

Introduction of SAP Fiori during an SAP S/4HANA Conversion



Document History

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1 Why you should care about SAP Fiori during your SAP S/4HANA conversion project

Note on target audience

This document is available to all customers. However, some of the content we recommend is accessible to Enterprise Support customers only. The standing guidance from SAP is that any customers who are embarking on major change – and the move to SAP S/4HANA definitely qualifies as that – should minimally have Enterprise Support.

Why you should care about SAP Fiori during your SAP S/4HANA conversion project

SAP Fiori is more than just an alternative user interface for SAP S/4HANA. Most of the best digital transformation benefits in SAP S/4HANA are delivered in SAP Fiori.

- New innovations: machine learning, artificial intelligence, or chatbots are available in SAP Fiori only.
- New business processes: for example, demand-driven MRP (Material Resource Planning), group reporting (for Finance), and central procurement, require SAP Fiori.
- Insight into action paradigm: SAP Fiori combines analytical data with transactional processing on a single user interface with very flexible app-to-app navigation that supports the train-of-thought of the knowledge worker.
- Simplified processes offering more efficient business control.
- Improved user experience for your end users: a more precise fit to their tasks for their business role, with personalization options that improve their personal productivity.

For this reason, it makes sense to include SAP Fiori in your SAP S/4HANA conversion project. Read the following blog for a short introduction on why to choose SAP Fiori apps, as well as the three main considerations to be taken when selecting them:

Blog: [Leading SAP S/4HANA UX - Selecting SAP Fiori Apps](#)

Now, what is the best approach to include SAP Fiori in your SAP S/4HANA conversion project?

SAP recommends introducing SAP Fiori in a step-by-step approach by business role, rather than individual apps. This has various advantages:

- You create a unified user experience for each business role, aimed at a specific group of users who perform similar tasks
- You align and optimize the deployment of tasks and processes these users typically execute – in a way that is much faster and easier than implementing app-by-app
- You take learnings from working with early user groups to speed up and scale new user experience across your organization.

Blog: [SAP Fiori for SAP S/4HANA – Understanding SAP Business Roles](#)

Pitfall to avoid

Avoid implementing your apps individually – it is a complex and time-consuming activity. It is also prone to errors as you are likely to overlook some of the technical details happening in the background.

In order to ensure a smooth transition to the new user experience paradigm, our recommendation is to start with a maximum of three business roles.

The following document will tell you how to best include SAP Fiori into your SAP S/4HANA conversion project both from a technical and from an organizational perspective. We will cover what SAP Fiori is, how to set up your project, what people to involve, how to best get them up to speed with the topic, and what a typical SAP Fiori implementation project flow looks like, so you can combine it with your SAP S/4HANA project plan.

2 What is SAP Fiori

SAP Fiori is the leading design for all SAP applications. Over time, SAP has been evolving the SAP Fiori experience to all SAP solutions and will continue to provide a harmonized user experience across all on-premise and cloud solutions.

The design principles of SAP Fiori are:

- Role-based: As mentioned above, SAP Fiori is built around business roles. This is a huge change compared to the traditional “transaction based” user paradigm of SAP ERP. A business role is provided with all apps required to do the work in the most efficient manner.
- Adaptive: SAP Fiori adapts to multiple uses cases (for example, occasional users vs power users) and multiple devices.
- Simple: Instead of showing all information on one screen, SAP Fiori’s paradigm is to show only what is necessary. In that way it helps users focus on what is important.
- Coherent: SAP Fiori provides one fluid, intuitive, and consistent user experience in all SAP solutions.
- Delightful: In addition to letting your users work smarter, SAP Fiori also enriches their work experience.

The SAP Fiori Launchpad (FLP) is the starting point for using SAP Fiori. It clusters the SAP Fiori Apps relevant for the users and provides access to the SAP Fiori Apps. Users also have the possibility to adjust their SAP Fiori Launchpad by removing, readjusting and adding SAP Fiori Apps.

In the future, in line with SAP’s Intelligent Enterprise vision, the SAP Fiori Launchpad will act as a central entry point for users to access SAP products via single sign-on as well as central services, such as inbox, or notifications.

Video: [SAP Fiori Overview: Design, Develop and Deploy](#) (Week 1, Unit 5, Minute 10:30 – 12:00)

It therefore makes sense to invest time in thoroughly familiarizing yourself with the SAP Fiori Launchpad and using its functions. It is a powerful tool every single user can benefit from.

Blog: [SAP Fiori for SAP S/4HANA – Top 5 Fiori features that bring value to every Business User](#)

Pitfall to avoid

Do not overwhelm your end users with an overcrowded SAP Fiori Launchpad.

The SAP Fiori Apps provide the actual business process functionality. Apps can either be transactional apps, such as creating leave requests for an employee, analytical apps, or fact sheets displaying contextual information and key facts about central objects used in your business operations. From fact sheets, you can start transactions by navigating to transactional apps and vice versa. Indeed, many of the latest SAP Fiori apps are essentially translytical – transactional apps with embedded analytics, and analytical apps with options to launch to transactional capabilities.

SAP Fiori is a very large topic as it covers User Experience, Design as well as development topics. In the next chapter, we point you to the essential learnings required by your project team members. However, we would like to point you as well to the [SAP User Experience Community](#) which you can use as a source of reference for all things around SAP Fiori.

Aspects of SAP Fiori during an SAP S/4HANA implementation

From our experience with SAP S/4HANA projects we know that many customers are unsure about how to include SAP Fiori in their SAP S/4HANA project. This is mainly because SAP Fiori is new to many customers. Read the following blog to understand SAP S/4HANA and SAP Fiori and to avoid errors when setting up and running your SAP S/4HANA project.

Blog: [SAP Fiori for SAP S/4HANA – Top 10 Myths & Misconceptions to Avoid](#)

We have mentioned it before: SAP Fiori does not simply replace the old GUI transactions. It is therefore crucial to establish the role of a User Experience (UX) Lead in the project that goes beyond the typical tasks of a pure User Interface Designer. Essentially the UX Lead is a cross-functional expert, who takes a people-centric view of how the new user experience will apply to different groups of business users, appropriate to their role, their tasks, and their devices (laptop, tablet, phone, and so on). The following blog discusses just how important a UX Lead is for your Fiori implementation project and lays out the project roles' main responsibilities throughout the process.

Blog: [Leading S/4HANA UX – Critical UX Activities in S/4HANA Projects](#)

Another term that keeps popping up in connection with SAP Fiori is adaptability. Both the SAP Fiori Launchpad and the SAP Fiori Apps themselves can be adjusted.

The SAP Fiori Launchpad can be adjusted on 3 different levels:

- Users can adjust their own SAP Fiori Launchpad by adding, removing or regrouping SAP Fiori Apps.
Video: [Adapting the Launchpad - FLP Personalization](#)
- Content Administrators (usually Functional Application Experts or Analytics Experts) can make changes to a Business Role. These changes are then available to all users having the business role assigned. Chapter 4, Step 3 of this document describes this process in detail. For additional information see:
Video: [Adapting the Homepage for a Business Role](#)
- The Administrator can make changes to the SAP Fiori Launchpad overall, for example adjusting it to your corporate branding. For more details, see Chapter 4, step 5.

With regard to the Fiori Apps, adjusting SAP Fiori Apps is often referred to as “extensibility”. Essentially, there are 3 ways to extend SAP Fiori Apps to fit them to the users’ needs, and they are nicely explained in the following short video:

Video: [SAP Fiori for SAP S/4HANA – Understanding Extensibility: UI Flexibility](#)

In-app extensibility:

- Key-user extensibility comprises a wide range of techniques to adjust the SAP Fiori app such as adjusting the UI, adding custom fields, and adding or changing business rules and business logic. More details here: Blog: [The Key User Extensibility Tools for SAP S/4HANA](#)
- Classic Extensibility refers to the traditional modification of ABAP artefacts such as extending an OData Service.

Pitfall to avoid

Avoid Classic Extensibility and Side-by-side extensibility in the first stage of an SAP Fiori implementation.

Side-by-side extensibility:

- In addition to the in-app extensibility features, customers can create their own SAP Fiori Apps on SAP Cloud Platform.

Distinguishing between classic extensibility and side-by-side extensibility can be tricky. The openSAP course How to Deliver a Great User Experience with SAP S/4HANA covers this in a handy graph:

openSAP: [How to Deliver a Great User Experience with SAP S/4HANA](#) (Week 2, Unit 5, Minutes 03:15-04:50)

Since classic extensibility and side-by-side extensibility are topics that should be done at a later stage once you have gained some Fiori experience, we do not cover classic and side-by-side extensibility in this document.

3 Prepare the SAP Fiori evaluation

Once you have gained an overview about the different aspects of SAP Fiori and how it provides value in your SAP S/4HANA conversion, the next step is to prepare the SAP Fiori evaluation. This activity consists of three steps that we cover in this chapter:

- Train your workforce
- Determine the evaluation scope
- Provide an evaluation system

Before we cover these three steps in more detail, let us clarify the term “role” which will be used in different flavors in this document. In order to avoid confusion, we will be very precise which role is meant when we talk about roles.

- **Project role:** Project roles are the people doing the actual work within your SAP Fiori project. Refer to the blog below to get more insight in the required project roles and their tasks and responsibilities.
Blog: [Essential Roles for S/4HANA Fiori Projects](#)
- **Business role:** As already mentioned in Chapter 1, a business role represents a position in a company. Users in a company usually have more than one business role at the same time, for example somebody might at the same time occupy the business roles of a sales manager and people manager.
If the project roles are the people working in your project, then business roles are what you will implement, that is, the scope of your project. There are some business roles you have to implement no matter what else you select (the most obvious example for this is the Admin role), and there are some you will need to choose as your initial business implementation scope.
You may also encounter the term security role. Note that this refers to the technical representation of the business role in the SAP S/4HANA system. It contains all apps which are relevant to fulfill this position.

Train your workforce - essential learning for your project roles

The project roles involved in your Fiori project are:

- User Experience Lead
- Functional Application Expert
- Analytics Expert
- Basis Expert / System Admin
- Enterprise Architect
- Project Manager
- End Users

Pitfall to avoid

Avoid going without a dedicated UX Lead – remember, SAP Fiori is not about just switching on a new UI.

Recommended learning for all project roles to realize the scope we describe in this document:

- openSAP: [SAP Fiori Overview: Design, Develop, and Deploy](#) – especially content of Weeks 1 and 4 (free 4-week course, content also available outside course periods. Time investment ~2,5 hours/week)

- openSAP: [How to Deliver a Great User Experience with SAP S/4HANA](#) – especially content of Weeks 1 and 2 (free 3-week course, content also available outside course periods. Time investment ~3 hours/week)

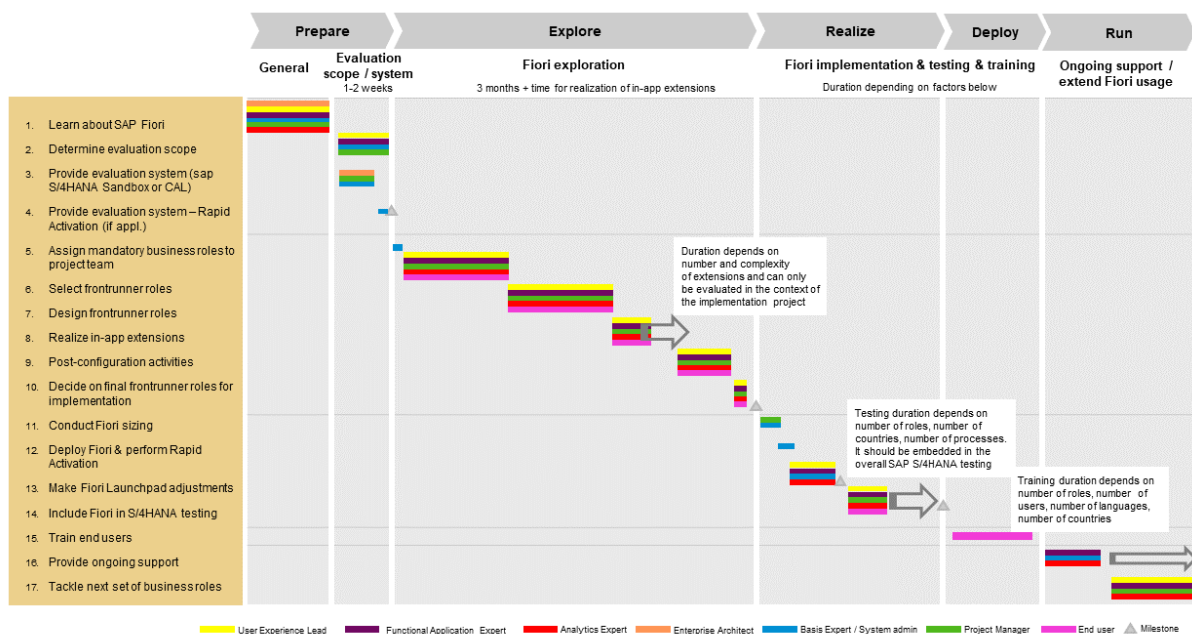
Optional additional learning:

- Course training: [SAP Fiori Foundation UX100](#) (billable 5-day classroom or virtual classroom training)

If you are interested in further structured learning material on SAP Fiori, see the [SAP Fiori Learning Journey](#) on the topic. However, note that the Learning Journey also includes a lot of content on, for example, SAP Fiori Cloud – which is out of scope for what we cover here.

Embedding SAP Fiori activities into your overall SAP S/4HANA project plan

The project plan displays all Fiori related activities along with their individual durations across the SAP Activate phases. It is intended for integration into your overall SAP S/4HANA conversion project plan – meaning those phases might take longer.



SAP Fiori activities for embedding into overall SAP S/4HANA conversion project plan

Note that the Explore phase for Fiori is for the most part performed by a stable project team led by the project manager and UX lead that also includes end users working in the business roles you plan to implement.

Determine the evaluation scope

As already mentioned, SAP Fiori gets implemented by role, so your evaluation scope is necessarily going to be a business role – of which you have plenty in your company. So how do you pick the right one as your evaluation scope?

To determine which of the many business roles in your company would make good evaluation candidates, it is important to understand to what extent your business roles are currently supported by SAP Fiori. This is where the SAP Readiness Check can help you with the filtering. It provides an analysis of the transactions you currently use in your SAP ERP system and recommends relevant SAP Fiori Apps for the corresponding business roles. The result of the SAP Readiness Check serves as a starting point for discussions with your business to identify an evaluation shortlist of business roles for your SAP Fiori implementation.

In addition to the technical availability of SAP Fiori for a given business role there are other relevant factors to consider when determining your evaluation shortlist of business roles, such as:

- Number of users:
A large number of users means scale, so if scale is an important KPI you as a project lead are measured on, you may want to pick a business role that a large number of people work in.
A small number of users, by contrast, means risk avoidance because any issues that might arise during implementation will only affect a small number of people – which is an important factor in high-complexity projects. And just in case you were wondering, SAP S/4HANA and SAP Fiori qualify as highly complex projects.
Make an informed decision whether scale is more important to you than risk avoidance.
- Need for complex adaptation of the SAP Fiori Apps:
If you have done a lot of customizing for a certain business role in the past that the SAP standard (also with SAP Fiori) does not cater for, then this would imply the need for classic or side-by-side extensibility, which, as mentioned in the previous chapter, is not recommended for your initial SAP Fiori journey.
Eliminate any such business role this applies to from your shortlist.
- Openness to a new user experience:
SAP Fiori is a beautiful user experience, but we know (and we are sure you know) that there are still a great many SAP GUI fans out there, many of whom might be hiding in the very departments that you happen to have on your evaluation shortlist.
Do not make your life more difficult than necessary. Find a business role with people working in it who are Fiori-friendly.

So, what are the activities that you have to do in order to determine your evaluation scope? Essentially what you do is:

- Conduct the SAP Readiness Check. This works as follows:
SAP Note: [2913617 - SAP Readiness Check 2.0](#)
- Interpret the results displayed in the Fiori tile of the SAP Readiness Check. Make your shortlist picks according to the roles most frequently used in your company, as also outlined in the blog above. In an ideal world, the roles you pick would also have some Fiori lighthouse scenarios - if not, never mind.
Blog: [SAP Readiness Check 2.0 – Details about the topic of SAP Fiori](#) (section “What analysis is done by SAP Readiness Check 2.0”)

Pitfall to avoid

When creating your evaluation shortlist, avoid entering the Fiori Reference Library from outside the SAP Readiness Check.

Why go to the public swimming pool if you have access to your own private pool?

Required project roles:

- Project Manager
- User Experience Lead
- Basis Expert / System Admin
- Functional Application Expert

Duration:

- Readiness Check: 1 week to run SAP Readiness Check
- Role selection: 2 days to compile initial shortlist of candidates

Provide an evaluation system

In order to narrow down your shortlist, you want to find out if everything the business role typically works with in your company is covered by the SAP standard (so you can avoid having to fill any gaps with own code that you might have to “fiorify”). This works best if you try it all out in an evaluation system. By “try it all out” we do not mean for the IT department to fiddle around with a demo. By “try it all out” we mean for the project team to sit down with your end users and make sure your adjustments in the evaluation system are as close as you possibly can get to an actual implementation.

It is therefore important to have an SAP S/4HANA evaluation system available at a very early stage to try out the SAP Fiori apps.

For this, SAP recommends using the SAP Cloud Appliance Library (SAP CAL) as it is quicker than setting up an on-premise system and saves you the hassle of providing the required hardware and finding the people to do it. In addition, SAP CAL already comes with a template user that has all business roles assigned – meaning you can get started with your evaluation straightaway with no additional content activation.

You can find information on SAP CAL in the following:

Blog: [SAP S/4HANA Fully-Activated Appliance: Create your SAP S/4HANA system in a fraction of the usual setup time](#)

Wiki: [SAP Cloud Appliance Library: FAQ – General technical questions](#) (in this context specifically note the Q&A on getting access, cloud providers, and connecting SAP CAL to your SAP system).

Required project roles:

- Project Manager
- Enterprise Architect

Duration: 0.5 days

Alternatively, you can also set up an on-premise SAP S/4HANA sandbox as an evaluation system and then, as an additional step, activate SAP Fiori using the Rapid Activation for SAP Fiori in SAP S/4HANA. The Rapid Activation for SAP Fiori in SAP S/4HANA speeds up the activation of SAP Fiori and avoids a lot of common issues by automatically activating all required ICF nodes and OData services required for SAP Fiori Launchpad and SAP GUI for HTML, initializing classic UI technologies such as SAP GUI and generating working SAP Fiori Launchpads for the selected roles. Aside from the business role candidates on your shortlist, you must also activate the roles of Administrator, Analytics Specialist, Business Workflow Specialist and Configuration Expert – Business Process Configuration. These four business roles contain most of the key user tools you will need later.

For the on-premise installation of an SAP S/4HANA sandbox, your Enterprise Architect can refer to the Installation Guide:

Documentation: [Installation Guide for SAP S/4HANA](#)

For the Rapid Activation for SAP Fiori in SAP S/4HANA, your Basis Expert / System Admin can refer to the following 4-part blog series (starting with part 1 linked here) as an overview, refer to the SAP Note for prerequisites and follow all steps laid out in the following Quick Guide document:

Blog: [SAP Fiori for SAP S/4HANA – New Rapid Content Activation on SAP S/4HANA 1909, 1809 & 1709 – Part 1 – Overview](#)

SAP Note: [2834415 - Composite SAP note: Rapid Activation for SAP Fiori in SAP S/4HANA 1909](#)

Blog: [SAP Fiori for S/4HANA – Rapid Activation Task List Updates and Quick Guide](#) (especially refer to the Quick Guide linked at the end of the blog)

A simple how-to video on this topic can be found in the openSAP microlearnings playlists for S/4HANA. Go to [Microlearning for S/4HANA](#) and select the video with the title "Activating SAP Fiori Apps via Rapid Activation".

Required project roles:

- | | |
|---|--|
| • On-premise installation: | Project Manager, Enterprise Architect, Basis Expert / System Admin |
| • Rapid Activation for
SAP Fiori in SAP S/4HANA: | Basis Expert / System Admin |

Duration:

- | | |
|---|----------|
| • On-premise installation: | 1 week |
| • Rapid Activation for
SAP Fiori in SAP S/4HANA: | 0.5 days |

4 Explore the SAP Fiori Apps for your business roles

Once you have your evaluation system ready, it is time to embark on the “try it all out” part.

In the previous chapter you have selected a shortlist of possible candidates for SAP Fiori implementation during your SAP S/4HANA conversion project. The goal of the next stage is to further narrow down this shortlist and decide on the roles to be implemented.

The decision is taken in a 5-step approach. Each of these steps is covered in more detail in the next sections.

- In step 1, you assign the four mandatory business roles to your project team
- In step 2, you test the candidates identified during the preparation phase in-depth, either in your SAP CAL or sandbox system. The goal is to identify potential gaps and to understand how the SAP Fiori apps support your business processes. This step will allow you to further narrow down your shortlist and identify the frontrunner roles.
- In step 3, you adjust the SAP Fiori Launchpad and SAP Fiori apps for the frontrunner roles identified in step 2. These two steps do not happen in a strict sequence. Consider them to be 2 parts of an iterative process.
- In step 4, you make the in-app extensions you have identified.
- In step 5, you decide which of the cross-role functionality in SAP Fiori Launchpad such as User Assistance or Enterprise Search should be activated. You can also adjust the visual appearance to your company branding.

By the end of this chapter you should have identified a maximum of three business roles (in addition to the mandatory ones) that can be covered using SAP standard Fiori apps. These are the ones for which you want to initially introduce SAP Fiori. Experience has shown that it is better to focus on two to three roles only. Do them well and turn them into your internal showcase for SAP Fiori rather than getting carried away with too many roles.

Step 1: Assign the mandatory SAP Fiori business roles to your project team

As mentioned in the previous chapter, there are four mandatory business roles:

- Administrator
- Analytics Specialist
- Business Workflow Specialist
- Configuration Expert – Business Process Configuration

These four business roles provide access to the essential tools your project team requires to do the SAP Fiori configuration. Assign the business roles using transaction PFCG to your project roles as follows:

Business Role	Technical name of Business Role	Project role
Administrator	SAP_BR_ADMINISTRATOR	Basis Expert / System Admin
Analytics Specialist	SAP_BR_ANALYTICS_SPECIALIST	Analytics Expert

Business Process Specialist	SAP_BR_BUSINESS_PROCESS_SPEC	Functional Application Expert
Configuration Expert – Business Process Configuration	SAP_BR_BPC_EXPERT	Functional Application Expert

Required project roles:

- Basis Expert / System Admin

Duration: 0.5 days

Step 2: Select frontrunner roles for SAP Fiori implementation

SAP recommends using the SAP business roles as a starting point to do the evaluation. The business roles identified in the SAP Readiness Check should be assigned to the Functional Application Experts, Analytics Experts, and end users involved in the project.

Required project roles:

- Basis Expert / System Admin

Duration: 0.5 days

In this step, it is assumed that the Functional Application Experts are familiar with the process changes and process simplifications brought by SAP S/4HANA. If not, please refer back to the SAP Readiness Check 2.0. It has a dedicated tile on this.

The Functional Application Experts evaluate how the SAP Fiori apps support the simplified processes and conduct a fit-gap analysis including the need for SAP Fiori adaptation, personalization and extension. This activity is crucial to obtain a good understanding of what is possible with SAP Fiori and how business roles can be supported. Use the [SAP Fiori App Library](#) to learn about the SAP Fiori apps functionality, prerequisites and extension possibilities. As a result, some roles will be eliminated from your shortlist. The remaining roles we call frontrunner roles.

Keep in mind that the general recommendation is to stick to the standard and to avoid classic or side-by-side extension of SAP Fiori apps during your SAP S/4HANA conversion project. If a business role requires classic or side-by-side extension it will not be the appropriate business role to start with.

Required project roles:

- Project Manager
- User Experience Lead
- Functional Application Expert
- Analytics Expert
- End User

Duration: 4-6 weeks

Step 3: Design frontrunner roles

You can make lots of adjustments to the business roles delivered by SAP without having to write a line of code. In order to model the activities of the business role the way it's done in your company, you try it all out in your SAP CAL or sandbox system. This involves adjusting what tiles users working in that role can see in their SAP Fiori Launchpad, how the reports they work with are structured, and the like.

Before you start with the design of your frontrunner roles, it's important to understand the concept of catalogs, tiles, groups and how they link to business roles. Watch the following video explaining the concepts.

Video: [Understanding Fiori catalogs, tiles, roles and groups](#)

When designing your frontrunner roles, you create your own business roles based on the business roles delivered by SAP. To do so, proceed as follows:

Copy and adjust SAP catalogues

Copy the SAP catalogues consumed by the SAP business roles you have identified in step 2 to the customer namespace to make the required adjustments. Copying and adjusting the catalogs is done in the Fiori Launchpad Content Manager (Transaction /UI2/FLPCM_CUST). The how-to for this is explained in a video from the openSAP course SAP Fiori Overview: Design, Develop and Deploy (Week 4, Unit 2) and in the Fiori Launchpad Content Manager documentation:

openSAP: [Activating SAP Fiori Out-of-the-Box](#) (Minute 14:40 – 18:30)

Documentation: [Setting Up Catalogs with the Launchpad Content Manager](#) --> Creating and Configuring Catalogs

But what to do with the SAP GUI transactions and ABAP WebDynpro apps not covered by the chosen SAP Fiori Apps of your business roles?

- For the SAP GUI transactions, use SAP Easy Access Menu to access transactions (t-codes) using the app finder tool. In this case SAP Easy Access Menu of the backend system is mirrored into the SAP Fiori Launchpad App Finder.
SAP Note: [2441101 – How to Enable SAP Easy Access Menu for Fiori Launchpad Step-by-Step](#)
- For your ABAP WebDynpro apps the idea is to create backend technical catalogs using the Mass Maintenance tool for App Descriptors. A detailed description can be found in the Documentation: [Step-by-step guide to enable Transactions in Fiori Launchpad using Application Descriptors in S/4HANA On-Premise](#)

Create your own groups

Creating your own groups is done in SAP Fiori Launchpad Designer. Watch the following short video (or refer to the corresponding documentation) to understand the creation of groups and how to assign tiles to groups:

Video: [SAP Fiori Administration - Creation of Catalogs Groups](#)

Documentation: [Creating and Configuring Groups](#)

When creating your own groups, keep in mind the best practices for designing SAP Fiori Launchpad home pages.

Blog: [SAP Fiori for SAP S/4HANA – Leading Practices for Home Page Design](#)

Pitfall to avoid

Avoid overcrowding your users' SAP Fiori Launchpad. Instead, make sure to only make those apps visible on screen that end users actually work with on a daily basis. Do not worry – other apps are not gone for good. They can always be added using the App Finder.

Create your own business roles

You need to create your own business roles and assign catalogs and groups to the business role. The best option is to use the report for mass maintenance of business roles for SAP Fiori Launchpad. For a description of the prerequisites and to understand how to use the report, see the following blog:

Blog: [Fiori for S/4HANA – Mass maintenance of Business Roles for SAP Fiori launchpad](#)

Assign business roles to your users

Finally, you need to assign the newly created business roles to your users using transaction PFCG. Validate your catalogues, groups and business roles with the end users.

The objective of step 3 is to adjust the SAP Fiori Launchpad in such a way that your end users working in a business role have at hand all the information they need in order to do their work. This does not necessarily have to result in the same complex flow as in the past (SAP delivers a lot of innovation using SAP Fiori), but it should fit from a content perspective. Apps used only rarely should not appear on the homepage. Remember that users can always add new tiles from the catalogues to their homepage by themselves.

Make sure you document your adjustments – this will save you some work later.

Pitfall to avoid

Avoid playing around with your FLP adjustments without writing down what adjustments you made. Time will pass between your tryout phase and the actual implementation.

Document your adjustments so you don't have to try to recall them again later

Required project roles:

- Project Manager
- User Experience Lead

- Functional Application Expert
- Analytics Expert
- End User

Duration: 4-6 weeks

Step 4: Realize required in-app extensions

In step 2 your Project Lead, User Experience Lead, Functional Application Experts and Analytical Experts conducted a fit-gap analysis of the Fiori Apps. One of the results of the fit-gap analysis is a list of required in-apps extensions of the Fiori apps to meet the needs of your users.

SAP recommends that you build the in-app extensions involving the end users as early as possible. By doing so, you can get feedback from your future users and involve them in the creation of their future work environment. Keep in mind that you need the backing from your end users to make the Fiori introduction a success in your company.

The following blog provides some examples how SAP Fiori apps can be extended

Blog: [Key User Extensibility on SAP S/4HANA Cloud - UI Adaptions for Key Users](#) (Note this blog is Part 2 of a series. Make sure to also continue with Parts 3 and 4 from there.)

The [SAP Fiori apps reference library](#) provides detailed information about the extensibility for each Fiori app in the tab "Implementation Information". Note that from this tab you can jump directly into the SAP Guided Answers Tool to receive detailed information on the specific extension options of your chosen app. This video tells you exactly how to do this little trick:

openSAP: [How to Deliver a Great User Experience with SAP S/4HANA](#) (Week 2, Unit 5, Minutes 04:50-07:30)

Required project roles:

- Project Manager
- User Experience Lead
- Functional Application Expert
- Analytics Expert
- End User

Duration: depends on number of required extensions

Step 5: Post-Configuration activities: Activate cross-role functionality and adapt the visual appearance of SAP Fiori to your company branding

There are some more cross-role features that are easily implemented yet so very useful. Such as the User Assistant, which gives your end users micro-learning on the SAP Fiori Launchpad and the standard apps.

Here is how to activate the User Assistant in your SAP Fiori Launchpad:

Blog: [SAP Fiori for SAP S/4HANA – How to setup the User Assistant in your S/4HANA Fiori launchpad](#)

Another neat feature is Enterprise Search, which you should activate for your system right away. Enterprise Search allows you to search for business documents directly from the SAP Fiori Launchpad:

Documentation: [Setting up Enterprise Search](#)

Step-by-step description: [Moving from Standalone to Embedded Deployment in SAP Fiori for SAP S/4HANA](#) (chapter: Review or Configure Enterprise Search)

Likewise, User Defaults save your users a lot of data entry. You can think of these as the new and improved equivalent of Set/Get Parameters from your SAP Business Suite.

Blog: [Activating User Defaults in SAP S/4HANA](#)

Next, we recommend that you activate the SAP Fiori My Inbox and Notification Center. Even if you think you don't need them right now, activate them anyway. You will need them eventually.

Blog: [SAP Fiori for SAP S/4HANA – Fiori My Inbox – Part 1 Activation](#)

Blog: [SAP Fiori for SAP S/4HANA – My Inbox – Part 2 – Task-Specific Options](#)

Blog: [Leading S/4HANA UX – Notification Center – Part 1 – Activation](#)

Blog: [Leading S/4HANA UX – Notification Center – Part 2 – Providing Notifications](#)

GUI transactions are per default launched from the SAP Fiori Launchpad using SAP GUI for HTML. If you remember SAP GUI for HTML from the past, don't worry – its capabilities and speed have been vastly improved for SAP S/4HANA, with all screens displayed in a harmonized visual theme in keeping with SAP Fiori. If you have developed your own transactions that do not run in SAP GUI for HTML, you can use the SAP Business Client launchpad connection. In this case, SAP GUI transactions are launched with SAP GUI for Windows. Keep in mind that in this case the SAP Business Client needs to be installed on all end user devices. Time for installing the SAP Business Client is not included in the duration.

Video: [SAP Fiori Architecture and Adoption Best Practices](#) (minute 3:00)

You can also adjust the theme design of the launchpad to your company's branding. While this is not necessary in the exploration phase, you might want to do it later during the implementation in your development system.

Documentation: [Theme Designer: Apply your corporate branding to applications based on SAPUI5 technology](#)

Required project roles:

- Project Manager
- User Experience Lead
- Functional Application Expert
- Analytics Expert

- End User

Duration: 2-3 weeks

Decide on final frontrunner roles

Once the project team has accomplished the steps outlined above, it's time to make your final decision which 2 or 3 roles shall be implemented in the first wave of the SAP Fiori introduction.

Consider the results from the fit-gap analysis, the launchpad design and the in-app extensibility as well as the feedback from your end users.

Make sure it is a joint decision between the project team and the end users. End users must be convinced that using SAP Fiori will lead to an improved user experience for them.

Pitfall to avoid

Steer clear of your hardcore SAP GUI fan departments during your initial SAP Fiori implementation. They have cultivated an SAP GUI fondness over the course of 30 years that is hard to argue against.

Instead, find Fiori-friendly teams and select their business roles so they can serve as a showcase in your company.

Required project roles:

- Project Manager
- User Experience Lead
- Functional Application Expert
- Analytics Expert
- End User

Duration: 1 week

5 Implement and test SAP Fiori for your selected roles

Fiori Sizing

Once you have selected the roles to be implemented, it's time to switch from your evaluation system to the development system. When setting up the development system, keep in mind that there are separate sizing requirements for Fiori. SAP offers the Quicksizer tool for this – a handy, easy-to-use tool that is explained in the following documentation and SAP Note:

Documentation: [How to Size SAP Fiori Frontend Server for SAP S/4HANA](#)

SAP Note: [2467172 - How to size Fiori applications based on number of users](#)

To be on the safe side, use the number of Fiori users that you expect in the future.

Required project roles:

- Project Manager
- Basis Expert / System Admin

Duration: 2-3 days

Fiori Deployment and Rapid SAP Fiori Activation

When setting up the development system, it is recommended that you choose the embedded SAP Fiori Front-end Server deployment (SAP FES) for SAP S/4HANA to avoid release conflicts between the SAP FES and SAP S/4HANA.

Documentation: [SAP Fiori Deployment Options and System Landscape Recommendation](#)

Added benefit: With embedded Front-end Server deployment, there is no difference between frontend and backend roles, which means that authorization assignments are a lot less tricky.

Pitfall to avoid

Avoid hub deployment as it is recommended for SAP Business Suite only and does not offer the very handy Rapid SAP Fiori Activation feature.

The embedded Front-end Server deployment is in line with SAP Fiori Launchpad becoming the central entry point to all SAP applications in the future:

openSAP: [SAP Fiori Overview: Design, Develop, and Deploy](#) (Week 4, Unit 5, Minutes 02:30-05:30)

Use the Rapid SAP Fiori Activation to make SAP Fiori available for your selected roles:

Blog: [SAP Fiori for SAP S/4HANA – New Rapid Content Activation on SAP S/4HANA 1909, 1809 & 1709 – Part 1 – Overview](#). Also follow the blog parts 2-4 starting from there.

SAP Note: [2834415 - Composite SAP note: Rapid Activation for SAP Fiori in SAP S/4HANA 1909](#)

For a detailed how-to on the Rapid SAP Fiori Activation, follow all steps laid out in the following blog:

Blog: [SAP Fiori for S/4HANA – Rapid Activation Task List Updates and Quick Guide](#) (especially refer to the Quick Guide linked at the end of the blog)

A simple how-to video on this topic can be found in the openSAP microlearnings playlists for SAP S/4HANA. Go to [Microlearning for S/4HANA](#) and select the video with the title "Activating SAP Fiori Apps via Rapid Activation".

For additional information on how to transport the content of the Rapid SAP Fiori Activation to your QA and Production systems, see the following blog:

Blog: [SAP Fiori for SAP S/4HANA – SAP Fiori Rapid Activation: Transport from Development to Production systems](#)

Required project roles:

- Basis Expert / System Admin

Duration: 0.5 days

SAP Fiori Launchpad adjustments in your DEV system

After setting up your development system and activating SAP Fiori, it's time to transfer the roles, catalogues, groups from the evaluation system into your development system. While this is possible via a transport, the experience from projects has shown that it is better to recreate the objects in your development system. With that you will achieve a clean development system.

This is where the notes you took during the tryout phase come in handy. Refer to that document and repeat the adjustments you identified.

For more details about the required activities, please refer back to Chapter 4 in the section Design frontrunner roles.

Required project roles:

- User Experience Lead
- Functional Application Expert
- Basis Expert / System Admin
- Analytics Expert

Duration: 3 days

Integrating Fiori into the testing activities of your overall SAP S/4HANA project

Before you go live with SAP S/4HANA, it is important to provide enough time for testing and familiarization. This is usually done in the quality or test system. Keep in mind that changing from SAP ERP on GUI to SAP S/4HANA using SAP Fiori is a change in both process and user experience. It is therefore crucial for the success of the SAP Fiori introduction that end users feel comfortable when your company is going live with SAP Fiori.

Training your end users

Besides the functional testing, users also need to learn how to use the personalization features of SAP Fiori.

OpenSAP offers microlearnings for end users that you can include in your overall end-user training curriculum for SAP S/4HANA. Go to open.sap.com/microlearning, select Line of Business "User Experience" and look at the playlists.

In addition, we have collected some further information you can use to assemble your end-user training:

Documentation: [SAP Fiori Launchpad User Guide](#)

Video: [Adapting the Launchpad - FLP Personalization](#)

Blog: [Transitioning from GUI to Fiori: A friendly user guide – Part One](#)

Blog: [Transitioning from GUI to Fiori: A friendly user guide – Part Two](#)

Overview on what end users can do with the FLP: [The SAP Fiori User Experience for SAP S/4HANA](#)

Using User Defaults is easy as explained in Blog: [Setting User Defaults in SAP S/4HANA](#)

Pitfall to avoid

Do not disable personalization features for your end users. It might sound like making your life easier, but it doesn't.

SAP Fiori follows the insight-to-action paradigm. Let your end users make their adjustments to how they work.

Training your key users

First, we recommend participating in the same trainings as the end users. In addition, openSAP offers microlearnings especially valuable for key users. You can include these learnings in your overall training curriculum for key users.

Go to open.sap.com/microlearning, select Line of Business "Technology Topics" and then choose your playlist.

Performance tracing and optimization

From a more technical perspective, you should also do performance traces and optimization in your testing phase. The following Knowledge-based Articles (KBAs) provide more information and insights into these topics.

SAP KBA: [2916959 - Fiori Performance Troubleshooting](#)

SAP KBA: [2881803 - FAQ: S/4HANA Fiori Best Practices - Collective Note](#)

Blog: [SAP Fiori for SAP S/4HANA – Performance Tips and Tricks in S/4HANA On-Premise](#)

SAP also provides services to do performance optimization. Reach out to your SAP contact to get more insights into these services.

Support tools

SAP offers several tools to analyze errors occurring in the Fiori Launchpad or Fiori Launchpad Designer, and the following two-and-a-half-minute snippet of the openSAP course gives you a quick overview:

openSAP: [SAP Fiori Overview: Design, Develop and Deploy – Week 4, Unit 4](#) (Minute 10:00-12:30)

Documentation referred to in the sequence: [SAP Fiori Launchpad – Support Tools](#)

The About feature

When resolving support issues, it makes a difference what type of app it is that users report an incident about. Is it an SAP GUI Transaction, a Web Dynpro ABAP application, a Web Client UI, or an SAP Fiori (SAPUI5) app? And what is the ID of the app so you can easily identify it?

The technical name of the app provides that, and you can teach your end users a clever little trick to include that information in an incident if they only know where to look. Here's how:

Blog: [SAP Fiori for SAP S/4HANA – Finding the technical name of an app](#)

Blog: [Fiori for S/4HANA – Speed up your Fiori Support Incidents](#)

Fiori Troubleshooting

The following presentation provides a good overview about the troubleshooting capabilities in SAP Fiori including how to start a troubleshooting session, the most common errors, and how to analyze authorization issues.

Presentation: [Troubleshooting Tips and Tricks](#)

Required project roles:

- Functional Application Expert
- Basis Expert / System Admin
- Analytics Expert

Duration: depends on number of users, roles, locations.

6 Expand SAP Fiori usage to additional roles

Once you are live on SAP S/4HANA with your initial set of roles, SAP recommends you first spend some time on fine tuning and collecting feedback from the frontrunner roles before tackling the next set of roles. Make sure your initial SAP Fiori roles fully leverage the innovation potential and benefits offered and become internal promoters. Then, and only then, embark on the next set of roles from your initial shortlist.

When your organization is ready for the next wave of SAP Fiori implementations, use the shortlist you have drafted in the exploration phase and apply the same methodology you have used during the initial implementation of SAP Fiori during your SAP S/4HANA conversion project.



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