Augmented Reality, IoT and the Connected Product Experience

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Visual Product Configurator

Ski-Doo configuration example using Microsoft Hololens

- Accurate real-size 3D visual representation
- Interactive configuration selection
- Natural user interaction with the virtual model
- Configurable parts with multiple choices
- Colour selection
- Accessories selection
SAP Does Visual!

- Visualisation of Digital Twins and IoT data on any device
- Real-time IoT data monitoring
- Analytics, predictive maintenance
- Virtual training with visual work instructions
- Collaboration on design, consumption, maintenance…
- Product configurators
- Customer engagement tools

“Digital twins are becoming a business imperative, covering the entire life cycle of an asset or process and forming the foundation for connected products and services”

Thomas Kaiser, Senior Vice President of IoT
IoT data monitoring with Digital Twins

Power generator example
- Visual 3D representation of a remote installation
- Real time IoT data monitoring
- Visual warnings
- Switching to detailed view of problematic part

Boiler plant example
- Visual representation of a remote facility
- Real time IoT data fed into visual data
- Visual warnings for out-of-bounds data
- Selective data display
Transforming the humble user manual into a customer engagement tool

Classic user manuals
• Every manufacturer has to create, maintain and deliver User Manuals
• In a world of highly configurable products and digital native customers, this is an expensive, and often wasted effort with limited use (paper manuals are discarded or lost when you most need them).
• And it is one-way, non-interactive. No up-sell, accessories, consumables or spare parts.

Customer engagement tool
• Always available on any device
• Configured for your particular product
• Interactive and visual
• Can offer new upgrades and accessories
• Service reminders
Interactive Connected User Manual hosted in SAP Cloud Platform
Enabling the intelligent user manual

- Available and connected
- Modern, Fiori UI design
- On your phone, tablet or headset
- Will know which model you bought
- Will know if it needs a service
- Provides access to spare parts and warranty information
- Provides video or animated operational or maintenance procedures
Interactive Connected User Manual hosted in SAP Cloud Platform
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Enabling the intelligent user manual
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Assign materials
Communicating Product Information
Simplified technical authoring for cloud and AR consumption: user manuals, simple configurators
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Connected Products

- **Integrate software** as part of the Smart Connected Product
- Seamless **systems engineering**
- Ensure **compatibility** between the software and hardware

- Closing the process gaps between engineering and the **digital twins**
- **Share, submit and collect** engineering documents
- Execute task structure **across company boundaries**

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**Collaborative Engineering and Document Collaboration**
- Collaborative 3D Visual Design Review
- Simple Task/Worklist Management
- Change Management Integration

**Project and Design Collaboration**

**Embedded Systems**

**SCP Services**

**SAP Cloud Platform**

**SAP HANA**

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- **Systems Engineer Cockpit**
- **Embedded SW**
- **Requirements Management**
- **Functional Structure Management**
- **Where Used Analysis**
- **Compatibility Management**
- **Test Validation**
- **IOT Analytics**

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**Storyline**
Want to Influence SAP Product direction?

The Visual Enterprise team vision is to transform industry with Digital Twin visualisation and Interactive Connected user manuals

- We plan a Connected Product Experience on SAP Cloud Platform
- Next: Customer Engagement Initiative to test concepts and design product
- This is great opportunity for innovative customers to work with us and influence SAP product direction
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Thank you

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