

LeverX AppHaus

Step 1: Innovation exploration

AppHaus is a place where customers, representatives and partners of SAP, as well as end users of solutions, work together on projects using a design thinking methodology.

Purpose of the exploration:

Identify opportunities for improvement and development of a business process / system, analyze current problems, identify growth points.



Duration

1 week — preparation
1 day — workshop

For whom:

For companies that have difficulties with business processes and want to understand where to start improvement.

For companies that want to bring together experts from different fields to get a diversified view of the problem.



Format

Online or Offline mode (at LeverX AppHaus)



Tools

Miro, MS Teams, Zoom, Google Meet

Participants

From LeverX side:

4 participants

DT Coach
Business Analyst
UX-designer
Technical Expert



From a customer side:

6-8 participants

Business Process Manager
End users
Solution support and development staff

Workshop preparation:

Preparation on the side of the AppHaus team begins approximately 1 week before the workshop.

- 1 Preliminary call with the owner of the business process and discussion of expectations (1 hour).
- 2 Demo session of an existing solution with a focus on feedback from application users (1 hour).
- 3 Coordination of a convenient workshop time for all participants.
- 4 Checking access to online tools (Miro, MS Teams / Zoom, etc.) for all workshop participants.

Preliminary plan of the workshop:

- 1 Workshop start, acquaintance.
- 2 Determination of the stakeholders of the product.
- 3 Identifying current issues and barriers for key stakeholders.
- 4 Clustering the received information.
- 5 Prioritization of current problems in terms of complexity of implementation and significance for the business and the user.
- 6 Building a roadmap for specified time intervals (from 3 weeks to 2 years).
- 7 Discussion of next steps and those responsible for their implementation.

Results:

- 1 Product stakeholder map
- 2 Formalized clusters with current problems and barriers
- 3 Prioritizing current problems and barriers
- 4 Application roadmap based on prioritizations, plans for further steps

Next steps:

Innovation Exploration

Defining improvement and development opportunities of a business process or system. Defining growth points.



Innovation Design

Elaboration of the particular scenario that has been defined during first session. Creating a solution prototype.



Innovation Delivery

Development of a solution.

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LeverX AppHaus

Step 2: Innovation Design

AppHaus is a place where customers, representatives and partners of SAP, as well as end users of solutions, work together on projects using a design thinking methodology.

Purpose of the exploration:

Get a deeper understanding of specific business scenarios. Develop a prototype solution based on user feedback. Validate a prototype with users.

For whom:

For companies that have an understanding of a business process that needs improvement, but do not know exactly how to improve it.

For companies wishing to avoid developing a solution that is ineffective.

For companies looking to accelerate and improve user adoption of a solution.



Duration

1 week — preparation (or Step 1: Innovation Exploration)
1-2 days — workshop
1-2 weeks — preparation and prototype testing



Format

Online or Offline mode (at LeverX AppHaus)



Tools

Miro, MS Teams/Zoom, Figma, InVision, Marvel

From LeverX side:

4 participants

DT Coach
Business Analyst
UX-designer
Texchnical Expert

Participants



From a customer side:

6-8 participants

Business Process Manager
End users
Solution support and development staff

Workshop preparation:

As a preparation, it is advisable to carry out the "Innovation Exploration" phase. Otherwise, preparation on the side of the AppHaus team begins approximately 1 week before the workshop.

- 1 Preliminary call (series of calls) with the owner of the business process and discussion of expectations (1 hour).
- 2 Coordination of a convenient workshop time for all participants.
- 3 Checking access to online tools (Miro, MS Teams / Zoom, etc.) for all workshop participants.

Preliminary plan of the workshop:

- 1 Workshop start, acquaintance.
- 2 Creation of the persona of the main user.
- 3 User journey mapping.
- 4 Definition of the problem.
- 5 Generation of ideas.
- 5 Voting for ideas.
- 6 Prioritization of decisions received.
- 7 Solution sketching, initial testing with users.
- 8 End of the workshop, discussion of further steps and those responsible for their implementation.

Prototyping process: Development of an interactive prototype and its testing continues after the completion of the workshop.

Results:

- 1 A proven solution prototype.
- 2 List of system extensions and improvements.
- 3 Solution architecture development.
- 4 Commercial proposal for the implementation and the solution development.

Next steps:

Innovation Exploration

Defining improvement and development opportunities of a business process or system. Defining growth points.



Проектирование решения

Elaboration of the particular scenario that has been defined during first session. Creating a solution prototype.



Innovation Delivery

Development of a solution.

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