

Polk County Public Schools Get GuiXT'd—Users with Limited Computer Skills Can Now Leverage SAP to Create Stock Order Transfers



“Before GuiXT our Help Desk staff spent countless hours on training and phone support with users trying to create stock transfer orders using native SAP.”

—Cyndi Wolf, Polk County Public Schools

Food service managers and bookstore employees for Polk County Public Schools had long grumbled that the SAP transactions they needed to complete were too complex; that there were too many fields; and that there were far too many data elements that had to be remembered. GuiXT not only enabled a reduction in the amount of time it takes to complete a transaction—from nearly 10 minutes to approximately one—but errors have also decreased by 95 percent.

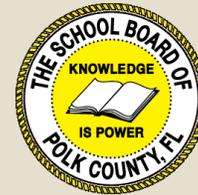
About Polk County Public Schools

The Polk County school district is the eighth-largest in Florida, among the largest 40 nationally. In addition to its 160 school sites and centers including 65 elementary, 19 middle, and 18 high schools, Polk County also manages charter schools and career centers, as well as adult and alternative schools. As a result, the school district educates more than 90,000 students every year. The district is the largest employer in Polk County with nearly 13,000 employees, more than half of those are teachers. The mission of Polk County Public Schools is to ensure rigorous, relevant learning experiences that result in high achievement.

Challenge

Polk County needed to address a number of SAP user complaints, if they were going to make their Food Service Department and Career Center Bookstores more efficient and productive. They also needed to greatly reduce the countless hours of training and phone support that Help Desk staff spent with users trying to create stock SAP transfer orders. Complaints covered everything from: too many fields and too complex, to too many data elements have to be remembered and inputted for each transaction. And perhaps the most frustrating, getting all the way to the end of the transaction only then to realize that something was done incorrectly and the user had to start all over again.

Without a solution to these challenges, Polk County could never use SAP to create sales and collect money in the bookstores—the amount of time necessary to create and process an order and the inevitable error rate would be unacceptable, unintentionally omitting certain causes and codes resulting in incorrect reporting. The data in these reports had to be consistent and correct but it wasn't—inaccuracies had become very costly.



Industry: Education

Business: Food Service and Retail

HIGHLIGHTS

Challenge

- Simplify complex SAP screens
- Decrease hours spent training and supporting SAP users
- Reduce unacceptably high error rate

SAP Architecture/Environment

Version 4.7 ES 1.10; Upgrade to ERP 6.0 planned

SAP Modules Customized

Phase 1—ME51N used to create stock transport orders
Phase 2—Customized many transactions VA01, VL02N, VF01, F-28, F-31, MM01, VK11, FBL5N, XD01, and MMAM in addition to a dozen ABAP programs that launch from a GuiXT menu

Solution

- GuiXT technology enables the customer to create user friendly and intuitive SAP screens
- GuiXT eliminates unnecessary fields on each screen
- GuiXT allows updates to be sent without having to manage each user's PC, while running all of the script files on a central server

GuiXT Components Implemented

GuiXT Designer • GuiXT Server • GuiXT Input Assistant

Benefits

- Reduced costly user errors by 95 percent
- Eliminated Help Desk hours spent on training and support
- Minimal computer skills required to create orders

Return on Investment

Resulted in full ROI improvement in error rate on storeroom orders.

Solution

Polk County chose to implement GuiXT Designer, Server, and Input Assistant to customize their SAP system. Using GuiXT Designer, which works in tandem with GuiXT scripting technology, along with Input Assistant the customer was able to create user friendly and intuitive SAP screens as well as combine screens, tabs, and transactions. This greatly reduced the number of fields on each screen as well as the number of data elements that had to be inputted. On a scale of one to 10, 10 being the most difficult, Polk County gave GuiXT Designer a one.

To address concerns about deployment and maintenance, Polk County also implemented a GuiXT Server. This provides a centralized mechanism to deploy GuiXT, allowing updates to be sent without having to manage each user's PC. The Server runs all of the customer's script files on a central server and mimics an SAP router (in terms of deployment).

Once the GuiXT solution was rolled out for the Polk County school district bookstores, users asked for more and more functionality, and for combinations of transactions to be GuiXT'd for them. So just how satisfied are the users after the GuiXT implementation? "One-hundred percent! Even the problem users don't complain any longer."

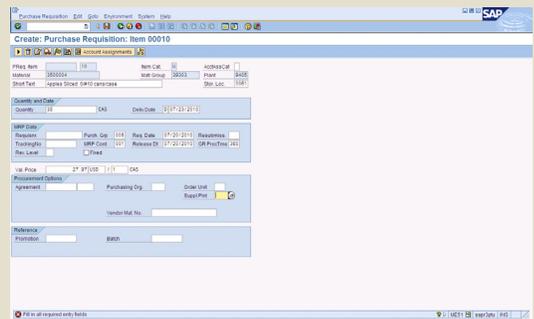
Benefits

According to Cyndi Wolf, Polk County Public Schools, a significant number of their users found the SAP system to be an insurmountable challenge. By customizing their SAP interface using GuiXT technology, Polk County was able to provide simplified and intuitive screens for school cafeteria managers. The school district also used GuiXT to create user-friendly screens on a touch-screen monitor. The result: a very easy-to-use, intuitive point-of-sale solution for processing sales of tuition, books, and supplies to students at two technical schools.

Implementing GuiXT had an immediate and positive effect, productivity has been boosted and errors have been reduced by 95 percent. Without GuiXT, SAP could never have been used to create sales and collect money in the bookstores; now non-computer-literate employees can use SAP as easily as they use Outlook or Word.

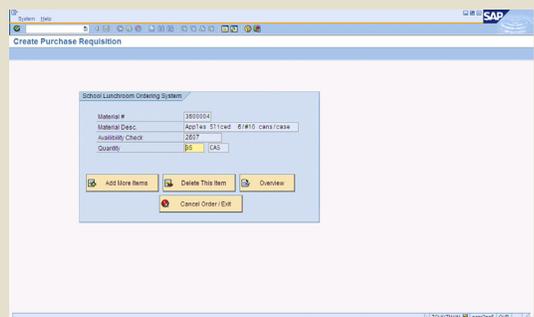
The customer decided to train all 120 Food Service Managers at one time—a 10 minute PowerPoint presentation with screen shots of the new GuiXT process resulted in a standing round of applause. Once employees get basic SAP training—how to log on and navigate—all that's required for them to be able to use the GuiXT'd system is a single page hand-out.

BEFORE



Before GuiXT, SAP Purchase Requisition transaction screens were complex; had too many fields; and required too many data elements to be remembered and inputted in order to complete a single transaction.

AFTER



After the SAP transaction screens were GuiXT'd; the client saw that tabs, fields, and screens were combined to create intuitive, user-friendly SAP transactions. Transactions that quieted even the most ardent complainers.