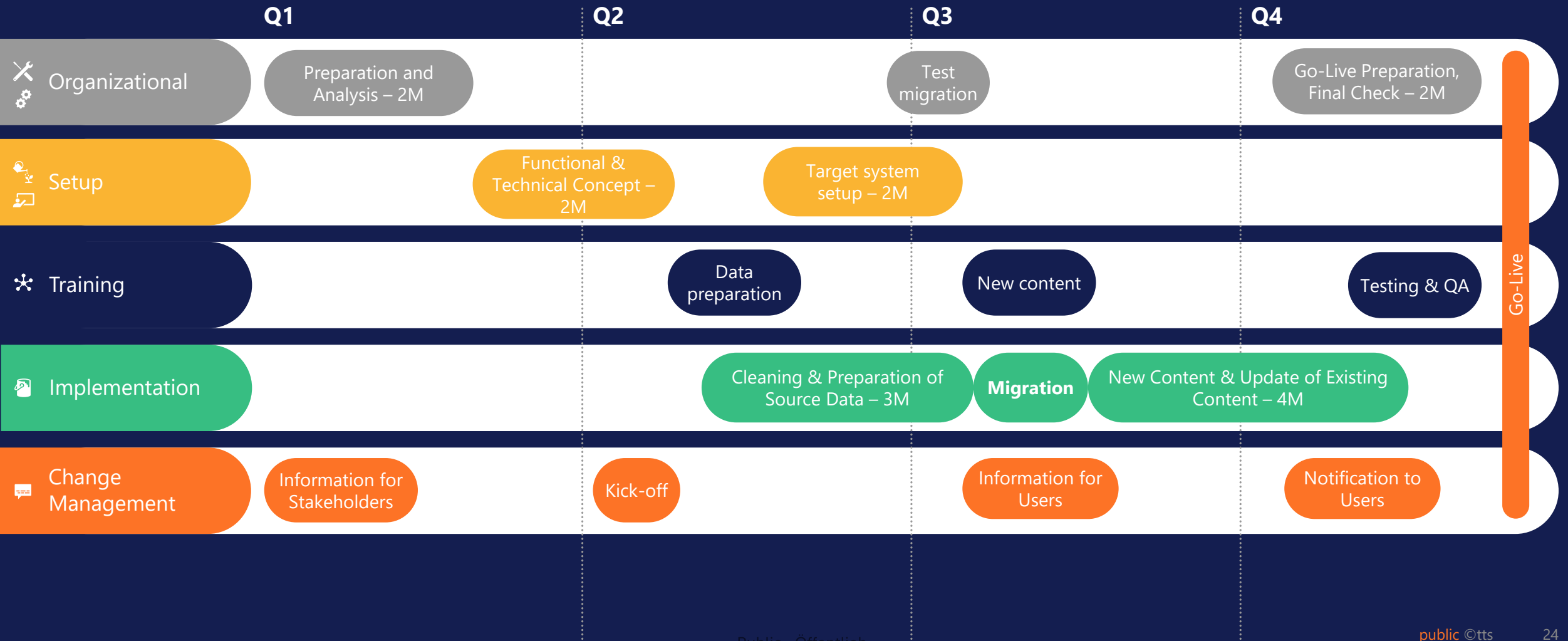
Ensure organizational compatibility.

Migrate securely, cleanly, and transparently.

Make the benefits for the organization's people clear.

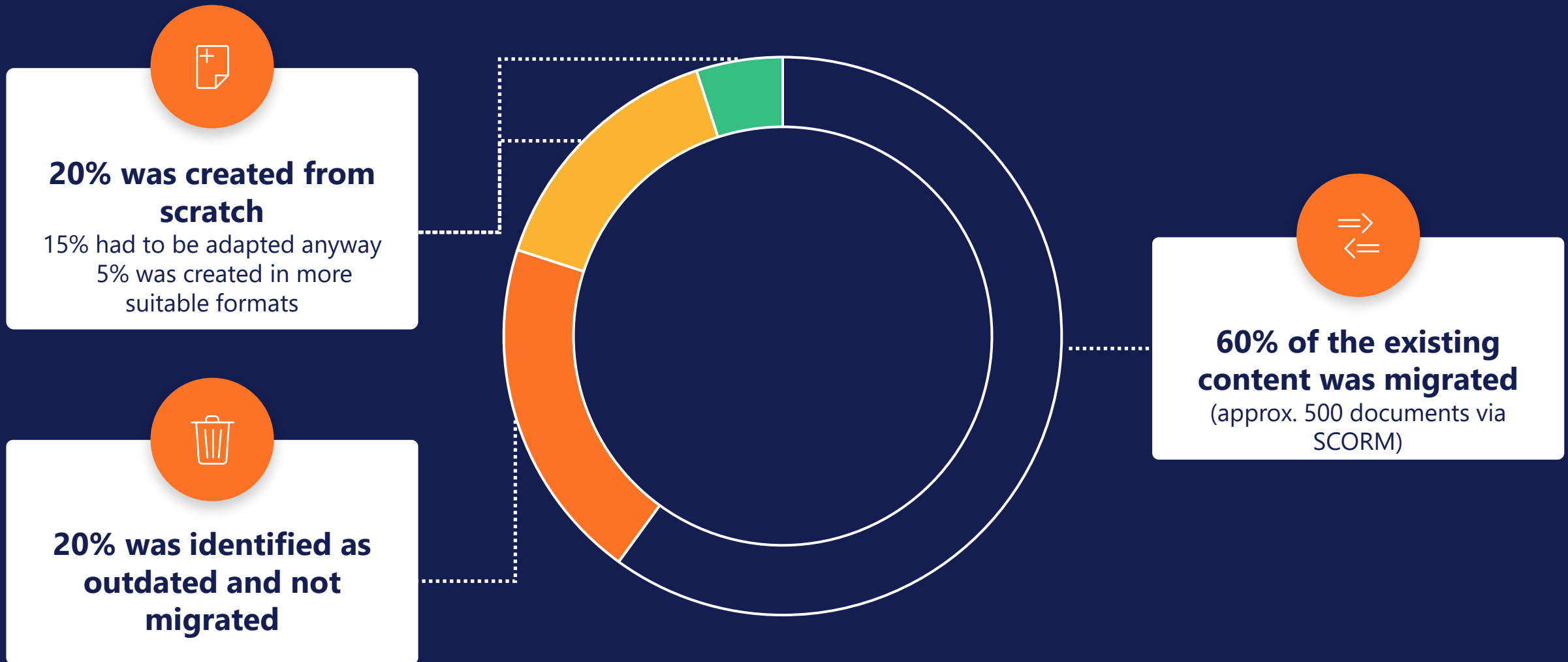
Migration in One Year

A Roadmap



A organization is relocating its assets

A new project in numbers



What the organization does differently today

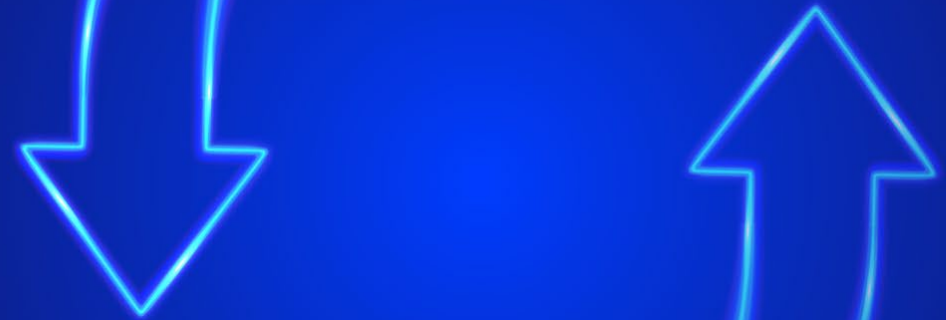
Enablement on a whole new level

Initial Situation	<ul style="list-style-type: none">• User needs help• Help with SAP transactions, apps, applications ...
Workflow	<ul style="list-style-type: none">• The user opens the "Orange" QuickAccess and searches for support options.
1.1 Support Option	<ul style="list-style-type: none">• Direct access to context-based documents
1.2 Support Option	<ul style="list-style-type: none">• Entering a search term in the search bar
2. Support Option	<ul style="list-style-type: none">• Using your own GPT to get interactive support
3. Support Option	<ul style="list-style-type: none">• Connection to the ticket system



Replace SAP Enable Now

Demo of the import function



SAP Enable Now Content Migration

Continue using your SEN content in the tts performance suite



Import SEN Content

- SCORM Import
- .dkp import
- Process structures



Make your SEN content

- In QuickAccess
- In WebAccess
- Via Context
- In courses and processes



Change your SEN content

- Edit SEN content as an eLearning creator
- Edit text
- Edit images
- Edit simulations



Create new content

- With the Creator
- For all browsers and desktop apps
- Business Guidance
- With AI support

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Thank you!

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Louis Robinson & Marco Tiemersma | June 23, 2026

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