The Journey from Cloud Portal to SAP Build Work Zone

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Deep Bhandari, ConvergentIS

October, 2023

THE BEST RUN **SAP**

Agenda

What is **SAP Build Work Zone**
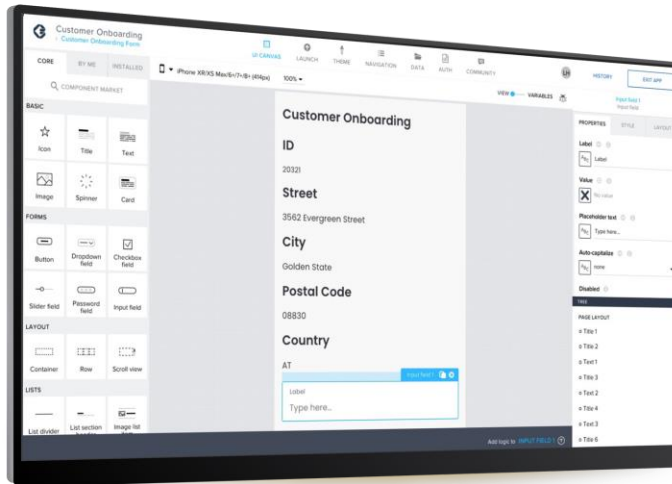
Migrating from Cloud Portal

Demo

ConvergentIS **Offerings**

SAP Build
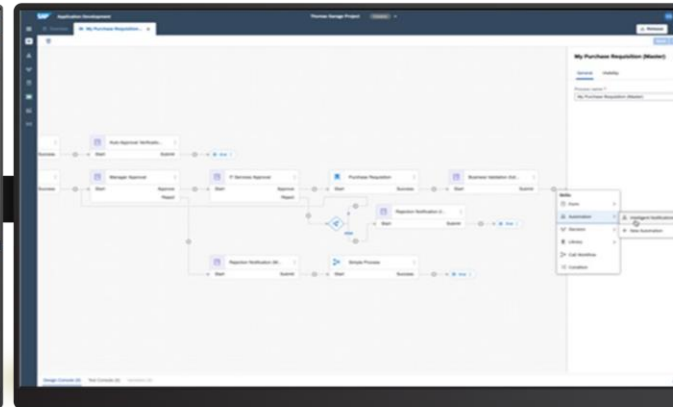
Create and augment enterprise apps, automate processes, and design business sites, all visually
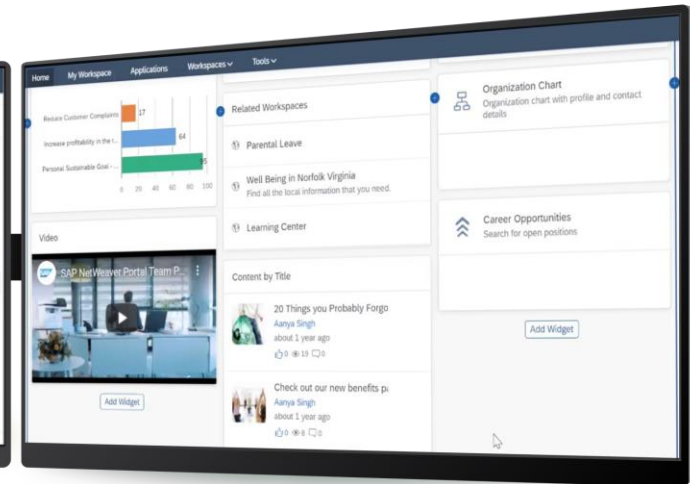
Compose apps

Automate processes

Design business sites

SAP Build Apps
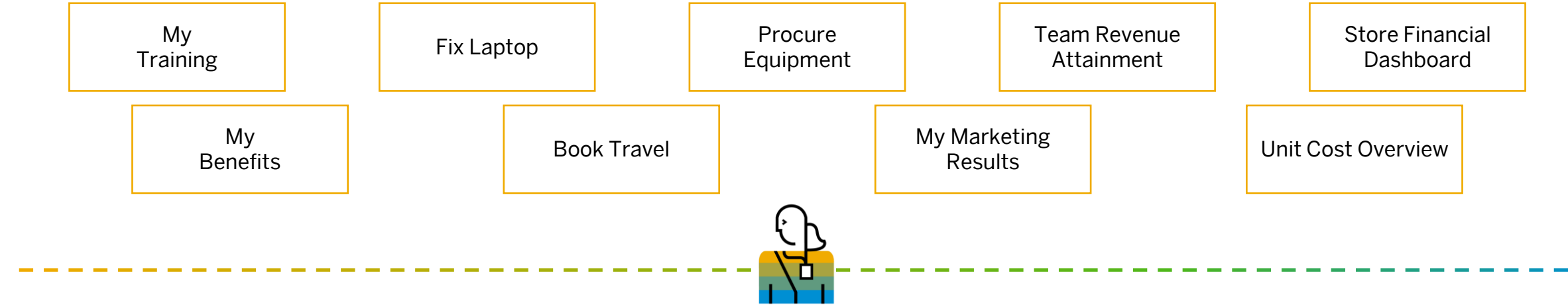
SAP Build Process Automation

SAP Build Work Zone

Build Visually
Integrate Seamlessly
Collaborate Securely
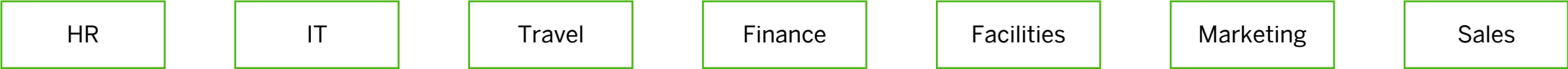
SAP Business Technology Platform

Employees must traverse many disconnected systems to get work done

EMPLOYEE JOURNEYS

| My Training | Fix Laptop | Procure Equipment | Team Revenue Attainment | Store Financial Dashboard |

| My Benefits | Book Travel | My Marketing Results | Unit Cost Overview |

FUNCTIONAL SERVICE CENTERS

| HR | IT | Travel | Finance | Facilities | Marketing | Sales |

SYSTEM SILOS

| Benefits Provider | Learning Management | Asset Management | Ticketing System | Expenses | Procurement | Customer Master | Financial System | Sales Forecast |
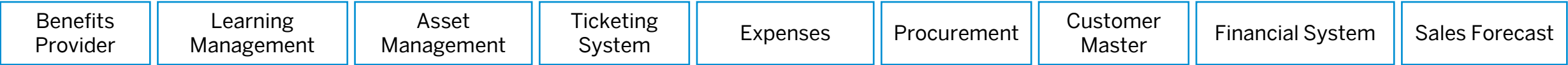
SAP Build Work Zone delivers ONE user experience across the enterprise

Business users can build role specific
digital workplace solutions & purpose-
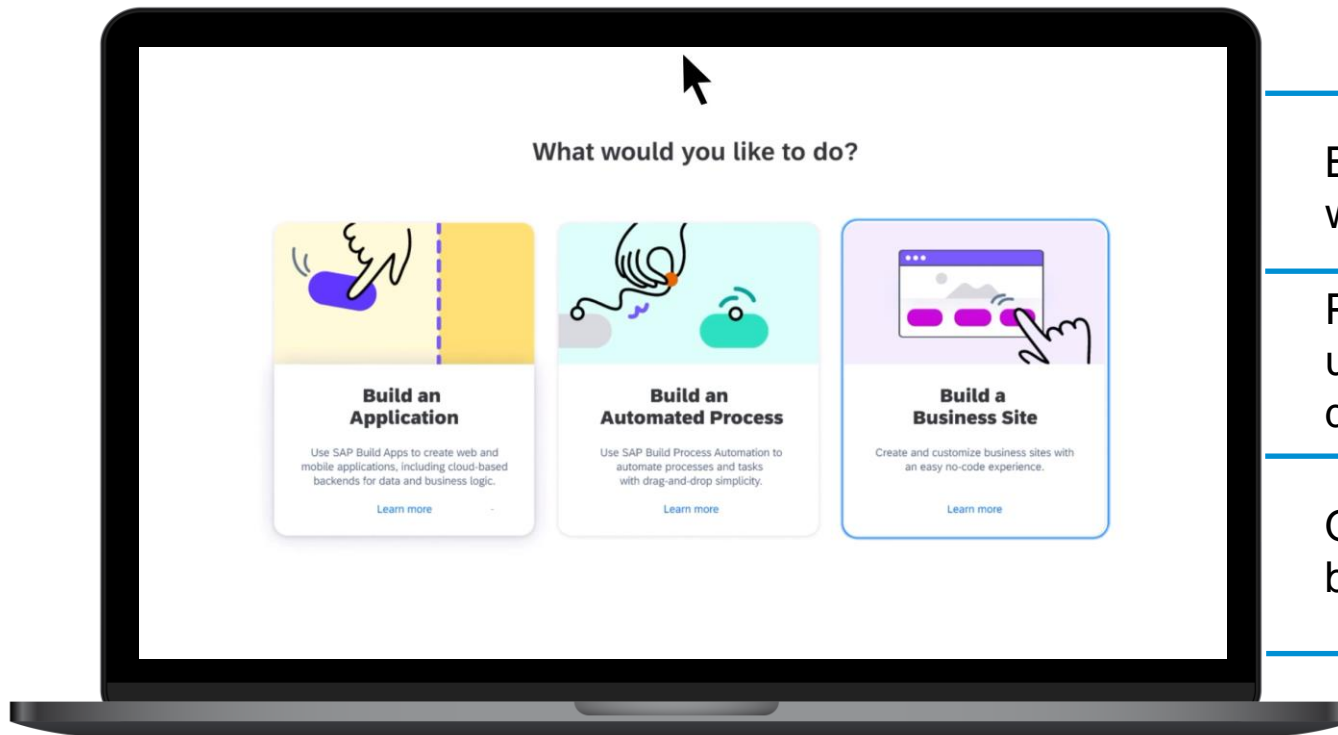built business sites

Benefits

- **Unified, personalized & guided**
  experience across SAP,
  3rd party & custom applications

- **Fast access to** experts and
  information

- **Increased** employee
  engagement & productivity

- **Improved** business agility
  to roll out & modify
  business processes
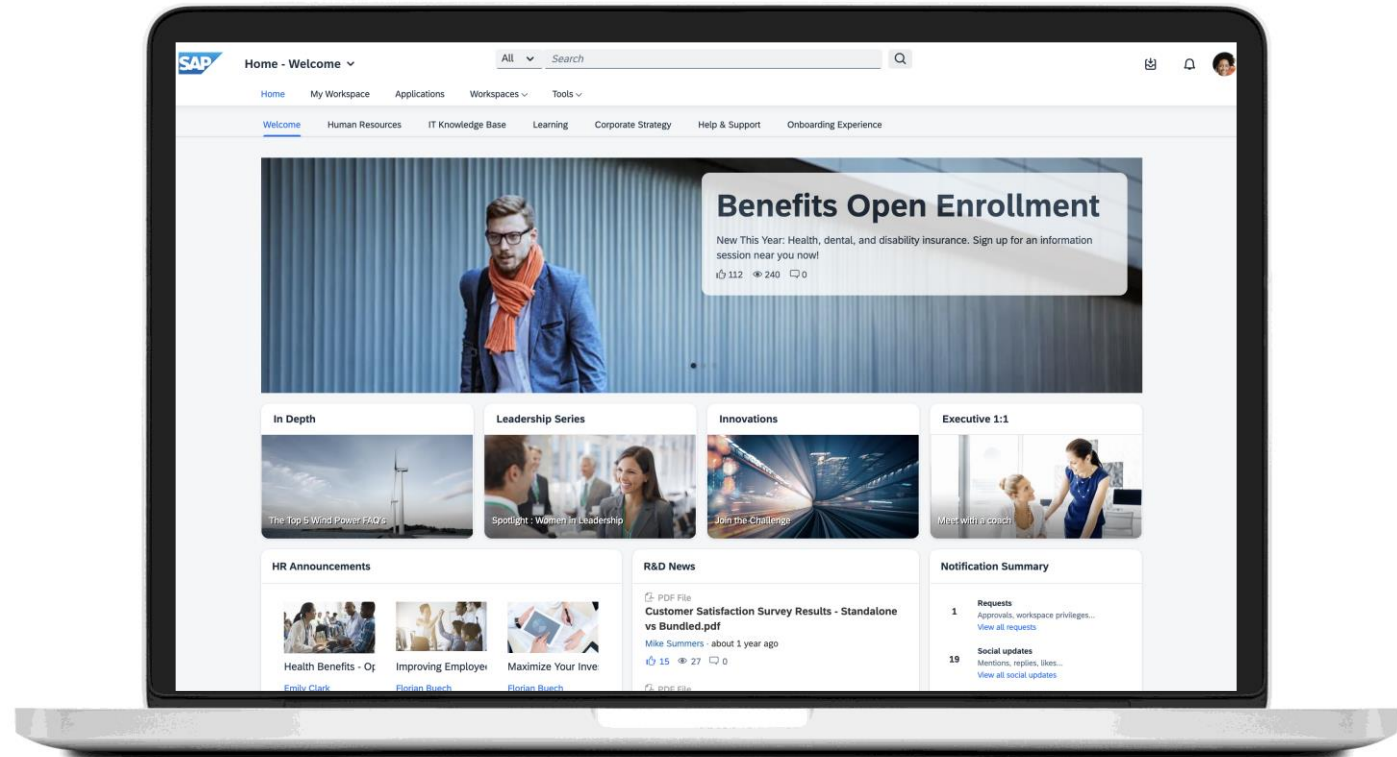
Build simpler and faster

Empower everyone to build and personalize business sites visually

SAP Work Zone

Build branded sites, pages and workspaces without writing any code

Personalize sites and target content to users based on profile information (location, department, role)

Quickly add new users and deploy business site updates

6

Simplify the User Experience

Easily connect to SAP and non-SAP solutions with pre-built connectors and integrations

Simple and secure access to application data
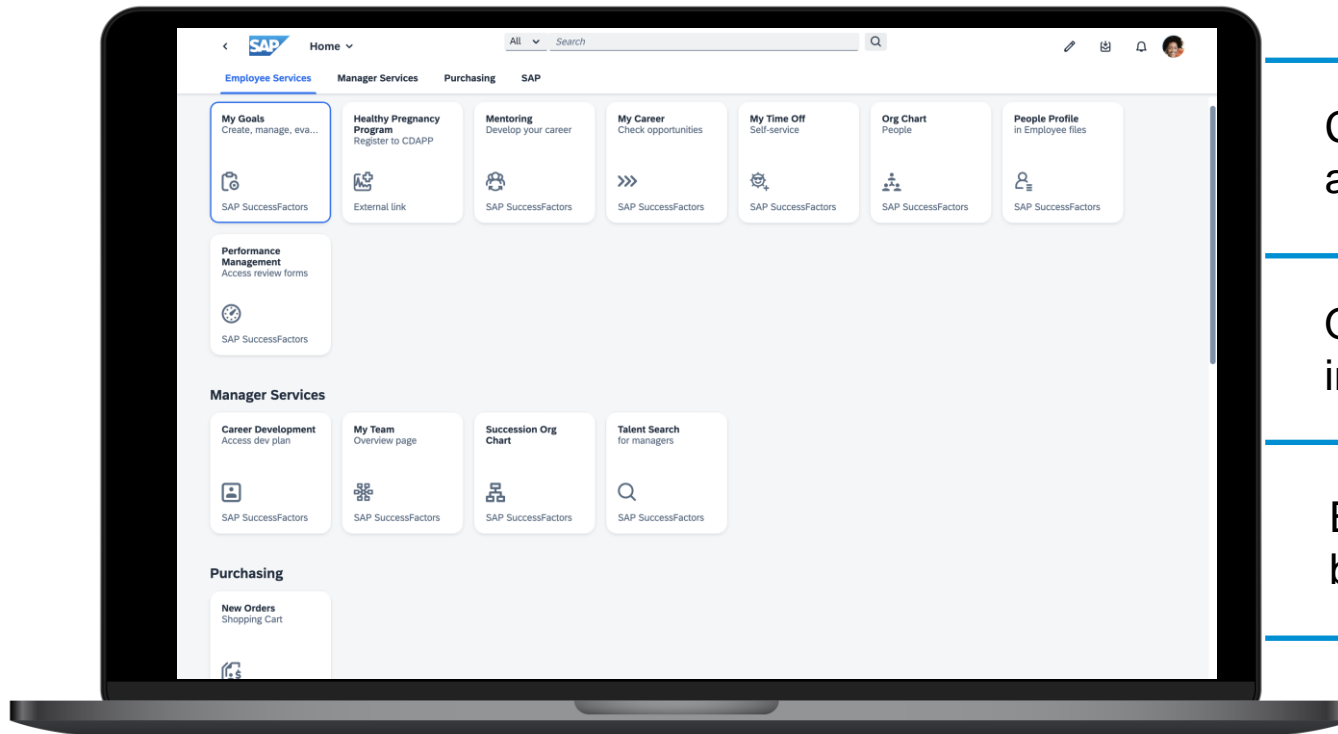
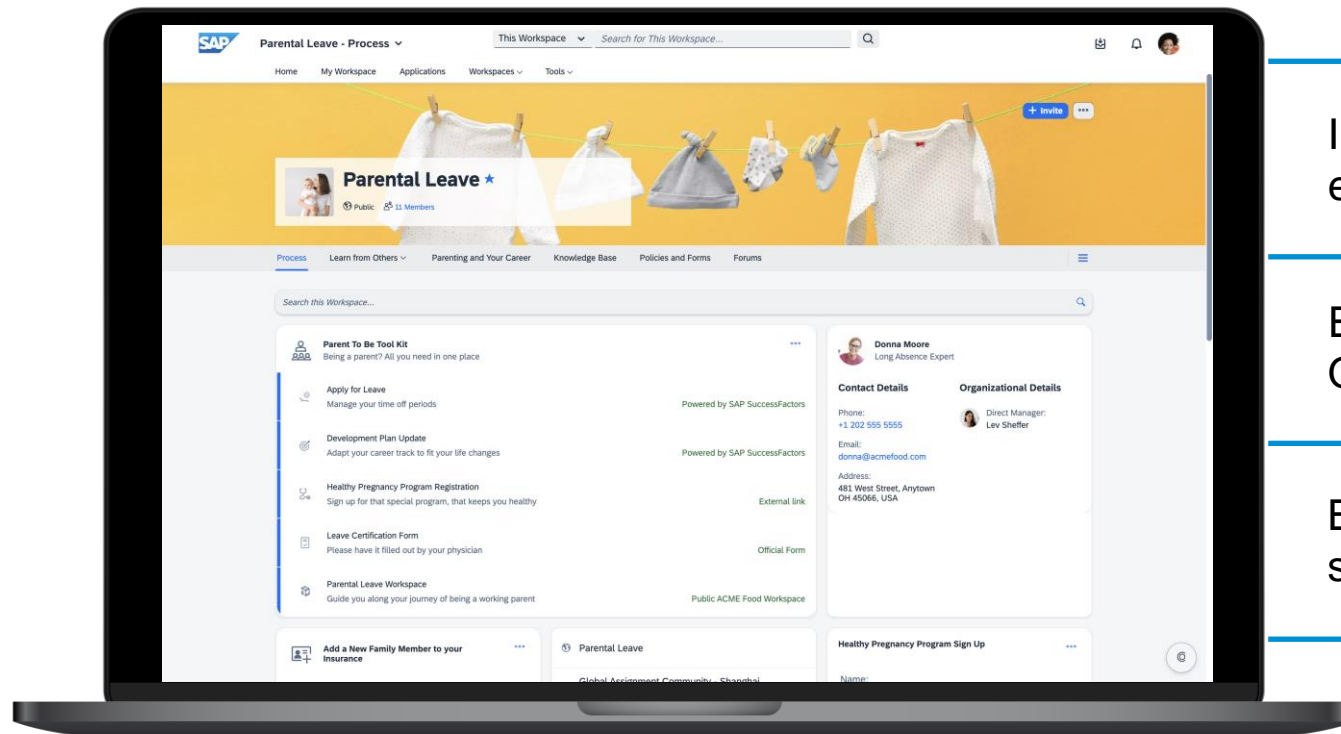Create a single access point to applications, processes, and tasks

Quickly visualize business data with UI integration cards templates

Boost time-to-value with pre-built line of business content packages

Work together smarter

Maximize team productivity with workspaces and guided experiences

Workspace for Guided Experience

Improve effectiveness with guided experiences and knowledge sharing

Engage teams with surveys, polls and Q&A to get continuous feedback

Build customer, partner & supplier facing sites that make it easier to do business

Example use cases for every part of the business

	Enterprise-Wide Experiences	LOB Experiences	External Experiences
	One entry point for internal users to run business processes that span multiple lines of business	Business experience for internal users to run business processes that span multiple applications within a single line of business.	Website platform for external users to browse, learn, engage or transact.
Human Experience Management	• Intranet • Employee Self Service	• Learning University	• New Hire Onboarding • Partner Training
Digital Supply Chain	• Quality Initiative	• Business Planning Desktop	• Supplier Training
Procurement	• Cost Containment Initiative	• Procurement Desktop	• Dealer Portal • Supplier Portal
Customer Experience Management	• Customer First Initiative • Enterprise Service Management	• Store Manager Desktop	• Customer Self Service • Partner Portal

The building blocks of a great user experience

TASK INBOX

Quickly process incoming tasks and workflow items that matter to you

SEARCH

Discover and find information with powerful content and document indexing

EMPLOYEE-FOCUSED

Personalized and easy to use with role-based data

CONDUCT SURVEYS AND POLLS

Engage, monitor and measure with embedded Qualtrics surveys

APP LAUNCHER

A central place for your SAP business applications, data and processes

KNOWLEDGE BASE

Create, retain and share knowledge across the entire organization

COMMUNICATE AND ENGAGE

Self-sufficient, freeform layout and drag-and-drop design to engage employees

SAP BUSINESS APPS

Quick access to SAP S/4HANA and other frequently used business apps

WORKSPACES

Self-service personal, project, topical, departmental and community workspaces

UI INTEGRATION CARDS

Embed and display SAP and third-party business data from across your organization

MOBILE READY

Anytime, anywhere access with responsive web and a dedicated mobile app

EXTEND AND DEVELOP

Extend with full IDE based on SAP Business Application Studio

GUIDED EXPERIENCES

Run guiding user experiences on top of workflows

Transform corporate-wide learning experience

" The Fridge (a digital development platform) is the fuel that **powers our digital transformation.** Cool, fresh and sleek, it will **change the way we solve problems, develop careers and lead our people** in Royal Mail. "

Justin Ukrainski
Head of Learning and Development

30% target audience engaged with the new platform right after going live

65 Leadership badges given for positive utilization

12 weeks project completion

Pioneering Positive Employee Experiences with the
SAP® SuccessFactors® Work Zone Solution

alfanar

Before: Challenges and Opportunities
- Complex HR landscape with local teams using a mix of more than 150 SAP® applications and 80 third-party applications, resulting in different interfaces, tools, and systems and poor productivity
- Lack of control and visibility of technology and distinct processes for each business function
- Legacy on-premise technology at odds with alfanar's cloud strategy

Why SAP
- SAP SuccessFactors® Work Zone solution to give employees the tools and applications they need within HR and other business areas
- Mobile app for employees to access their digital workplace remotely from any device and the personalized "My Workspace" to match their requirements and host the applications they use regularly
- Integration of the SAP SuccessFactors Employee Central solution and SAP SuccessFactors Work Zone
- SAP Preferred Success service for human experience management (HXM) solutions from SAP and the accelerated deployment service for SAP SuccessFactors Work Zone, providing implementation support

After: Value-Driven Results
- Created one digital workplace for 3,600 office-based staff in the first phase
- Improved the self-service experience with a personalized, digital workplace strategy
- Enabled employees to access and check information remotely, saving time and maximizing productivity
- Allowed news to be published and staff to post comments and feedback
- Achieved solution integration with Microsoft Teams for learning and company collaboration

"The employee feedback has been incredible – many parts of our business are getting wind of the benefits of SAP SuccessFactors Work Zone and are begging us to **speed up the switch from the old systems to this solution**."

Yamen Zarnaji, IT Application Manager, alfanar Group

100%
Of HR applications accessed with SAP SuccessFactors Work Zone

14 weeks
From project start to go-live

SAP SuccessFactors ♡

alfanar Group	Industry	Products and Services	Employees	Revenue	Featured Solutions and Services
Riyadh, Kingdom of Saudi Arabia	Engineering, construction, and operations	Construction products, technology services, solutions for power plants, and engineering services	20,000	US$5 billion	SAP SuccessFactors Work Zone, SAP SuccessFactors solutions, and SAP Preferred Success for HXM solutions
www.alfanar.com					

THE BEST RUN SAP

Connect people with support services to accelerate social integration

> " With SAP SuccessFactors Work Zone, employees and volunteers from dozens of local authorities across the region can **communicate and collaborate with each other to coordinate essential services for migrants and refugees.** "

Rhein-Neckar-Kreis

Dr. Anne Kathrin Wenk

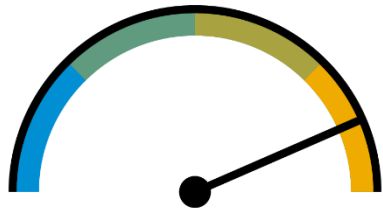Head of Integration Department, Landratsamt Rhein-Neckar-Kreis

100% Transparency

>50 Community groups established

1 Week Migrate all data from SAP Jam to SAP SuccessFactors Work Zone

SAP Build Work Zone

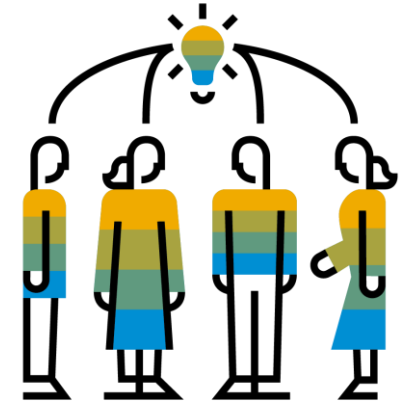Create personalized and engaging business sites with drag & drop simplicity

Build simpler and faster

Empower everyone to build & personalize business sites visually

Integrate seamlessly

Easily connect to SAP and non-SAP solutions with pre-built connectors and integrations

Work together smarter

Maximize team productivity with workspaces and guided experiences

Become a SAP Builder and build your business sites
## Resources & Community

Learn

- [Click-through product tour](#)
- [Learning Journey for business experts](#)
- [Tutorials for developers](#)
- [Product page](#)
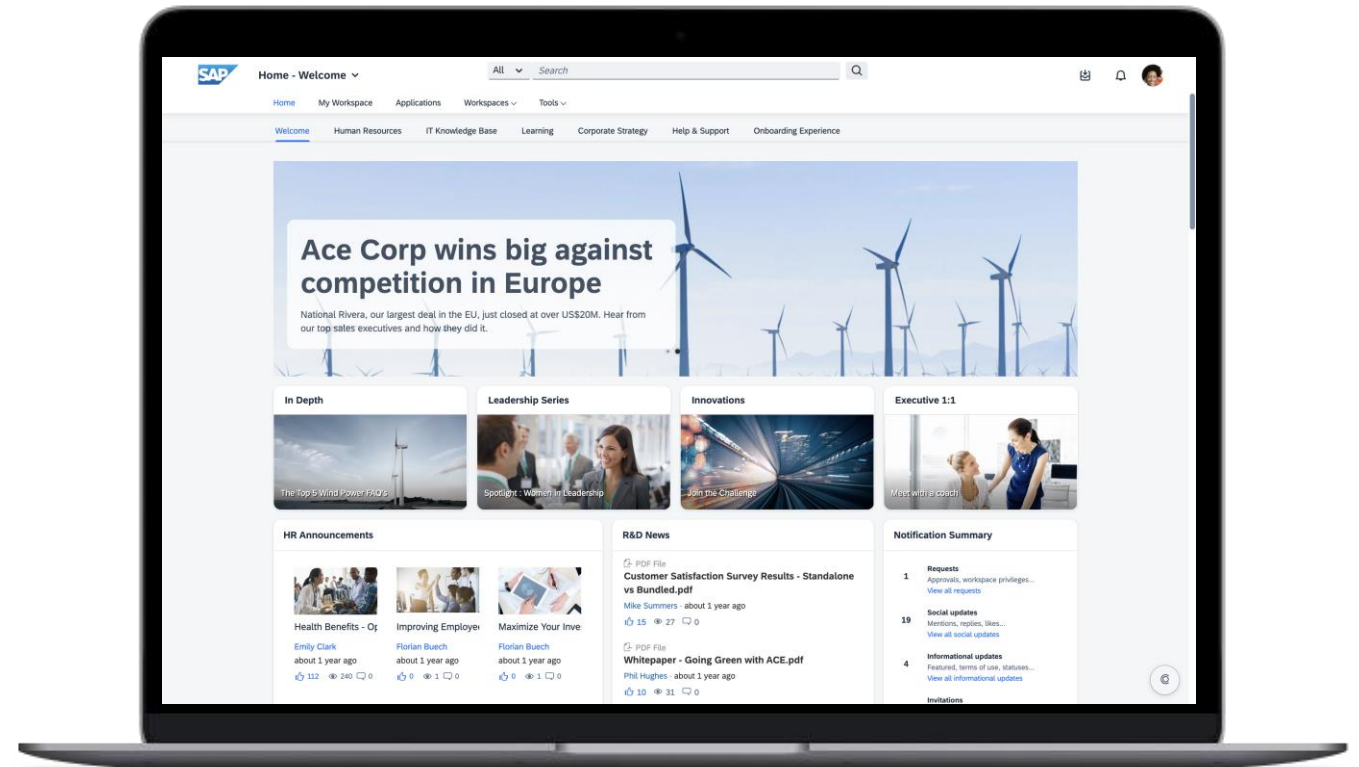- [SAP Discovery Center](#) | [Mission](#)

Build

- [In-person and virtual events, building sessions & contests](#)
- [How-to videos on YouTube](#)
- [Questions & answers](#)
- [What's new](#)
- [Roadmap](#)

Engage & Celebrate

- [Forum on SAP Community](#)
- [Blogs on SAP Community](#)
- [Follow on Twitter](#)
- [Follow on LinkedIn](#)
- [Sign up for the monthly SAP Builder newsletter](#)
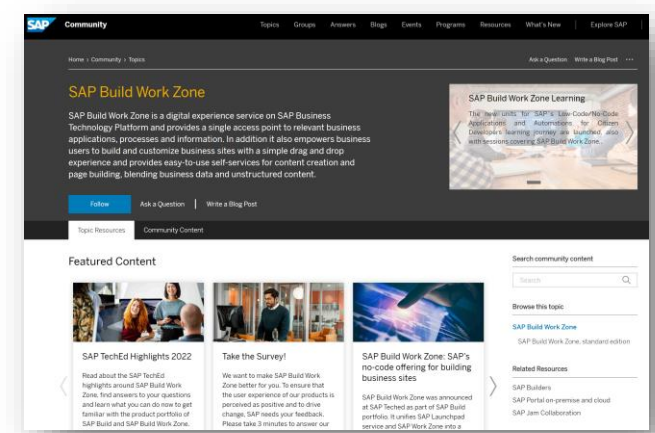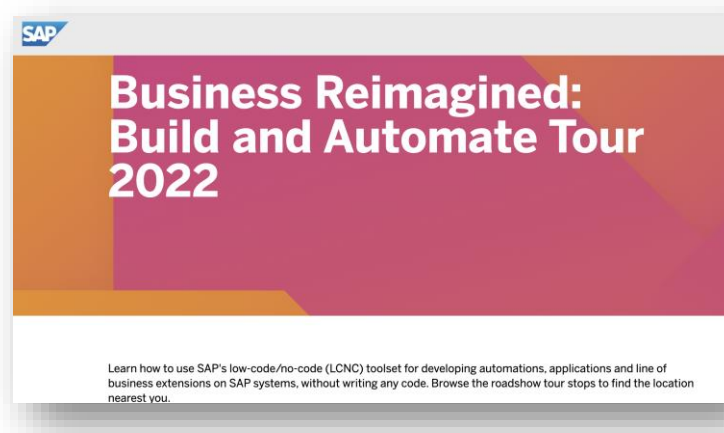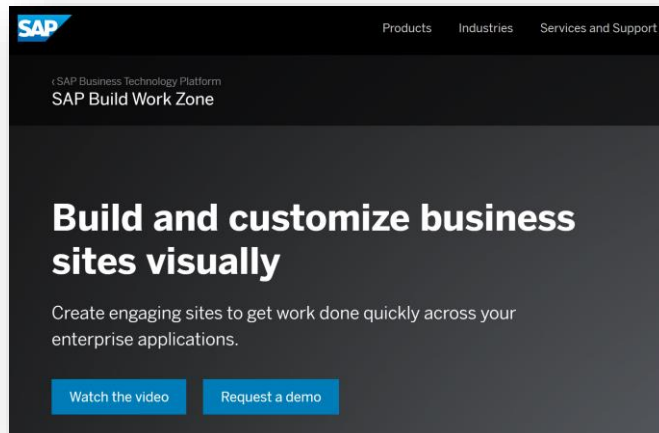
Migrating from Portal

Decision Matrix

Deploy & Configure

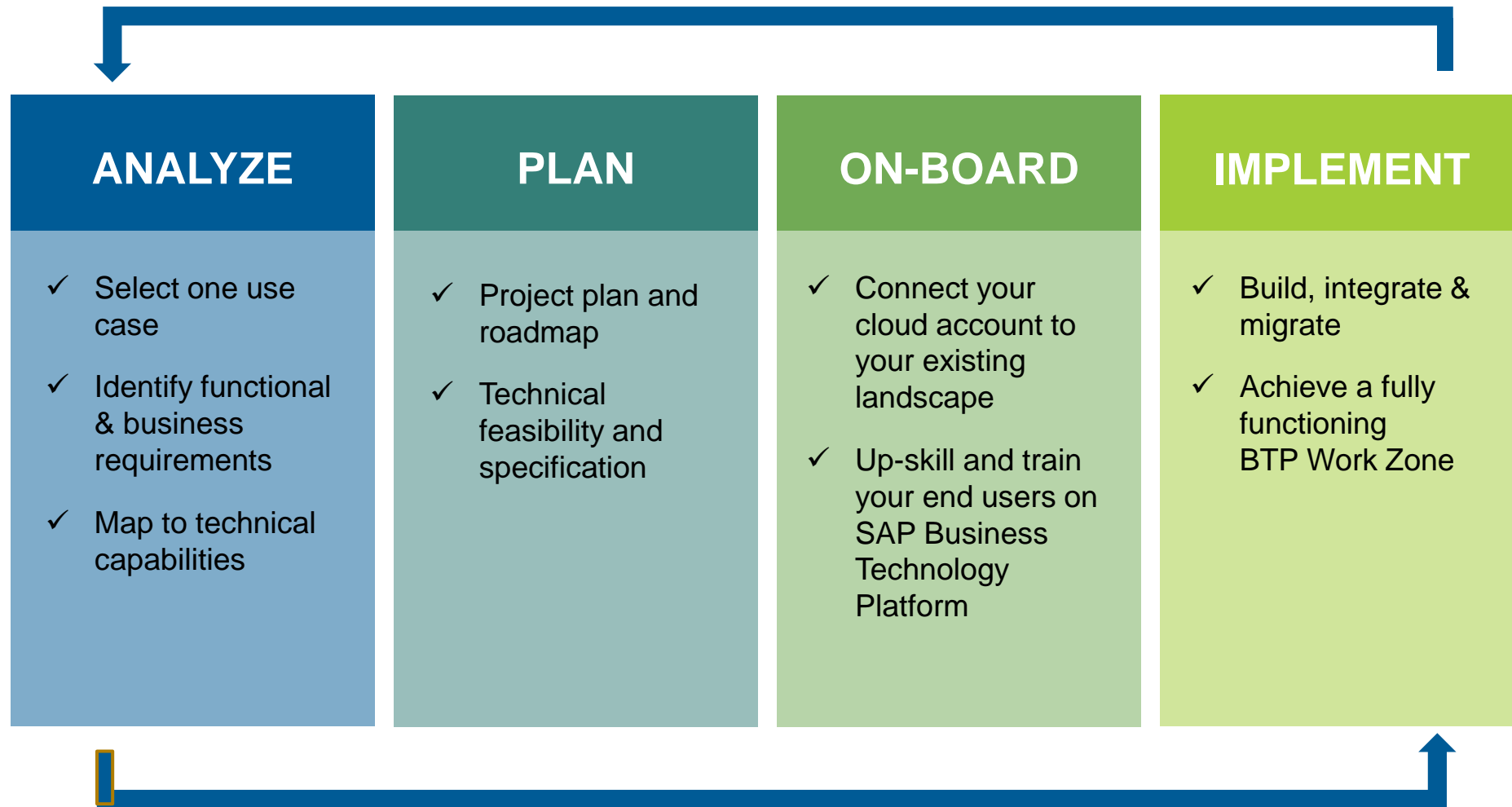HTML5 Applications

Java Applications

## Import & Configure

Web Dynpro ABAP

SAP GUI for HTML

WebClient UI

Transition from SAP Cloud Portal Service to SAP Build Work Zone

How we can help

ANALYZE

- ✓ Select one use case
- ✓ Identify functional & business requirements
- ✓ Map to technical capabilities

PLAN

- ✓ Project plan and roadmap
- ✓ Technical feasibility and specification

ON-BOARD

- ✓ Connect your cloud account to your existing landscape
- ✓ Up-skill and train your end users on SAP Business Technology Platform

IMPLEMENT

- ✓ Build, integrate & migrate
- ✓ Achieve a fully functioning BTP Work Zone

After completing this process for one use case, it can be duplicated for many use cases in an iterative process.

Customer Journey – Webpage Portal to Single Pane of Glass
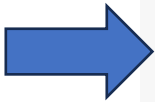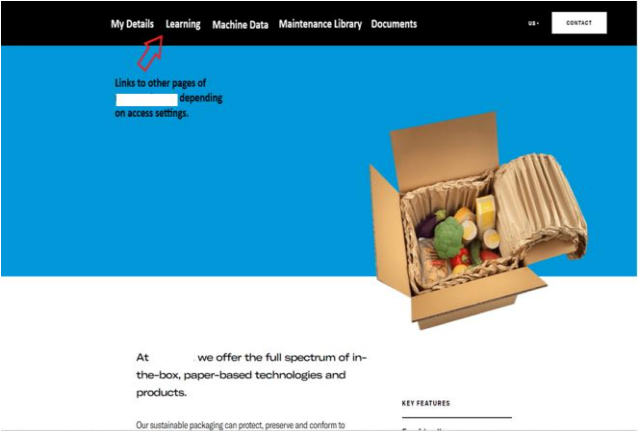
Procurement Apps

Analytics

Procurement Apps

Ariba & Fieldglass Integration

Streamline Distributor Onboarding & Collaboration with a
SAP Build Work Zone

Before: Challenges and Opportunities
Customer global distributors were challenged by not being able to access or update documents including order status, invoices, machine documentation, rebate offers, and more in real-time and through a central location. This resulted in the following challenges:
Wasted time on both sides spent manually searching for information and waiting for responses.
Frustration from distributors that they couldn't access the information they need in a self-serve manner.
Inconsistent formatting of information being shared from distributors in emails, spreadsheets, PDFs, requiring significant rework to fit Customer data entry requirements.
A lack of centralized and digitized data made it difficult to effectively measure against key performance indicators.

The Solution based on SAP and ConvergentIS
Working with ConvergentIS, global distributor successfully implemented a new cloud-based distributor portal, built on SAP Work Zone, and is onboarding its 3000+ United States and European distributors.
The new portal provides distributors with self-serve access to information not previously available, including the ability to:
Request an order directly in customer ticketing system and have it automatically routed for PO creation in SAP
Track status of current orders and if orders are ready for pickup
Check invoice status and gain visibility into overdue, partial, and completed payments
Submit questions through a ticketing system and have them automatically routed to the appropriate contact
View current machines in use and related fees, specifications, and manuals

After: Value-Driven Results
This centralized approach not only makes it easier for distributors to access and submit information, but it also enables customer to reduce administrative overhead previously spent fielding emails and re-formatting information, and instead focus on higher value activities. Processes are automated, ensuring that orders are executed, and payments are received on time.
Improve visibility and access to real-time information 24/7/365
Reduce time spent answering distributor questions by 50% by providing a self-serve portal
Digital transformation to external suppliers and achieve 100% digital

50 %

Paperless processes , improving operational efficiency

24/7/365

Self-service access to real-time information

100 %

Paperless processes , improving operational efficiency

Improved

Digital reporting capabilities to inform decision-makers

Portal Transition Product & Services Offering

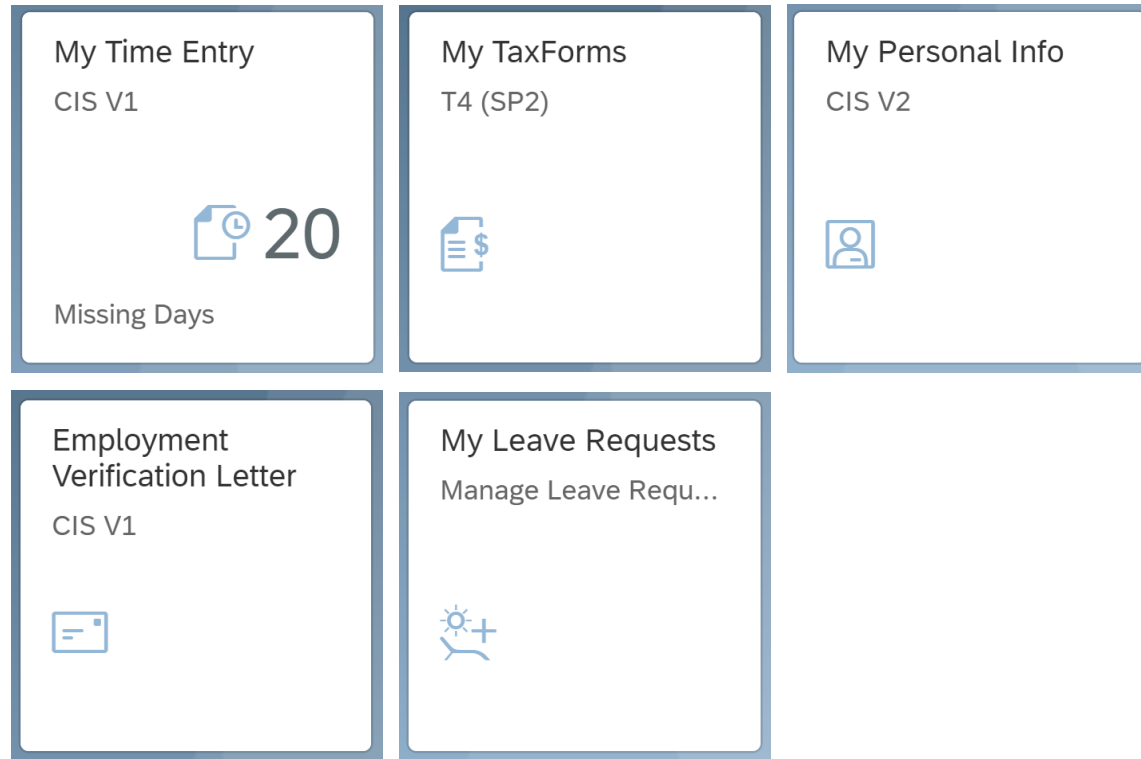Transition from SAP Cloud Portal Service to SAP Build Work Zone

SOW Item	Yearly Subscription
Initial Setup*	No
ConvergentIS SAP-certified HR Bundle for SAP Work Zone	Yes
CovergentIS SAP-certified Procurement/SCM Bundle for SAP Work Zone	Yes
Incremental Technical Assessment (Optional)†	No

*Initial Setup (one-time fee) includes: SAP Work Zone (DEV, QAS & Prod) connectivity to SAP ECC or S/4HANA, custom corporate theme, principal propagation using SAP IAS with 25 existing Webdynpro ABAP applications on customer SAP Portal service, 5 existing SAPUI5 applications on customer SAP Portal services as tiles on SAP Work Zone, standard implementation of any 5 pre-packaged SAPUI5 applications from ConvergentIS HR & Procurement/SCM Bundles, and Migration of 2 existing Universal Worklist application as My Inbox Fiori applications with 3 workflow steps.

†Incremental Technical Assessment (optional) includes: Technical assessment of developing 1 existing Enterprise Portal application to SAPUI5 application (technical requirements, business requirements, technical feasibility, specifications, and project plan). Bundle and save: A bundle of 10 Technical Assessments is $180,000.

What's Included ConvergentIS HR Bundle

Employee Self Service Fiori Apps

My Time Entry	My TaxForms	My Personal Info
CIS V1	T4 (SP2)	CIS V2
20		
Missing Days		

Employment Verification Letter	My Leave Requests
CIS V1	Manage Leave Requ...

Manager Self Service Fiori Apps

Time Reporting	Team Leave Balance
CIS V2	CIS V2
	9
	Days

Team Info	Tax Forms Manager
CIS V2	CIS V1

What's Included ConvergentIS Procurement/SCM Bundle

Material Management Fiori Apps

Goods and Services Receipt	Cycle Count	Transfer Posting
CIS V1	CIS V3	CIS V2
	4 Open Count Docs	
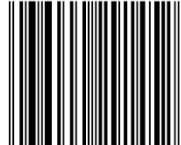
Goods Issue	Goods Receipt	**+ Barcode Reader**
CIS V2	CIS V2	0 36000 29145 2

Purchasing Fiori Apps

Simplified Requisitioning	Manage PO Confirmations	Manage Deliveries
CIS V3	CIS V1	CIS V1
	7	

Submit Invoice	Manage Invoices	Service Entry Sheets
Supplier (v1)	Buyer (v1)	CIS V1
18		

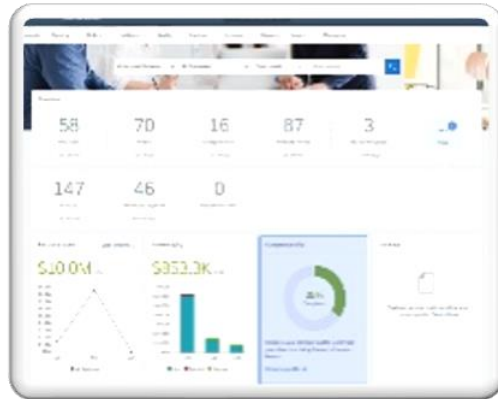| Guidance Engine |
|---|
| |

Procurement Gateway

Powered by Business Network, BTP and Work Zone

# Procurement Gateway - ConvergentIS + SAP Bundle

SAP BUSINESS NETWORK

Reap the benefits of the world's largest and most comprehensive B2B collaboration platform. Connect people, processes, and systems across multiple enterprises to digitize transactions and create transparent, resilient, and sustainable supply chains.
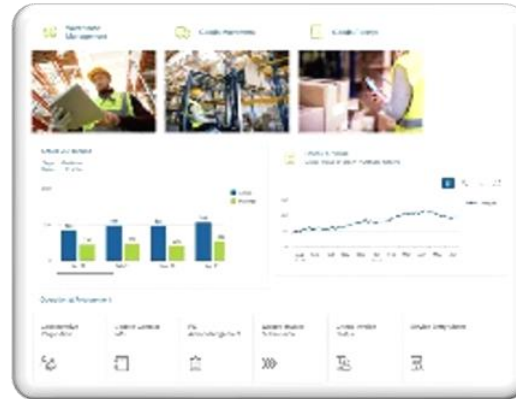
PROCUREMENT GATEWAY APPLICATIONS

With a dashboard built on SAP Work Zone, users can quickly access all information about their goods or services across the SAP landscape including SAP S/4HANA, ECC, Ariba, Business Network, IBP and Fieldglass.
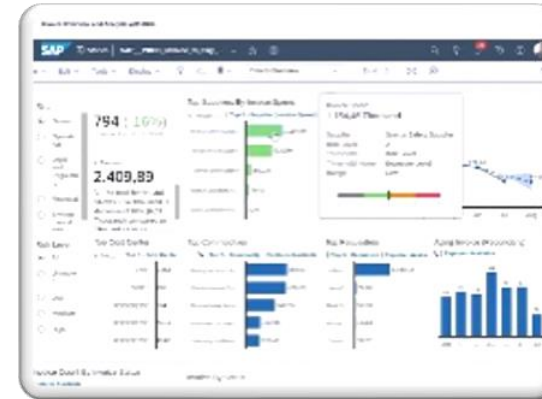
PROCUREMENT ANALYTICS

They are based on and extend SAP NexGen UX and are prebuilt interactive graphs that display information from all of SAP's procurement portfolio: Ariba, Fieldglass, S/4HANA, and IBP.
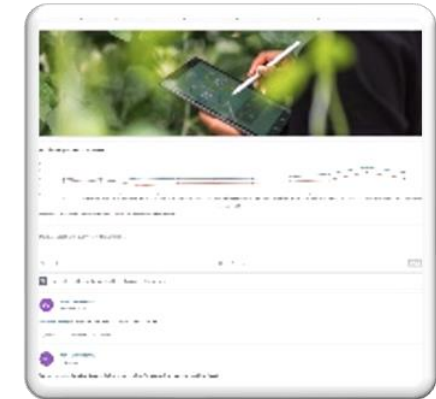
SUSTAINABILITY

Uses guided processes to bring together information from across your company and from your suppliers. It integrates with SAP's Sustainability Control Tower to deliver prebuilt reports on a company's environmental, sustainability, and government mandate metrics.

Procurement Gateway Solution

- Cloud solution based on:
  - Business Technology Platform w/ Work Zone Advanced

- Drive Orchestration, Efficiencies and Savings with:
  - Embedded ConvergentIS functionality

- Extends SAP ERP and ISBN functionality
  - Integrated with Business Network

- Single pane of glass for all of your procurement:
  - Data
  - Processes
  - Applications

- Real-time collaboration with:
  - Employees
  - Vendors
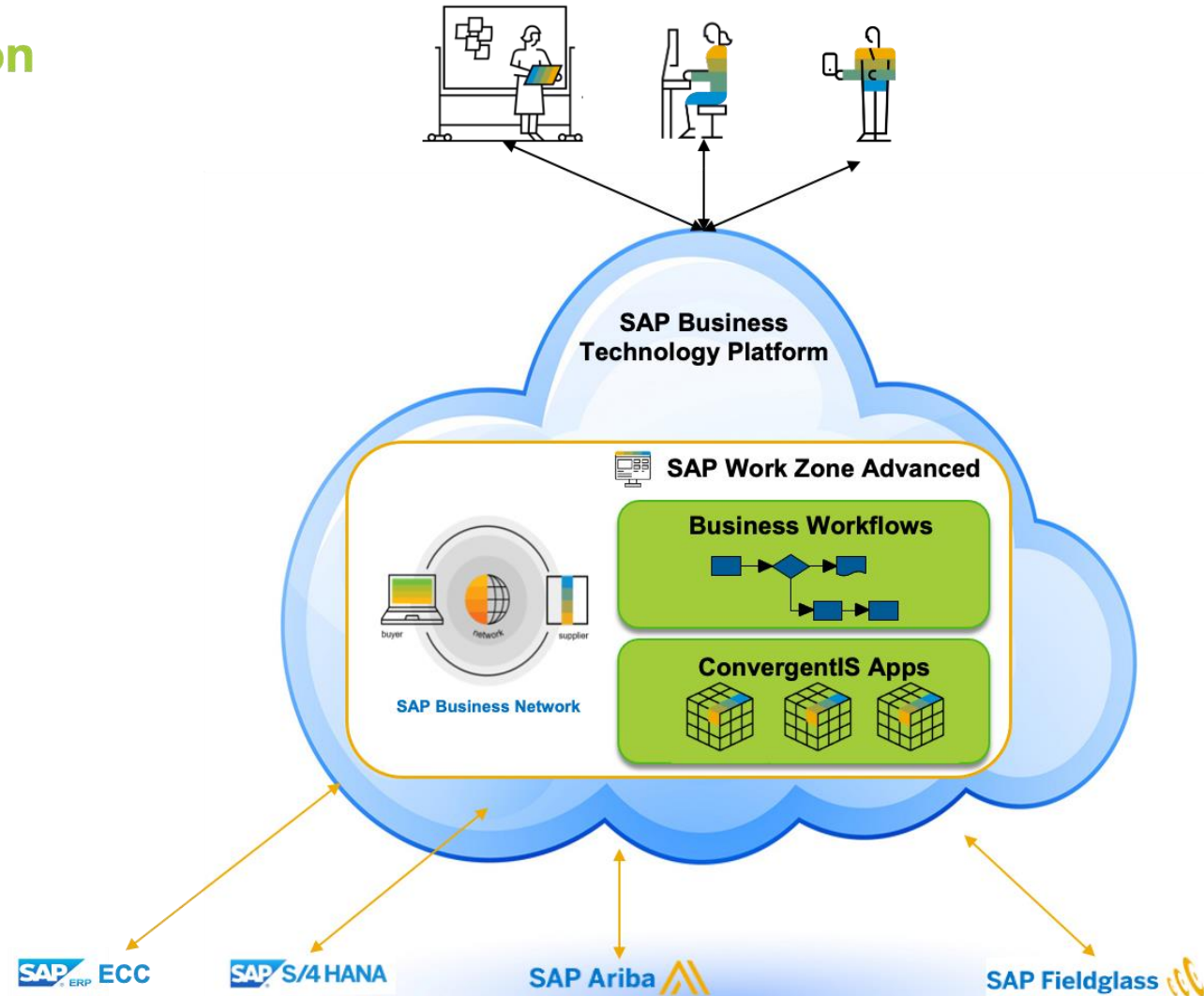
Procurement Gateway Applications

Procurement Gateway on SAP Build Work Zone Benefits

Out-of-the-box applications that provide rapid and secure access to businesses and their suppliers so that they can collaborate on core procurement and supply chain processes in real-time and view their data in an aggregated and user-friendly environment

COMPLIANCE

Abide by and enforce the contracts reached with preferred suppliers and guide employees to purchase from approved suppliers, to select approved items or services, and to buy them at approved prices or rates.

$8M Saved through the enforcement of preferred vendors, services and rates

ADOPTION

Indicates that employees will be directed through the procurement processes using a guided approach that utilizes simple questions to gently steer them one step at a time.

6X Improvements in process efficiencies

EFFICIENCY

Signifies that the end-to-end procurement and supply chain processes will be conducted in as automated a manner as possible so that the employees will only need to manage by exception.

**100's of employees migrated** in weeks not months

"TOUCHLESS" INVOICE PROCESSING

Via the **SAP Business Network**, achieve a truly touchless invoicing process by utilizing configurable invoice matching and business rules that provide instantaneous validation of supplier-submitted invoices.

98% invoice auto-post rates while reducing risk and costs and improving efficiency.

Up to **50% compliance increase**

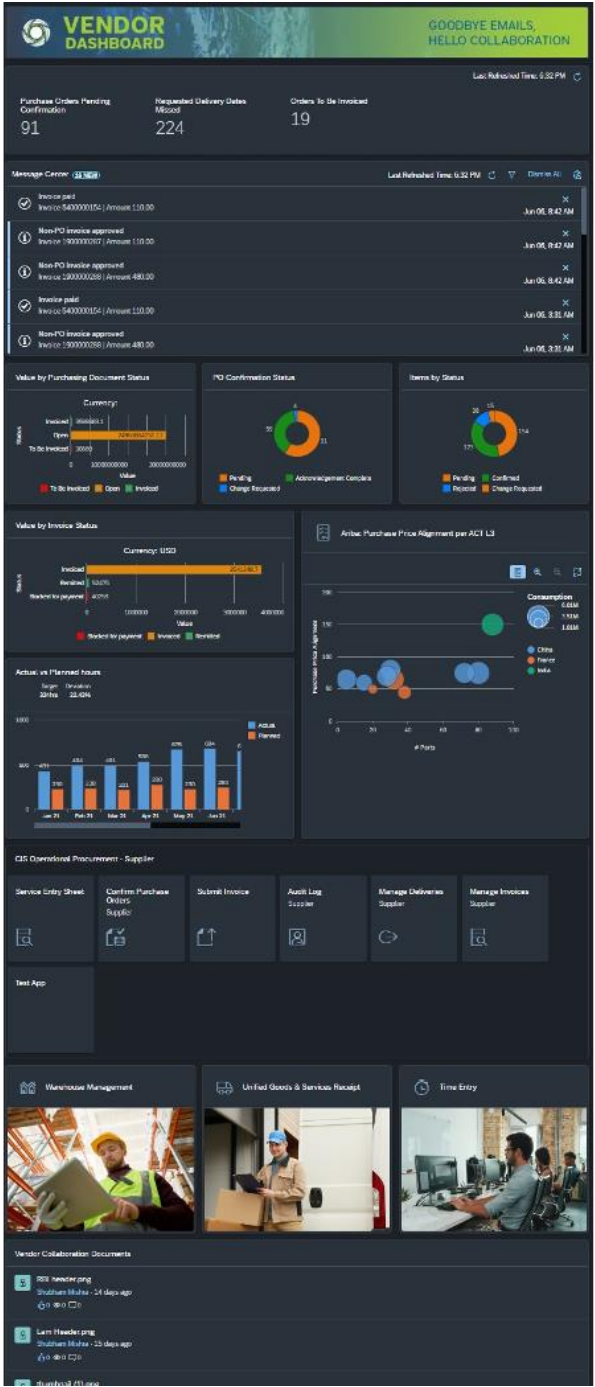# Highly User Friendly – Single Pane of Glass
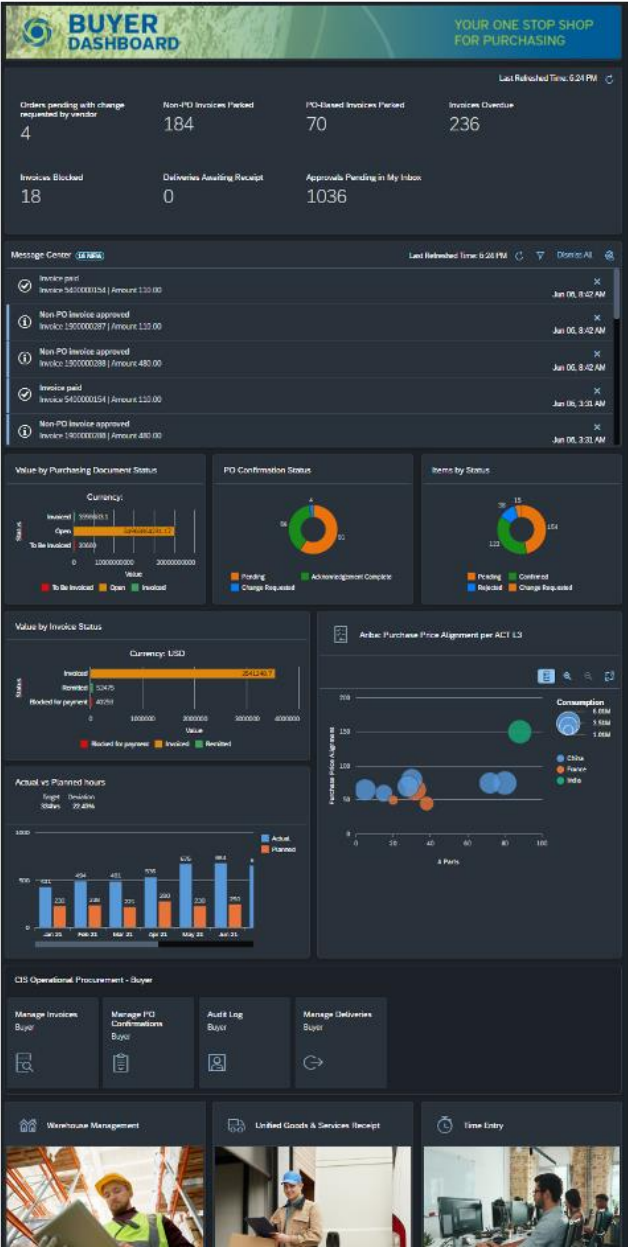
Select Features

SUMMARIZED DASHBOARD VIEW

Access all applications, tasks, and processes supporting your procurement through a single location. Embedded analytics highlight trends and optimization opportunities.

CONTRACTOR TIME ENTRY FOR SERVICES

A streamlined interface makes it easy to track time with intuitive features for favorites and comments and immediate feedback on errors. Reduce the time contractors spend completing timesheets and make it easy for managers to quickly identify issues and approve time on the go.

MULTIPLE AND CONDITIONAL RATES FOR THE SAME SERVICE

Oftentimes, service providers will negotiate outline agreements with multiple rates for the same service that are conditioned on some metric, such as overtime. These rates would be stored in the SAP ERP Service Master.

PER LINE-ITEM INTERACTION & STATUS FOR PURCHASE ORDERS AND SCHEDULE AGREEMENTS

Large purchase orders and schedule agreements can easily contain hundreds or thousands of line items - and, yet, need individual bidirectional interaction per line-item. At-a-glance, intuitive and graphical representation of line-item status, pop-up on hover data detail, and one-click interaction becomes a must-have. Supported stages include Assembly, Quality Inspection, Packing, Shipping, and Invoicing.

GUIDED PROCESS ENGINE

Unlock complex policy, process, and compliance-based tasks for all users by providing step-by-step guidance and embedded controls, visual cues, and built-in controls to ensure all required information is captured. A low-code/no-code environment allows business users to directly change business processes.

INTER-ENTERPRISE PURCHASE-TO-PAY AUTOMATION AND COLLABORATION

Via the SAP Business Network, gain access to a marketplace of suppliers and to transact digitally on purchase orders and invoices for enhanced spend visibility, efficiency, and compliance. Reduce transaction cycles by up to 50% and operating costs by up to 60% while improving efficiency and supplier relationships.

Services-based Applications

DISTRIBUTOR PORTAL

Distributor portal that allows for 24/7/365 self-service access and submission of orders, promotions, order status and delivery status. Processes are automated, ensuring that orders are executed, and payments are received on time. Customers have achieved 50% reduction in administrative overhead and 100% digital transformation.

MOBILE WAREHOUSE MANAGEMENT

Replace manual, paper-based processes with mobile-ready SAP Fiori applications that automate pick lists and shipping log information. Customers have achieved 75% reductions in administration overhead, 33% reduction in picking errors, and 100% paperless picking.

RESELLING ASSETS CAPEX

Management system for asset acquisition and reselling. Enables the tracking of previously sold assets, asset acquisition and analysis, inventory and refurbishment tracking, and selling to new customers. Customers have achieved 80% productivity increases, 75% reduction in approval turn-around time, and 50% reduction in manual inventory reconciliation.

SOURCING & FORECASTING LONG LEAD TIMES

Manufacturers may need to manage extra long lead times and have visibility into 2 years or more of forecast. Customers have experienced 10% sourcing savings totaling $8.1M.

ESCALATIONS & RETURNS MANAGEMENT

Handle escalations, issue return management authorizations, and both monitor and manage product returns. Customers have experienced 50% reduction in manual effort.

Procurement Analytics
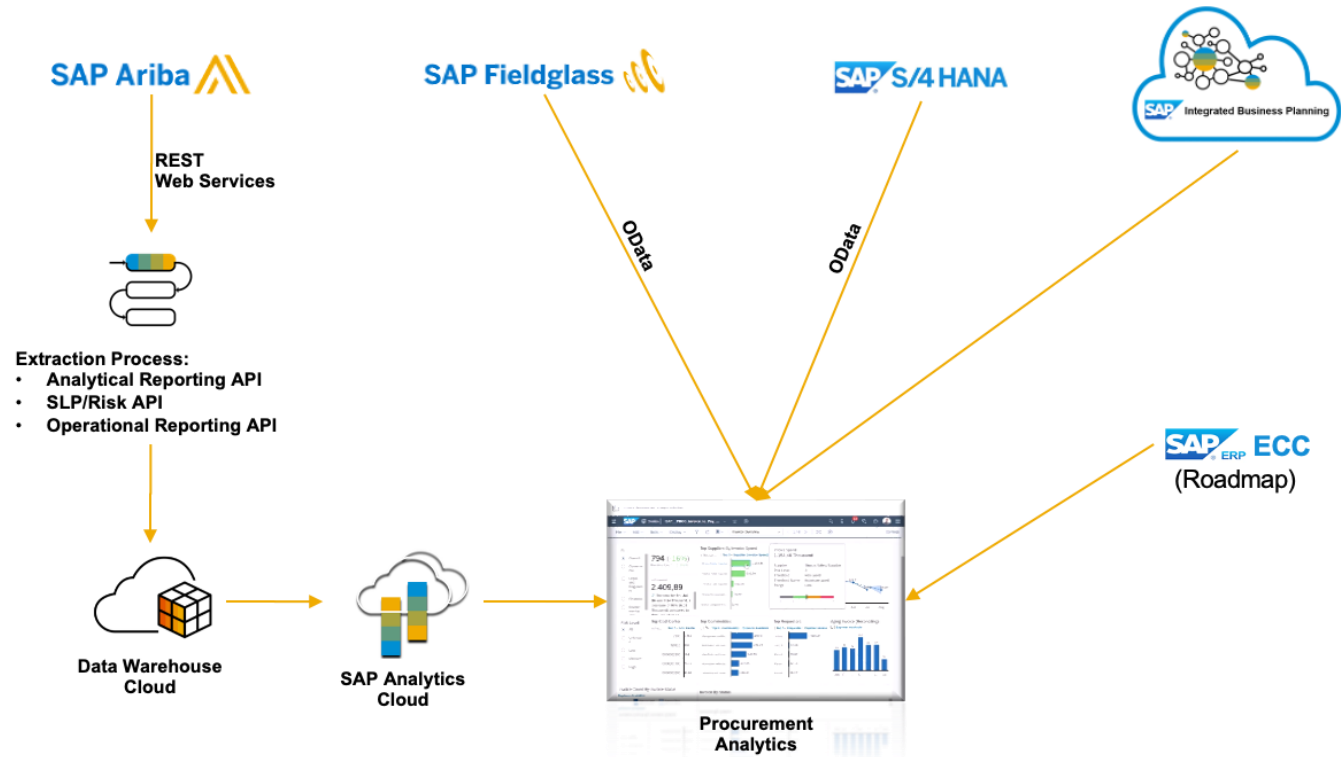
Procurement Analytics with NexGen UX

Prebuilt and interactive graphs that display information from all of SAP's procurement portfolio:

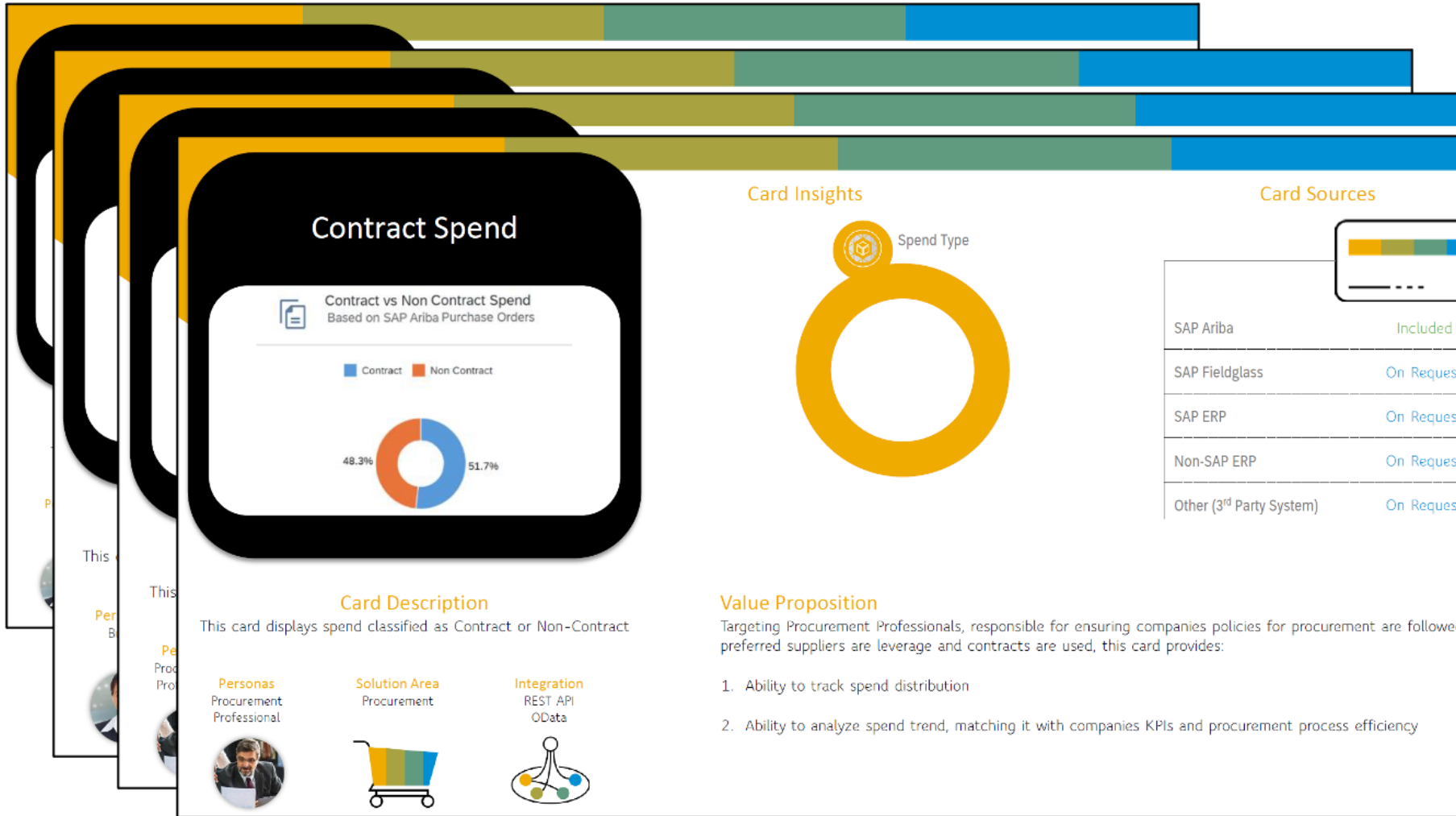- Ariba
- Fieldglass
- S/4HANA
- IBP

Immediate value for customers

Organized into seven categories:

- Procurement Overview
- Supplier Category Management
- Contract Management
- Commodity Buyer
- Payables Management
- Trading Partner
- Contingent Workforce

SAP Ariba

REST
Web Services

Extraction Process:
- Analytical Reporting API
- SLP/Risk API
- Operational Reporting API

Data Warehouse
Cloud

SAP Analytics
Cloud

SAP Fieldglass

OData

SAP S/4 HANA

OData

SAP Integrated Business Planning

SAP ERP ECC
(Roadmap)

Procurement
Analytics

Analytics Dashboard - Work Zone Cards

Contract Spend

Contract vs Non Contract Spend
Based on SAP Ariba Purchase Orders

- Contract
- Non Contract

48.3% 51.7%

Card Insights

Spend Type

Card Sources

SAP Ariba	Included
SAP Fieldglass	On Request
SAP ERP	On Request
Non-SAP ERP	On Request
Other (3rd Party System)	On Request

Card Description
This card displays spend classified as Contract or Non-Contract

Personas	Solution Area	Integration
Procurement Professional	Procurement	REST API OData

Value Proposition
Targeting Procurement Professionals, responsible for ensuring companies policies for procurement are followed, preferred suppliers are leverage and contracts are used, this card provides:

1. Ability to track spend distribution

2. Ability to analyze spend trend, matching it with companies KPIs and procurement process efficiency

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13 WORK ZONE CARDS (GA)

- ☐ Spend over Time
- ☐ My Requisitions
- ☐ Catalog Spend
- ☐ Contract Spend
- ☐ Contract workspaces
- ☐ Contract Consumption
- ☐ Contract Expiration
- ☐ Sourcing Projects Overview
- ☐ Supplier Participation
- ☐ Sourcing Geographies
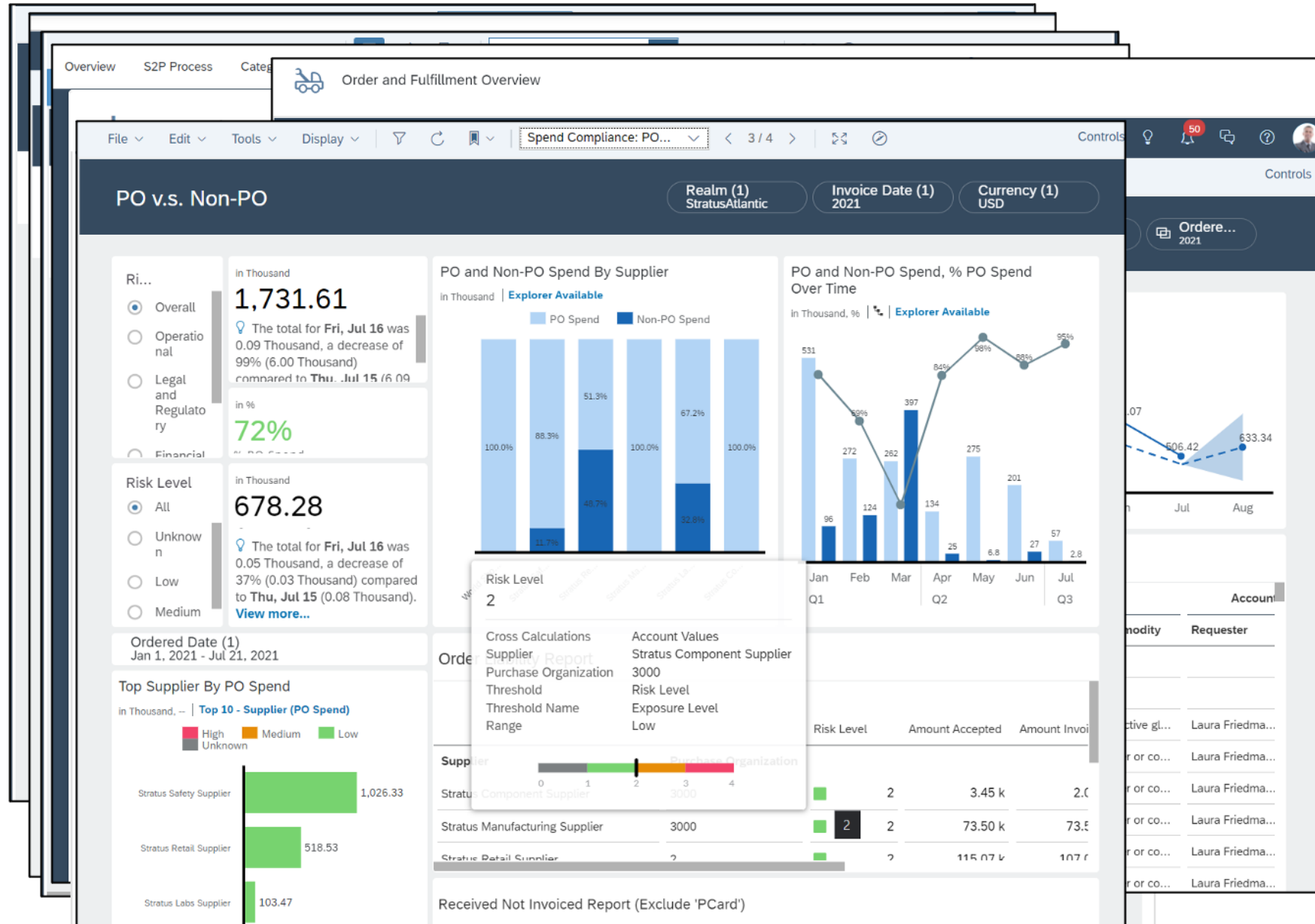- ☐ Catalog Search
- ☐ Hyperlink Card
- ☐ Media Card

FIELDGLASS PROTOTYPES BASED ON CUSTOMER DEMAND**

- ☐ Worker Timesheet Pending Approval
- ☐ Worker Draft Timesheet
- ☐ Pending Compliance Activities (On/Off Boarding)
- ☐ Open Job Postings
- ☐ Active Workers

MORE TO COME - THE COMMUNITY

- ☐ Universal Inbox (Sep)
- ☐ 12 WZ Cards from SolExp based on Customer demos - card conversion to Prod in phases, 6 cards Aug Ph1 & 6 cards Ph 2 Sep

BUSINESS PROCESSES ANALYTICS | SAC MODELS
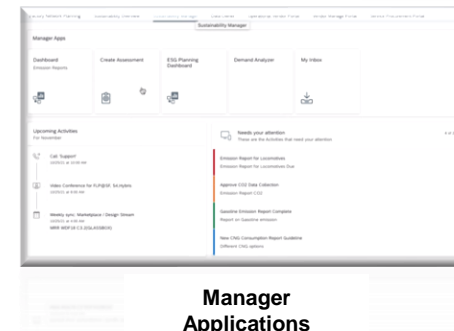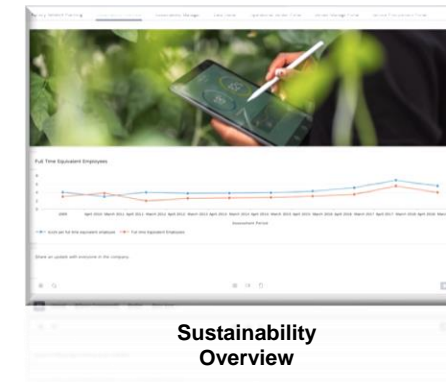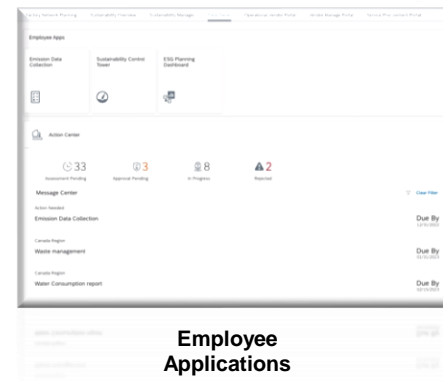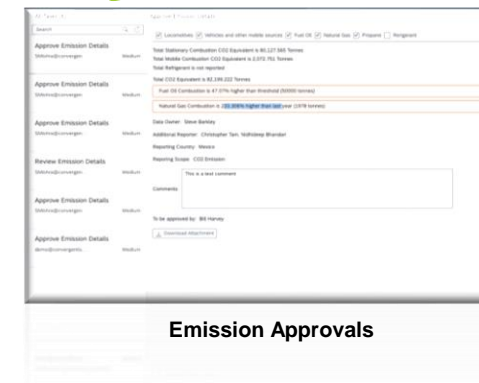
Sustainability

Sustainability with Sustainability Control Tower

Brings together information from across your company and from your suppliers

Integrates with SAP's Sustainability Control Tower to deliver prebuilt reports on a company's:

- Environmental metrics
- Sustainability metrics
- Government mandate performance

Guided processes are used to assist employees in the reporting of environmental and sustainability data

Emission Approvals

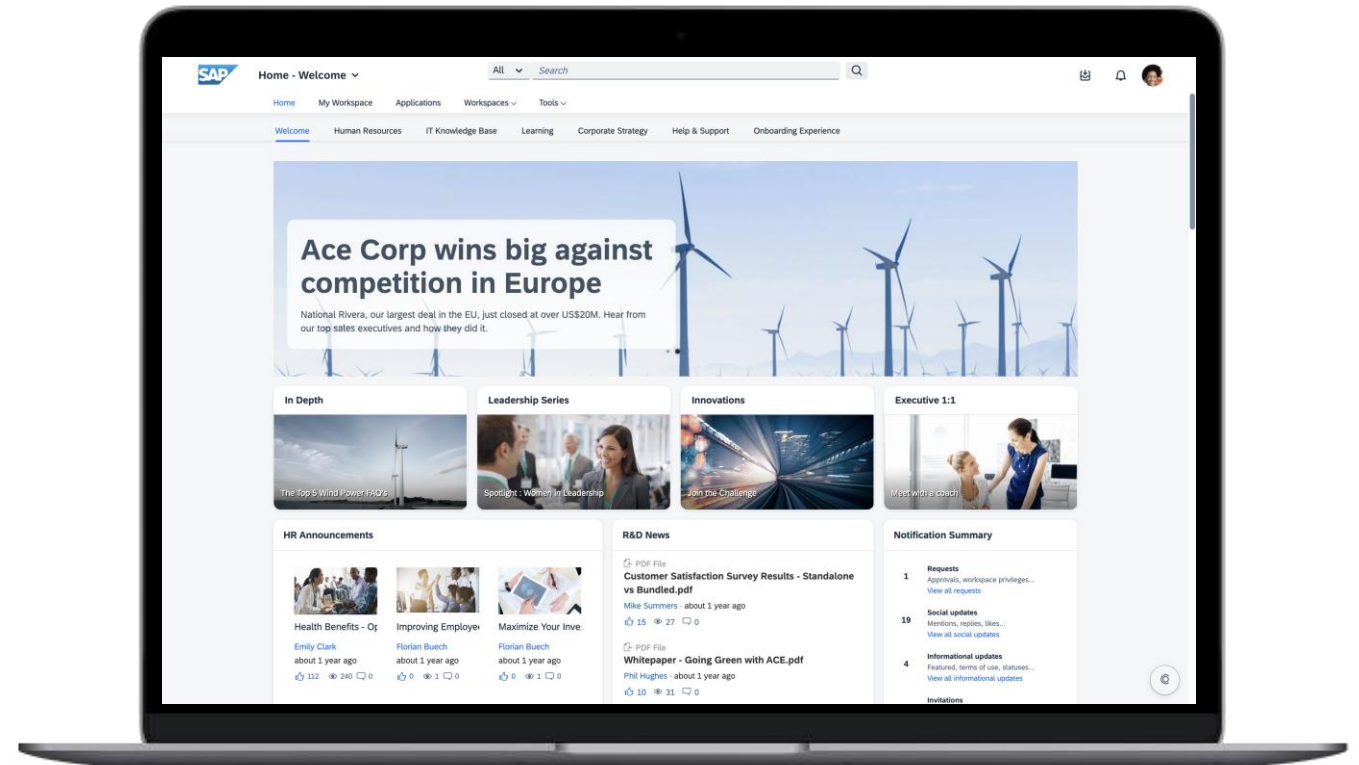
Employee Applications

Sustainability Overview

Manager Applications

Sustainability Control Tower

Centralized Data, Documents, and Conversations

Guided Processes

SAP Build Work Zone
Demo

Call to Action

Strategic Alignment

What is it?

- Half-day workshop focused on building alignment and determining which use case to migrate.

What are the use cases?

- Aren't sure what to do next and need to prioritize?
- Need alignment on long term goals, risks, or what your roadmap looks like?

What's included?

- Align on long term goals
- Align on key risks
- Prioritize areas of focus and create a roadmap

Who should attend?

- Executives, leaders, managers, and project sponsors
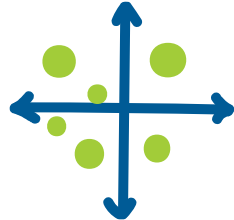- Works best with groups of less than 7 people
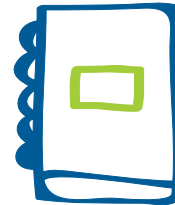
Deliverables

3-4 hour workshop

Prioritize areas of focus

Identify primary use cases

Design document with output of the workshop

Internal alignment

Thank you.

THE BEST RUN **SAP**