



Future Ready Enterprise

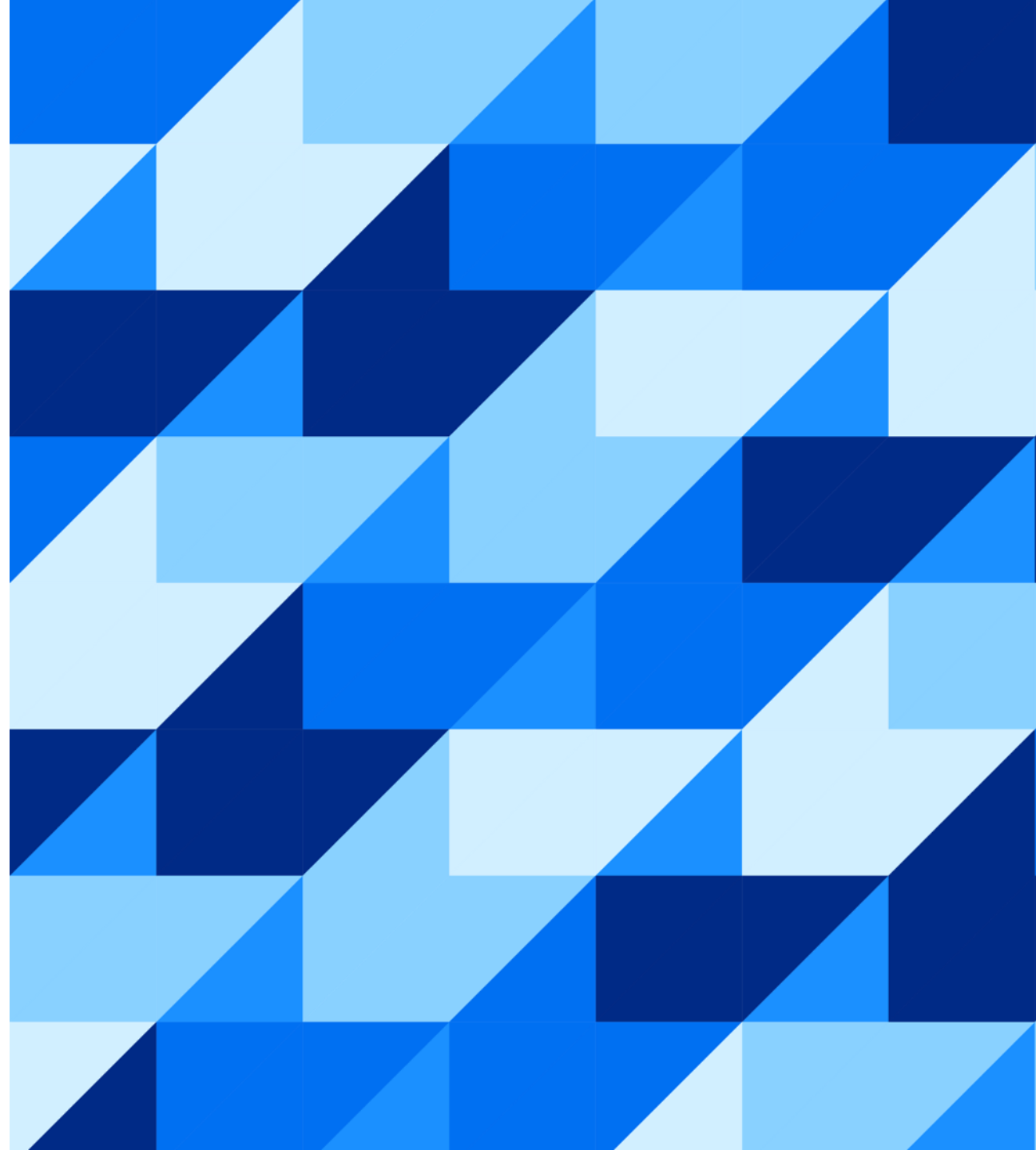
Unlock and Maximize the value of BTP

SAP BTP Champion's Day, Palo Alto

March 12, 2024

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Objective

Future Ready Enterprise

Share BTP Customer Success Engagement Model

Understand FRE Framework and Tools

Unlock and Maximize the value of BTP

Business and Technology Challenges



Rapid Disruption

The pace of change is forcing businesses to rethink how they approach software development and delivery



Technology

Advances in technology are creating new innovation opportunities and reshaping how we interact with our customers, systems, and data



Economy

Economic changes are driving opportunities in emerging markets and forcing efficiencies in others



Environment

Environmental change is now front of mind as companies want to better manage their environmental impacts



Pandemic

The pandemic was a major disruptor affecting how we do business, how we work, how we connect with friends and loved ones, and is driving rapid transformation in both technologies and processes



Consumer Expectations

Usability expectations have been set in the public domain raising the bar for business application usability and adoption. Those who deliver in real-time stand apart.

What is a Future Ready Enterprise (FRE) ?

A digital enterprise needs an innovation platform that enables them to:

Embrace Change



The traditional approach to protecting the core was to resist change

Business disruptors and the pace of change in technology demand that businesses embrace change or get left behind

Operate at Pace



Business needs to deliver innovations and improvements at a pace

Change needs to match advances in technologies, market conditions, and consumer expectations

Protect the Core

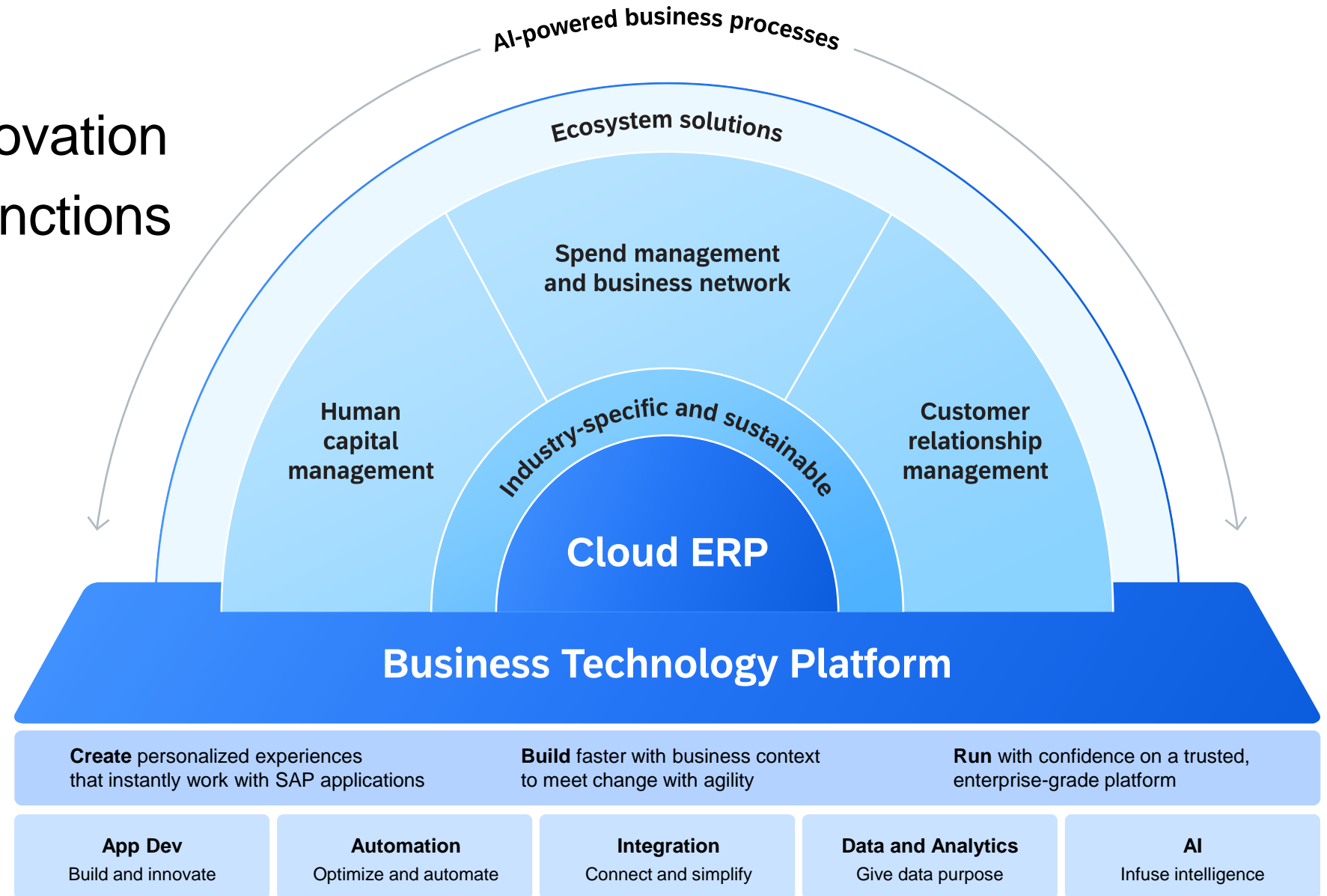


Customers need to create business value while protecting the stability of their core systems

This is achieved by adopting a modern decoupled architecture leveraging microservices

SAP BTP

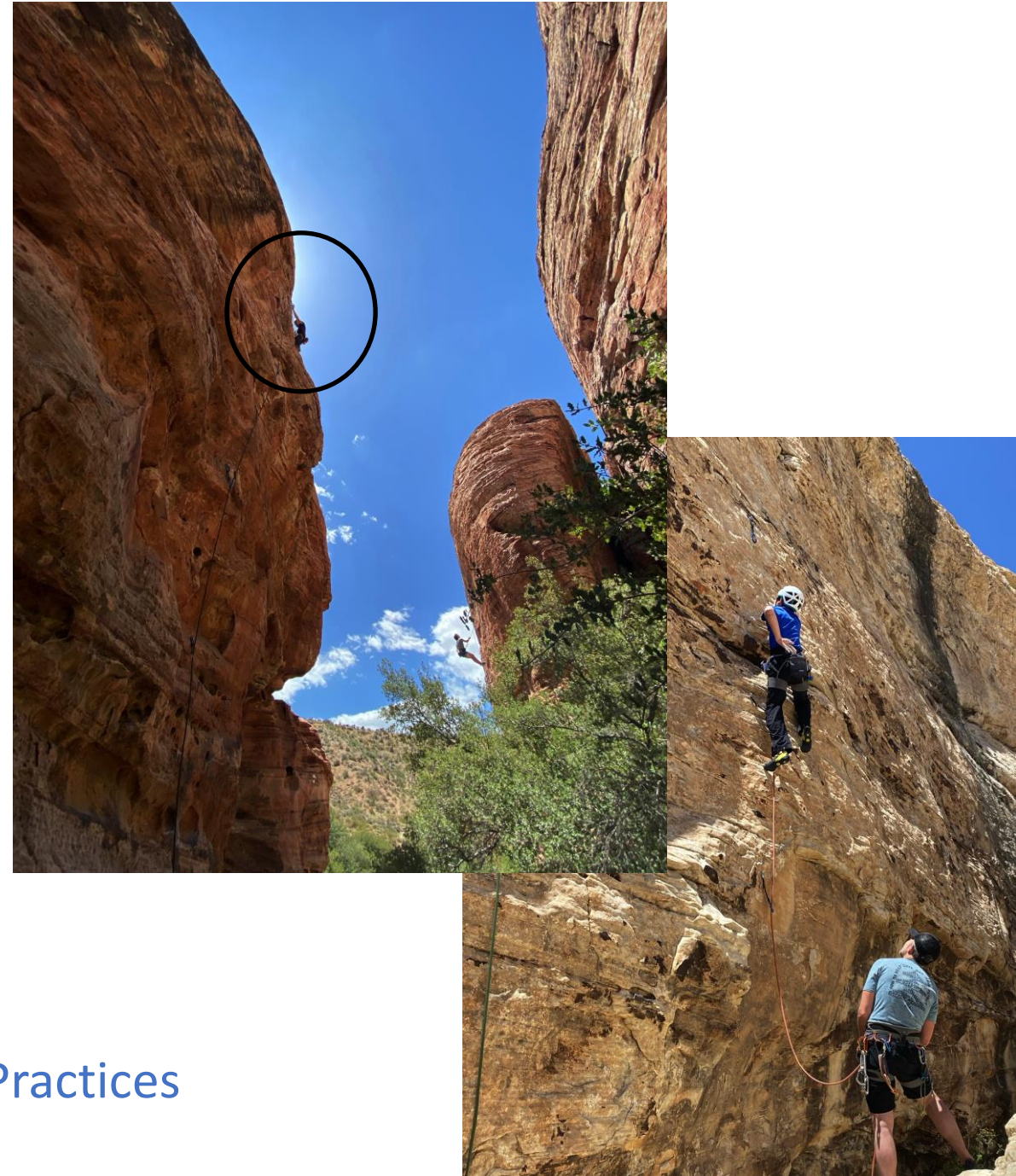
Unleash digital innovation
across business functions



BTP Customer Success Partner

... your GUIDE to BTP Adoption Success

- **Primary point of contact** in SAP for BTP Adoption
- **Plan of activities** for adoption success
- **Understand customer goals and track results**
- **Stakeholder alignment** – SAP / Partner / Customer
- **Solution enablement & upskilling plan**
- **Architecture & Implementation strategy** guidance
- **Advocate for you** into SAP & with partners



Leveraging Future Ready Enterprise Best Practices

Future Ready Enterprise Engagement Model

Helps organization to strategize through structured approach

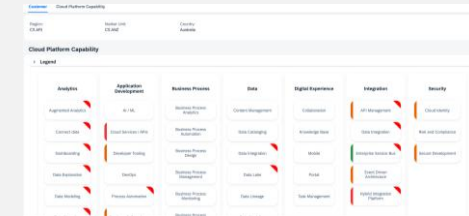
FRE Framework



Creating a vision for Platform

When a customer needs to know-how and where they can use BTP

Platform Capability Model



FRE Domain Maturity Journey



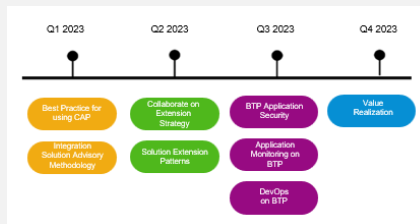
With a known target state, identify key FRE Activities to help progress towards your goal.

Getting started & assessing your current and target maturity level

Maturity Model



FRE Adoption Plan



To get clear picture of the sequence of activities, agree on mutual strategic plan to enhance domain maturity

To help customer realize value & model best customer engagement

FRE Benchmarking



FRE Value Framework – Art of the Possible

FRE Value Lenses

Business Process
Excellence

Scalable Architecture

Architecture Readiness

Operate at Pace

Reimagine Business Process

Concentration Domains



Harmonise & Optimise

Re-Platforming

Protect the Core



Application Architecture



Integration



Data



Analytics



Intelligent Technologies



UX & Mobile



Hyper Automation



Security

Cloud Native
Development

Low Code No Code

Customization & Extension
(SAP & non-SAP)

Observability &
DevOps

Composable Enterprise

Data Democratization &
Monetization

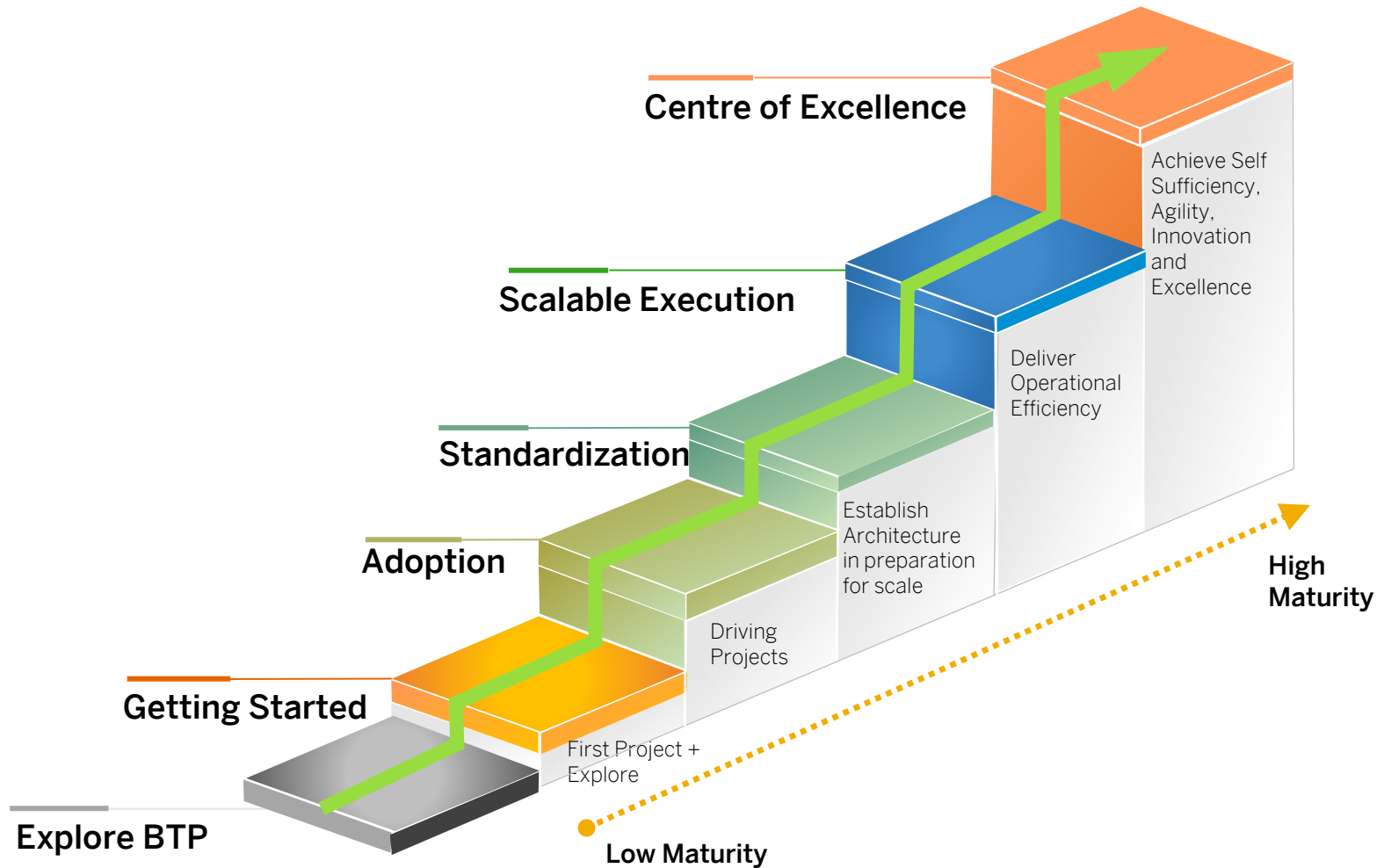
Perpetual
Innovation

Value
Realization

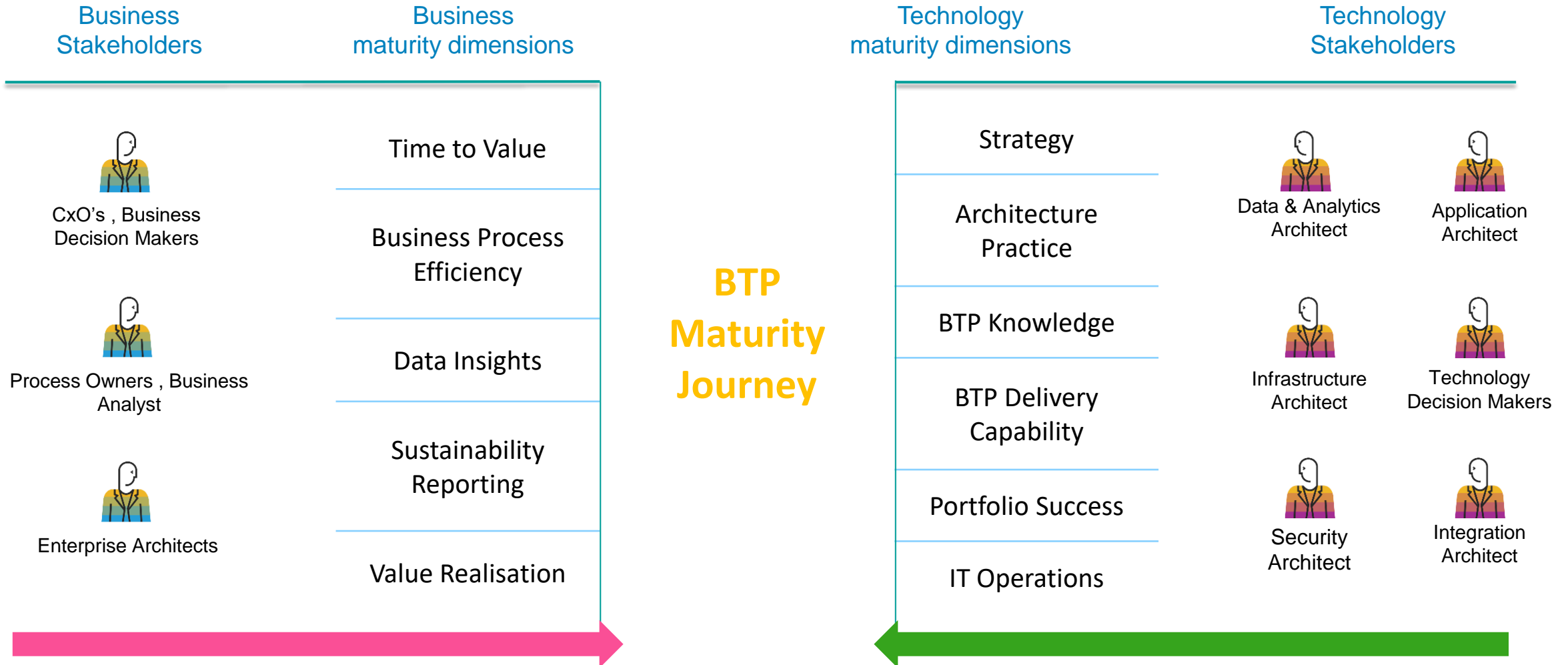
FRE BTP Maturity drives Business Growth

Realize potential of BTP

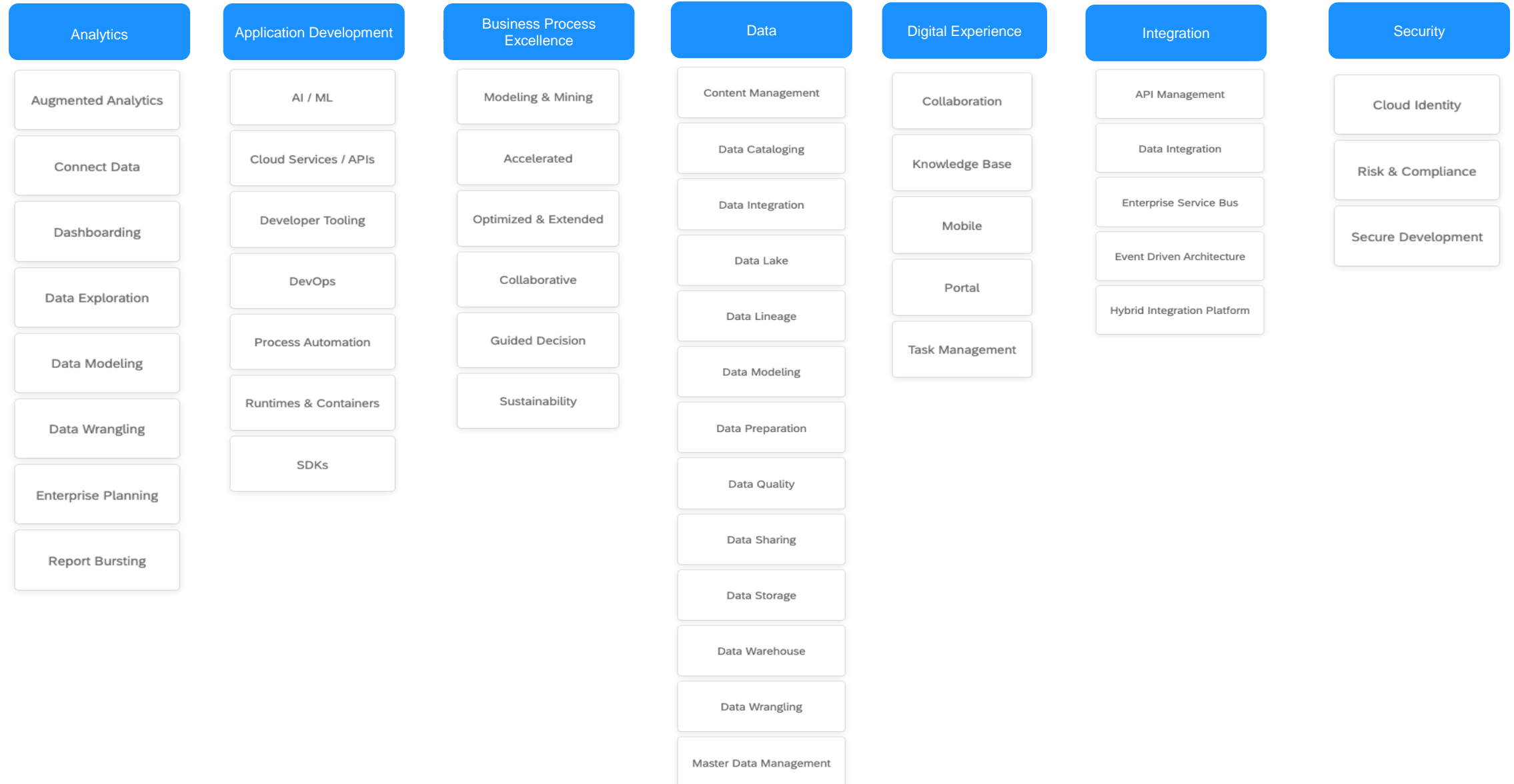
Exponential Value Realization



Key Stakeholders – Maturity Assessment



FRE Tool – Platform Capability Model



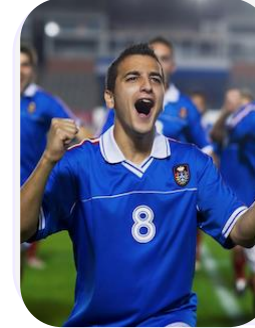
Best Practice: Benchmarking

Realize Value & Benchmark against your peers to evaluate & learn best practices



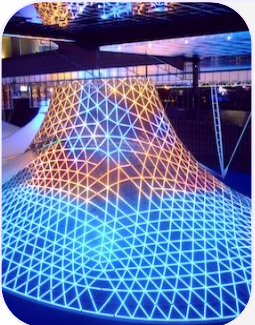
BTP Rising Stars

Customers in early BTP adoption stage with strong potential to adopt and standardize BTP (domain-specific)



Domain Champions

Deep understanding of best practices and have established robust processes for governance, analysis, and utilization across key domains



BTP Innovators

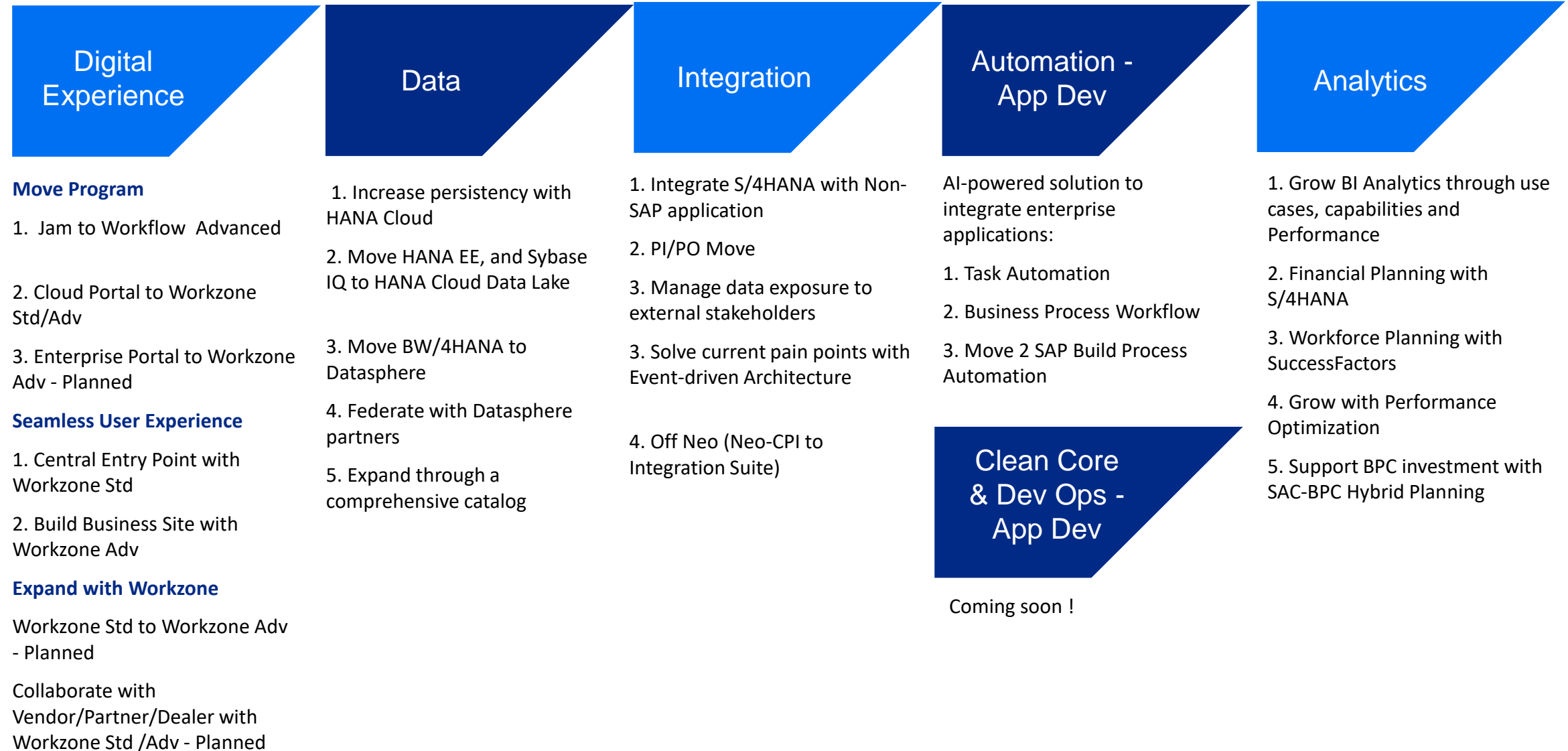
Customers have tangible business value gains from SAP BTP and continue to use the platform for continuous digital innovation



Path to BTP Excellence

Customers with dedication to master BTP proficiency, aiming to extract maximum value and benefit from BTP

FRE Adoption Patterns

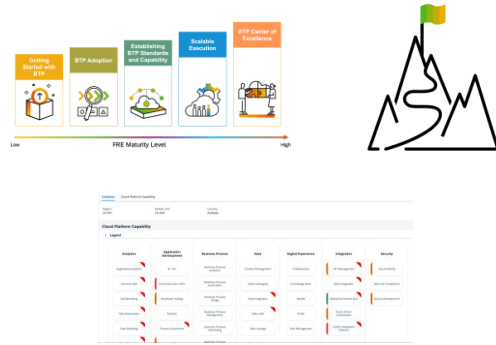


Partner's offering FRE based engagement (more coming in 2024)



Expected Outcome

FRE Framework and Tools



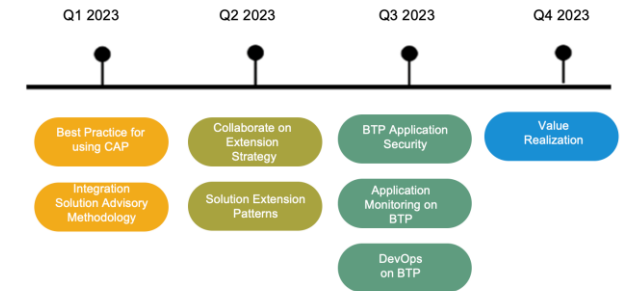
- Maturity Assessments
- Domain Maturity Journey
- Platform Capability Modelling
- Benchmarking
- Adoption Patterns
- Acceleration Packs

FRE Activities



With a known target state, we can identify key FRE Activities to help progress towards your goal.

BTP Adoption Roadmap



(example for illustration purposes)

Once we have a clear picture of the sequence of activities we need to drive, then we can work with you to roadmap this across a timeframe to create a mutual plan to achieve your target BTP Maturity.

Data Harmonization with Datasphere for Realtime Analytics brightspeed

Brightspeed

CHALLENGE:

- Combining Billing Data from SAP S/4HANA and SAP Billing and Revenue Innovation Management and replicating to Google Big Query (real-time) has been a challenge and tedious effort for IT team.
- Being a Telco company where Billing volume is massive, sometimes several TB of data needs be ingested to provide finite result set for providing real-time Analytics.
- This process was very much manual and repetitive despite replicating tables where there is additional load on creating custom Query and filtering millions of records and truncating several unwanted columns

SOLUTION:

- The desired Solution is to have an Enterprise Data Harmonization layer to ingest real-time Billing & Finance data from SAP Billing and Revenue Innovation Management & SAP S/4HANA to Google Big Query using SAP Datasphere for Analytical reporting.
- Leveraging Replication flows & premium outbound Integration in SAP Datasphere will avoid manual overhead and repetitive tasks on monitoring and creation of custom queries for Realtime Analytics.
- This essentially optimizes turn-around time, Data Availability and supports Real time Decision making on Recognized Revenue, Payments, Disputes, Recovery and Dunning.
- Leverage Federated Semantic Analytical Model in Datasphere for Operational reporting.

OUTCOME:

Time Benefit:

Payment Reports delayed until End of Day are now enhanced to Real-time / Hourly Reports

Monitoring :

Daily Monitoring(Manual) tasks are eradicated with automatic re-trigger mechanism in SAP Datasphere

Cost Savings : Savings of 2 FTE/ 80hrs Man days every week

2000

Manual Hrs. of Monitoring and Development Effort saved every Year

3X

Optimization in Data Load and Delta Replication for Real-time Analytics

76%

Increase in accuracy of Revenue Recognition and Payments/ Disputes

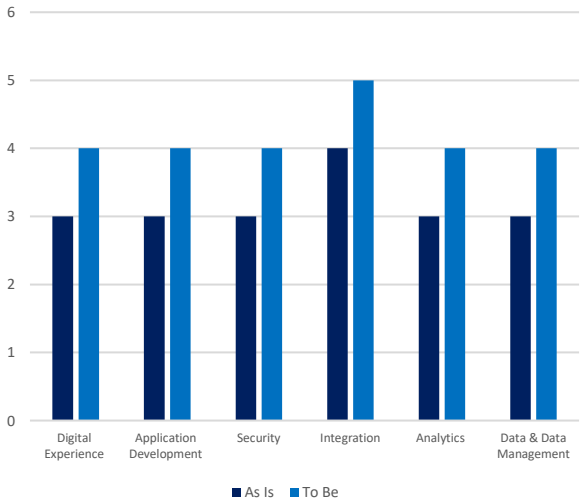
FRE Customer Success Journey

Customer brightspeed

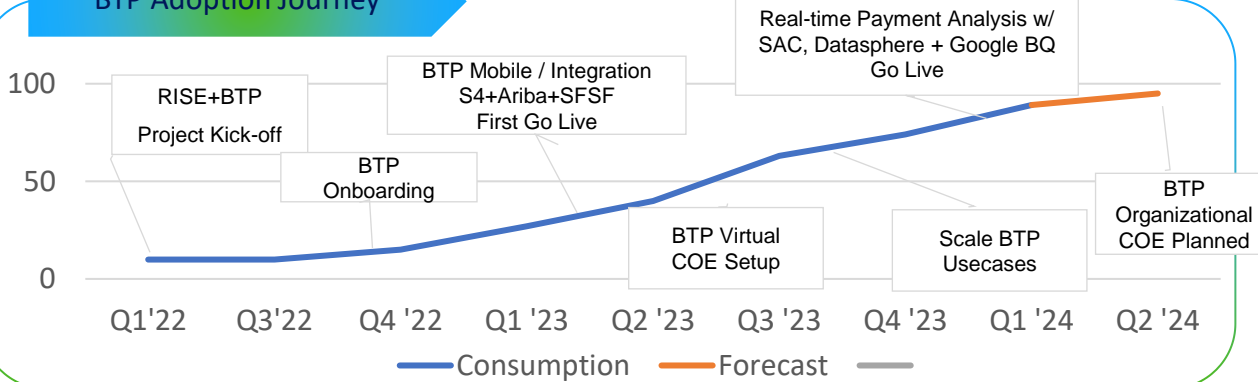
Brightspeed is a brand-new Internet Provider (Telco) & a divestiture from Lumen worth \$7.3B with infrastructure to provide homes with fast, reliable internet. Based out of Charlotte & IT team spread across US, its 5th Largest ILEC in US.

\$7.8B AUM | Founded in 2021 | Cloud 1st

FRE Maturity



BTP Adoption Journey



CSP (NA)



Prasana Ravichandran

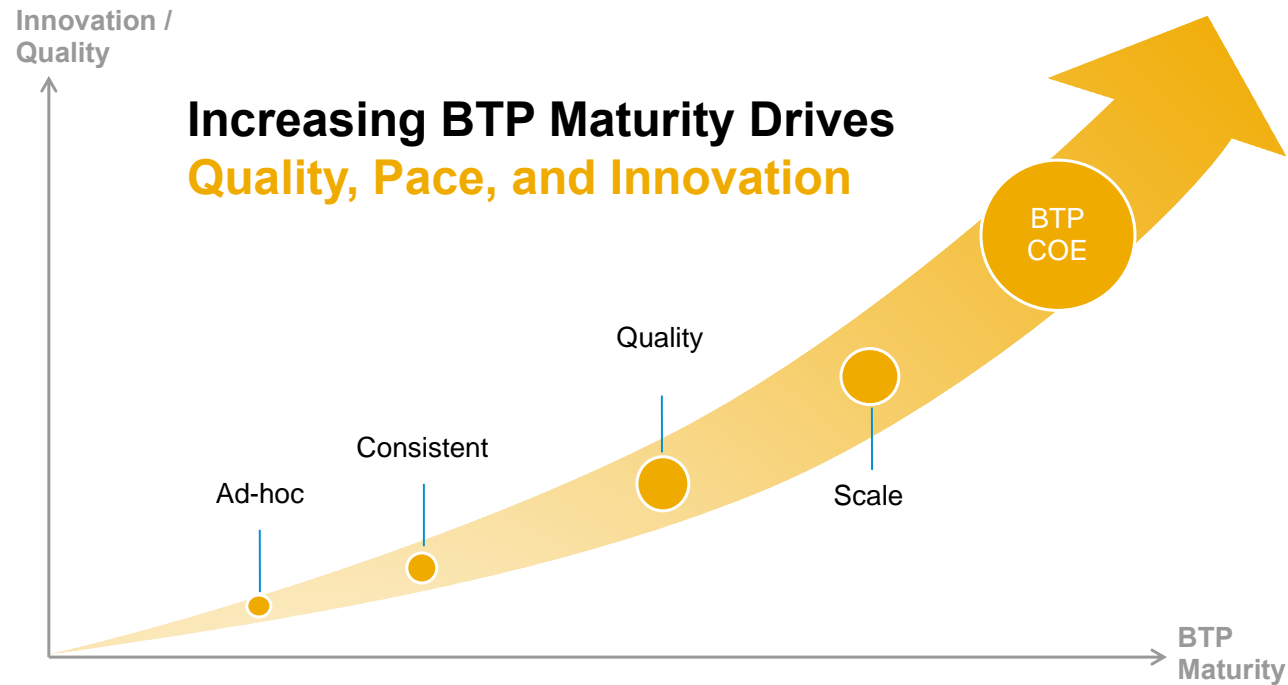
Customer Voice

“FRE is very helpful to get maturity in BTP Area and we are planning to build our own SAP BTP COE in the different areas such as App Dev, Data/Analytics, Infra/Security, Integration with stakeholders from Brightspeed IT”

FRE Engagement Plan

Sept 2021	L1: Getting Started	Start RISE and BTP project with all cloud solutions & Cloud 1 st strategy. Onboarded and upskilled IT Team, with BTP standards.
Feb 2022 - July 2023	L2: Adoption	Integration and Mobility Use case development and Go live in July 2023. SAP BTP CSP and Product team assistance – use case review and architecture design
Feb 2024	L2: Adoption	Real-time Billing Analytics with SAC+Datasphere+Google Big Query, go live Feb 2024 Continued Technical enablement, Architecture reviews
H2 2023	L3: Enterprise Readiness	Expand BTP all domains in BTP with great use cases on SAP Build, Data Mgmt, AppDev and Security. Analytics and AI in-Progress FRE Maturity Assessment + setup of Virtual BTP COE team by Domain

Customer benefits of the FRE approach



A mature BTP practice leads to higher quality, expansive and effective use across the business, and a greater **Return on Investment**



Return on Investment

Increased platform maturity helps ensure consistent design and implementation standards, operational efficiency, application security, and stability, leading to a reduced TCO and increased ROI.



•Architectural Alignment

The FRE approach helps align the key BTP technology domains with your IT Strategy and Architecture Artefacts, thereby ensuring alignment to organizational strategic initiatives.



•Adoption Roadmap

The FRE Maturity Assessment can identify areas of opportunity, allowing the SAP team to work with you to build a mutual structured roadmap to reach your target maturity and help realize your vision.



•Strategic Approach

FRE provides a structured and strategic approach to building maturity on the SAP BTP Platform for your internal technology and operational teams, and your partners.

THANK YOU

Questions?

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