

A simpler and faster way to  
automate business processes

# SAP Build Process Automation

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March 2023

THE BEST RUN



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# Agenda

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Organizations are turning to **low code**

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Introducing **SAP Build**

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What is **SAP Build Process Automation**

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Key **capabilities**

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Demo – **Experience the difference**

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Use Cases & **Customer Stories**

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**Summary**

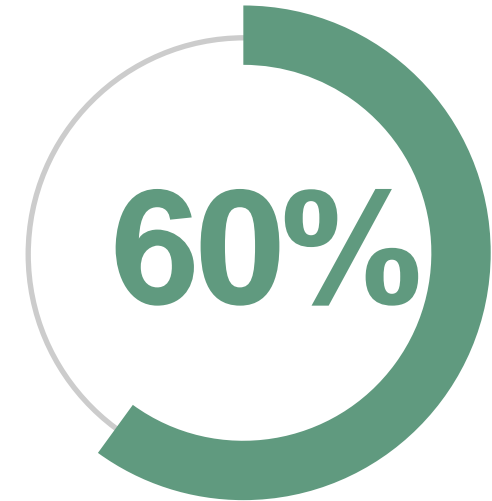
# Organizations are turning to low code



Full-time developer  
vacancies can't be filled <sup>1</sup>



Shift development tasks to  
low-code <sup>2</sup>

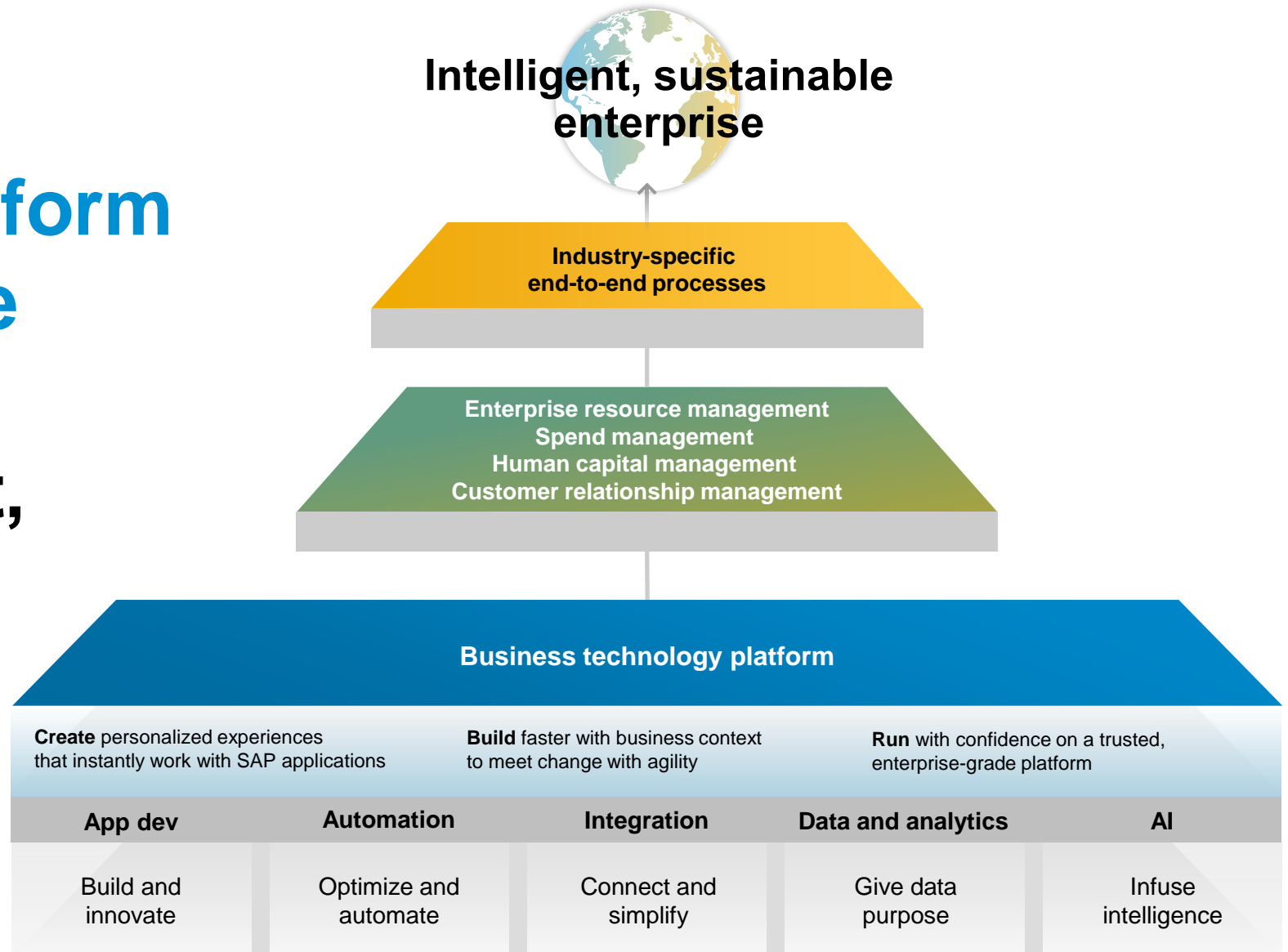


Increase in investment  
compared to code-first tools <sup>2</sup>

<sup>1</sup> The Low-Code Development Imperative, IDC, Nov 2021

<sup>2</sup> Breaking the Code – How Low Code is Changing Development, IDC, May 2022

# SAP Business Technology Platform (SAP BTP) is the foundation of the intelligent, sustainable enterprise

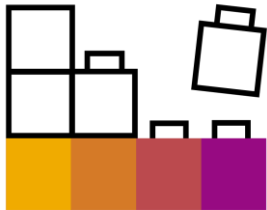


## SAP Business Technology Platform

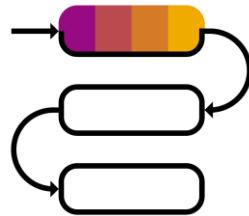
SAP BUILD



Work Zone



Apps



Process  
Automation

CODE-FIRST TOOLING

01011  
11010  
10  
01101

SAP Business  
Application Studio

*Java, JavaScript*



ABAP  
Platform

SAP Cloud Application Programming Model  
SAP Mobile Services, SAP Fiori Elements, SAPUI5 ...

Low-Code/No-Code

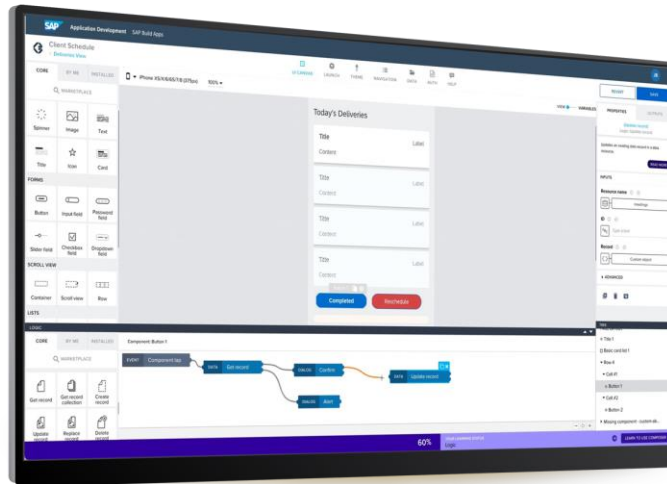
Pro-Code



# SAP Build

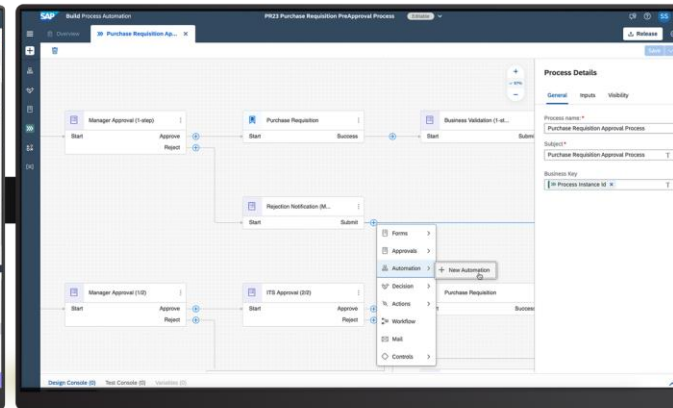
Create and augment enterprise apps, automate processes, and design business sites, all visually

Compose apps



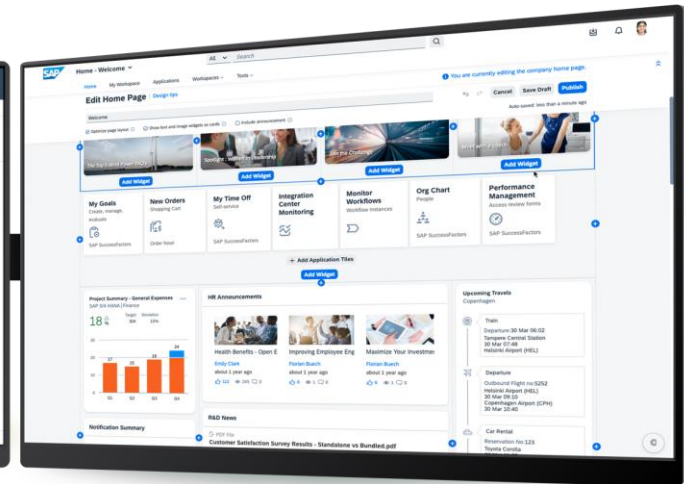
SAP Build Apps

Automate processes



SAP Build Process Automation

Design business sites



SAP Build Work Zone

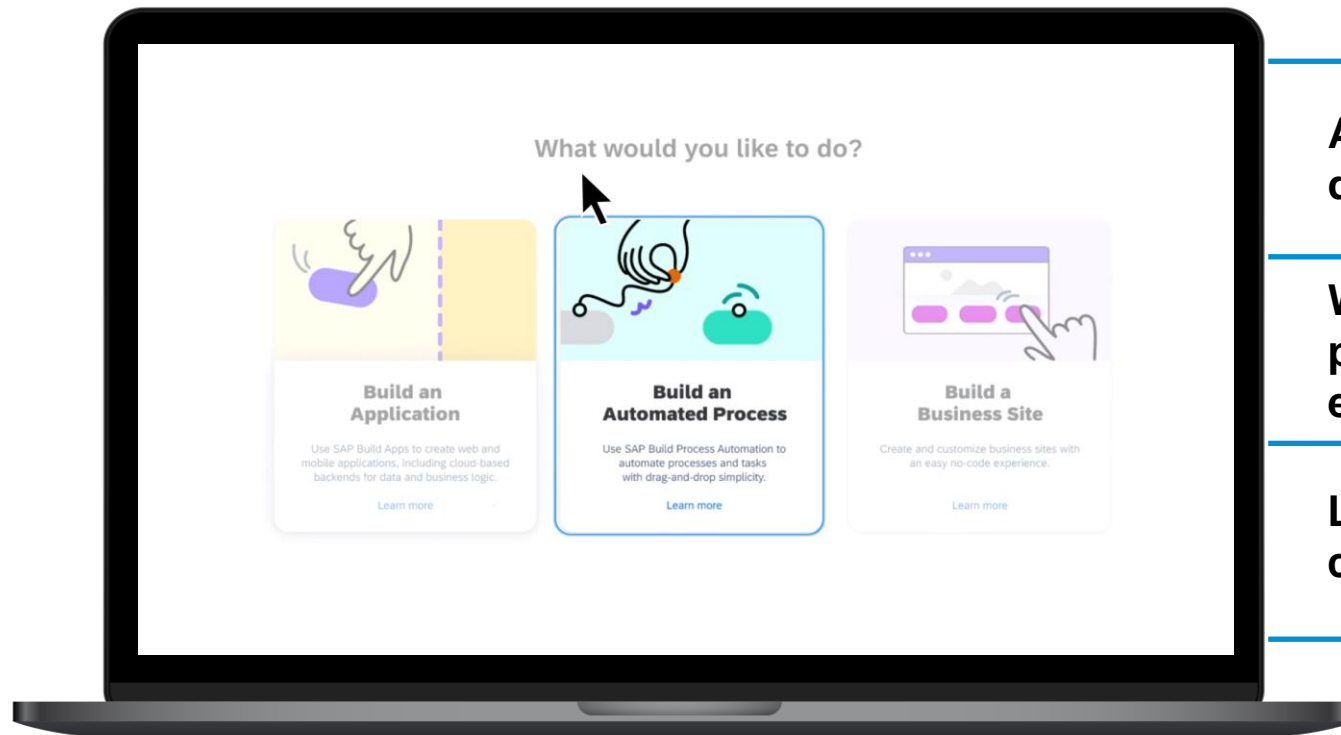
Build Visually  
Integrate Seamlessly  
Collaborate Securely

SAP Business Technology Platform



# Automate visually

Simplify process and task automation



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**Automate processes and tasks with drag-and-drop simplicity**

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**Workflow management, robotic process automation (RPA), and embedded AI in a single solution**

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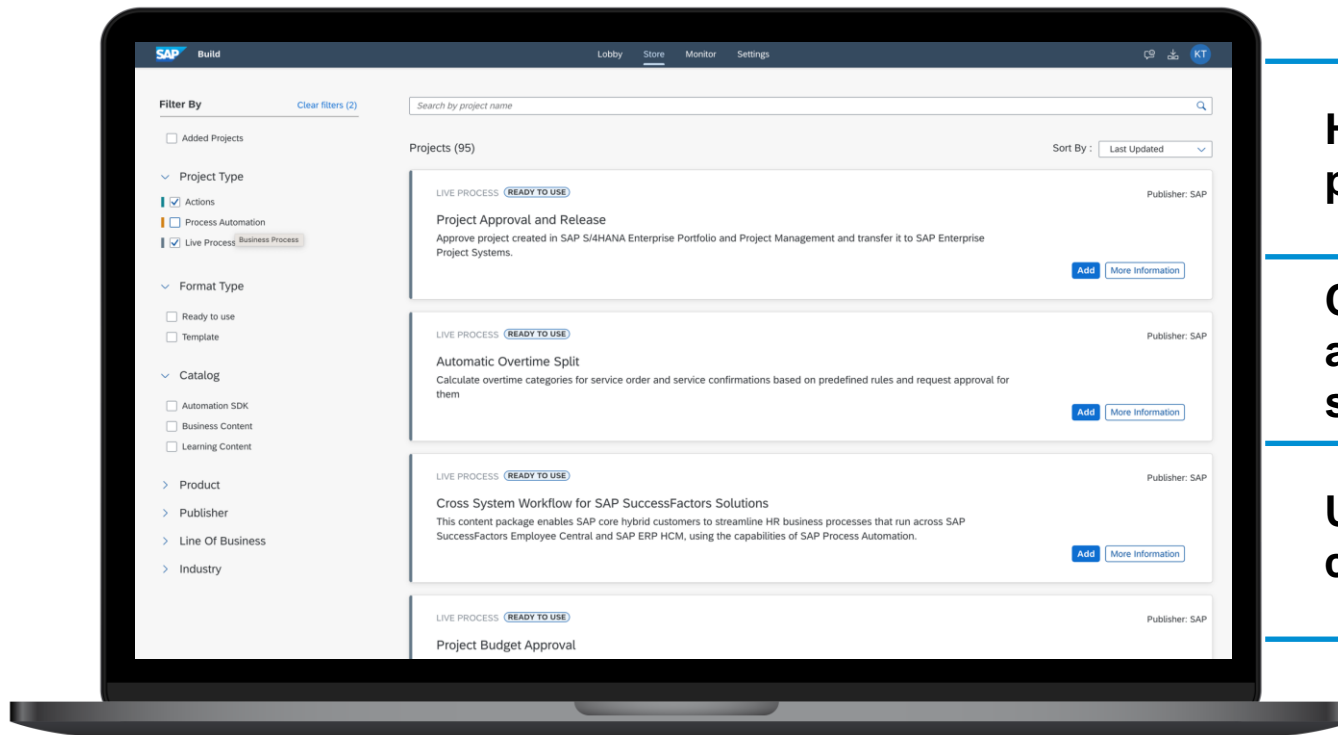
**Leverage process expertise without coding**

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SAP Build Process Automation

# Integrate seamlessly

Develop faster using pre-built workflows, bots and connectors for SAP and non-SAP systems



Content store

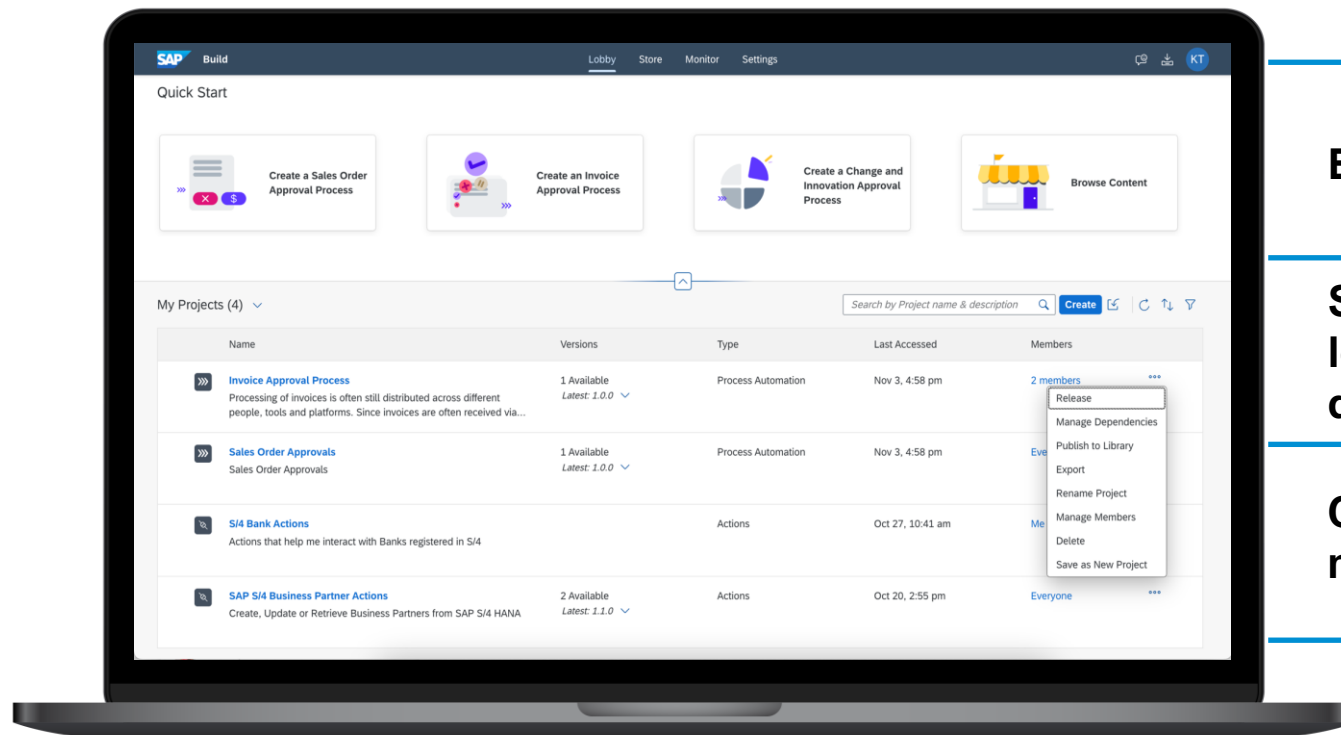
**Hundreds of process content packages, RPA bots and connectors**

**Connect with applications, processes and data across SAP and non-SAP systems**

**Use business data without losing context and meaning**

# Collaborate securely

Foster collaboration and operate with confidence



Unified lobby

Enable fusion team development

Share artifacts and leverage complex logic contributed by professional developers

Centralized lifecycle management, monitoring, and governance

# SAP Build Process Automation

Automate processes and tasks with drag-and-drop-simplicity

Integration, process insights  
and sentiments



SAP and non-SAP  
integration

**SAP Signavio**

Business process  
transformation

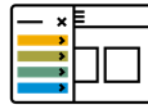
**qualtrics<sup>XM</sup>**

Experience  
management

## SAP Build Process Automation



Processes and  
workflows



Forms and  
multistep approvals



Task  
automation



Unified launchpad  
and task center



Business rules  
and decisions



Prebuilt  
content



Document  
understanding



Process visibility  
and flexibility

Fusion team  
development



Low-code  
app dev and  
business sites

01011  
11010  
10101  
01101

Pro-code  
app dev

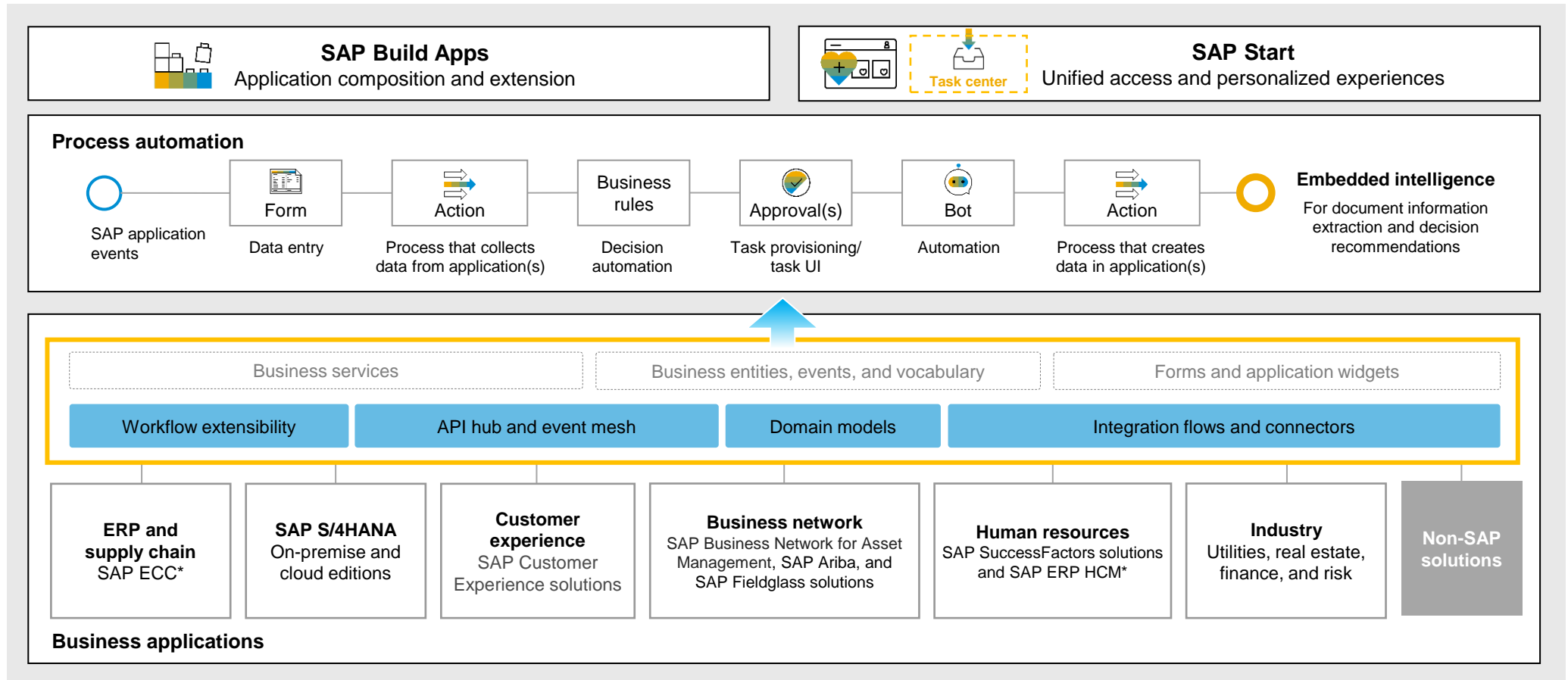
100s of pre-built  
processes and automations

# Native access to SAP application data and processes

Discover the full power of your business applications

Process extensions, cross-LoB workflows, and automations require semantic access to business objects, data, and services with:

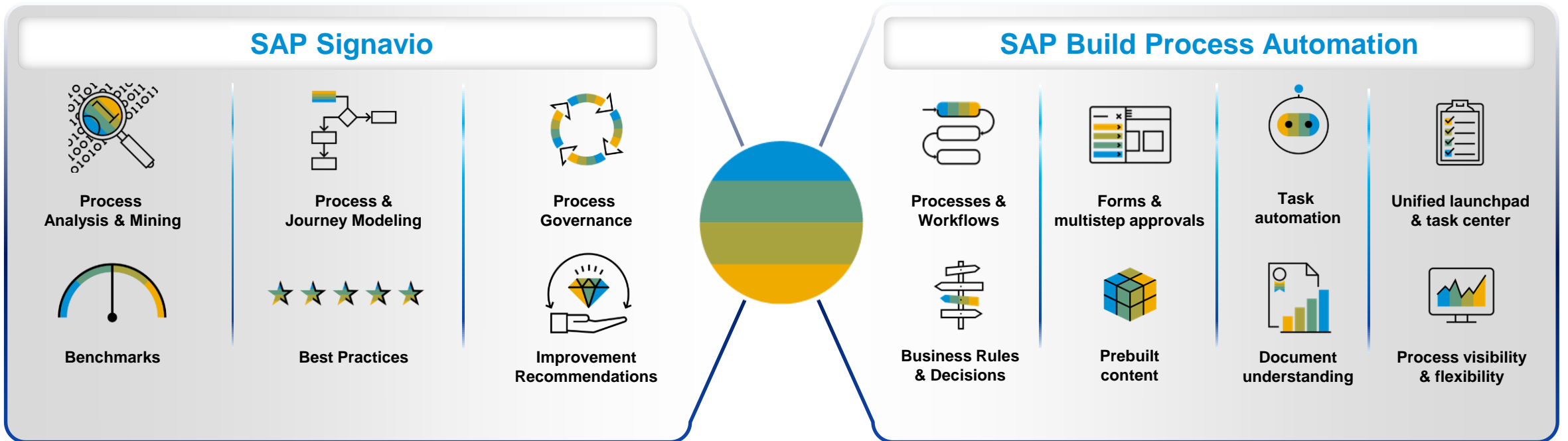
**Event** integration | **Data** entry and forms with value helpers and context | **Actions** to create, read, update, and delete business records | Automated **tasks**



\*Note: SAP ECC is SAP ERP Central Component and SAP ERP HCM is SAP ERP Human Capital Management

# SAP Signavio & SAP Build

Combining capabilities to accelerate business transformation



## SAP Process Insights Recommendations

- 135+ tailored recommendations for SAP Build Process Automation available



## SAP Signavio Process Intelligence Action Triggers

- Ability to **trigger automated actions** through APIs from SAP Signavio Process Intelligence; ability to trigger process automations (workflow, bots)



## Workflow / Process Governance

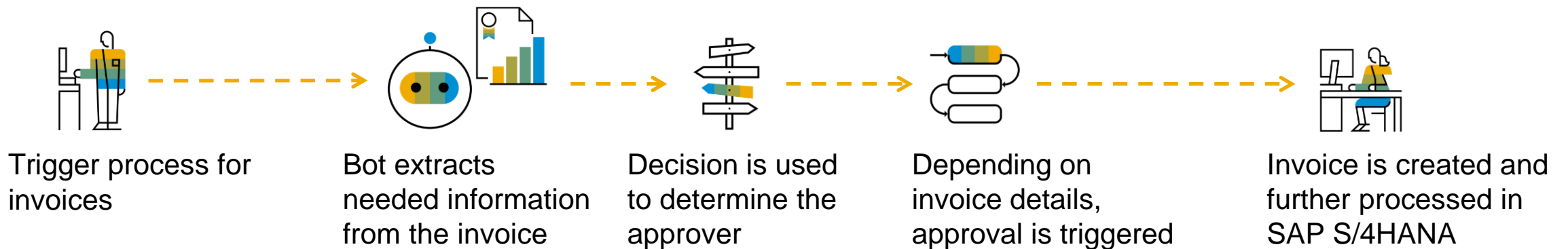
- SAP Build Process Automation complementing SAP Signavio Process Governance



# Example: Automate paper-based invoice posting in SAP S/4HANA

## SAP Build Process Automation

## SAP S/4HANA

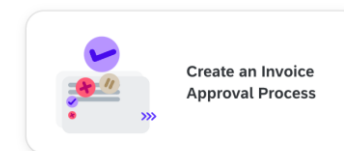


An example scenario, showing how to improve the efficiency of invoice processing for further posting to your transactional system with SAP Build Process Automation.

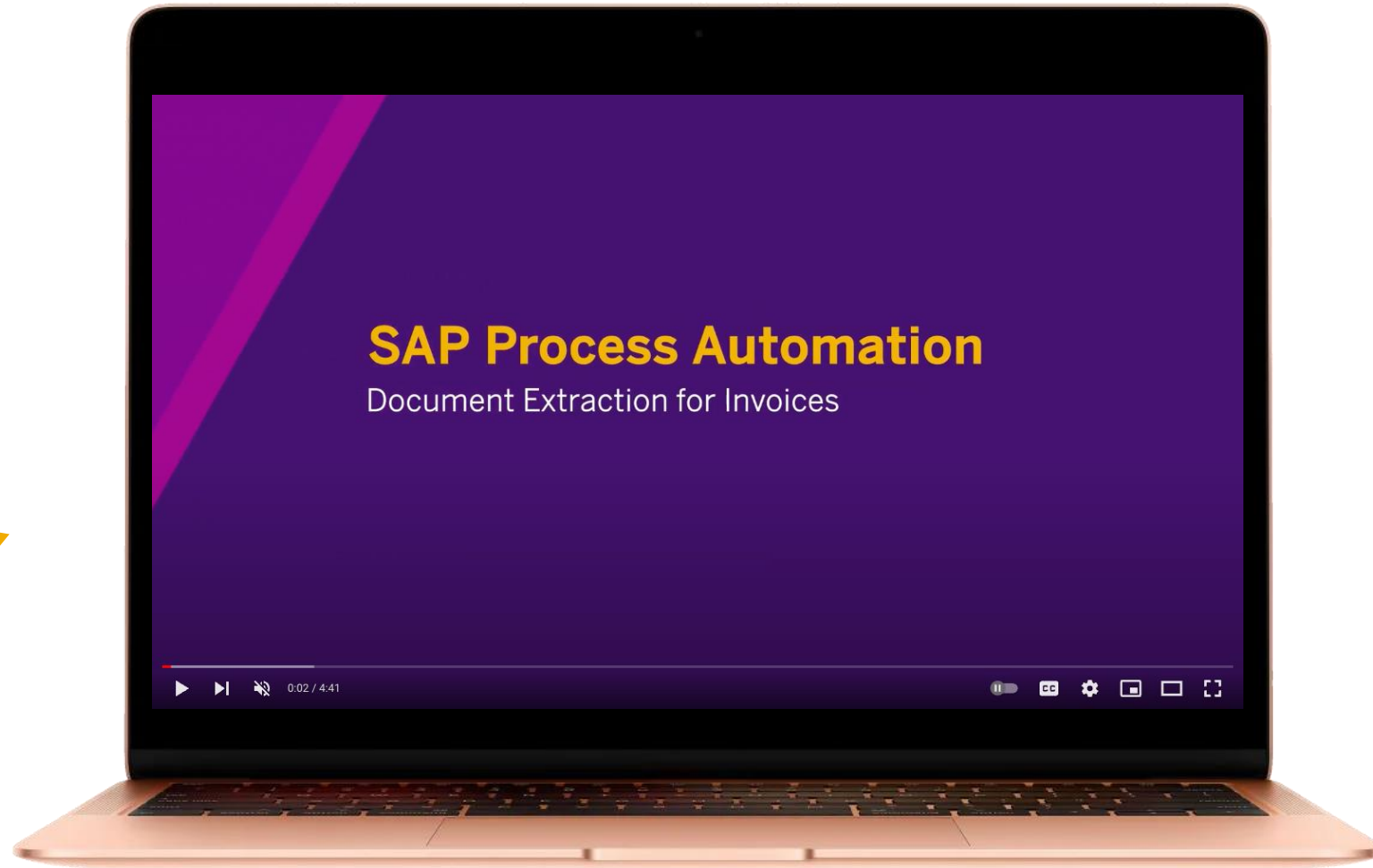
Throughout the **mission** participants will create a process, combining forms, automation, embedded Document Information Extraction service, and approval flow including rules on how to select the approver.

[Check out the SAP Discovery Mission](#)

+ **sample project available** in the store for the creation of this invoice approval process



## Document Info Extraction for Invoice Processing



# SAP Process Automation

## Document Extraction for Invoices



THE BEST OF SAP

A woman with curly hair, wearing a light-colored plaid shirt over a grey top, is sitting in an office. She is smiling and looking upwards while balancing a yellow and grey ball on her right index finger. She is also holding a black smartphone to her left ear with her other hand. The background shows a blurred office environment with computer monitors, framed pictures on the wall, and a pair of headphones hanging on the left. A semi-transparent white box is overlaid on the lower left of the image, containing the text "Live Demo".

**Live Demo**

# SAP Build Process Automation use cases

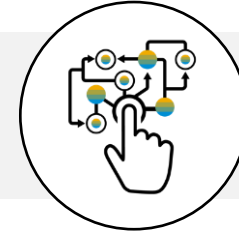
Get inspired, start today



Automate manual, repetitive tasks



Enable “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

Management of contingent workers

Design to operate

Master data record updates

Document approvals

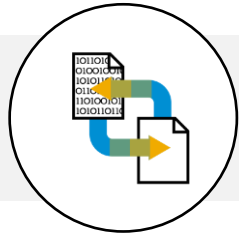
Lead-generation workflows

Source to pay

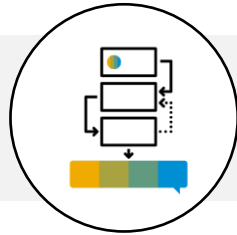
Return-order process

Incident management

Procurement data collection



Digitalize manual and semi-automated processes



Extend and adapt standard application flows



Automate comprehensive cross-application workflows

77% of the world's transactions run through SAP systems

#1 ERP | #1 Procurement | #1 Supply Chain | #1 Human Capital | #2 CRM

# Listen to our customers

## SAP Build Process Automation in action

### Doehler

Global producer, marketer, and provider of technology-based natural ingredients

#### Highlights

- Enabling citizen developers to create their own workflows
- IT prepares technical details
- Decreasing the iterations needed to create UI-focused processes by involving the business closely

#### Master data

Creating and changing data attributes in the Doehler data model

[Doehler: Testimonial video on YouTube](#)



### Freudenberg

Global technology group

#### Highlights

- Customize the process quickly and easily
- Combine the work of pro-code and no-code developers
- Balance between individual freedom and corporate standards using extensions

#### Investment request

Request and approve investment budget to trigger the procurement process

[Freudenberg: Testimonial video on YouTube](#)



### Arvato Systems – Bertelsmann

Services company developing and implementing solutions for business customers

#### Highlights

- Faster processing of requests
- Higher employee satisfaction
- Reduced manual workload leading to cost reduction

#### Software licensing

Frequently executed process to request licensing of new software products

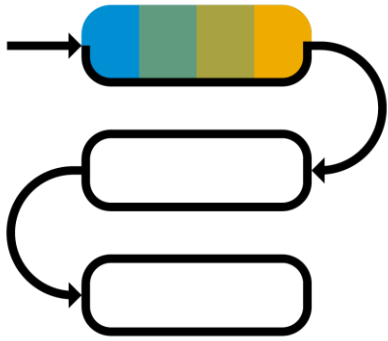
[Arvato Systems - Bertelsmann: Session at SAP TechEd 2022](#)





# SAP Build Process Automation

A simpler and faster way to automate business processes



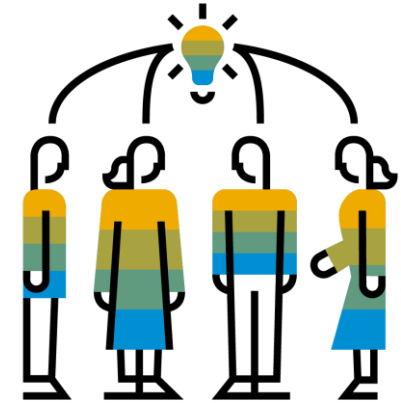
## Automate visually

Simplify automation with drag-and-drop and AI capabilities



## Integrate seamlessly

Automate faster using pre-built workflows, bots and connectors for SAP and non-SAP systems



## Collaborate securely

Enable fusion team development in a secure and agile fashion



# Become a SAP Builder and build your own process automations

## Community & ecosystem as key drivers for fusion teams

### Learn

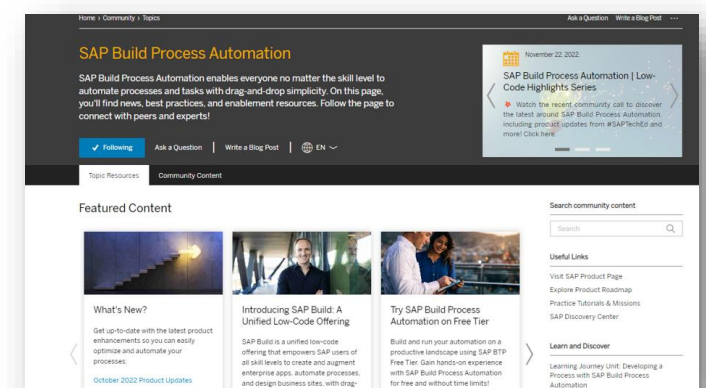
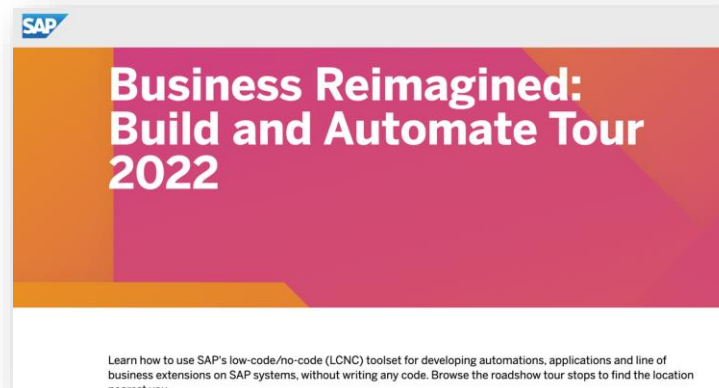
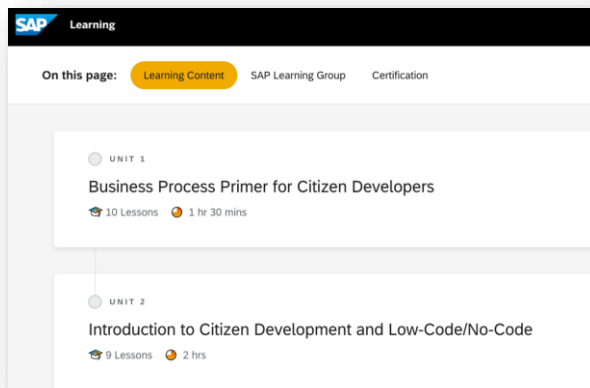
- [Click-through product tour](#)
- [Learning Journey for business experts](#)
- [Tutorials for developers](#)
- [Use case e-book](#)
- [Product page](#)
- [SAP Discovery Center](#) | [Missions](#)

### Build

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




### Engage & Celebrate

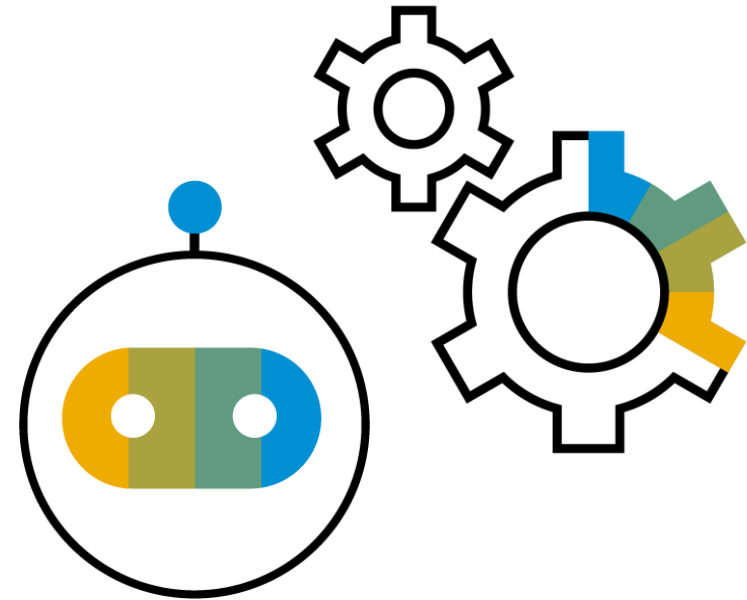
- [Forum on SAP Community](#)
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# Thank you.

Please connect with me at:

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-  [@die\\_ste](https://twitter.com/die_ste)
-  <https://se.linkedin.com/in/dieste>



# Appendix

# Get started right away

Use cases increasing the automation rate in your SAP applications

## Process automation for SAP S/4HANA

- [Production order operation confirmation](#)
- [Create purchase requisitions from Excel](#)
- [Automate sales orders creation from Excel](#)
- [Add decision logic to sales order management process](#)
- [Automate invoice processing with intelligent document information extraction](#)
- [Mass update asset master data](#)
- [Fixed asset transfer approval](#)

## Process automation for SAP Ariba

- [Automate the extraction of purchase order information](#)
- [Automate paper-based invoice posting](#)

## Process automation for SAP SuccessFactors

- [Improve applicant data handling](#)
- [Automate offer letter distribution](#)
- [Automatically fill in pre-screening questions](#)
- [Bulk Updating Categories in SAP SuccessFactors Learning](#)

## Process automation for SAP Business One

- [Business document extraction from e-mail bot](#)
- [Supplier invoice upload for intelligent invoice scanning bot](#)
- [Proof of delivery note upload in the outbound delivery and invoice bot](#)
- [Sales order creation from a local purchase order bot](#)
- [Master data enrichment for business partner identification bot](#)
- [Activity creation for business partners bot \(Web client for SAP Business One\)](#)



*Click the links to watch the use case videos on YouTube*



# Achievements by our customers

Using process automation solutions from SAP

## High tech



- Improved customer service and consistency within one month ([Hewlett Packard Enterprise](#))
- Reduced time for billing processing by 83% and realized approximate savings of US\$200,000 for a new billing system ([Chunghwa Telecom](#))

## Mill products



- Processing 500 orders per batch for improved order closing; before: entire day's work for one employee; now: two-minute task for a bot ([REHAU](#))
- Refocusing 175 hours per month on high value in the customer invoicing process ([Aço Cearense Industrial](#))

## Automotive



- 30% faster time to market due to quicker development timeframe ([Toyota](#))
- Management of price changes from parts suppliers with automated updates to SAP ERP; 2x productivity improvement and 30% more savings ([AGCO](#))

## Healthcare



- Bot processing of 100,000+ sales orders to bring pharmaceutical products to customers ([Zuellig Pharma](#))
- 360-degree visibility and coordinated task management ([Zuellig Pharma](#))

## Manufacturing



- Intelligent bot processing of 6,000 documents each year without any human intervention ([Villeroy & Boch](#))
- Support for collaboration and enriched user experience with 2D and 3D visualizations sample bullets ([KAESER Kompressoren](#))

## Chemicals



- Reassignment of 4,700 labor hours each year from repetitive tasks to high-value activities, increased efficiency in financial reporting by 90%+ ([Wanhua Chemicals](#))

## Utilities



- 90% faster data entry for job requisition and 50% time savings on plant inspections ([Uniper](#))
- Business users spending 80% less time creating workflow authorization requests ([Uniper](#))

## Oil & gas



- Centralized app to manage operations and gain real-time visibility into tasks; integrated 15+ systems; improved productivity by 15% ([Murphy Oil Corporation](#))
- Streamlined asset inspection processes; 25% reduction in back-office data processing effort; 100% compliance in asset attribute capture ([TasNetworks](#))

## Media, sports & entertainment



- 60% automation rate in sales order processing and 100% replacement of legacy solutions ([Alma Media](#))
- Improved staff productivity by enabling them to complete core functions in the field; 87% guest satisfaction with helpfulness of staff ([Taronga Conservation Society](#))

## Learn more



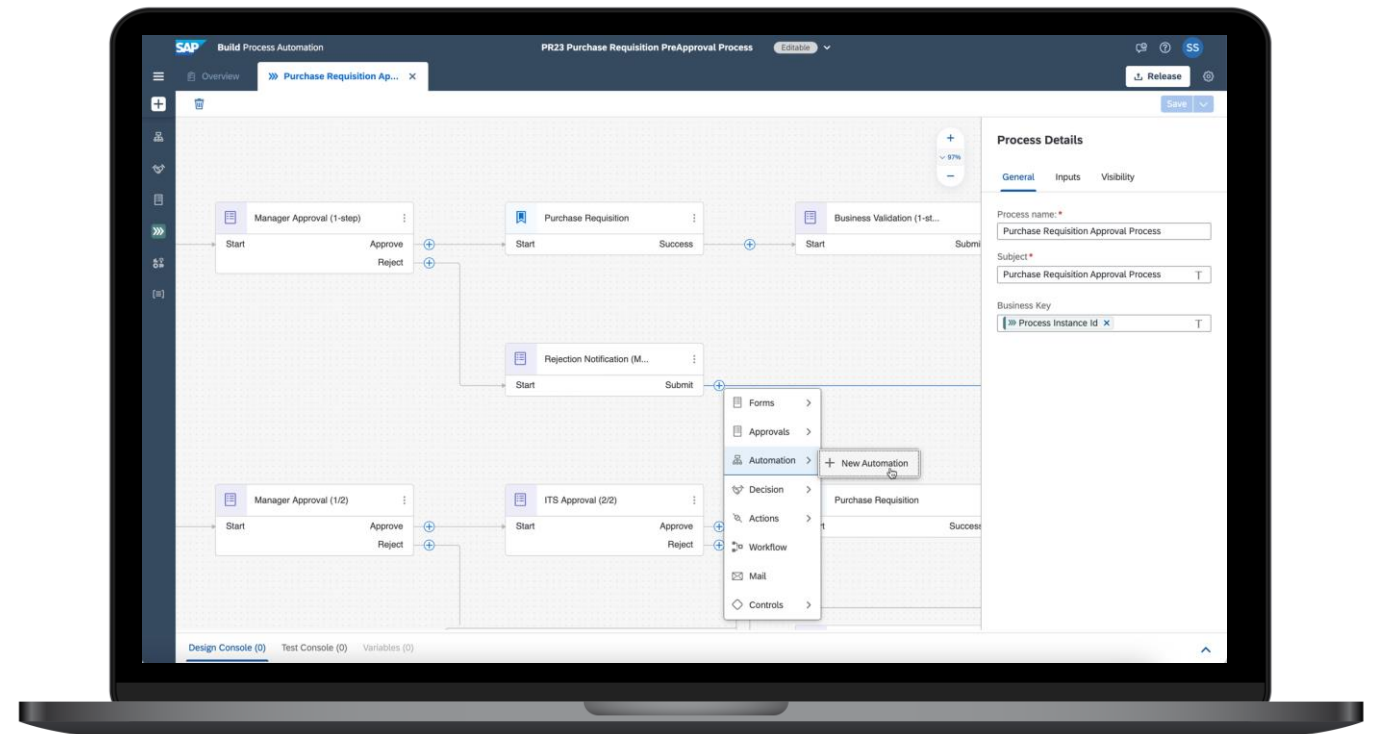
[See how customers are automating processes with SAP](#)



# Processes and workflows

Build, adapt, and organize process flows

- Visual no-code process builder
- Define start triggers, flows, process controls and more
- Directly add forms, decision logic and RPA bots into process flows

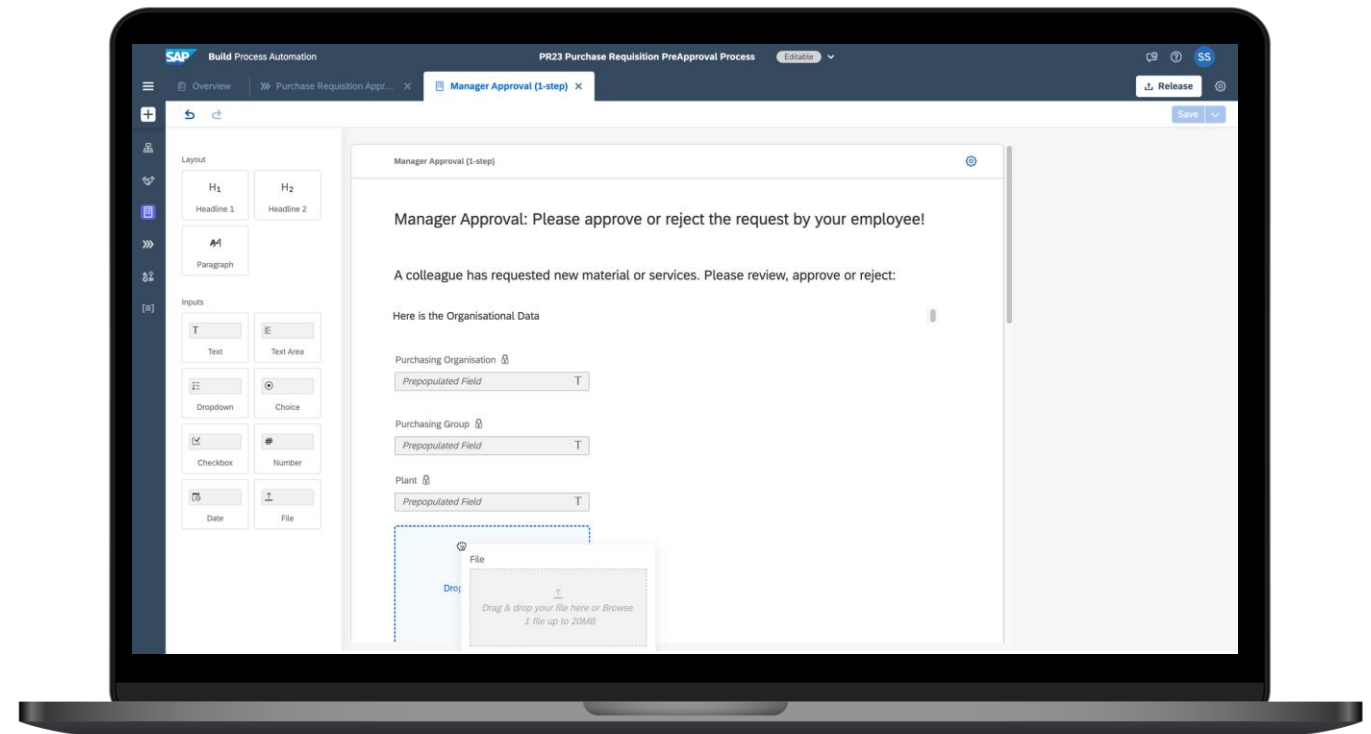


Process builder

# Forms and multistep approvals

Design forms for requests and approvals

- Drag-and-drop forms builder
- Define clean and easy-to-consume layouts
- Incorporate text, number and date fields, drop-down menus, and check boxes

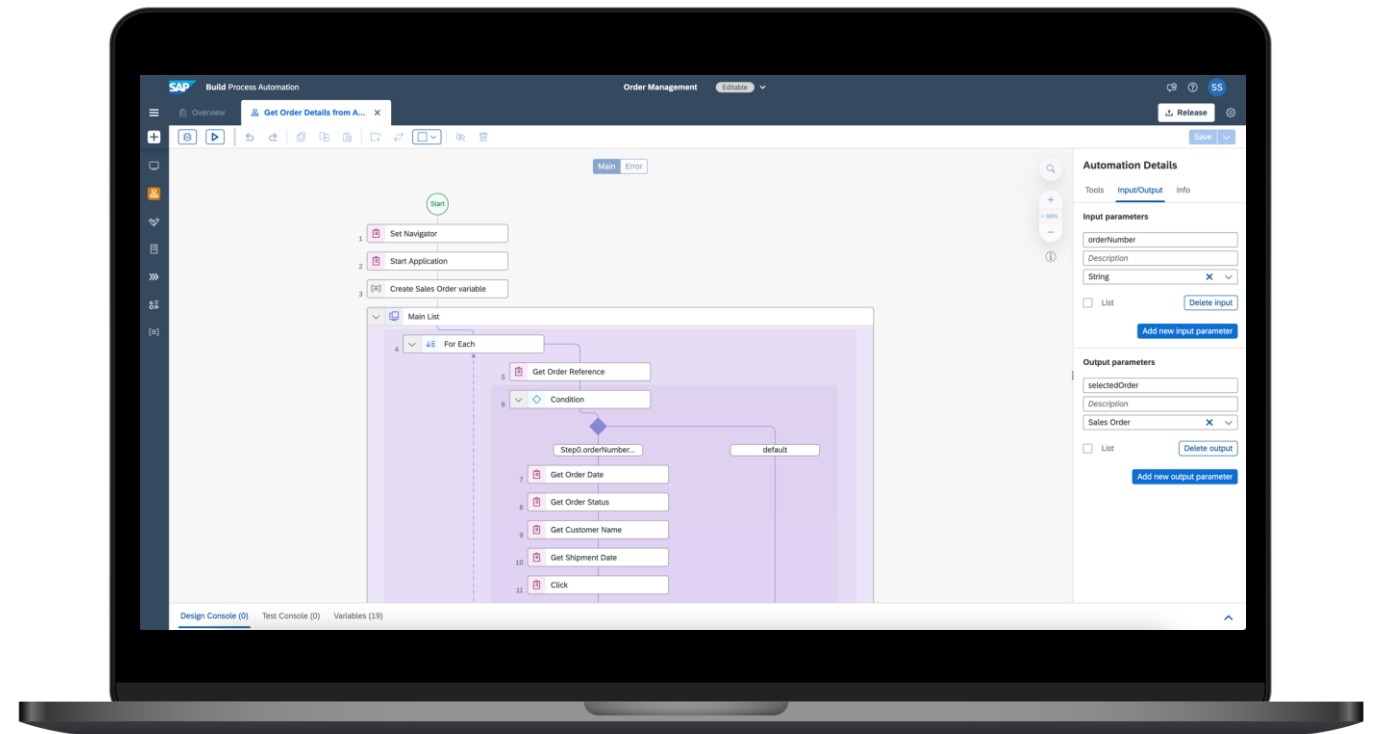


Forms builder

# Task automation

Automate routine tasks with robotic process automation (RPA) capabilities

- Automate repetitive manual tasks, high-volume tasks and multiple-system tasks
- No-code or low-code (JavaScript) experience depending on complexity
- Automation recorder for UI-based automations

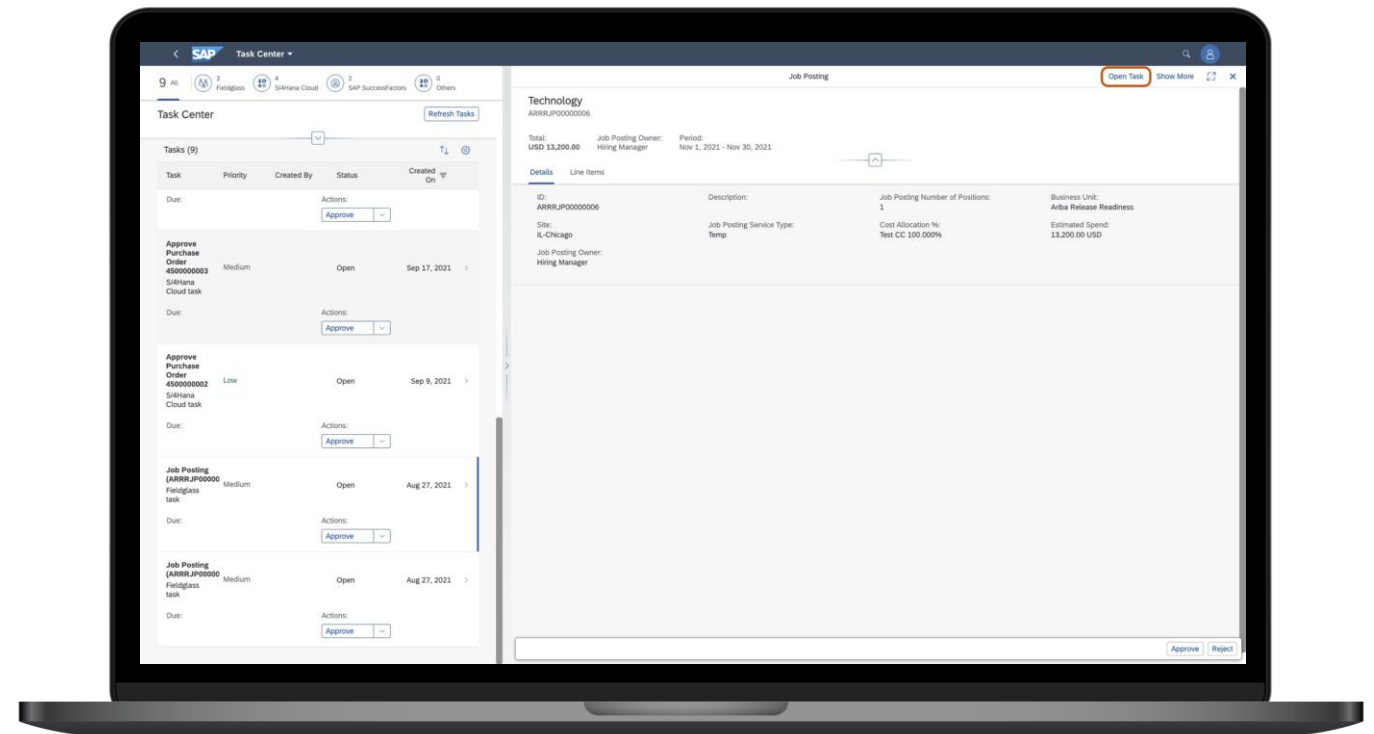


Automation editor

# Unified launchpad and task center

Simplify access and improved operations

- Access and process all notifications and tasks across different solutions in one place
- Web and mobile access
- Improve efficiency by delivering a seamless user experience

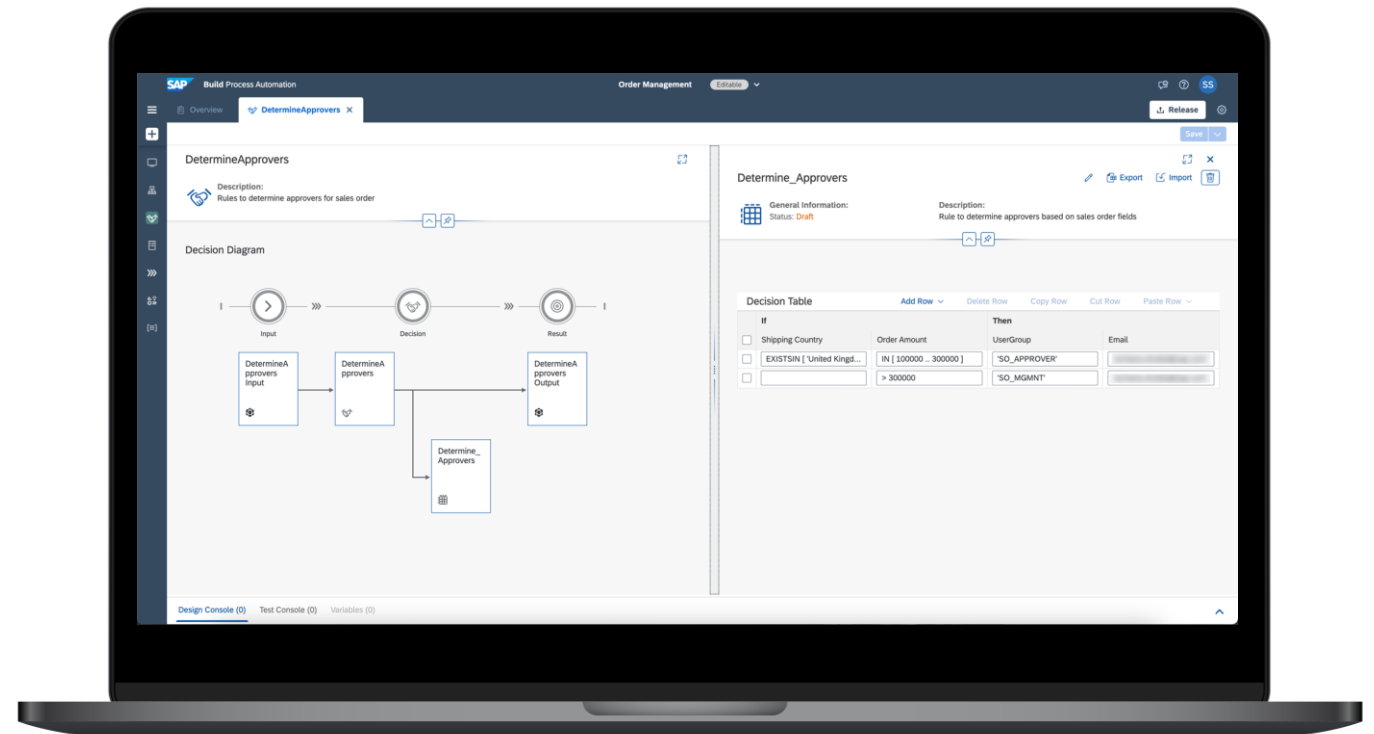


SAP Task Center

# Business rules and decisions

Create and maintain business rules for decision management

- Spreadsheet-like decision tables or text-based rules
- Validation, error-highlighting, orchestration
- Create, maintain, and manage rule versions without relying on IT for additional development effort



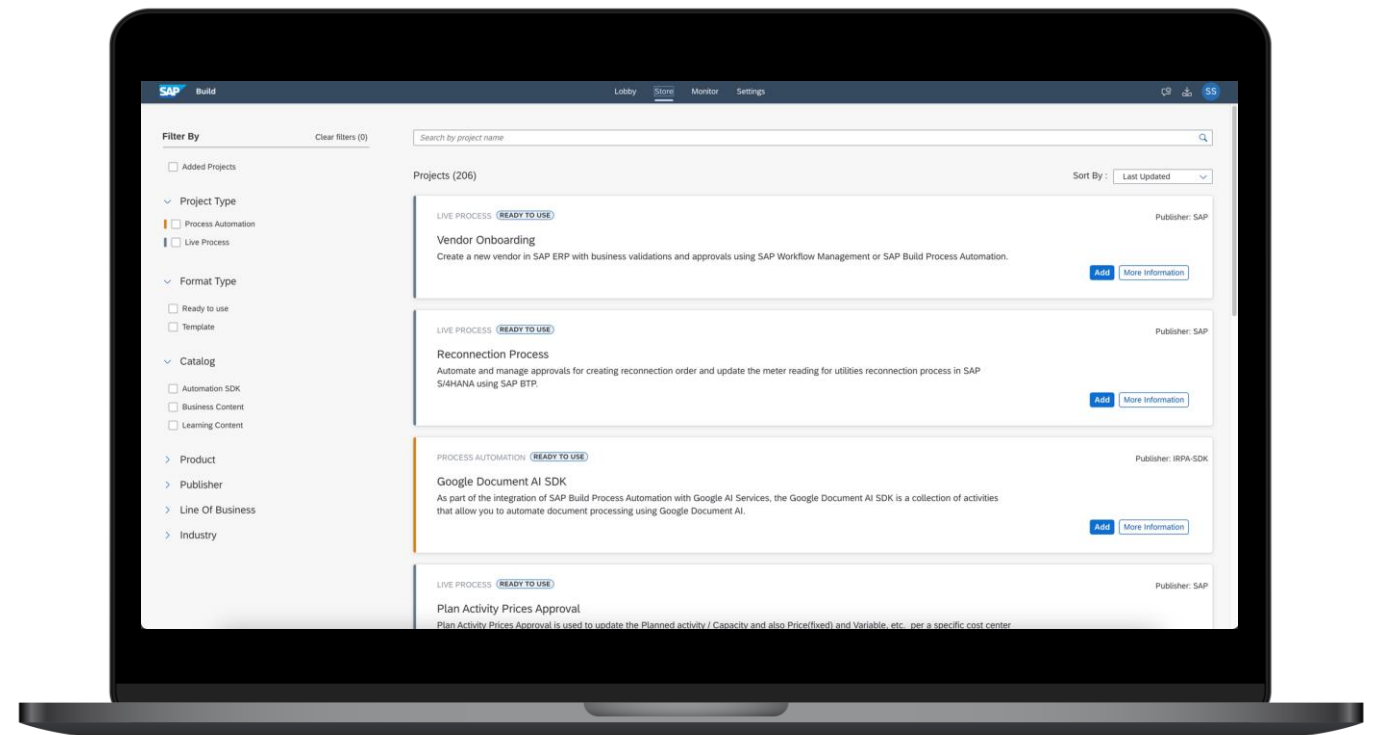
Business rules editor



# Prebuilt content

Accelerate development with pre-built content and components

- 250+ process content packages, RPA bots and connectors
- Content designed specifically for SAP S/4HANA, SAP Ariba, SAP SuccessFactors, and more
- Line-of-business and industry-specific use cases

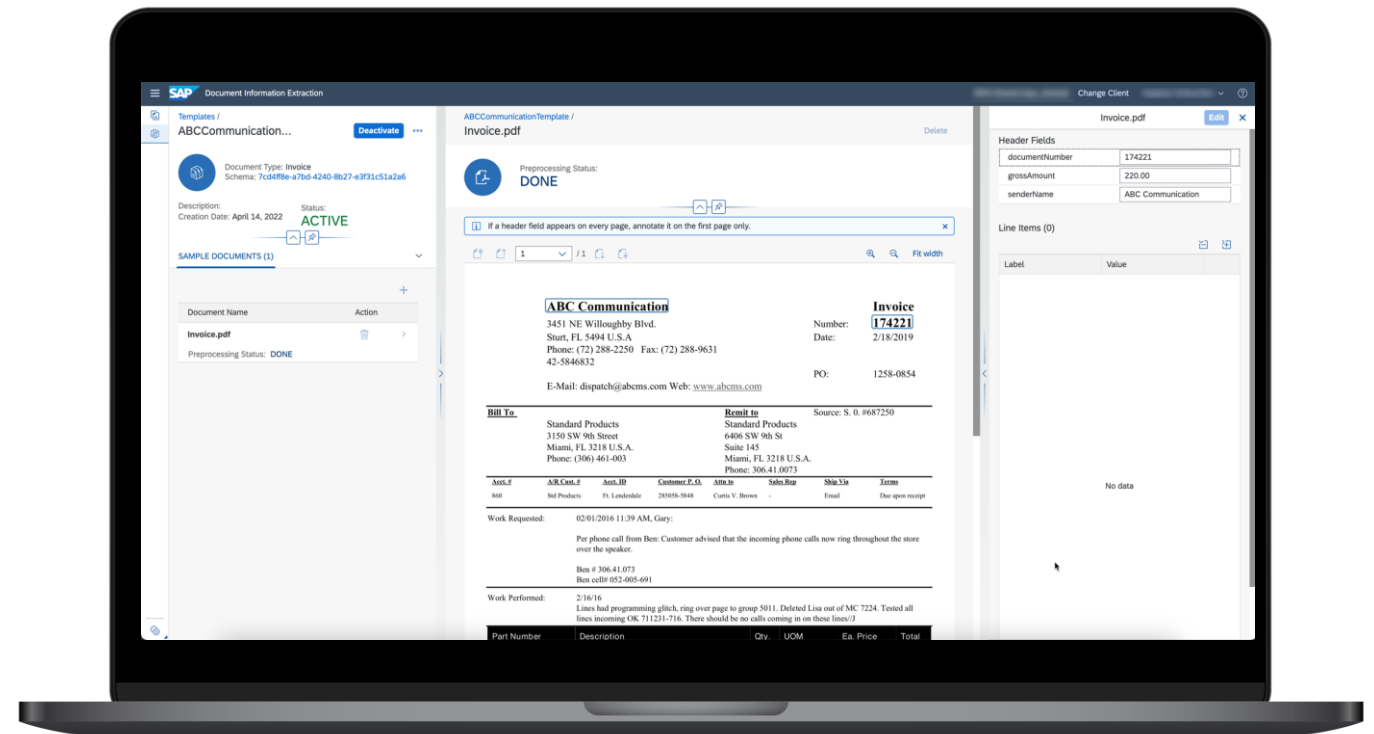


Content store

# Document understanding

AI-based document processing to use data from digital documents

- Extract data from digital documents, use them in the process and / or transfer them to your enterprise systems for processing
- Structured and unstructured data sources
- Pre-trained machine learning models and easy template creation without data scientists' support

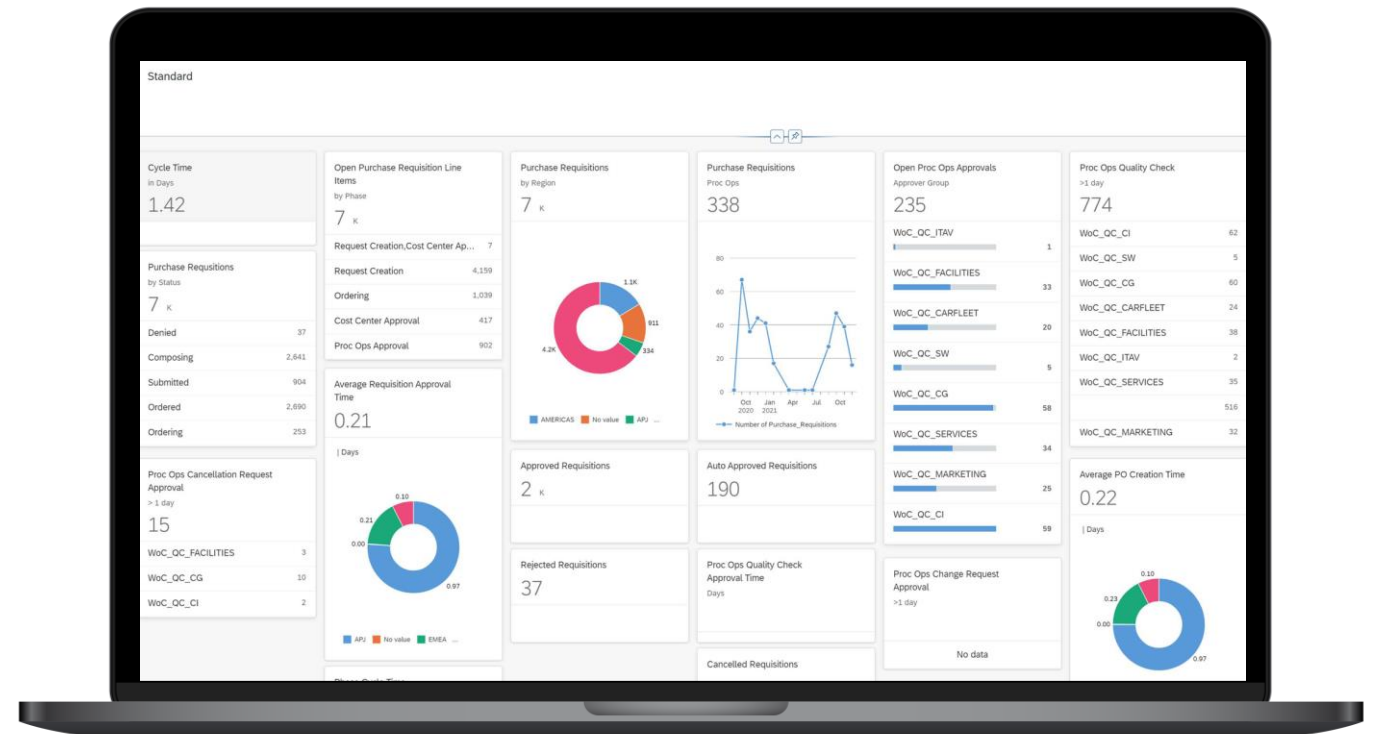


Data extraction template creation

# Process visibility

Monitor and manage process performance

- Monitor processes in and across SAP and third-party applications
- Event-driven process views and AI-based cycle-time predictions
- Milestones, service-level-agreements and key performance indicators tracking



Process visibility dashboard

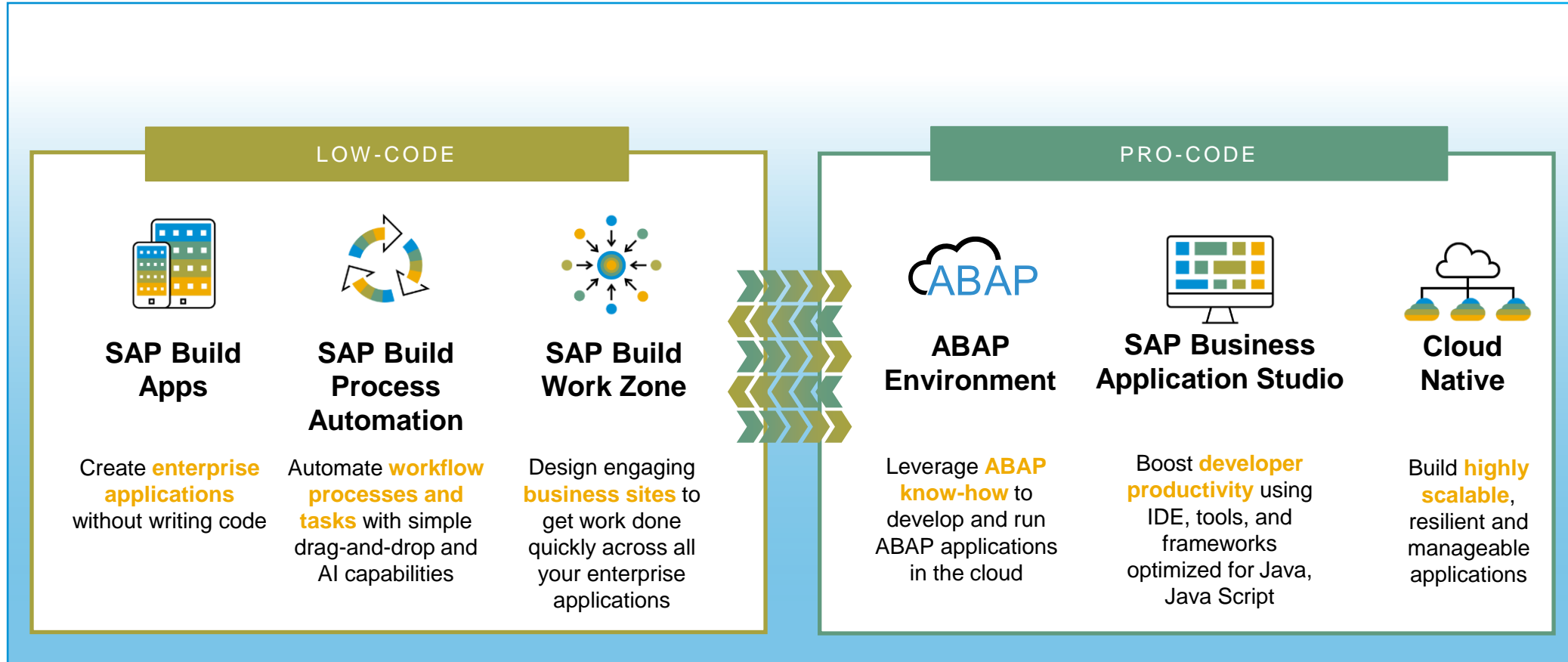
# Enable fusion team development

## App development and automation with SAP Business Technology Platform



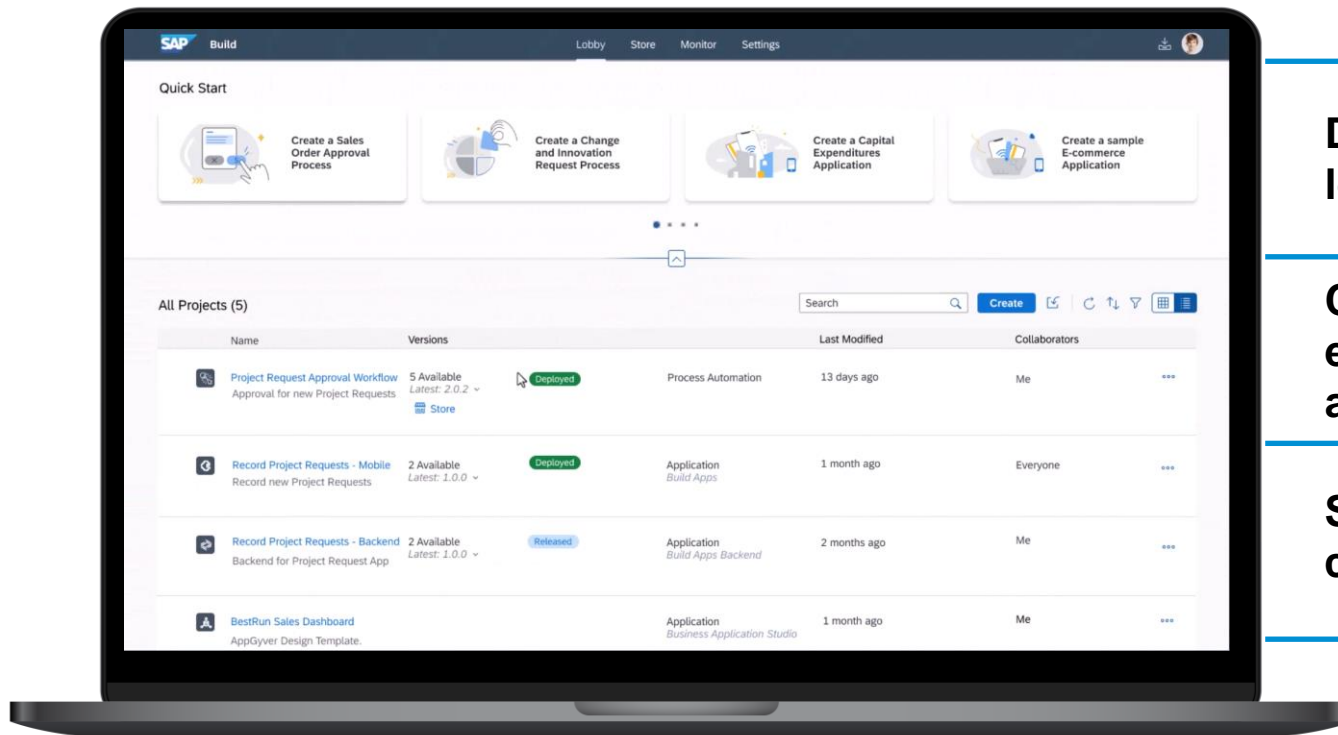
# Enable fusion team development

Collaboration between low-code and pro-code



# Enable fusion team development

Use the development tools that best fit the respective skill set



**Developers can contribute complex logic created using pro-code tools**

**Central access from a unified lobby, easy to use export/import functionalities and shared artifact repositories**

**Sharing of artifacts facilitates creation of composable applications**

Frontend, backend, and process components in project repository

# Enable fusion team development

Use the development tools that best fit the respective skill set

