

# VESTAS INCREASES PRODUCTIVITY WITH SAP® PERSONAS



With SAP Screen Personas, we can now save time and money, while improving the quality of our work, thanks to improved front-end design tailored to meet specific employee needs.

Anil Kumar, SAP Specialist, Global IT, Vestas



## Challenges

- Complex SAP front-end design containing too much information
- The employees did not understand the design - negatively impacting both quality and productivity
- Bad user experiences resulting in employees developing their own ways of operating the system
- Time-consuming onboarding due to complex front-end design
- Increased demand for streamlining work processes



## Solution(s)

- SAP Screen Personas - an extension to the SAP standard service process - providing Vestas employees with the information they need based on their company role



## Benefits

- Simplified transactions with a reduction in the number of fields to be covered from 60 to 10, resulting in increased productivity and fewer mistakes
- More usable and visually appealing front-end design
- Easy onboarding as new employees now intuitively know how to handle services
- Consistent flow across markets with employees now following the same procedure



## Why NTT DATA Business Solutions?

- Proven expertise in SAP Screen Personas
- A trustworthy and experienced partner who can provide support and signpost the right solution
- Multinational approach with local presence



**Company:** Vestas

**Industry:** Energy industry

**Products:** Design, manufacture, install and service wind turbines

**Number of employees:** 24,5

**Location:** Global presence with HQ in Denmark

**Website:** [www.vestas.com](http://www.vestas.com)

# 5

## months implementation phase



### Design for People - Not IT

How do you respond when you realize that employees are not following your company's IT process - simply because they do not understand the front-end design?

Vestas, one of the world's leading manufacturers of wind-energy solutions, recently faced this dilemma, which is well-known to most companies. And NTT DATA Business Solutions helped them solve it. Instead of developing a new and complex solution, we enhanced Vestas' existing standard SAP Processes by introducing SAP Screen Personas. This approach has not only proven to be very cost-effective - it has also helped to streamline employee transactions resulting in an improved user-experience and fewer mistakes.

### Meet Specific Needs with SAP Screen Personas

Before working with SAP Screen Personas, Vestas employees were forced to navigate a complex front-end design to make a simple service transaction. With SAP Screen Personas, the company can now split complexity into personas, so employees only see the information they need, based on their company role. "The old system was good for IT, but not for our business. With SAP Screen Personas, we now offer employees clean and tailored experiences, based on their company role", says Anil Kumar, SAP Specialist, Global IT, Vestas, who goes on to elaborate on how employees have welcomed the extension: "We have reduced the number of fields to be covered from 60 to 10, so it is no surprise that all the employees are really happy and, not least, more productive".

### Employee Focus Pays Off

Working with SAP Screen Personas has helped Vestas to streamline their processes. Simply put, it makes it attractive for employees to follow company processes instead of developing their own ways of doing things. To ensure optimum relevance, each SAP Screen Persona is based on real-life user needs. We have helped gather the insights needed - and being employee-focused has already produced tangible results for Vestas: "The new design is self-explanatory, resulting in employees making fewer mistakes than previously. Additionally, it is now much easier to onboard new people as they intuitively understand the system. All in all, working with SAP Screen Personas saves us time and money, while improving the quality of our work", concludes Anil.

### Choosing the Right Partner

Vestas' work with SAP Screen Personas is a great example of the power of enhancing standard processes. Something that would not have been possible without us.

"By applying the right technology at the right time, NTT DATA Business Solutions has helped us solve a well-known problem faster and more cost-effectively than we thought possible".

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