



# RESITE Monitor

## When Needs Analysis & Usage Analysis Collide

How an integrated circuits company sparked on demand performance measurement.

### RESITE Monitor Benefits:

- Non-intrusive installation
- Instantly know where your users need help
- Show visible return on training
- Use anywhere in the SAP life cycle

A global integrated circuits company hired Insite Objects to perform a Needs Analysis on their SAP system. After reviewing the results, they decided investigate further and have a full Usage Analysis performed. The results between the two were staggering:

Needs Analysis	vs.	Usage Analysis
Developer Users - 150		Developer Users - 115 (-35)
Semi-Pro Users - 450		Semi-Pro Users - 380 (-70)
ESS Users - 800		ESS Users - 640 (-160)
-----		*2 T-code - 110
1400		-----
		1245 (-155)
Power Users Estimated: 120		*Users (>14 T-Codes): 81
Curriculum: 29		Curriculum: 19 (-10)
Lessons: 84		Lessons: 84 (NA)
Instructor Days: 240		Instructor Days: 110 (-130)
Materials Creation: \$145,000		Materials Creation: \$115,000 (-\$30,000)
CBT Courses: 2		CBT Courses: 12 (-10)

**When calculated the savings was 130 days, \$30,000 in materials costs, and approximately \$195,000 in consulting fees.**  
 \* Denotes discovery made by Usage Analysis.

The original Usage Analysis code, along with this comparison, sparked the developers at Quartet Solutions, later acquired in 2006 by Insite Objects, to explore the idea of on demand performance measurement as a means by which to reduce or eliminate costly SAP system analysis.

The code was turned into a hosted, annually run event, and work began on making it a live system where administrators could watch process and employee performance.

In 2007, RESITE Monitor version 2.0 was released with a number of goals: To save time and money on SAP, and to continuously allow companies to improve the skills of its users. With Monitor in place CEOs, CFOs, CIOs, Super Users and Training Coordinators have the power to see usage of the processes and the transactions that have been created. They also are able to analyse user performance on the SAP system instantly. This ability to continually monitor progress means that a company will be able to spot and correct problems before they become major concerns, and major strains, on development time and budgets.