Accelerate Automation & Empower your Business Experts with SAP Process Automation

April 7th, 2022

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Satheesh Ilu, Head of Process Automation & App Dev – APJ Region, SAP BTP Global Center of Excellence

Michael Lai, Senior Technical Consultant, DynaSys Solution Limited

Rebecca Yang, Regional Lead – GC Region, Product Success of SAP Process Automation

Toros Aledjian, Senior Director, Business Technology Platform(BTP) Go-To-Market – Global

THE BEST RUN SAP

Meet The Speakers

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Business
Technology
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Americas

Agenda

Words of Welcome

Empowering your Business Experts with SAP Process Automation

Automation use cases and implementation experiences from SAP Partner DynaSys

End-to-end demo of SAP Process Automation showcasing the citizen developer

Automation expert panel discussion

Expert Q & A

First 5 customers with Audio questions will receive the SAP Integration Suite eBook

After you ask your question please forward me (toros.aledjian@sap.com) your Name, Company name and email address and I will send you the Copy with your activation code and instructions on how to activate your copy.

Thanks

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SAP Garage Series 2022 - Episode 5 (Establish a Central Inbox with SAP Task Center) Virtual Event

➢ **North/South America & Europe May 4, 2022 11:00am ET (08:00am PT – 17:00 CET)**

➢ **Europe, Asia Pacific & Japan   May 4, 2022 15:00 AEST (09:00 CET - 12:00 SGT)**

What is the SAP Garage Series?

The SAP Garage is our studio for presenting and connecting the business value of **SAP BTP** with the how-to guidance for realizing business use cases and solving business challenges.

The **SAP Garage** webinar series is geared towards getting you started, hands-on enablement and expert guidance. Each episode will focus on one SAP Discovery Center Mission and will dive into the details

Why attend?

Gain a clear understanding of the business value of SAP BTP through a focus on relevant business use cases.

Find out how you can get started quickly and where to go for step-by-step guidance.

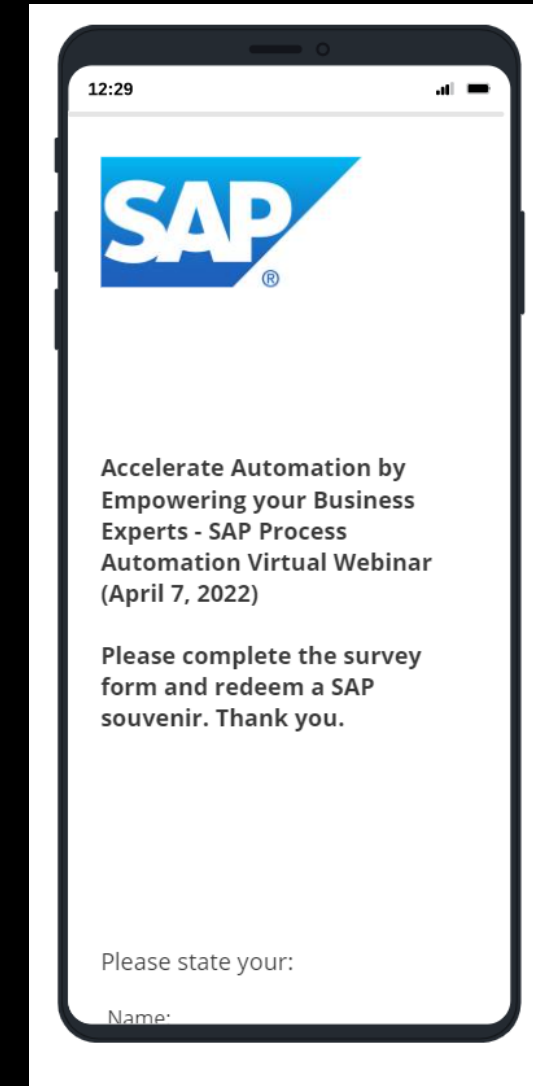https://webinars.sap.com/2021-12-31-sap-btp-customer-value-network-global/en/garage1

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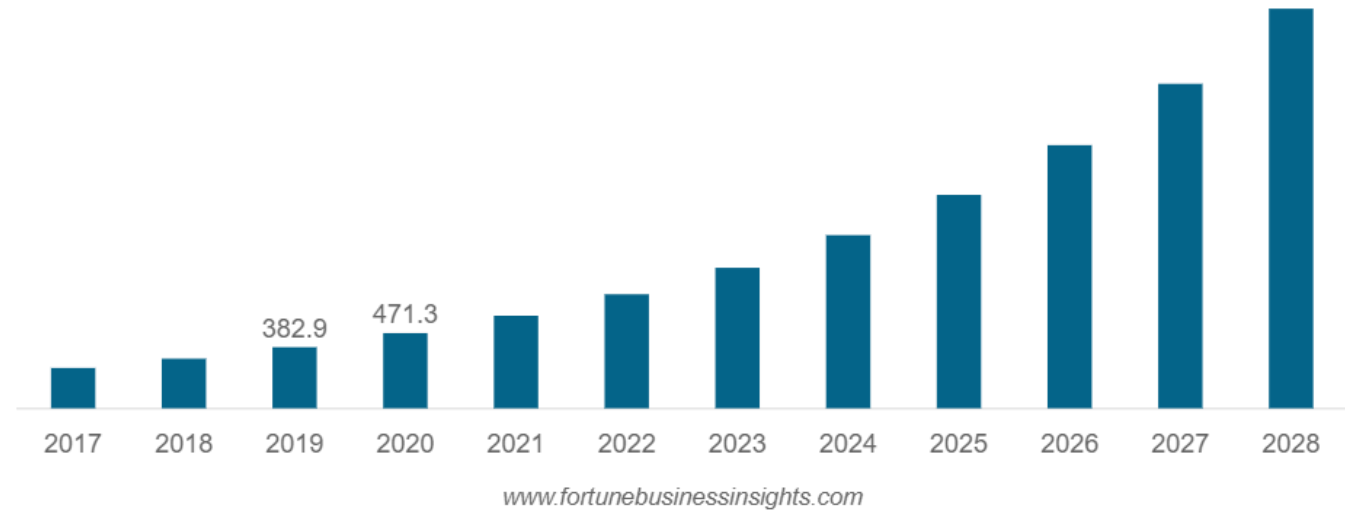
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THE BEST RUN **SAP**
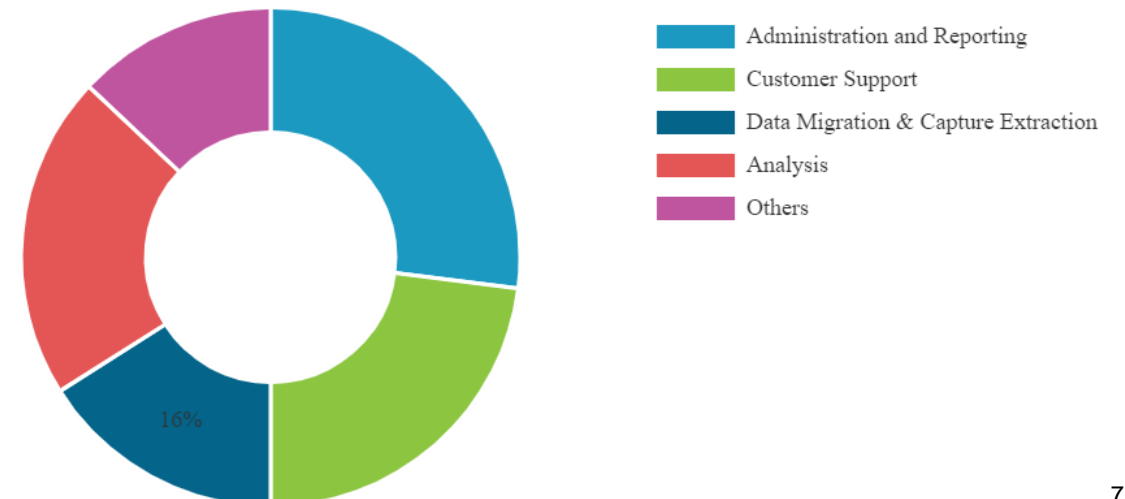
Automation Continues To Grow

- RPA market still growing significantly

- RPA adoption is continuing to expand but not limited to application surrounding

- Market Consolidation continue to happen e.g. Big Vendor acquired by PE, etc.

- Just RPA is not enough for automation. What else may needed??

- Automation is only a quick win and transformation is the ultimate goal.

North America Robotic Process Automation Market Size, 2017-2028 (USD Million)

382.9   471.3

2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028
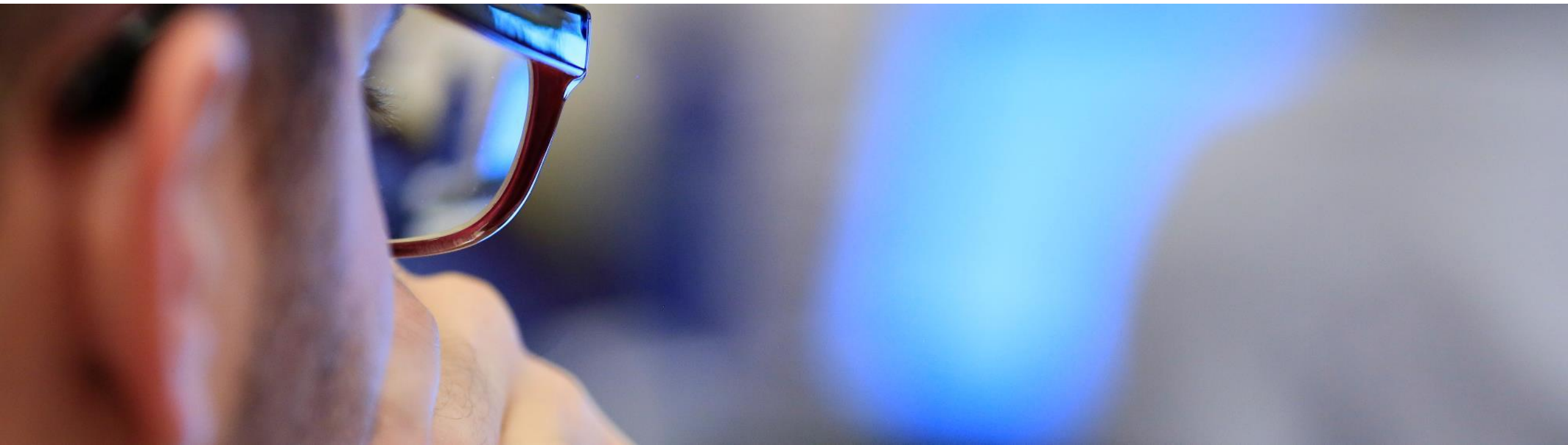
www.fortunebusinessinsights.com

https://www.fortunebusinessinsights.com/robotic-process-automation-rpa-market-102042

Global Robotic Process Automation (RPA) Market Share, By Application, 2020

- Administration and Reporting
- Customer Support
- Data Migration & Capture Extraction
- Analysis
- Others

16%

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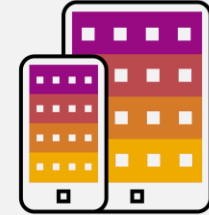
Complex IT landscapes, with a growing number of applications maintained by companies

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.

Low-Code/No-Code Unleashes Hidden Workforce in Companies
Enabling Citizen Development in Organizations to Increase Business Resilience

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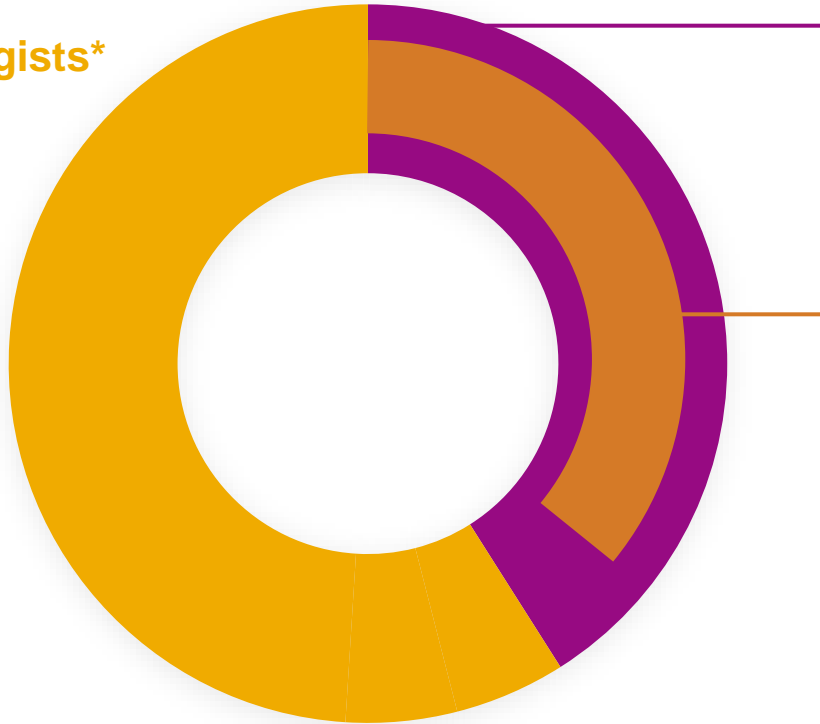
"In the 2021 Gartner Reimagining Technology Work Survey, respondents indicated that – on average – **business technologists** make up **41%** of their organization's workforce." *

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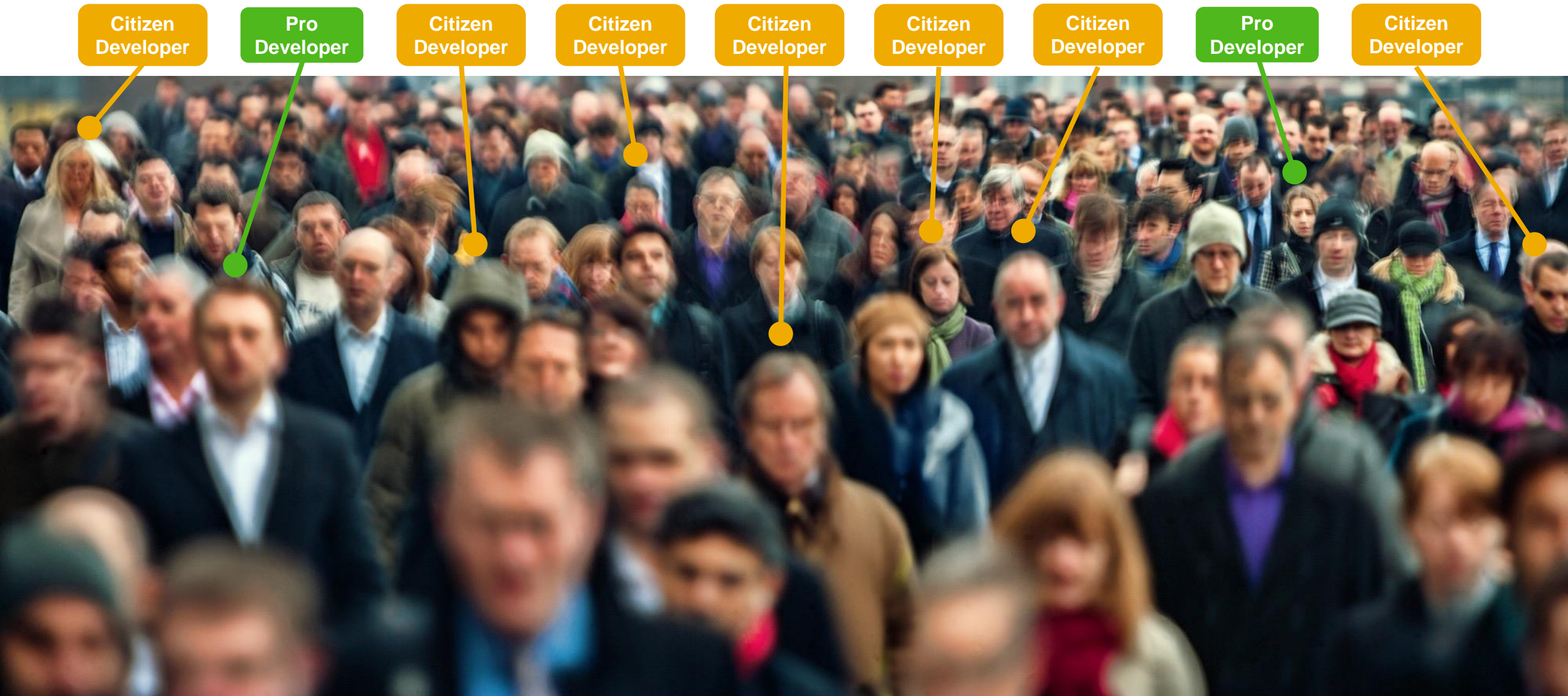
! **Low-Code/No-Code** increases the number of people in an organization that can tackle business challenges

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

SAP Process Automation

Combining workflow management and RPA capabilities with a no-code citizen developer experience

SAP Process Automation **combines capabilities** from the SAP **Workflow Management** and SAP **Intelligent Robotic Process Automation** services with an **intuitive citizen developer experience.**

Enables organizations to manage the **automation of workflows and processes** using visual features that require **no coding expertise**.
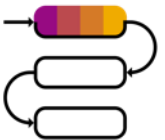
Increases organizations' capacity to drive process automation by **empowering business experts to become citizen developers**. Leveraging the power of no-code, citizen developers can build, adapt, improve, and innovate business processes with minimum assistance from scarce IT resources.

Introducing SAP Process Automation

Capabilities: citizen automation for line-of-business builders

SAP Process Automation

SAP SIGNAVIO

Process manager
Process mining

Integrated process insights
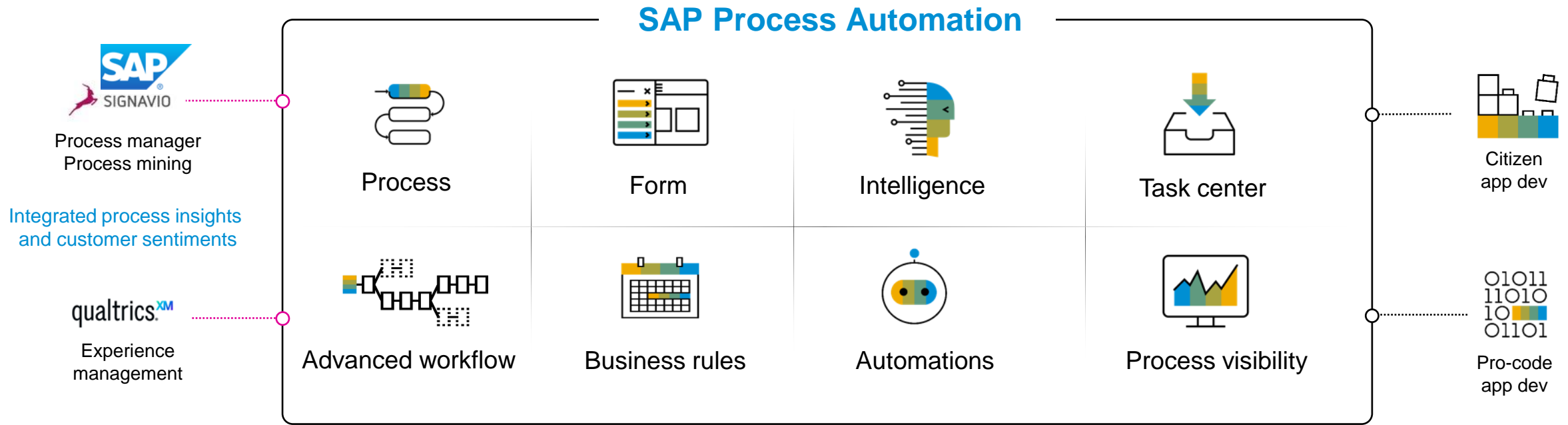and customer sentiments

qualtrics.XM

Experience
management

Process	Form	Intelligence	Task center
Advanced workflow	Business rules	Automations	Process visibility

Citizen
app dev

Pro-code
app dev

- New **citizen automation user experience** (process builder, forms builder)

- All **advanced workflow management** capabilities available (rules, process visibility, process flexibility, AI)

- Embedded **RPA capabilities** to readily combine bot automations with workflows

- Content and **reusable artifacts** (such as bots, workflow components, process steps, actions)

- **Unified launchpad and task center** for citizen developer applications and automations

Citizen developer workflow and automation in ONE product experience

One Lobby across Process Automation & Application Development

Lobby

One Process Project with a simple life cycle and fast time to value across all artifacts

Project

One Process Builder combining Workflow steps with Automations in a simple intuitive language

Process

Embedded AI capabilities with immersive modeling experience to add intelligent automations into process

Process with intelligent Automation

Accelerate business transformation with prebuilt content packages

Line of business

Industry

Shared services

Automations

Workflows

Dashboards

Forms

Skills
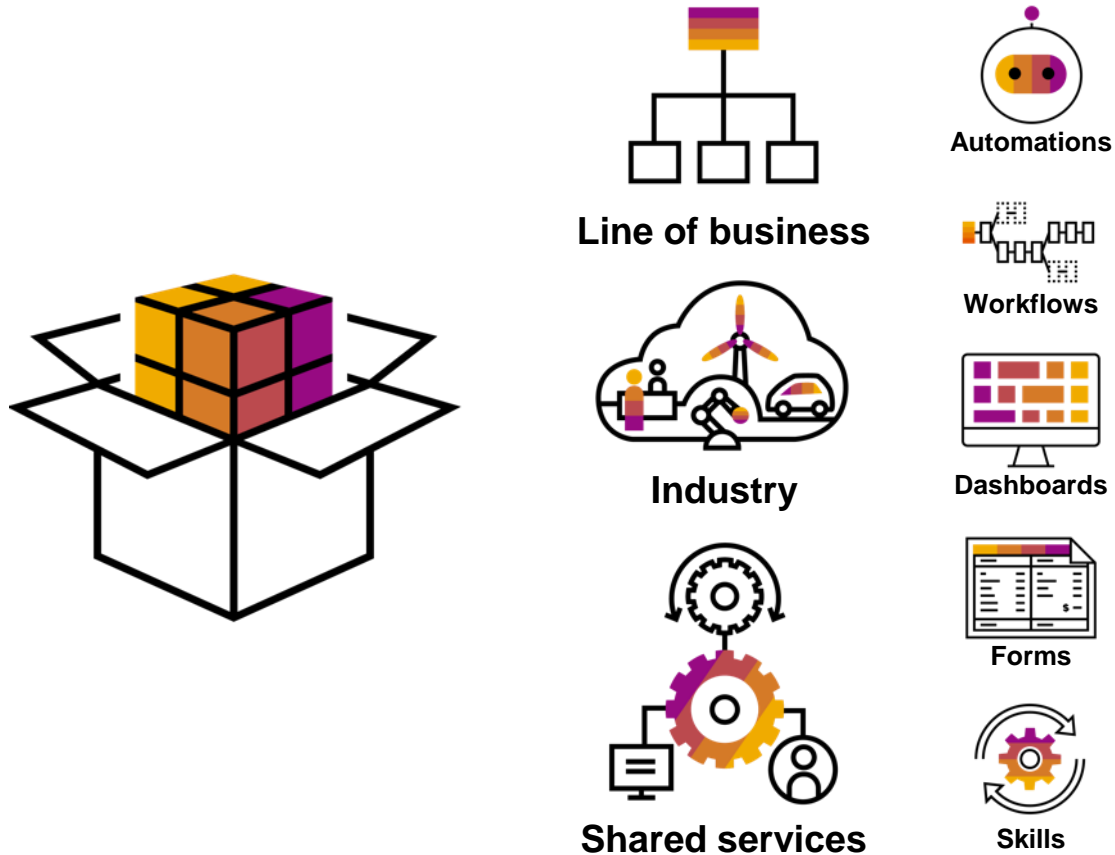
✓ **Jump-start automation development** while making use of **best practices**

✓ Select from a wide variety of **prebuilt, directly usable packages**
  – across lines of business
  – industries
  – shared functions

✓ Content ranges from
  – **templated automations** (bots)
  – **processes (**workflows**)**
  – **process visibility dashboards**
  – **form** templates
  – **actions** (called skills)
    – to **complete automation packages combining artifacts**

SAP Process Automation use cases

Automate manual, repetitive tasks

"Lights-out" automation of high-volume process steps

Automatically aggregate data from multiple systems

Lead to Cash	Capital Expenditure Approvals	Invoice Approvals	Account Opening
Hire to Retire	Relocation / Visa Permits	HR Employee Self Services	Managing Contingent Workers
Design to Operate	Master Data Record Update	Document Approval	Lead Generation Workflows
Source to Pay	Return Order Process	Incident Management	Procurement Data Collection

Digitalize manual & semi-automated processes

Extend and adapt standard application flows

Automate end-to-end cross-application workflows

The SAP Process Automation Value Proposition

A simpler and faster way to enhance business efficiency and agility with confidence

Build with Simplicity

Simplify automation with visual drag-and-drop tools and industry specific content

Automate Faster

Automate faster with business context in a unified workflow management and robotic process automation solution

Operate Confidently

Operate confidently on a trusted, enterprise-grade multi-cloud platform

Automation use cases and implementation experiences from SAP Partner DynaSys

Automation Use Cases and Implementation Experiences Sharing

April 7th 2022

Michael Lai
Senior Technical Consultant, DynaSys Solution Limited

Automation Use Cases and Implementation Experiences Sharing

Agenda

Case 1: Using SAP Intelligent RPA to Improve Financial Operation Efficiency

Case 2: Using SAP Intelligent RPA to Integrate OCR with SAP Invoice Process

SAP Intelligent RPA Experiences Share

Scenario

Our Customer is an Asian multinational group which owns high-quality industrial investments, in major industrial investment vehicle. It has renowned brand names for its major product categories, such as batteries, premium consumer speakers and professional speaker drivers.

It encountered a tedious but time-crucial process of updating hundreds of new system book rates from central financial office announcement, to SAP system before new month's operation at business units. We have created a solution with SAP intelligent RPA to automate this set of repetitive task allowing the month end process to be run faster and error fee.
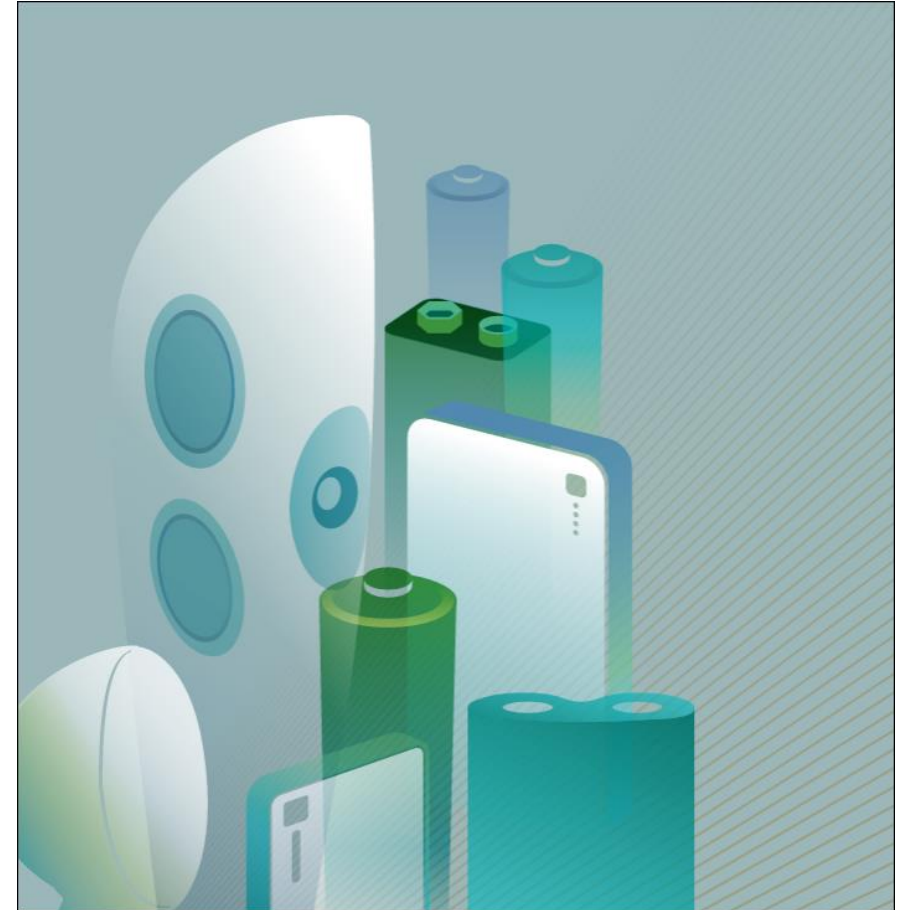
Case 1: Using SAP Intelligent RPA Bots to Improve Financial Operation Efficiency

Customer's As-Is Process.

Dept1

Acc

Dept2

- DAY (-1)
- Usually after noon or COB

*Time window: less than 0.5 daytime + 1 Nighttime.

- DAY 0, COB. Or
- DAY 1

0. Central Finance Dept published book rate by email on -1 day of month start.

1. Identify the HQ email and read the attached excel for the book rates.

3. Update worklist and books of periodical exchange rates on SAP.

> 1000 entries.

4. Confirm email to Central Office and Business Units, Exchange rates at systems are updated.

Critical Path to BU

5. Business Units start to operate for new month's business with new exchange rate

2. Cross-check and Update documented books of currency exchanges rates in SharePoint

> 1000 cells

The process timeline and metrics mentioned here is for illustration purpose only.

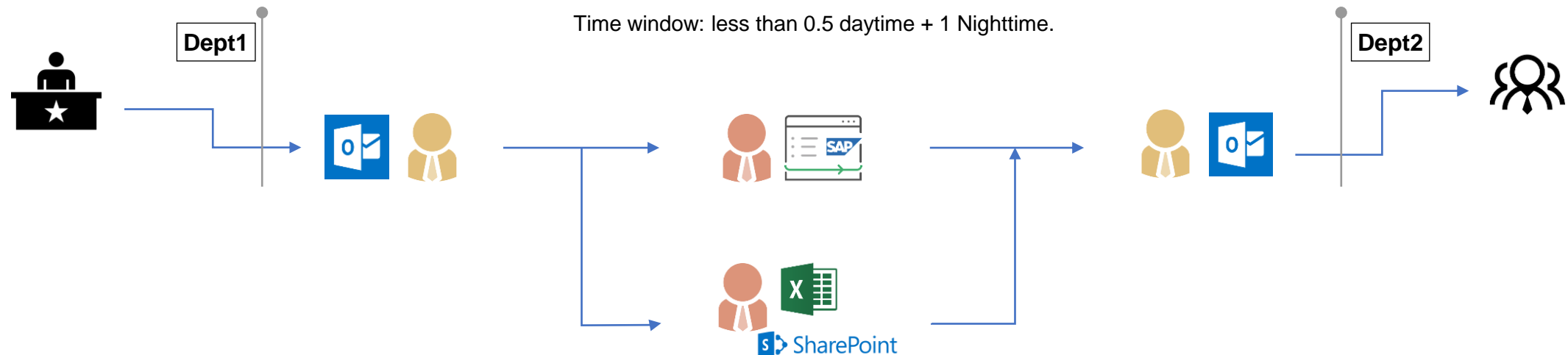# Case 1: Using SAP Intelligent RPA Bots to Improve Financial Operation Efficiency

Customer's Pain Points

o Process of Regional Departments not easy changeable in terms of time/process/systems.

o Time window is short, work steps are tedious, involves night-works and human-error prompt.

o Multiple kinds of tools/systems are involved in this workflow process.
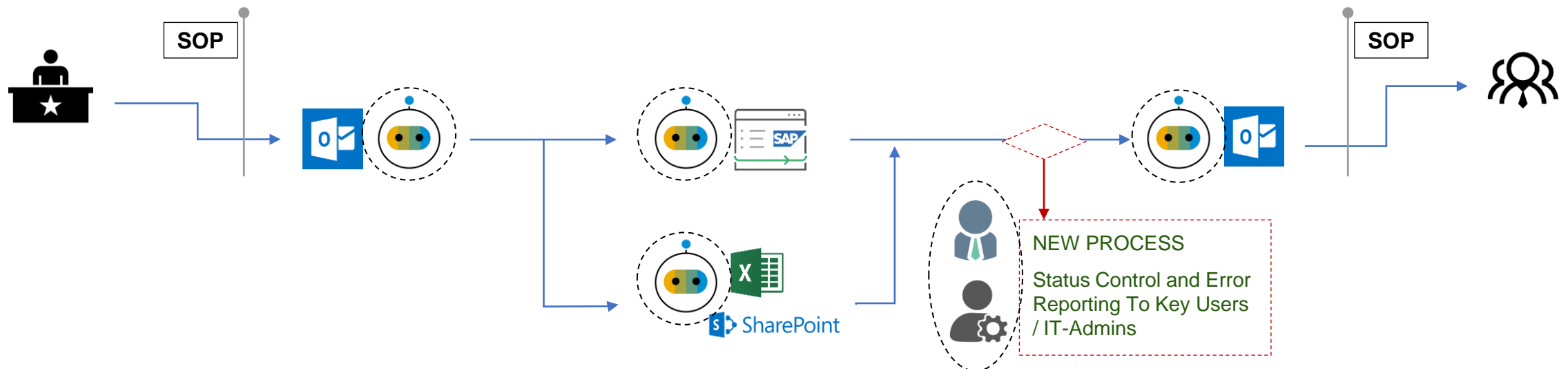

Time window: less than 0.5 daytime + 1 Nighttime.

Dept1

Dept2

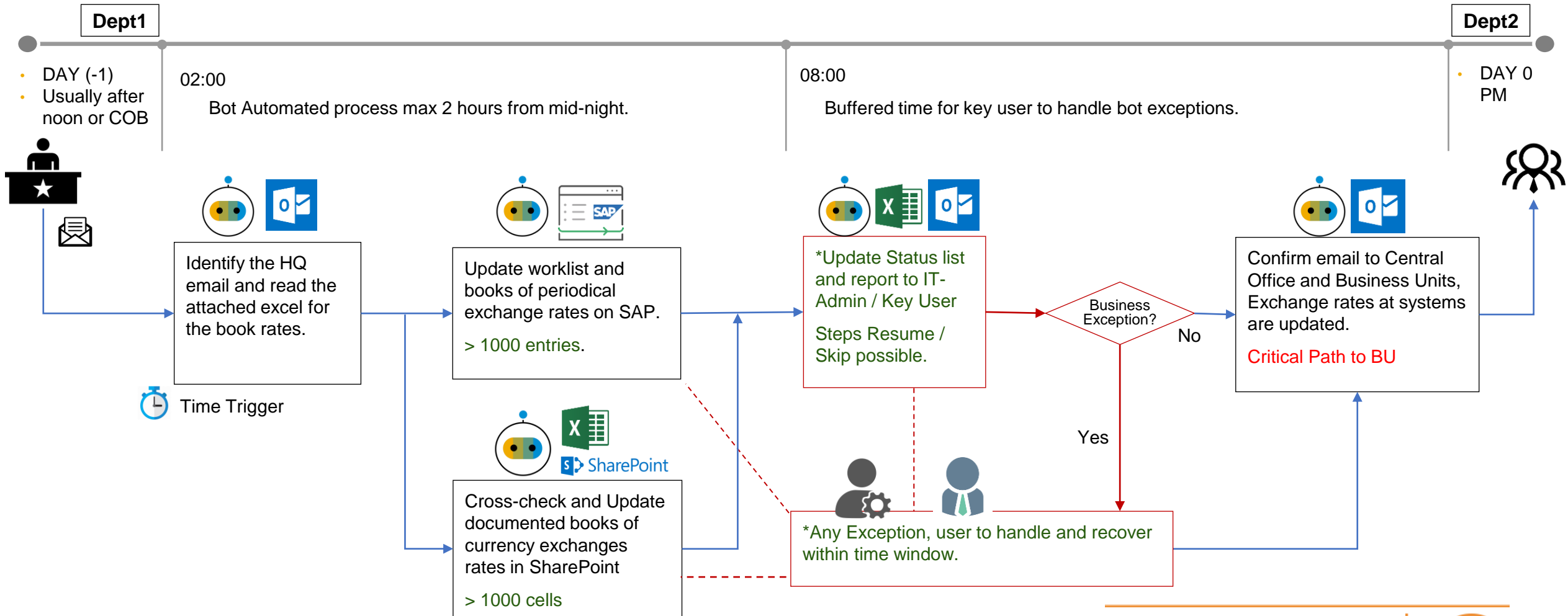*The process timeline and metrics mentioned here is for illustration purpose only.*

Our Solutions : SAP Intelligent RPA

✓ Assist evening/night-time works: Unattended SAP Intelligent RPA bot.

✓ Automate tedious works: All rule-based, repetitive data, variance operation at different tools can apply.

✓ Automate different tools: Unique competency of RPA, hyper-automation.

✓ Proven result before exit to SOP: Exception check in place and for any, bot reports to key users (supervisor) for human assist handling instead of sending email to BU.

✓ Error Handling   Adding process for user / IT admin to monitor actions and result of the bots timely.

SOP

SOP

SAP

SharePoint

NEW PROCESS

Status Control and Error Reporting To Key Users / IT-Admins

Case 1: Using SAP Intelligent RPA Bots to Improve Financial Operation Efficiency

Automated Process

Dept1   **Dept2**

- DAY (-1)
- Usually after noon or COB

02:00
Bot Automated process max 2 hours from mid-night.

08:00
Buffered time for key user to handle bot exceptions.

- DAY 0 PM

Identify the HQ email and read the attached excel for the book rates.

⏱ Time Trigger

Update worklist and books of periodical exchange rates on SAP.

> 1000 entries.

Cross-check and Update documented books of currency exchanges rates in SharePoint

> 1000 cells

*Update Status list and report to IT-Admin / Key User

Steps Resume / Skip possible.

Business Exception?

No

Yes

*Any Exception, user to handle and recover within time window.

Confirm email to Central Office and Business Units, Exchange rates at systems are updated.

Critical Path to BU

Case 1: Using SAP Intelligent RPA Bots to Improve Financial Operation Efficiency

Customer's Perceived Benefits

✓ The bot taken over the tedious works so it shorten the practical time frame of workflow process.

✓ The bot could work at night so it relieved the pressure of tedious and over-time tasks.

✓ The operation was ruled in bot so it lowered the mistake rate and rework response time.

✓ Users could waived from tedious works and focus on the supervisory and coordination duties.

Metrics

Practical process time shorten:

✓ Improved, From 1.5 day to 1 day.

Automated work items:

✓ SAP 1,000 data entries / Month
✓ Excel 50 worksheet entries / Month
✓ 90% run without need of re-work
✓ Waived 1 compulsory night-time work / Month

*The process timeline and other metrics mentioned here is for KPI illustration purpose only. Some are measured in UAT as reference.
Actual benefits and improvements should be analyzed per cases.*

Automation Use Cases and Implementation Experiences Sharing

Agenda

Case 1: Using SAP Intelligent RPA to Improve Financial Operation Efficiency

Case 2: Using SAP Intelligent RPA to Integrate OCR with SAP Invoice Process

SAP Intelligent RPA Experiences Share

Scenario

Our Customer is a leading alternative investment firm focused on APAC. It focus on private equity, real assets, and credit & markets. Its operations are supported by a robust infrastructure and commitment to strong risk management, governance, and transparency.

As one of the process transform initiative, our customer wanted the supplier invoice process be true end-to-end automated: From OCR scanned copy of printed invoice to the SAP invoice received entry. Our solution at SAP automation portion is provided.
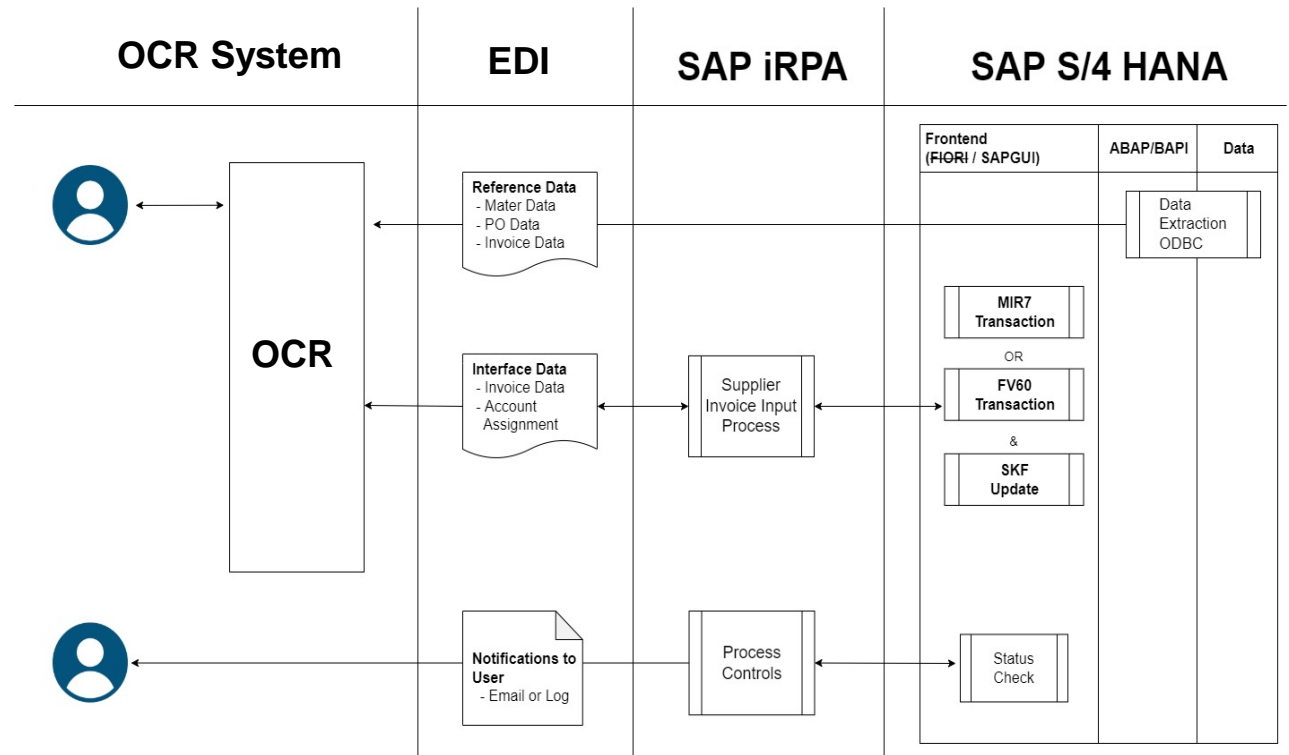
Our Solution: SAP Intelligent RPA Automation

Customer was using another OCR system. We have provided iRPA bot to automate a proceeding Standard processes:

1. Collecting recognized invoice data.
2. SAP invoice entry process.
3. Extracting SAP's reference data for OCR system.

Case 2: Using SAP Intelligent RPA to Integrate OCR with SAP Invoice Process

SAP iRPA Automated Process
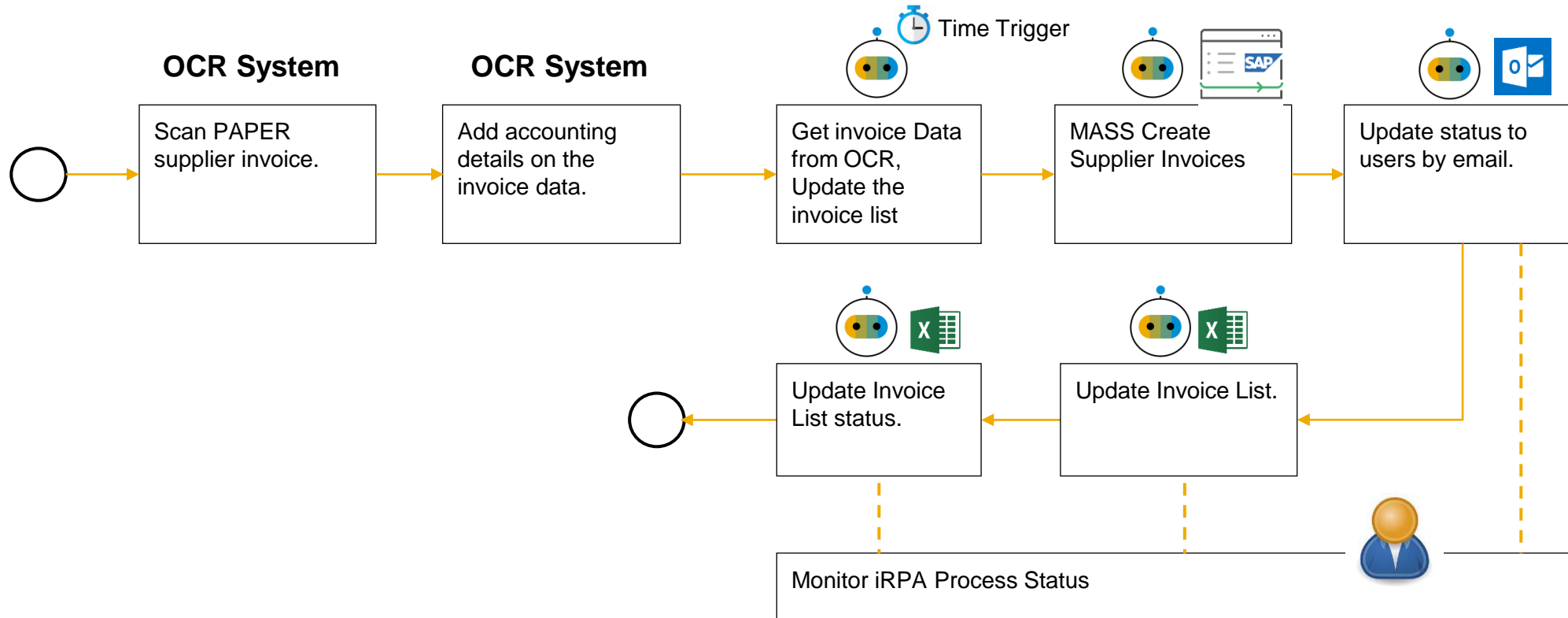
Customer's Perceived Benefits

✓ Waive the need of transaction customizing at S4/HANA.

✓ Quick and secure integration between office systems, by unattended bot mode.

✓ Streamlined the automation process, improved operation efficiency.

Metrics

Practical process time shorten:

✓ Improved, From 3 hours / day.

Automated work items:

✓ SAP 100 data entries / day
✓ Excel 100 entries / day
✓ 80% run without need of re-work

The process timeline and other metrics mentioned here is for KPI illustration purpose only. Some are measured based on UAT results and volume assumptions. Actual benefits and improvements should be analyzed per cases.

Automation Use Cases and Implementation Experiences Sharing

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Case 2: Using SAP Intelligent RPA to Integrate OCR with SAP Invoice Process

SAP Intelligent RPA Experiences Share

SAP Intelligent RPA Experiences Share

Automation Failure

"Yet there has been a consistent undercurrent of reports intimating that companies frequently get stuck after deploying just a few bots, with up to [50% of RPA deployments](#) initially failing. "

Gustavo Gómez, May 2020, Forbes

SAP Intelligent RPA Experiences Share

Isolate Processes

Avoid building an all-in-on bot to mimic the whole operations in one shot. Break up the processes and develop different bots. Practical Examples:

Isolate by level of Intelligence,

example:

- High: Machine-Learning based statement/cheque matchings
- Mid: Image or Human messages (e.g. email, chatbot) Recognitions;
- Low: Repeated data entry on excel or web forms;

Split a bulky process into lower Complexities,
example:
- Get clients request in chatbot, collect information and get back to him, can be split into several steps of isolated processes.
- Manage the spit processes with cloud factory.

SAP Intelligent RPA Experiences Share

Invest on Exceptions Handling

The benefit of using RPA bot comes with it's efficiency to achieve repetitive and rule-based operations. However, Robot can seldom totally replace human, because as dynamic situations happens that cannot be eliminated.

Earlier define Co-works between Robot and Human

Define the operation process owner as supervisor to understand how the robot assist her works, and when to take-over robot to handle dynamic situations.

Define Bot workplaces Business Exceptions Handling Schemes

A well-established list of business exceptions with users. Plan Costs to develop handling procedures, to safeguard a sufficiently streamlined automation flow.

SAP Intelligent RPA Experiences Share

Other Recommendations

- Utilize unattended bots in large scale automations.
- Dedicate workspace for the bot.
- Don't skip the Proof-of-Concept phase.

SAP Intelligent RPA Experiences Share

Summary

Simplify Complicated Processes and line up by Cloud Factory

- Give the bots to do what it could do, can determine by error rate.
- Avoid end-to-start bot dependencies, utilize cloud factory to mange.

SAP Intelligent RPA is not only a tool introduction, but a System Project.

- Core as well as exception scenarios are also in scope.
- USER's role is important.

SAP Intelligent RPA provides vast levels of intelligence.

- From AI recognitions to machine learning based activities.
- However, different packages and mode of maintenance required.

Wish you Success on next SAP Intelligent RPA Project !!

DYNASYS
SOLUTIONS

THE BEST RUN **SAP**

Automation Use Cases and Implementation Experiences Sharing

Thank you !!

Contact Information

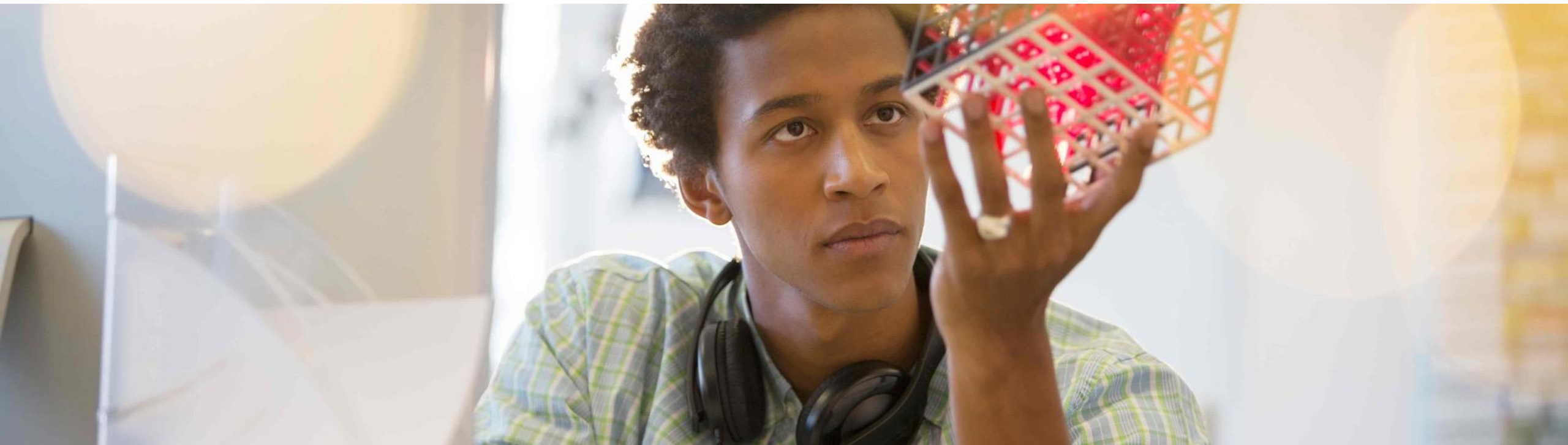DynaSys Solution Limited Hotline
Telephone: +852 3188 9933
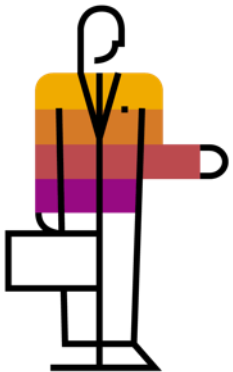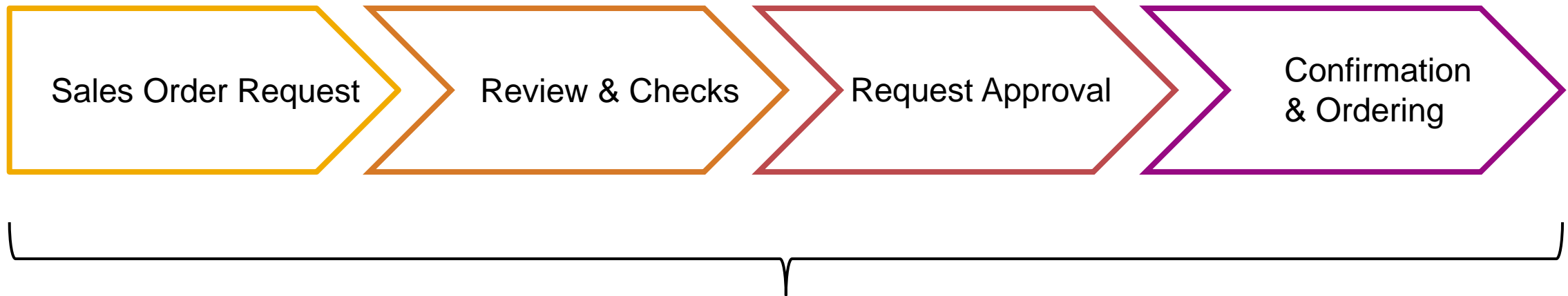Email: Enquiry@dynasys.com.hk

https://www.dynasys.com.hk/

End-to-End Demo of SAP Process Automation
Experience the difference

Sales Order Management

Sales Order Request	Review & Checks	Request Approval	Confirmation & Ordering

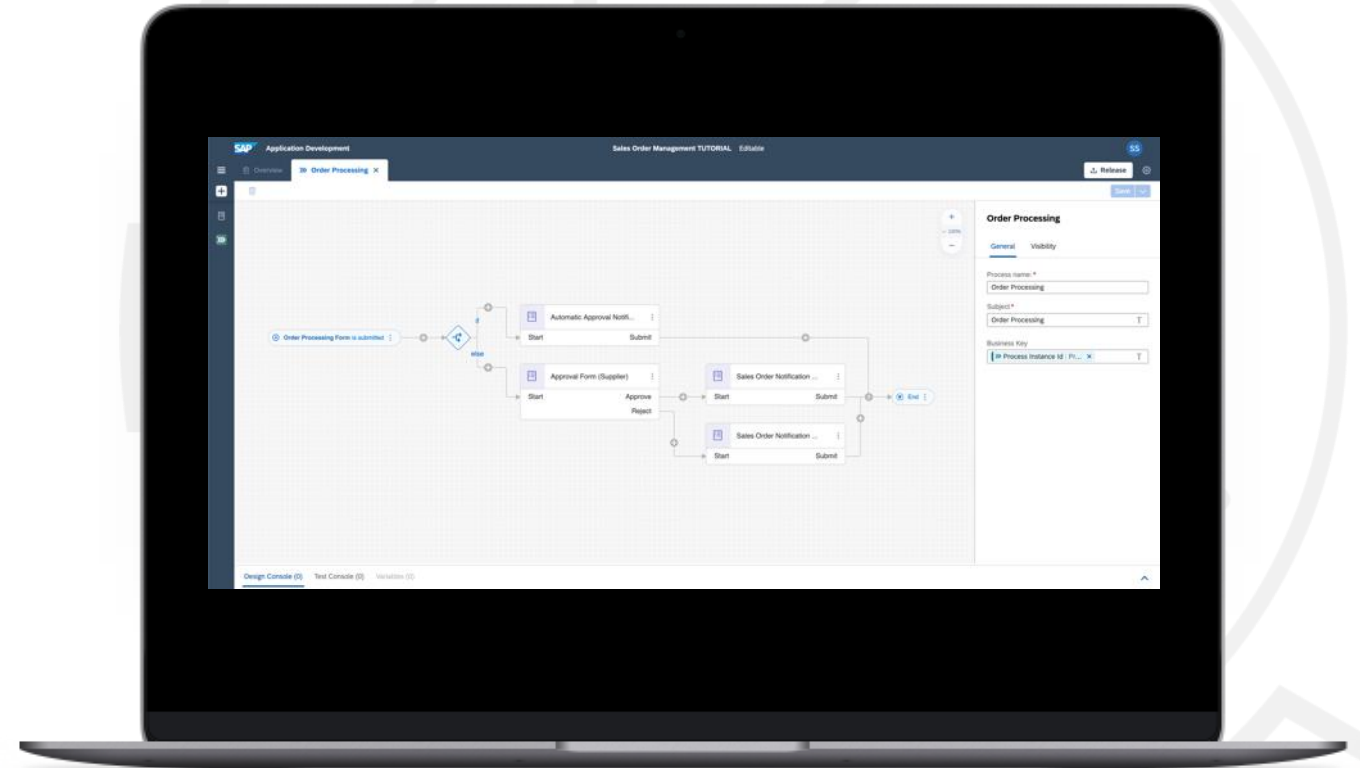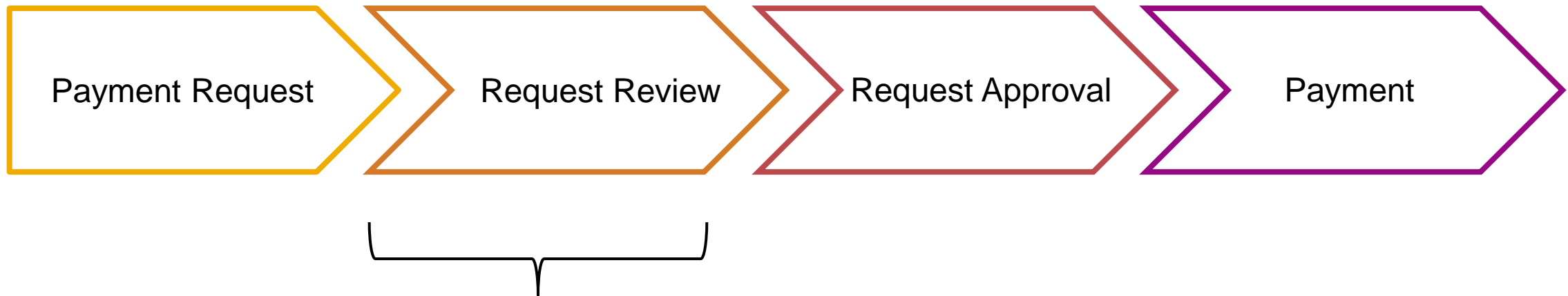**Improvement:** Automate whole process with clear responsibilities, short time to value and improved user experience

SAP Process Automation
Demo

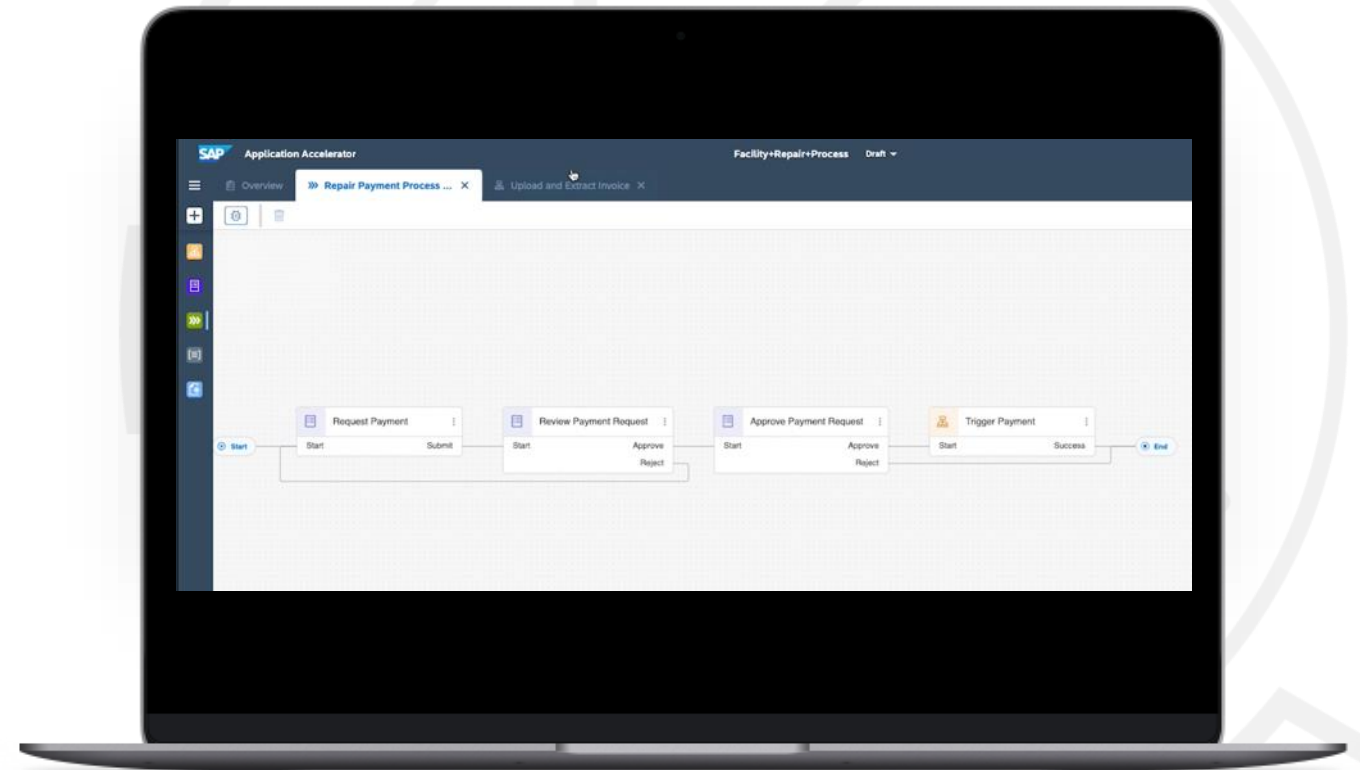# Improved Facility Repair Payment Process

Payment Request → Request Review → Request Approval → Payment

Improvement: Enhance existing process step by adding a new automation capable to scan documents and check the amount

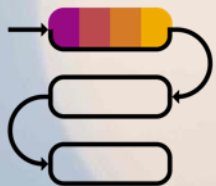# SAP Process Automation
Demo

Automation Expert Panel Discussion

Automate simpler, faster and confidently with
SAP Process Automation
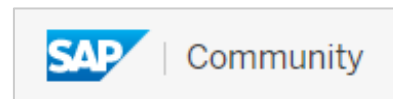
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For More Information on SAP Process Automation:

Exchange knowledge: SAP Community
Explore: SAP Product Page | Product Demo | Roadmap
Learn more: SAP Help Portal | SAP Learning Journey
Try SAP Process Automation: Get Started | Set-Up Guide

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Phone: +852 2150 2799
Email: info.hongkong@sap.com

12:29

Accelerate Automation by Empowering your Business Experts - SAP Process Automation Virtual Webinar (April 7, 2022)

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Please state your:

Name:

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Thank you !

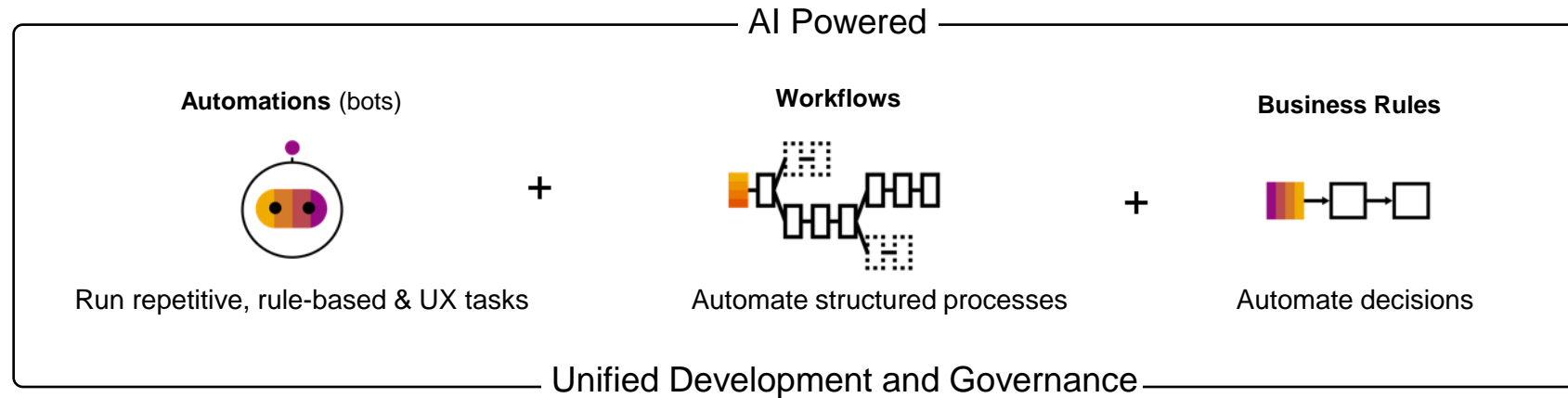
DYNASYS SOLUTIONS
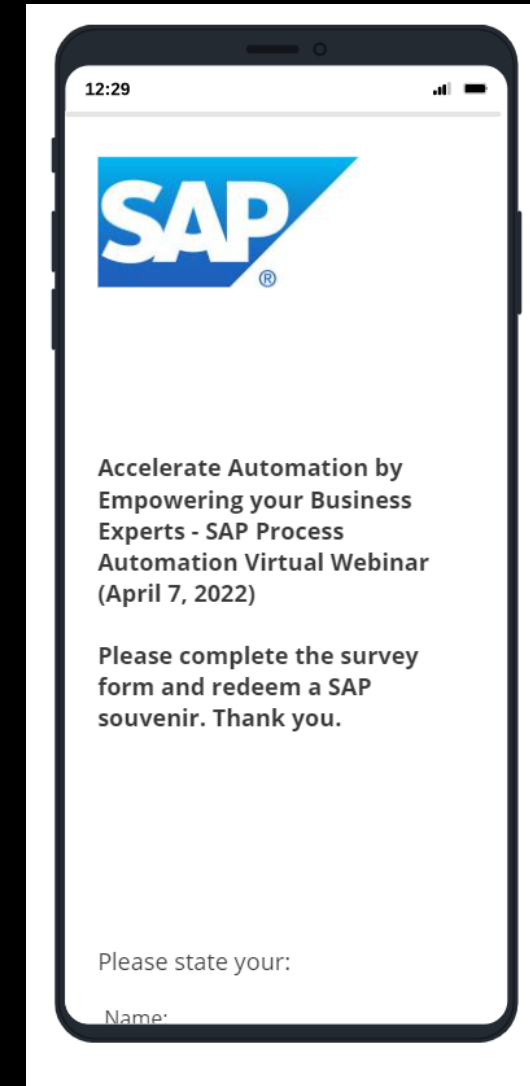
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THE BEST RUN SAP

All automation tools in one integrated offering

AI Powered

Automations (bots)

Run repetitive, rule-based & UX tasks

+

Workflows

Automate structured processes

+

Business Rules

Automate decisions

Unified Development and Governance

Benefits of a unified process automation solution:

- **Address complex scenarios** including exceptions and approvals

- **Automate across legacy and modern apps** with both UX and API based automations

- Improve **compliance and governance** with unified monitoring and reporting

- **Enhance adoption** by providing users a single automation solution for multiple solutions

- **Lower costs**, including solution cost, training and maintenance

The path to SAP Process Automation

Move to process automation at your own speed or make a fresh start

SAP Workflow Management
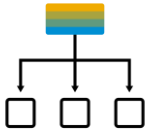
Starting from

- All workflow management capabilities, same runtime – no migration
- Workflow components, process steps, and business rules as reusable artifacts
- Side-by-side usage with reuse of existing content and workflow editor (LCAP)

Looking for

- Additional **citizen developer user experience** including native RPA/process builder
- **Live process content** plus growing new content artifacts (templates, skills)

SAP Intelligent Robotic Process Automation
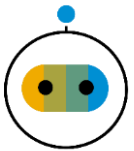
Starting from

- All automation capabilities, same runtime – no migration efforts
- Automation components, application, data, automations as reusable components
- Side-by-side usage with reuse of existing bot content

Looking for

- Additional **citizen developer experience** for automating **E2E business processes**
- **Additional artifacts** such as forms, business decision rules, and process visibility
- **RPA content** plus growing new content artifacts (templates, skills)

SAP Process Automation

New customers
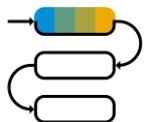
- Explore **no-code process automations** with a **citizen developer experience**
- Build simple forms and **departmental process improvements**
- Benefit from a growing list of **prebuilt business content** and new skills

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

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

Business Processes

- Enterprise Resource Planning
- Supply Chain
- Customer Experience
- Human Resources

BUSINESS USER

Digital Experience

- SAP Work Zone
- SAP Launchpad service
- SAP Mobile Start

POWERING SAP BTP

Low-Code/No-Code Capabilities

CITIZEN DEVELOPER

Automation

- SAP Process Automation

PRO DEVELOPER **CITIZEN DEVELOPER**

Application Composition

- SAP Business Application Studio
- SAP AppGyver

Business Process Intelligence

SAP Signavio solutions
SAP Process Insights

Customer Insights
Experience Management
solutions from
SAP and Qualtrics

Marketplace
Pre-built LoB & industry specific content from SAP and partners

DevOps
Application Lifecycle Management