SAP Connect Day for Supply Chain Netherlands

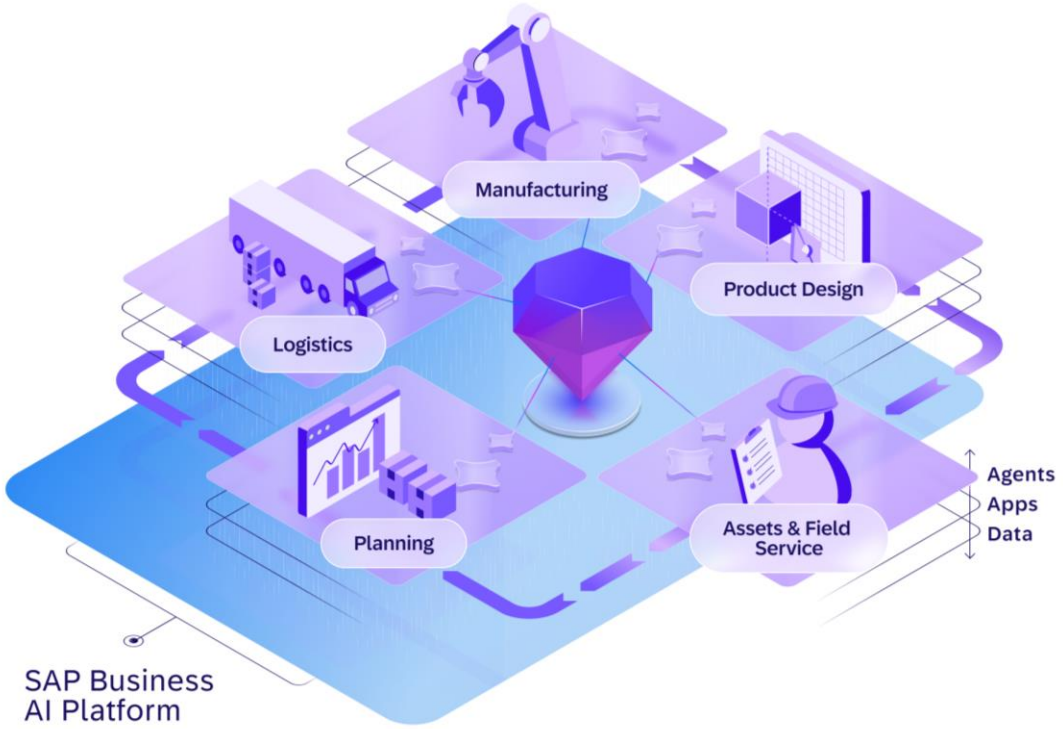
Building Blocks of the Future

Asset Management Breakout

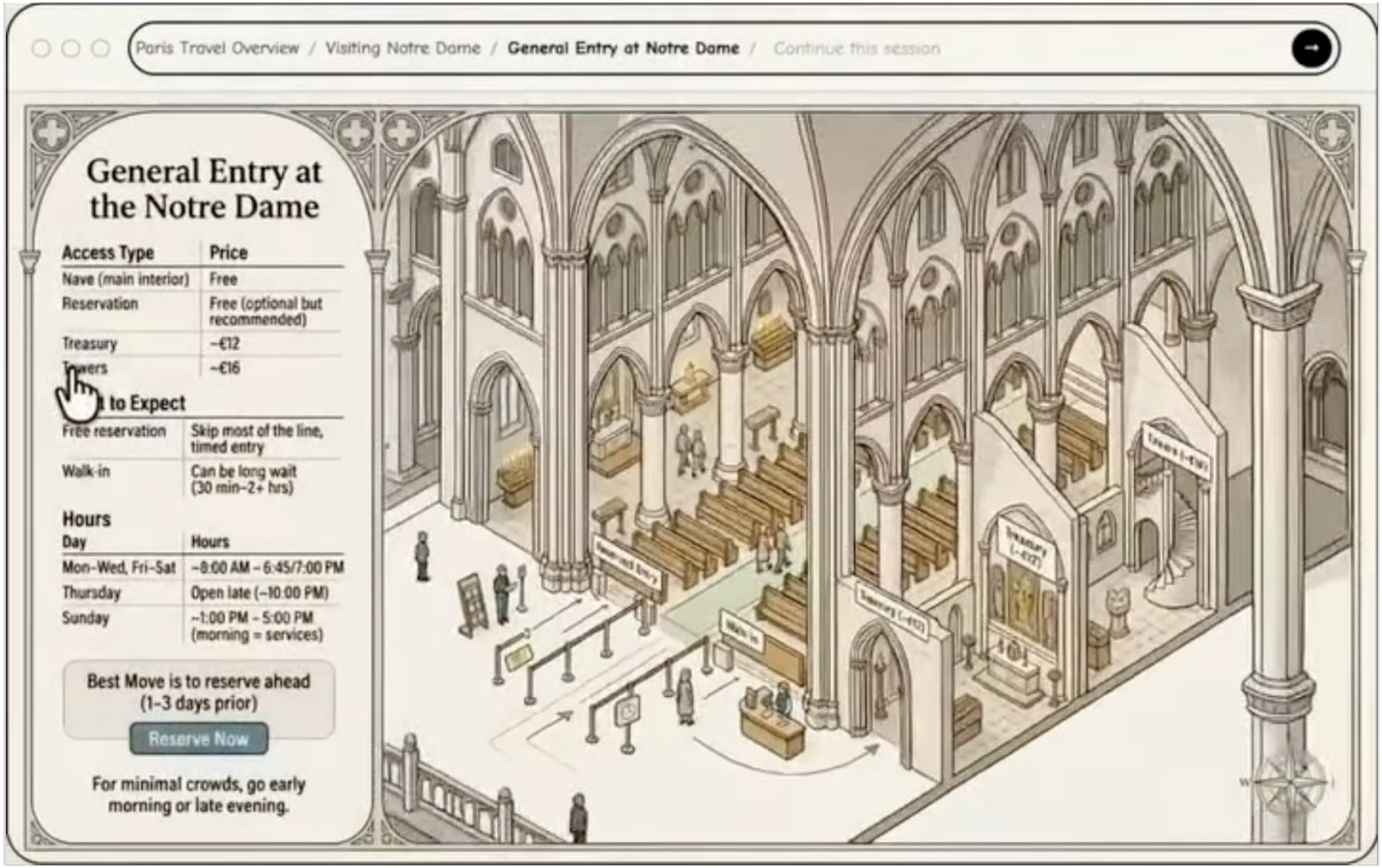
Jason Enti

Autonomous SCM helps helps you deliver on your core objectives.

Combining AI, contextual business data and end-to-end applications.



Looking back on the session…



Asset and Service Assistant

One orchestration layer directing four specialized agents on end-to-end business processes

Lab Preview

✦ Asset and Service Assistant

Asset Performance Alert Processing Agent

Monitor health and detect risk

Reliability Engineer

Maintenance Request Initiation Agent

Work creation and planning

Maintenance Planner

Maintenance and Service Dispatcher Agent

Workforce optimization

Scheduler / Dispatcher

Technician Briefing Agent

Execute and close the loop

Technician

Monitor Asset Health

Plan Maintenance Tasks & Resources

Perform Maintenance

ENTRY
Machine signal

Alert → Notification → Order → Confirmation

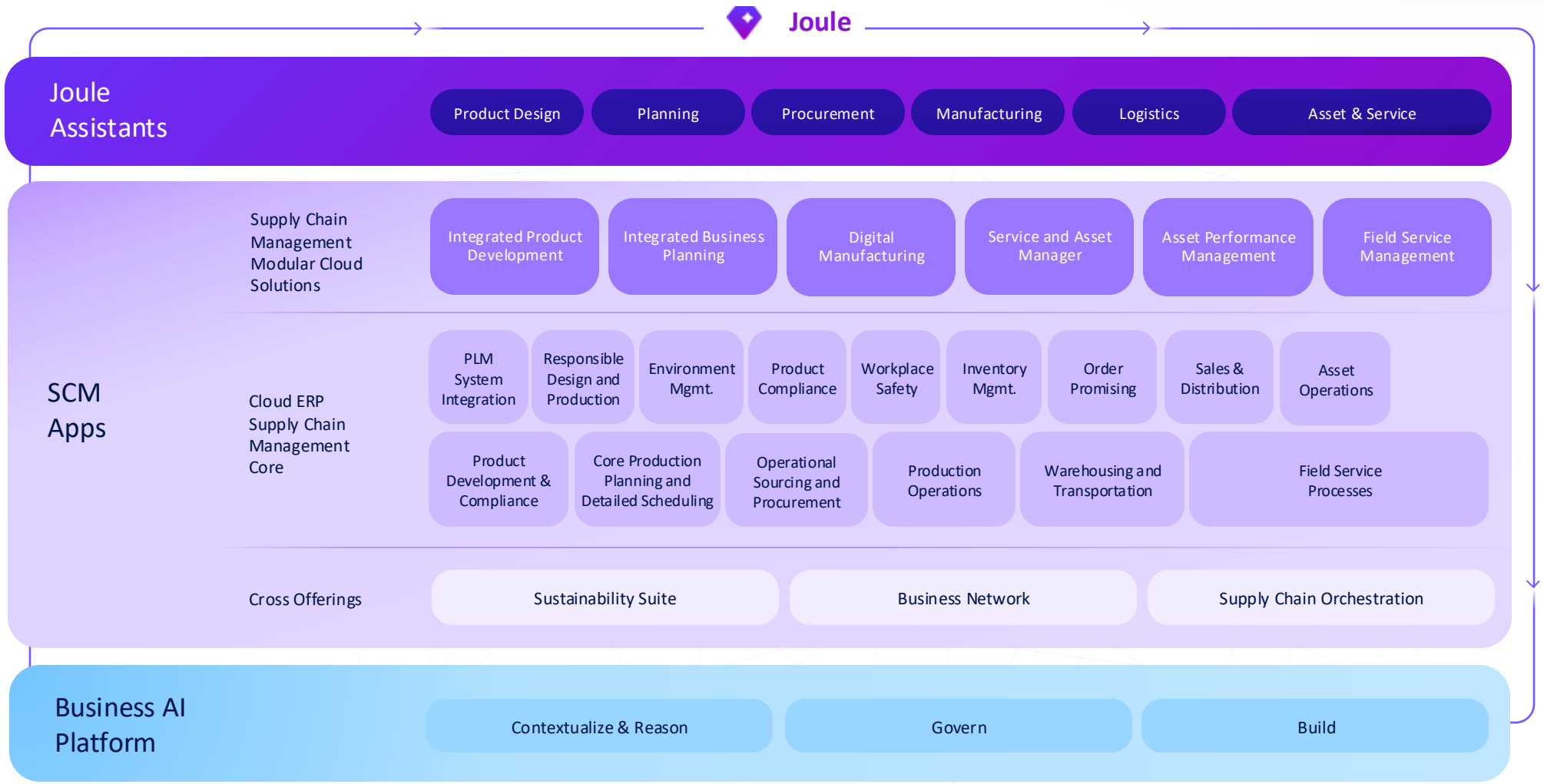
OUTCOME
Work order closed

SAP Cloud ERP | Business AI Platform

Asset and Service Assistant

SAP Autonomous Supply Chain Portfolio Overview

Delivering a comprehensive Best of Breed in a Suite Portfolio to elevate your business into an autonomous Domain



Unlock a new era for your business

powered by the Autonomous Supply Chain Domain embedded within SAP applications and trained on rich, contextual data.

INTERNAL – SAP Only

Building Block 1: Master Data

Asset and Service Assistant

Lab Preview

Master Data Specialist

Peter

Maintenance Task List Agent

Standardize maintenance task lists automatically.

Works with*:

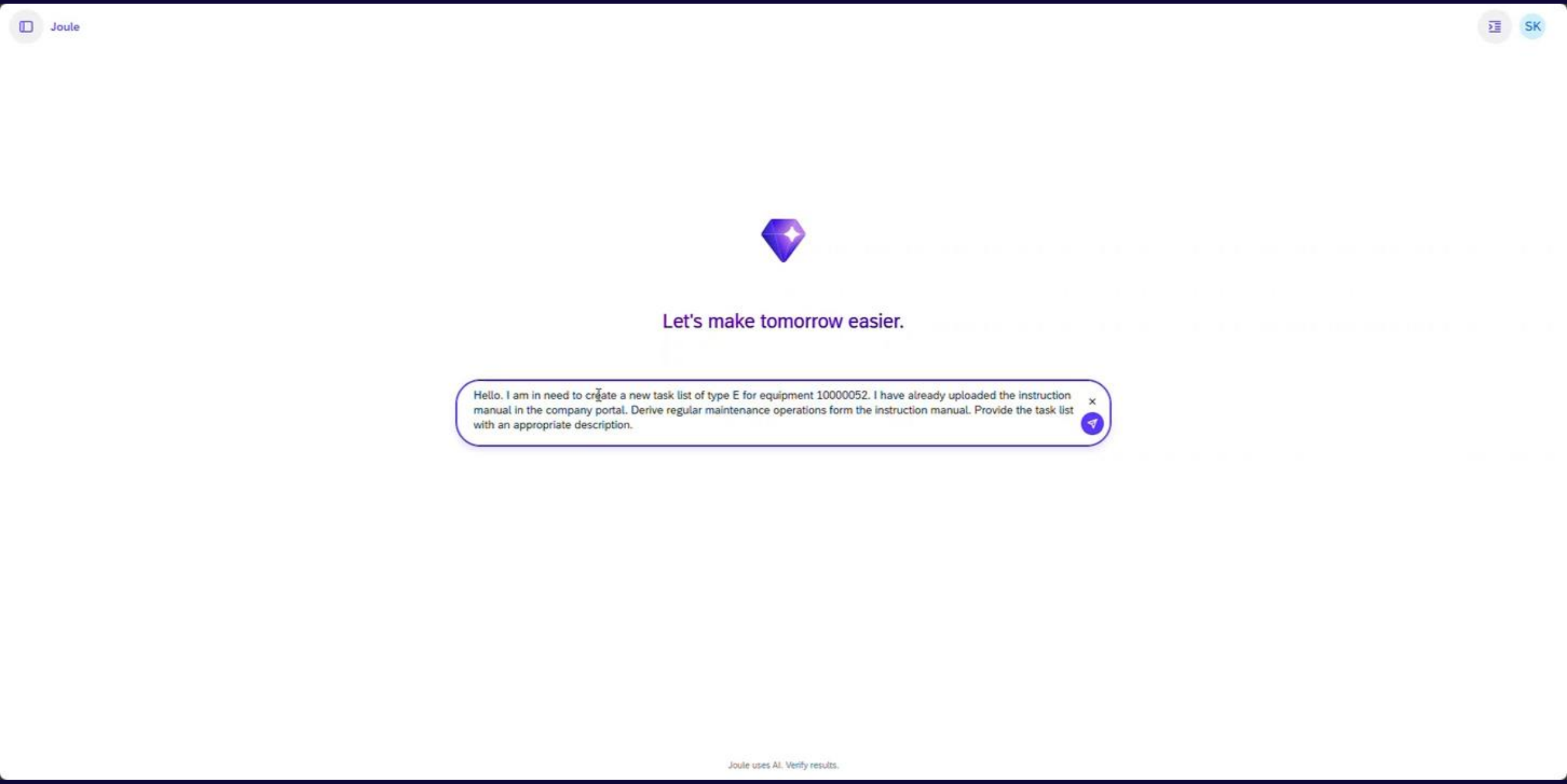
PuC PCE

Create and maintain consistent, scalable maintenance task lists with less manual effort.

The Maintenance Task List Agent automates the creation and maintenance of maintenance task lists by analyzing instruction manuals and existing task lists. It identifies similar equipment, reuses or updates existing task lists where applicable, and generates new task lists when needed. The agent determines operations and organizational attributes, supports review and approval, and updates task lists automatically, enabling consistent and scalable maintenance practices across growing asset fleets.

	Read the manual	Standardized maintenance tasks	Consistent updates at scale	Scalable maintenance practices
NEED	Maintenance task lists are created manually, requiring significant time and effort.	Similar assets often have inconsistent or duplicated task lists.	Updating task lists for asset variations is error-prone and difficult to scale.	Growing asset volumes make it hard to maintain uniform maintenance processes.
AGENT	Extracts task list operations and structure directly from instruction manuals.	Identifies existing task lists based on the equipment and reuses them when possible.	Detects differences between manuals and existing task lists and applies targeted updates.	Automates task list creation, comparison, and approval for new or changed task list.

*PuC: SAP S/4HANA Cloud, Public edition; PCE: SAP S/4HANA Cloud, Private Edition;

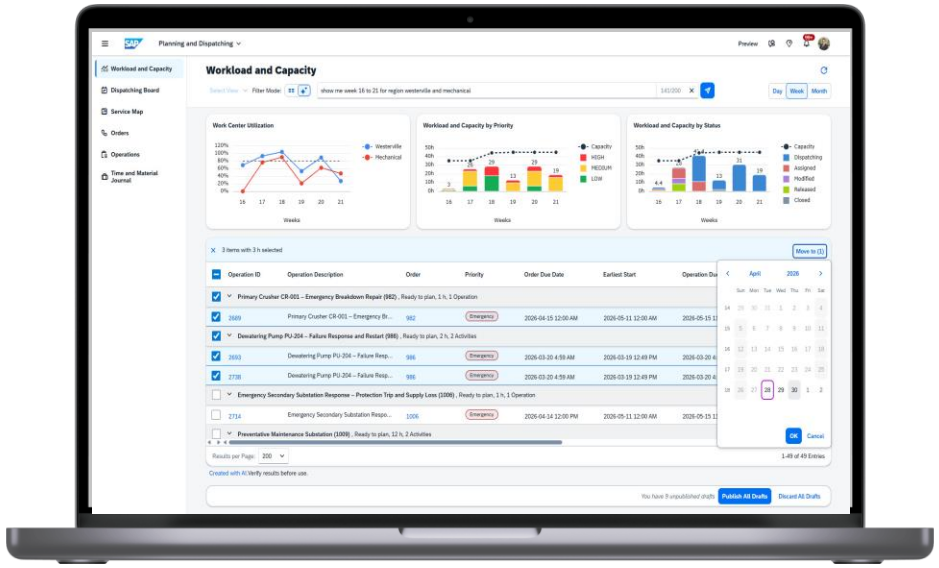

Joule
SK
Let's make tomorrow easier.
Hello. I am in need to create a new task list of type E for equipment 10000052. I have already uploaded the instruction manual in the company portal. Derive regular maintenance operations form the instruction manual. Provide the task list with an appropriate description.
Joule uses AI. Verify results.

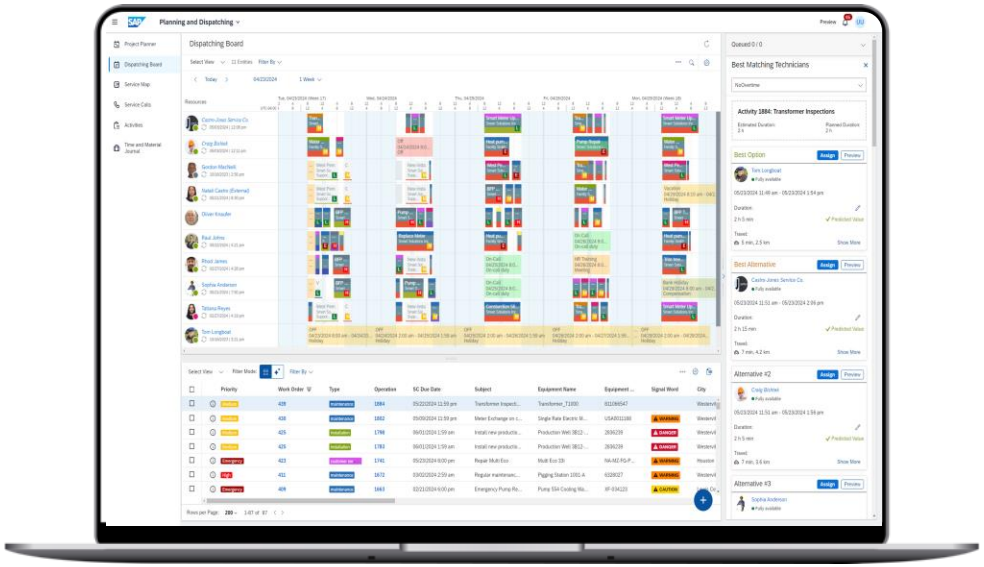
Building Block 2: Planning & Dispatching

Planning and Dispatching

Make realistic plans and optimize workforce

- **Workload and Capacity Planning**
  Balance maintenance and service demand against workforce capacity with planning views, skills insight, and schedule awareness.
- **AI-based schedule optimization & process automation**
  Use AI to automate and streamline staff planning, simplify scheduling, and increase resource utilization.
- **Skills and qualifications management**
  Assign work to the best matching engineers based on skills and qualifications, increasing worker's safety and providing best professional service possible.
- **Collaborative workforce ecosystem**
  Grow your workforce from your own proven and trusted network of service professionals.





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The AI-powered execution layer for field service and asset management

AI Agents & Joule Assistants

Field Service and Asset Management

Autonomous | Mobile-first | Extensibility | Industry accelerators

Plan, Schedule, and Dispatch

Workload & Capacity Planning

Real-time visibility into demand, capacity and available resources.

Autonomous Schedule & Dispatch

AI agents optimize schedules schedules and dispatch in in real-time.

Execute Anywhere

Mobile Workforce Management

Empower technicians with with guided workflows, and and offline capabilities

Crowd Service & Contractors

Extend your workforce with with on-demand partners partners and SAP Business Business Networks.

Close & Analyze

Time & Material Journal

Manage time, materials, and and other operational costs. costs.

Analytics & Reporting

Embedded analytics drive continuous performance and better outcomes.

SAP Cloud ERP | Business AI Platform

Wednesday, April 22, 2026

Hi Ryan, great to see you!

Recap | My Home Settings

News

No Updates at This Time

You do not have any news.

Pages

- **Overview** Maintenance Planning
- **Maintenance Execution**
- **Analytics**
- **Plant Management**
- **My Inbox**
- **Workforce Master Data** Administration
- **Service Management**

Apps

Add Apps

Favorites | Most Used | Recently Used | Recommended

- 3 Asset Performance Management
- 3 Operations Management
- 6 Maintenance Planning
- 7 Scheduling & Dispatching

Insights Cards (10)

Show More

Maintenance Costs by Order 2026
228
21 minutes ago

Damages by Cause Code 2026
5
21 minutes ago

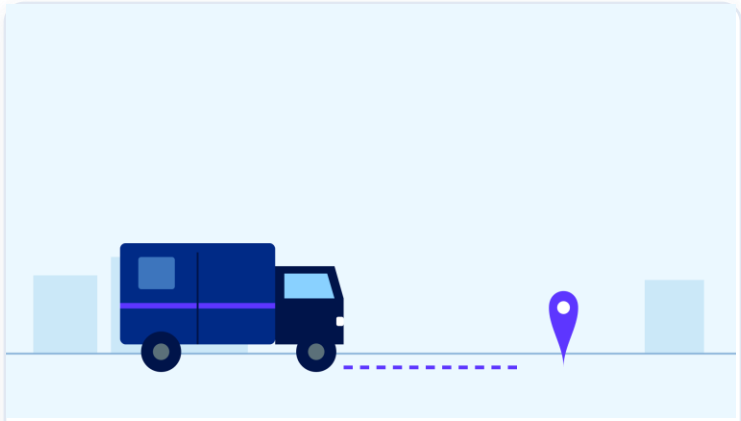
Maintenance Costs by Work Center
3
21 minutes ago

Orders for Planning
Orders Not Released
21 minutes ago
10

Damages and Corrective Activities
Heat Map
6
21 minutes ago

Three different realities – multiple platforms

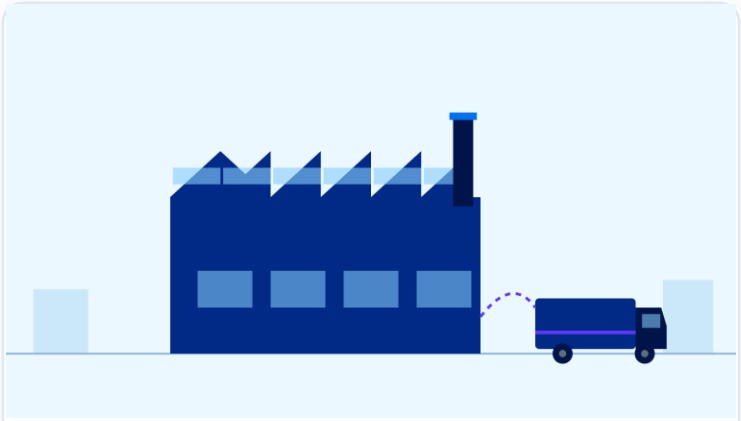
Multiple handoffs, siloed data, and missed opportunities



SERVICE CENTRIC

Tight SLA’s and high expectations

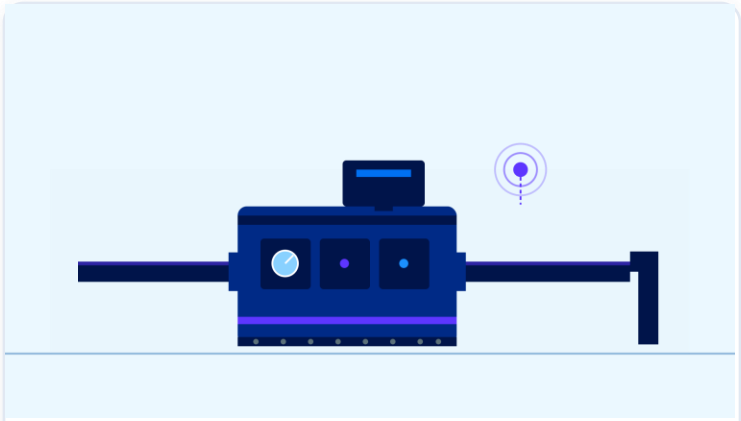
Dispatcher overload, labour shortages, customer customer commitments that cannot be kept. kept. Every late arrival is a renewal at risk.



PRODUCT CENTRIC

Two workforces, one customer

Internal assets keep production lines running running while field technicians service products products across customer sites — managed in managed in separate systems, by separate teams. teams.



ASSET-CENTRIC

Managing mission critical assets

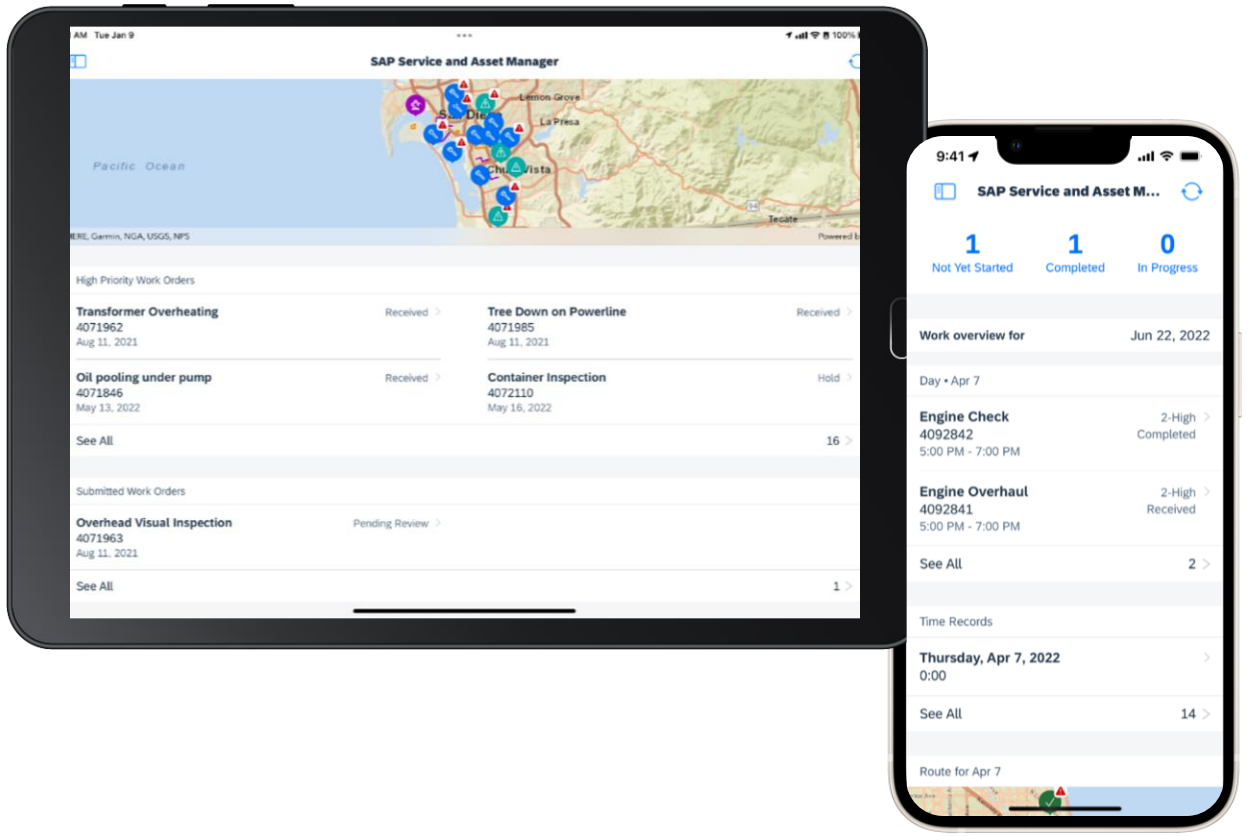
Maintenance plans live in spreadsheets and tribal tribal knowledge. Skilled engineers retire faster faster than they can be replaced. Reactive work work becomes the job.

Building Block 3: Mobile Execution

Click here for more information

Empower Service and Maintenance Workforce through Mobile

- **Mobile-enabled processes**
  Provide intelligence and automation for all field tasks including work order management, inventory, inspections, and safety permits.
- **Role-based and persona-centric**
  An intuitive persona-based app for optimal task execution in the field.
- **3D visualizations, AR, and geo-spatial**
  Speed up maintenance and field service work with on-device 3D visualizations, AR-based visual work instructions, and maps.
- **Dynamic forms**
  Easily digitize all paper-based activities with an intuitive mobile forms designer.



Lab Preview

Technician

Jake

Technician Briefing Agent

The right job insights, right when they matter.

Works with*:

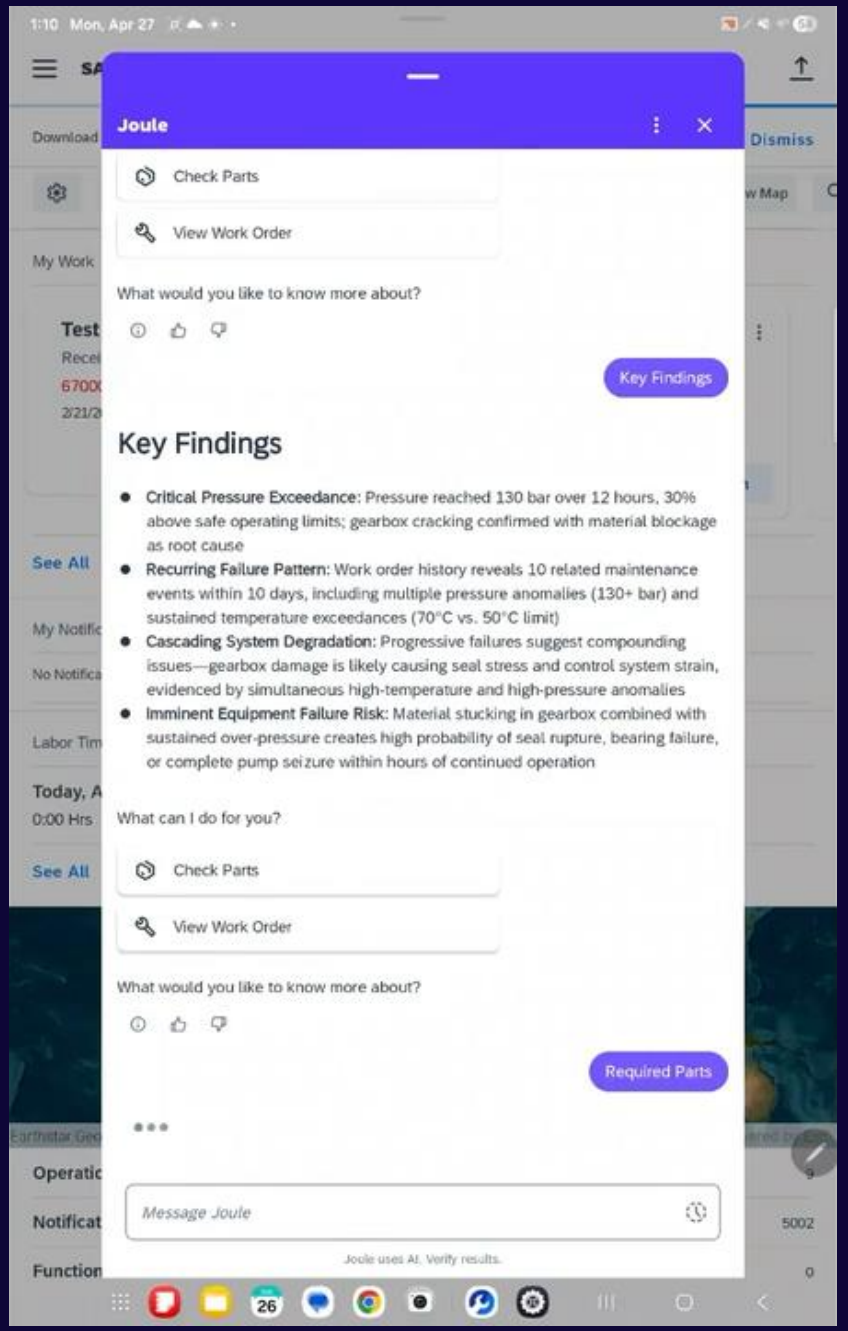
LoB

Get the right job context instantly — act faster and fix issues with confidence

The Technician Job Briefing Agent delivers AI-generated job briefings that give technicians a clear, conversational summary of every task — combining work details, asset history, risk factors, recommendations, and relevant documentation in one place, enabling informed decisions in the field, faster issue resolution, improved job performance, and uninterrupted operations.

	Faster job readiness	Fewer on-site delays	Improved first-time fix rate	Safer maintenance execution
NEED	Instantly understand the full job context before and during execution	Access to complete job details upfront to avoid missing information and wasted time.	Access to relevant asset history and proven fixes upfront.	Clear visibility into safety risks and required precautions upfront.
AGENT	Generates an AI job briefing with all key details upfront, in natural language.	Provides details on required parts, tools and documentation.	Surfaces asset history, past issues, and recommended fixes within the job briefing.	Highlights safety risks, precautions, and compliance guidance within the job briefing.

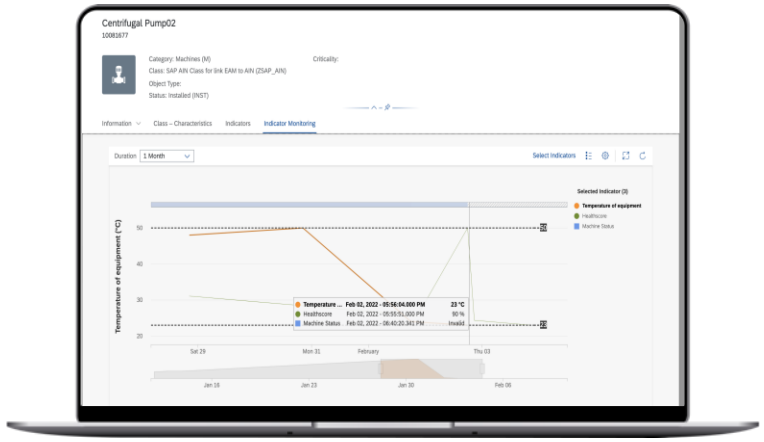
*PuC: SAP S/4HANA Cloud, Public edition; PCE: SAP S/4HANA Cloud, Private Edition; LoB: SAP Service and Asset Manager


Joule
Check Parts
View Work Order
What would you like to know more about?
Key Findings
Key Findings
Critical Pressure Exceedance: Pressure reached 130 bar over 12 hours, 30% above safe operating limits; gearbox cracking confirmed with material blockage as root cause
Recurring Failure Pattern: Work order history reveals 10 related maintenance events within 10 days, including multiple pressure anomalies (130+ bar) and sustained temperature exceedances (70°C vs. 50°C limit)
Cascading System Degradation: Progressive failures suggest compounding issues—gearbox damage is likely causing seal stress and control system strain, evidenced by simultaneous high-temperature and high-pressure anomalies
Imminent Equipment Failure Risk: Material stucking in gearbox combined with sustained over-pressure creates high probability of seal rupture, bearing failure, or complete pump seizure within hours of continued operation
What can I do for you?
Check Parts
View Work Order
What would you like to know more about?
Required Parts
Message Joule
Joule uses AI. Verify results.

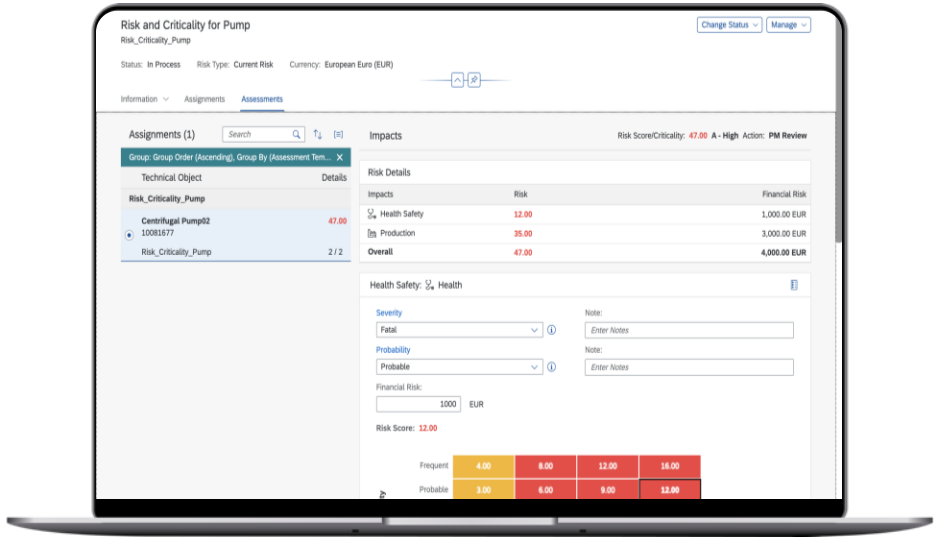
Building Block 4:
Reliability Engineering

Click here for more information

Optimize Asset Health, Performance, and Risk



- **Risk estimation and evaluation**
  Estimate and assess risk to select fit-for-purpose reliability methodologies and improve the productivity of your team.
- **Proven reliability methodologies**
  Perform asset strategy development assessments using failure mode effects analysis, reliability-centered maintenance, and others. Review and improve existing maintenance plans and task lists. Develop recommendations to optimally mitigate consequences of failure.
- **AI-based predictive maintenance**
  Use IoT data and machine learning to predict equipment failure, detect anomalies, and estimate remaining useful-life. Based on these insights, in-app alerts and prescriptive maintenance backlogs in SAP S/4HANA are automatically generated.



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Lab Preview

Reliability Engineer

Alex

Reliability Case Management Agent

From failure pattern to root cause - automatically.

Works with*:

LoB

Cut investigation time and increase reliability case adoption with AI-driven RCA

The Reliability Case Management Agent analyzes failure patterns to automatically generate reliability cases and applies the 5-whys methodology to propose root cause analysis along with mitigation recommendations. It helps Reliability Engineers reduce effort and time to initiate reliability cases, increase adoption of structured RCA, improve uniformity across case investigations, and implement effective mitigation actions - ultimately reducing asset downtime and improving system performance.

50% better reliability cases

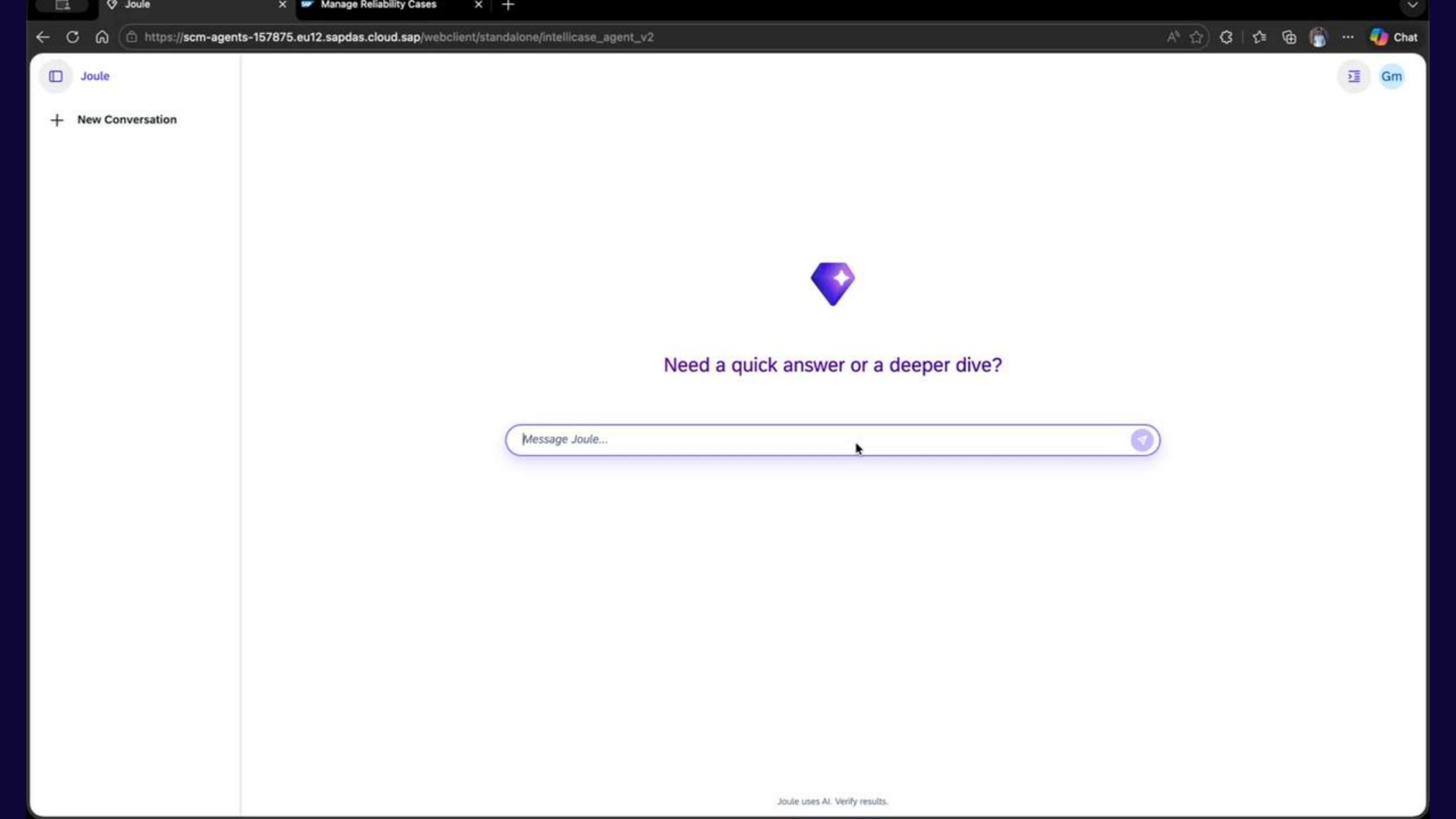
40% faster reliability case initiation

20-35% more asset uptime

25-40% faster root cause ID

NEED	Automatically create reliability cases and diagnose root causes using alert patterns and 5-whys methodology	AI-generated reliability cases with structured 5-whys RCA and mitigation recommendations, reducing manual effort.	Applies the 5-whys methodology to propose root cause analysis, accelerating diagnosis by 25-40%.	Reduces time to identify root cause and maintains uniformity across all case investigations.
AGENT	Analyzes failure patterns to automatically trigger and populate reliability case creation	Proposes structured root cause analysis with supporting evidence from historical alert data	Detects patterns early and triggers proactive measures, helping avoid high-impact downtime consequences.	Recommends mitigation actions based on past resolutions and asset performance history to prevent recurrence.

**PuC: SAP S/4HANA Cloud, Public edition; PCE: SAP S/4HANA Cloud, Private Edition; LoB: SAP Asset Performance Management*


Joule
Manage Reliability Cases
https://scm-agents-157875.eu12.sapdas.cloud.sap/webclient/standalone/intellicase_agent_v2
Chat
Joule
New Conversation
Gm
Need a quick answer or a deeper dive?
Message Joule...
Joule uses AI. Verify results.

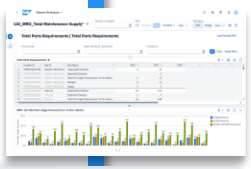
Closed Loop Asset Life-Cycle Management Enabled by SAP

Investment to Commission

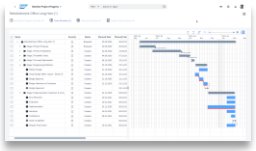
Reliability Assessment & Recommendation Management

Closed Loop – Asset Lifecycle Management

Engineering, Procurement, and Construction



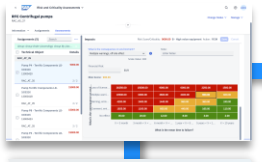
Strategic Asset Management Planning



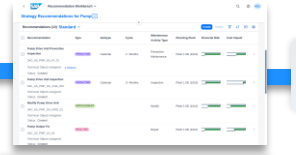
Asset Project Delivery

Asset Commissioning

Asset Information Management

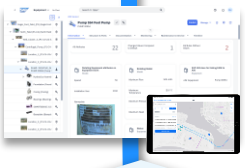


Asset Risk and Criticality Assessment

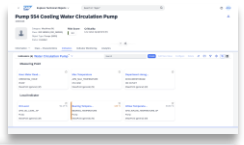


Implementation of Asset Maintenance Strategy

Closed Loop – Strategy & Execution



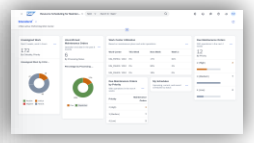
Asset Decommissioning



IoT & Inspection Data Management

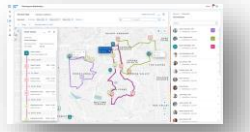
Maintenance Rules & Alerts Management

Anomaly Detection & Failure Prediction

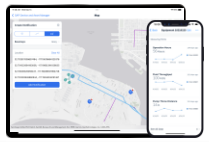


Create/Manage Orders

Asset Management Resource Planning



Schedule & Dispatch



Maintenance Execution

Confirmations and Results

Asset Health Monitoring

Maintenance
Cust. Service
IoT/SCADA
Projects

Work Management

Environmental, Health & Safety

Supply Chain & Inventory Management

Human Talent

Finance, Costing & Accounting

Internal, External/Contingent Resources & Collaborative Orders

Plan, Schedule, Dispatch & Execute

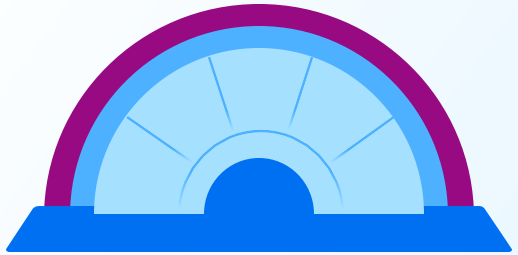
© SAP SE

One execution layer for asset and service work

Key takeaways

A complete suite

Combining EAM depth, field service agility, and ERP context



AI in the flow of work

Helping engineers, planners, dispatchers, and technicians act with enterprise context

Every job closes the loop

Execution feedback strengthens reliability, costing, and future maintenance strategy

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