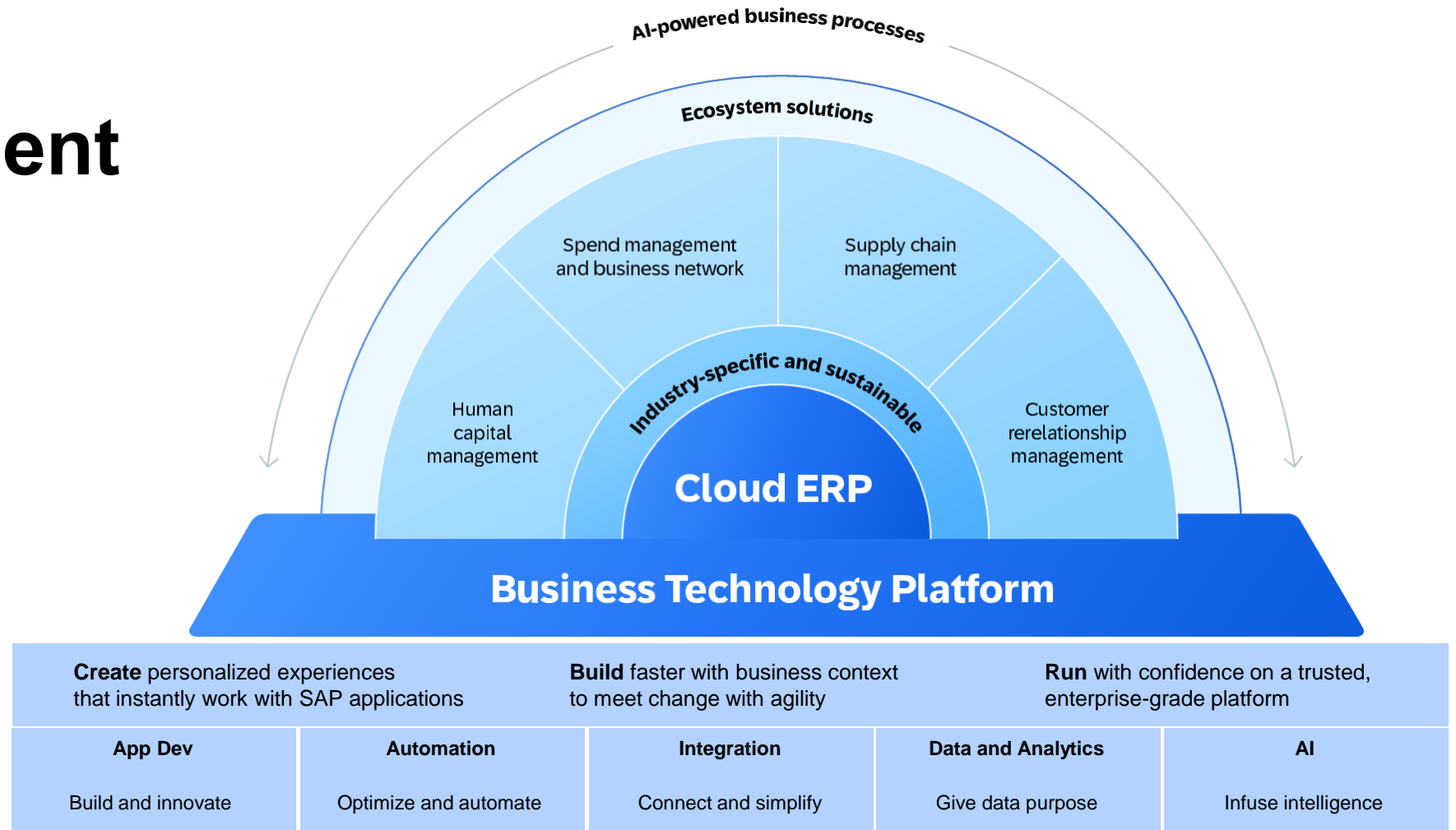




SAP Business Technology Platform – Use Cases

Pinaki Ray, Sr. Director Business Technology Platform
07.05.2024

SAP BTP is the foundation of the Intelligent Sustainable Enterprise



Secure & compliant
Open & flexible
Unified & simple

Broad ecosystem
Enterprise-grade & scalable
Business-centric

Business Technology Platform



APP DEV



Low-Code/No-Code Experience

Pro-code tooling

Digital Experience

DevOps



AUTOMATION



Workflow Management

Robotic Process Automation

Process monitoring & analytics

Automated document processing



INTEGRATION



Process Integration

API led integration

Event based integration

Data integration



DATA AND ANALYTICS



Database

Data management

Data warehouse

Analytics & planning



AI



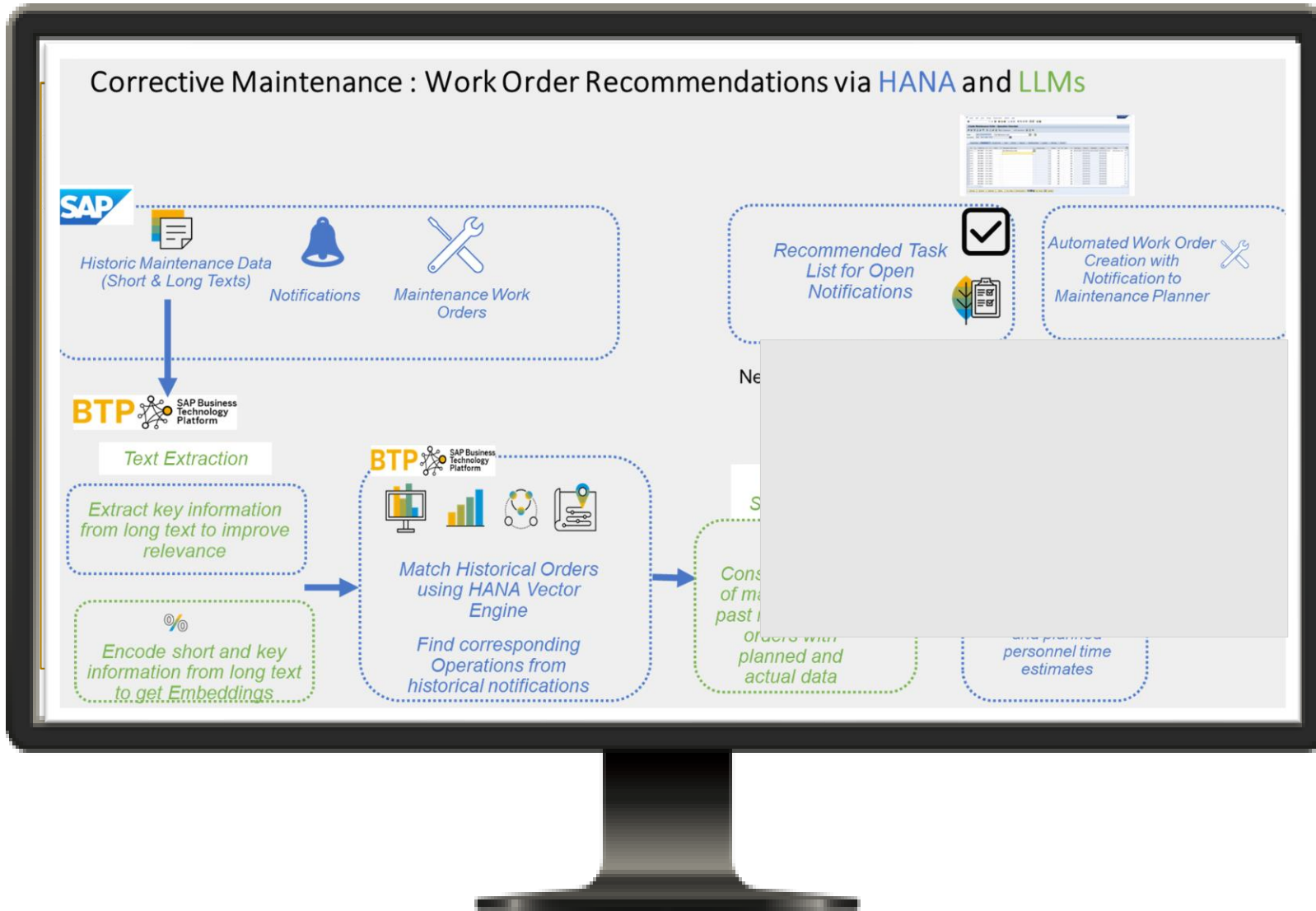
Pre-trained AI models

Responsible AI

AI model lifecycle management

AI-infused SAP Apps

AI Assisted Corrective Maintenance from Notification to WO Creation



Business Challenge

Maintenance Planners frequently need to create consistent Work Orders in response to Notifications. To streamline the process the planners need assistance from a template structures which best fits the current open notification



Solution

SAP Generative AI Hub LLM Services for similarity matching for long text and documents

SAP HANA Vector DB for scoring text embeddings

In-app extensions for Work Order selection with recommended templates based on historic planned and actual data

SAP Build Process Automation for orchestrating work order creation and notification to users

SAP Signavio for monitoring and triggering execution flows



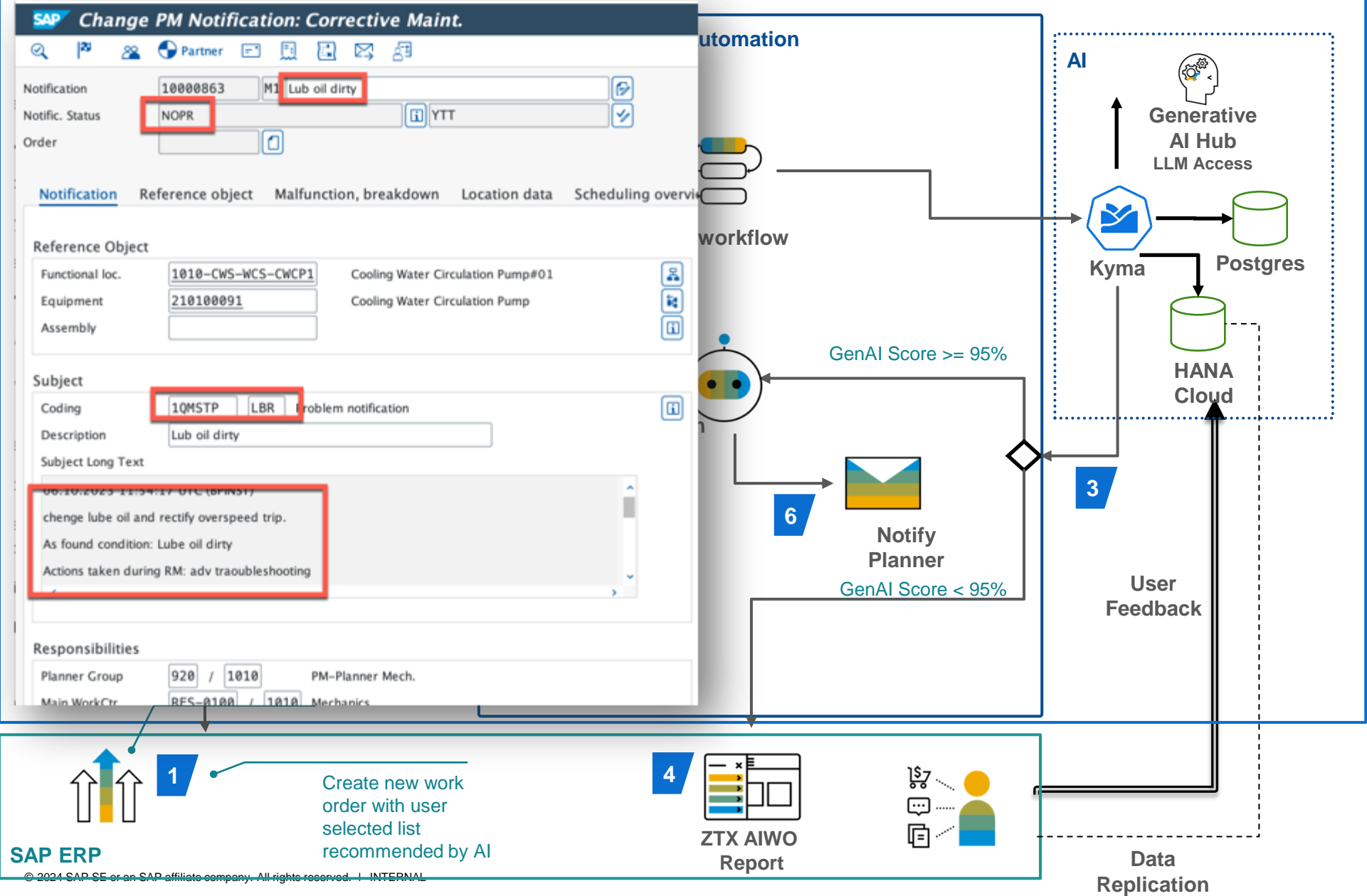
Benefits and Value

Improved Process Efficiency for automatable Work Orders

Consistent Notification Handling between Planners for Time and Material Estimates

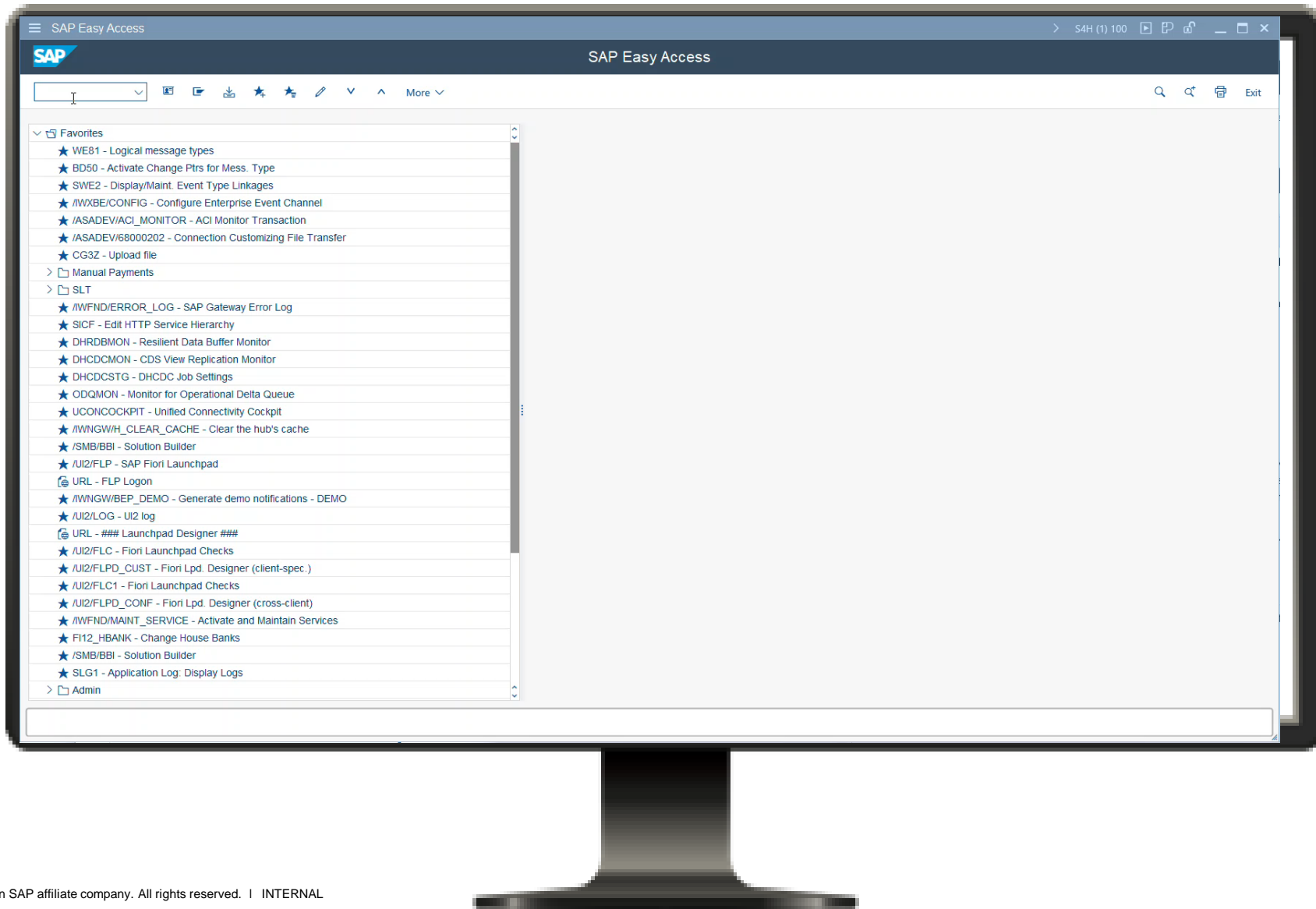
Reduced Manual Effort and Errors

SAP Business Technology Platform



- 1 New notification**
New notification created and released in ERP
- 2 Event trigger**
New workflow starts when notification was released in the ERP system
- 3 AI**
Use GenAI to find orders for similar past notifications and summarize a list of operations to use in a new order
- 4 Selection form**
List of operations and components sent to planner to select the relevant ones for this order. Collect user feedback for AI results
- 5 SAP ERP automation**
Work order automatically created in the ERP system
- 6 Notification Email**
Notify the planner that new work order was created or link to ERP Transaction for WO

AI Assisted Corrective Maintenance from Notification to WO Creation



[Content Discovery](#)

Automated Accounting Advisor | Challenge

Accounting teams need to ensure accurate recording of business transactions while dealing with capacity limits, high time pressure and non-standard transactions



CHALLENGE



Accounting teams manage precise recording of company transactions.



Correct posting (e.g. account and document type) is crucial, but requires knowledge.



Month-end close deadlines impose additional stress which can lead to errors.

Automated Accounting Advisor | Solution – Functionality

The 'Automated Accounting Advisor' uses company-specific accounting guidelines and GenerativeAI to provide fast posting proposals to accountants, while keeping the “human in the loop”



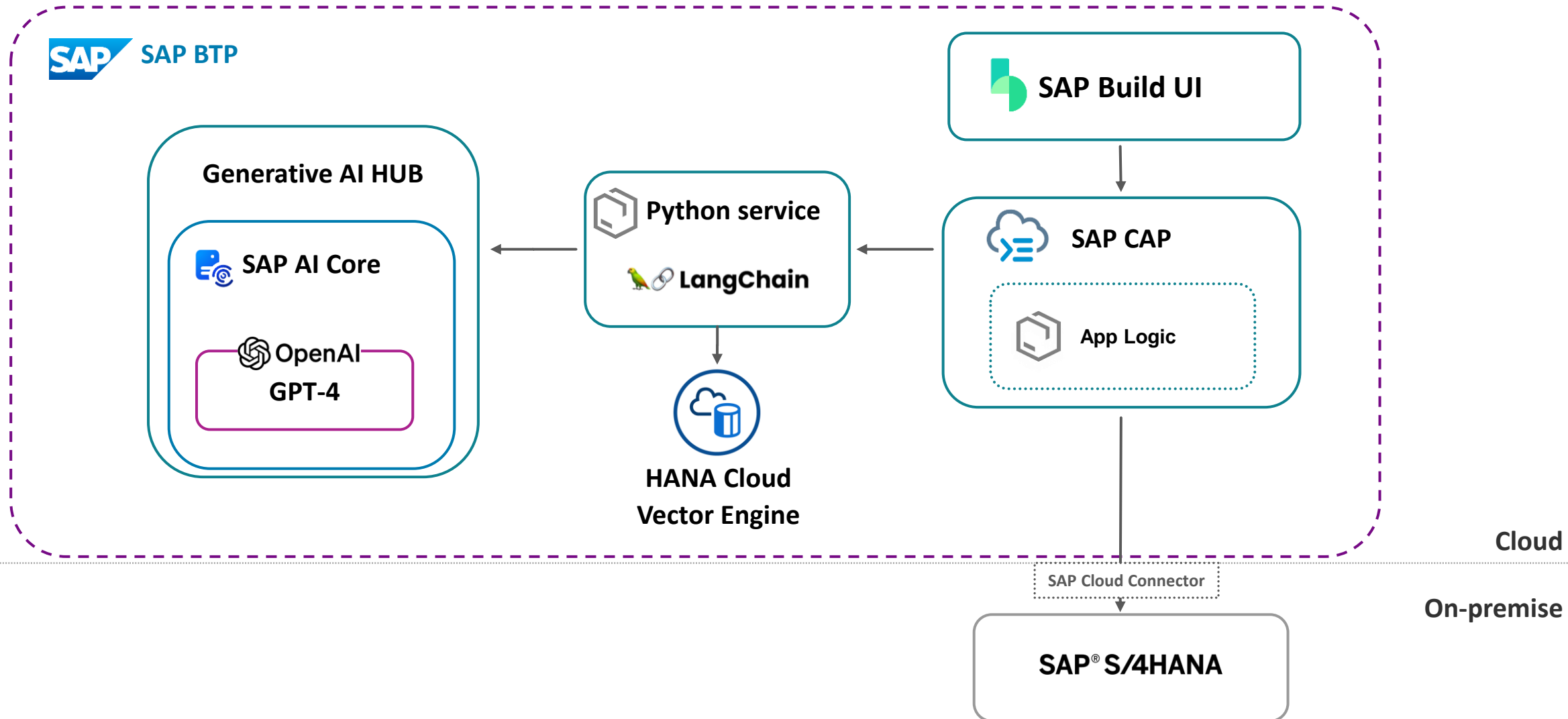
SOLUTION

"Automated Accounting Advisor"

- ✓ provides user-friendly chat interface
- ✓ matches transaction description with organization's accounting manual
- ✓ offers curated proposal for posting parameters of the business transaction
- ✓ after final review, can update the ERP system automatically

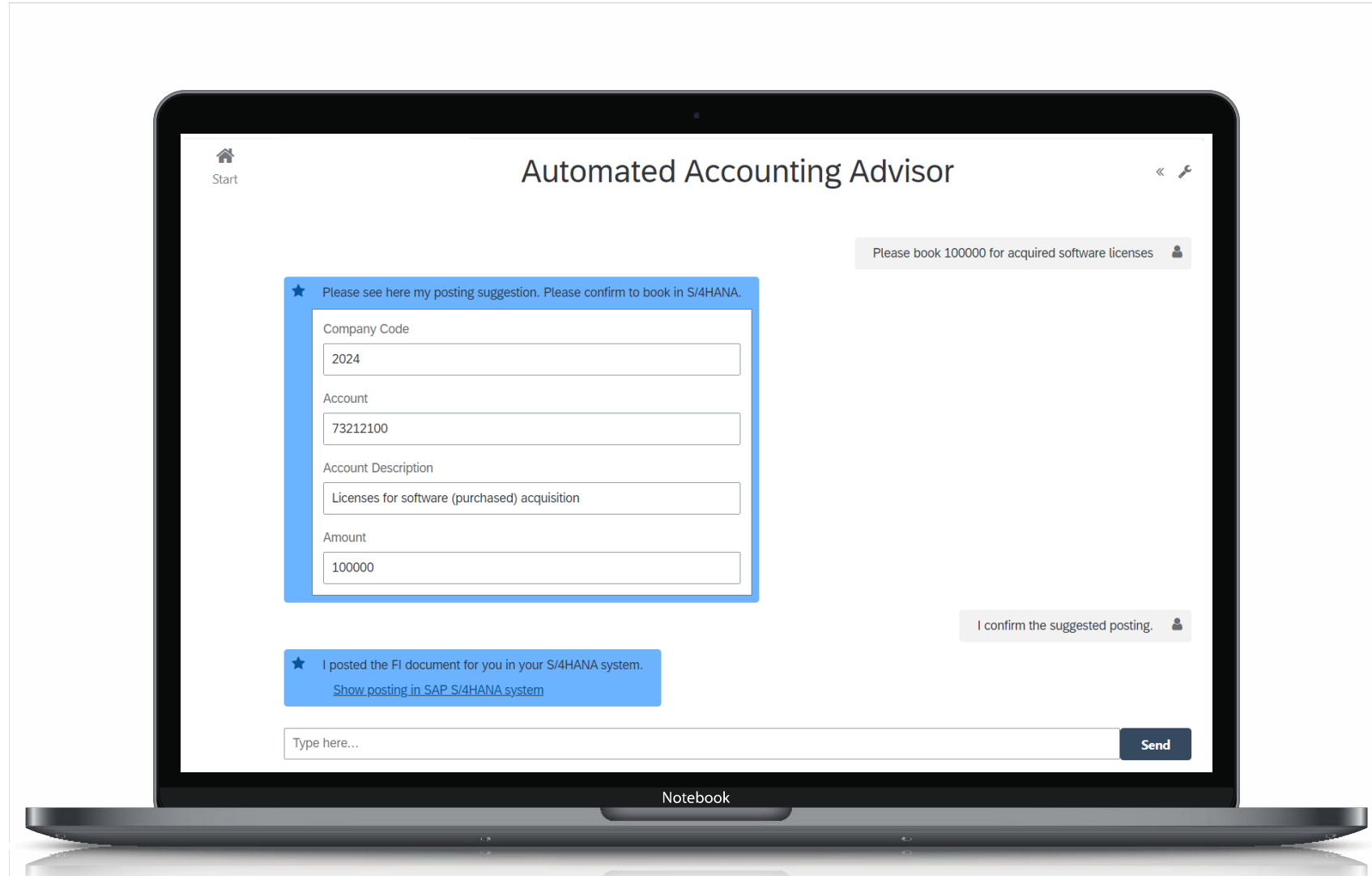
Automated Accounting Advisor | Solution – Architecture

Our architecture combines the latest SAP stack to transform natural language dialog and company-specific sources into S/4-compatible posting proposals.



Automated Accounting Advisor | Prototype demonstration

Now let's watch the 'Automated Accounting Advisor' in action!



Miele

Home

News & To-Do

Wed, 03 Jun 2020

Miele-Museum in Gütersloh zählt zu beliebtesten Museen Deutschlands - Neue Westfälische

Miele-Museum in Gütersloh zählt zu beliebtesten Museen Deutschlands - Neue Westfälische

"Miele" - Google News

All Tickets

My Queue

2

My Team Queue

4

Tickets Assigned To Me

2

My High Priority Tickets

0

Tickets Escalated To...

0

Unassigned Tickets

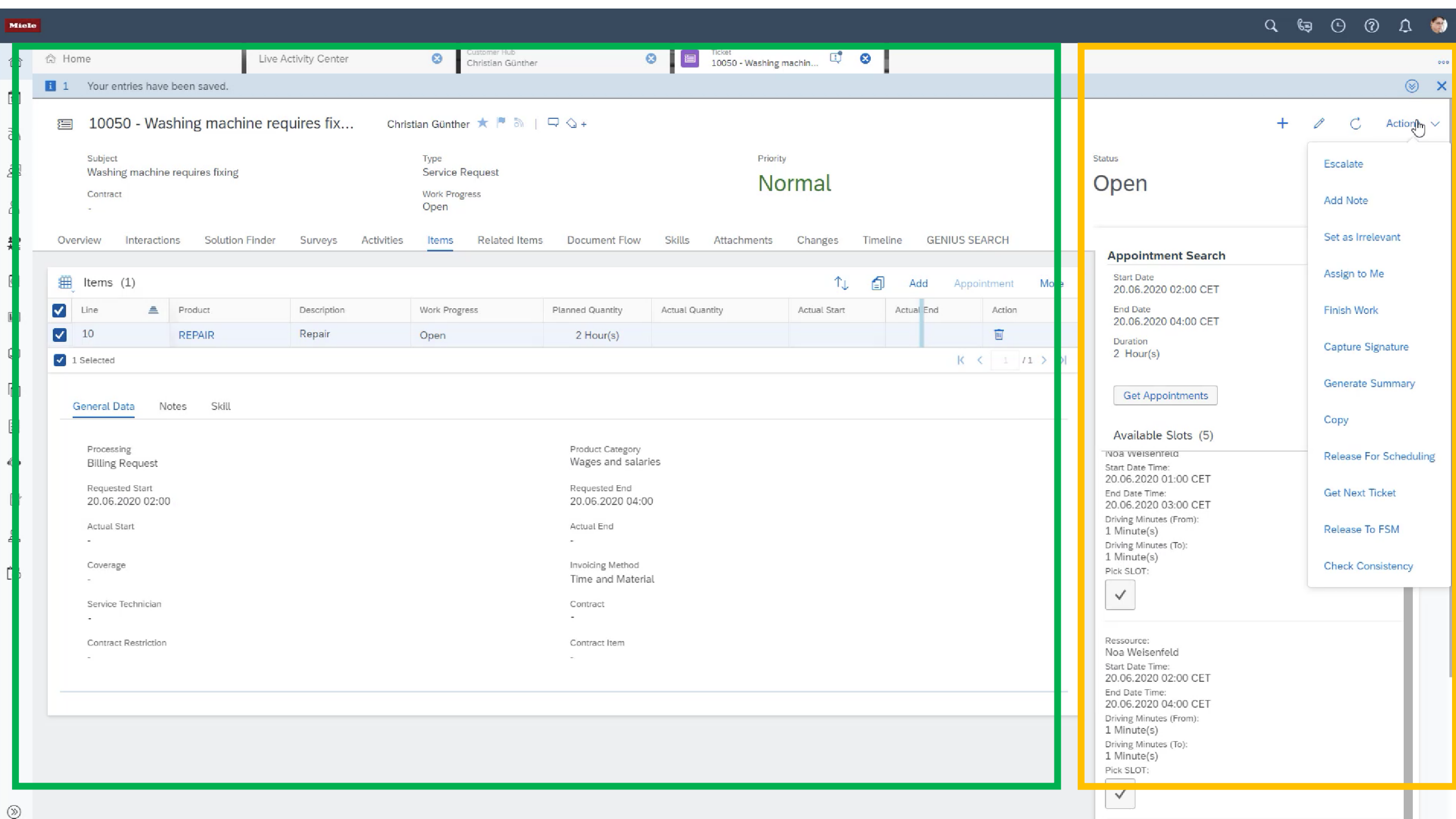
1

My Tasks

You're Up-to-Date. No overdue tasks today.

Get Appointments

Service Agent requests free Slots from FSM



HomeLive Activity CenterCustomer HubChristian GüntherTicket10050 - Washing machin...

1 Your entries have been saved.

10050 - Washing machine requires fix...Christian Günther

SubjectWashing machine requires fixingContract-

TypeService RequestWork ProgressOpen

PriorityNormal

OverviewInteractionsSolution FinderSurveysActivitiesItemsRelated ItemsDocument FlowSkillsAttachmentsChangesTimelineGENIUS SEARCH

Items (1)

Line	Product	Description	Work Progress	Planned Quantity	Actual Quantity	Actual Start	Actual End	Action
10	REPAIR	Repair	Open	2 Hour(s)				

1 Selected

General DataNotesSkill

ProcessingBilling Request

Requested Start20.06.2020 02:00

Actual Start-

Coverage-

Service Technician-

Contract Restriction-

Product CategoryWages and salaries

Requested End20.06.2020 04:00

Actual End-

Invoicing MethodTime and Material

Contract-

Contract Item-

Open

EscalateAdd NoteSet as IrrelevantAssign to MeFinish WorkCapture SignatureGenerate SummaryCopyRelease For SchedulingGet Next TicketRelease To FSMCheck Consistency

Appointment Search

Start Date20.06.2020 02:00 CET

End Date20.06.2020 04:00 CET

Duration2 Hour(s)

Get Appointments

Available Slots (5)

Noa Weisenfeld

Start Date Time:20.06.2020 01:00 CET

End Date Time:20.06.2020 03:00 CET

Driving Minutes (From):1 Minute(s)

Driving Minutes (To):1 Minute(s)

Pick SLOT:

✓

Ressource:Noa Weisenfeld

Start Date Time:20.06.2020 02:00 CET

End Date Time:20.06.2020 04:00 CET

Driving Minutes (From):1 Minute(s)

Driving Minutes (To):1 Minute(s)

Pick SLOT:

✓

Miele

🔍🗨⌚❓🔔👤

🏠HomeLive Activity CenterCustomer HubChristian GüntherTicket10050 - Washing machin...

1 Your entries have been saved.

10050 - Washing machine requires fix...Christian Günther

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PriorityNormalStatusOpen

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Driving Minutes (To):1 Minute(s)

Pick SLOT:

✓

Ressource:

Noa Welsenfeld

Start Date Time:20.06.2020 02:00 CET

End Date Time:20.06.2020 04:00 CET

Driving Minutes (From):1 Minute(s)

Driving Minutes (To):1 Minute(s)

Pick SLOT:

✓

Escalate

Add Note

Set as Irrelevant

Assign to Me

Finish Work

Capture Signature

Generate Summary

Copy

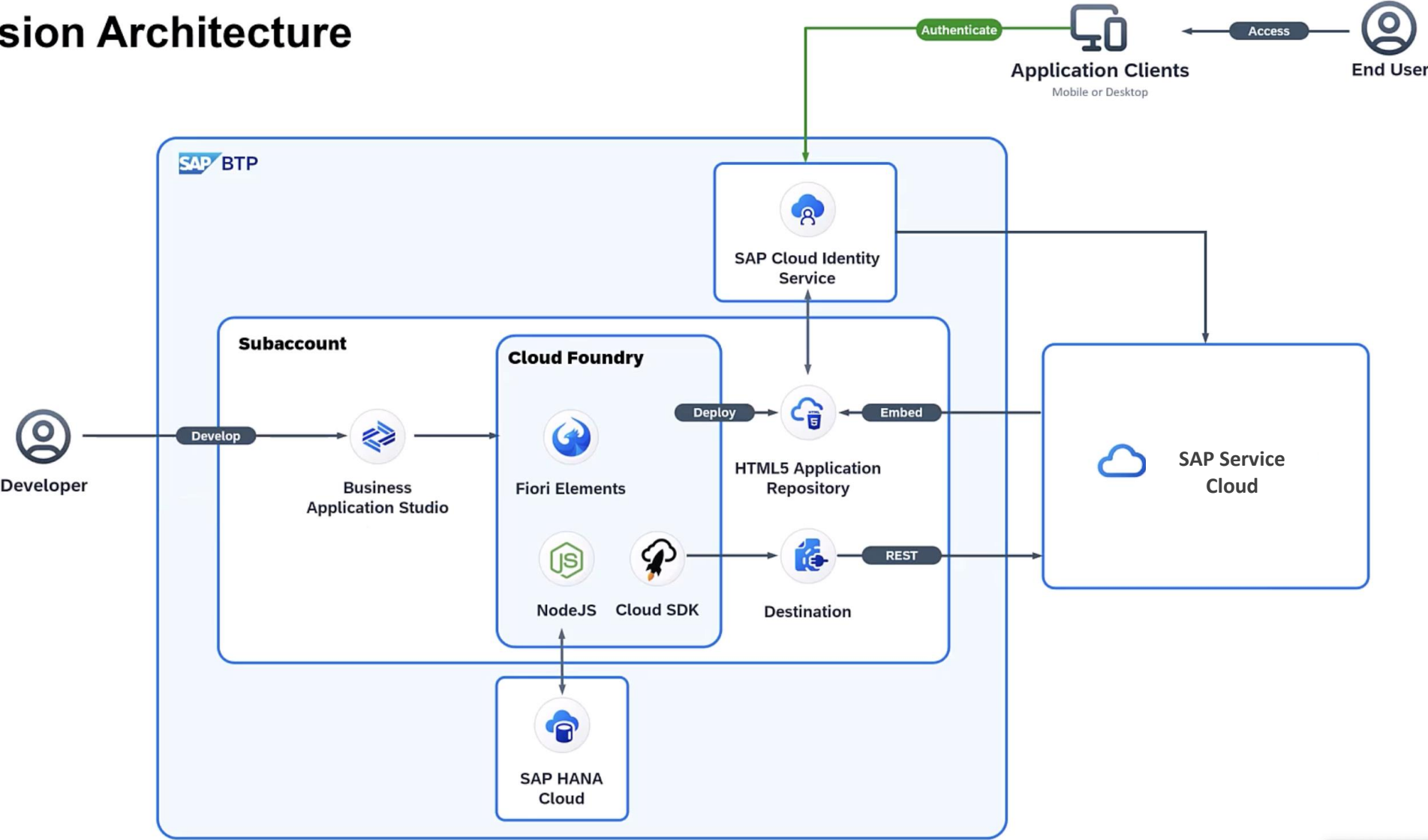
Release For Scheduling

Get Next Ticket

Release To FSM

Check Consistency

Extension Architecture



Adding Risk Details to Opportunity in Sales Cloud

Home

Guided Selling

Opportunity

Selling Super Pump Eco 11i

116 • IN PROCESS

Arral Energy DE

Opportunity

0

Overview

Timeline

€100,000

Expected Value

Adrian Chase

Owner

Pipeline

Forecast Category

Nov 30, 2023

Close Date

90 days

In Identify Opportunity Phase

Insights

No Results found

Days to Close

89 days ago

Status Change

0

Expected Value Change

€100,000

Times Closing Date Changed

2

Engagement

Opportunity | 116

Selling Super Pump Eco 11i

89 days past close date

Identify Oppor...

Qualify Opportunity

General

Geo Location

Changes

S4 Order

Project

Risks

Here are a few things you could do to accelerate the deal

You are ready to proceed.

Progress

Appointment on Init

Dec 9, 2023

Activities (0)

There are no activities

Latest Note

Edit Tabs

General

Geo Location

Changes

S4 Order

Project

Risks

Apply

Cancel

Search

Change Project Main Layout End Session

Opportunity | 116
Selling Super Pump Eco 11i

89 days past close date

Identify Oppor... Qualify Opportunity

General Geo Location Changes S4 Order Project Risks

Here are a few things you could do to accelerate the deal

You are ready to proceed. Progress

Appointment on Init
Dec 9, 2023

Activities (0)

There are no activities

Latest Note

Edit Tabs

- General
- Geo Location
- Changes
- S4 Order
- Project
- Risks

Apply Cancel

Search

Home Guided Selling

Opportunity | 116
Selling Super Pump Eco 11i

89 days past close date

Identify Oppor... Qualify Opportunity

General Geo Location Changes S4 Order Project Risks

Price-Sensitive Opportunity Draft

General Information Risks

Display ID: 409 Status: Open

Description: Price-Sensitive Opportunity Employee: Adrian Chase

Risks

Title	Mitigation	Priority*	Impact
<input type="checkbox"/> Quality not adequate	review third party contractors to ease service...	High	20,000
<input type="checkbox"/> Lower Consumption rate	investigate source of shipment request and r...	Me...	100,000
<input type="checkbox"/> Product feature Failure	review shipment procedure and stop deliver...	Low	5,000
<input type="checkbox"/> Strong competition	Find out their weakness	High	3,000

Steven Gary
Barbara Elliston
Jenny Summers
Adrian Chase
Mohan Kumar
Boris Graph
Mary Fox
Sara Davis
Maxwell Jannet
Robyn Gray
Connie Whitley
Eddie Smoke
Sara Davis
Pedro Borras
Liza Franklin

Home Guided Selling

Opportunity | 116
Selling Super Pump Eco 11i

89 days past close date

Identify Oppor... Qualify Opportunity

General Geo Location Changes S4 Order Project Risks

Price-Sensitive Opportunity Edit Delete

General Information Risks

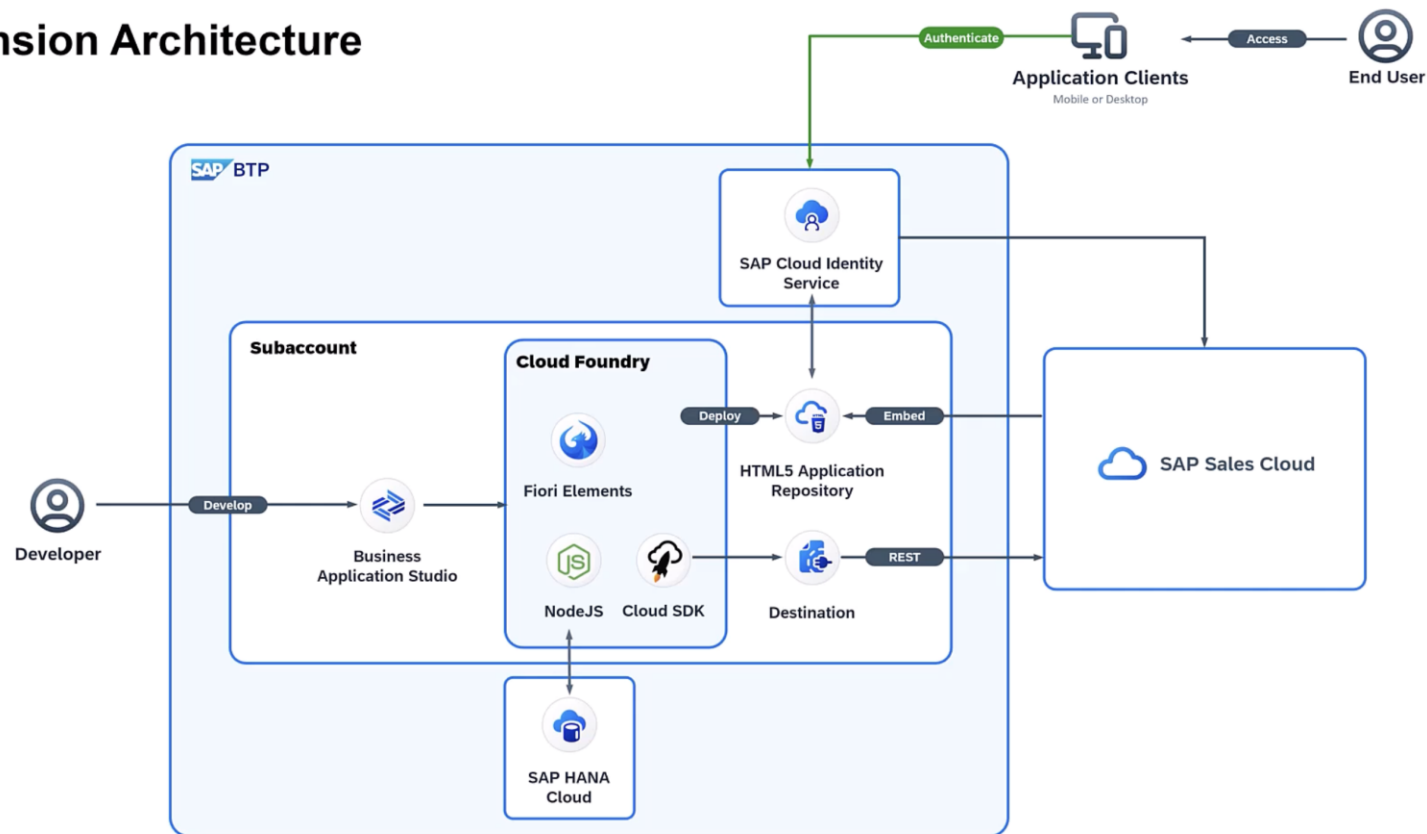
Risks

Title	Mitigation	Priority	Impact	Employee
Quality not adequate	review third party contractors to ease service delivery challenges	High	20,000	Steven Gary
Lower Consumption rate	investigate source of shipment request and revoke authorization	Medium	100,000	Steven Gary
Product feature Failure	review shipment procedure and stop delivery until further notice	Low	5,000	Steven Gary

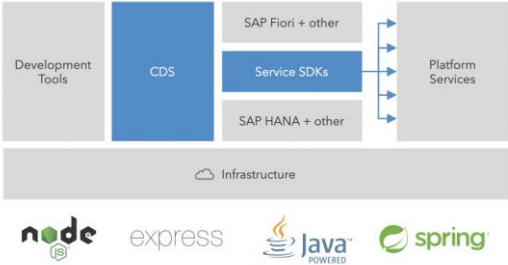
Extension Architecture



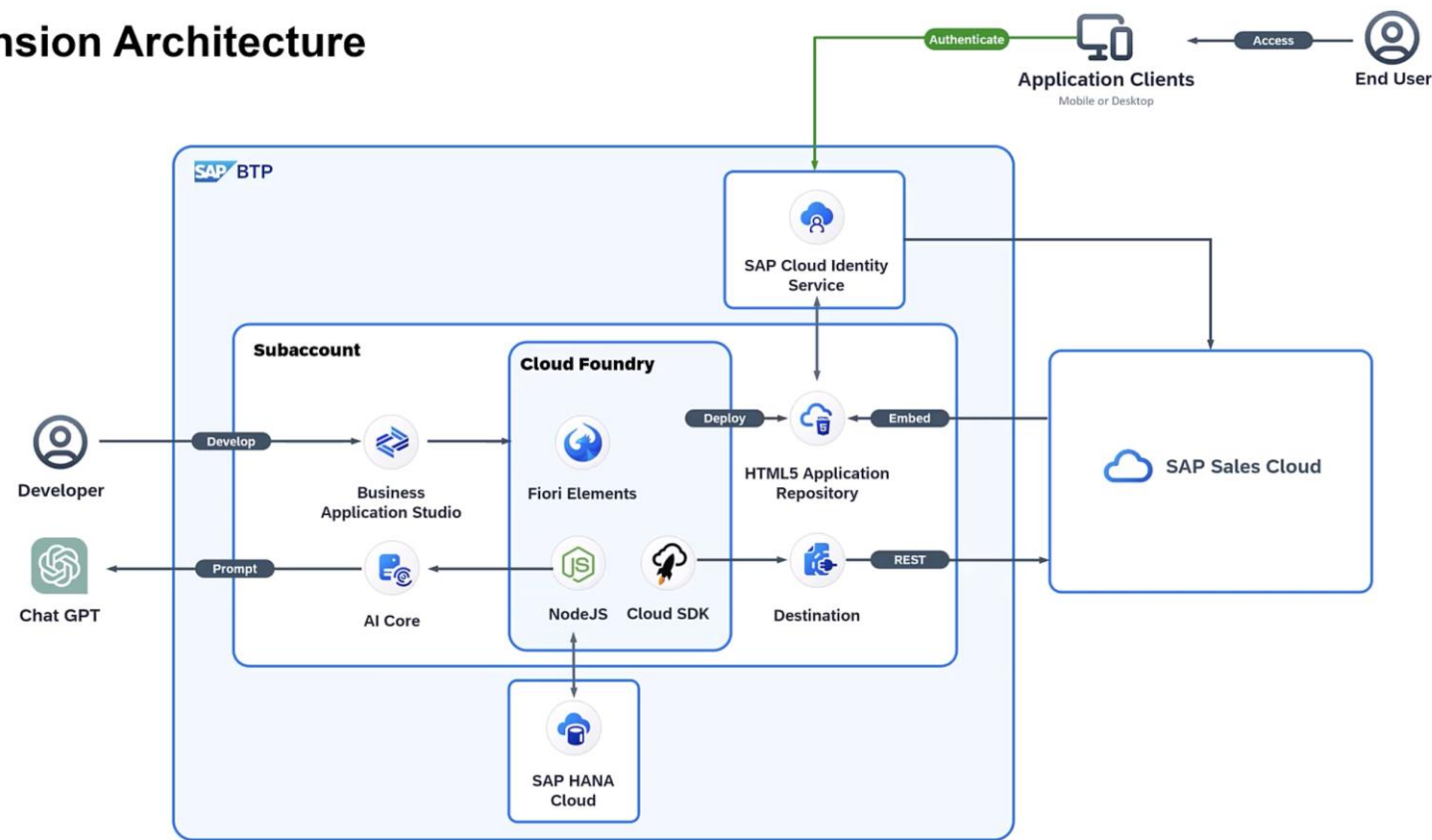
Extension Architecture



Extension Architecture



Extension Architecture



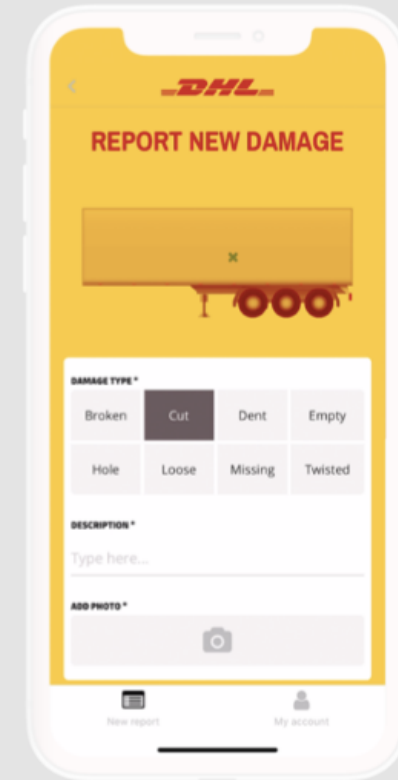
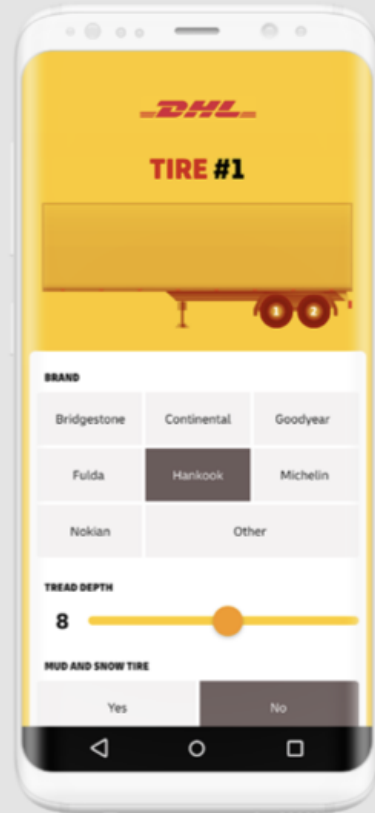
DHL App for Drivers built on SAP BUILD Apps



Europe-wide trailer fleet management and reporting

Built with zero lines of code.

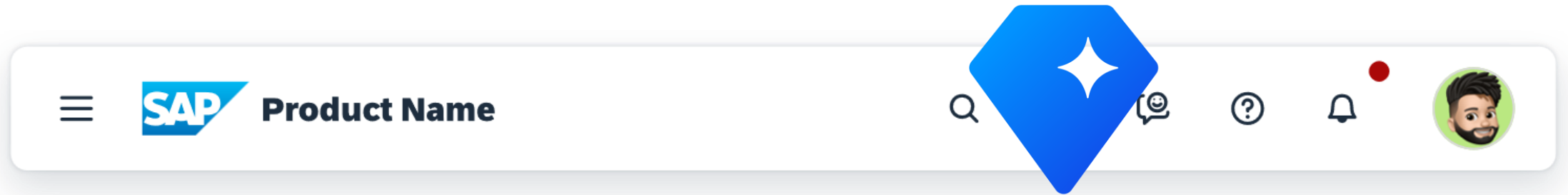
- Integration with DHL trailer fleet master data
- Role- and region-based user authentication
- Localization to multiple languages

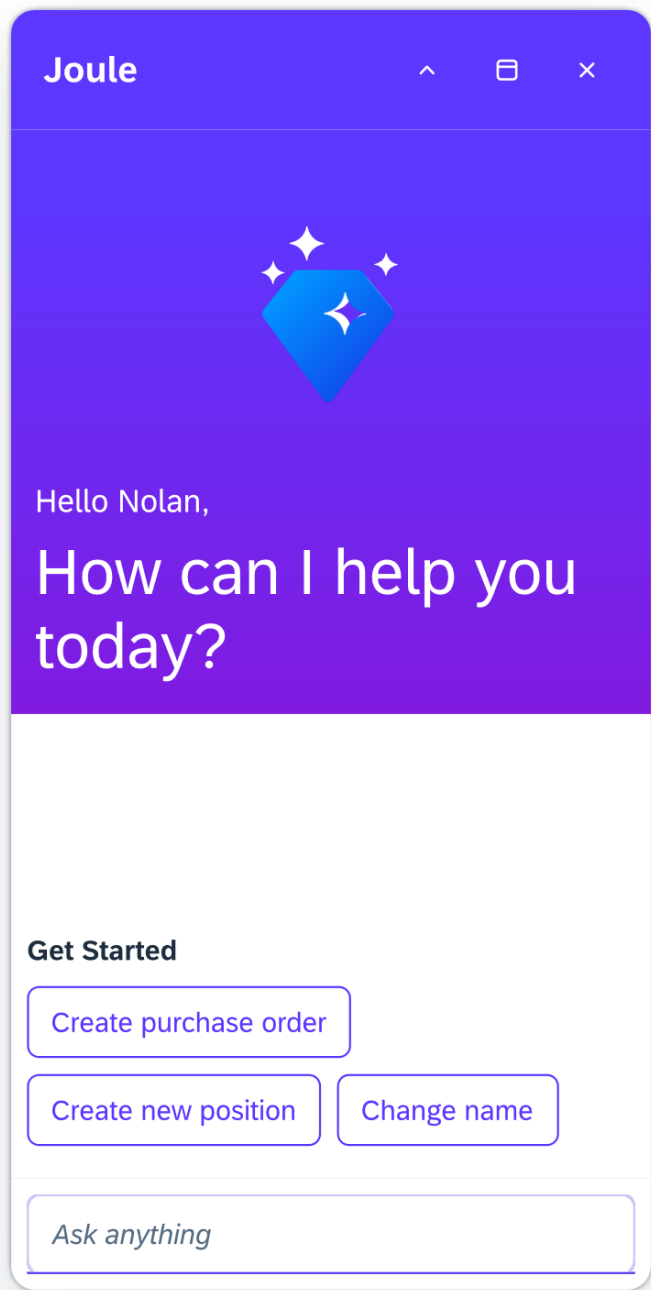


Joule will be the one Digital Assistant



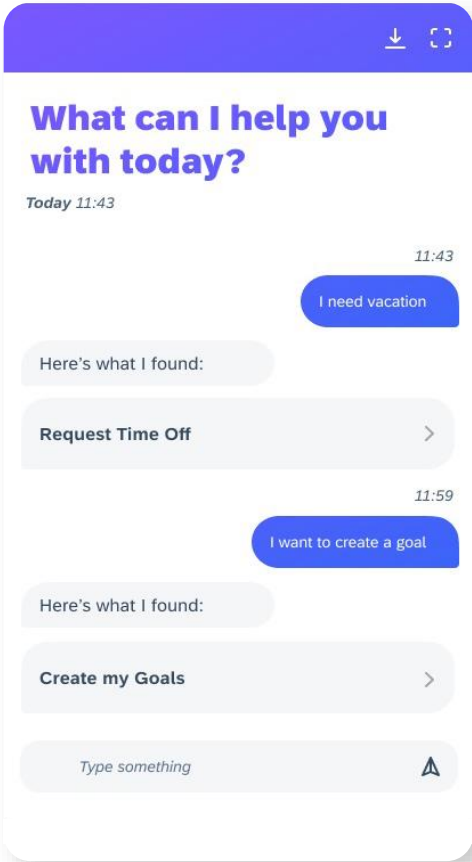
Joule will be embedded in every SAP product





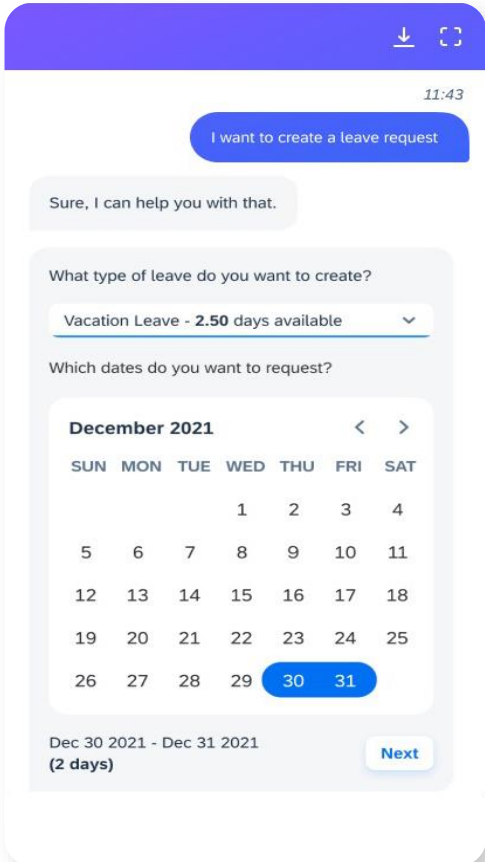
Joule supports the end user in unprecedented ways...

Navigational Pattern



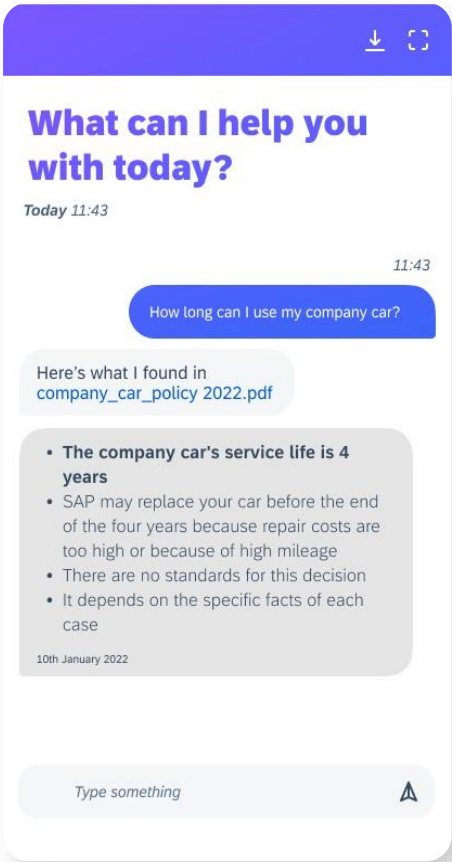
'Take me there'

Transactional Pattern



'Do this for me'

Informational Pattern



'Answer me this'

Faster work

Streamline tasks with an AI assistant that knows your unique role and acts as your work copilot across SAP applications.

The screenshot shows the SAP Home dashboard for a user named Philipp. The dashboard includes a 'To Dos' section with three tasks: 'Procurement Purchase Requisition' (Replacement Laptop, 2,450.00 EUR), 'Expense Report Approval' (Travel to Munich, 843.37 EUR), and 'Time Off Requests' (Vacation, 3 days). Below this is an 'Insights' section with 'Incoming Sales Orders' (289.1 K) and 'Open Purchase Orders' (4500000045). An AI assistant overlay is visible on the right, titled 'AI assistant' and 'Hello Philipp, How can I assist you?'. It features a search bar with the text 'Talk to me naturally. For example, 'Show the weather'', a 'Get Started with Joule' button, and four action buttons: 'Create Position', 'Give Feedback', 'Leave Request', and 'Sales Reporting'. A text box at the bottom of the overlay contains the prompt: 'Please pull the average historical sales and profitability data of our physical stores in Europe over the past 6 quarters'.

SAP Home

Search or ask the Digital Assistant

Fri, Sep 22
Hello, Philipp!

To Dos

- Procurement Purchase Requisition**
Kevin Hudemann 1 week ago
Replacement Laptop
2,450.00 EUR
[Approve](#) [Deny](#)
- Expense Report Approval**
Stephan Aßmus 1 week ago
Travel to Munich
843.37 EUR
[Approve](#) [Send Back](#)
- Time Off Requests**
Carmen Rannefeld 1 week ago
Vacation
Jul 26 – 28, 2023
3 days
[Approve](#) [Decline](#)

Insights

- Incoming Sales Orders**
By Month | EUR
289.1 K Target 266.1K Deviation 8.6%
4 Months
- Open Purchase Orders**
4500000045
In Approval
4500000033

AI assistant

Hello Philipp,
How can I assist you?

Talk to me naturally. For example, 'Show the weather'

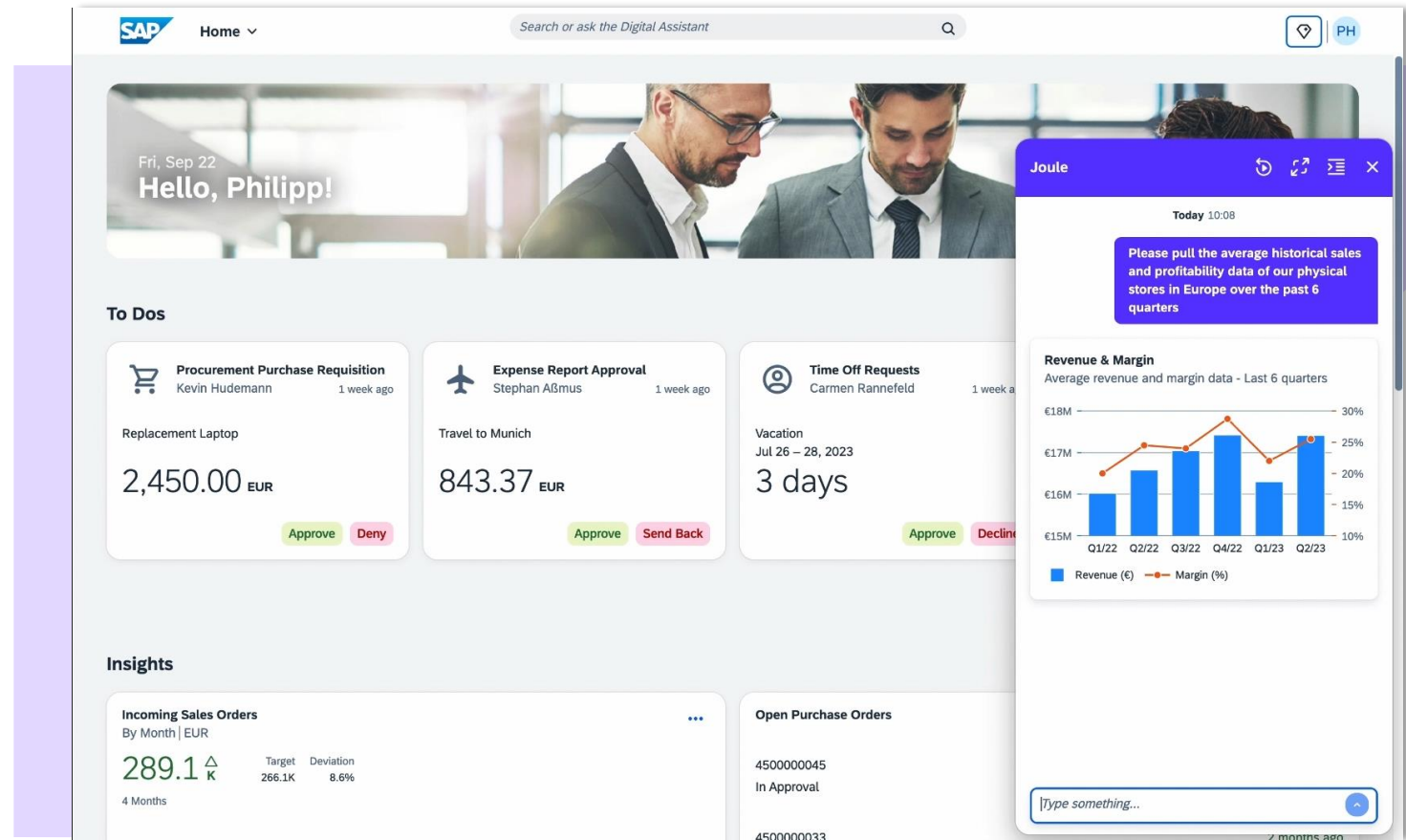
Get Started with Joule

[Create Position](#) [Give Feedback](#)
[Leave Request](#) [Sales Reporting](#)

Please pull the average historical sales and profitability data of our physical stores in Europe over the past 6 quarters

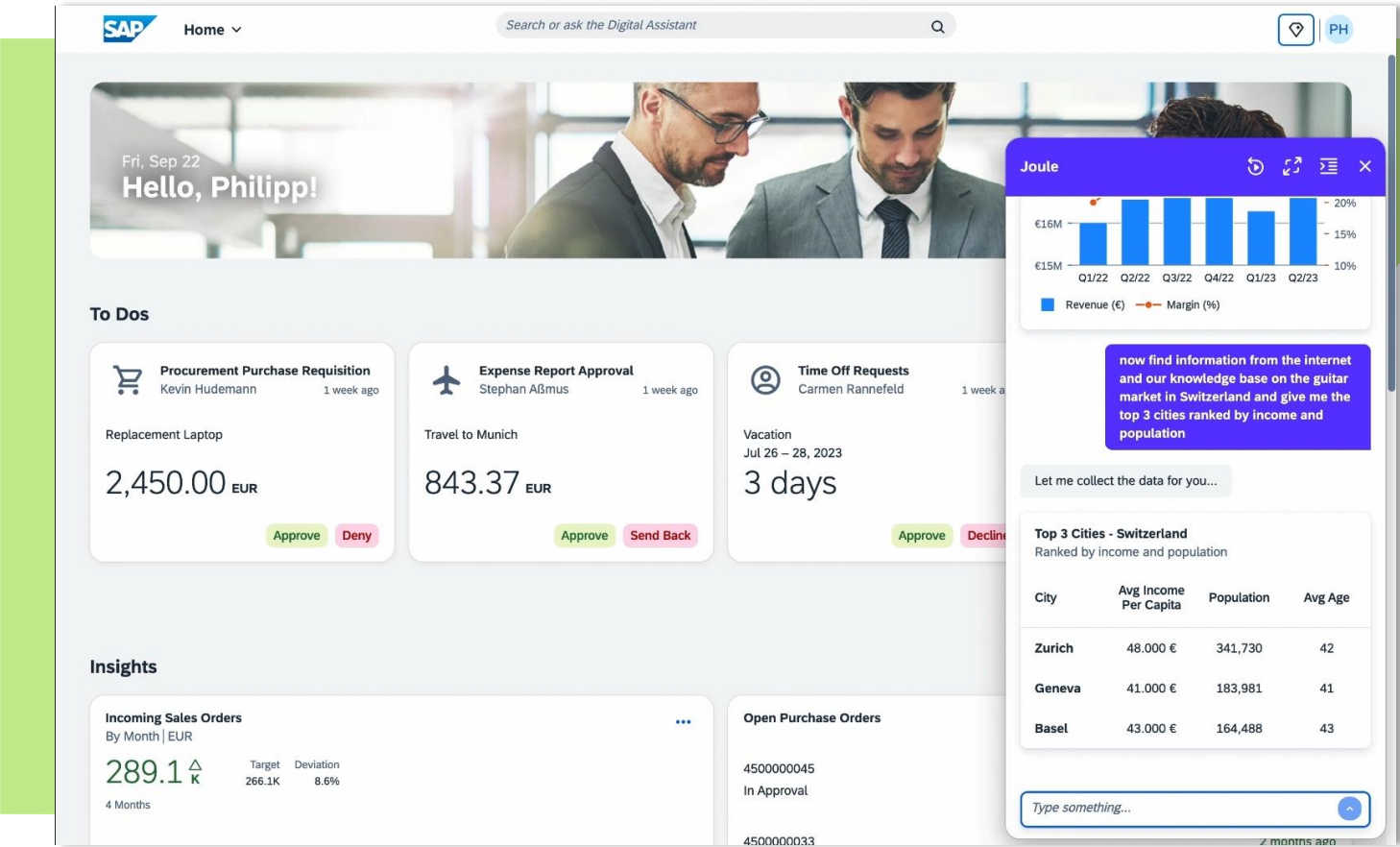
Smarter Insights

Get quick answers and smart insights on-demand, facilitating faster decision-making without bottlenecks.



Better Outcomes

Just ask and get excellent content for job descriptions, coding assistance, and more...



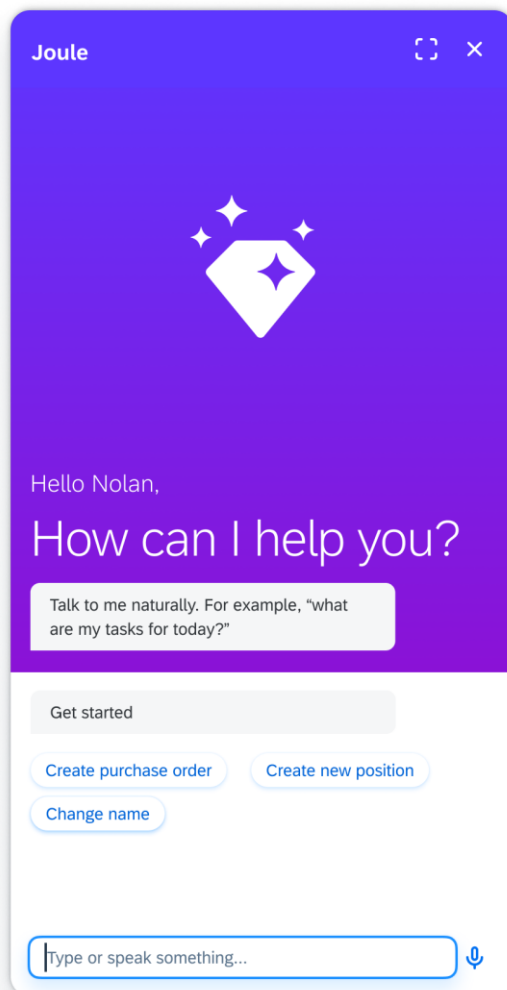
Full Control

Maintain full control over decision-making and your data privacy while accessing generative AI in a safe environment.

The screenshot displays the SAP S/4HANA user interface. At the top, the SAP logo and 'Home' button are visible, along with a search bar labeled 'Search or ask the Digital Assistant'. The main header shows the date 'Fri, Sep 22' and a personalized greeting 'Hello, Philipp!'. Below this, the 'To Dos' section contains three cards: 'Procurement Purchase Requisition' by Kevin Hudemann (1 week ago) for a 'Replacement Laptop' valued at 2,450.00 EUR; 'Expense Report Approval' by Stephan Aßmus (1 week ago) for 'Travel to Munich' valued at 843.37 EUR; and 'Time Off Requests' by Carmen Rannefeld (1 week ago) for 'Vacation' from Jul 26 – 28, 2023, for 3 days. Each card has 'Approve' and 'Deny' buttons. The 'Insights' section at the bottom left shows 'Incoming Sales Orders' by Month | EUR, with a current value of 289.1 K, a target of 266.1K, and a deviation of 8.6% over 4 months. To the right, 'Open Purchase Orders' are listed, including one with ID 4500000045 'In Approval' and another with ID 4500000033. On the right side, the 'Joule' chat interface is open, showing a conversation about a new position location (Geneva), effective date (2023-09-26), and approval details.

Joule copilot drives intelligent employee and manager self-service

New functionality coming with every release moving forward



Employee Central

View / Make changes to employee:

2H 2023

- Chosen Name
- Pronouns
- Legal Name
- Location
- Job (including Business Title)
- Working Time
- Contract End Date
- Transfer
- Promotion
- Probation
- Cost Center (view only)
- View Location (view only)
- Cost Center

1H 2024

- Legal name (view only)
- Telephone number
- E-mail address
- primary emergency contact
- Home address
- Job relationship manager
- Create and update position
- Marital status

2H 2024

- Job relationships
- Tenure
- Gender
- Personal information
- Work anniversary
- Compensation

Talent Management

2H 2023

- Give & Request Feedback

Payroll

1H 2024

- View Pay Statement (w/ PDF option)

2H 2024

- Explain Pay Statement
- Regulatory change manager

People Profile

View co-worker information:

2H 2023

- Display Name
- Pronouns
- Title
- Job Code
- Direct Manager
- Direct Reports
- Birthday
- Email
- Phone Number
- Location
- Time Zone
- Department
- Division
- Hire Date
- Peers

Rewards & Recognition

2H 2024

- Create Spot Award
- View Received Spot Award
- View Given Spot Award

Generative AI

1H 2024

- HR Policy FAQ using LLM
- Create Performance goal
- Create Development goal

2H 2024

- HR Policy FAQ enhancements
- Create Feedback
- Job Description Generation
- Interview Question Generation

Time Management

2H 2023

- Approve / Reject time-off requests

1H 2024

- Clock in / out
- View leave balance
- Create & View time off
- time off instructions
- View holiday calendar

2H 2024

- Update & Delete Time Off
- Approve / Reject Time Sheet Request
- View CI/CO Time Event(s)

The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. Roadmap items are subject to change at any time.

Thank you.

Pinaki Ray

Sr. Director BTP, SAP
Pinaki.ray@sap.com

