Words of Welcome
Optimize & Accelerate Business Process Automation for the Intelligent Enterprise

February 2022

PUBLIC

Andre Borchert
VP, Head of Product Success, Process Automation

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Critical Digitalization Challenges

Organizations Fail to Innovate at the Speed the Business Demands

Rapidly evolving customer requirements accelerating demand for cloud solutions

"The pandemic is accelerating cloud demand, with 59% of enterprises expecting cloud use to exceed plans due to COVID-19."[1]

Limited development resources, inhibiting digitalization

"Lack of skills was cited as the number-one challenge in a recent Gartner Research Circle survey, and CIOs identified the 'lack of skills and resources' as the biggest barrier to success."[2]

Complex IT landscapes, with a growing number of applications maintained by companies

Large companies maintain 129 different applications on average, with the total number increasing by 68% since 2015.[3]

1. "Maximizing the Impact of Technology Investments in the New Normal," CIO Insider, Deloitte, 03 February, 2021, Khalid Kark, Jagjeet, Gill, and Tim Smith.
2. "Forecast Analysis: Low-Code Development Technologies," 22 January 2021, Fabrizio Biscotti, Paul Vincent, Jason Wong, Laurie Wurster. GARTNER is the trademark and service mark of Gartner Inc., and/or its affiliates and has been used herein with permission. All rights reserved.
3. "Employees Are Accessing More and More Business Apps, Study Finds," The Wall Street Journal, 07 February, 2019, Angus Loten.

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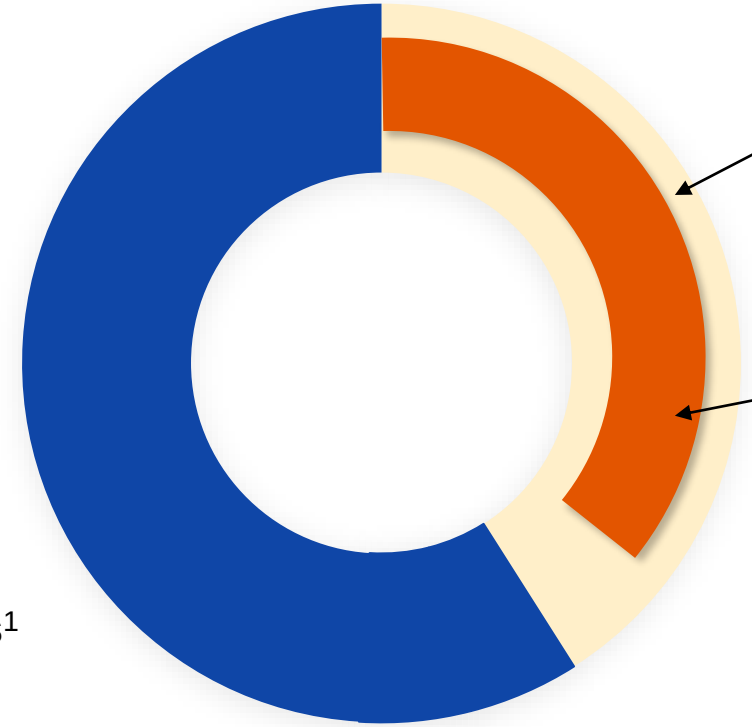
Low-Code/No-Code unleashes hidden workforce in companies

Enabling Citizen Development in organizations to increase business resilience



IT Technologists[1]

Gartner®, 2021

"In the 2021 Gartner Reimagining Technology Work Survey, respondents indicated that — on average — **business technologists** make up **41%** of their organization's workforce." *1*

Gartner®, 2021

"About **80%** of these users are **citizen technologists** who create technology output as part of (or in addition to) their full-time roles (…). These non-IT personas can independently use **low-code and no-code** technologies to improve business efficiency, efficacy and agility." [1]

Gartner®, 2021

Low-Code/No-Code increases the number of people in an organization that can tackle business challenges

1. Gartner, Innovation Insight for Citizen Automation and Development Platforms, Keith Guttridge, Saikat Ray, Jason Wong, 24 September, 2021.

Charts/graphics created by SAP based on Gartner research. Source: Gartner, Inc., Innovation Insight for Citizen Automation and Development Platforms, Keith Guttridge, Saikat Ray, Jason Wong, 24 September, 2021.

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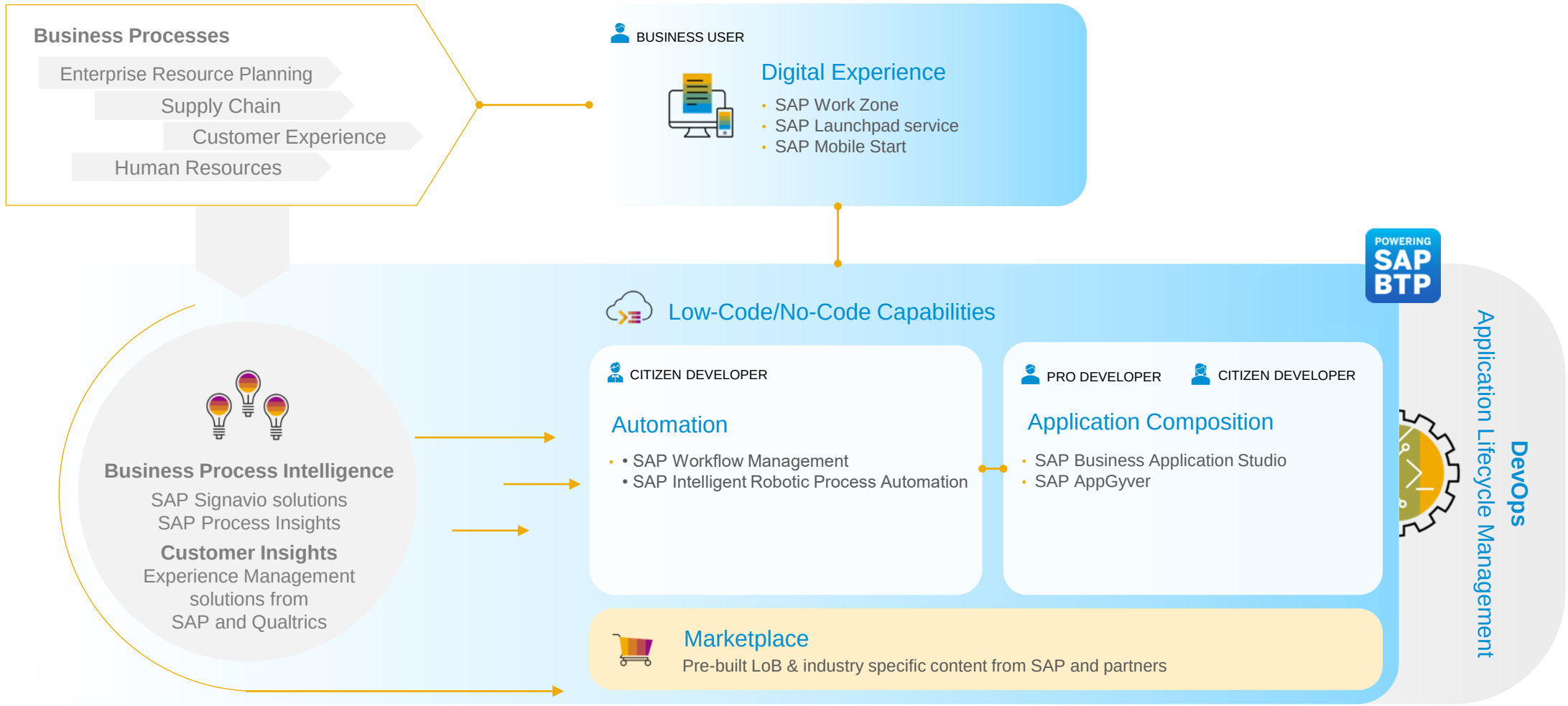
Accelerated time to value with low-code/no-code

Unified offering across app development, process automation, and digital experience



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Bring efficiency in processes across the business operation

Data Collection

Consolidate and manipulate data & documents from multiple data sources, e.g., employees, vendors, websites, applications

High Volume Transactions

Handling process steps multiple times, like copy & paste e.g., data entry, report generation, data migration

Extended Core Business Processes

Digitize the entire journey across multiple applications during process execution e.g. web application, SAP S/4HANA, and non-SAP systems

Approvals

Dynamic workflows for various processes that help collect necessary approvals, update system of records and manage initiatives & budgets

Simplify New Processes

Elevate employee experience by creating new extended digitized processes with seamless integration with SAP and non-SAP applications

Process Visibility

Get visibility of live process journey, time taken at each step & entire process, where are requests, SLAs breached, escalations

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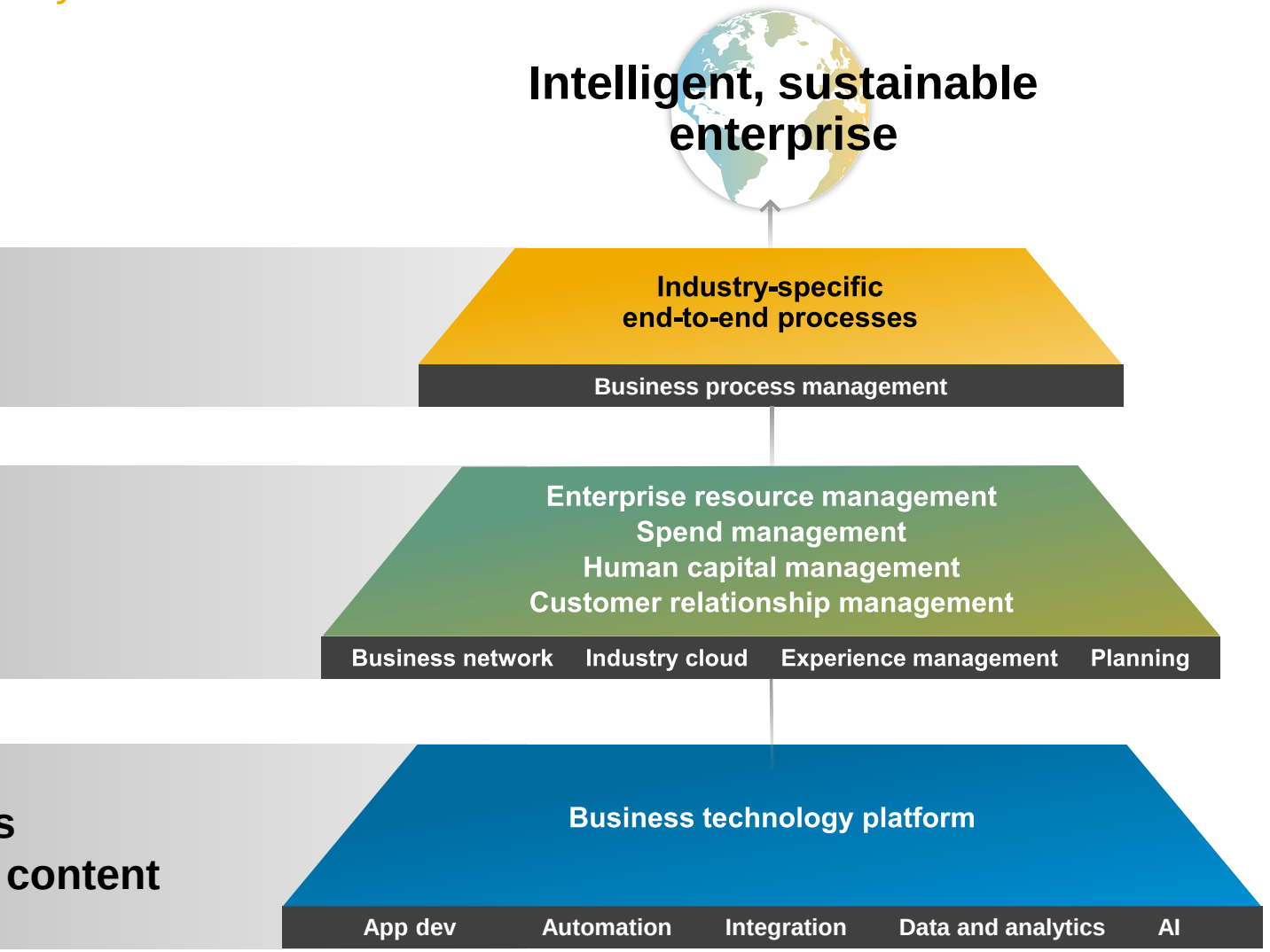
Process automation is at the heart of SAP

People, process, technology in perfect harmony

Model, analyze and simulate industry specific business processes

Access built-in process automation across lines of business

Extend with easy to use, unified process automation tooling & broadest pre-built content



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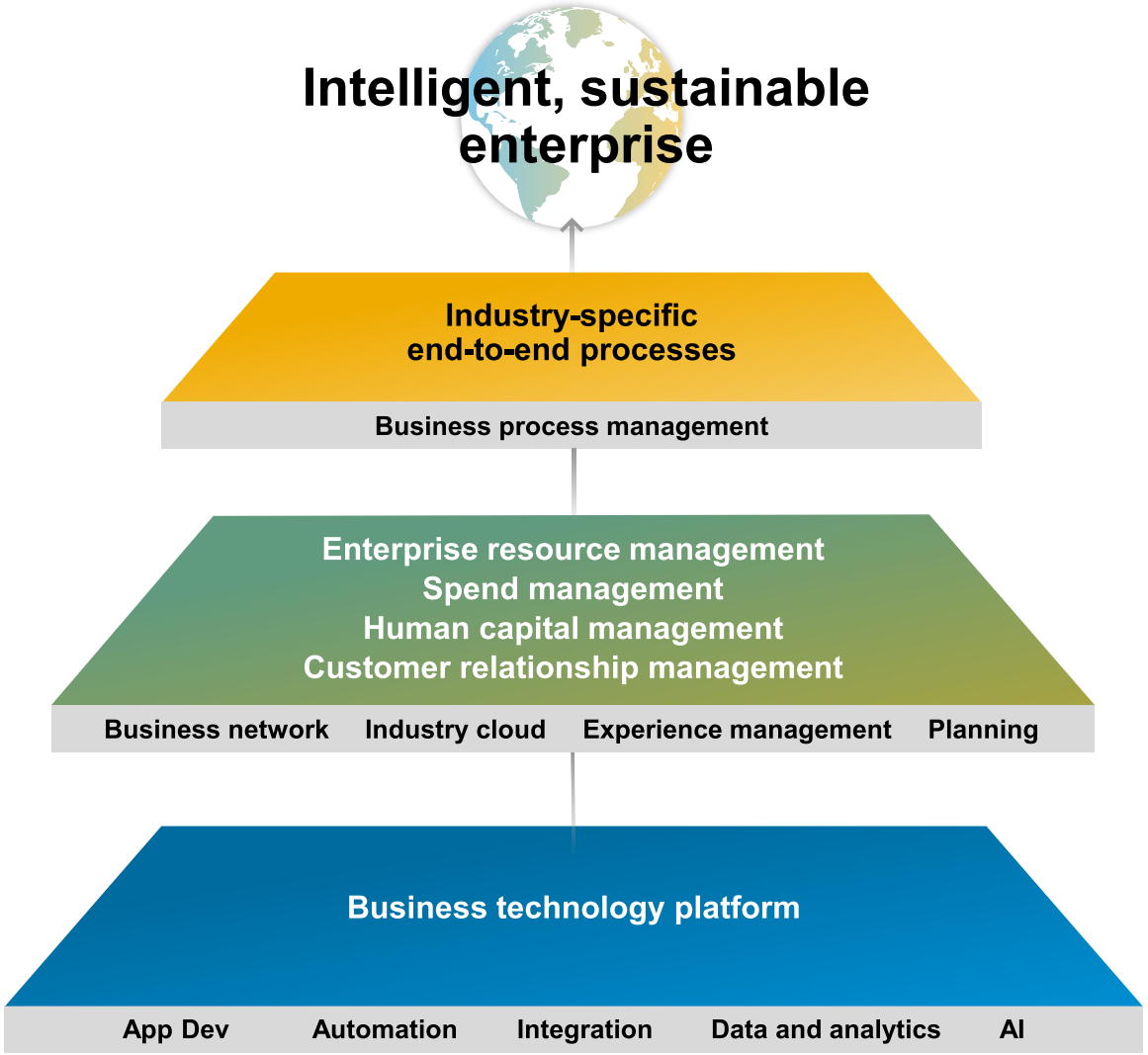
Enable every enterprise to become an intelligent, sustainable enterprise



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Optimize & Accelerate Business Process Automation for the Intelligent Enterprise

SAP
February 2022

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Business Process Automation is fundamental for organizations to drive their business transformation to the Intelligent Enterprise

TRANSFORM OR DIE

"Not the strongest, nor the most intelligent, but the most adaptable to change survive"
– Charles Darwin

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Many Customers Are Driving Process Automation with SAP Intelligent RPA

Trusted across industries and geographies

Pioneering the use of hyper-automation with intelligent bot processing 6000 documents each year

Reducing redundancies in providing exemplary polymer products

Empowering outstanding user experiences in IT with hyperautomation

Bolstering the mission to become a top 50 healthcare brand

Enhancing customer service in utilities powerhouse with 11,000 employees

Achieving zero touch order process in healthcare during COVID-19

Reshaping financial reporting by reassigning 4,700 labor hours each year to high value activities

Elevating the employee experience with more than 15 Bots to better serve >3 million policyholders

Enhancing efficiency by 85% by digitizing working hours processing

Enabling Thailand's leading glass manufacturer improve sustainability and affordability

Attaining best-in-class compliance and efficiency for IT services provider

Improving business processes to enable quality and reliable end-products for consumers

Taking COVID-19 contact tracing to the next level with intelligent technologies

Eliminating human errors in pricing calculations for a leading food manufacturer globally

Innovating the billing systems for the largest telecommunications company in Taiwan

Boosting financial and sales orders closing for a leading Finnish media company

Revolutionize work and enable efficiency creating a more efficient and resilient company

Accelerating invoice entry and currency conversion processes to achieve efficiencies

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Simplifying Complex Business Tasks with SAP® Intelligent Robotic Process Automation

Before: Challenges and Opportunities

- Repetitive administrative tasks, including managing intercompany transactions
- Complex and time-consuming company asset procurement process
- Tedious, manual inventory stock counts consuming excessive employee hours

Why SAP and Round 2 Solutions Co. Ltd.

- Cloud-based technology that can be quickly implemented and then expanded as needed
- Subscription model allowing the flexibility to scale SAP® Intelligent Robotic Process Automation (SAP Intelligent RPA) technology for a variety of business use cases without high investment in development
- Design and implementation support from partner Round 2 Solutions, advising on the most effective use of SAP Intelligent RPA based on current business requirements

After: Value-Driven Results

- Shortened implementation timeline with rapid benefit realization
- Improved data quality by avoiding manual entry errors
- Eliminated tedious and repetitive activities, freeing employees for value-added tasks
- Reduced administrative backlog through process automation

Bangkok Glass is using **innovative automation** to improve business processes, creating quality, affordability, and sustainability for everyone.

75%

Reduction in time consumed by administrative tasks

4 weeks

To complete rapid deployment

Featured Partner

Bangkok Glass Public Company Limited
Pathumthani, Thailand
www.bgiglass.com

Industry
Consumer products

Products and Services
Glass and other packaging, construction materials, and sustainable energy

Employees
4,000

Featured Solutions
SAP Intelligent RPA

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Integrating Two Billing Systems to Produce Invoices More Efficiently with SAP® Intelligent Robotic Process Automation

Before: Challenges and Opportunities

- Automate a billing process in which teams must manually collate more than 300 pieces of information from one system and transfer it to a separate system to create and send a monthly bill
- Increase efficiency of accounting teams by freeing them from this work, which takes 50 hours a month
- Address the problem of inaccurate bills and related customer complaints
- Eliminate the need for a year-long, expensive project to build an entirely new billing system

Why SAP

- SAP® Intelligent Robotic Process Automation services to automate repetitive manual processes by creating, scheduling, managing, and monitoring intelligent bots
- Innovative solutions that make it easier to transform processes

After: Value-Driven Results

- Elimination of manual work with an automated process in which a bot retrieves electronic billing information from an e-mail generated by one accounting system, unzips the entire batch of electronic bills, places PDF files in the correct folders and integrates information into bills, initiates a second system to perform accounting procedures, and sends the bills
- Increased efficiency of accounting staff, who can perform accounting follow-up operations more quickly
- Significantly improved efficiency of bill delivery, which is now automatically completed by robots
- Reduced scope for human error

"SAP Intelligent Robotic Process Automation gives us the agility to redirect our hard-working teams toward **high-value activities and processes**."

Daniel Kuo, Director, Chunghwa Telecom Co. Ltd.

83%

Reduction in time needed for monthly bill creation

One

Month, two people, and a minimal budget needed to automate the billing system – compared with one year, more than 10 developers, and a budget of US$200,000 to build a new billing system

Chunghwa Telecom Co. Ltd.
Taipei, Taiwan
www.cht.com.tw

Industry
Telecommun-ications

Products and Services
Fixed communication, mobile communication, broadband, and Internet services

Employees
22,913

Revenue
US$7.2 billion

Featured Solutions and Services
SAP Intelligent Robotic Process Automation

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A Customer's View

Daniel Laverick • 1st
Head of SAP & IT Solutions at Zuellig Pharma
5mo •

Amazing work to see how our Thailand team are driving productivity with SAP iRPA. Great work **Balbir Singh Dhillon** **Athikom Kanchanavibhu**

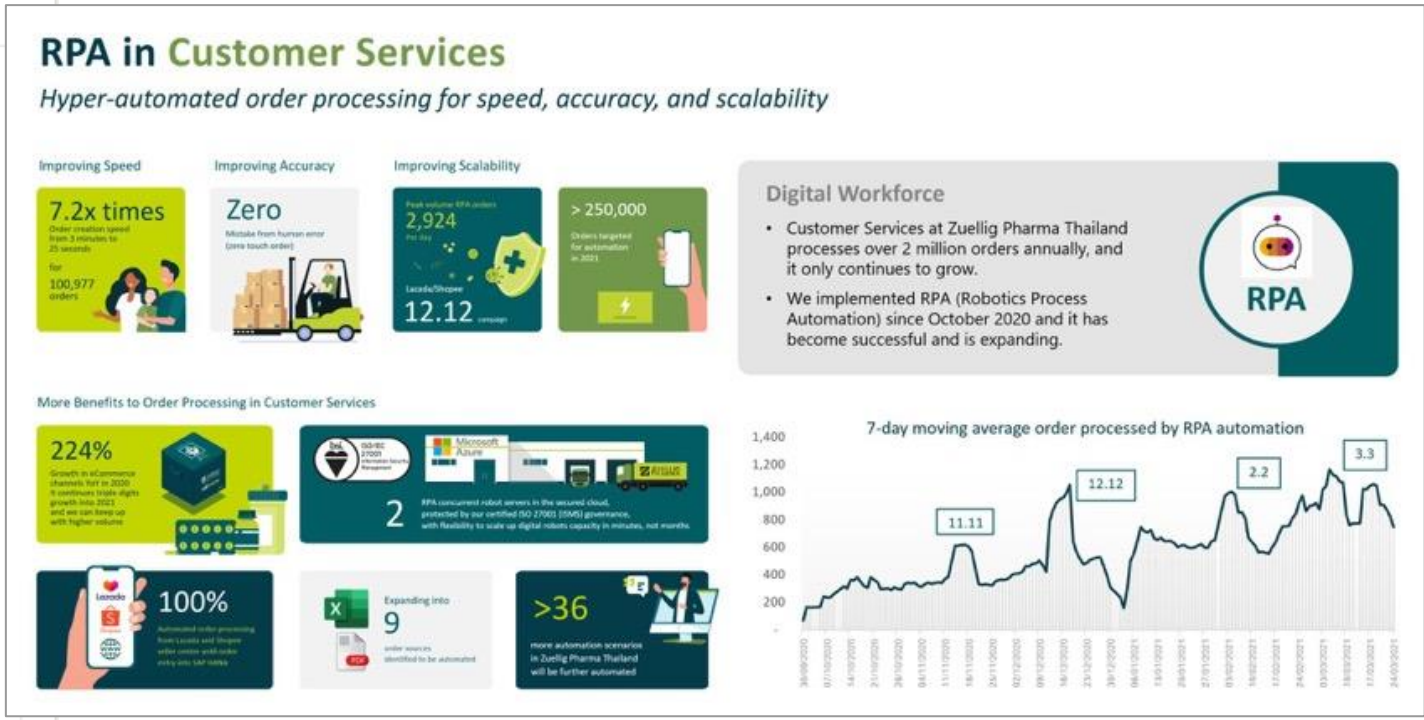
Athikom Kanchanavibhu • 2nd
Vice President, Business Transformation at Zuellig Pharma
5mo •

+ Follow

RPA at Zuellig Pharma Thailand continue to ramp up its traction. We accomplish over 100,000 total sales order automated today, and the trend continue to swell and enhance our customer service throughput to deliver hyperautomation and scalable order processing, particularly in e-Commerce sector which continue to grow strongly.

Another exciting part is our digital workforce is fostered by remarkable RPA Center of Excellence team and casting its magic from Microsoft Azure cloud with hyperscalability yet safeguarded by Microsoft security and Zuellig Pharma certified ISO 27001 (ISMS) to ensure business information is thoroughly protected with resilient infrastructure.

#digitaltransformation
#hyperautomation
#RPA



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Success Story Energy Supplier – Improved customer experience

The challenge:

Improving Customer Relationship quality &
Customer Experience with

- 360° Data Aggregation
- Next Best Action

The RPA solution:

- Deploy 10,000 Attended RPA bots
- Production in <5 months
  AHT: -3 min per call
- ROI < 5 months - ± 150 FTE

Equipped PCs
10,000

Average Handling Time
-3 min per call

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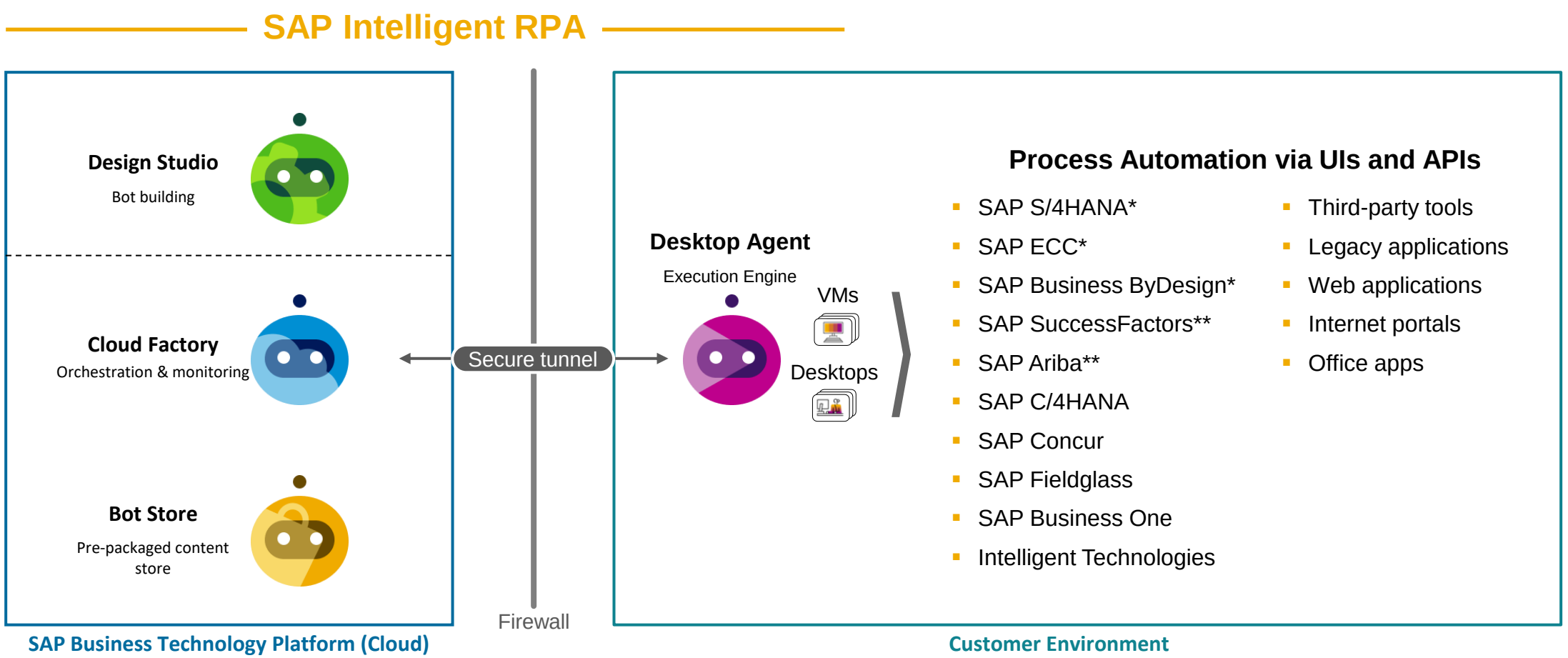
Solution Overview



* prebuilt content available

** prebuilt content in the roadmap

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What’s New

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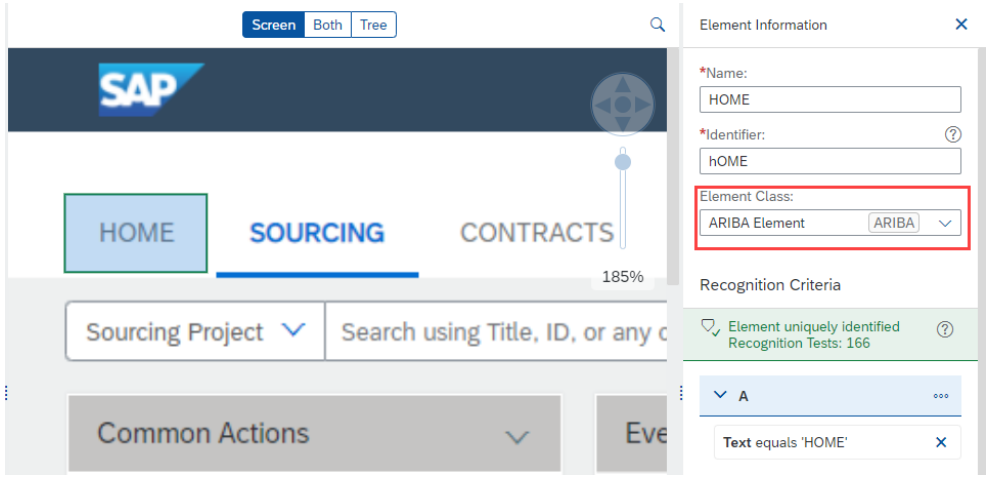
SAP Intelligent RPA - Ariba SDK

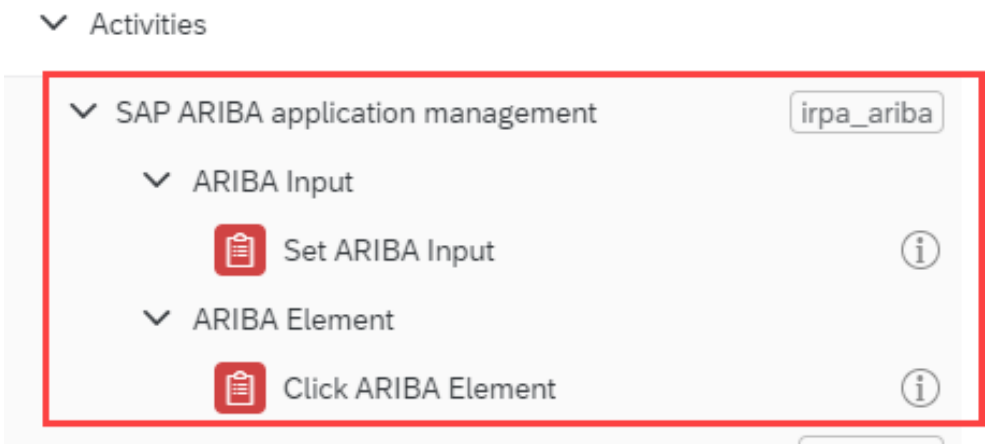
Ariba Framework

- Classification for Ariba elements which improves element recognition
- Reduces the demand for advanced capture techniques to identify page elements



Ariba Activities

- Element specific activities that provide a robust option for automating Ariba processes
  - Click Ariba Element
  - Set Ariba Input



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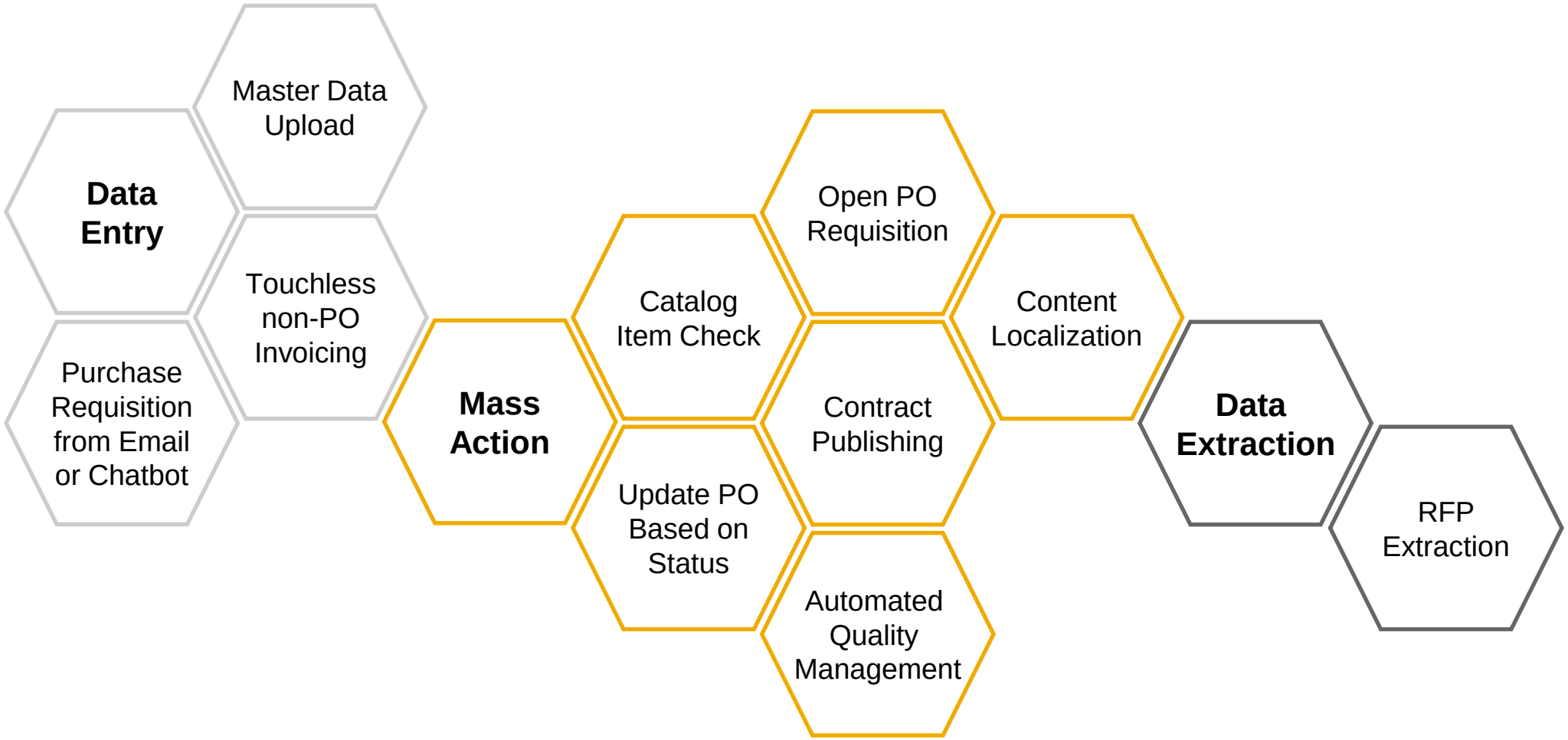
SAP Intelligent RPA Use Cases with SAP Ariba



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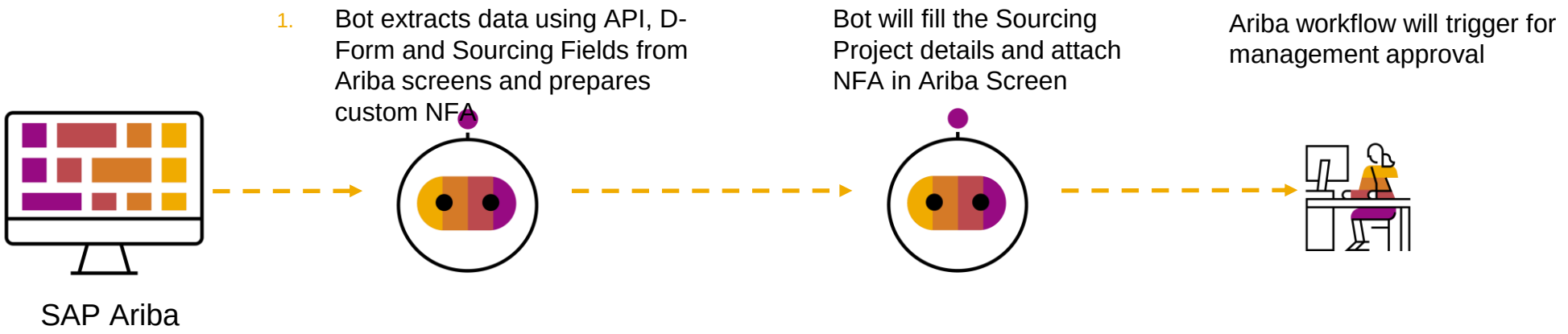
Example: Customer Note for Approval Creation

Customer: One of the top metal & mining group of India with ~USD12bn revenue

Business challenge: Automating custom Note For Approval (NFA) preparation

Solution: SAP Intelligent RPA working with Ariba



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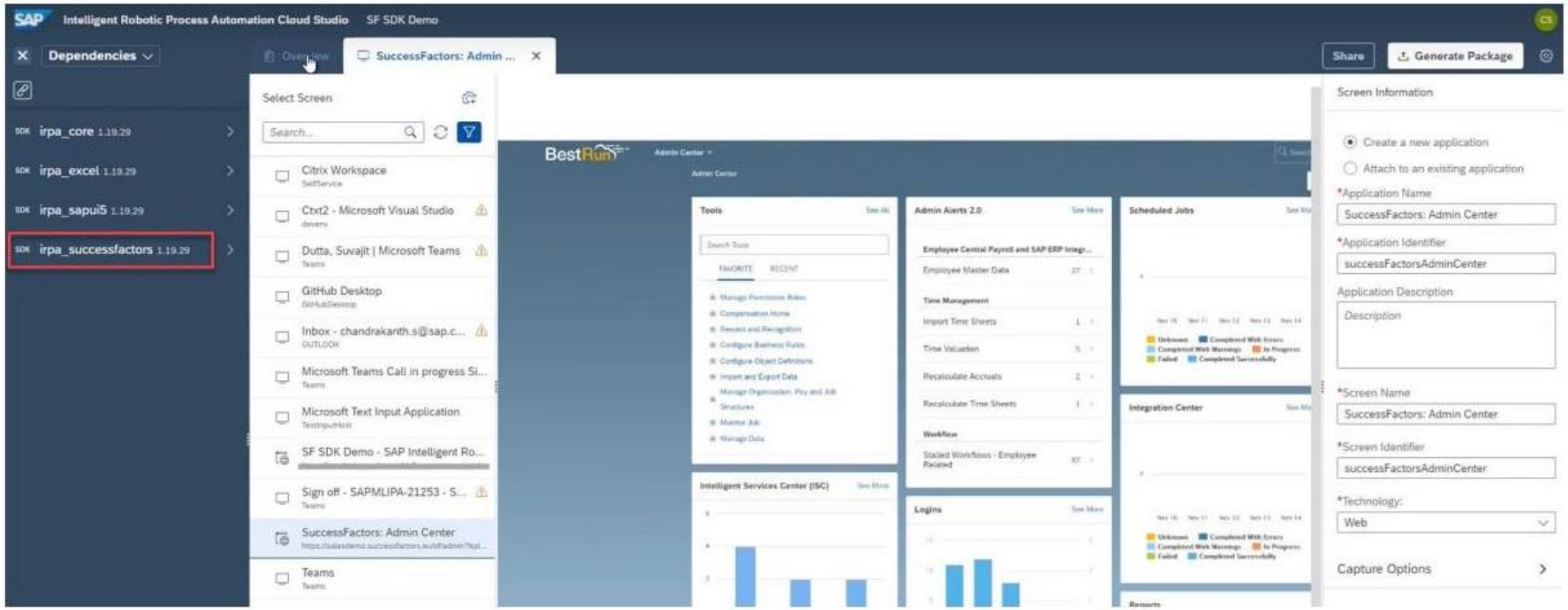
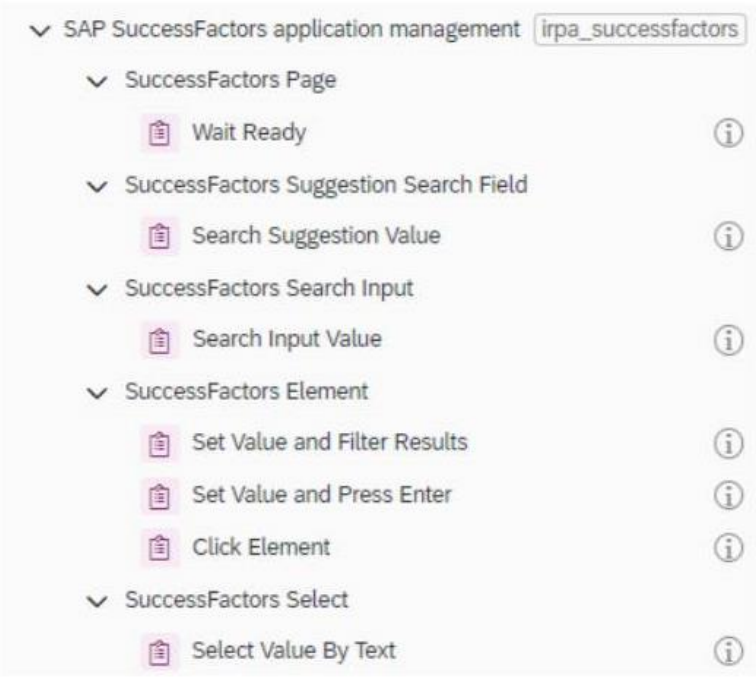
SAP Intelligent RPA - SuccessFactors SDK





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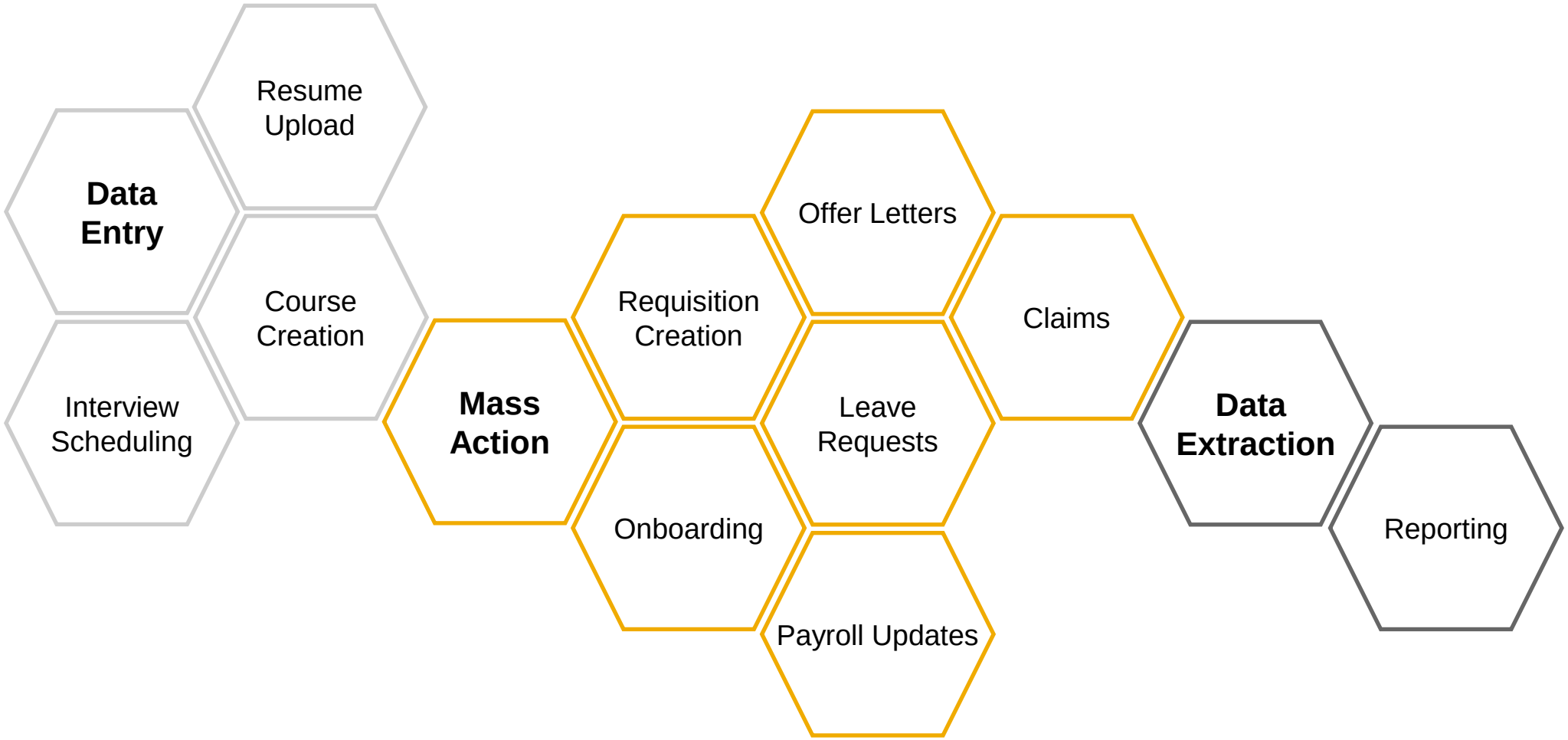
SAP Intelligent RPA Use Cases with SAP SuccessFactors



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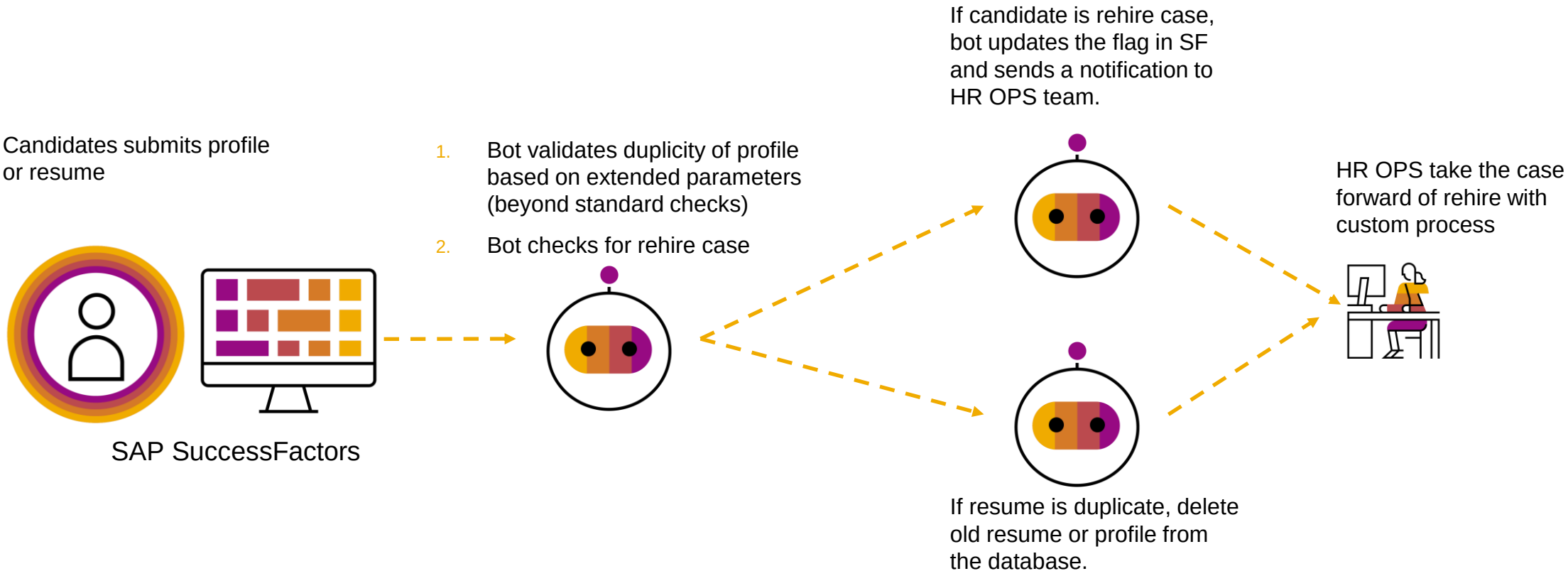
Example: Bring efficiency to the recruitment process

Customer: one of the top 5 insurers in India with $120bn+ assets under management

Business challenge: managing hiring at scale with growth in business and high churn in employees at entry level

Solution: SAP Intelligent RPA working with SuccessFactors



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Intelligent Document Extraction with embedded OCR service

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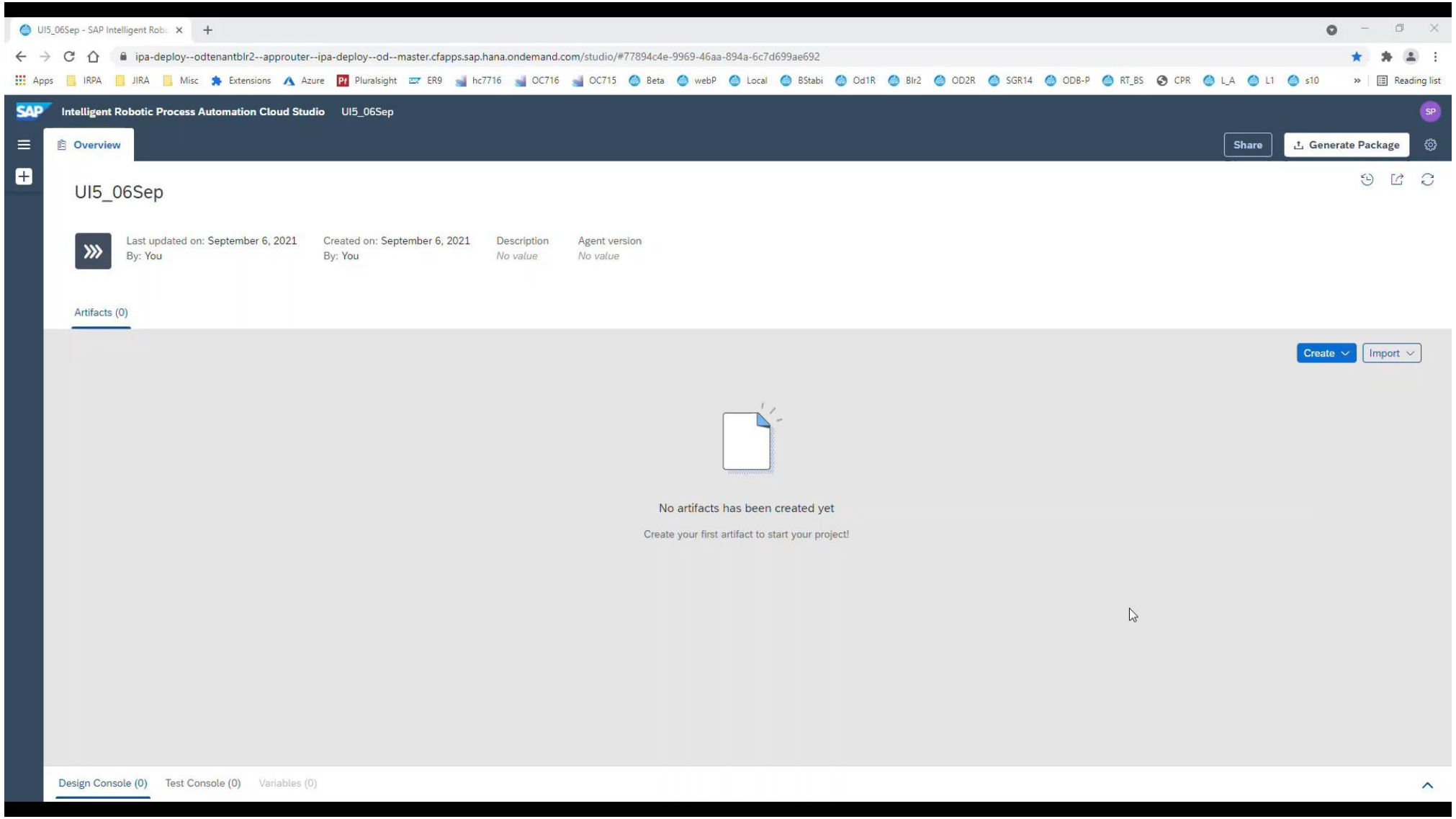
Enhanced Process Recorder – UI5 support



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Best Process Automation for the Intelligent Enterprise

5 reasons to choose SAP process automation portfolio to enable process automation for everyone

1. **SCALE digital process automation across your current heterogenous IT landscape** - automate ANY underlying applications, best in class capabilities for SAP stack with quick start content (bots, process packages, etc.)
2. **Enable SIMPLE collaboration** from low-code/no-code business users to pro-developers in cloud-based Studio to scale and industrialize intelligent automation
3. **Data-driven SMART insights to action with Business Process Intelligence** to mine, optimize, simulate, automate, manage and monitor processes end-to-end
4. **SAP Business Technology Platform** as foundation to enable SIMPLE integration with low-code apps, workflows, AI services, chatbots and business applications at SCALE
5. **Quick Return On Investment, no Capital Expenditure,** easy to implement & value generation in weeks with flexible commercial options (subscription, enterprise agreements)

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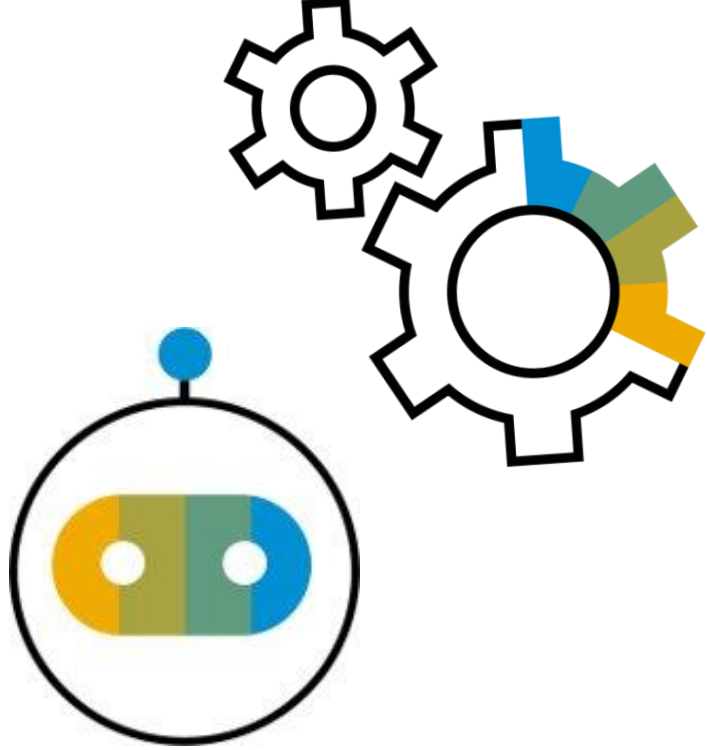

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