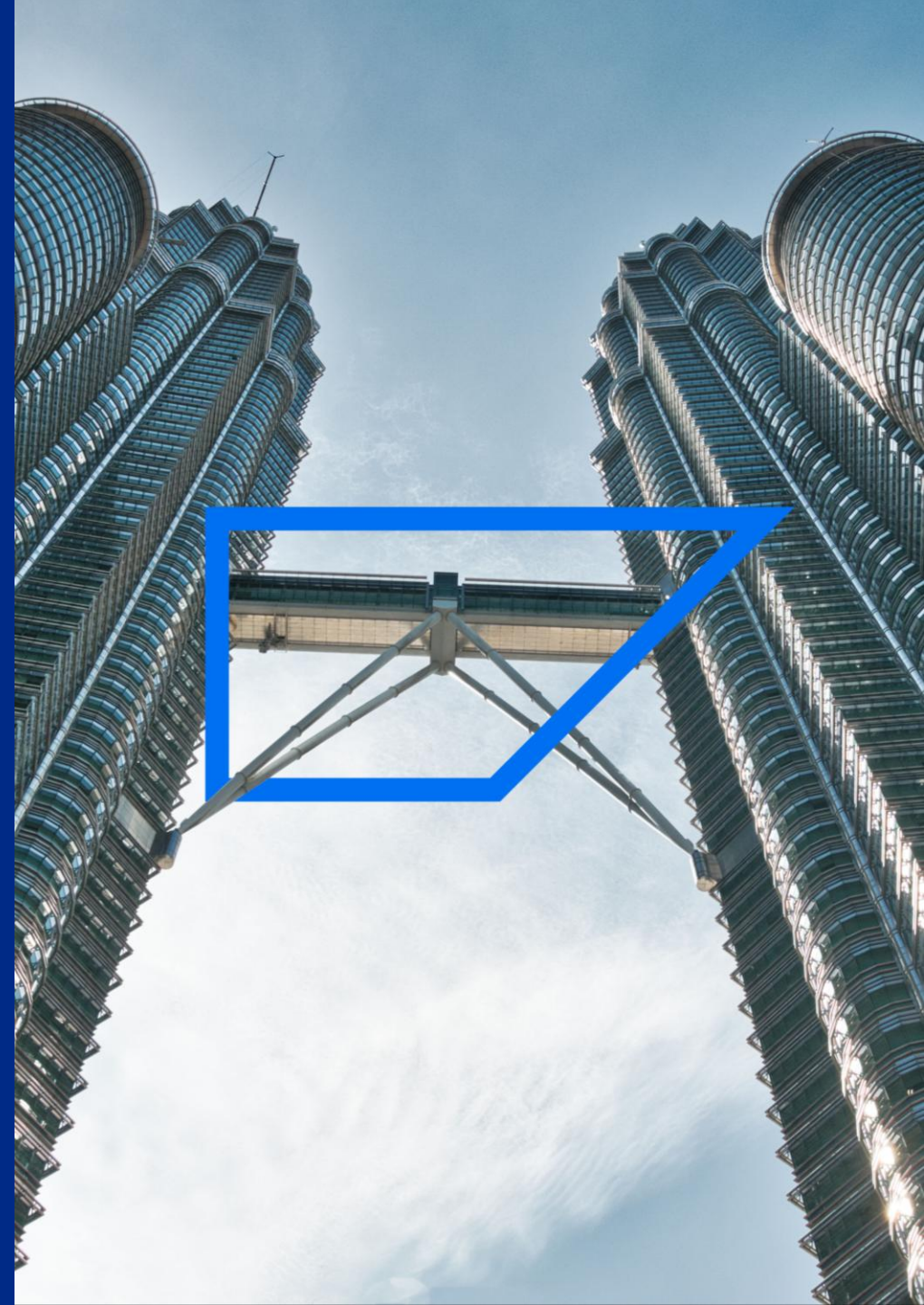




Maximize the value of  
your **AI agent** strategy  
with **SAP**

PUBLIC



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**By 2028, 33% of enterprise software applications will include agentic AI, up from less than 1% in 2024.**

Jim Hare, Tom Coshow, Mark McDonald, Radu Miclaus, and Sid Nag, “Agentic AI — The Evolution of Experience,” Gartner, February 24, 2025.

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# Agentic AI is everywhere

and questions abound.



Where can agents bring the best to my business?



How reliable are they?



How how do I know they work as intended?



How does agentic AI fit into our applications?



How can we scale and foster user adoption?



How do we measure

# Agentic AI maturity journey

## Where are you now?

**“We are exploring**  
where to implement AI  
agents”



**“We are developing**  
and deploying POCs and the  
first agents”



**“We are monitoring**  
and **improving** the  
agents deployed”



**“We are scaling**  
throughout  
the organization”



# Agentic AI maturity journey

No matter where you stand, we can help



SAP Signavio **supports you along the way**

# Supporting the journey to AI agent excellence

## From discovery to scale



Where can agents bring the highest value to our business?

- Help discover where to apply AI agents and their potential value
- Recommend AI agents and project how they can fix process problems

Agent Discovery for Process

How can we build the best agents or assist the builder?

- Infuse process context to guide agent builders & creation

Agent Context

How can we ensure agents work as intended?

- Mine agent behavior to obtain continuous conformance & compliance analysis

Agent Mining

Are agents bringing the expected value and how can we scale?

- Monitor value impact of agents and manage initiatives to scale agents into the wider organization

Agent Value Impact

Agent Governance for Process





**A use case**













# AI Agent Hub

Estimated 1.3 billion  
deployed agents  
by 2028

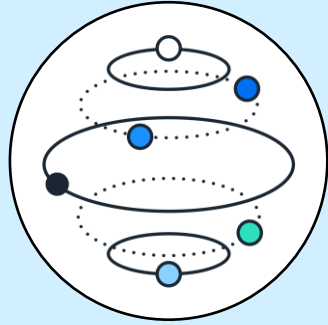
Prebuilt and  
custom

Individual and  
business  
enhancing

Conversational and  
autonomous

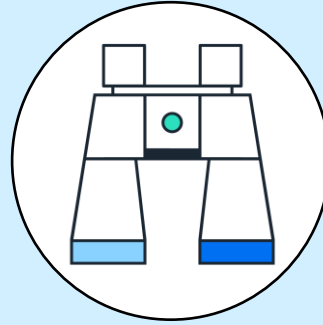
Reactive and  
proactive

>40% of agentic AI  
projects will be  
cancelled by  
end of 2027



### **Discover all your agents**

Get transparency, open for all platforms and providers



### **See what's possible**

Uncover the hidden potential of AI and agents



### **Stay in control**

Control “shadow crowd of agents,” get real business value

# Discover, manage, and govern all agents in one place

The screenshot displays the SAP LeanIX AI Agent Discovery Inbox. At the top, there are navigation tabs for Dashboards, Inventory (selected), Reports, Diagrams, and More. A search bar contains the text "Search for Fact Sheet". The main header shows "Inventory > AI Agent Discovery Inbox" and an "Export All" button. Below this, four summary cards show: Action Needed (50), Linked (70), Rejected (70), and Total AI Agent Discoveries (190). A filter section includes a search box and dropdowns for Status, Business Capability, and Integration. The main table lists three agents: Accounts Receivable Agent, Customer Sentiment Analyzer, and IT Asset Lifecycle Assistant. Each agent row includes a checkbox, status, fact sheet link, description, creation timestamp, integration, and action by. Below the table, three blue buttons labeled "SAP", "Third-party", and "Custom" are positioned.

Discovery Item	Status	Fact Sheet Link	Description	Creation Timestamp	Integration	Action By
<input type="checkbox"/> Accounts Receivable Agent	Action Needed	<a href="#">Accounts Receivable Agent</a> +1 Finance OpenAI GPT-4 +1 SAP +1	The Accounts Receivable Agent transforms how businesses manage AR operations by bringing intelligence, automation, and strategic focus.	2025-09-27	SAP AI Agents	-
<input type="checkbox"/> Customer Sentiment Analyzer	Action Needed	<a href="#">Customer Sentiment Analyzer</a> Customer Experience Anthropic Claude 3 +1 Anthropic +1	Analyzes support tickets, social media, and NPS feedback to surface sentiment trends and escalation risks.	2025-09-27	Microsoft Entra ID	-
<input type="checkbox"/> IT Asset Lifecycle Assistant	Action Needed	<a href="#">IT Asset Lifecycle Assistant</a> Operations Google Gemini 1.5 Pro +1 Google Cloud	Automates tracking of IT assets from procurement to decommissioning, ensuring real-time inventory accuracy.	-	AI Agent API	-

# AI agent hub answers to key questions

- 1 Which **AI agents** are available in my organization, and which business capabilities do they support?
- 2 Which **preconfigured AI agents** does SAP offer, and which of them are we currently using?
- 3 How can I **govern and control the use** of agents to avoid complexity and vulnerabilities?
- 4 What is the state of **agentic adoption** across the enterprise landscape?
- 5 How **effective are the AI agents**, and how robust is their reasoning? Are they delivering value?

## Agent card discovery

as defined in A2A protocol

Send agent cards to a dedicated API

- **Identity** (name, description, provider)
- **Service end point** (how to reach agent)
- **A2A capabilities** (supported protocol features)
- **Authentication** schemes for interaction
- **Skills** defining the specific tasks and functions

Programmatically send agent cards to dedicated SAP LeanIX API

## Registry-based discovery

SAP and third-party

- **SAP** AI agents
- **Microsoft** Entra ID
- **Google** Agent Engine
- ... more to come

Use preconfigured integrations to continuously detect new agents

# Maintain an overview of all configured AI agents

1

The screenshot displays the SAP LeanIX AI Agent Discovery Inbox. At the top, there are navigation tabs for Dashboards, Inventory, Reports, Diagrams, and More. A search bar for fact sheets and a 'Full View' dropdown are also present. The main header shows 'Inventory > AI Agent Discovery Inbox' and an 'Export All' button.

Summary statistics are shown in four boxes: Action Needed (2), Linked (2), Rejected (0), and Total (4).

Below the summary is a table with the following columns: Discovery Item, Status, Fact Sheet Link, Description, Creation Timestamp, Integration, and Action By. The table contains four rows of data:

Discovery Item	Status	Fact Sheet Link	Description	Creation Timestamp	Integration	Action By
Voice (Microsoft Copilot Studio)	Action Needed	<ul style="list-style-type: none"><li>Voice (Microsoft Copilot St...</li><li>[PH] Business Capability</li><li>Microsoft Microsoft Copilot...</li><li>Microsoft</li></ul>	This application is required to support messaging and authentication for an individual chatbot built with Power Virtual Agents. Power Platform ...	2025-09-02	Microsoft Entra ID	-
Agent (Microsoft Copilot Studio)	Action Needed	<ul style="list-style-type: none"><li>Agent (Microsoft Copilot St...</li><li>[PH] Business Capability</li><li>Microsoft Microsoft Copilot...</li><li>Microsoft</li></ul>	This application is required to support messaging and authentication for an individual chatbot built with Power Virtual Agents. Power Platform ...	2025-09-02	Microsoft Entra ID	-
Safe Travels (B&G company) (Microsoft Copilot Studio)	Linked	<ul style="list-style-type: none"><li>Safe Travels (B&amp;G compan...</li><li>[PH] Business Capability</li><li>Microsoft Microsoft Copilot...</li><li>Microsoft</li></ul>	This application is required to support messaging and authentication for an individual chatbot built with Power Virtual Agents. Power Platform ...	2025-09-02	Microsoft Entra ID	Dominik Rose on 2025-10-17
Test dummy Copilot agent (Microsoft Copilot Studio)	Linked	<ul style="list-style-type: none"><li>Test dummy Copilot agent ...</li><li>[PH] Business Capability</li><li>Microsoft Microsoft Copilot...</li><li>Microsoft</li></ul>	This application is required to support messaging and authentication for an individual chatbot built with Power Virtual Agents. Power Platform ...	2025-10-08	Microsoft Entra ID	Michelle Niedernhuber on 2025-10-17

# Capture agent governance details and business value

1

The screenshot displays the SAP LeanIX interface for a specific agent fact sheet. The main content is organized into several sections:

- AI Governance and Adoption:** A table showing agent characteristics.

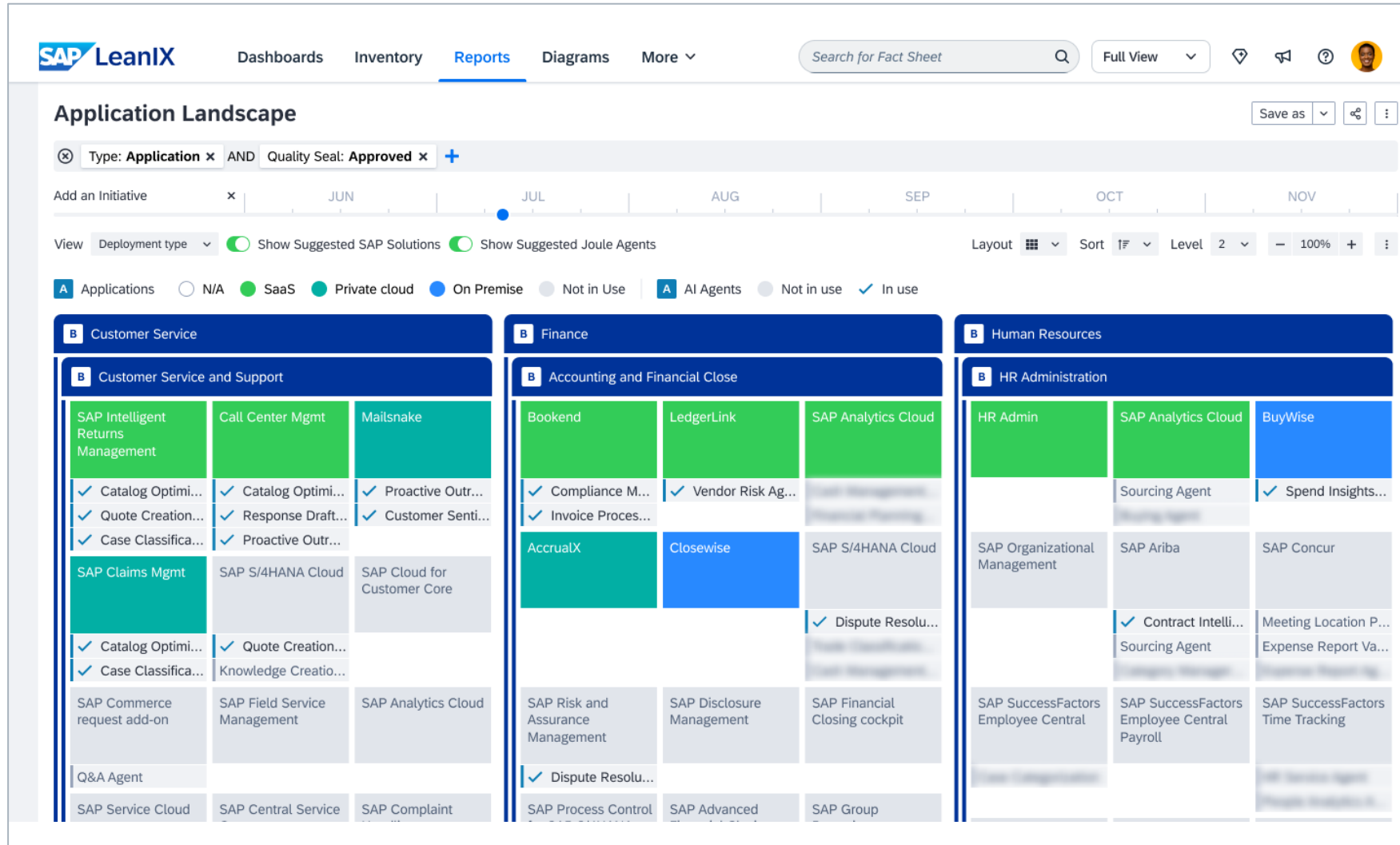
AI Agent Type	Conversational
AI Agent Nature	Custom
AI Risk	High (indicated by 3 red circles)
Approval State	Accepted
- AI Agent Business Value:** A table showing value metrics.

Type of Business Value	Cost Savings, Risk Reduction
Usage	888566
Cost Savings per Unit	€ 0.20
Risk Reduction per Unit	€ 0.50
- AI Agent Business Value Summary:** A table summarizing expected savings and risk reduction.

Total Expected Cost Savings	€ 177,713.20
Total Expected Risk Reduction	€ 444,283.00
- Data Management:** 0% completion.
- Sourcing:** 12% completion.
- Technical Fit:** A question: "In what shape is this application from a technical point of view?"
- IT Components (1):** A question: "Which services, software & hardware (e.g. Hosting, ASP, SaaS) is this application using?"
- Subtype - SaaS (1):** A list of components including "Microsoft Microsoft Copilot SaaS Hosting".

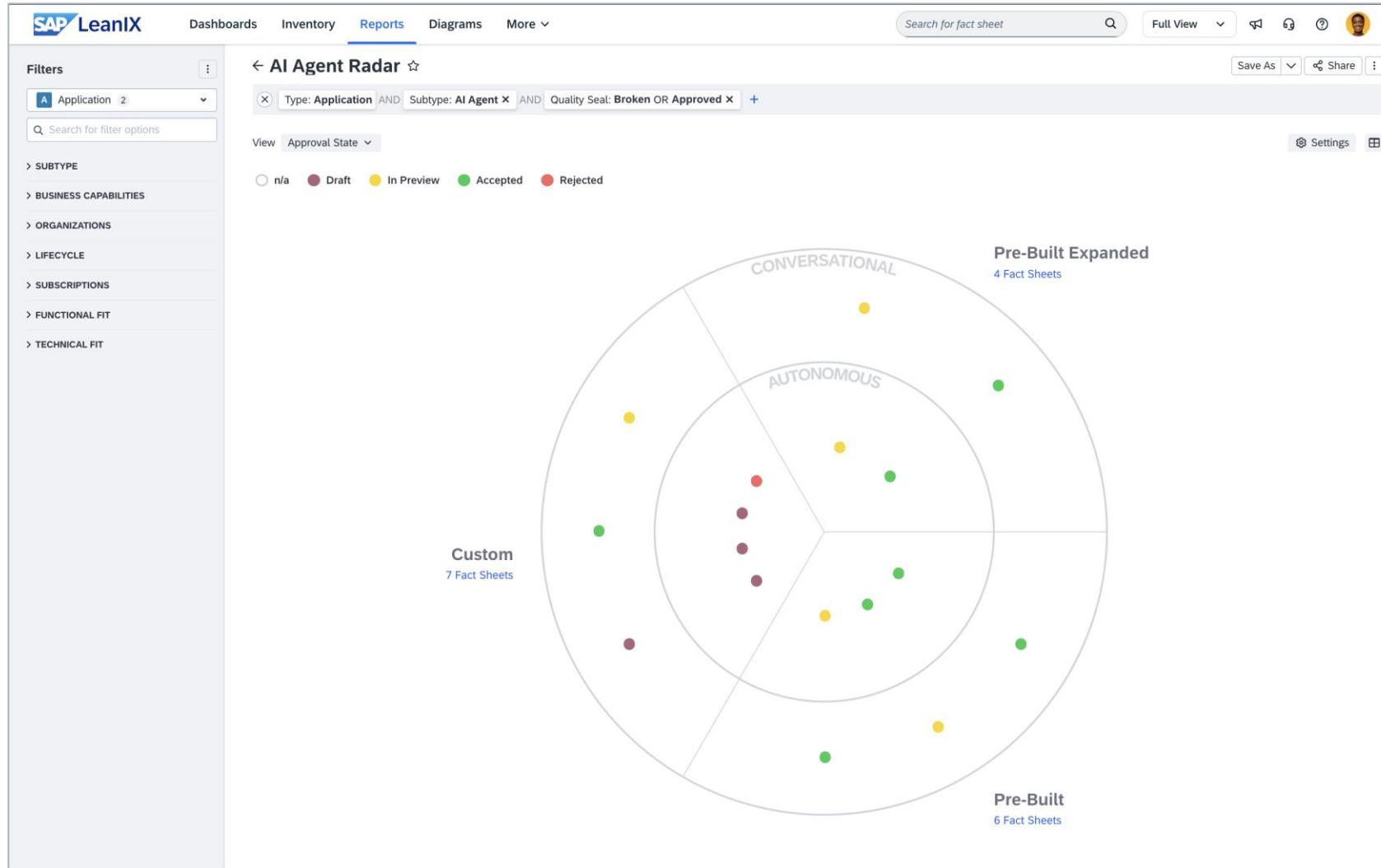
The right sidebar contains a "REFERENCE CATALOG & INTEGRATIONS" section with a "Not Linked" status and a "Start Linking" button. Below it is a "TO-DO" section stating "There are no to-dos for this fact sheet." and a "RECENTLY VIEWED" list with several agent fact sheets.

# AI agent landscape report with suggested SAP solutions and agents



# Agent radar to govern AI agent adoption

3



# AI agent portal with approved agents

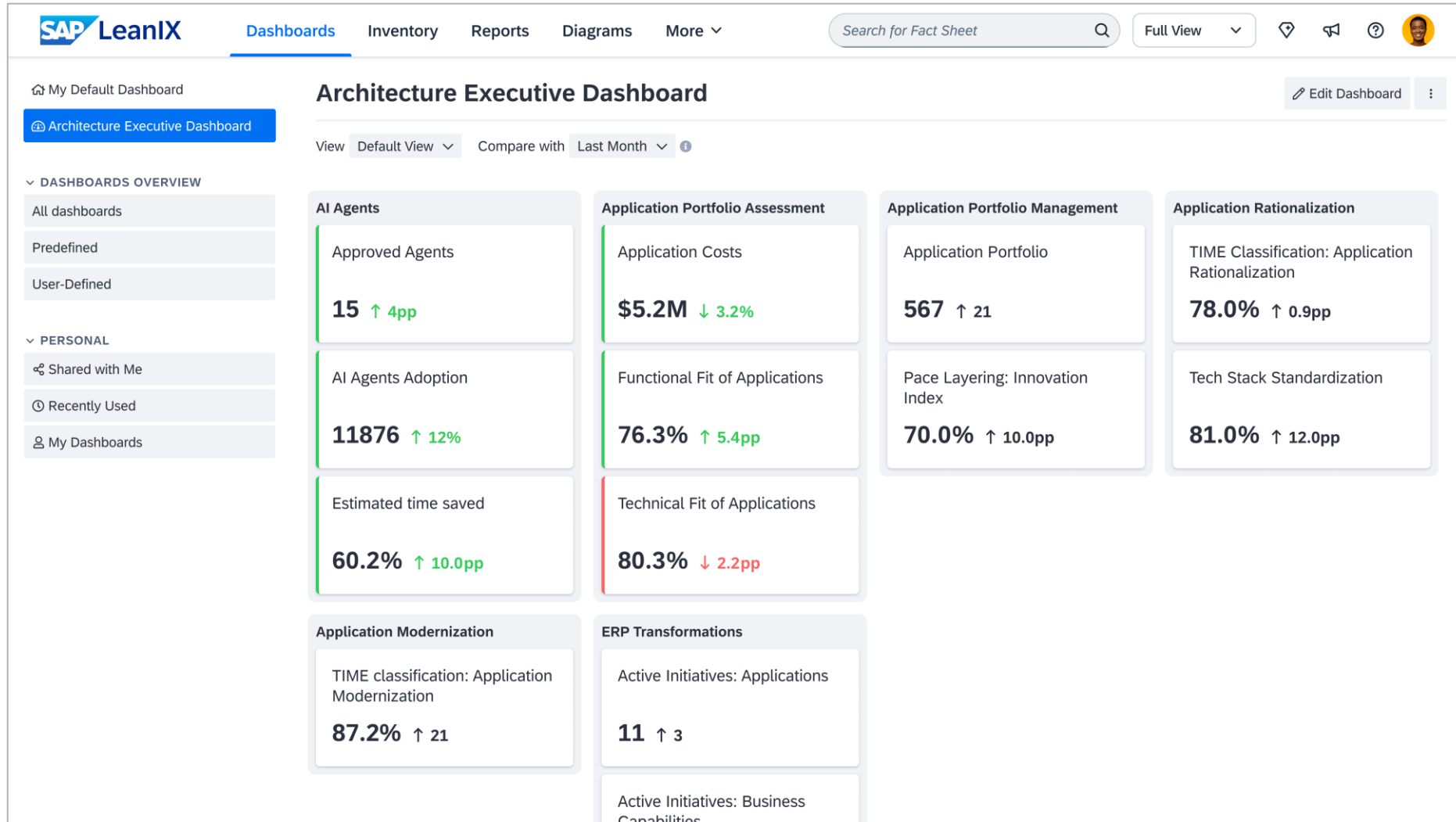
3

The screenshot displays the SAP LeanIX AI Agent Portal. At the top, the SAP LeanIX logo is in the upper left, and the title "AI Agent Portal" is centered. Below the title is a search bar and links for "Documentation" and "FAQ". A horizontal navigation bar contains buttons for various business areas: "[PH] Business Capability", "Customer Service", "Finance", "Governance, Risk and Compliance", "Human Resources", "IT Management", and "Sales". Below this, a "Sourcing and Procurement" button is highlighted. The main content area shows "Results: 20" and "Sort: A - Z". A "Request New AI Agent" button is located in the top right of the grid. The grid contains 12 agent cards, each with a letter icon, a title, a description, and a status indicator.

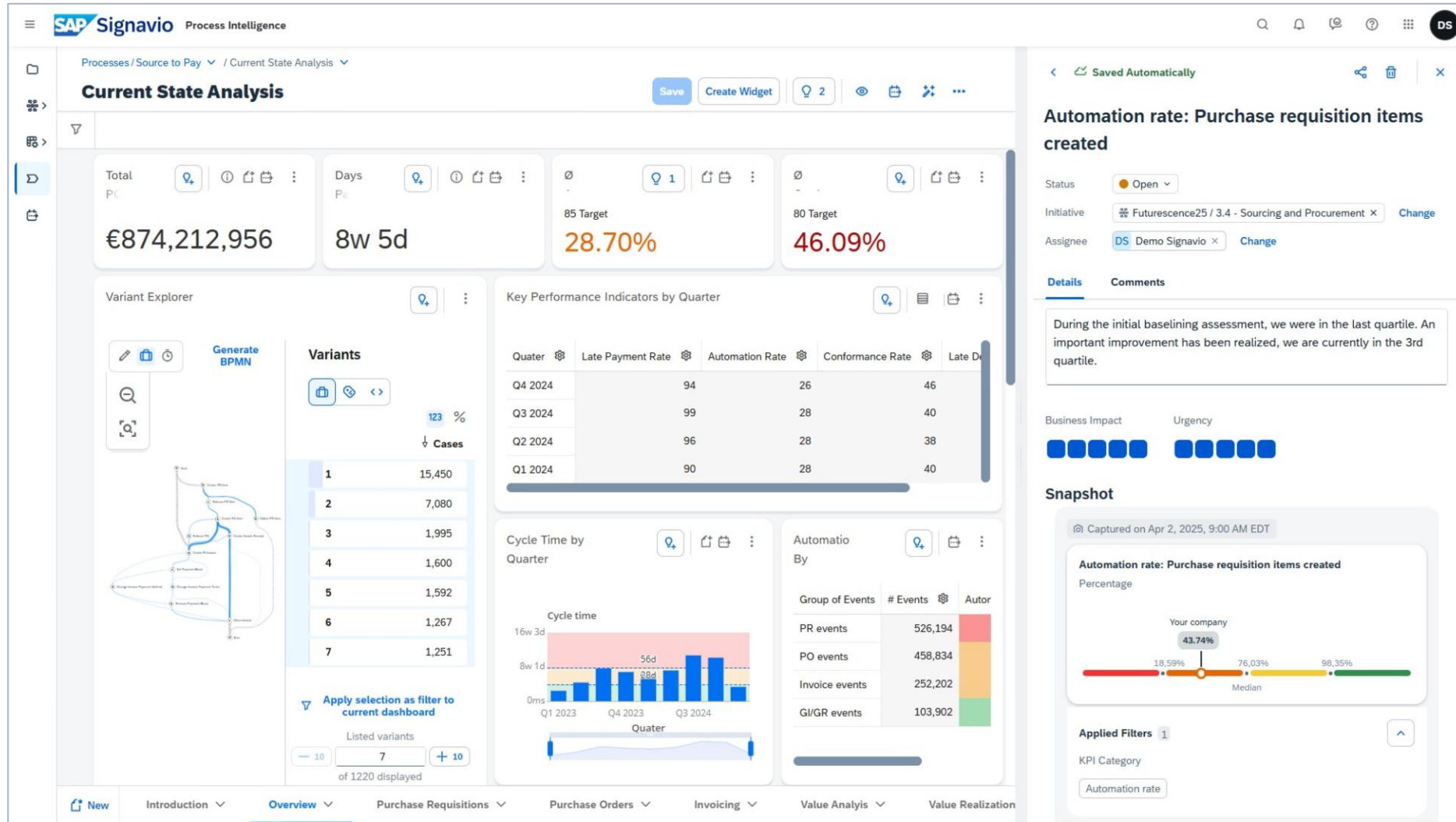
Agent Name	Status
Aegis HelpDesk [Customer]	Draft
Ask Me Anything Orchestrator Agent...	Accepted
Booking Agent	Accepted
Cognigy ContactBot [Customer]	Accepted
Compliance Tracker Bot [Customer]	Accepted
ComplianceGuard [Customer]	In Preview
Dispute Resolution Agent [Customer]	Accepted
HR Navigator [Customer]	In Preview
LeanIX Agent [Customer]	In Preview
LedgerAid CFO Assistant [Customer]	In Preview
LivePerson Conversational AI...	In Preview
PeoplePulse [Customer]	In Preview

# Executive dashboard with agent adoption metrics

4



# SAP Signavio solutions to mine efficiency and business impact of agents



# SAP Signavio solutions to mine efficiency and business impact of agents

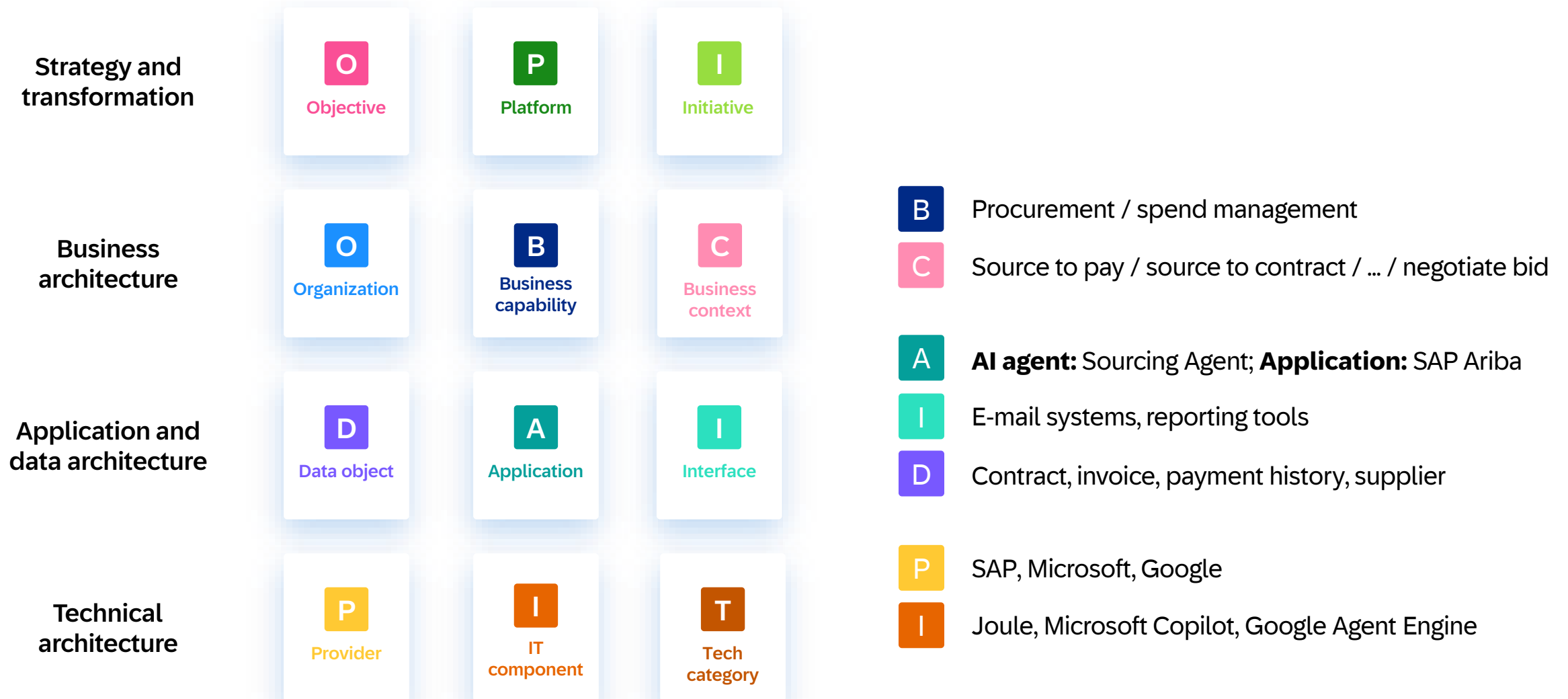
5

The screenshot displays the SAP Signavio interface. On the left is a navigation sidebar with options like Home, Newsfeed, Favorites, Recents, Tasks, and Initiatives. The main area shows an initiative titled "Procure-to-Pay Performance Boost 2025" with a status of "In Progress", 3 insights, and a total potential value of +64000€ / 123000€. Below this is a table of value cases.

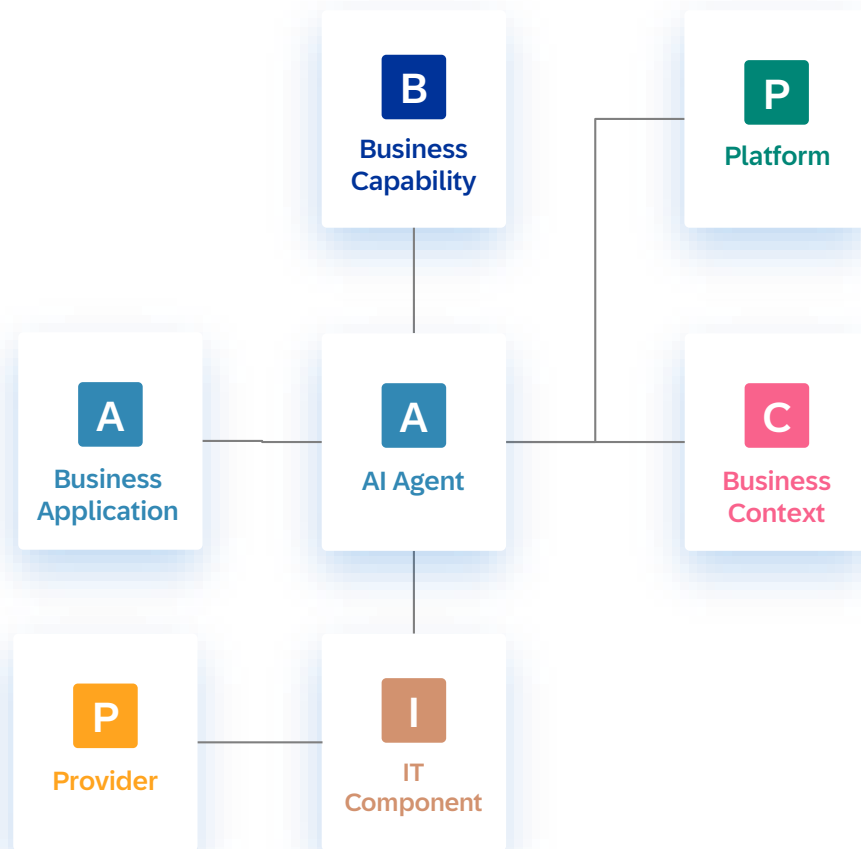
Value ...	Metric / PPI Name	Baseline Date Range	Baseline	Current	Target	Potential Value
<b>Improve Procurement FTE Productivity (2)</b> Profit & Loss 488.00K EUR						
	PO item creation automation rate	01.06.2023 - 01.06.2024	16.89%	92.04%	93%	2162.1K EUR
	Manual PO change rate	01.06.2023 - 01.06.2024	89.89%	23%	20%	2221.0K EUR
<b>Reduce Overall Supply Chain Planning Cost (1)</b> Profit & Loss 488.00K EUR						
	Procurement IT cost per year	01.06.2023 - 01.06.2024	EUR 3.2M	EUR 1.7M	EUR 1.5M	2162.1K EUR

On the right, a "Joule" chat window is open, showing a message from 8:00 AM: "One month ago you deployed Price Recommendation Agent. It is having significant impact." Below the message is a line chart titled "Value realized +64K" showing a projection of 123K. The chart shows a steady increase from May to July, with a goal line at 123K. Summary statistics at the bottom of the chat indicate: Start: -60K, Current: 64K, Goal: 123K, +200%.

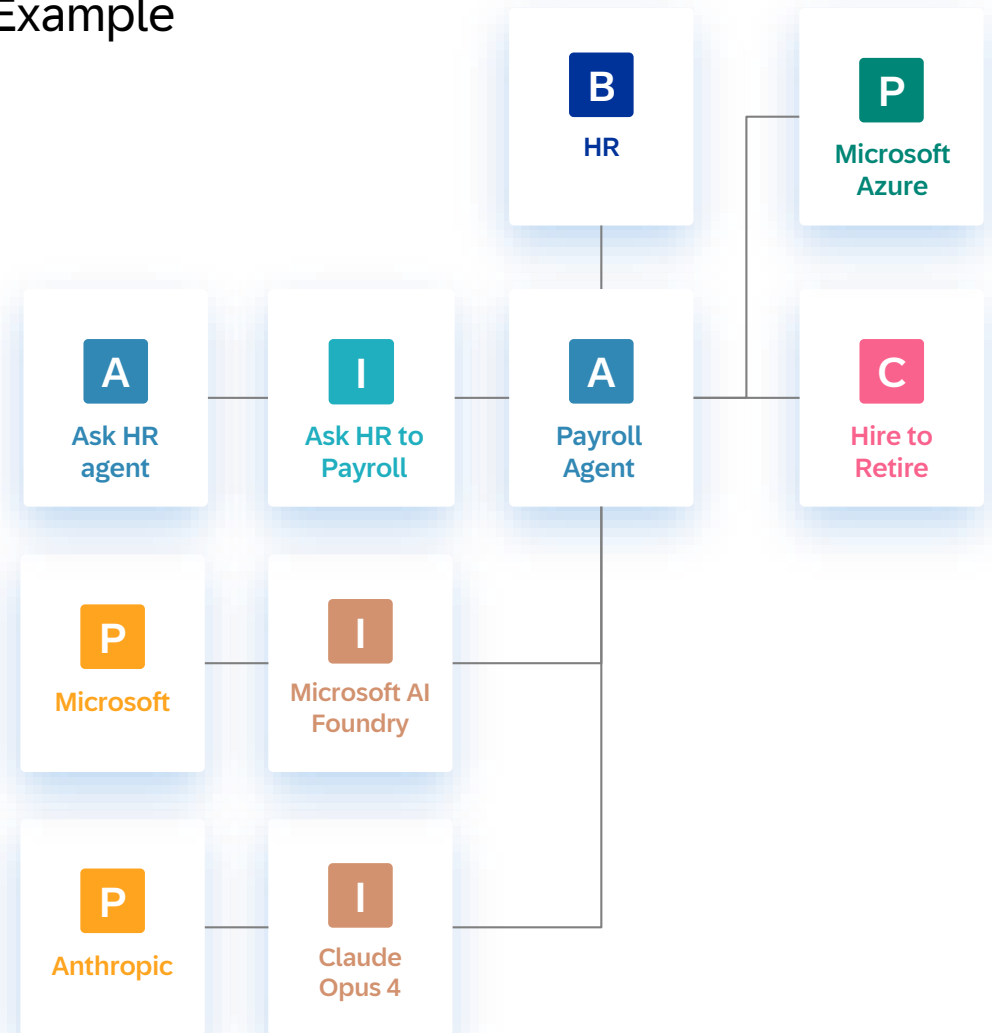
# AI agents embedded in the meta model for SAP LeanIX



# Meta model extension of the AI Agent Hub



## Example





# AI Agent Hub

Available Now

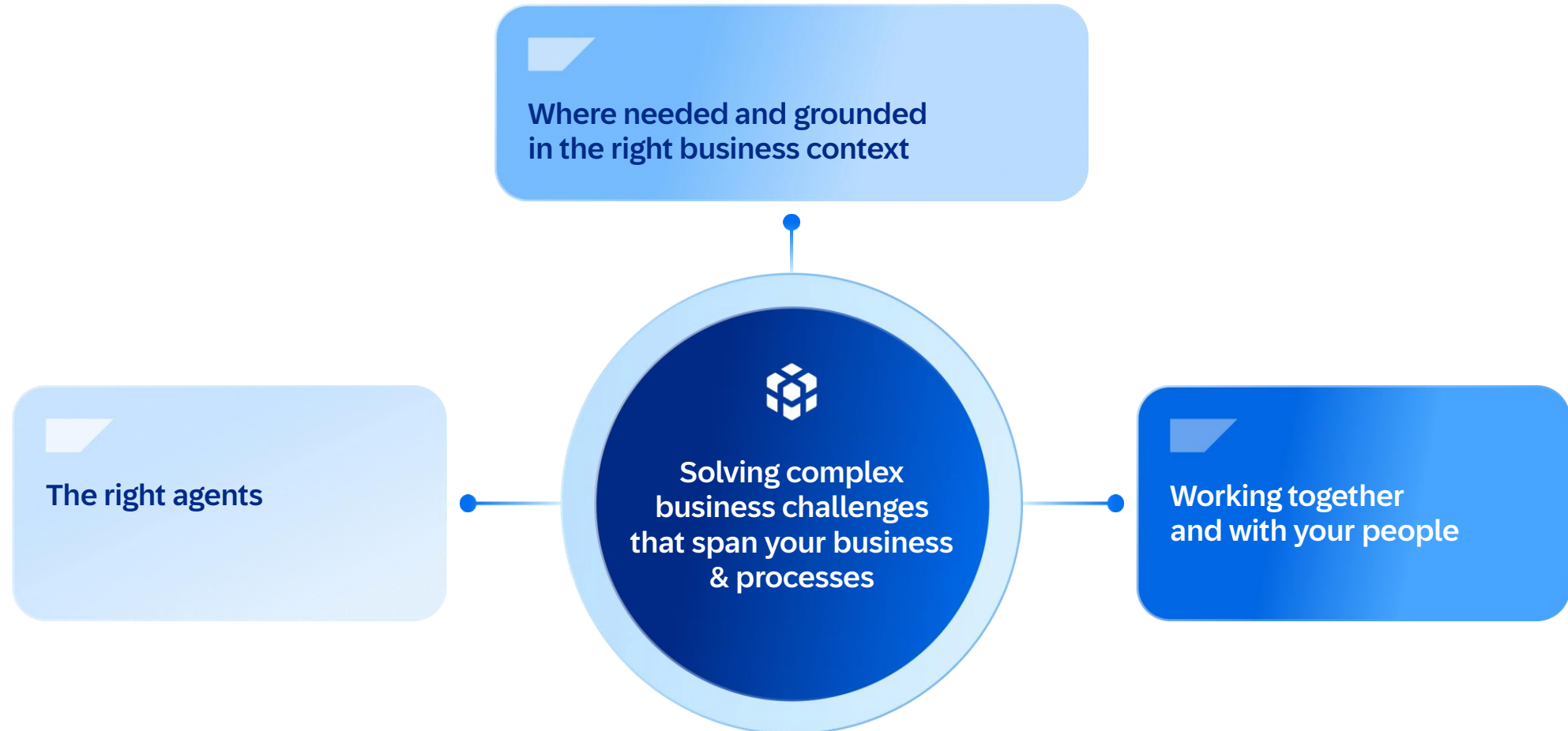
The screenshot shows the SAP LeanIX AI Agent Discovery Inbox interface. At the top, there are navigation tabs for Dashboards, Inventory (selected), Reports, Diagrams, and Collaboration. A search bar contains 'Search for Fact Sheet'. Below the navigation, the page title is 'AI Agent Discovery Inbox'. There are three summary cards: 'Recently Created' with 25 items, 'Active Agent State' with 95 items, and 'Unprocessed AI Agent Discoveries' with 190 items. Below these cards is a search and filter section with a search bar and several filter buttons: Agent State, Integration, Business Capability, Usage, Authentication, and an 'Add Filter' button. The main table displays a list of AI agents with columns for Discovery Item, Fact Sheet Link, Description, Skills, Agent State, Usage, and Integration. Three agents are visible: Compliance Tracker Bot, Customer Sentiment Analyzer, and IT Asset Lifecycle Assistant.

Discovery Item	Fact Sheet Link	Description	Skills	Agent State	Usage	Integration
<input type="checkbox"/> Compliance Tracker Bot AZA-GPT-001 • v2.1.3	<a href="#">Compliance Tracker Bot</a> Risk & Compliance OpenAI GPT-4 +1 OpenAI +1	Monitors regulation updates and flags policy breaches across systems to ensure enterprise compliance.	Regulatory Change Detector Policy Breach Notifier	N/A	-	API Uploa
<input type="checkbox"/> Customer Sentiment Analyzer AZA-ANL-004 • v2.5.2	<a href="#">Customer Sentiment Analyzer</a> Customer Experience Anthropic Claude 3 +1 Anthropic +1	Analyzes support tickets, social media, and NPS feedback to surface sentiment trends and escalation risks.	Natural Language Sentiment Analysis Escalation Pattern Recognition	Deploying	-	Google Ag
<input type="checkbox"/> IT Asset Lifecycle Assistant AZA-INV-006 • v2.3.1	<a href="#">IT Asset Lifecycle Assistant</a> Operations Google Gemini 1.5 Pro +1	Automates tracking of IT assets from procurement to decommissioning, ensuring real-time inventory accuracy.	Asset Lifecycle Tracker License Renewal Predictor	Suspended	-	SAP Agen

**Summary and what's next**

# Unlocking the power of agents

It's not about how many agents, it's about...



## What's next



**Partner with SAP** to get support on your agentic AI journey



**Connect** with us for a demo, business case review or executive workshop

# Thank you.

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patrizia.calvia@sap.com

Seth Lippincott  
seth.Lippincott@sap.com

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