



# HIGHER QUALITY AND PRODUCTIVITY IN AN EASY, INTUITIVE AND CONVENIENT WAY with Usability Engineering

## SAP & Usability

SAP & Usability – these two words often come along with UI5, Fiori, Screen Personas and UX Design, but usability is more than a technical tool and more than colorful worlds!

The future is UI5, Fiori complemented by Screen Personas. Obviously, a large part of current applications does not know this yet and is based on SAP GUI. „Can my company benefit from usability measures at all? is a frequently asked question.

YES - since usability does not mean that an application looks pretty and is available in the browser or on the mobile phone. Usability according to ISO 9241-11 means that a user can achieve a specific goal efficiently, effectively and satisfactorily - and this is what you can achieve in GUI as well with appropriate usability measures.

Rarely used software components can often be migrated or, in some cases, even eliminated, which leads to considerable savings in software maintenance and further development.

When developing new applications, you have to focus on the users of your software as they are the ones working with the software after its development.

## User Centered Design

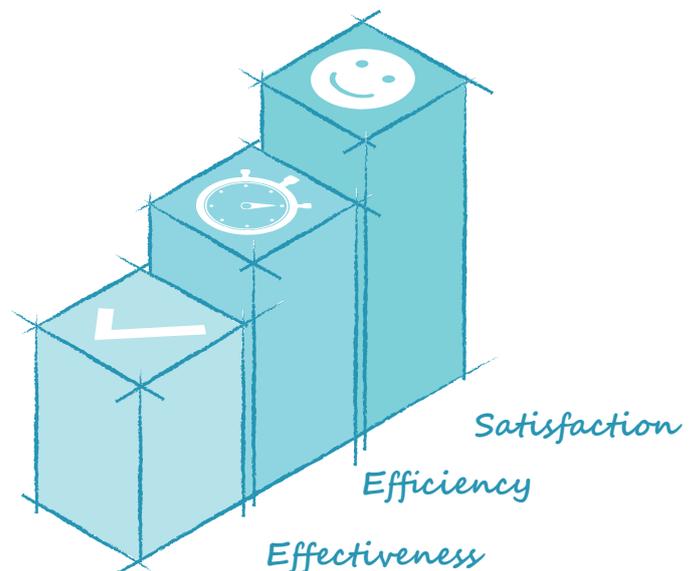
Usability focuses on the user – this results in software and processes that users are glad to make use of. If you have everything that makes up good usability, you will benefit from a series of positive effects.

**Did you know that 80 % of the development costs arise after the implementation phase?**

You eliminate the problem that the software implemented according to your written concepts deviates from your actual imagination. We help you with the conception of your application. We will bring your idea to paper with prototyping – visually or interactively for testing.

*„It's not what the software does.  
It's what the user does.“*

Hugh MacLeod



## Usability Testing

You would like to know prior to the market launch of your software how customers react to it and what you can improve? Or: Your application is already in productive use and you cannot explain why it does not run smoothly yet?

The easiest way to detect usability weaknesses is to directly ask the people working with the application. Ask them – we will help you!

***A usability test takes 90 minutes per user – with only five users per group, you can generally detect over 80 % of the usability errors.***

As a result you get a test protocol with critical usage situations which is the basis for the subsequent implementation of quality improvements.

## Requirement analysis

The best user interface will not benefit the user when it does not help them to achieve their goals efficiently, effectively and satisfactorily. A development often ends in „feature fireworks“ to convince end customers, overtrump competitors or to cover all requirements.

It is easily forgotten that features...

- involve costs – not only their development!
- increase the complexity of the application - and this is rarely in the interest of the users
- tie up resources during the development and brake the go-to-market process

We develop usage requirements together with you and always keep an eye on what the user really needs.

## USABILITY – A PROFITABLE INVESTMENT

C. M. Karat determined a cost-benefit ratio of at least 1:2 up to 1:10 in its scientific usability study.

## BENEFITS

- Support for the requirements analysis for a new software
- Avoidance of costs for downstream optimizations through prototyping
- Increased productivity and quality in work
- Reduced error rate
- Customized solution
- High acceptance of the software used in the company
- Reduced training efforts
- Reduced error rate

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Röthleiner Weg 1  
D-97506 Grafenrheinfeld

Tel.: +49 97 23 / 91 88-0  
Fax: +49 97 23 / 91 88-100

info@fis-gmbh.de  
www.fis-gmbh.de

