



SAP Innovation And Optimization Pathfinder

K4U Webinar

Christian Oehler
Customer Value Experience – Digital Business Services
August, 2019

PUBLIC

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

Agenda

Introduction and Overview

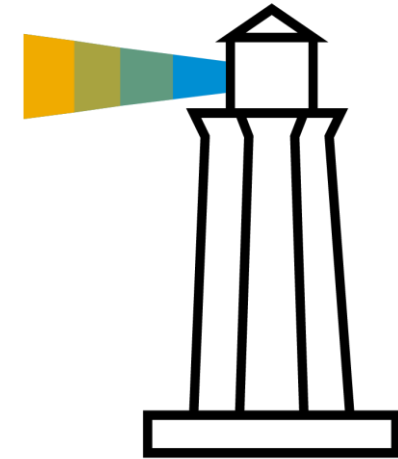
- Customer Challenges
- Solution
- How to Read the Report

Example: SAP Innovation and Optimization Pathfinder [for SAP ERP](#)

Example: SAP Innovation and Optimization Pathfinder [for SAP S/4HANA](#)

How to Request Your Own Report

Summary



Digital transformation calls for optimized IT assets

Searching for the best way to meet line-of-business needs and support strategic digitalization goals

Business Innovation

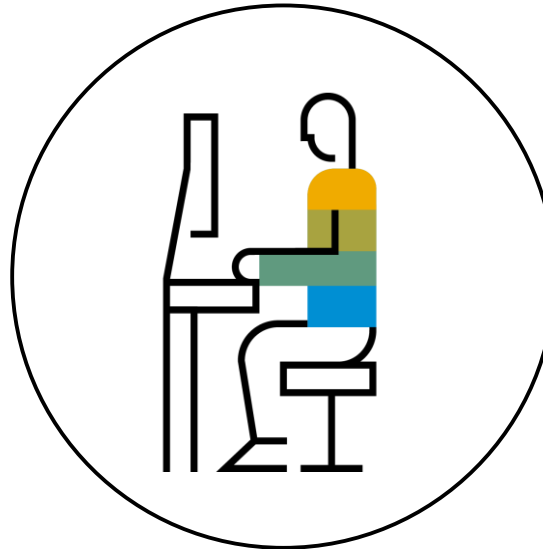
Fulfill business demand for new functionalities and improve business processes

Simplification of IT

Improve IT operations and reduce total cost of ownership

Digital transformation

Prepare and expand skill sets and capabilities.

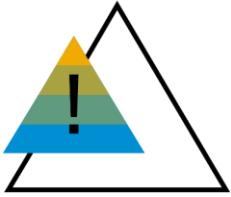


IT department

Continuous value

Deliver value to the business consistently, allowing transformation to happen over time.

How To Identify Improvement and Innovation Opportunities?



SAP offers a broad portfolio for customers:

- 1,000+ user experience apps
- 800+ SAP enhancement package innovations for SAP ERP
- Hundreds of innovations for SAP S/4HANA
- 1,250+ preconfigured business and IT performance metrics
- 1,300+ SAP Enterprise Support deliverables that help optimize IT and business processes
- Vast range of premium engagement and service offerings
- Various solutions for the cloud and SAP S/4HANA



- **Which innovations are relevant?**
- **How can we realize the full potential of our investment in SAP software and services?**
- **What are the next steps to take advantage of a vast portfolio of service and support offerings from SAP?**

SAP Innovation and Optimization Pathfinder

A tailor-made report highlighting innovation potentials, business process and IT optimizations



Customer-specific improvement and innovation opportunities based on the customer's current core SAP ERP system usage, business & IT performance



Industry benchmarks and recommendations for business and IT to optimize SAP solutions, or to implement software and cloud innovations using relevant SAP Enterprise Support or SAP Services offering



Interactive report navigates decision makers to relevant information, services and tools

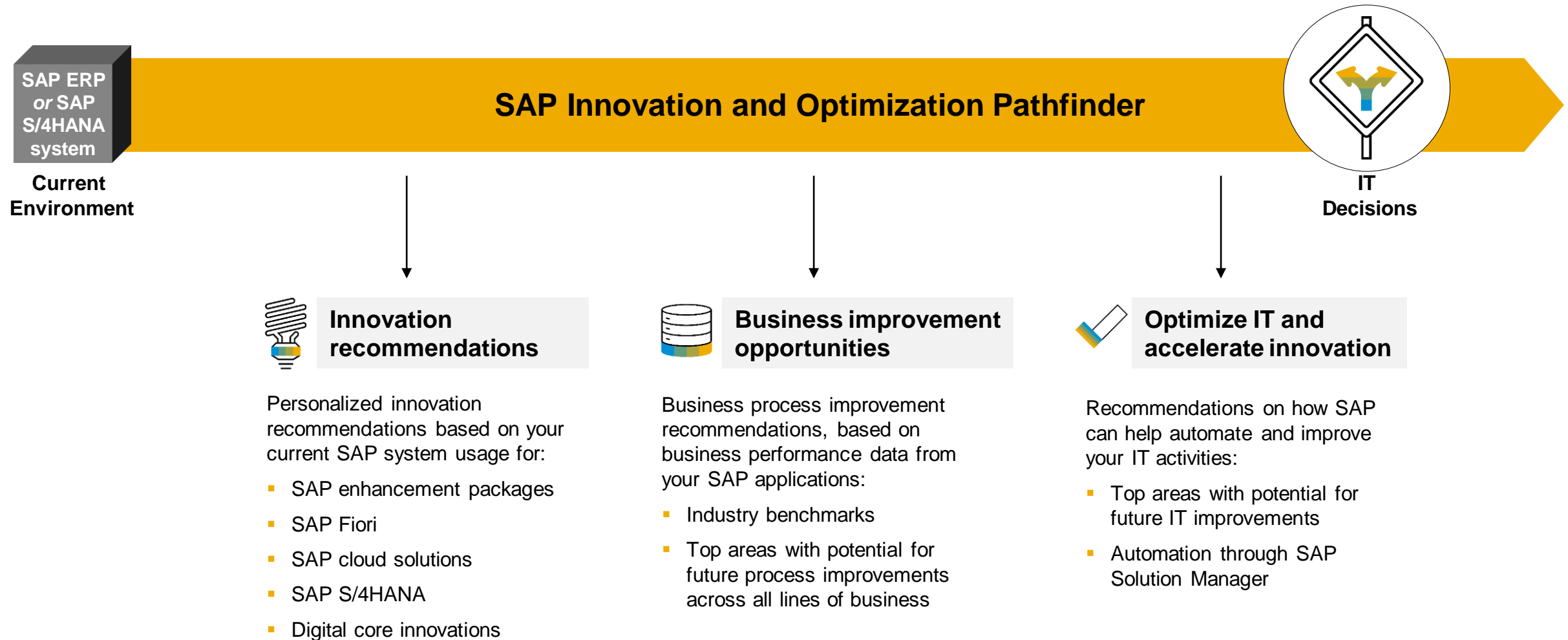


Free-of-charge for customers on SAP maintenance



Landing Page:
www.sap.com/Pathfinder

SAP Innovation and Optimization Pathfinder recommends innovations and options for optimizing business operations and the IT environment

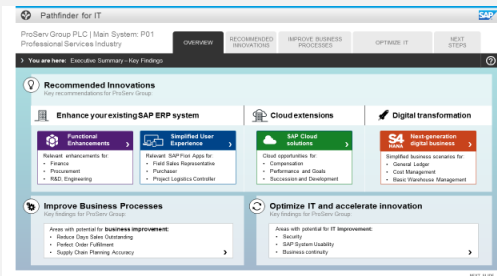


SAP Innovation and Optimization Pathfinder report for each situation:

SAP ERP

Get most of your SAP ERP and prepare for your digital transformation with:

SAP Innovation and Optimization Pathfinder for IT



- Optimize your IT
- Improve your business processes
- Access to the right innovations

SAP Innovation and Optimization Pathfinder for Line of Business



- Improve your LoB specific business processes
- Identify to the right innovations for your LoB

SAP S/4HANA

Get most out of your SAP S/4HANA solution with:

NEW: SAP Innovation and Optimization Pathfinder for IT – SAP S/4HANA



- Optimize your IT
- Improve your business processes
- Access to the right innovations

Pathfinder Customer Success

Identify opportunities and strengthen collaboration with business executives

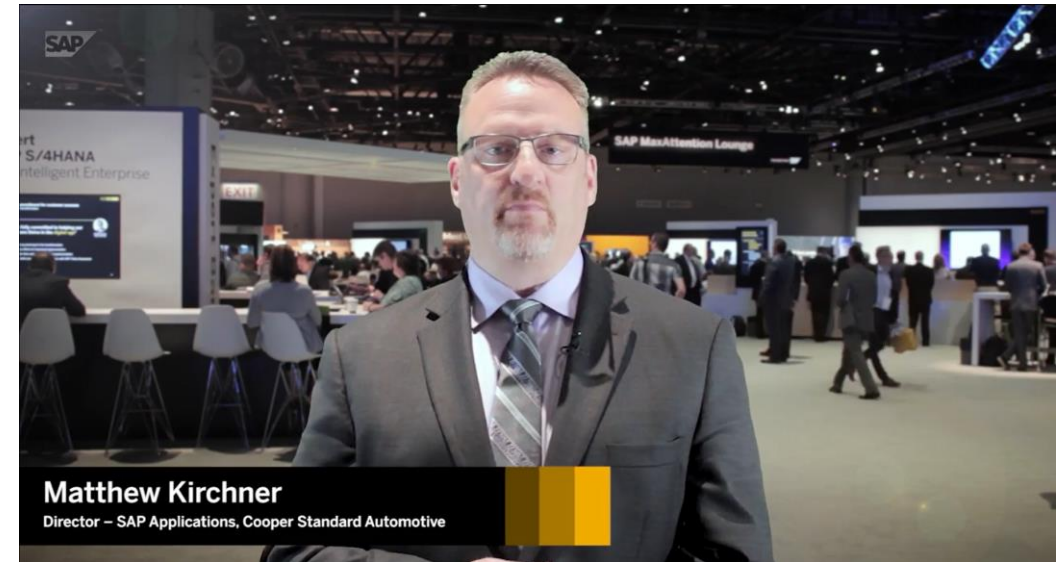


“We were able to quickly gain consensus with our business”

Peter Monaghan, IT Manager

Breakthru Beverage Group

[link to video](#)



“Pathfinder made it easier to prioritize our SAP initiatives and secure buy-in from our business stakeholders”

Matthew Kirchner, Director SAP Applications

Cooper Standard Automotive

[link to video](#)



Breakthru Beverage Group LLC
Baltimore, Maryland
www.breakthrubev.com

Industry
Wholesale distribution

Products and Services
Distributor of premium wine, spirits, and beer brands

Employees
7,000

Revenue
US\$5 billion

SAP® Solutions
SAP® Innovation and Optimization Pathfinder service, SAP Fiori® apps, SAP ERP application, SAP Enterprise Support services, SAP HANA® business data platform, and SAP Business Process Performance Optimization service

Preparing for the Digital Economy Using the SAP® Innovation and Optimization Pathfinder

Breakthru Beverage Group, a leading distributor of luxury wine, spirits, and beer brands, used the SAP Innovation and Optimization Pathfinder service to identify further improvement and innovation opportunities for all aspects of its business.

Before: Challenges and Opportunities

- Improve business and IT process performance to drive innovation and streamline operations
- Align IT with lines-of-business stakeholders and the center of excellence on a road map driven by business priorities
- Upgrade to the latest enhancement package for SAP ERP and migrate to SAP HANA to leverage SAP Fiori apps for all lines of business, starting with sales and finance

Why SAP

- SAP Innovation and Optimization Pathfinder as a single source of usage-based innovation recommendations from SAP enhancement packages, SAP Fiori apps, SAP Cloud portfolio, and SAP S/4HANA®, with potential business-process and IT performance improvements using industry benchmarks
- Relevant SAP Enterprise Support services that provide guidance to help ensure a smooth upgrade to the latest enhancement package, and deployment of SAP Fiori for users in sales and finance
- Ongoing quality checks to improve performance of critical processes, reduce the database size, and promote growth
- An upgrade to SAP Solution Manager 7.2 to help with the implementation of data-volume management and business-process analytics, to prepare the landscape for the transition to SAP Business Suite powered by SAP HANA

After: Value-Driven Results

- Fostered alignment of IT with lines-of-business stakeholders on SAP road map through targeted recommendations from the pathfinder service
- Gained efficiencies through simplified business processes in sales and finance using SAP Fiori apps
- Increased collaboration between IT and lines of business in planning for the transition to SAP S/4HANA
- Adopted faster innovation and reduced consultancy costs by leveraging relevant SAP Enterprise Support services
- Improved performance of sales-order entry with the SAP Business Process Performance Optimization service

“Value from SAP Innovation and Optimization Pathfinder is twofold. It provides IT with direction on business transformation opportunities, and it starts the conversation to use key business stakeholders as active participants in projects.”

Peter Monaghan, Availability and Production Manager – IT, Breakthru Beverage Group LLC



Strengthened

IT's relationship with key business stakeholders on SAP initiatives

4%

Of budget saved on SAP Fiori apps training through SAP Enterprise Support

Improved

Productivity of the sales team during the order entry process, freeing up time for customer interactions

30%

Reduction in database size of SAP ERP, in preparation for the migration to SAP Business Suite powered by SAP HANA



Watch how Breakthru Beverage prepared for a major business transition with SAP solutions.



“The SAP Innovation and Optimization Pathfinder report identified the **most promising areas for investment**, helping us reach our targets for IT and business-process improvement as well as innovation.”

Maurizio Caiazza, Infrastructure Management and Technical Architecture,
Coop Consorzio Nord Ovest

Coop Consorzio Nord Ovest used SAP® Enterprise Support services to help it identify how to best direct time and resources to encourage innovation adoption and improve efficiency. SAP Innovation and Optimization Pathfinder revealed how the organization compared with industry peers and provided complete guidance for each relevant topic. The benefits achieved include 100% higher customer satisfaction.

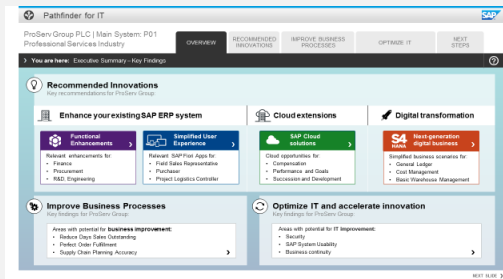


SAP Innovation and Optimization Pathfinder report for each situation:

SAP ERP

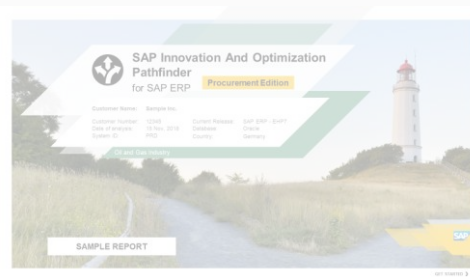
Get most of your SAP ERP and prepare for your digital transformation with:

SAP Innovation and
Optimization Pathfinder
for IT



- Optimize your IT
- Improve your business processes
- Access to the right innovations

SAP Innovation and
Optimization Pathfinder
for Line of Business

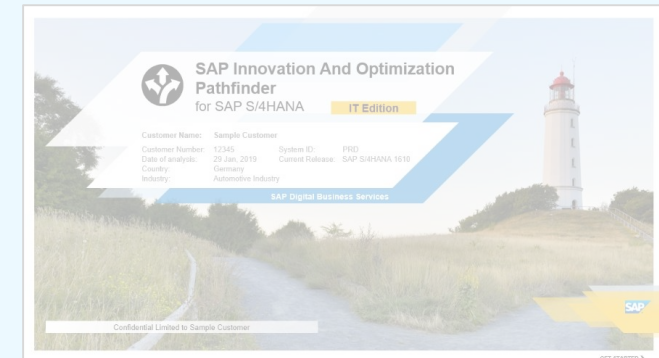


- Improve your LoB specific business processes
- Identify to the right innovations for your LoB

SAP S/4HANA

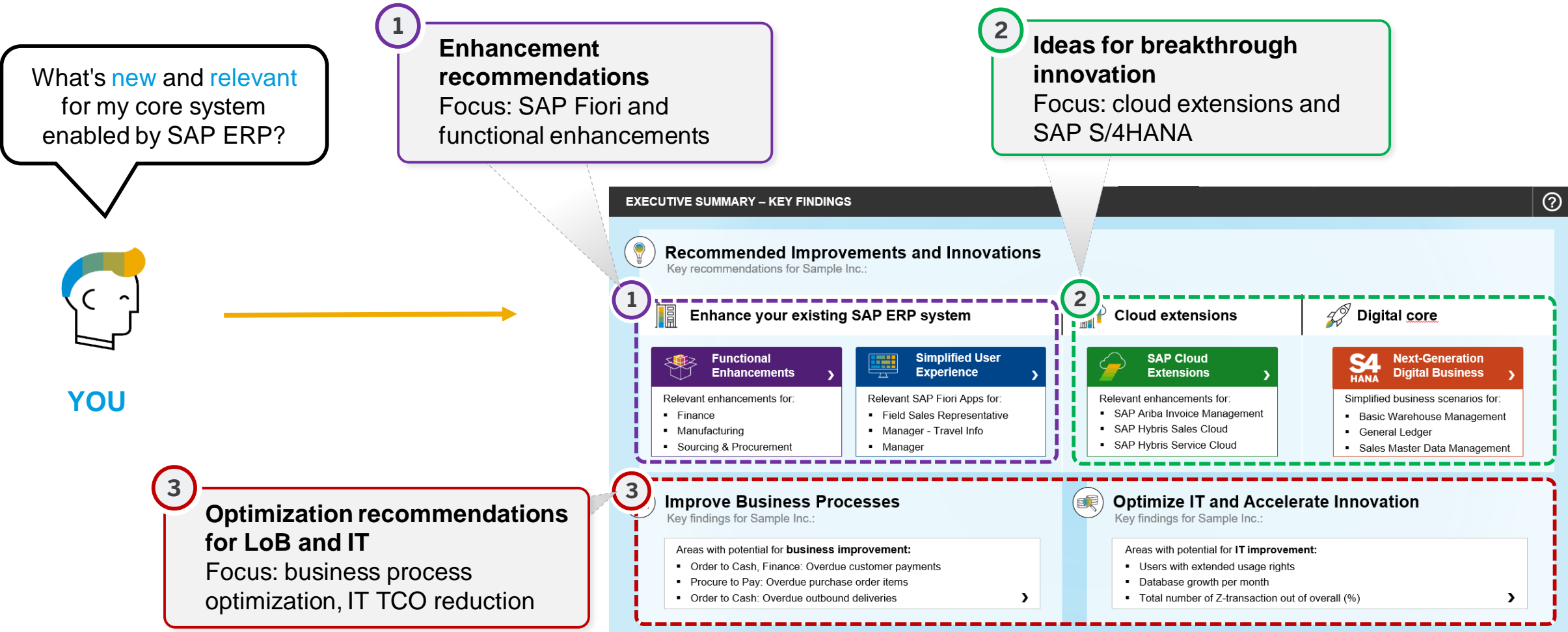
Get most out of your SAP S/4HANA solution with:

NEW: SAP Innovation and
Optimization Pathfinder
for IT – SAP S/4HANA

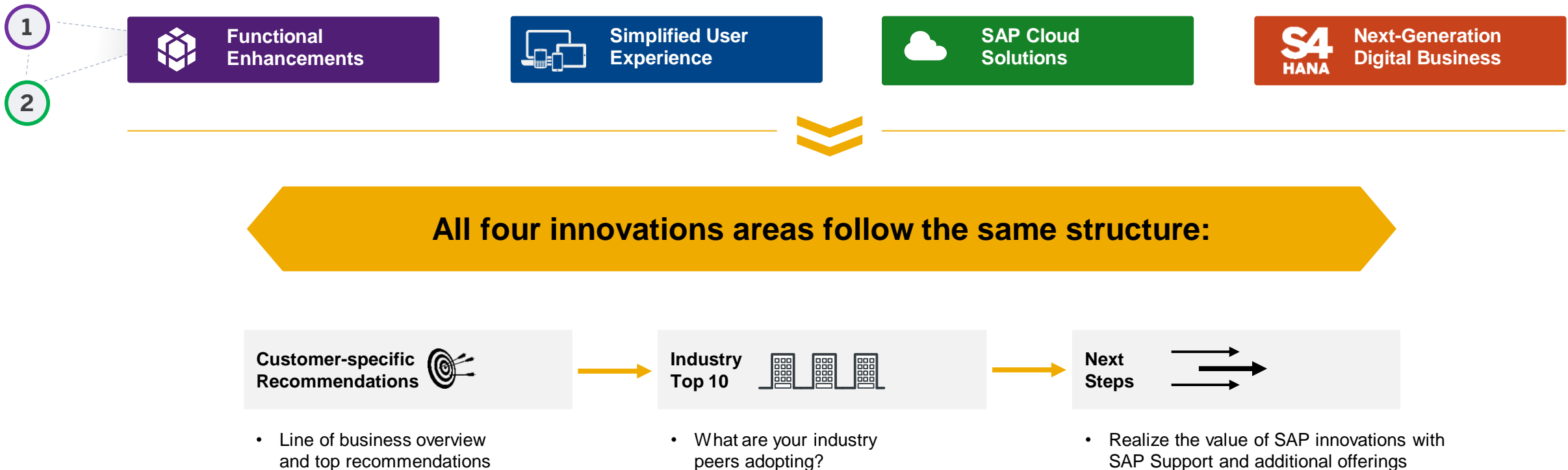


- Optimize your IT
- Improve your business processes
- Access to the right innovations

Introducing the Executive Summary



SAP Innovation and Optimization Pathfinder Report Structure 1/2: Business Improvements and IT Optimization



SAP Innovation and Optimization Pathfinder Report Structure 2/2: Business Improvements and IT Optimization

3



Improve Business Processes



Optimize IT and Accelerate Innovation

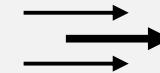


Business and IT improvement areas follow the same structure:

Business or IT Goals with Improvement Potential



Next Steps



- Realize the value of SAP innovations with this SAP Enterprise Support and additional offerings

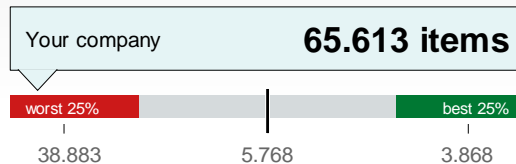
Top 3 Goals With Improvement Potential

KPI Details (Aging) and Future Solution

YOU VS. INDUSTRY PEERS

Example:

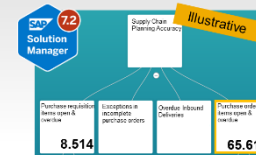
Overdue purchase order items



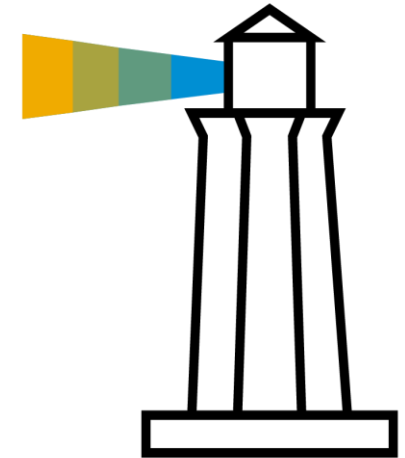
- Selected from your SAP EarlyWatch Alert
- Benchmarking your performance against industry peers

KPI breakdown: "Procure to Pay: Purchase order items open & overdue"			
	<3 months old	4-11 months old	Older 12 months
Customer values	9.015	8.810	47.788
In %	14%	13%	73%

- Additional information about the KPI
- Outlining future solutions



Example:
SAP Innovation and Optimization Pathfinder
for SAP ERP





Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

EXECUTIVE SUMMARY – KEY FINDINGS



Recommended Improvements and I

Key recommendations for Sample Inc.:

The Pathfinder report provides tailormade recommendations for the core ERP system of the customer on:

- 1 a customer-specific selection of relevant Innovations (EHP business functions, Fiori Apps, Cloud functionality enhancements, S/4HANA capabilities), by mapping most used transactions against innovations
- 2 areas of improvement in business processes and IT, by analyzing and benchmarking performance indicators



Enhance your existing SAP ERP system



Functional Enhancements



Relevant enhancements for:

- Finance
- Manufacturing
- Sourcing & Procurement



Simplified User Experience



Relevant SAP Fiori Apps for:

- Field Sales Representative
- Quality Engineer
- Transportation Manager



Cloud extensions



SAP Cloud Extensions



Relevant enhancements for:

- SAP Ariba Invoice Management
- SAP Hybris Sales Cloud
- SAP Hybris Service Cloud



Digital core



Next-Generation Digital Business



Simplified business scenarios for:

- Basic Warehouse Management
- General Ledger
- Sales Master Data Management



Improve Business Processes

Key findings for Sample Inc.:

Areas with potential for **business improvement**:

- Order to Cash, Finance: Overdue customer payments
- Procure to Pay: Overdue purchase order items
- Order to Cash: Overdue outbound deliveries



Optimize IT and Accelerate Innovation

Key findings for Sample Inc.:

Areas with potential for **IT improvement**:

- Users with extended usage rights
- Database growth per month
- Total number of Z-transaction out of overall (%)





Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

EXECUTIVE SUMMARY – KEY FINDINGS



Recommended Improvements and I

Key recommendations for Sample Inc.:

The Pathfinder report provides tailormade recommendations for the core ERP system of the customer on:

- 1 a customer-specific selection of relevant Innovations (EHP business functions, Fiori Apps, Cloud functionality enhancements, S/4HANA capabilities), by mapping most used transactions against innovations
- 2 areas of improvement in business processes and IT, by analyzing and benchmarking performance indicators



Enhance your existing SAP ERP system



Functional Enhancements



Relevant enhancements for:

- Finance
- Manufacturing
- Sourcing & Procurement



Simplified User Experience



Relevant SAP Fiori Apps for:

- Field Sales Representative
- Quality Engineer
- Transportation Manager



Cloud extensions



SAP Cloud Extensions



Relevant enhancements for:

- SAP Ariba Invoice Management
- SAP Hybris Sales Cloud
- SAP Hybris Service Cloud



Digital core



Next-Generation Digital Business



Simplified business scenarios for:

- Basic Warehouse Management
- General Ledger
- Sales Master Data Management



Improve Business Processes

Key findings for Sample Inc.:

Areas with potential for **business improvement**:

- Order to Cash, Finance: Overdue customer payments
- Procure to Pay: Overdue purchase order items
- Order to Cash: Overdue outbound deliveries



Optimize IT and Accelerate Innovation

Key findings for Sample Inc.:

Areas with potential for **IT improvement**:

- Users with extended usage rights
- Database growth per month
- Total number of Z-transaction out of overall (%)





Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

OVERVIEW



Enhance your existing SAP ERP system

Discover functional enhancements

- SAP enhancement packages provide improved functionality for SAP ERP, which can be activated based upon business demand
- Most business functions in SAP enhancement packages for SAP ERP are included with your underlying SAP software license and maintenance agreement*



Functional Enhancements

Relevant innovations >

20 on your current SAP enhancement package 5

25 on latest SAP enhancement package 8

Improve user experience

- SAP Fiori is the personalized and intuitive user experience for SAP software across devices
- It will help your users gain productivity, save training costs and increase user adoption
- SAP Fiori apps for SAP Business Suite are included with your underlying SAP software license**



Simplified User Experience

Relevant SAP Fiori apps >

24 on your current database

85 on SAP HANA

Explore cloud opportunities

- SAP offers cloud apps (SaaS) for all lines of business, a market-leading cloud platform (PaaS), and flexible on-demand infrastructure (IaaS)
- SAP has already 110+ million cloud subscribers and 41 state-of-the-art data centers around the world



SAP Cloud Extensions

Relevant extensions >

28 recommendations

Move to the digital core

- SAP S/4HANA is the next-generation business suite designed to help you run simple in the digital economy
- SAP S/4HANA is the “digital core” of your entire enterprise and natively supports the Internet of Things, Big Data, real-time analytics, mobile, business networks, and more



Next-Generation Digital Business

Relevant scenarios >

35 recommendations

Innovation Recommendations:

Example “SAP Fiori Apps recommendations” (1/4):

Based on the transactions most frequently used by this customer, the Pathfinder report recommends 24 SAP Fiori Apps if the customer stays on the current database, or 85 Fiori Apps if the customer decides to switch the database to SAP HANA.

* Details can be found in [SAP Note 152246](#)

** <http://news.sap.com/sapphire-now-sap-fiori-user-experience/>



Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

SIMPLIFIED USER EXPERIENCE

Overview

Top Recommendations

Industry



Simplified User Experience

Overview

Customer-specific recommendations



SAP Fiori is the new user experience for SAP software

SAP Fiori will help your users gain productivity, save on training costs and increase user adoption.

SAP Fiori is included with your underlying SAP software license*.

Explore each line of business to discover which SAP Fiori apps are currently, and in the future, relevant for you.

* <http://news.sap.com/sapphire-now-sap-fiori-user-experience/>



Overview of relevant SAP Fiori apps for Sample Inc.

Finance

Available SAP Fiori apps: 500+ >

1 on your current release level and database >

19 on SAP HANA >

Human Resources

Available SAP Fiori apps: 500+ >

0 on your current release level and database >

0 on SAP HANA >

Production

Available SAP Fiori apps: 500+ >

8 on your current release level and database >

22 on SAP HANA >

Quality Management

Available SAP Fiori apps: 500+ >

6 on your current release level and database >

17 on SAP HANA >

Supply Chain

Available SAP Fiori apps: 550+ >

1 on your current release level and database >

2 on SAP HANA >

Service, Sales, Marketing and Commerce

Available SAP Fiori apps: 150+ >

6 on your current release level and database >

7 on SAP HANA >

R&D, Engineering

Available SAP Fiori apps: 100+ >

2 on your current release level and database >

8 on SAP HANA >

Asset Management

Available SAP Fiori apps: 150+ >

0 on your current release level and database >

10 on SAP HANA >

Innovation Recommendations:

Example "SAP Fiori Apps recommendations" (2/4):

Some more details, to be used in the conversation with the respective line of business. In the Finance area, there are a total of 500+ Fiori apps. Out of these, and based on the customer's current transaction usage, 1 (on current database) or 19 (on SAP HANA) are recommended by the Pathfinder report.

By clicking on any of these numbers the Fiori Apps Library will open, with the respective SAP Fiori Apps pre-filtered, containing additional information.

Note that the Pathfinder maps only standard transactions. No recommendations are made for Z-transactions.



Sample Inc. | System: P01
Automotive Industry

Sample

OVERVIEW

EXECUTIVE

RECOMMENDED

IMPROVE BUSINESS

OPTIMIZE

SIMPLIFIED USER EXPERIENCE

Overview

Top Recommendations

Industry



Simplified User Experience

Next Steps



Enjoy a new user experience with SAP Fiori and engage the valuable SAP service and support activities in these next steps:

1. Discover how to drive quick time-to-value

2. Prepare using SAP Enterprise Support value map for Digital Innovation

3. Realize value by achieving your productivity improvements for savings and profits



SAP ENTERPRISE SUPPORT*:

1. Discover



- Try SAP Fiori, [demo cloud edition](#) »
- [Discover](#) available SAP Fiori apps and get customer-specific recommendations »

2. Prepare



- [Join](#) openSAP course "Introduction to SAP Fiori UX" »
- [Read](#) success stories from other customers »

3. Realize



- [Join](#) openSAP course "Build your own Fiori App in the Cloud" »



Join SAP Enterprise Support value map for Digital Innovation* »

Choose your objective:

- (1) Make your user experience personalized, responsive and simple: Implement SAP Fiori Cloud
- (2) Integrate securely applications and extend your SAP Solutions with SAP Cloud Platform Integration Services
- (3) Adopt DevOps tools and practices in your organization



ADDITIONAL OFFERINGS »

*Exemplary excerpt of services and value map objectives

Innovation Recommendations:

Example "SAP Fiori Apps recommendations" (3/4):

All findings are followed by actionable next steps.

Out of the vast range of SAP Enterprise Support offerings, the report suggests a few, and encourages customers to join the respective SAP Enterprise Support Value Map



Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

SIMPLIFIED USER EXPERIENCE

Overview

Top Recommendations

Industry T

Innovation Recommendations

Example "SAP Fiori Apps recommendations" (4/4):

The Pathfinder also recommends a suitable selection of SAP Services (not included in the maintenance agreement)



Simplified User
Experience

Next
Steps



Additional SAP Digital Business Services offerings can accelerate your time to value.

Such additional offerings cover different phases such as: advise, realize, empower and innovate to differentiate from competition.



SAP ENTERPRISE SUPPORT »

ADDITIONAL OFFERINGS*:

1. Advise



- [User Experience \(UX\) Advisory Service](#): Identify use cases, business case and roadmap

2. Realize and Empower



- [SAP Rapid Deployment Solutions for SAP Fiori Apps](#): Deploy SAP Fiori foundation and SAP Fiori apps
- [SAP Rapid Deployment Solutions for SAP Screen Personas](#): Coach customer and deploy Screen Personas
- UX-Driven productivity optimization
- Training service for SAP Screen Personas

3. Innovate and Enhance



- Design Thinking workshop for business innovation: Identify business use cases for UX
- Design service for user experience
- Custom Development (e.g. new SAP Fiori app): Build a custom developed SAP Fiori app or solution

More »

*Service offerings, not included in your maintenance agreement



Sample Inc. | System: P01
Automotive Industry

Business Process Recommendations:

Example "Reduce Days Sales Outstanding" (1/2):

Through the enhanced Early Watch Alert the Pathfinder report receives business performance metrics, and provides

❶ A connection between a customer business goal, and a performance metric that might indicate possible performance issues (in this case: Overdue customer payments)

❷ Benchmarks against industry peers. These benchmarks are based on real system data from our customers, collected via support services and inputs from Pathfinder requests.

Top 3 KPI's All KPI's Recommendations Next Steps

BUSINESS GOALS WITH IMPROVEMENT POTENTIAL

YOU VS. INDUSTRY PEERS

NEGATIVE IMPACT ON BUSINESS

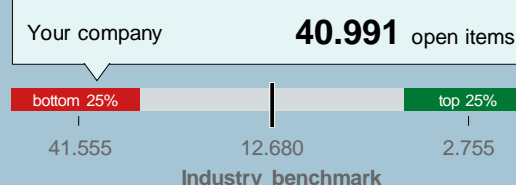
IMPROVEMENT VALUE FOR YOU

1

Reduce Days Sales Outstanding

Avoiding of delays, wasted money and errors

Order to Cash, Finance: Overdue customer payments



- Higher liquidity cost
- Longer period end closing and year end closing
- Manual work for tracking / clarification
- Loss of revenue



Maximize cash generation



Reduce operating expenses

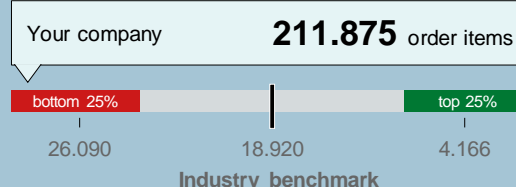
➡ Details »

2

Improve Supply Chain Planning Accuracy

Predicting the future requirements to balance supply and demand

Procure to Pay: Overdue purchase order items



- Delay in production and sales delivery
- Maverick buying (unplanned expensive emergency purchases)
- Wrong available to promise planning
- Wrong material requirement planning



Optimize Business Processes



Reduce operating expenses

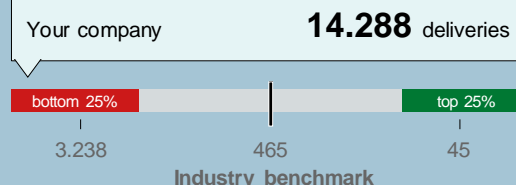
➡ Details »

3

Optimize Perfect Order Fulfillment

Avoiding of delays, wasted money and errors

Order to Cash: Overdue outbound deliveries



- Delay of goods delivery with impact on customer
- Legal impact with guaranteed delivery



Optimize Business Processes



Reduce costs for business operations

➡ Details »



Sample Inc. | System: P01
Automotive Industry

Top 3 KPI's

All KPI's

Recommendations

Next Steps

1 BUSINESS GOAL WITH IMPROVEMENT POTENTIAL: Reduce Days Sales Outstanding

1

Situation:

"40.991 open customer items in Accounts Receivable in the current were identified".



Business
KPI
Catalogue »

Implication:

All open customer items (i.e. not yet cleared) in FI-AR whose payment due date is overdue, are shown. Open and overdue customer items could indicate that you did not receive a payment from your customer on time, and you are waiting for your money.

KPI breakdown: "Billing, Invoicing, Order to Cash: Overdue customer payments"

	<3 months old	4-11 months old	Older 12 months
Customer values	30.073	5.192	5.726
In %	73%	13%	14%

The aging distribution shows open customer items. Review how these numbers can be reduced and how to avoid this trend in future.



Further business goals which are impacted by this KPI:

- Cost and duration of periodical end close
- Optimize perfect order fulfillment

Relevant for:

- Sales
- Finance

Business Process Recommendations:

Example "Reduce Days Sales Outstanding" (2/2):

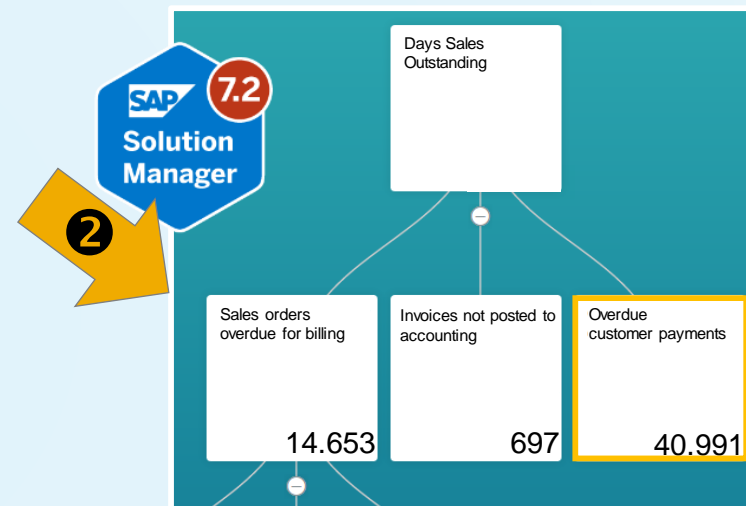
① Details on the time distribution are provided. Note: although overdue customer payments older than 12 months are business-wise probably not relevant anymore, they do have an impact on reporting, database size and duration of period end closing. Cleaning this up will provide managers with faster and better insight, and reduce costs and effort for Finance and IT departments.

② The Pathfinder suggests as a starting point to get insight by using SAP Solution Manager business process capabilities, which provide quasi real-time reporting on various devices



Future Solution:

Use business process analytics in SAP Solution Manager to continuously monitor business processes.



- The KPI tree shows all dependencies which influence the business goal "Reduce Days Sales Outstanding"
- The dashboard provides you with a steady control of all dependent KPI's, providing the transparency for a continuous optimization

NEXT STEPS »



Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

Top 3 KPI's

All KPI's

Recommendations

Next Steps

Business Process Recommendations :

All business process recommendations share the same next steps:

Out of the vast range of SAP Enterprise Support offerings, the report suggests to join the SAP Enterprise Support Value Map for Business Process Improvement



SAP ENTERPRISE SUPPORT*:

1. Discover



- [SAP Solution Manager Value Report](#) helps you build your business case for SAP Solution Manager »
- Video: [Introduction of Business Process Improvement service leveraging SAP Solution Manager](#) »

2. Prepare



- [Introduction Session](#) for the value map for Business Decision Makers »
- Meet the expert: [How to use business process analytics](#) »

3. Realize



- Meet the expert: [How to use business process operations work center](#) »
- Expert-guided-implementation: [Business process improvement and analytics](#) »



Join SAP Enterprise Support value map for Business Process Improvement* »

Choose your objective:

- (1) Introduction to Business Process Improvement topic
- (2) Run and understand the SAP Business Process Analysis report, discover quick wins
- (3) Successfully configure SAP Business Process Analytics and understand its results
- (4) Execute business process improvement project for selected 2 to 3 key figures



ADDITIONAL OFFERINGS »

*Exemplary excerpt of services and value map objectives



Sample Inc. | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

Top 3 KPI's

All KPI's

Recommendations

Next Steps

Business Process Recommendations :

All business process recommendations share the same next steps:

Additionally, SAP Business Process Consulting Services (order no. 50109644) can be ordered by the customers. SAP Experts will then support on-site not only with providing insight and setting up the KPI dashboard, but also with identifying and eliminating root causes, and providing best practice knowledge.

SAP ENTERPRISE SUPPORT »

ADDITIONAL OFFERINGS FOR BUSINESS PROCESS IMPROVEMENTS*:

Premium Engagement Service for Business Process Improvement for SAP Solutions

- Support customers to maximize the value of their current SAP Business Suite or SAP S/4HANA implementation
- Initial process health check and mapping of Business Process Analytics key figures to customer business goals (e.g. perfect order fulfillment)
- Best Practice implementation of Business Process Analytics and management tools for status and progress tracking in customer SAP Solution Manager
- Ongoing Best Practice knowledge regarding root cause analysis, ongoing support to track improvement progress and value realization

More »

ADDITIONAL OFFERINGS FOR BUSINESS PROCESS ASSESSMENT*:

Business Assessment for Finance

- Business assessment and roadmap of your financial processes with in-depth analysis of the financial organization
- Provide flexible transformation path to meet business needs and regulations
- Outcome: Better compliance with financial regulations and more timely decision making due to faster financial reporting

Business Assessment for Supply Chain Management

- Helps to cope with industry trends like increasing product variety, shortened product life cycles and fragmentation of the supply chain
- Improve customers' SCM processes and support IT applications
- Outcome: Target SCM processes are defined plus transformation roadmaps are developed based on SAP Best Practices

More »

*Service offerings, not included in your maintenance agreement



Sample Inc. | System: P01
Automotive Industry

IT Improvement Recommendations:

Example "Improve Security" (1/3):

For IT improvements we apply the same approach as for business recommendations.

❶ A connection between possible IT goals, and a performance metric that indicates areas of potential improvements (in this case: users with extended usage rights, aka SAP_ALL)

❷ Benchmarks against industry peers. These benchmarks are based on real system data from our customers, collected via support services and inputs from Pathfinder requests.

Top 3 KPI's

All KPI's

Recommendations

Next Steps

IT GOALS WITH IMPROVEMENT POTENTIAL

YOU VS. INDUSTRY PEERS

IMPACT ON BUSINESS

VALUE FOR YOU

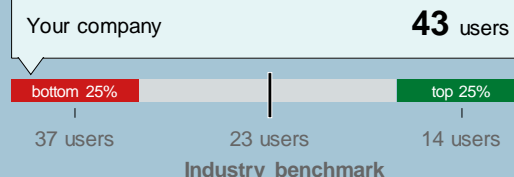
❶

Improve Security

Improve application security, compliance and data security along the build, set-up and operation phases

❷

Users with extended usage rights



- Legal risk from unauthorized data access
- Business continuity risk from uncontrolled customizing changes



Ensure business continuity



Reduce operational cost

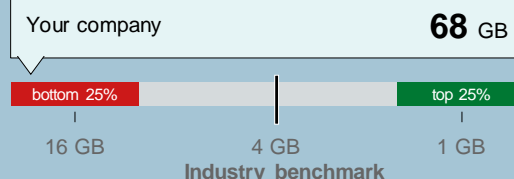
➡ Details »

❷

Improve Data Volume Management

Database growth and control with the correct system settings and archiving procedures

Database growth per month



- Reduction of application performances
- Increase in operation costs



Ensure business continuity



Reduce operational cost

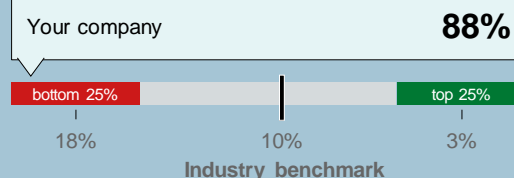
➡ Details »

❸

Prepare For New SAP Digital Core

Reducing your custom code will enable an easy transition to SAP S/4HANA

Total number of Z-transaction out of overall (%)



- Safeguard your implementation project timeline
- Reduce cost of upgrade and application changes



Innovation agility



Reduce implementation cost

➡ Details »



Sample Inc. | System: P01
Automotive Industry

Top 3 KPI's All KPI's Recommendations Next Steps

1

IT GOAL WITH IMPROVEMENT POTENTIAL: Improve Security



Situation:

"43 users with extended usage rights in SAP ERP system P01".

Implication:

Recent customer examples show that espionage, sabotage and fraud can cause severe damage to an SAP system and to the customer's business. We found several severe security issues in your productive SAP system.

1

KPI Details		Additional critical usage rights	
Number of super users accounts (SAP_ALL)	% of total users vs. users having extended usage rights	No. of users authorized to change user passwords	No. of users authorized to change or display all tables
43 users	2%	72 users	55 users

Users with listed above critical profiles can endanger the business continuity and shall be taken under control.

\$

Total Cost of Ownership

System activities performance can have a high impact on the IT cost of operation, therefore it is paramount to leverage automation as offered by Solution Manager.

- Impacted cost driver → Cost of system and application administration

IT Improvement Recommendations:

Example "Improve Security" (2/3):

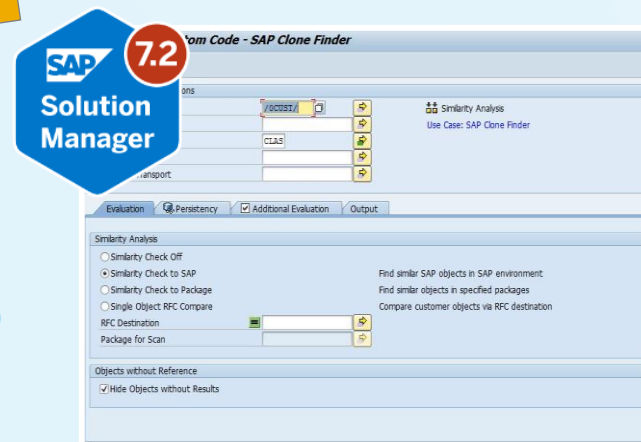
- Details on the performance of the respective metric are provided. Note that in the case of security the Pathfinder does not only point to the amount of users with SAP_ALL rights, but also shows the amount of users who are authorized to change user passwords, and those who can make modifications in all tables of the productive system!
- For all IT findings, the Pathfinder suggests to use the SAP Solution Manager capabilities.



Future Solution:

Use SAP Solution Manager IT services and operations management.

2



Relevant SAP Solution Manager capabilities:

- Security compliance
- Secure operation
- Secure setup
- Secure code
- Infrastructure security

- IT services and operations management tools play an important role for security, collecting information about a system landscape, providing alert mechanisms, and helping distribute security patches.

NEXT STEPS »



Sample Inc. | System: P01
Automotive Industry

IT Improvement Recommendations:

Example "Improve Security" (3/3):

As in the case of the next steps for innovation and business process improvements, also in the area of IT the Pathfinder recommends:

- 1 A selected set of SAP Enterprise Support offerings, as well as the respective SAP Enterprise Support Value Map
- 2 SAP Services offering, which goes beyond what is included in the SAP Maintenance.

Top 3 KPI's

All KPI's

Recommendations

Next Steps

Application Operations

Change Control Management

Custom Code Management

Data Volume Management

Security

| Additional Offerings

1



SAP ENTERPRISE SUPPORT*:

1. Discover



- [SAP Solution Manager Value Report](#) helps you build your business case for implementing new functional areas »
- Meet the expert: Evaluation critical authorizations for business users »

2. Prepare



- Expert-guided-implementation: [Security optimization service](#) »
- Meet the expert: [Configuration validation for security](#) »

3. Realize



- Meet the expert: [SAP Solution Manager security dashboard](#) »
- Meet the expert: [Implementing SAP security notes: Tools and best practices](#) »



Join SAP Enterprise Support value map for **Security*** »

Choose your objective:

- (1) Learn the security fundamentals and start to eliminate basic risks
- (2) Secure SAP Solution Manager and keep track on alerts and security notes
- (3) Learn about security patch management

2



ADDITIONAL OFFERINGS »

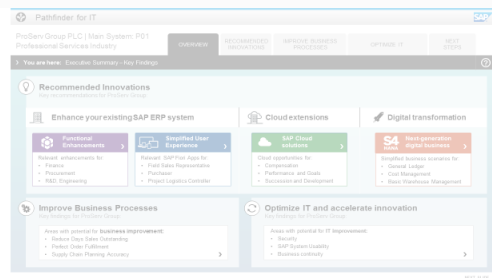
*Exemplary excerpt of services and value map objectives

SAP Innovation and Optimization Pathfinder report for each situation:

SAP ERP

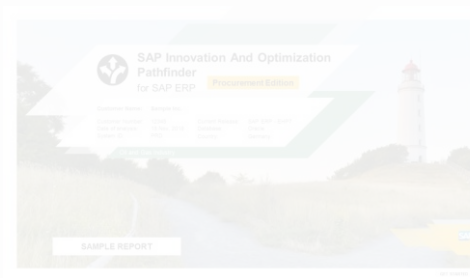
Get most of your SAP ERP and prepare for your digital transformation with:

SAP Innovation and Optimization Pathfinder for IT



- Optimize your IT
- Improve your business processes
- Access to the right innovations

SAP Innovation and Optimization Pathfinder for Line of Business



- Improve your LoB specific business processes
- Identify to the right innovations for your LoB

SAP S/4HANA

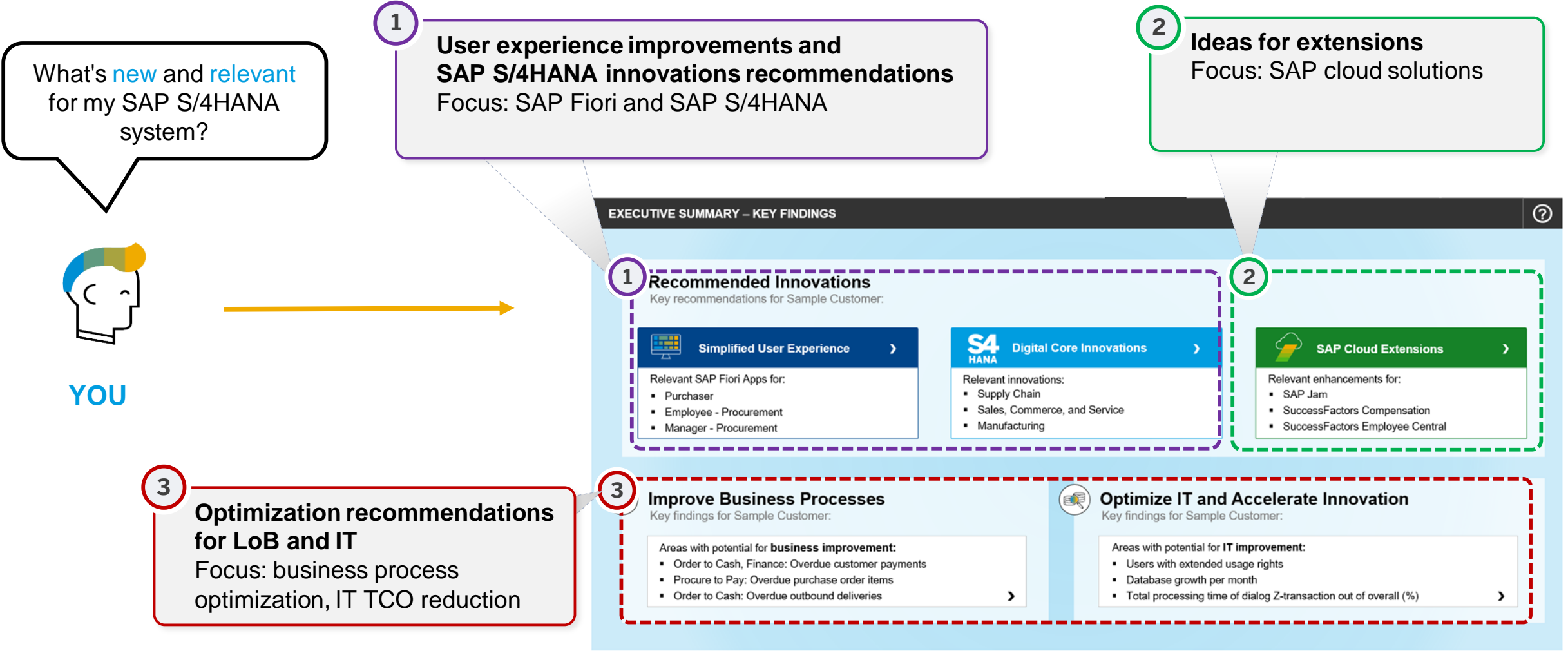
Get most out of your SAP S/4HANA solution with:

NEW: SAP Innovation and Optimization Pathfinder for IT – SAP S/4HANA



- Optimize your IT
- Improve your business processes
- Access to the right innovations

Introducing the Executive Summary



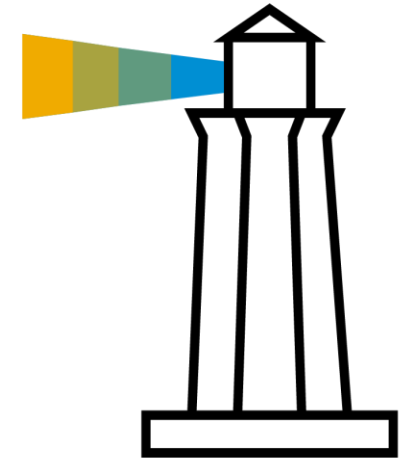
SAP Pathfinder Report for SAP S/4HANA Structure 1/2: Business Improvements and IT Optimization



All three innovations areas follow the same structure:



Example:
SAP Innovation and Optimization Pathfinder
for SAP S/4HANA





Sample Customer | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

EXECUTIVE SUMMARY – KEY FINDINGS

The Pathfinder report provides tailormade recommendations for the core ERP system of the customer on:

- 1 a customer-specific selection of relevant Innovations (Fiori Apps, Digital Core Innovations, Cloud functionality enhancements), by mapping most used transactions against innovations
- 2 areas of improvement in business processes and IT, by analyzing and benchmarking performance indicators



Recommended Innovations

Key recommendations for Sample Customer:



Simplified User Experience



Relevant SAP Fiori Apps for:

- Purchaser
- Employee - Procurement
- Manager - Procurement



Digital Core Innovations



Relevant innovations:

- Supply Chain
- Sales, Commerce, and Service
- Manufacturing



SAP Cloud Extensions



Relevant enhancements for:

- SAP Jam
- SuccessFactors Compensation
- SuccessFactors Employee Central

2



Improve Business Processes

Key findings for Sample Customer:

Areas with potential for **business improvement**:

- Order to Cash, Finance: Overdue customer payments
- Procure to Pay: Overdue purchase order items
- Order to Cash: Overdue outbound deliveries



2



Optimize IT and Accelerate Innovation

Key findings for Sample Customer:

Areas with potential for **IT improvement**:

- Users with extended usage rights
- Database growth per month
- Total processing time of dialog Z-transaction out of overall (%)





Sample Customer | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

OVERVIEW



Improve user experience

- SAP Fiori is the personalized and intuitive user experience for SAP software across devices
- It will help your users gain productivity, save training costs and increase user adoption
- Discover SAP Fiori Apps available on your current SAP S/4HANA release



Simplified User Experience

Relevant SAP Fiori apps >

281 on SAP S/4HANA



Digital core innovations

- SAP S/4HANA removes common obstacles associated with legacy ERP applications, such as batch latency, complex landscapes, and manually-driven processes
- Explore how you could benefit from the latest SAP S/4HANA innovations and how you can further improve your digital core



Digital Core Innovations

Relevant innovations >

60 recommendations



Cloud extensions

- SAP offers cloud apps (SaaS) for all lines of business, a market-leading cloud platform (PaaS), and flexible on-demand infrastructure (IaaS)
- SAP has already 110+ million cloud subscribers and 41 state-of-the-art data centers around the world



SAP Cloud Extensions

Relevant extensions >

28 recommendations

Innovation Recommendations:

Example "Digital Core Innovations" (1/4):

Based on the transactions most frequently used by this customer, the Pathfinder report recommends 60 innovations for his SAP S/4HANA solution.



Sample Customer | System: P01
Automotive Industry

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

Sample

SAP S/4HANA – INNOVATIONS

Overview

Top Recommendations

Industry

S4
HANA
Digital Core
Innovations

Overview

Customer-specific
recommendations



Explore the latest innovations for SAP S/4HANA

New SAP S/4HANA
versions further simplify and
accelerate key business
processes.

This list shows relevant
innovations available with
the latest versions of SAP
S/4HANA.



Overview of relevant SAP S/4HANA innovations

Finance

4 relevant innovations with
latest SAP S/4HANA 1809

Human Resources

0 relevant innovations with
latest SAP S/4HANA 1809

Supply Chain

30 relevant innovations with
latest SAP S/4HANA 1809

Sales, Commerce, and
Service

16 relevant innovations with
latest SAP S/4HANA 1809

R&D, Engineering

3 relevant innovations with
latest SAP S/4HANA 1809

Asset Management

0 relevant innovations with
latest SAP S/4HANA 1809

Innovation Recommendations:

Example “Digital Core Innovations” (2/4):

Some more details, to be used in the conversation with the respective line of business. In the Finance area, there are a total of hundreds of innovations. Out of these, and based on the customer’s current transaction usage, 4 are recommended by the Pathfinder report.

By clicking on any of these numbers, you will be able to review these 4 innovations and access to more information via the Innovation Discovery

Note that the Pathfinder maps only standard transactions. No recommendations are made for Z-transactions.

See the full list of recommended Innovations »



SAP ENTERPRISE S

1. Discover

- New: [SAP Solution Manager](#) helps you build your business and implementing new functions
- Meet the expert: [Evaluate SAP authorizations for business](#)



Join SAP

Area " Setup

- (1) Learn the
- (2) Secure S
- (3) Learn abo



Please watch the
SAP Pathfinder walk-through video



<https://www.youtube.com/watch?v=3QEzz-8Cxjg>



[SAP Solution Manager](#)

»

[Implementing SAP](#)
[Tools and best practices](#) »



ADDITIONAL OFFERINGS »

*Exemplary excerpt of services and value map objectives

Agenda

Introduction and Overview

Example: SAP Innovation and Optimization Pathfinder

How to Request Your Own Report

Summary

Prerequisites And Delivery Process Overview

Pathfinder Input

- **Enhanced SAP EarlyWatch Alert** including business key figure information
- **Workload monitor (ST03N)** with SAP system usage information from productive SAP system
- Optional: Extract SAP Fiori usage data (odata) from SAP system

Key Technical Prerequisite

- **SAP Solution Manager 7.1 – Support Package 12 or higher, or SAP Solution Manager 7.2**

**Pathfinder
Handbook »**

How-To Video »

1

Activate enhanced SAP EarlyWatch Alert (EWA)



- Activate **enhanced SAP EarlyWatch Alert** including Business KPI information well in advance (e.g. 3-4 weeks before you plan to submit Pathfinder request)

2

Extract system usage information



- Extract the list of used SAP transactions from your productive SAP ERP system collected by **workload monitor (ST03N)**

3

Initiate request and receive results from SAP



- Perform final checks and send **ST03N results and latest enhanced EWA** to SAP
- SAP will send you the pathfinder results report usually within one week via email

C u s t o m e r

Customer + 

SAP Innovation and Optimization Pathfinder

Discover how SAP can help you to optimize and innovate your existing SAP ERP system. Take just a few minutes to share your company information and receive your personalized, free report within five business days.



Watch the video: Pathfinder Introduction

PATHFINDER ORDER FORM:
www.sap.com/pathfinder



Pathfinder

Get tailor-made recommendations on areas of relevant SAP innovations, business process improvements and IT optimization potentials for your core SAP ERP system. This interactive report is available for all customers on SAP maintenance and provides recommendations that are based on the way you are using your SAP ERP system today.

Find out:

- Where are areas of business process improvement for my ERP system, and how am I positioned compared to my peers?
- Out of SAP's vast offering of SAP Fiori apps, Business Suite enhancements, SAP S/4HANA scenarios or Cloud extensions, which are



Customer References

“SAP Innovation and Optimization Pathfinder helped us clearly identify opportunities for improvement in both technical and functional business areas.”

Rafael Costa

Stara S.A., Brazil

[Reference](#)

“Value from SAP Innovation and Optimization Pathfinder is twofold. It provides IT with direction on business transformation opportunities, and it starts the conversation to use key business stakeholders as active participants in projects.”



Request your own report

With little effort you can request your own, personalized Pathfinder-report. We just need two inputs from you: Please submit last month's transaction workload data (ST03N) from your productive ERP system, and your latest enhanced SAP EarlyWatch Alert with business key figures.

How to request your own report:

- [Follow the how-to-guide](#)
- [Watch our practical video](#)

You will get your report by email in approximately 5 business days.

Agenda

Introduction and Overview

Example: SAP Innovation and Optimization Pathfinder

How to Request Your Own Report

Summary

Key Benefits of SAP Innovation and Optimization Pathfinder



Empowers CIOs or IT leaders to **articulate business benefits** with their line-of-business managers



Helps customers **prioritize decisions** and **build an optimization and innovation strategy**



Offers a **free-of-charge, personalized report** to all customers under SAP maintenance, independent of their support model



Order your free report: www.sap.com/Pathfinder

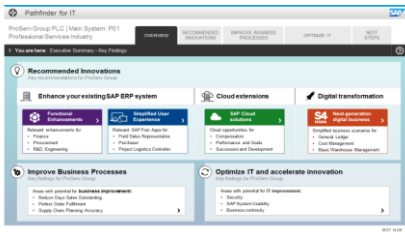


Customer Value Experience

Tools for Support and Innovation Acceleration

Starting Point: Pathfinder

Assess the situation and identify potential value



SAP Innovation and Optimization Pathfinder *for IT*

Innovation recommendations, industry benchmarks and recommendations for business and IT to optimize SAP solutions

<http://www.sap.com/pathfinder>



SAP Innovation and Optimization Pathfinder *for Line of Business*

Tailored recommendations by industry and line of business: Finance, sales, procurement, manufacturing, supply chain, and asset management

Questions: pathfinder@sap.com

Detailed Innovation and Improvement Recommendations

Identify relevant innovations and optimize TCO



NEW: Next-generation Business scenario recommendations for SAP S/4HANA

Simplified business processes with SAP S/4HANA

<http://www.sap.com/next-generation-BSR>

SAP Fiori apps library & recommendations

Recommendation of relevant SAP Fiori apps to enable new user experience

<http://www.sap.com/fiori-apps-library>

<http://www.sap.com/FAR>



Innovation Discovery

Improvements, enhancements and new functionality for SAP products

<http://www.sap.com/innovationdiscovery>



SAP Solution Manager value report

IT TCO optimization with SAP Solution Manager

<http://www.sap.com/solman-value>

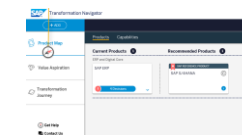
Strategy and Roadmap

Product and landscape roadmap

SAP Transformation Navigator

Build a product roadmap for your digital transformation journey

<http://www.sap.com/transformationnavigator>



SAP Innovation and Optimization Pathfinder for Line of Business (SAP ERP)

Customer-specific insights & recommendations for decision makers in six lines of business



Improvement and innovation opportunities by line of business

Based on your core SAP ERP system usage, and business performance measurements



Industry insights, benchmarks and best practices

Optimize and innovate each line of business in your company using relevant SAP Solutions and offerings from SAP Support and Services



Interactive report with tailored recommendations

Get actionable next steps to engage effectively with decision makers

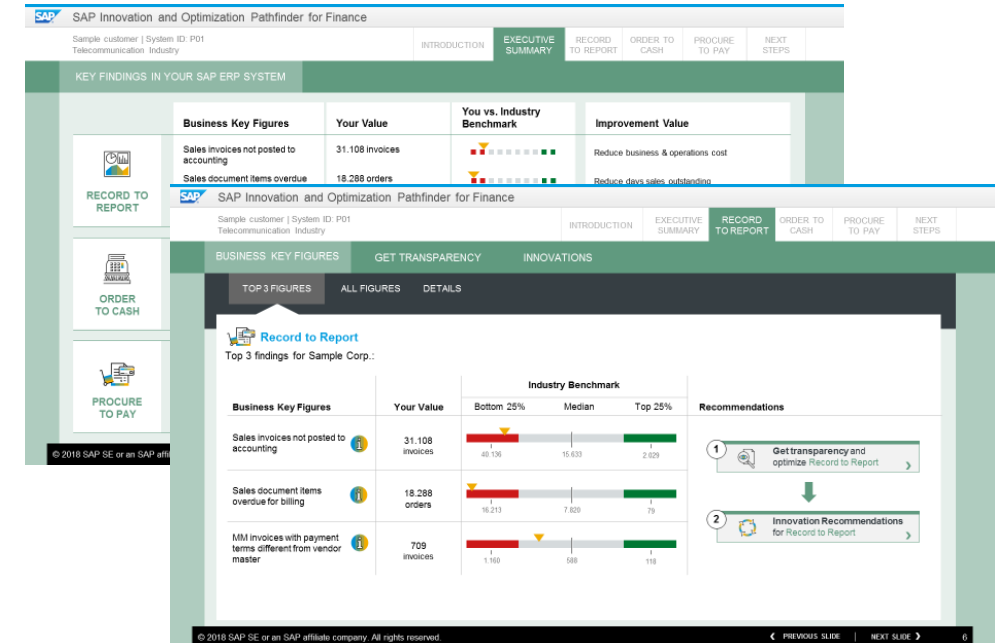


Available for 6 lines of business

Finance, Sales, Procurement, Manufacturing, Supply Chain, and Asset Management



Free-of-charge for all customers on SAP maintenance



More information:
www.sap.com/Pathfinder-LOB



From Pathfinder for SAP ERP

OVERVIEW

EXECUTIVE
SUMMARY

RECOMMENDED
INNOVATIONS

IMPROVE BUSINESS
PROCESSES

OPTIMIZE
I.T.

HELP

How To Use Pathfinder

EHP Recommendations

Innovation Discovery

Cloud Recommendations

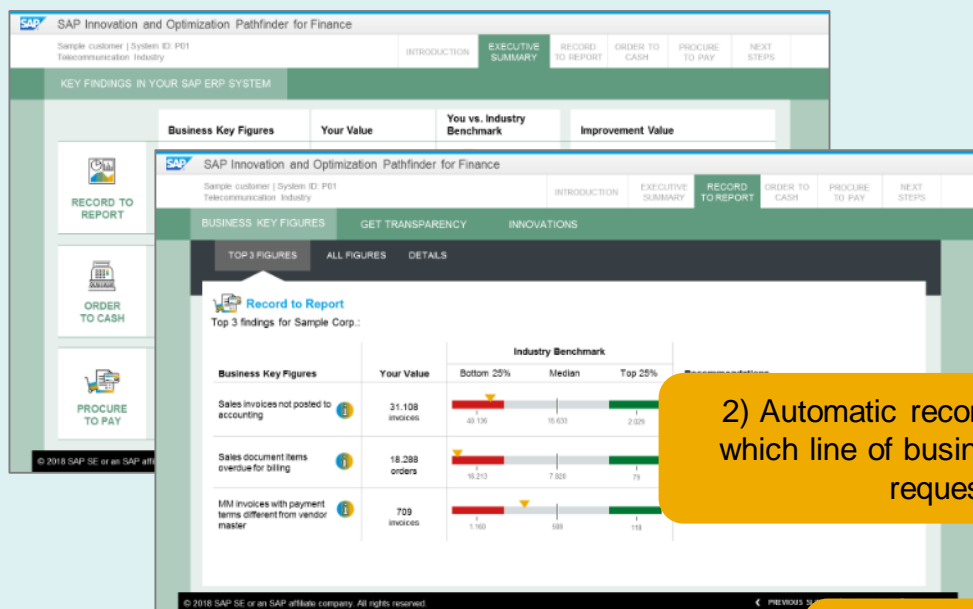
Pathfinder LOB

Further CVE Tools



NEW: SAP Pathfinder, Line of Business Editions

Focused insights & recommendations for decision makers from lines of business



1) "Help"-section contains information on SAP Pathfinder Line of Business

Recommended Pathfinder, Lines of Business editions for Sample Inc. :



Finance



Sales

2) Automatic recommendations: which line of business reports to request.

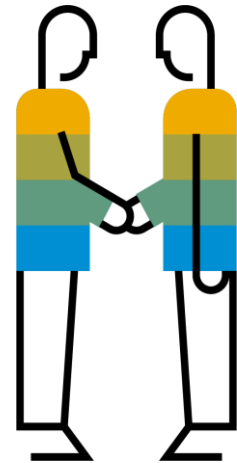
3) Customers can request SAP Pathfinder Line of Business report via e-mail. No need to re-submit any data.

Order your free reports »

Thank you.

Contact information:

Pathfinder@sap.com



Follow us



www.sap.com/contactsap

© 2019 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.