Transforming End-to-End Processes with AI

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A new Era of Enterpise Excellence @ SAP

Strong AI moments

Tripple digit m€
Potential value
in pipeline

Customer Zero
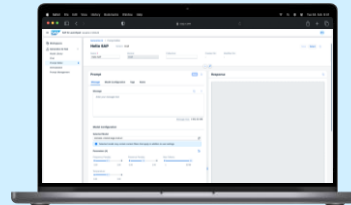for all relevant SAP
Business AI Solutions

>180
Internal AI use cases
live at SAP

Whitepaper - Improve DevOps and platform experiences to boost value A case study by Corporate Processes & IT at SAP

Our Generative AI Offerings

Generative AI Platform

55+ million Prompts

48+
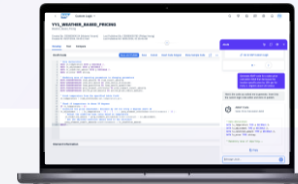LLMs available for experimentation

100+
Generative AI extensions

Joule

for developers

Rolled out to 6,000 developers within SAP

for all employees

Rolled out to +100k epmlpyees within SAP

AI is a hot topic in every event

SAP Sapphire

SAP TechEd

Rise with SAP Event

SAP CX Live

SAP Spend Connect

Technology Stack

Databricks	S4/HANA Data Lake	AI Core	SAP runs SAP	MSFT Azure	AI Launchpad

3

SAP's Journey towards

Business AI at SAP

Experiment, Learn and Repeat

Form frontrunner teams (from IT and Business) to explore opportunities, build pilots and develop expertise

Deliver real business value

Set first AI use cases live into selected business process steps

Example: Extracting data from Invoices with AI

Setup an SAP-wide AI Program

Establish AI at SAP as a top-management priority and setup a company wide program – with clear governance, value management and steering

Today: Transform Business Processes

Consolidate individual AI use cases and shift towards compound AI systems

Example: Ask Procurement

Before 2015   2023   2026+

4

SAP's Journey towards

Business AI at SAP

Experiment, Learn and Repeat	Deliver real business value	Setup an SAP-wide AI Program	Today: Transform Business Processes	Tomorrow: Agentic Enterprise
Form frontrunner teams (from IT and Business) to explore opportunities, build pilots and develop expertise	Set first AI use cases live into selected business process steps Example: Extracting data from Invoices with AI	Establish AI at SAP as a top-management priority and setup a company wide program – with clear governance, value management and steering	Consolidate individual AI use cases and shift towards compound AI systems Example: Ask Procurement	Agentic Workflows covering entire business processes Example: Transforming our customer support process with AI Agents

Before 2015   2023   2026+

SAP's Journey towards

Business AI at SAP

Experiment, Learn and Repeat	**Deliver real business value**	**Setup an SAP-wide AI Program**	**Today: Transform Business Processes**	**Tomorrow: Agentic Enterprise**
Form frontrunner teams (from IT and Business) to explore opportunities, build pilots and develop expertise	Set first AI use cases live into selected business process steps Example: Extracting data from Invoices with AI	Establish AI at SAP as a top-management priority and setup a company wide program – with clear governance, value management and steering	Consolidate individual AI use cases and shift towards compound AI systems Example: Ask Procurement	Agentic Workflows covering entire business processes Example: Transforming our customer support process with AI Agents

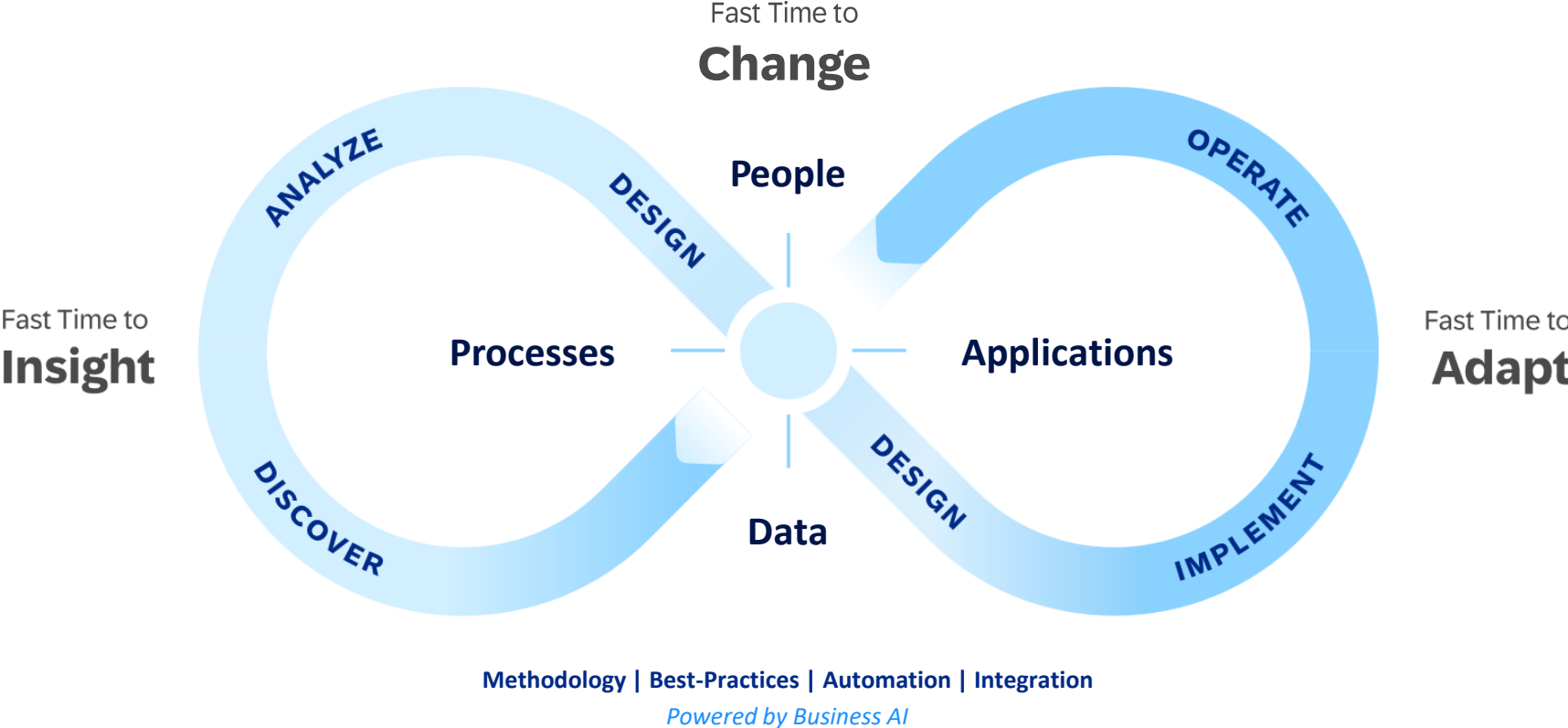Before 2015   2023   2026+
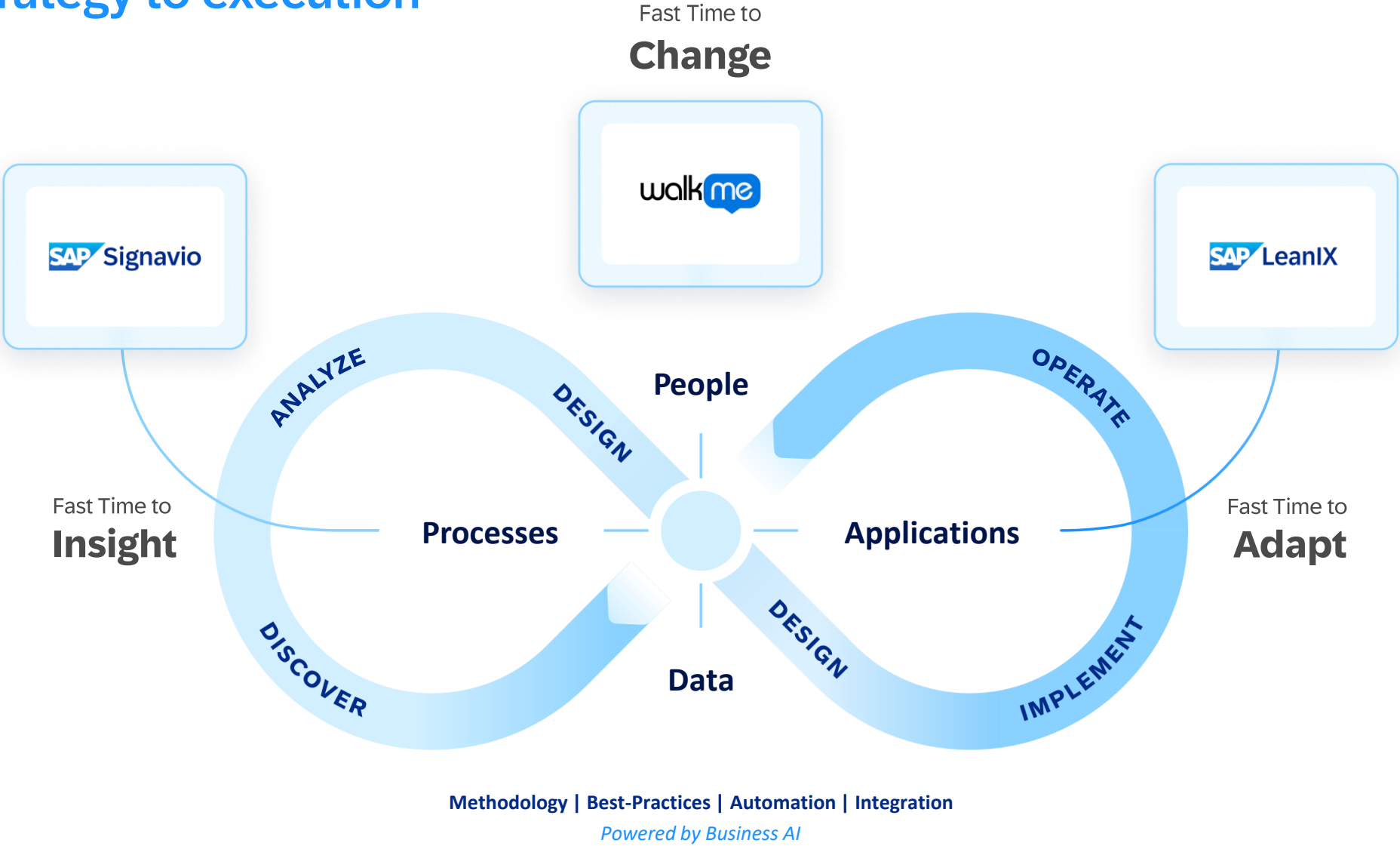
"I know how to scale a timeline, but innovation cycles are getting brutally short"

Business transformation
From strategy to execution

Fast Time to **Change**

ANALYZE

DESIGN

People

OPERATE

Fast Time to **Insight**

Processes

Applications

Fast Time to **Adapt**

DISCOVER

DESIGN

Data

IMPLEMENT

Methodology | Best-Practices | Automation | Integration

Powered by Business AI

Business transformation
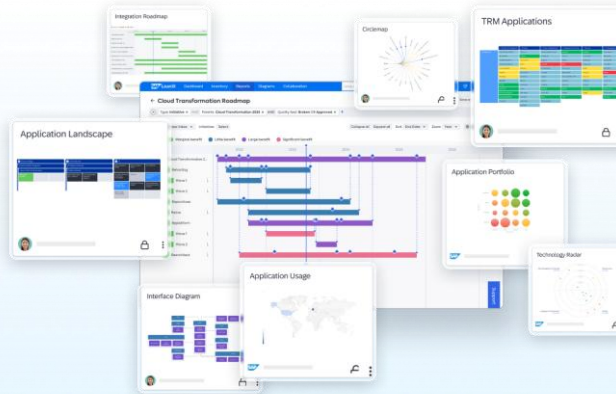## From strategy to execution

Business transformation
with SAP Signavio, SAP LeanIX and WalkMe
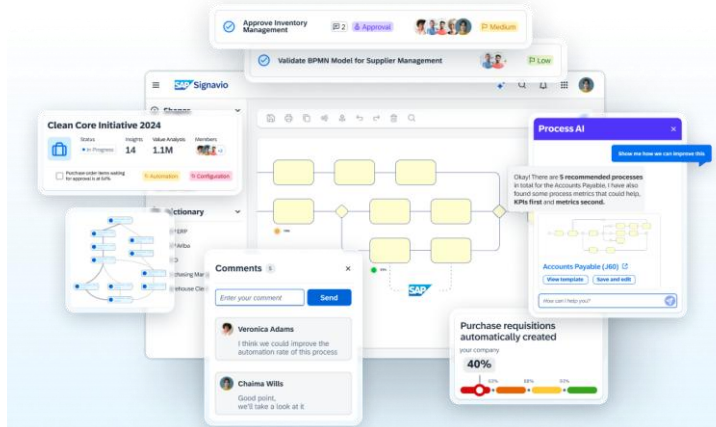
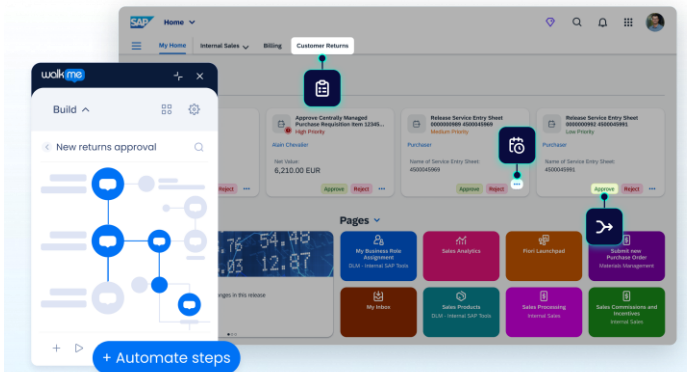Analyze, optimize, and manage your processes fast and at a scale to become an agile and resilient enterprise.

Visualize and assess the as-is landscape and confidently navigate towards your to-be IT architecture.

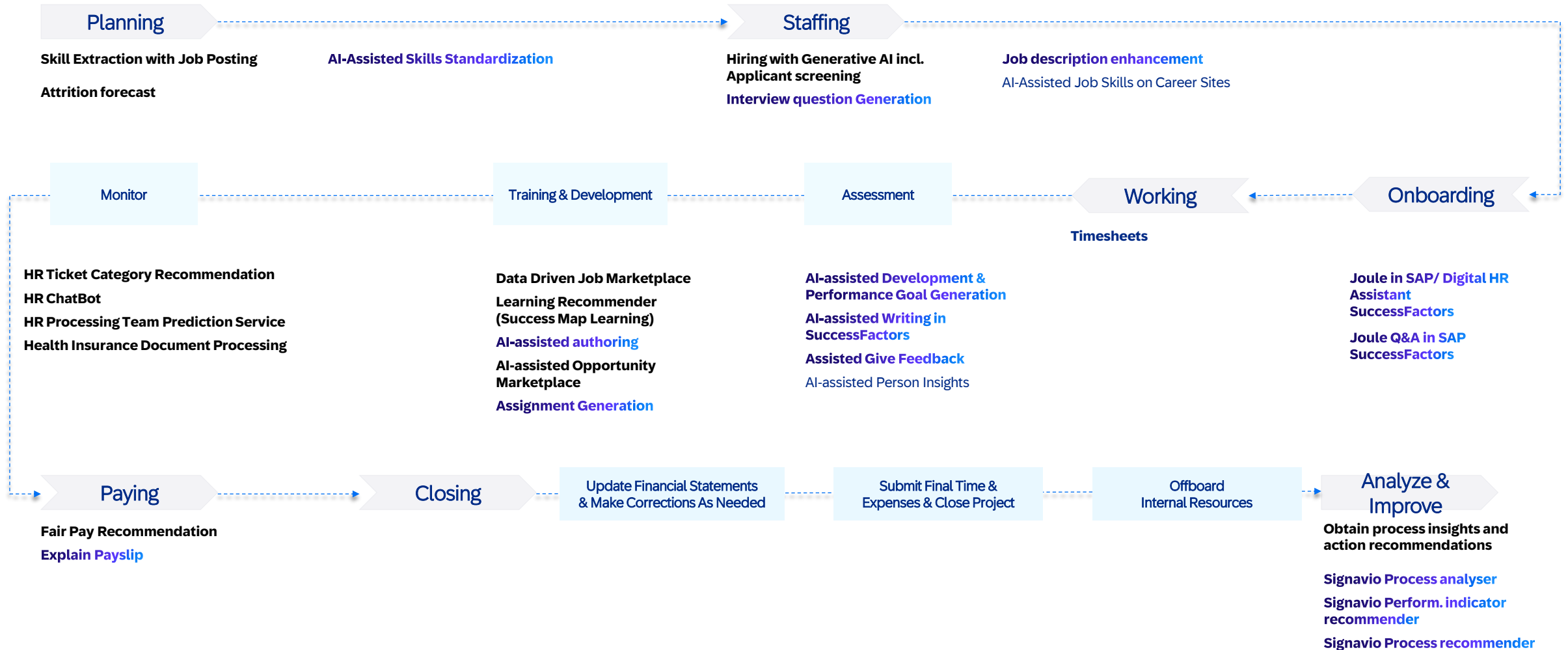Guide, govern and automate user interactions to drive tech adoption across applications and workflows.

SAP Signavio

SAP LeanIX

WalkMe

Processes

Applications

People

Recruit To Retire

Take a E2E Businesss Process perspective

| Planning | → | Staffing |

| Monitor | Training & Development | Assessment | Working | Onboarding |

| Paying | Closing | Update Financial Statements & Make Corrections As Needed | Submit Final Time & Expenses & Close Project | Offboard Internal Resources | Analyze & Improve |
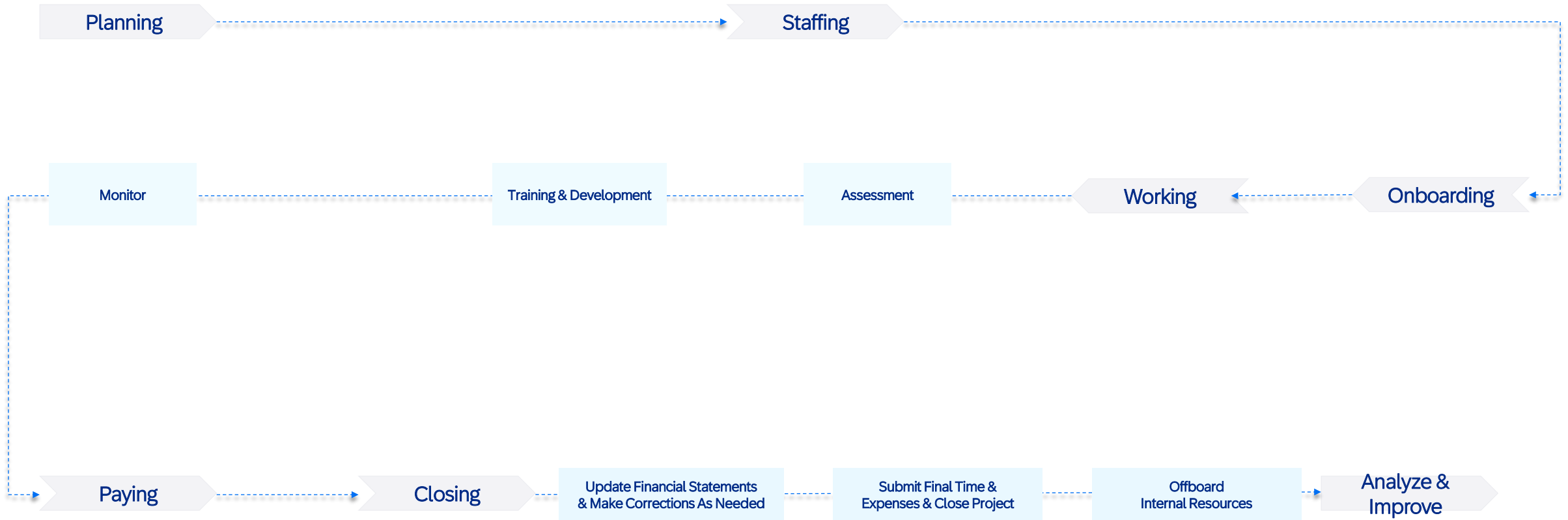
Recruit To Retire

Embed AI along the E2E Business Process

Planning

Skill Extraction with Job Posting

Attrition forecast

AI-Assisted Skills Standardization

Staffing

Hiring with Generative AI incl. Applicant screening

Interview question Generation

Job description enhancement

AI-Assisted Job Skills on Career Sites

Monitor

HR Ticket Category Recommendation
HR ChatBot
HR Processing Team Prediction Service
Health Insurance Document Processing

Training & Development

Data Driven Job Marketplace
Learning Recommender (Success Map Learning)
AI-assisted authoring
AI-assisted Opportunity Marketplace
Assignment Generation

Assessment

AI-assisted Development & Performance Goal Generation
AI-assisted Writing in SuccessFactors
Assisted Give Feedback
AI-assisted Person Insights

Working

Timesheets

Onboarding

Joule in SAP/ Digital HR Assistant SuccessFactors

Joule Q&A in SAP SuccessFactors

Paying

Fair Pay Recommendation
Explain Payslip

Closing

Update Financial Statements & Make Corrections As Needed

Submit Final Time & Expenses & Close Project

Offboard Internal Resources

Analyze & Improve

Obtain process insights and action recommendations

Signavio Process analyser
Signavio Perform. indicator recommender
Signavio Process recommender

1 Siloed outcomes – no real end-to-end coverage

2 Unclear Return on Investment
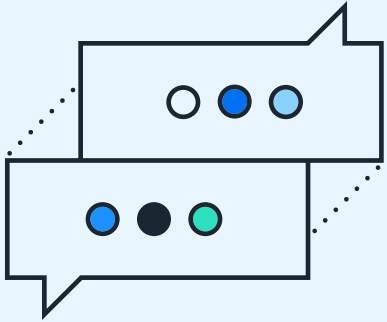
3 Manual steps
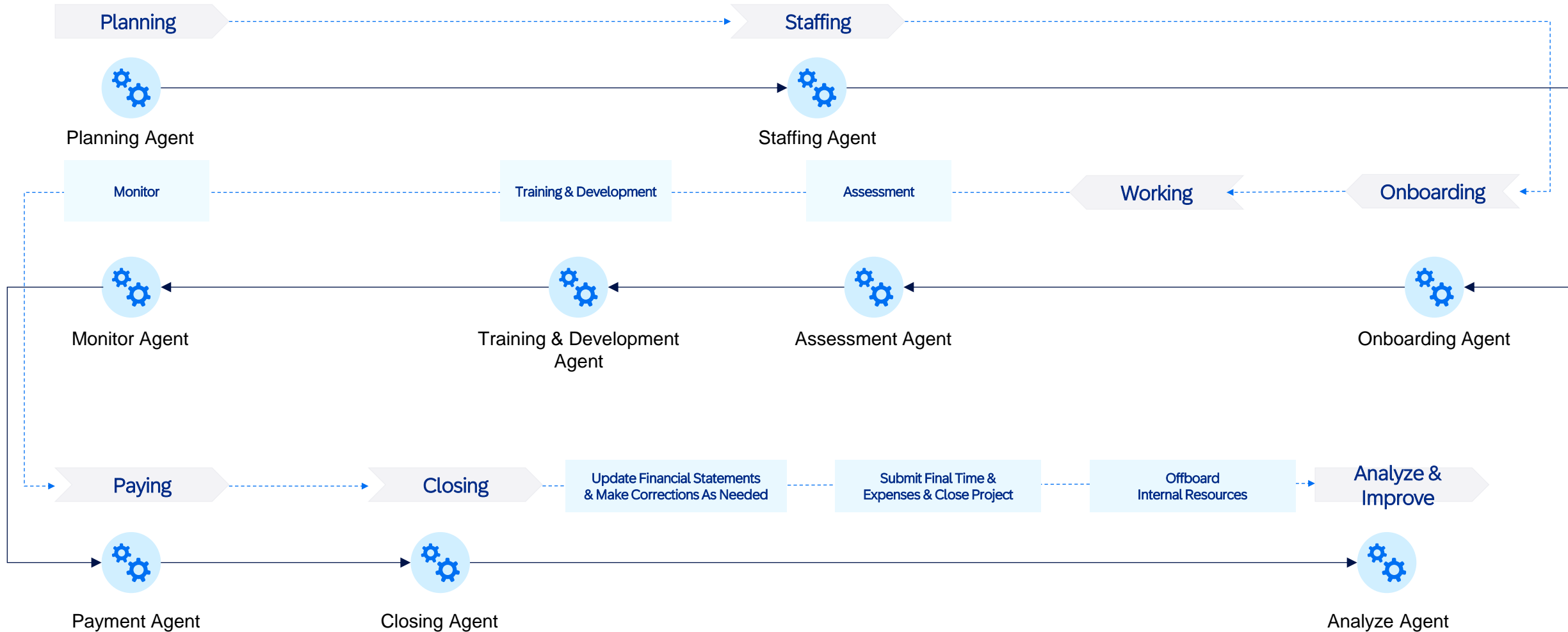
4 Low user adoption

5 Integration complexity

6 Limited scalability

Recruit To Retire

How might we achieve a fully embedded and connected process coverage to achieve the desired **Business Outcome**?

Planning → Staffing

Planning Agent

Staffing Agent

Monitor ← Training & Development ← Assessment ← Working ← Onboarding

Monitor Agent

Training & Development Agent

Assessment Agent

Onboarding Agent

Paying → Closing → Update Financial Statements & Make Corrections As Needed → Submit Final Time & Expenses & Close Project → Offboard Internal Resources → Analyze & Improve

Payment Agent

Closing Agent

Analyze Agent

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Learn how you can interact with Joule

Four interaction patterns

Informational

Joule

Supplier: Inlandslieferant DE (10100088)
Net Value: 3000.00 EUR

PO: 4500000036   Open
Supplier: Inlandslieferant DE (10100088)
Net Value: 80.88 EUR

Open in App   View More

What are the key rules for a team outing?

BestRun provides an allowance of 50 € per person for a team outing event organized by managers. The allowance covers travel expenses and hotel coverage if needed for colleagues from other locations. It is recommended to include at least one teambuilding event as part of the agenda. Managers should also inform employees to prefer sustainable travel options in accordance with the travel policy.

⌄ **Source Document**

BestRun_Employee_Policy.docx
Source: Company-Specific Document

Message Joule...

Navigational

Joule

Company	Best Run
Location	San Francisco, CA
Department	Product Engineering
Cost Center	25ef

You can change something else or send the position for approval. You can also say "cancel" to exit the flow at any time.

Send for Approval

Position sent for approval

Arya Smart is approving your request for Sustainability Supply Chain Consultant. View more in Org Chart.

Go to Org Chart

Message Joule...

Transactional

Joule

Which other position detail would you like to amend? Say "done" when you're ready to move to next step.

Done

Below are the new position details set to be hired starting today.

Key Position Details

Position Name	Sustainability Supply Chain Consultant
Job Code	010405
Job Title	Sustainability Supply Chain Consultant
Regular / Temporary	Regular
Company	Best Run
Location	San Francisco, CA
Department	Product Engineering
Cost Center	25ef

Send for approval

Message Joule...

Analytical

Joule

SF006 Location Guide   ...
1. Ensure diverse and cross-role/ cross-skills interviewer team
2. Do not involve colleagues who are in the probationary period
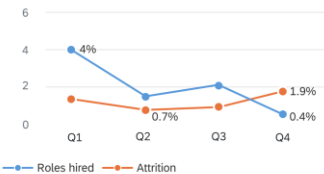3. Neutral & fact-based feedback/ recommenda...

What is the hiring versus attrition trend for this job role in the past 12 months?

Sustainability Supply Chain Consultant
Attrition versus Hiring Rate, Best Run, 2024

124   **6**
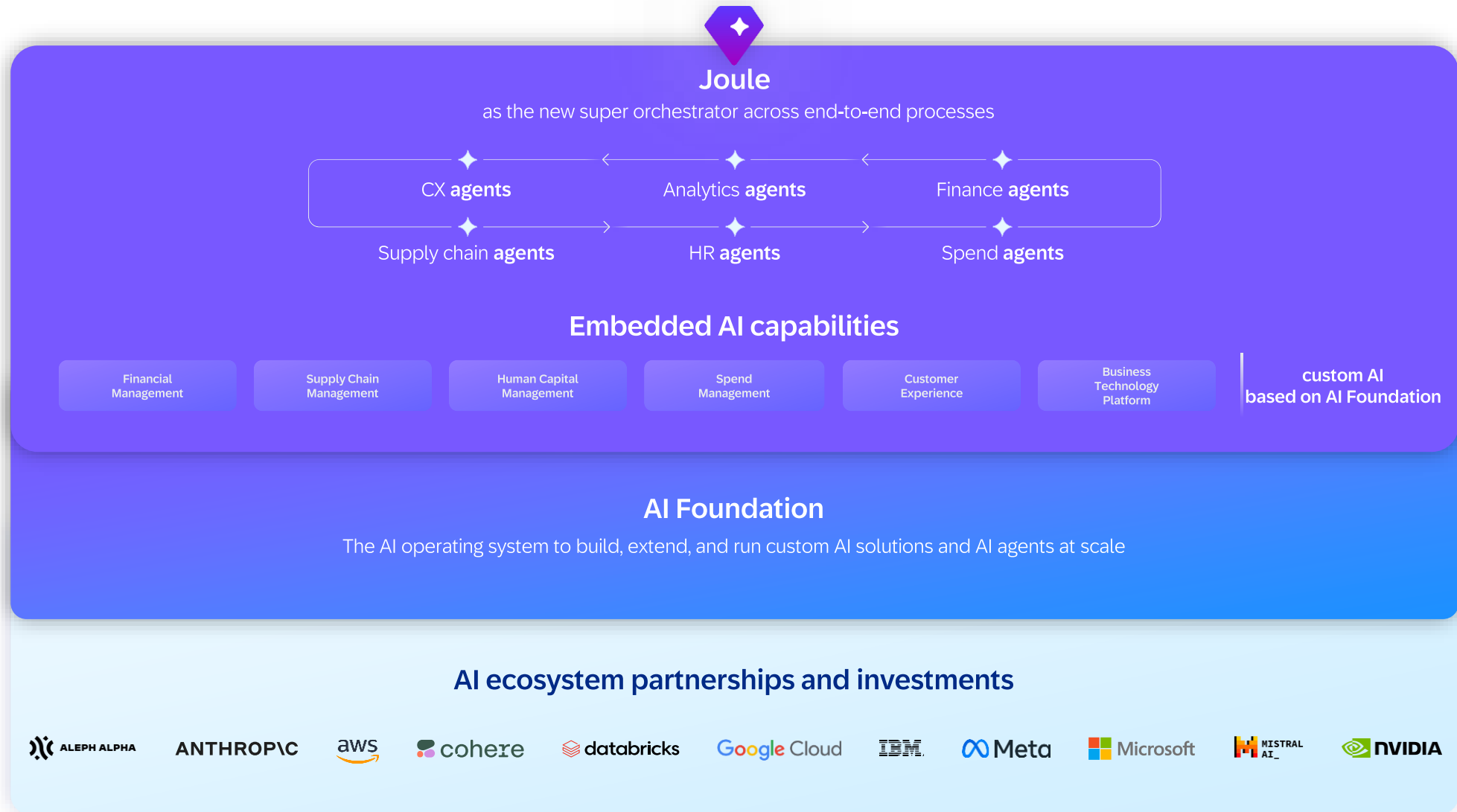Similar Roles Hired   Role Attrition

— Roles hired   — Attrition

Message Joule...

Infused across the SAP Cloud portfolio

Joule
as the new super orchestrator across end-to-end processes

| CX **agents** | Analytics **agents** | Finance **agents** |
| Supply chain **agents** | HR **agents** | Spend **agents** |

Embedded AI capabilities

| Financial Management | Supply Chain Management | Human Capital Management | Spend Management | Customer Experience | Business Technology Platform | custom AI based on AI Foundation |

AI Foundation
The AI operating system to build, extend, and run custom AI solutions and AI agents at scale

AI ecosystem partnerships and investments

ALEPH ALPHA   ANTHROP\C   aws   cohere   databricks   Google Cloud   IBM.   Meta   Microsoft   MISTRAL AI_   NVIDIA

built-in **Security & Compliance**

Continue discovering SAP from the inside

How Agentic AI Revolutionizes the Way SAP is Running Support
23rd September 2025

Discover how SAP leverages AI agents to improve support responsiveness. With AI agents, we're striving to equip our engineers with a fleet of intelligent helpers to quickly analyze and resolve customers' support requests.

Dr. Michèle Weynandt, Head of Product Management Service Management Processes and Solutions, SAP SE

https://www.youtube.com/live/-JLjFXvCfGw

Towards transforming E2E Business Processes with AI – Key Takeaways

1 **Process mining for continous optimization**

- Enhance visibility into real process flows and uncover hidden inefficiencies in operations.
- Enable data-driven decision making and prioritize business value over technology.
- Most importantly: Get started and involve decision-maker across the company

2 **Integration and consolidation is key**

- Achieve unified, harmonized business data by reducing silos and consolidating platforms (watch out for the BDC session!).
- Enable seamless connection between embedded SAP Business AI solutions and AI extensions via the SAP Business Technology Platform.

3 **Measure adoption, process impact and value**

- Establish clear KPIs for process transformation and AI solution uptake across business units.
- Continually track value realization, productivity gains, and efficiency improvements post-AI implementation.
- Foster accountability and ongoing optimization through transparent metrics and business outcomes.

Thank you

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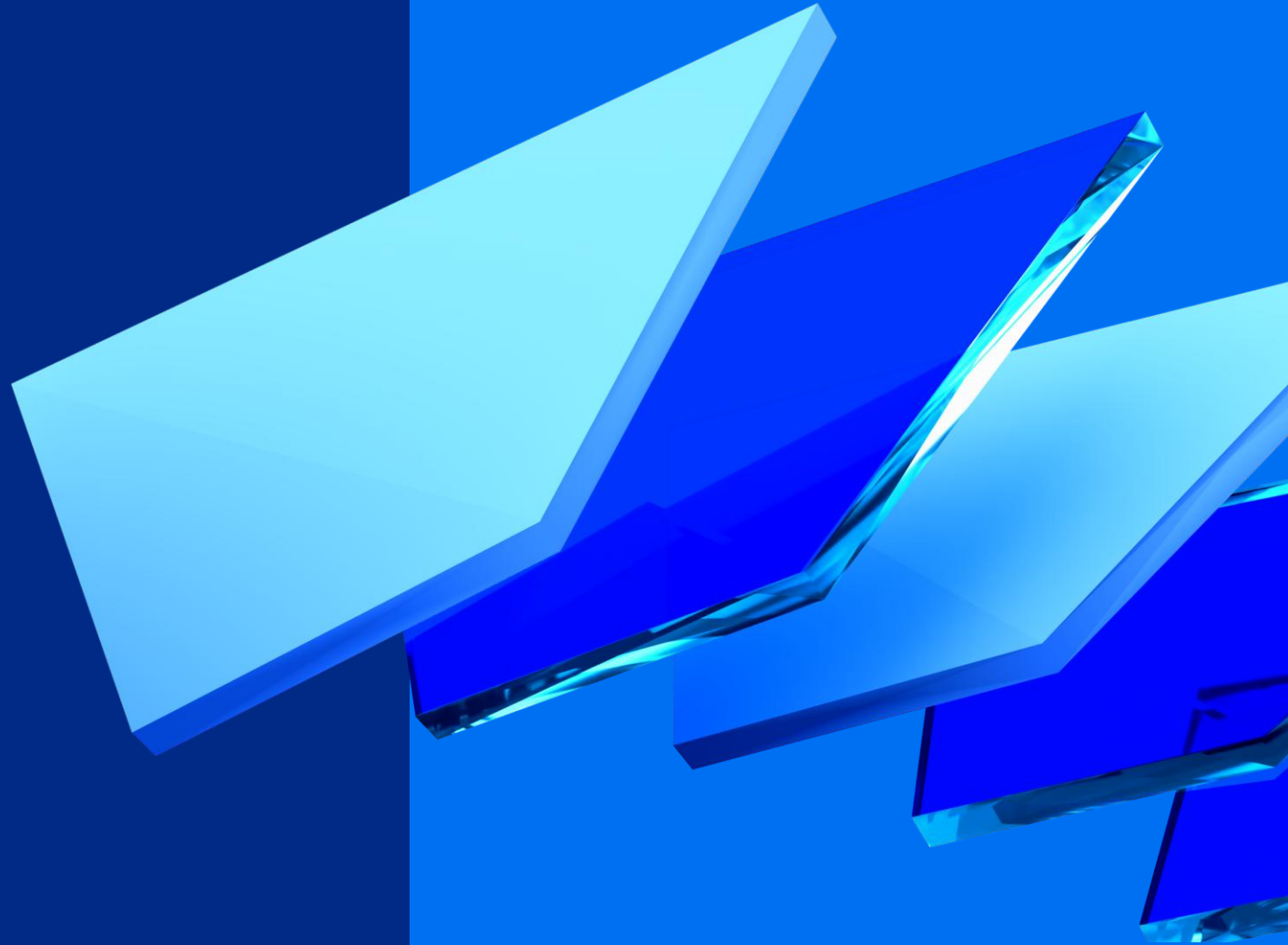
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