



Experience Intelligent ERP with **SAP S/4HANA Cloud**

CAA118

PUBLIC

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September 24–27, 2019

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November 13-15, 2019

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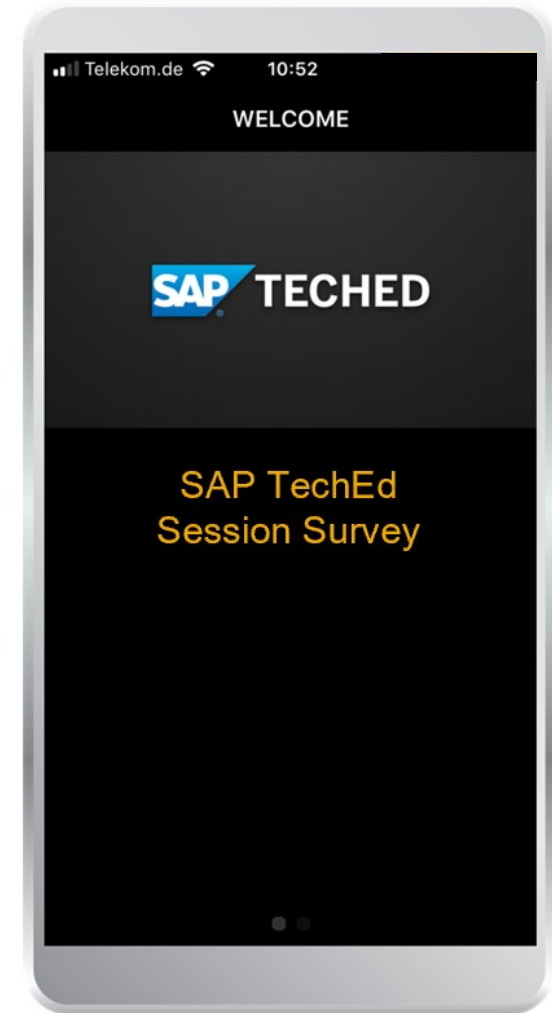
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Agenda

Introduction

The Foundation of the AI Assembly Line
SAP Data Intelligence

Transform Current Processes
Using Machine Learning & Conversational AI

Transform Your Intelligent Enterprise with
Intelligent Robotic Process Automation

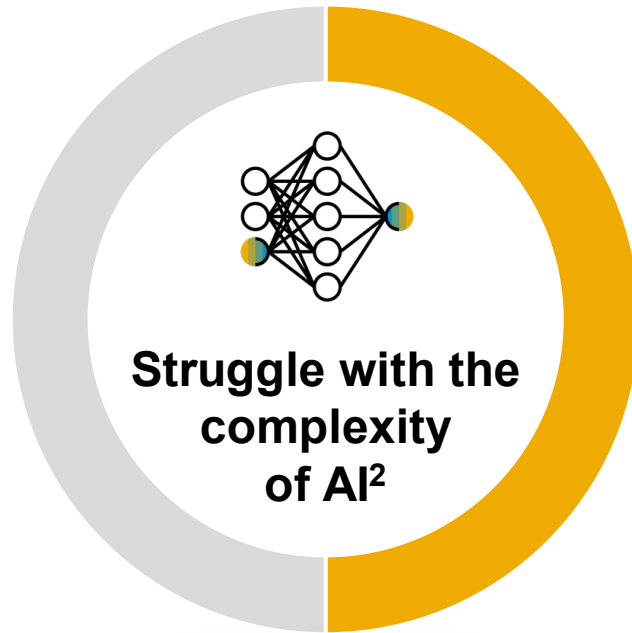


Introduction

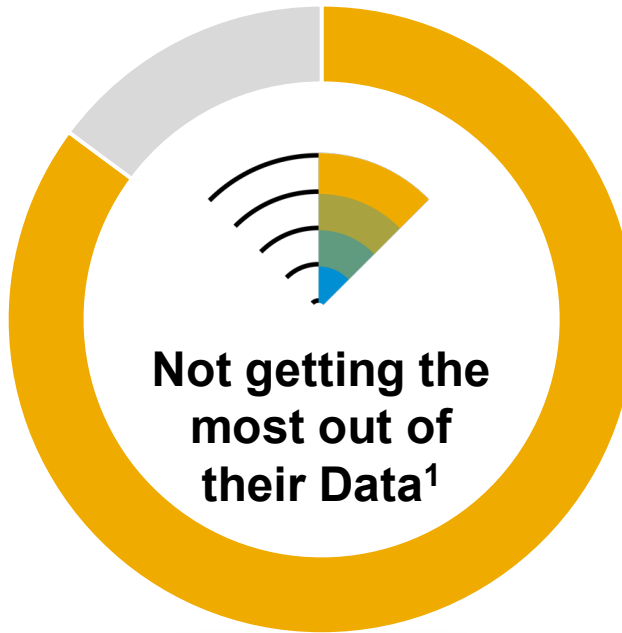


Artificial intelligence: the hype vs the reality

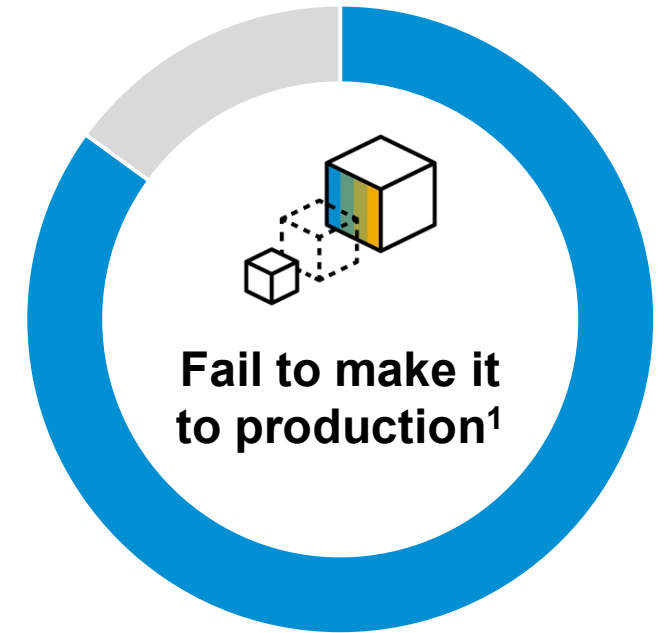
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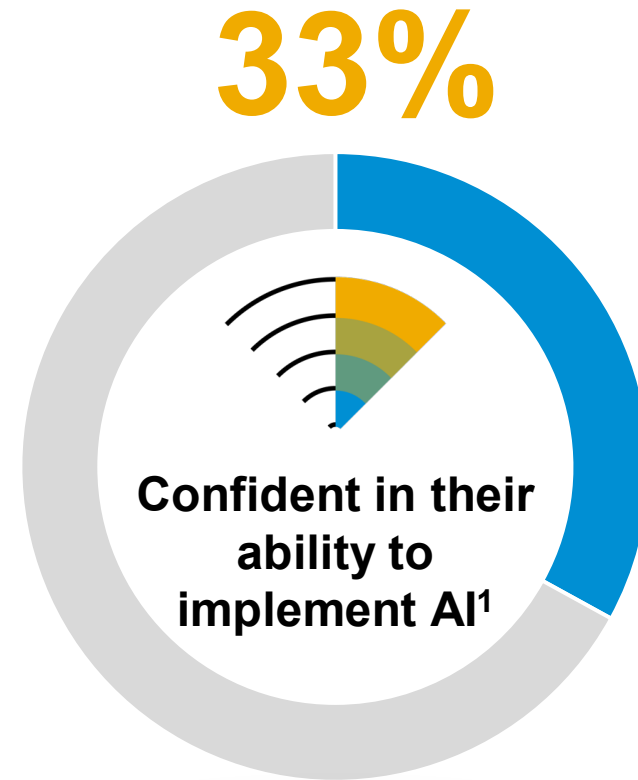
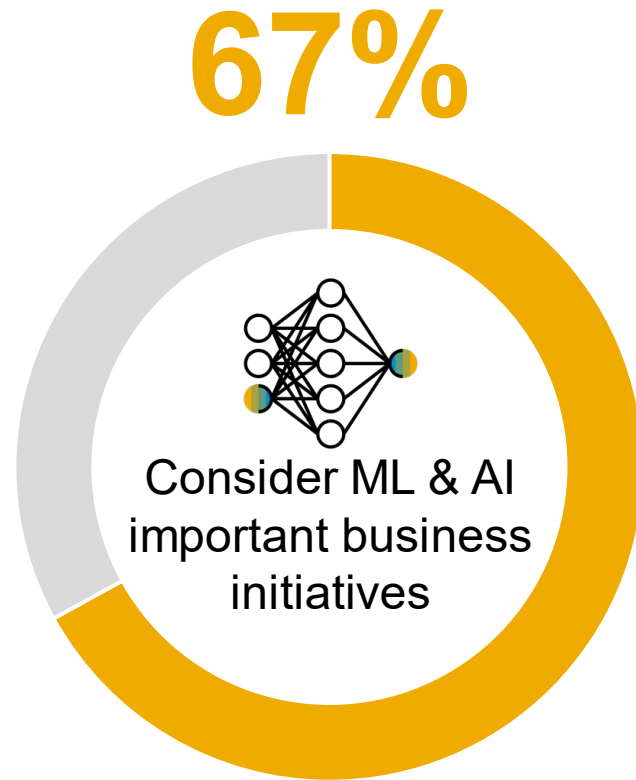


¹ <https://www.gartner.com/doc/3834463/pitfalls-avoid-planning-data-science>

² Powering the Intelligent Enterprise with AI –Forrester 2018

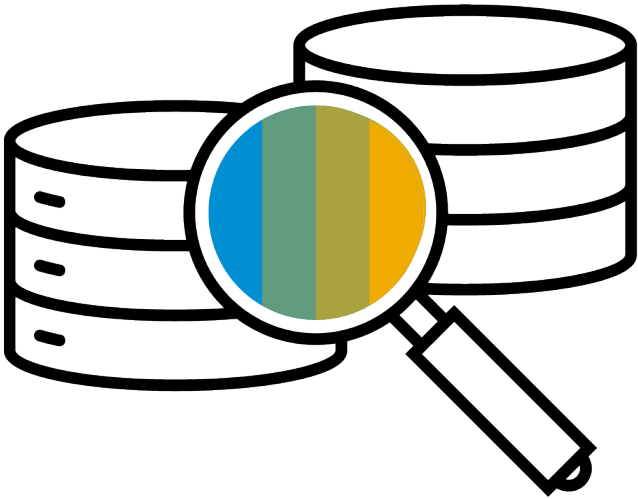
³ The Age of Analytics: Competing in a Data Driven World – McKinsey 2016

Enterprises are struggling with implementing artificial intelligence

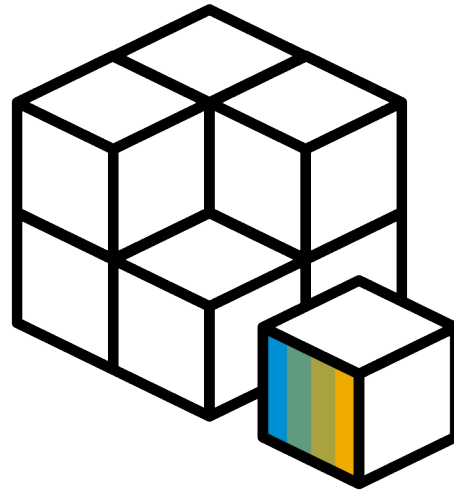


¹ Source: Forrester Hybrid Data Management Study

What is enterprise AI?



Manage the data



Manage the
development

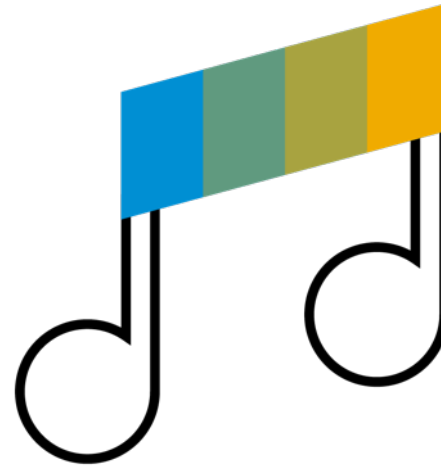


Manage the delivery

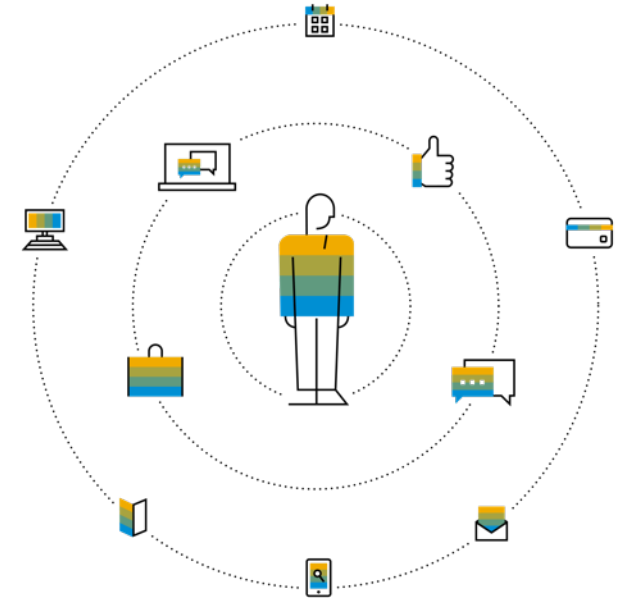
What is intelligent information management?



Discover and
refine



Compose, conduct,
and orchestrate



Govern and comply

The human aspect of intelligent technologies

Thinking / Decision Making

SAP Data Intelligence

Listening & Speaking

SAP Conversational AI

Acting

SAP Intelligent RPA

At the heart of your business

Intelligent Applications

The Foundation of the AI Assembly Line

SAP Data Intelligence



Using SAP Data Intelligence to successfully deploy the Intelligent Enterprise

Create powerful data pipelines to **leverage** your data projects and to **orchestrate** the data processing

Harness the advanced machine learning content to **accelerate** and **scale** and **automate** your Data Science projects

Manage metadata across a diverse data landscape and **create** a metadata repository



One solution to support the end-to-end workflow of delivering intelligent enterprise applications and business processes



Access & connect data



Govern & discover data



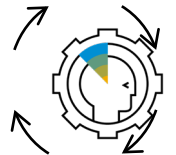
Prepare & label data



Build scalable & flexible data pipelines

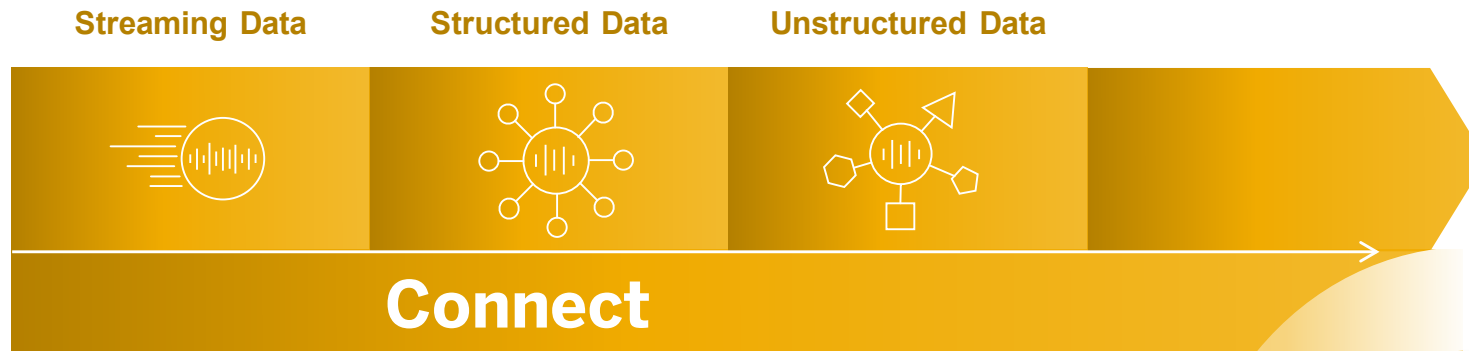


Deploy & integrate intelligent applications

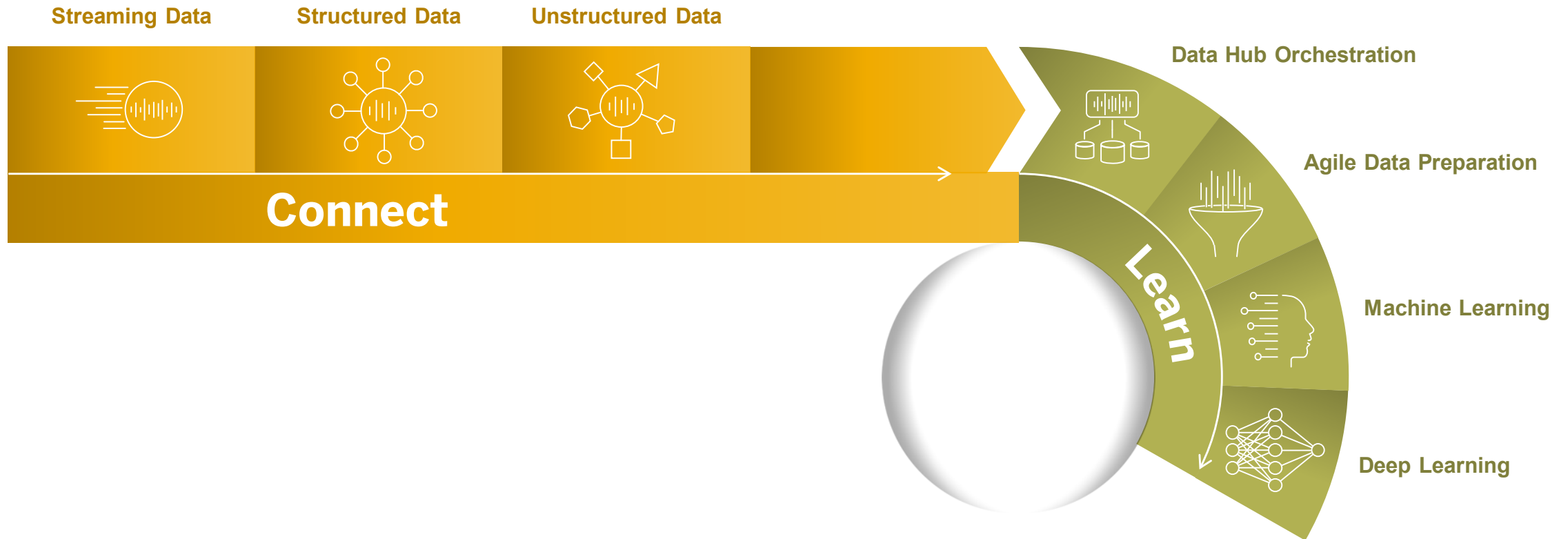


Monitor & orchestrate the lifecycle

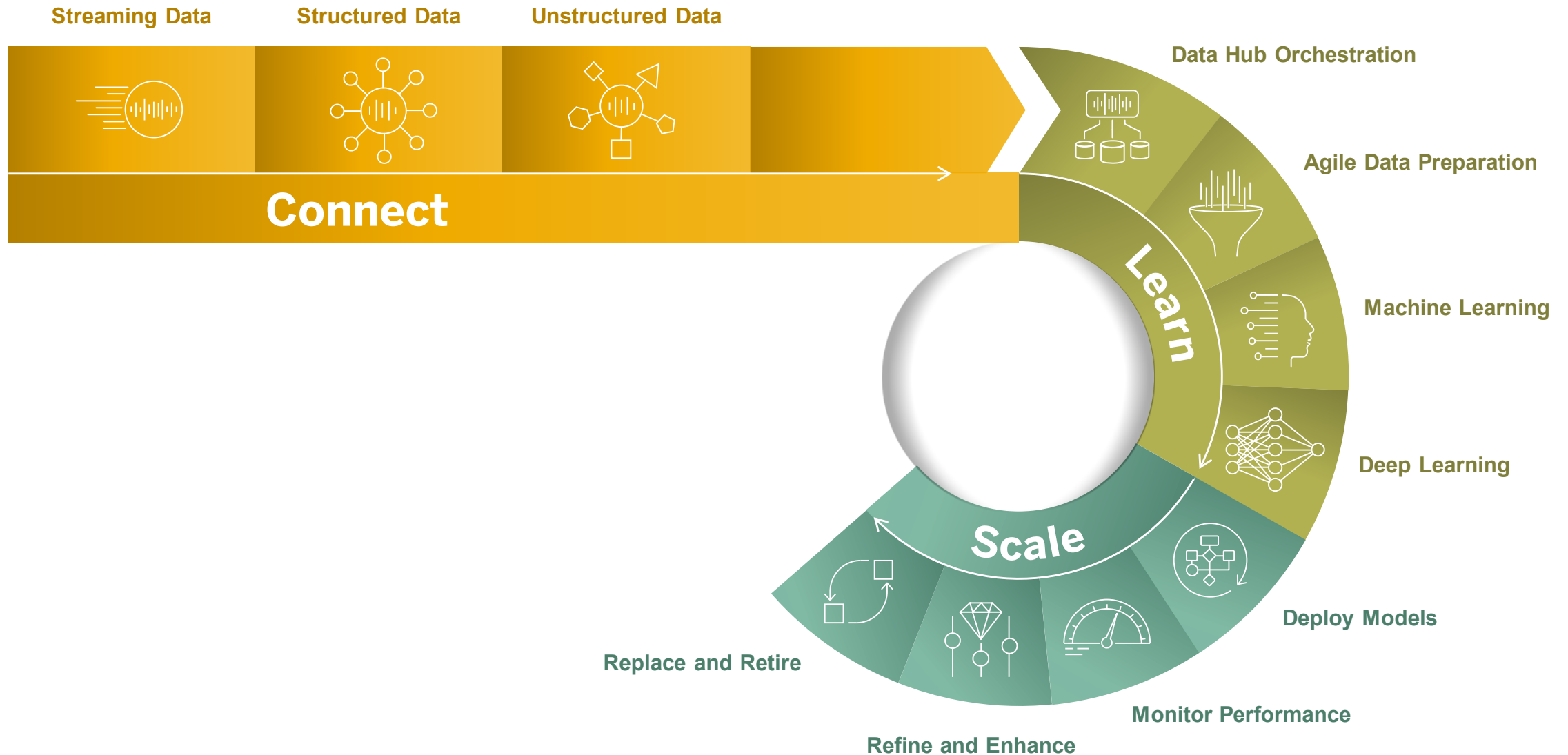
The foundation of the AI assembly line



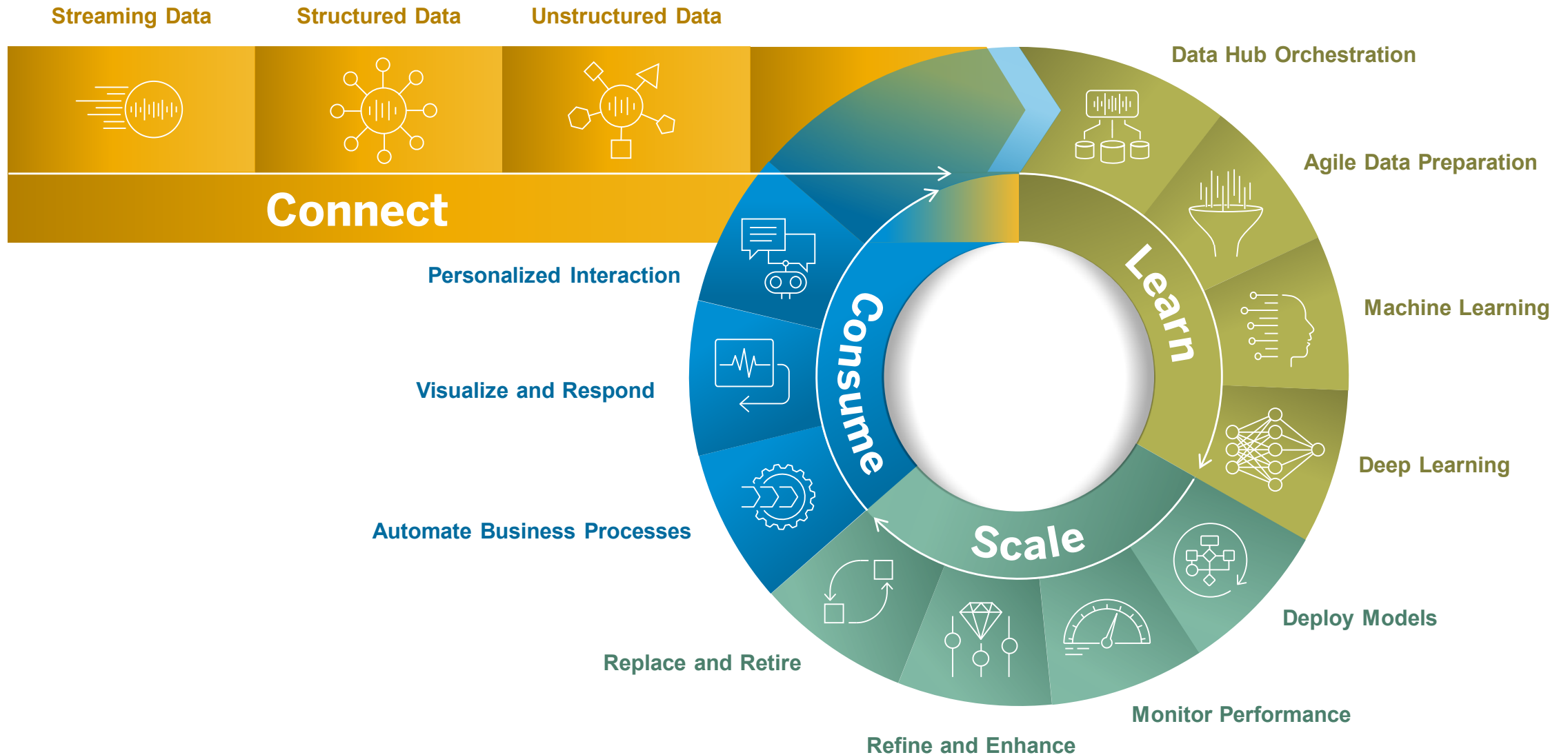
The foundation of the AI assembly line



The foundation of the AI assembly line



The foundation of the AI assembly line



SAP Data Intelligence for Enterprise AI

Create and deploy

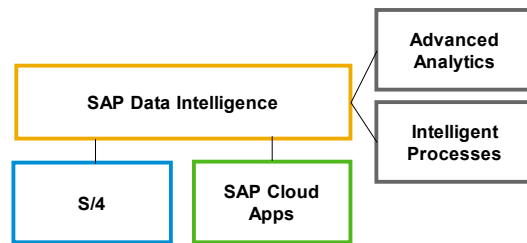
Understand and explain

Automate and scale



SAP Data Intelligence for intelligent information management

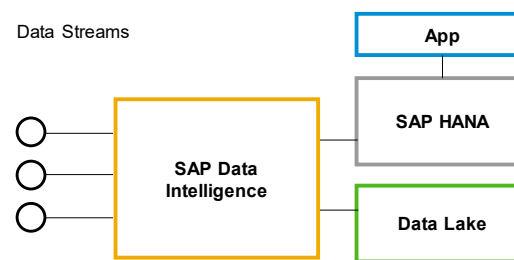
Business Application Transformation



Streamline innovation initiatives around business applications, supporting enterprise transformation programs

- **Customer risk intelligence with SAP S/4 HANA Cloud**
- **Timesheet analytics with Fieldglass**

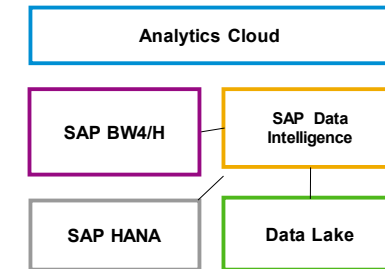
IoT Ingestion and Orchestration



Transform IoT event streams into enterprise-ready data, and derive actionable insights

- **Predictive maintenance**
- **Manufacturing product as-a-service**
- **Intelligent logistics**

Data Warehousing

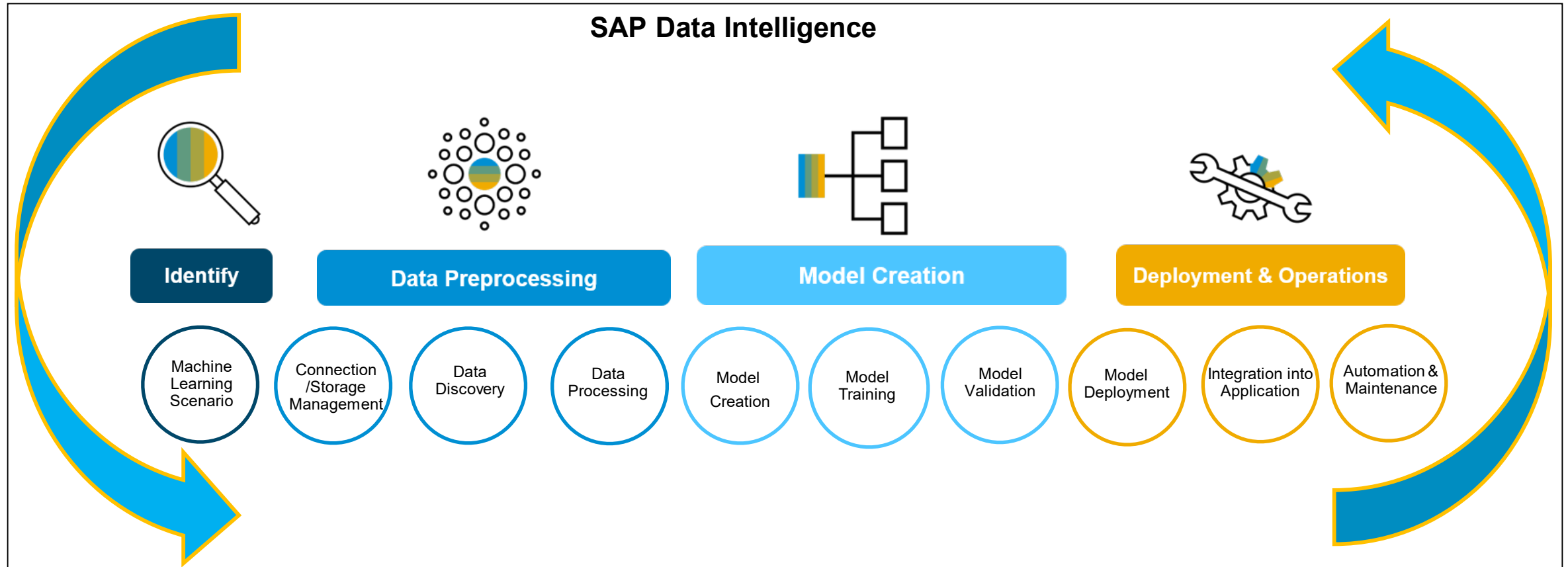


Build a multifaceted data warehouse, across diverse and distributed data assets

- **Customer 360 view**
- **Marketing campaign effectiveness**
- **Renewable energy production simulation**

SAP Data Intelligence

Tool Components



Transform Current Processes Using Machine Learning & Conversational AI



Intelligent Technologies work together for end-to-end automation

Optimize

existing processes for more efficiency or reliability

Extend

current business processes beyond efficiency gains to capture new sources of value

Transform

the company's value chain or business model to capture new revenue streams



Optimize

Machine Learning

Extend

Conversational AI

Transform

Robotic Process Automation

Embedded intelligence

Embedded AI methods and automation delivering breakthrough business value in all scenarios



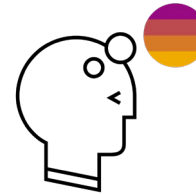
**Recommendation
Pattern**



**Matching
& Merging**



**Relevance
& Ranking**



Prediction



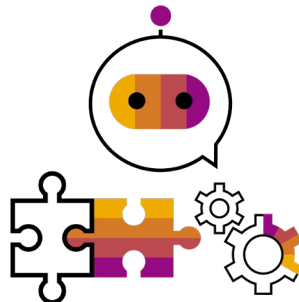
**Categorization
& Classification**



Clustering



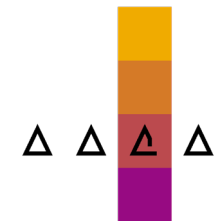
**Extraction from
unstructured data**



**Intelligent Robotics
Automation**



**Conversational UI
Pattern**



**Situations
Framework**

Implementing machine learning in SAP S/4HANA

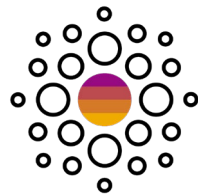
Moderate ML requirements like forecasting, key influencer, trending can be solved with classic algorithms like regression, clustering, classification or time series analysis etc. are **embedded in S/4HANA**.

More complex ML requirements that require deep learning algorithms based on neuronal networks or blending with also external data and more complex algorithms including image recognition, sentimental analysis or natural language processing are build side-by-side on SAP Leonardo ML on SAP Cloud platform.

The process typically follows several steps and results in ML application patterns to improve and automate business processes.

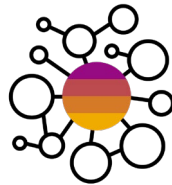
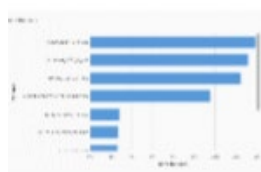


Use Case Idea

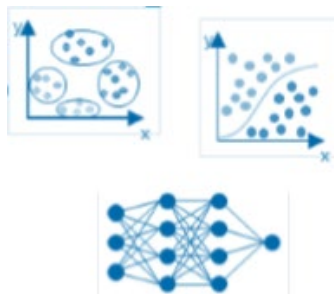


Collect Data

Collect & Prepare data,
calculate & consolidate

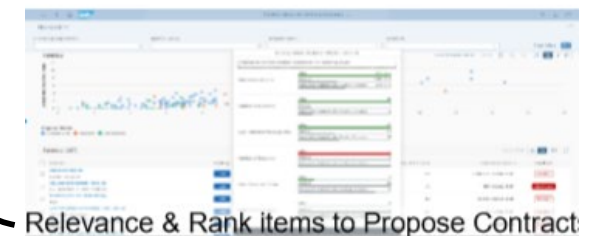
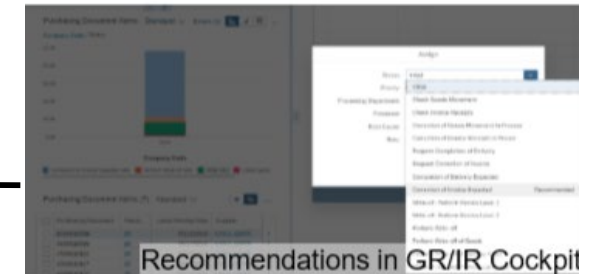
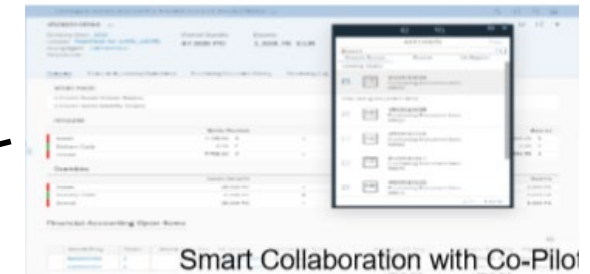
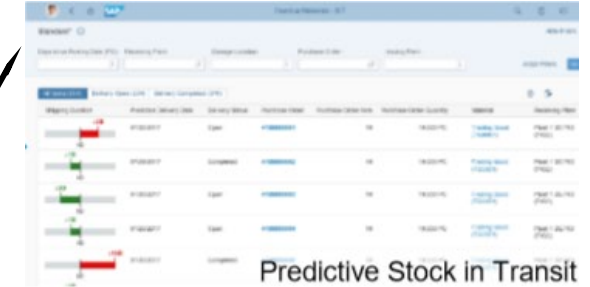
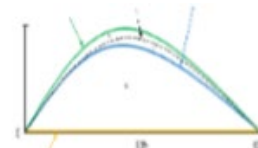


Design ML Models
using algorithms



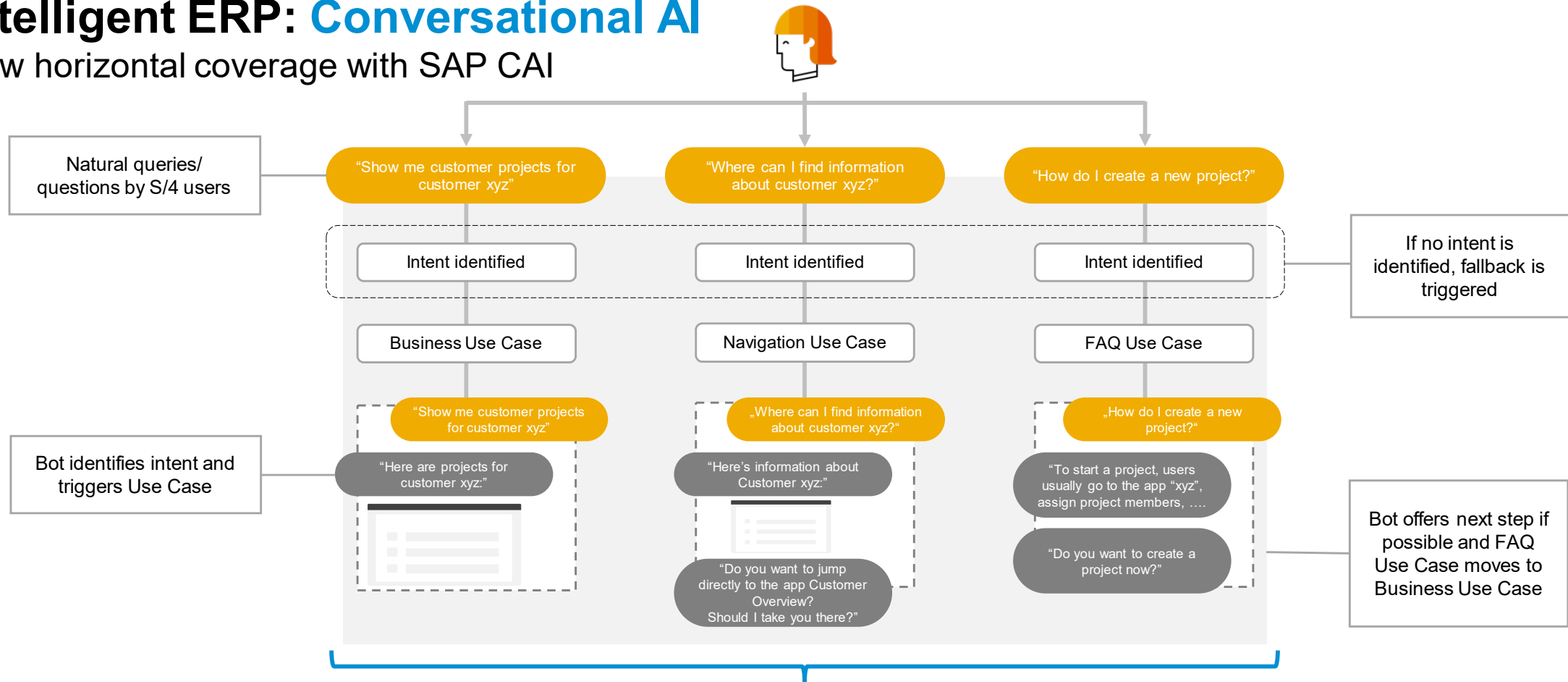
Train

increase the **predictive confidence and predictive power** during continuous evaluation, **validation** and fine tuning based on own company data



Intelligent ERP: Conversational AI

New horizontal coverage with SAP CAI



- **SAP CoPilot** is the unified and efficient conversational interface for the entire SAP portfolio: the digital assistant.
- **SAP Conversational AI** provides a development platform that allows to train, build, connect and monitor intelligent chatbots, replacing the **SAP CoPilot skill builder** with improved User Experience, planned for 2020
- A user is not using individual skills but one bot which identifies intents in the users questions and responds based on predefined use cases. A user can use natural language instead of predefined sentences to trigger use cases. SAP Conversational AI is planning to provide a horizontal coverage of an LoB instead of individual skills
- All SAP CAI bots will be integrated into the digital assistant, **SAP CoPilot**. SAP CAI is accessible and usable via <https://cai.tools.sap/>

Transform Your Intelligent Enterprise with Intelligent Robotic Process Automation



SAP Intelligent Robotic Process Automation Solution

Powered by SAP Leonardo for enabling Intelligent Enterprises



CAA263

Interact

Conversational AI (CAI)

- Chatbots to interface
- Handover to execution bot

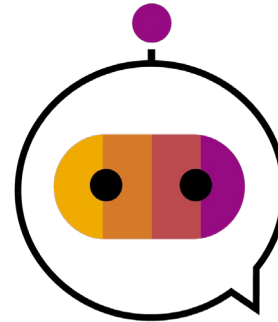


Interfacing

Execute

Intelligent Bot (RPA)

- Multiple bot workflows for handsfree execution

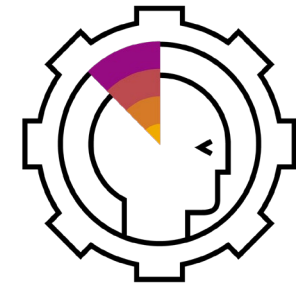


Performing Tasks

Optimize

Machine Learning (ML)

- Self-learning bots with dynamic adaptability, learn from exceptions



Robust Bots and Improve

SAP Intelligent Robotic Process Automation

How intelligent robots enhance automation

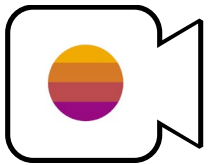


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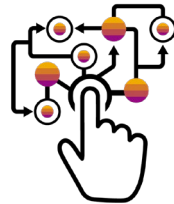
LT107

SAP Intelligent Robotic Process Automation



Record

Capture the process flow and skills to train bots



Build

Assemble bots, add skills, APIs, services, triggers



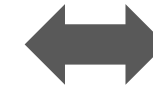
Run

AI-enabled bots in action, mimic the user, repeat



Monitor

Health check, expedite



SAP S/4HANA®

SAP SuccessFactors

SAP Ariba

SAP Concur

SAP Fieldglass

SAP® C/4HANA

Chatbots, ML services

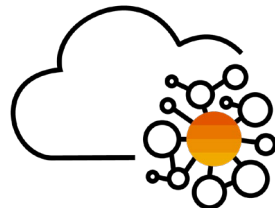
Third-party applications

Non-SAP systems

Tools eg. Excel, PowerPoint

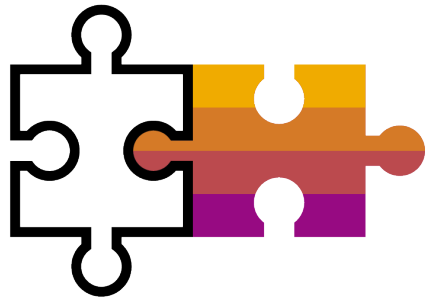
Leonardo Intelligent Technologies

Pre-Built S/4 Bots

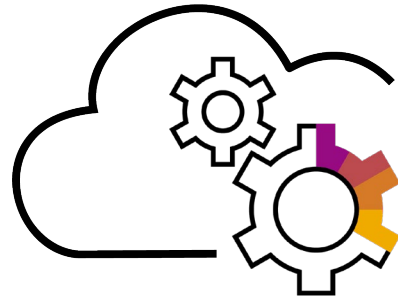


SAP® Cloud Platform

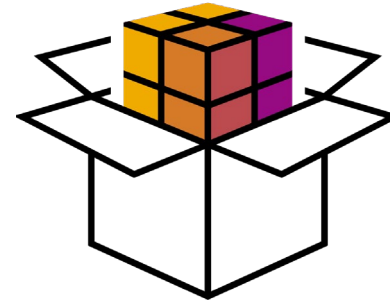
Capabilities of SAP Intelligent Robotic Process Automation



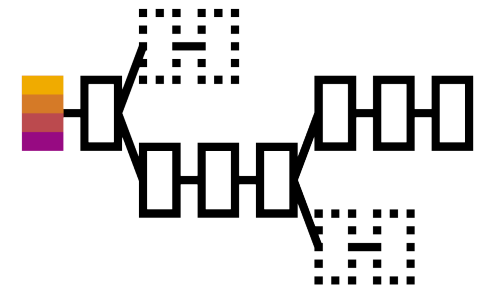
Integration for the intelligent suite designing and deploying robots across systems and deployments



API Leverage making bots robust



Out-of-the-box automation with prebuilt bots for SAP products



Reinvented processes with deeper insights

How can an RPA solution generate business value?



Improve operations

to mobilize resources for high-value tasks at lower costs



Increase service quality

to reduce cycle times for revenue generating transactions



Increase compliance

and analysis capabilities (through e.g. well-documented audit trails)



Reduce human errors

and gain speed and efficiency

Sample of intelligent RPA use cases in SAP S/4HANA

Finance



- Disputes management - customer interaction
- Automated upload of general ledger entries
- Manage payment advice
- Supplier invoice status checks
- Supplier down payment request

- Manage bank statement manually
- Supplier invoice entry
- Check deposit list upload
- Mass reversing journal entry functionality
- Mass reset and reversal of payment runs
- Manage bank statement manually

- Outgoing payment file without file interface and/or bank integration
- Post general journal entries

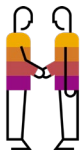
Procure



- Purchase order confirmations
- Supplier master data
- Create purchase requisition
- Purchase order confirmation (OP)

- Auto update of shipping status from logistics provider tracking number
- Export purchase requisition to Microsoft Excel template
- Quality management – creation of inspection results for good received
- Prepare RFQ
- Bundling of purchase requisitions
- Operational purchasing – source of supply determination

Sales & Delivery



- Manage sales order – automated upload down payments

- Manage sales orders: create sales order with multiple order entry types.
- Create sales quotation
- Create sales contract
- Create sales inquiry

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- CAA3 – Move to SAP S/4HANA
 - CAA4 – Get to SAP S/4HANA Cloud
 - CAA5 – Extend, integrate and embed Intelligence into SAP S/4HANA
-

Related SAP TechEd sessions

- CAA806 – SAP S/4HANA: The Intelligent ERP Road Map
 - CAA460 – Implement Bots with Robotic Process Automation (RPA) in SAP S/4HANA Cloud
 - LT107 – Intelligent RPA Embedded into SAP S/4HANA Cloud
 - CAA263 – Develop an End-to-End Intelligent Process for an Intelligent Enterprise
-

Public SAP Web sites

- SAP Community: www.sap.com/community
- SAP products: www.sap.com/products
- SAP S/4HANA Cloud: www.sap.com/s4-cloudrelease
- SAP Activate Roadmap Viewer: go.support.sap.com/roadmapviewer
- SAP Best Practices Explorer: rapid.sap.com/bp



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