



SAP Business Unleashed Innovation Day

When you connect everything, you
can achieve anything.



Enabling your own AI-driven innovation with the SAP BTP AI Foundation - Building with AI
Core, GenAI Hub and Joule Studio

Liam Mischewski - BTP AI Solution Advisor

Unrivaled Ai

Drive relevant outcomes • Trust reliable results • Adopt AI and scale responsibly

Signavio LeanIX WalkMe AI-assisted Cloud Transformation CALM Joule for Consultants and more

Joule

Joule Agents

Embedded AI

Financial Management

Supply Chain Management

Human Capital Management

Spend Management

Customer Experience

Business Technology Platform

Customized AI based on AI Foundation

AI Foundation

on Business Technology Platform

AI ecosystem partnerships and investments



ANTHROPIC



cohere

databricks

Google Cloud



Meta

Microsoft

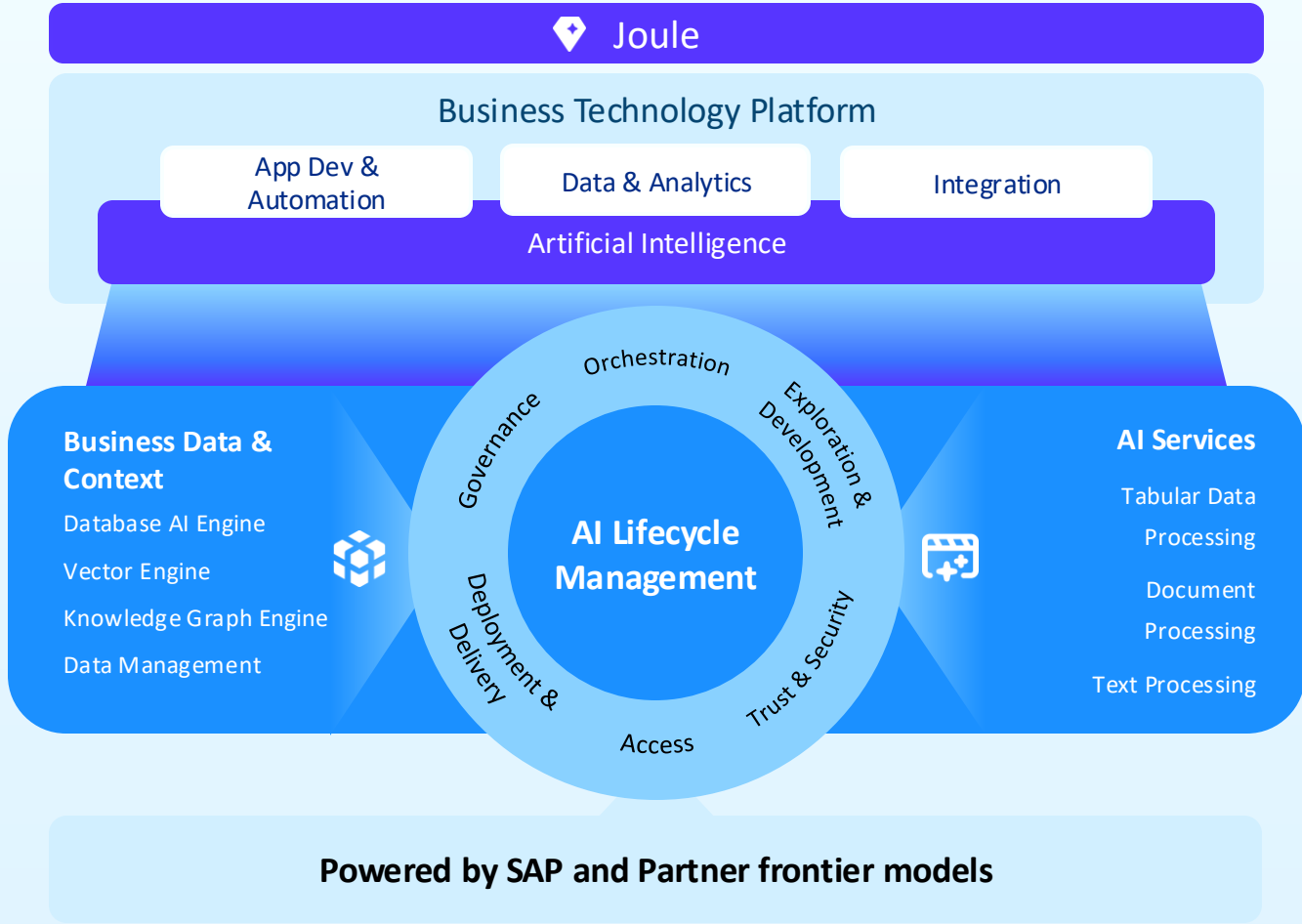


NVIDIA



SAP Business Data Cloud

AI Foundation is a complete set of services for AI developers on SAP BTP



Empower developers with managed and trusted access to LLMs

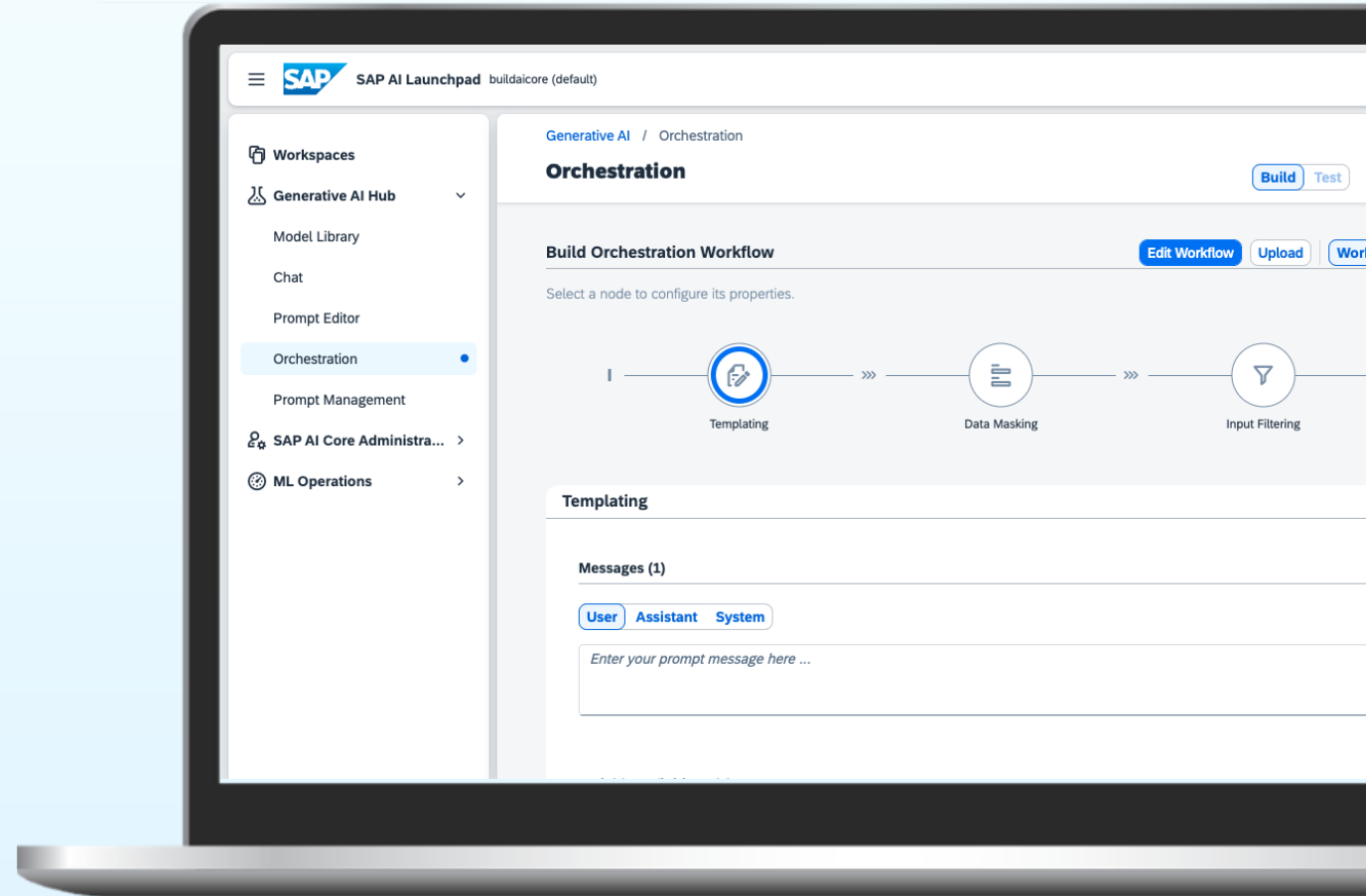
Connect seamlessly and securely to supported LLM models with GenAI Hub on SAP AI Core

Experiment using the prompt engineering playground

Enhance models response with grounding

Extend your solutions with generative AI capabilities

Accelerate adoption with managed legal and commercial framework



SAP Analytics
Cloud

SAP
Datasphere

SAP Business
Applications

Custom &
Third-Party
Applications

Anchor Data Apps in Your Business Context with SAP HANA Cloud Vector Engine

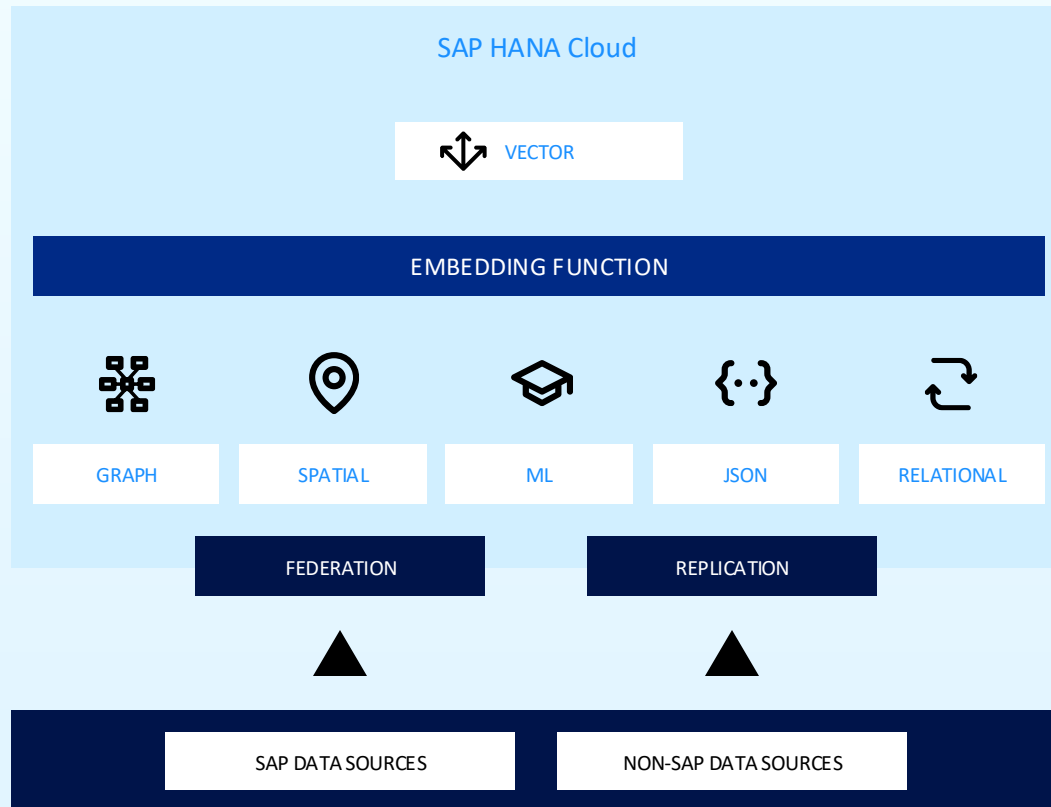
Store and retrieve complex data points represented in many dimensions on SAP HANA Cloud's Vector Engine

Generate coherent, fact-based responses

Limit model 'hallucination'

Integrate sensitive and customer-specific data

Leverage existing LLM training

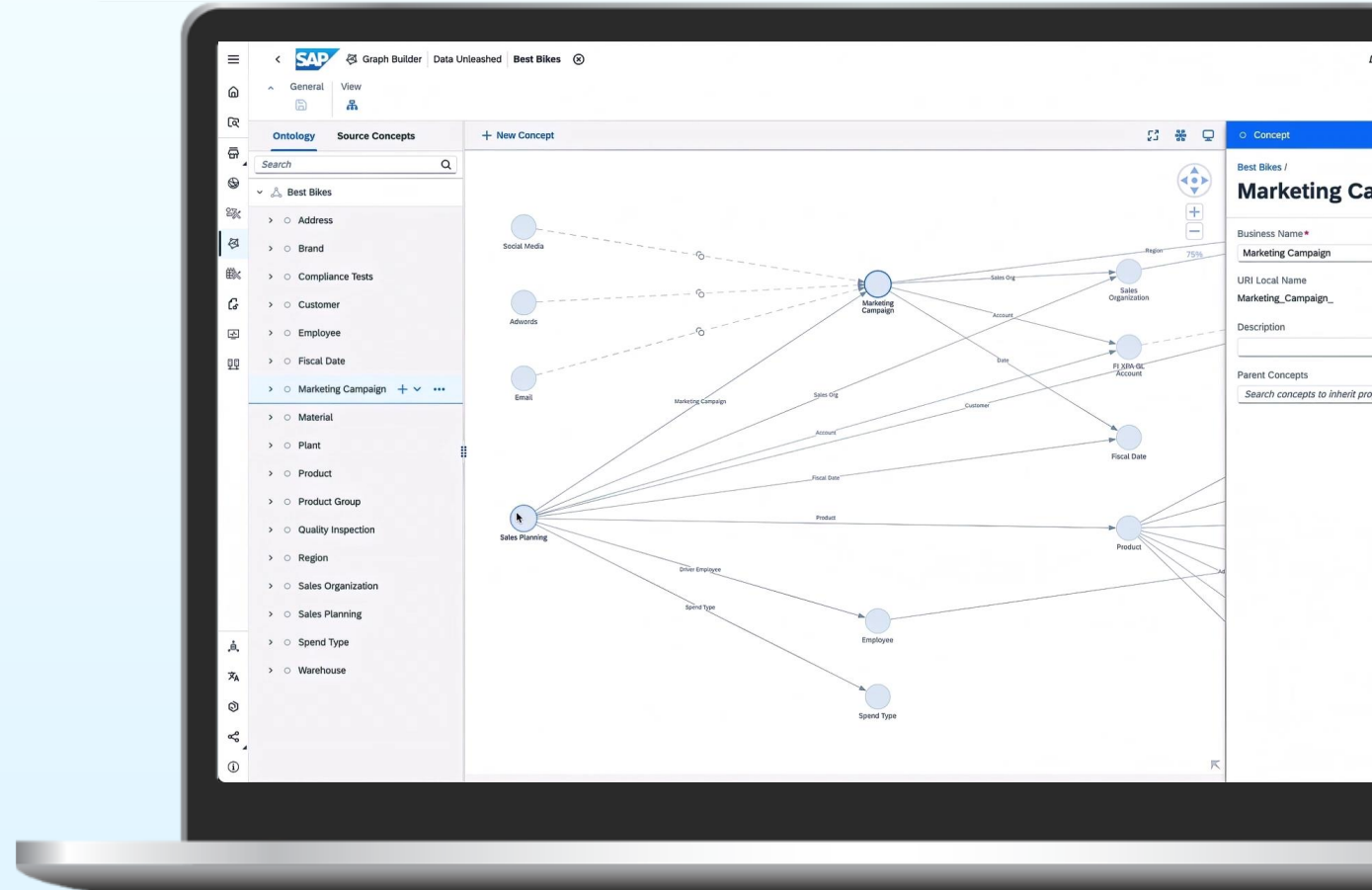


Harness Knowledge Graph to Enhance LLMs with SAP's Structured Data

Augment **business context** into ontologies traceable by LLMs for complex queries

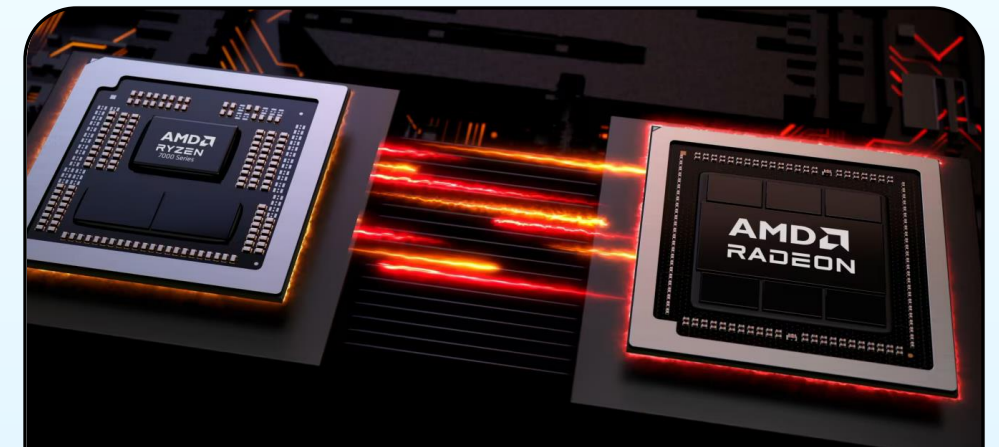
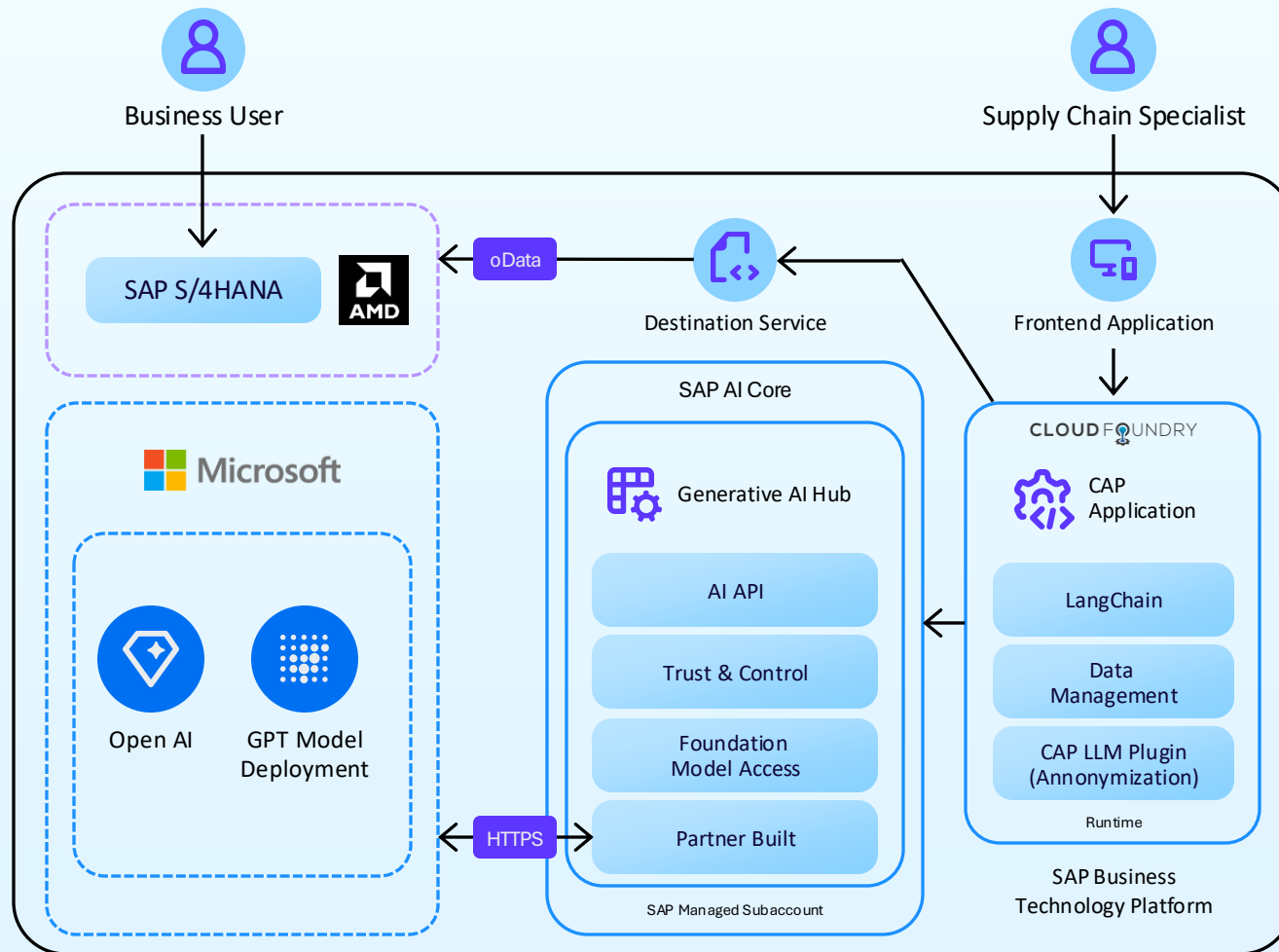
Validate results generated by LLMs to **prevent hallucinations**

Generate trustworthy, AI-powered insights with **traceable data lineage** to underlying enterprise data sources



AMD's Generative AI Supply Chain Troubleshooter

Code based AI Agent to determine reasons for order blocks



OUTCOMES

90%

Reduced manual effort

10400

Orders per year

3120

Hours of Productivity

AI Agents

redefining productivity and innovation

“

**up to 3x more
productivity ...**

The biggest opportunity is seamless
enterprise collaboration ...

From Potential to Profit: Closing the AI Impact Gap
Boston Consulting Group, 2025
(Source)



What is the difference?

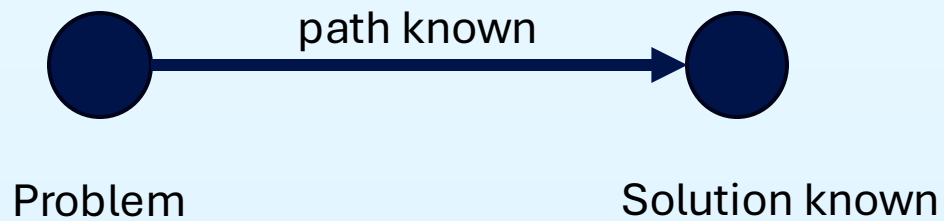
Joule Skills vs. AI Agents

What is the difference?



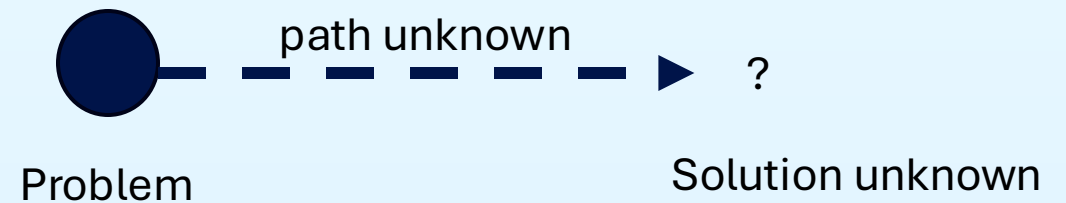
Joule Skills

"Tell me exactly what to do, and I'll do it."



AI Agents

"Tell me the problem, and I'll figure out the best way to solve it."



What is the difference?

Supply Chain & Logistics

“Retrieve warehouse stock levels.”



Joule Skills

“Predict inventory shortages and suggest reordering strategies.”



AI Agents

What is the difference?

Customer Support

“Create a support ticket.”



Joule Skills

“Analyze previous issues, suggest solutions, and escalate if needed.”



AI Agents

What are AI Agents?

AI agents can autonomously interact with the environment and iteratively reason **through multistep tasks to achieve a goal**.

Key capabilities:

Planning

Agents plan out multiple steps to achieve a goal

Reflection

Agents self-correct and iteratively reason through problems

Tool usage

Agents gather data and affect changes by using tools like calculators, APIs, and more.

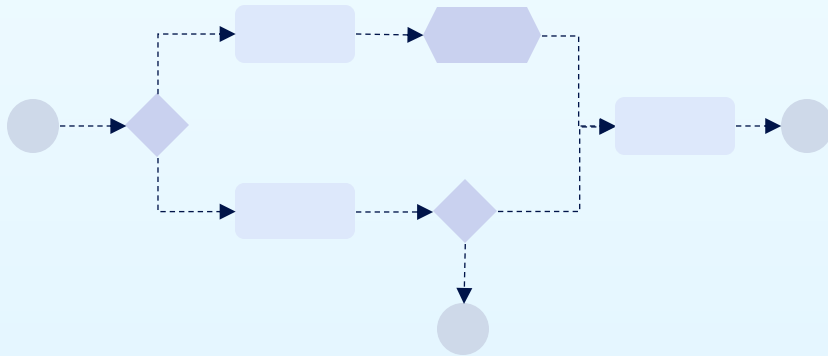
Collaboration and multiagent

Agents call other specialized agents (and interact with humans) to achieve task

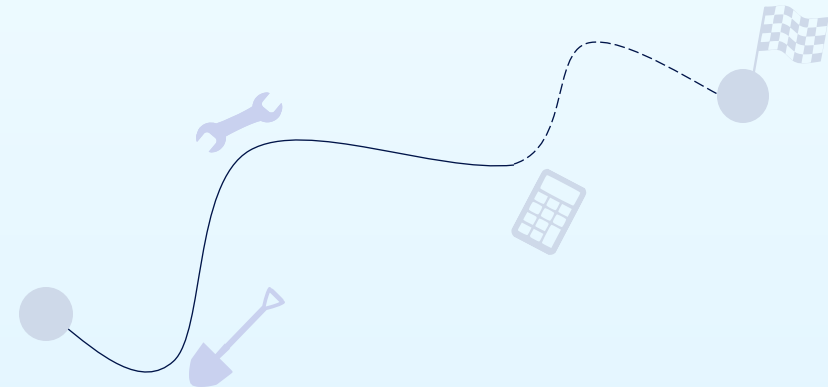
AI Agents for Business

AI Agents are the next evolutionary step towards automation in business contexts

from **modelling processes** with rules and conditions **ahead of time**



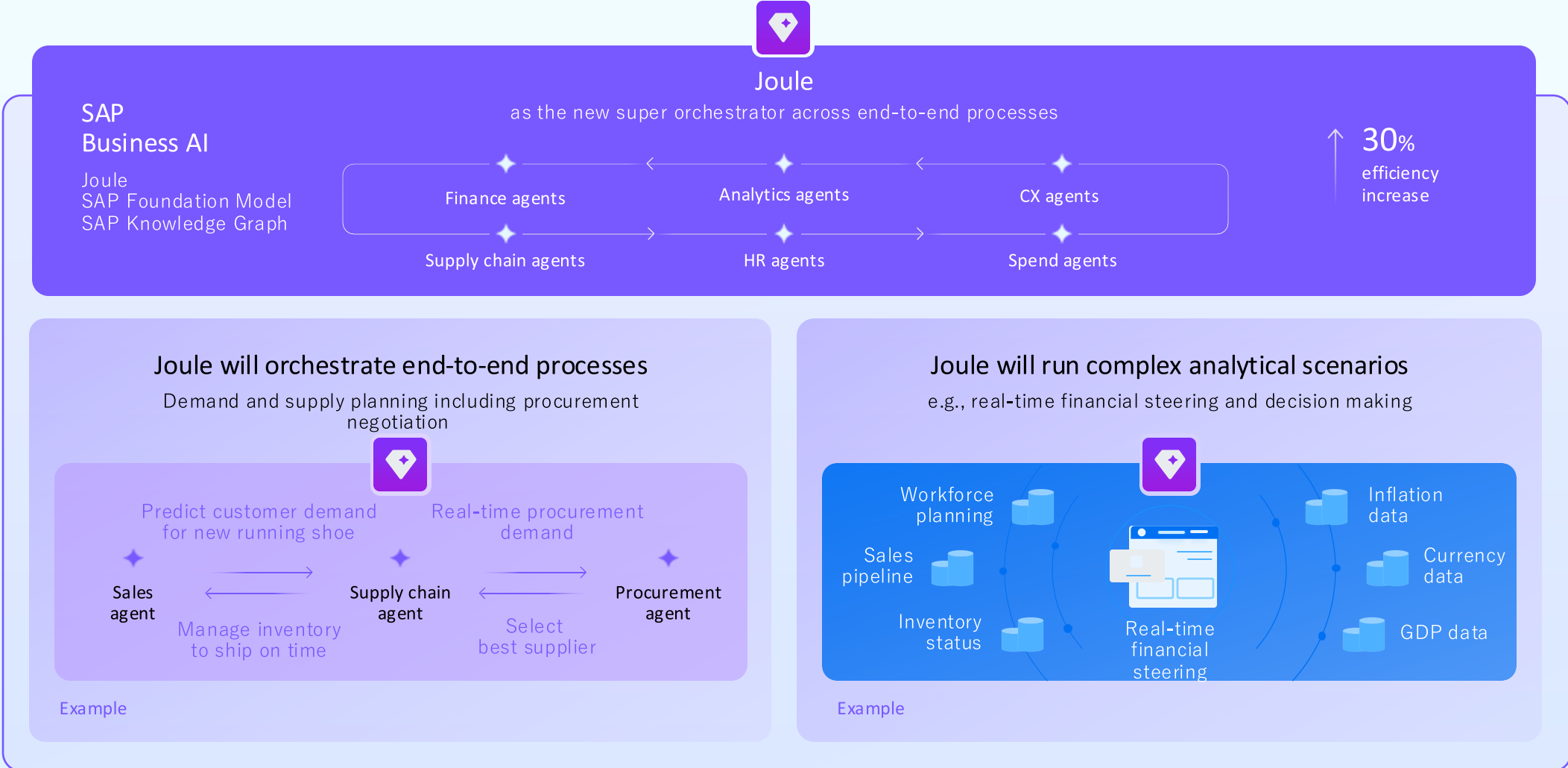
... to providing **tools and a mission** prompt for **dynamic problem solving**



SAP's goal is to **deliver the majority of agents**, i.e. mission prompts and tool definitions, **as content** and execute them **on a managed runtime** which is automatically **integrated with Joule** to quickly scale the number of agents across the SAP portfolio.

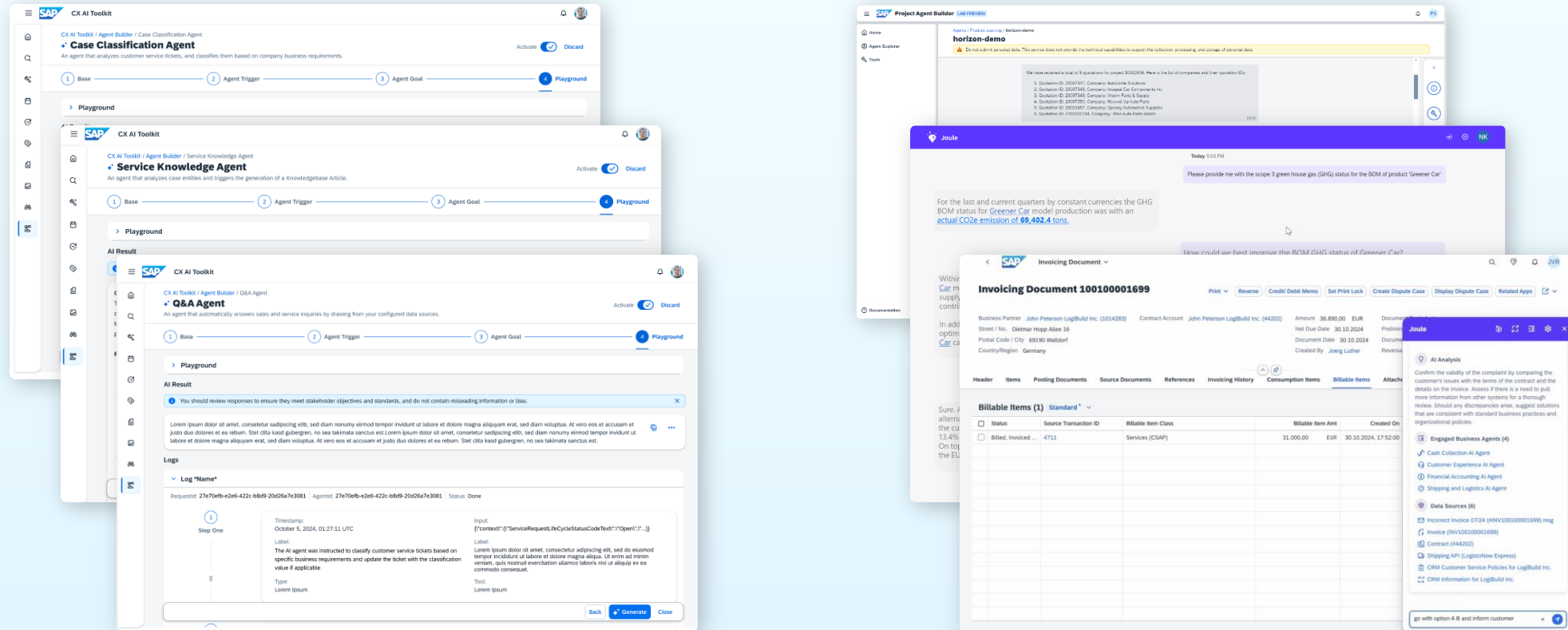
Systems of AI agents

Orchestrating across end-to-end processes and optimizing end-to-end planning



AI Agents across SAP

Examples



Customer Experience:
Case Classification, Service Knowledge and Q&A

Finance: Dispute Resolution Agent,
Sustainability: Emission factor mapping with AI,
Procurement: Quote Analysis & Scenario Recommendation



Joule studio

in SAP Build



Joule studio

in SAP Build

1



Joule

2



BUILD

**Extend Joule with
Joule skills**



**Build your own AI
Agents**



This presentation and SAP's strategy and possible future developments are subject to change and may be changed by SAP at any time for any reason without notice.

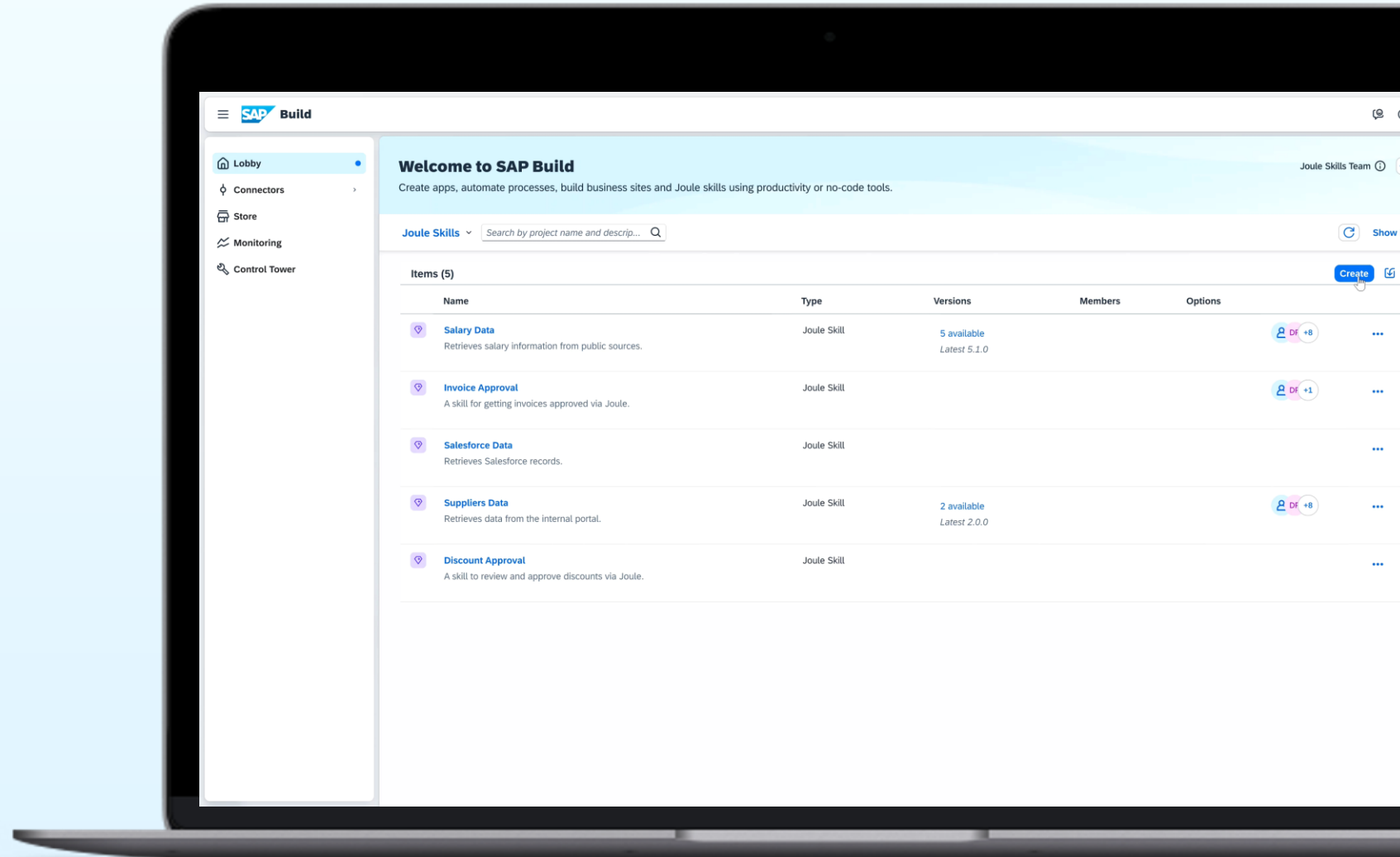
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Add new skills to Joule

Enhance Joule's out-of-the-box capabilities from SAP to support your organization-specific workflows

Create, deploy, monitor and manage your own Joule skills with **drag-and-drop** simplicity.

Integrate any **third-party system** into Joule for an entirely integrated conversational user experience



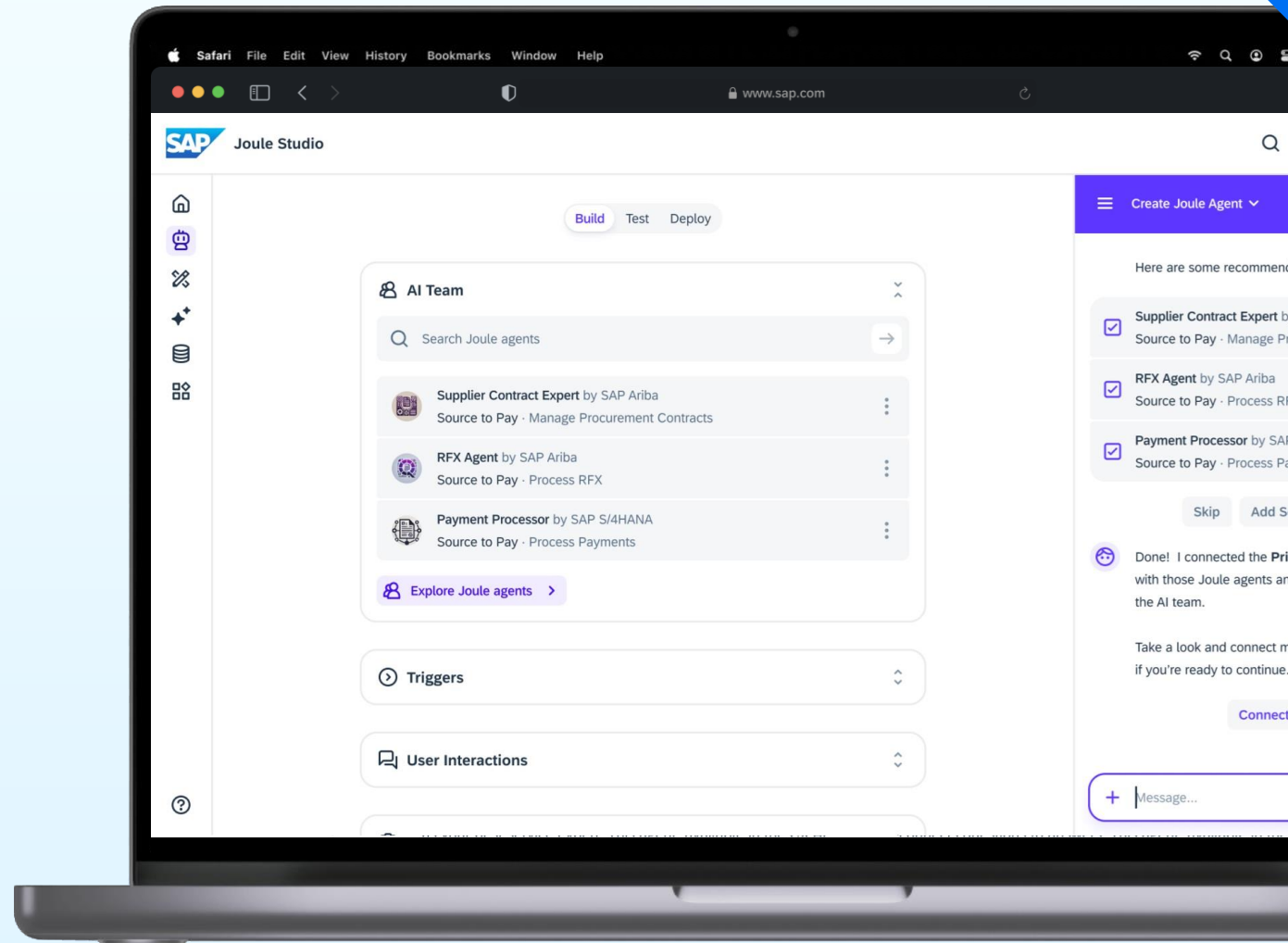
Build the most powerful agents for your business

Extend the Joule's library of ready-to-use agents with custom agents tailored to your business processes

Agent builder in Joule studio provides guided no-code workflows.

SAP Knowledge Graph integration recommends process and data grounding.

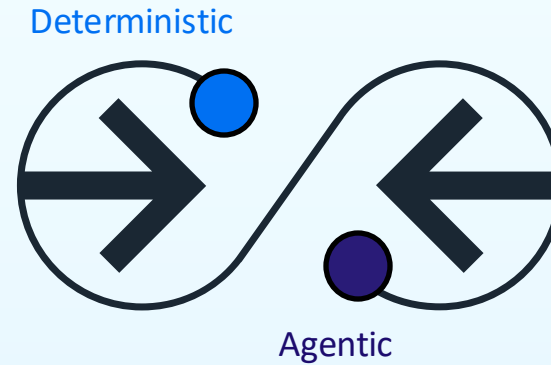
Your agents do more for your business by leveraging Joule skills and collaborating with other Joule agents.



Joule Studio With Process Automation

Build AI agents in Joule Studio and bring them to your process automations

**SAP Build
Process Automation**
Repetitive tasks and
process automations



Joule Studio
LLM-based planning,
automation and decisions



Leverage existing automations
and pre-build content



Human in the loop



Low-code AI agent
development



Automation of unpredictable
and long-tail scenarios



Automations based on
unstructured documents

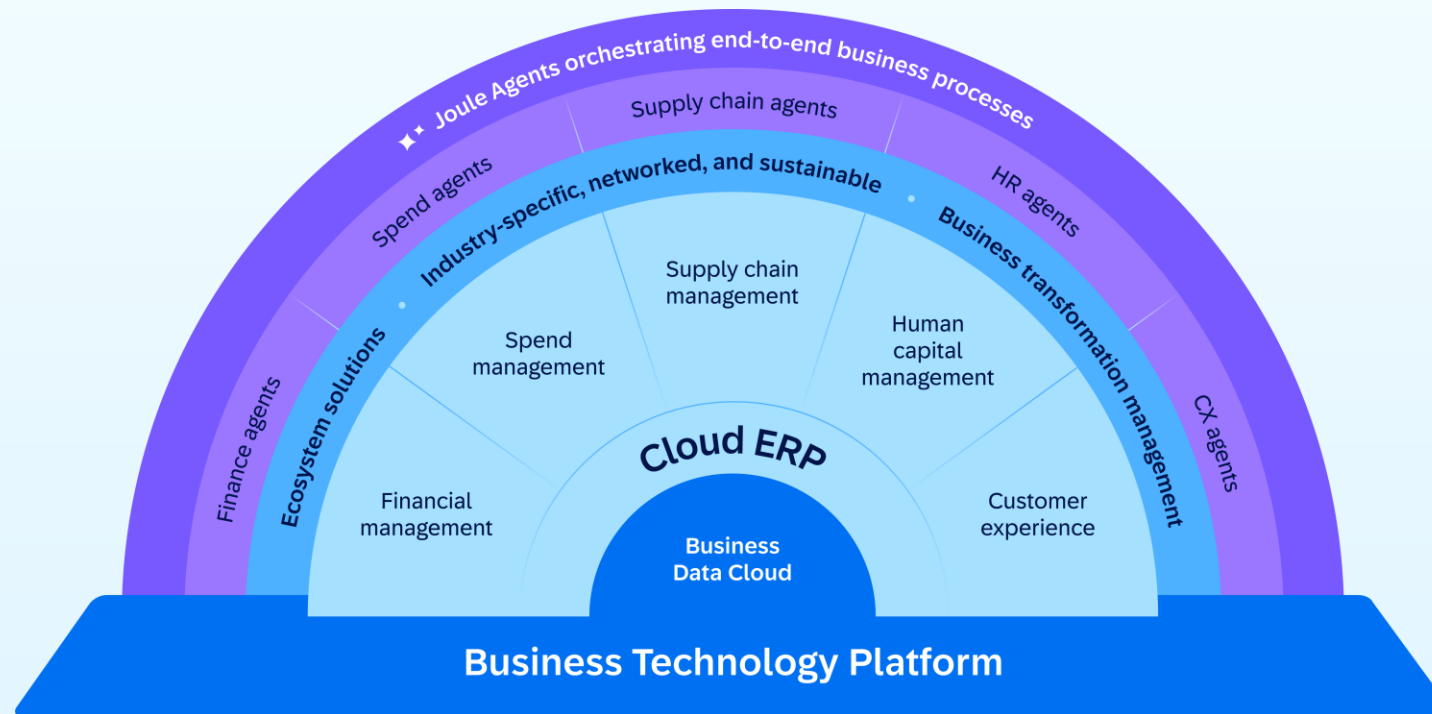


Automation of error
handlings



Power to act across every corner of your business

Joule provides one seamless AI integration layer across SAP and third-party applications



SAP Business Suite
powers mission-critical
end-to-end processes.

+1,300 prebuilt Joule skills
to perform tasks in every core
business application.

To complete high-impact work
involving multi-step cross-functional
workflows.

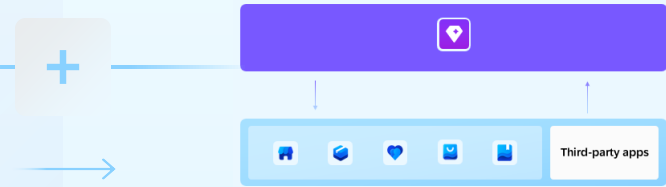
The most capable AI agents for your business



Business process grounding



All the right data



Power to act end-to-end

Joule agents are uniquely equipped
to solve bigger cross-functionally

Thank you



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