SAP INTELLIGENT RPA

Harsha Bhat | Solution Owner- SAP Intelligent RPA | SAP SE, Walldorf
harshavardhan.bhat@sap.com

April 2020

External

THE BEST RUN SAP

Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP’s intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Agenda

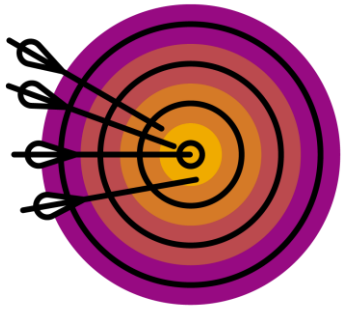
- WHAT IS ROBOTIC PROCESS AUTOMATION (RPA)?
- WHAT ARE THE USE CASES FOR RPA / BUSINESS VALUE OF SAP INTELLIGENT RPA
- SOLUTION ARCHITECTURE & OVERVIEW FOR SAP INTELLIGENT RPA
- EXAMPLE INTEGRATION SCENARIO DEMO
- KEY TAKEAWAYS AND ADDITIONAL MATERIALS
- Q&A

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Virtualizing workforce and maintaining business continuity

SAP Intelligent RPA for remote worker automation

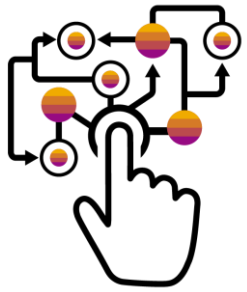
Urgent challenges



Scattered workforce and business disruption

- Efficiency loss towards demanding SLAs
- Supporting employees to achieve more with less resources and maintain balance
- Physical unavailability of staff

Workforce digitization



Enable remote services and automation

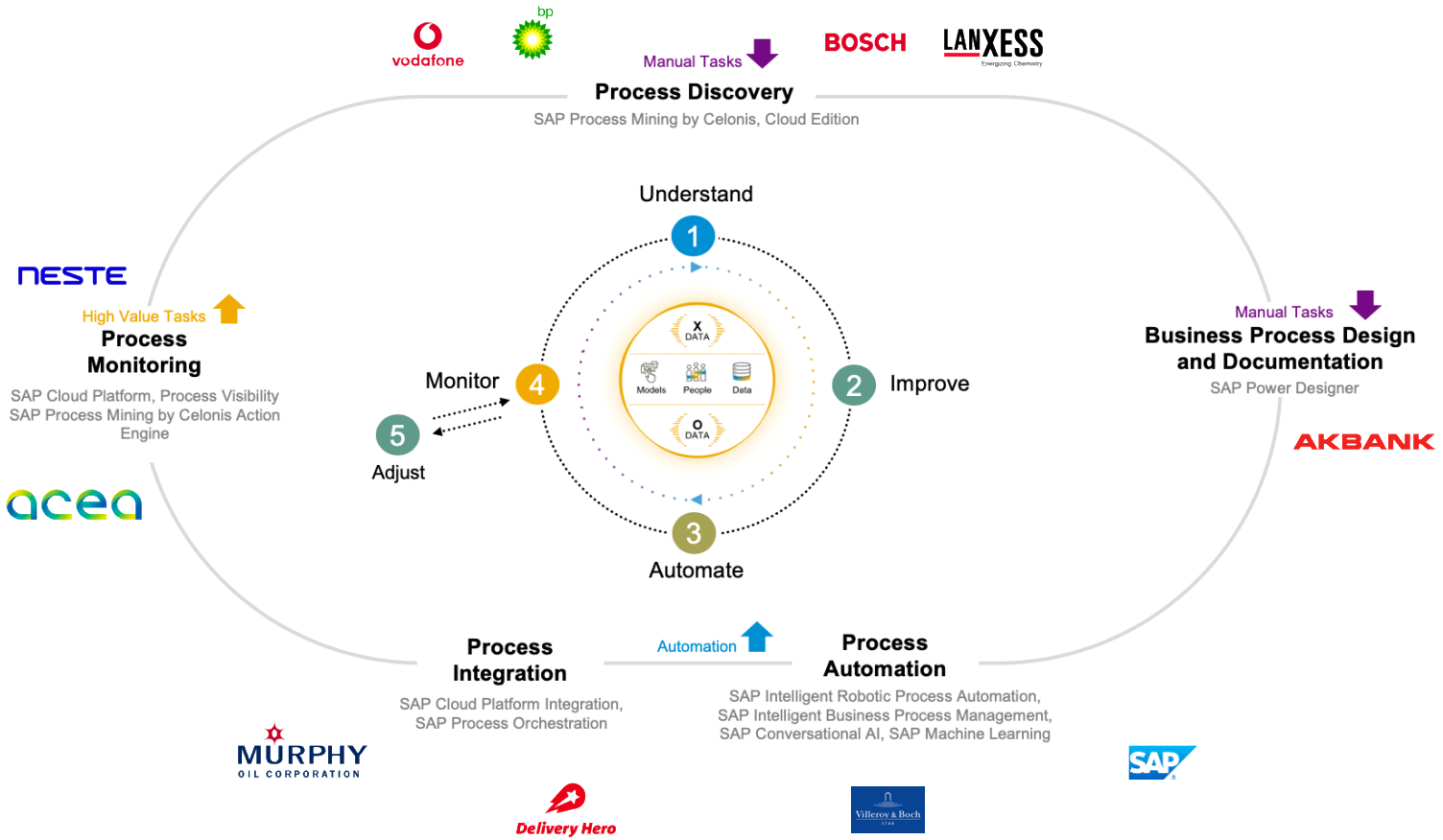
- 24 x 7 conversational serviceability
- Reduced human errors and burn out
- Digital assistants & touchless execution
- Free staff to perform non-repetitive, high-value actions

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Next Generation Process Excellence

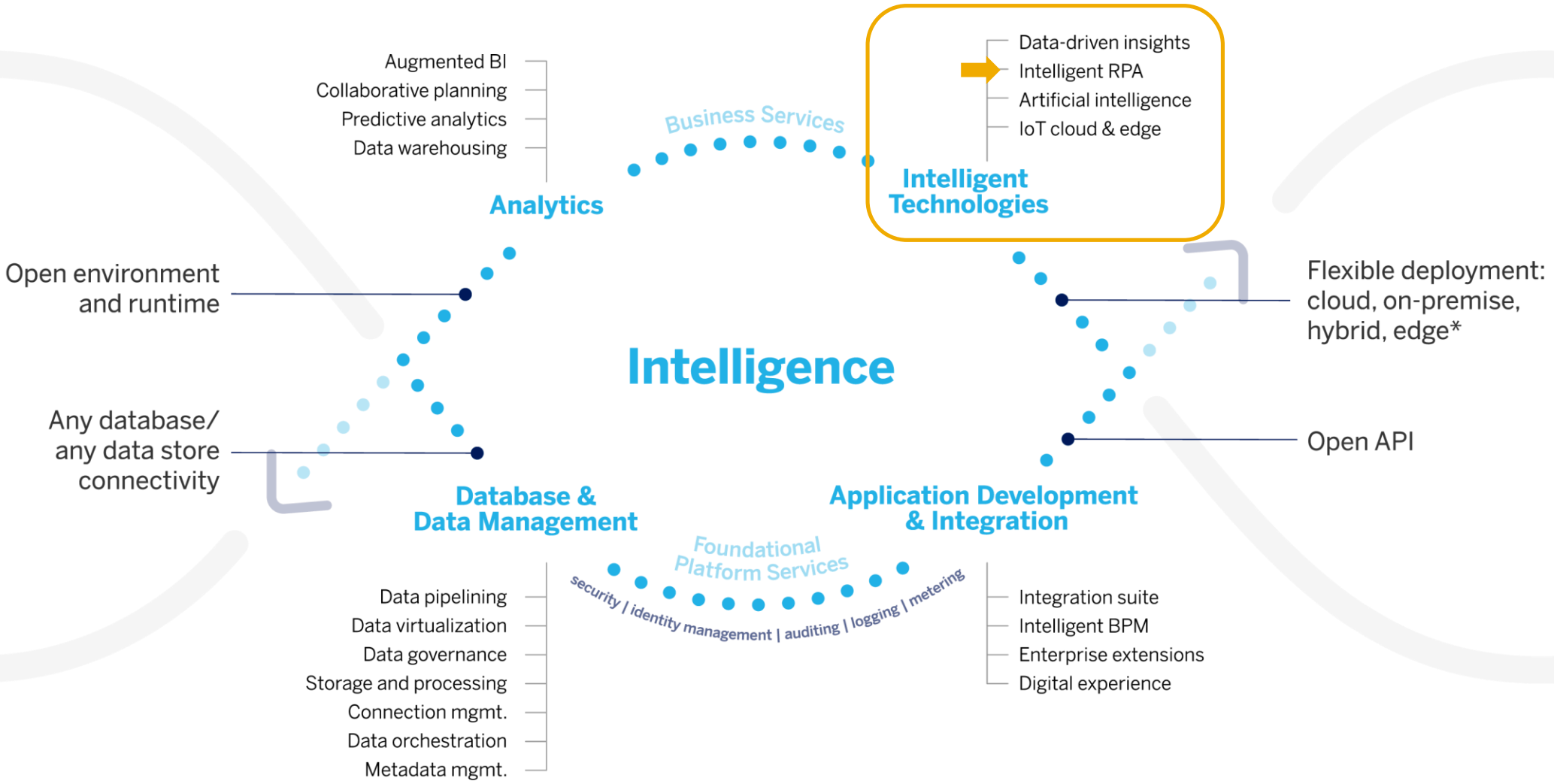
Integrate process automation technologies end to end

Understand | Improve | Automate | Monitor



© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Business Technology Platform



*Services availability may change per deployment model and IaaS vendors

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Process Excellence combining Technologies & prebuilt Content

Easy access to ML services

ML provides easy processing of documents and unstructured data to be embedded into RPA workflows

Use ML Services to improve RPA training

Conversational User Experience

Process Intelligence assistance with SAP Conversational AI

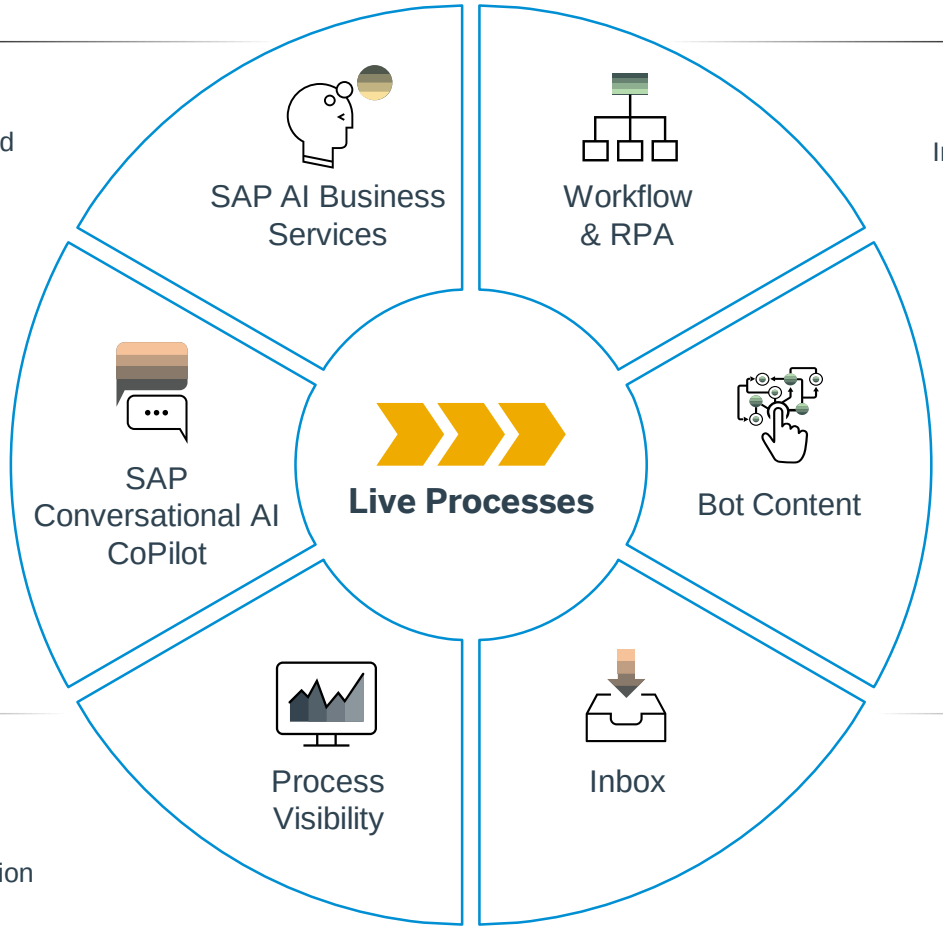
Natural user interaction with the bot

Monitoring & Process Intelligence

Integrated Monitoring and Process Visibility

Co-Offering with SAP Process Mining by Celonis, cloud edition

Stakeholder satisfaction using SAP Qualtrics at any stage



Robotic Process Automation

Intelligent Robotic Process Automation helps run repetitive, tasks that span across systems (SAP and non-SAP)

Intelligent RPA runs on SAP CP Workflow as bot runtime

Record Build Run Monitor

Prebuilt Content

Best practice content for S/4HANA

DBS, Industry packages

Digital Experience

Usage of Inbox for user interactions and decisions

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

WHAT IS ROBOTIC PROCESS AUTOMATION (RPA)?

What is SAP Intelligent RPA?

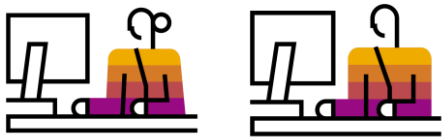
Robotic Process Automation (RPA)

Software robots **mimicking human users** for manual process tasks on user interface for automating process execution. It can bring new speed, efficiency in process execution and free up human workers from **repetitive tasks** for more time availability towards **high-value tasks.**

Unattended (Digital Worker)

Fully automated process, where robots are working autonomously with human supervision only

Example: Purchase Orders are sent in to an inbox and have to be read, identified, information has to be taken and brought into ERP system to create the PO reference. A bot can run the full process autonomously.



Attended (Digital Assistant)

Partially automated process, where robots are co-working with humans

Example: An insurance clerk is called by a customer who has an accident. He doesn't want to click through X different systems to get to collect and display the customer data in a 360 view.

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Criteria for Processes Automation with SAP Intelligent RPA

Focus Area	Criteria
Collect Data	• consolidate and manipulate data from multiple data sources, such as excel, vendor portal, SAP systems • multiple applications touched by the user during process execution. E.g. excel, outlook, web application, S/4HANA, ECC, non-SAP systems
Collaborate, trigger user action and communicate	• approval follow-up with multiple stakeholders • workflow trigger • automatic service ticket resolution • monthly reports • email integration
Improve user productivity	• process can be accelerated and improved by a digital assistant. For example the integration of chat bots and RPA bots to perform operational work on user's behalf. • part of the processes are completely executed by bots, e.g. 24/7 execution

Manual & repetitive

High volume

Multiple systems

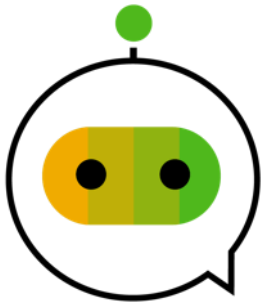
Workaround for native integration

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

SAP Intelligent RPA in a Nutshell
Typical use cases

Extract data through various connectors e.g. Excel, pdf, external apps, Web sites, 3rd-party apps and enter in a finance system

Log in to 15 SAP instances, collect purchase requisitions and distribute to SSC teams



Download various reports, collate and save in shared drive

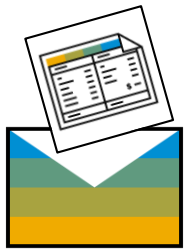
Check ticket inbox in a shared service center and route to bots

Search invoices by reference number in various ERP instances

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Example : Purchase order creation – Manual steps

Incoming purchase orders



You receive tons of purchase orders via email every day.

You need to identify and filter them.

Analyzing and extracting the content

You need to understand the information and extract the relevant data from the documents and store it in a task list.

Entering in ERP

You need to manually record the purchase order in your ERP system, navigating through different screens and typing the order information.

Repetitive order creation

Manual, tedious, repetitive, error-prone task leads to long queues and frustrated employees and customers.

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Why Intelligent Robotic Process Automation?

Shared Service Automation

Execute faster, reduce errors, optimize processes & resources by automating manual tasks

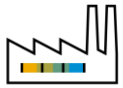
Financial Transformation

Faster financial closing, lower manual efforts & optimize resources

Customer Service Automation

Increase customer satisfaction and higher throughput

Operation Automation



Manual task automation, monitoring & visibility

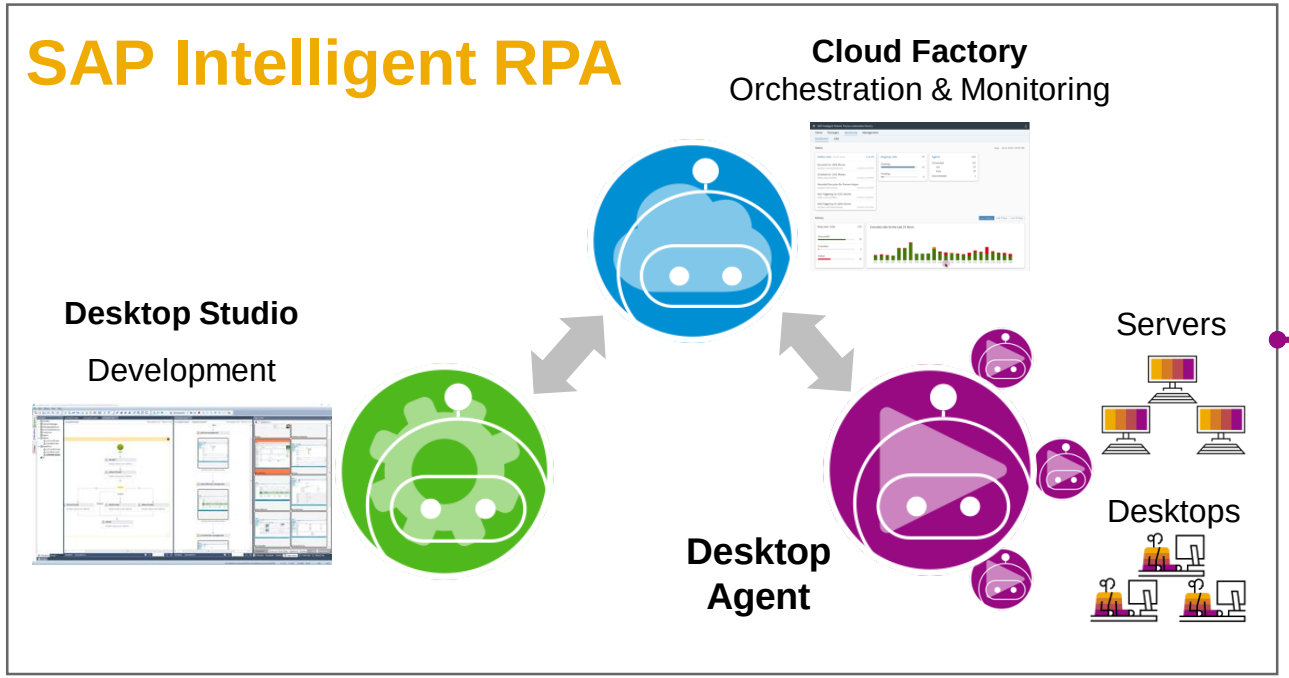
Data Management

Faster onboarding for employees and customers, consistent master data

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

OVERVIEW OF SOLUTION ARCHITECTURE

Solution Overview



SAP Cloud Platform

SAP Applications

Digital Core

Pre-defined content for SAP S/4HANA

SAP C/4HANA

SAP SuccessFactors

SAP Ariba

SAP Concur

SAP Fieldglass

Intelligent Technologies

Interaction via UIs and APIs

Non-SAP Applications

Third-party tools

Legacy applications

Web applications

Internet portals

Interaction via UIs

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Desktop Studio

Suite of tools for process automation development

Application capture

- Capture application pages for any technology (Web, Windows, Java, …)
- Detect changes for easier maintenance

Workflow designer

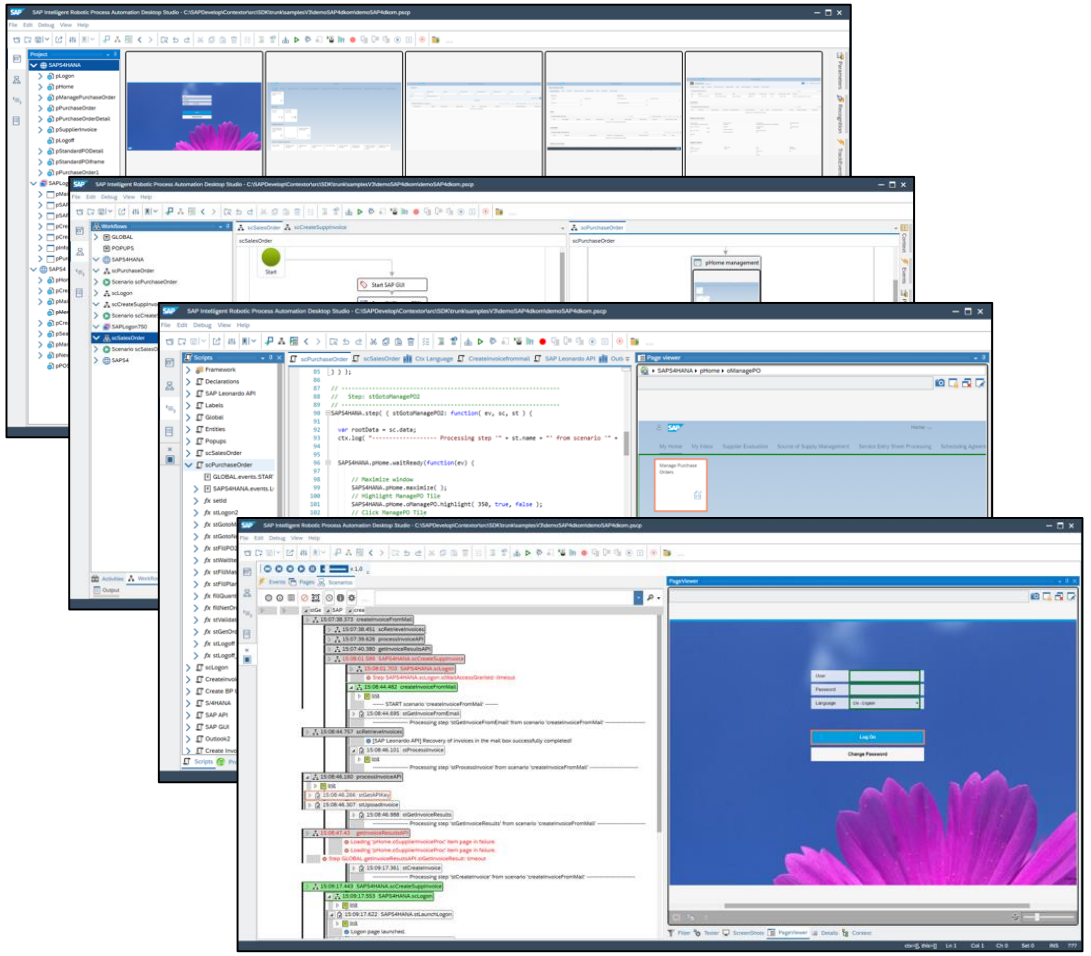
- Graphical designer for simple automations
- Generate JavaScript scenarios for runtime execution

Advanced integration

- JavaScript editor for advanced usage
- Enrich functionalities with libraries
- Easy navigation between script and graphical design
- Snippets and code generation

Test and validation

- Local debugger (step by steps, watches, …)
- Recorder / re-player for remote investigations and off-line analysis

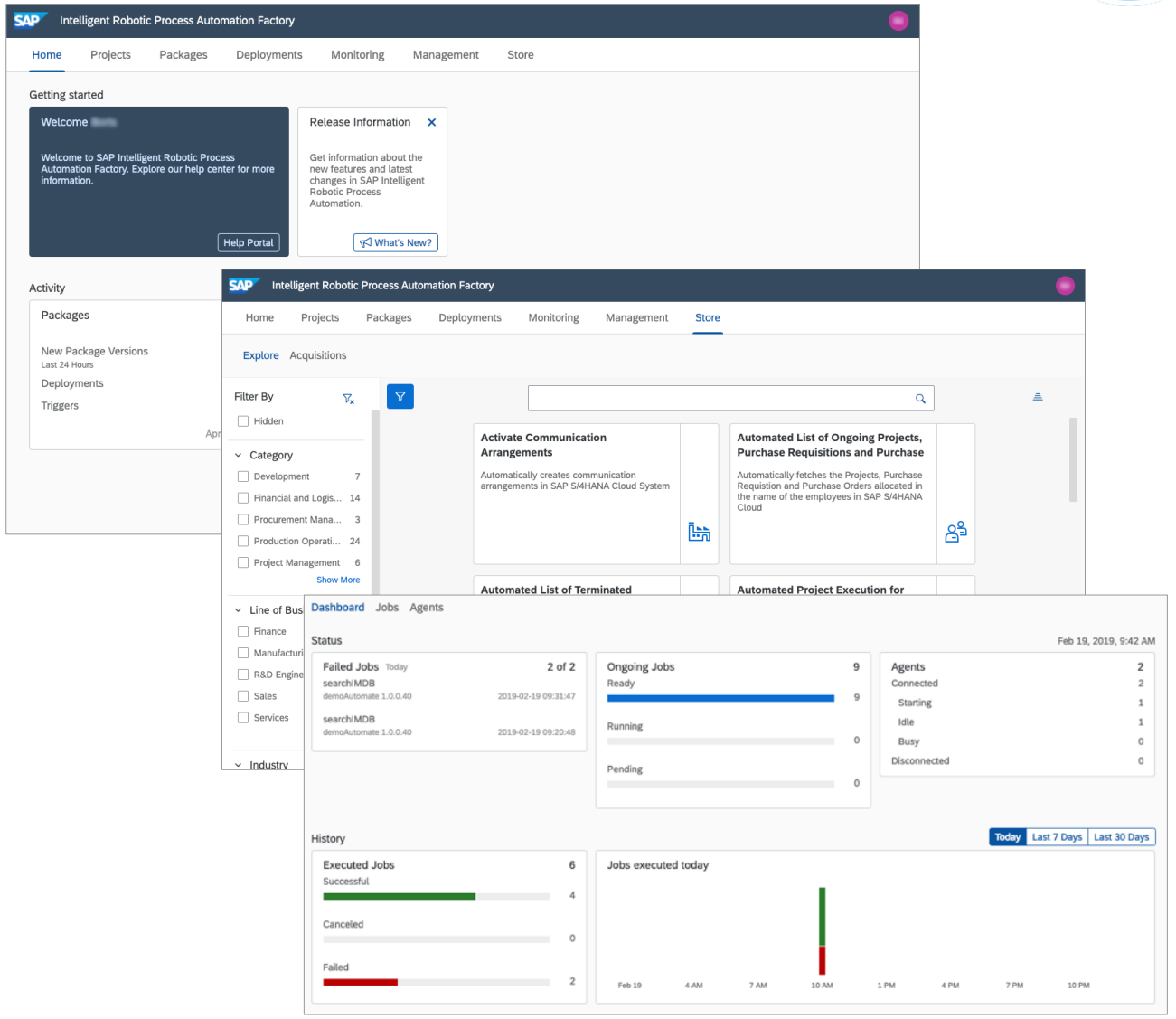


© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Cloud Factory

Bot management

- Manage customer landscapes and create test/dev/prod **environments**
- Deploy **prebuilt content**
- Manage **projects** and **packages** them for attended and unattended execution
- Distribute and **orchestrate execution** on agents
- **Monitor** execution

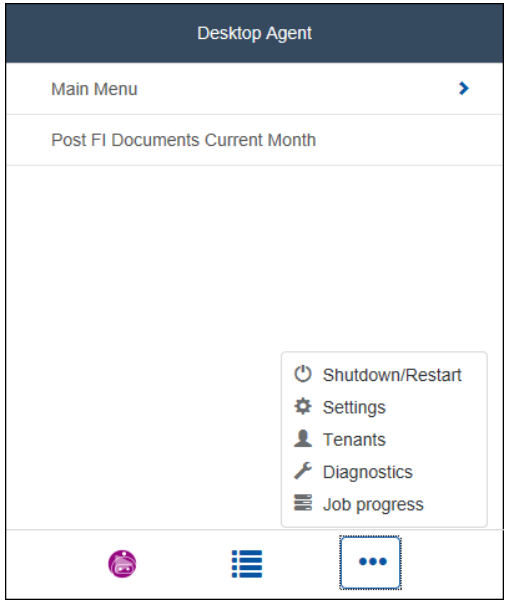


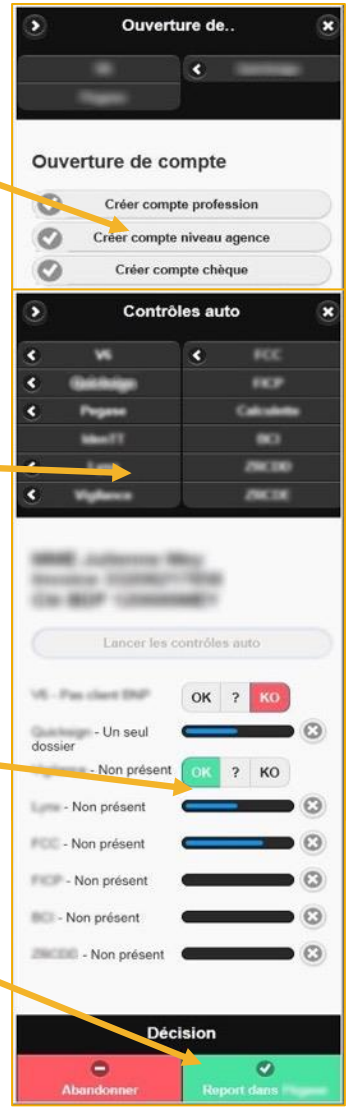
© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Desktop Agent

Runtime module on customer desktops and servers

- Multi-technology for UI automation
  - Web, Windows, Java, emulators, …
- Same product and skills for attended / unattended
- Parallel or sequential execution on applications
- Scenarios with mix of UI and API automations,
- Fast and robust automations
- Secured connectivity with the Cloud Factory
- UI assistance for attended mode
  - Training / Contextual Help / 360° View / Quick Launch / …





© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

SAP Intelligent RPA

Integration Summary

Universal approach on RPA

- Wide Range of UI / API technologies for end to end automations on any business process
- Connect to Web, SAP GUI, Windows, Java applications

Build Automation Scenarios

- Application captures : easier to maintain and enhance
- Graphical Workflow Designer and advanced JavaScript Editor for automations

API Trigger & Notifier

- Connect to any web services (ML Foundation, …)
- Expose Automation Scenarios to the outside world

Integration with SAP Intelligent Services

- SAP Machine Learning APIs including Intelligent OCR
- CAI Chatbot integration

Integration with SCP Workflow

- Uniquely combine BPM and RPA automations

Store

- SAP provided content

SAP Intelligent RPA

Integrates with

- Any underlying application
- Intelligent BPM via its API trigger framework
- CAI via its API and notification framework
- SAP GUI and SAP UI5 connectors for easier bot building
- SAP Data Intelligence

Commonly available with/in

- SAP Cloud Platform
- CPEA
- Intelligent Technology Packages
- SAP Services
- Pre-built bot content

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

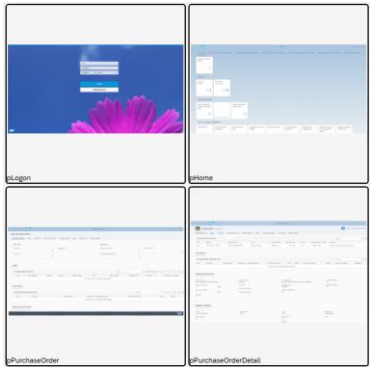
Connectors & Capture Application Pages

Wide range of supported UI & API Technologies

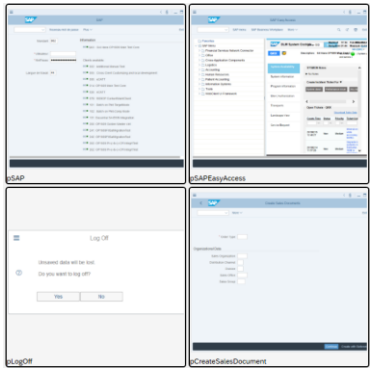
- Web, Windows, Java, Emulators, Office applications, …

  Advanced support for SAP applications : SAP GUI, SAP UI5 , S/4 HANA …

  Works also with non-SAP applications
- Support for hybrid virtualized architectures (Citrix / Remote Desktop)

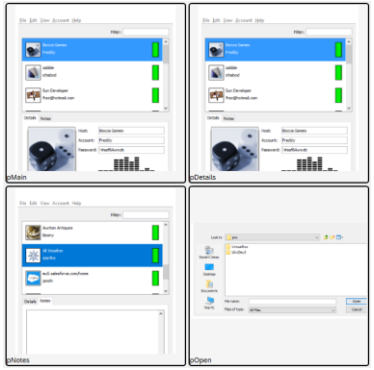


Web applications



SAP GUI applications

Emulator applications

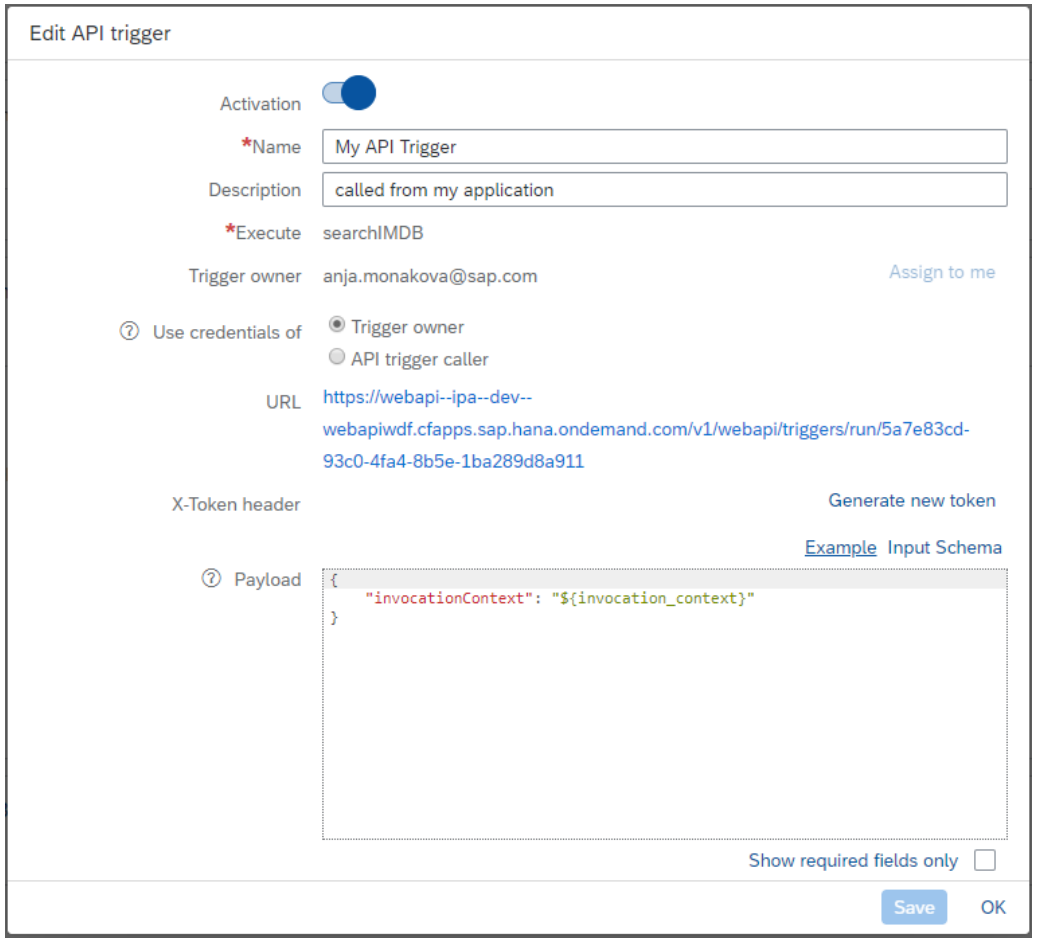


Windows / Java applications

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

API Triggers

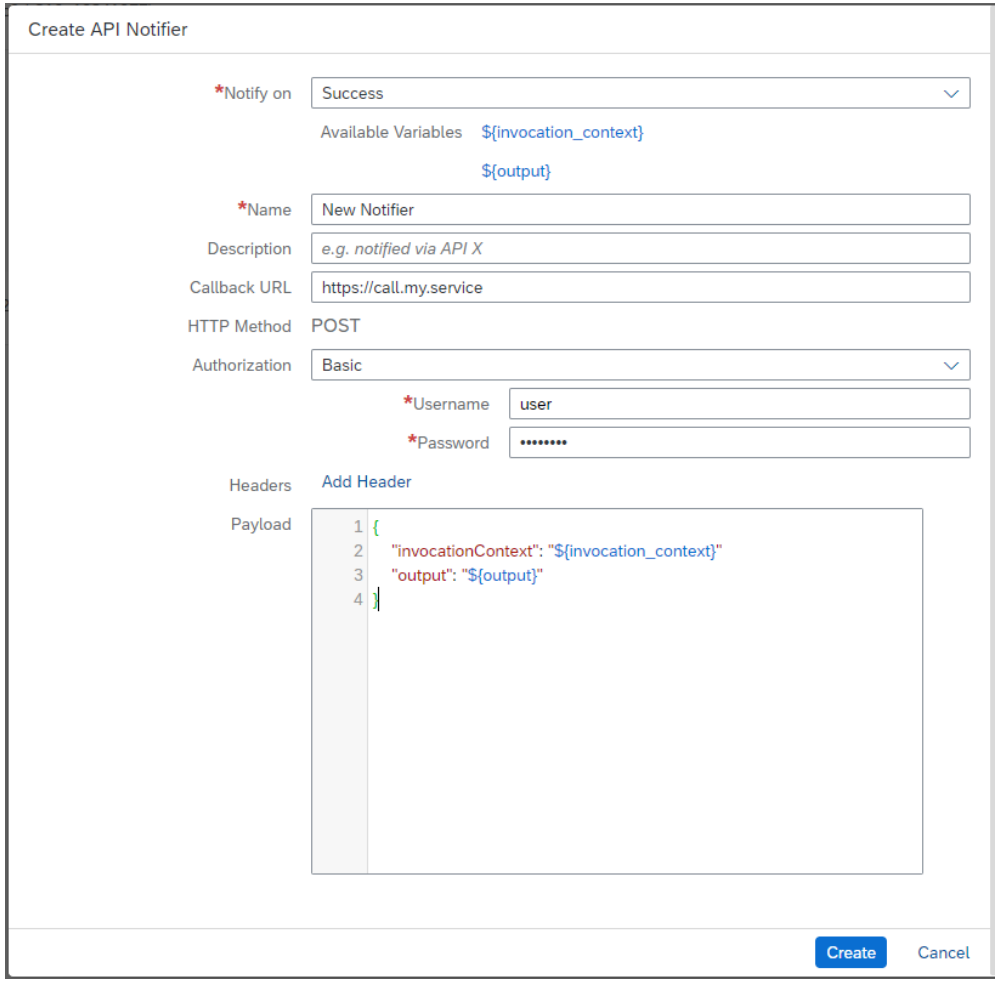
- Attached to a scenario/process in a deployment
  - Can be added, modified or removed at any time
- Dedicated API endpoint protected by API key
- Provides input for bot execution
  - Defined by scenario input schema
- Can provide invocation context for call correlation
  - Invocation context is available in notifiers



© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

API Notifiers

- Attached to a trigger
  - Can be added, modified or removed at any time
- Reacts on activation event
  - Job Start/Success/Failure/Cancel
  - Different variables are available for different events
- Rest Call configuration
  - Callback URL
  - Authorization
  - Headers
- Payload
  - Custom JSON structure
  - Use **${invocation_context}** sent with API trigger
  - Use variables available for the notifier event
    - **${output}**
    - **${error}**



© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

EXAMPLE SCENARIO INTEGRATION EXAMPLES

Integrate SAP Intelligent RPA with Chatbots

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Example Scenario : Trigger a BOT from Conversational AI and receive feedback

Interact

Conversational AI (CAI)

Chatbots to interface and hand-over to execution bot

Interfacing

Execute

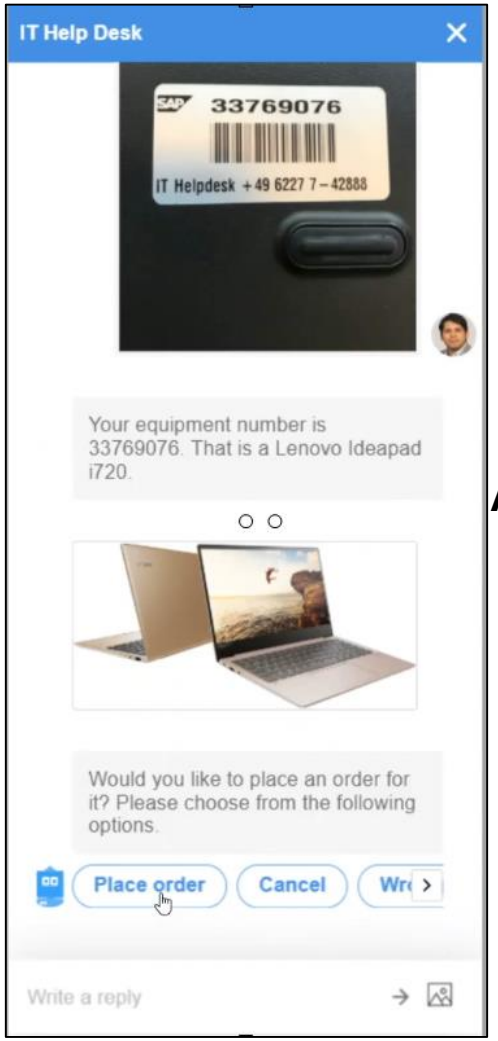
Intelligent RPA

Multiple bot workflows for execution (attended + unattended)

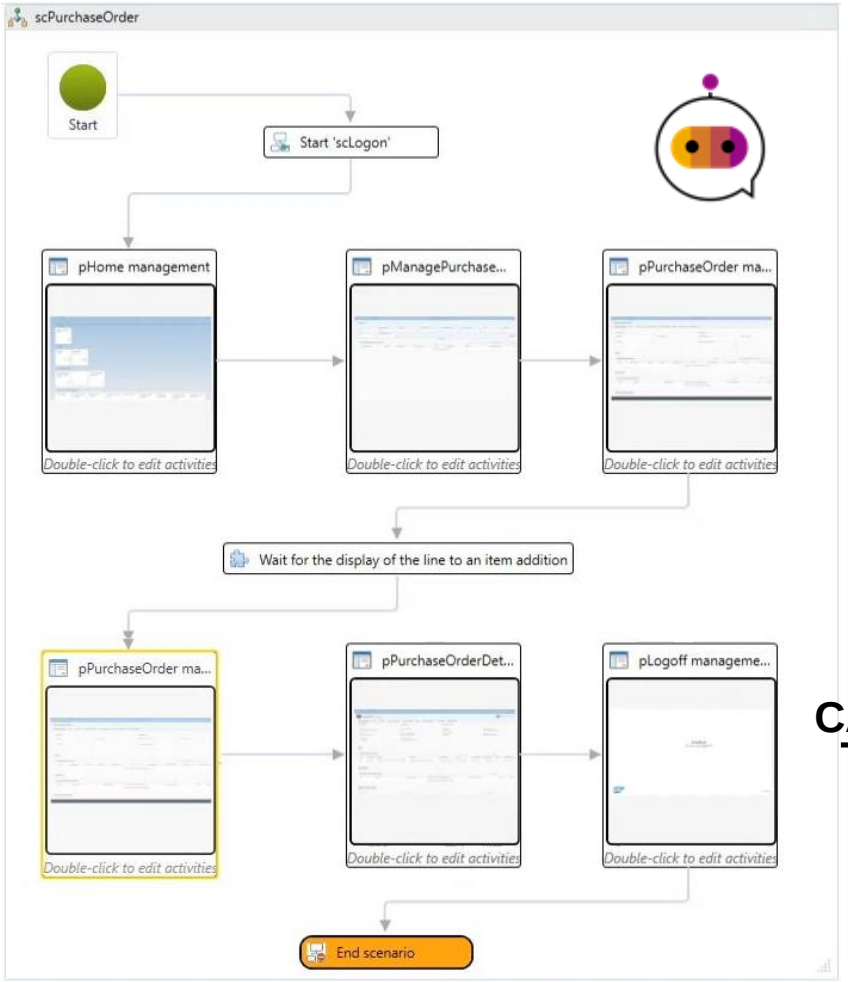
Performing Tasks

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

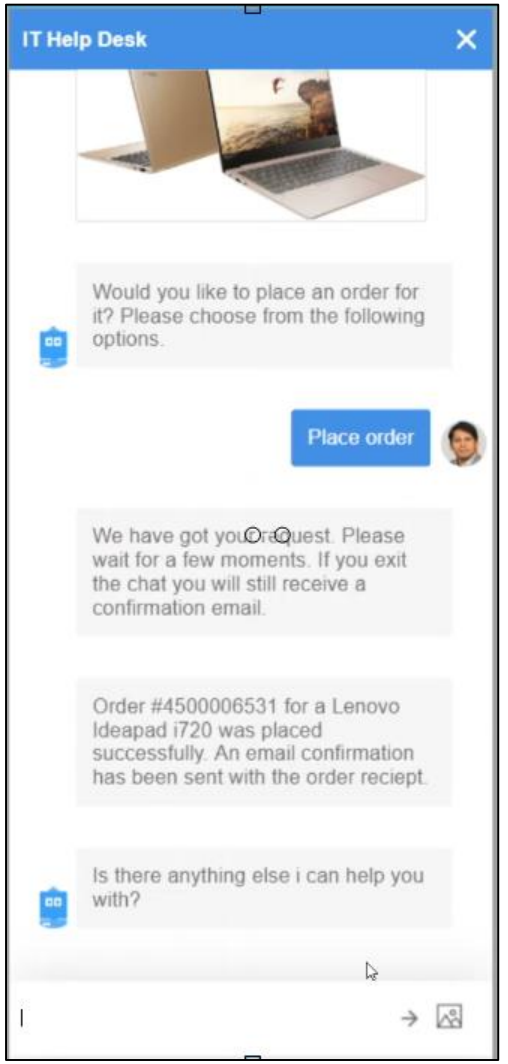
Example Scenario : Trigger a BOT from Conversational AI and receive feedback



API Trigger



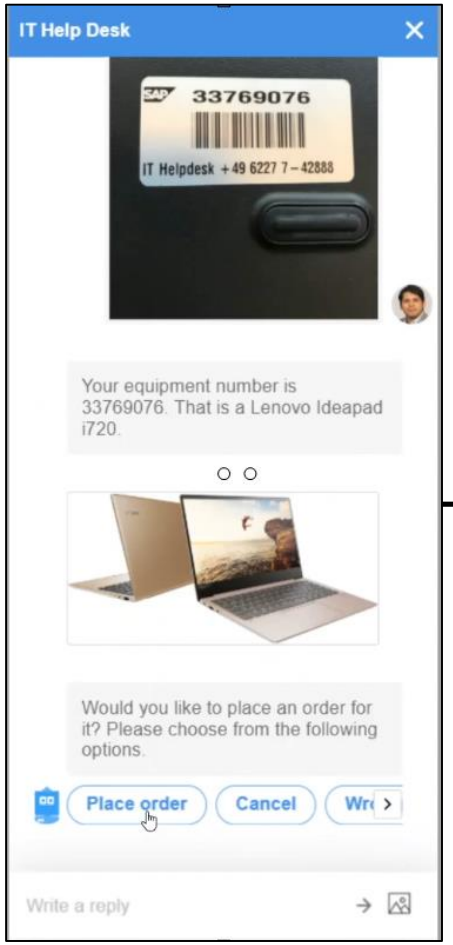
CAI Notifier

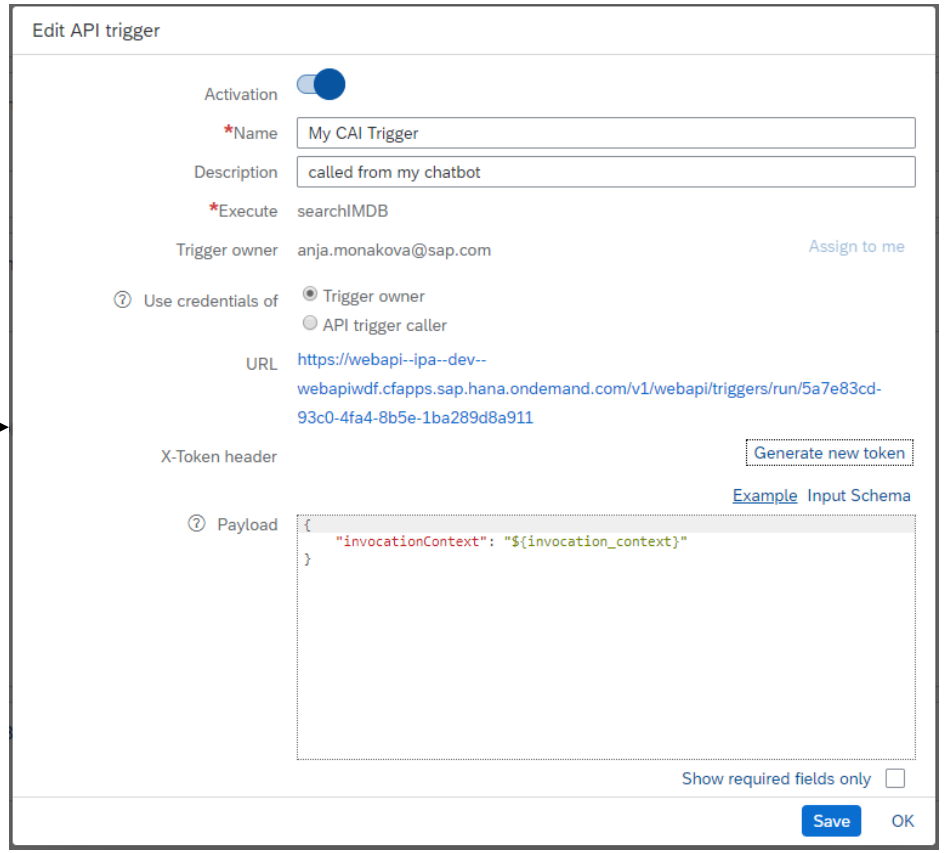


© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

API Trigger – open Intelligent RPA bot endpoint

- Attached to a scenario/process in a deployment
- Dedicated API endpoint protected by API key
- Provides input for bot execution
  – Equipment number
- Can provide **invocation context** for call correlation
  – Conversation ID

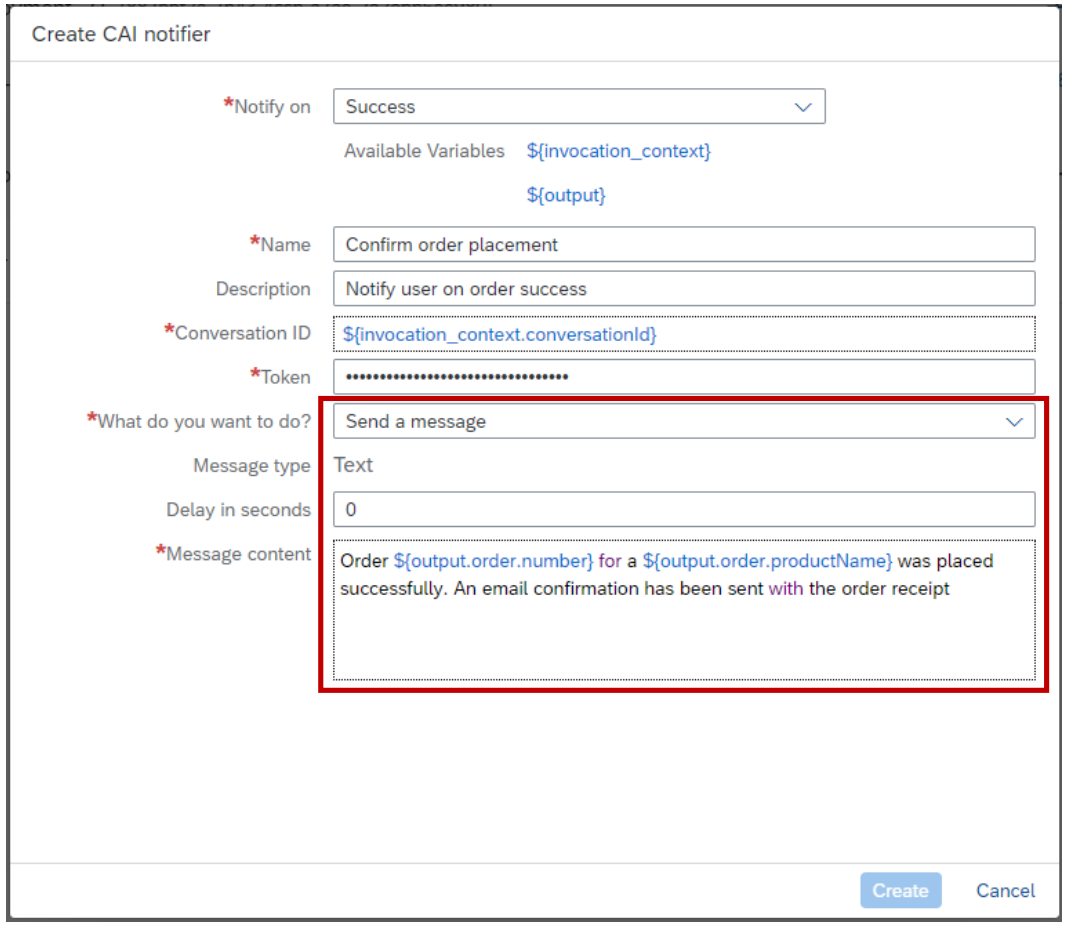


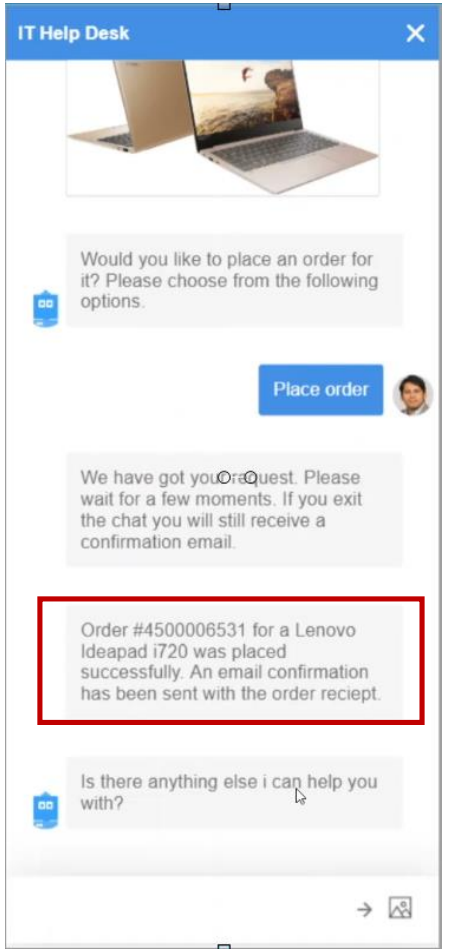


© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

CAI Notifier – notify users about the bot execution status

- Choose notifier activation event
  - Success/Start/Failure
- Configure notifier
  - Conversation id
  - Chat bot authorization token
- Select action to be performed
  - Send a text message to conversation
  - Modify conversation state
- Configure action parameters
  - Message to be sent
  - Memory and language to be updated



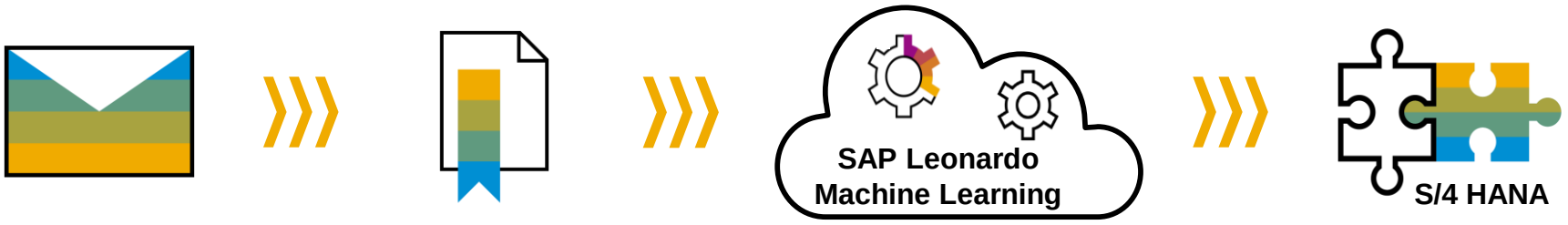


© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Integrate SAP Intelligent RPA with ML services

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Example Scenario : E-Mail to Invoice



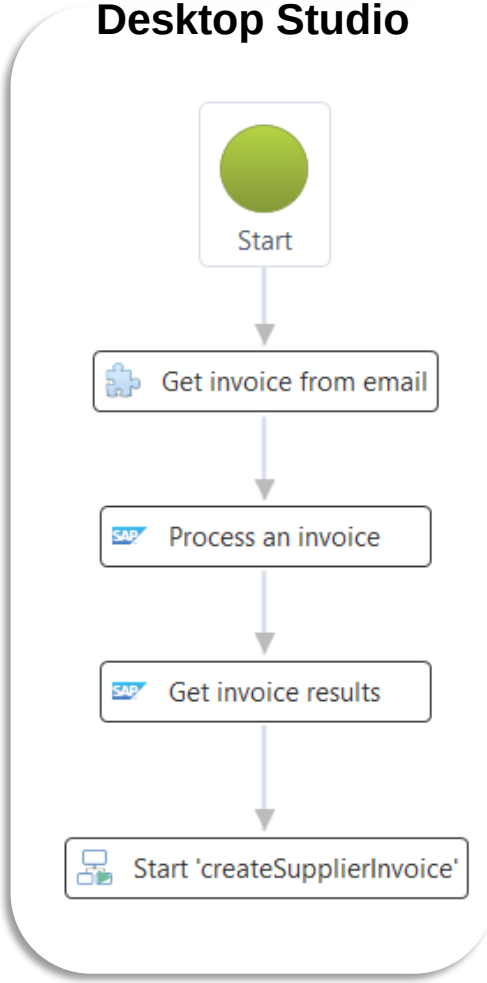
Incoming e-mail with attached invoice

Extract invoice and send to OCR

OCR API to extract invoice data

Create invoice in S/4

Scenario modeled in Desktop Studio



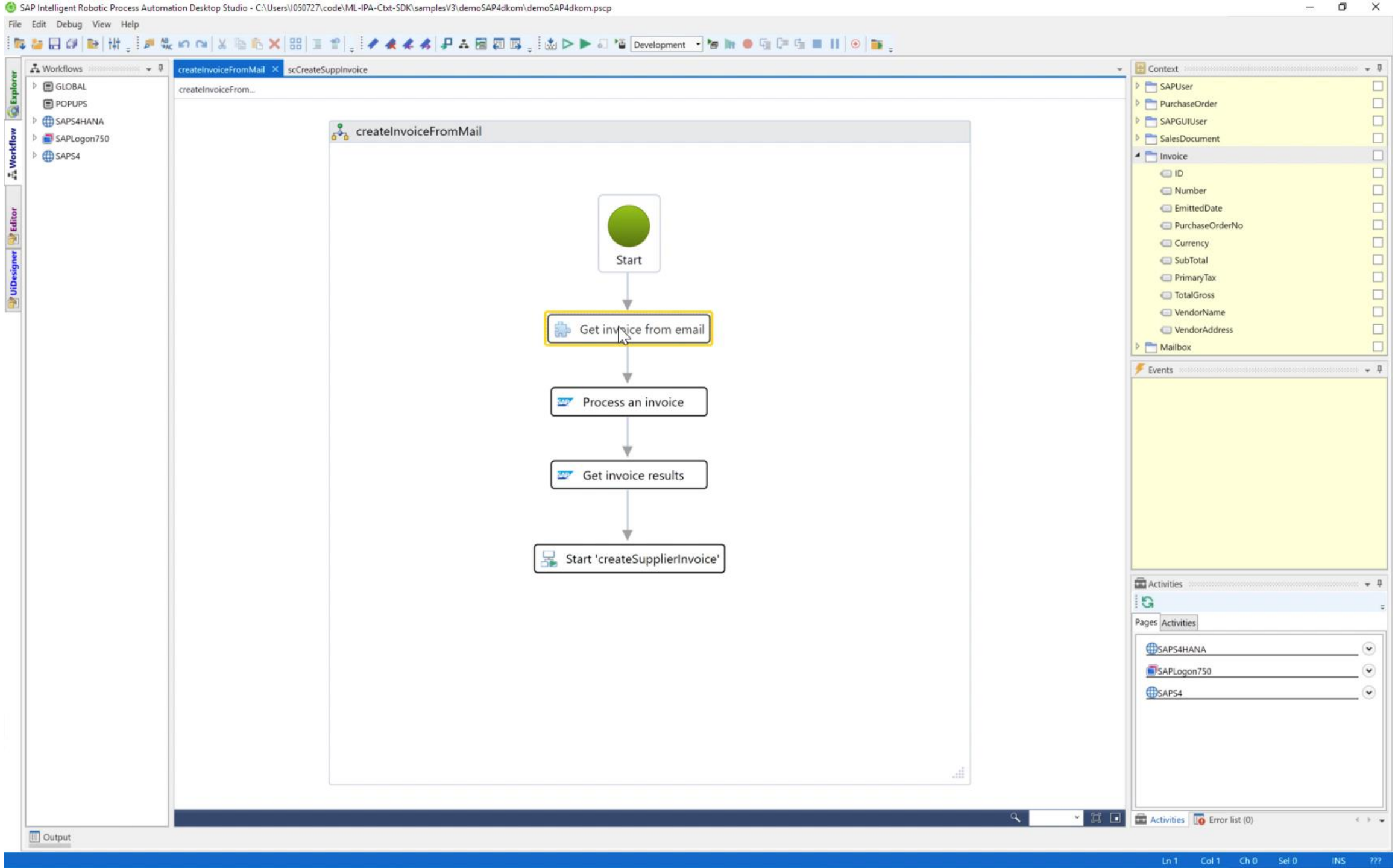
Key Takeaways :

SAP Intelligent Robotic Process Automation

- Can be used to read E-mail and extract attachments
- Offers integration to SAP Leonardo Machine Learning and SAP API Business Hub. (Document Information Extraction service is used in this example)
- Integrates seamlessly with S/4

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Product Demo | Automated Supplier Invoice Processing



Integrate SAP Intelligent RPA with MS tools

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

DEMO : example Scenario : Excel to Sales Order

Excel spreadsheet with Sales Order details

Extract data from excel

Create Sales Order in ECC

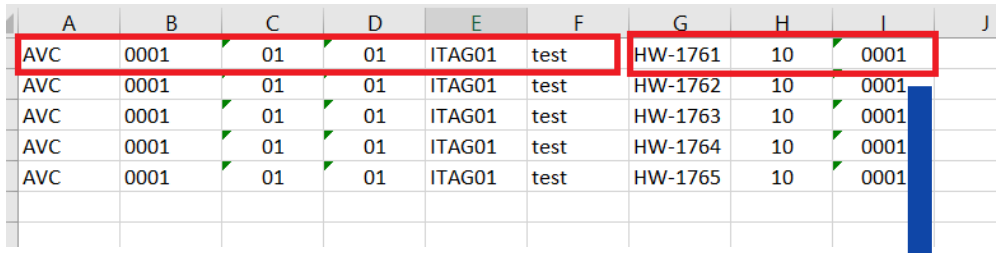
Key Takeaways :

SAP Intelligent Robotic Process Automation

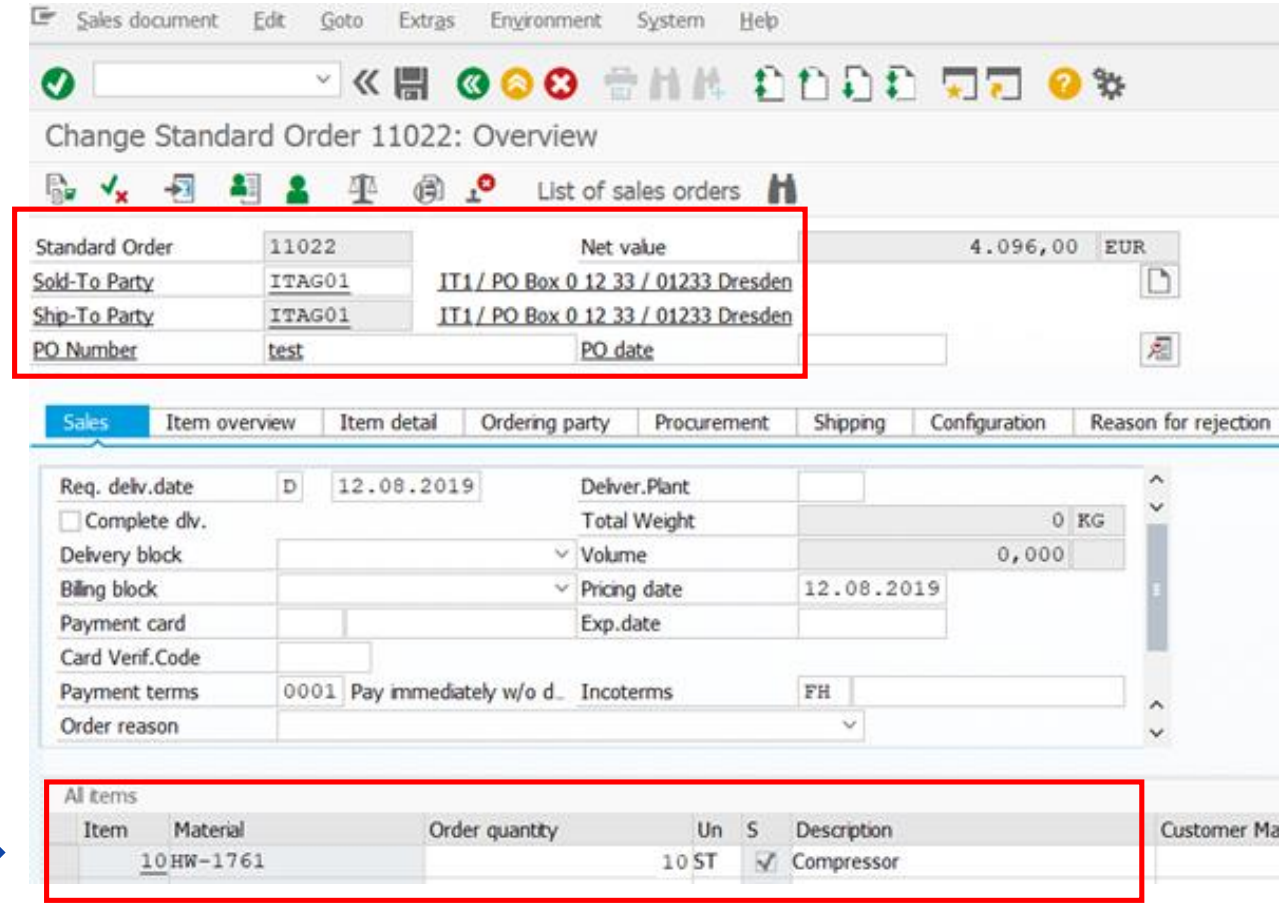
- Can process MS Excel and extract information
- Supports automation of SAP GUI in SAP ERP and other SAP applications
- Loop over Excel row to create jobs to be distributed by Cloud Foundry

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Excel to Sales Order in SAP ERP



A	B	C	D	E	F	G	H	I	J
AVC	0001	01	01	ITAG01	test	HW-1761	10	0001	
AVC	0001	01	01	ITAG01	test	HW-1762	10	0001	
AVC	0001	01	01	ITAG01	test	HW-1763	10	0001	
AVC	0001	01	01	ITAG01	test	HW-1764	10	0001	
AVC	0001	01	01	ITAG01	test	HW-1765	10	0001	



Sales Order data in MS Excel

Sales Order in SAP ERP

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

SAP Intelligent Robotic Process Automation Desktop Studio - C:\SAPDevelop\Team\ML-IPA-Ctxt-Adoption-master\ML-IPA-Ctxt-Adoption-master\samples\ForresterWave\PURCHASING\PURCHASING.pscp

File Edit Debug View Help

Workflows

- GLOBAL
- POPUPS
- S4HANA
  - scPOs_from_excel
    - Scenario scPOs_from_excel
  - scInPurchaseOrder
    - Scenario scInPurchaseOrder
  - scLogin
  - scLogout
  - scPOJob
  - scProcessPO
- SAPLogon750
  - scCreateSaleOrder
    - Scenario scCreateSaleOrder

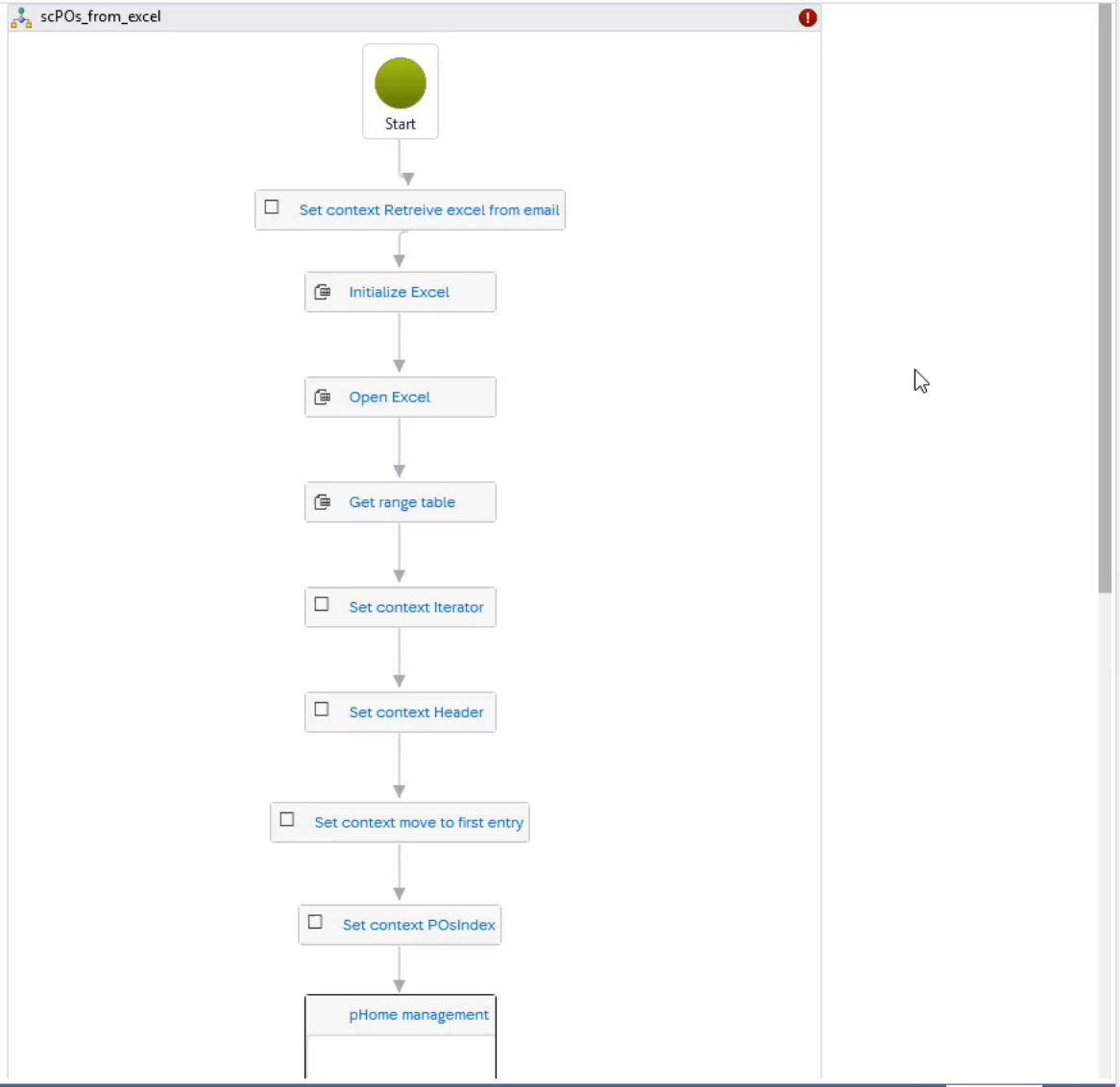
Properties

1 - General	
Description	
Display Name	scPOs_from_excel
2 - Activity	
Input Data Ma...	
Scenario Time...	600
Step Timeout	60
3 - Code Generation	
Scenario Name	
4 - Unattended Management	
Is Exported	☑
Is Plannable	☑

Description
Description

scInPurchaseOrder | scCreateSaleOrder | scPOsfrom_excel

scPOs_from_excel



Context

- locals
- PurchaseOrder
  - ID
  - SupplierID
  - SupplierName
  - PurchasingOrganization
  - PurchasingGroup
  - Creator
  - CreationDate
  - Currency
  - Material
  - Plant
  - Quantity
  - NetOrderPrice
  - NetOrderValue
- SAPLogon750Data

Context | Events

Activities

Pages | Activities

- S4HANA
- SAPLogon750

Activities | Error list (0)

ctx=[], this=[ctx] Ln 138 Col 8 Ch 9029 Sel 0 INS utf-8

FRA 09:41 19/09/2019

Integrate SAP Intelligent RPA with BPM

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

BPM and RPA | Two sides of the same "Intelligent Automation" coin

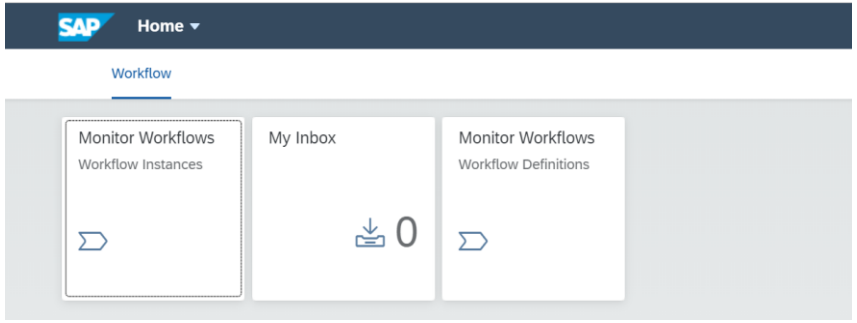
BPM (Workflow)	RPA
• Business Process Management	• Robotic Process Automation
• Deals with orchestrating the end-to-end process	• Deals with automating specific tasks within a process
• Strategic initiative, holistic, structured approach	• Tactical initiative, focused, agile approach
• **Fosters teamwork, streamlines collaboration and production workflows**	• **Frees employees from tedious repetitive tasks, leverages their human skills**

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

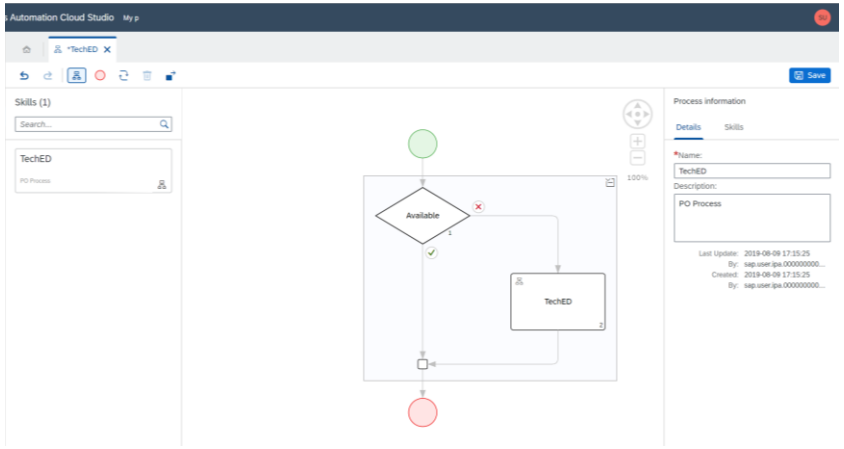
Intelligent RPA - SCP Workflow Integration

UI to design your SAP workflows in RPA executed by SAP Cloud Platform Workflows

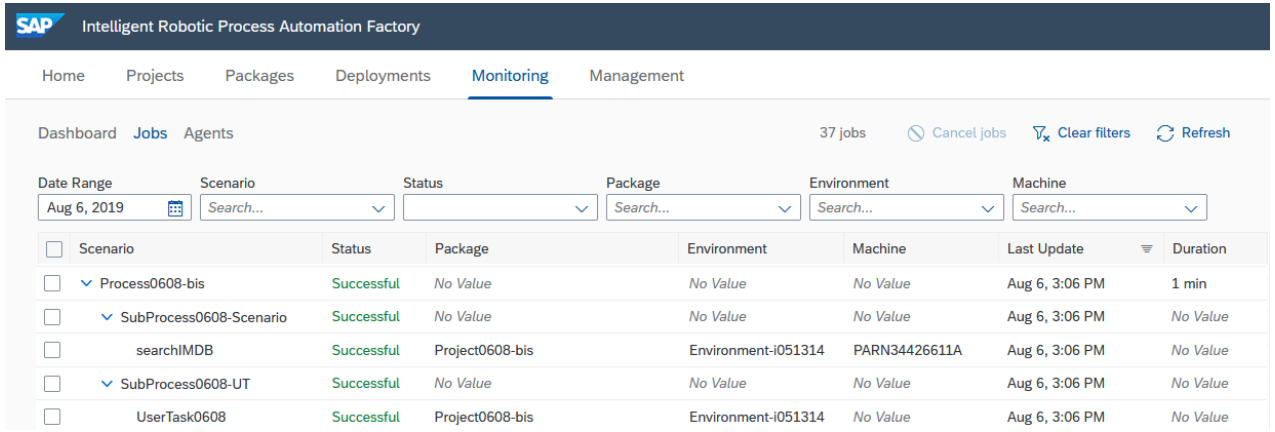
1. User tasks integrated SAP WFL Universal Inbox



2. Author Workflow using IRPA visual editor



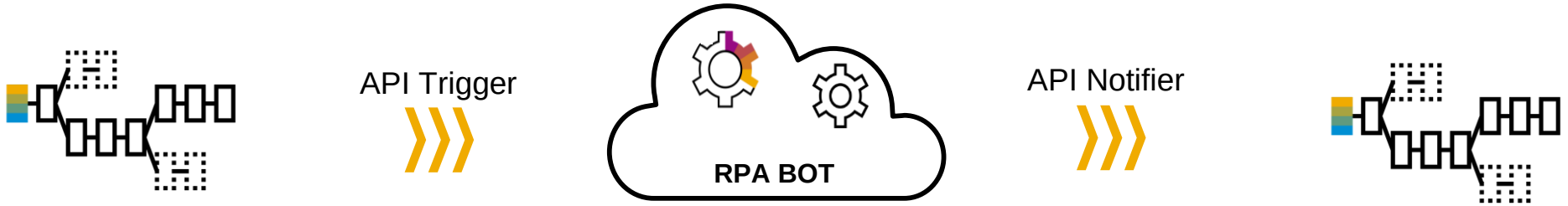
3. Monitor Workflow execution



© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Example Scenario : Open a bank account

Intelligent RPA / BPM integration



SAP Workflows for customer bank opening

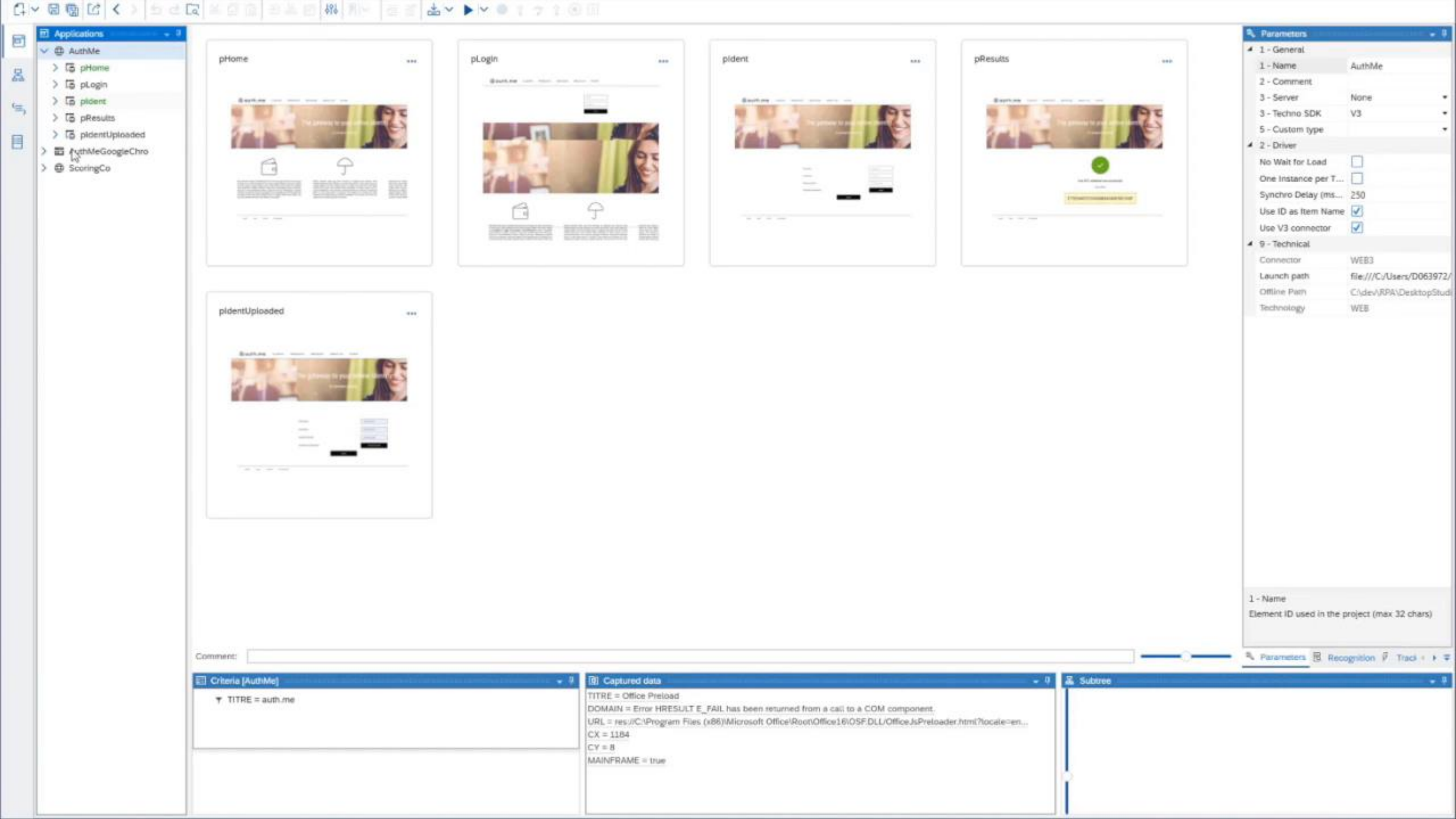
Automate access to scoring and customer authentication

Notify SAP Workflow about the customer scoring

KEY TAKEAWAYS

- Use RPA to automate manual tasks
- Use RPA when no system API is available
- Automate access to multiple applications (applications mashup)
- Use API trigger endpoint to launch a bot
- Use API notifier to receive updates
- Exchange information and context through API triggers and notifiers payload

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL


Applications
AuthMe
pHome
pLogin
pIdent
pResults
pIdentUploaded
AuthMeGoogleChro
ScoringCo
pHome
pLogin
pIdent
pResults
pIdentUploaded
Parameters
1 - General
1 - Name
AuthMe
2 - Comment
3 - Server
None
3 - Techno SDK
V3
5 - Custom type
2 - Driver
No Wait for Load
One Instance per T...
Synchro Delay (ms...
250
Use ID as Item Name
Use V3 connector
9 - Technical
Connector
WEB3
Launch path
file:///C:/Users/D063972/
Offline Path
C:\dev\RPA\DesktopStudi
Technology
WEB
1 - Name
Element ID used in the project (max 32 chars)
Comment:
Parameters
Recognition
Traci
Criteria [AuthMe]
TITRE = auth.me
Captured data
TITRE = Office Preload
DOMAIN = Error HRESULT E_FAIL has been returned from a call to a COM component.
URL = res://C:\Program Files (x86)\Microsoft Office\Root\Office16\OSF.DLL/OfficeJsPreloader.html?locale=en...
CX = 1184
CY = 8
MAINFRAME = true
Subtree

MORE PREDEFINED BOT EXAMPLES

More Bots Available Ready to Use : SAP Intelligent RPA Store

- ~76 bots available ready to adopt
  - Generic as well as S/4 specific bots

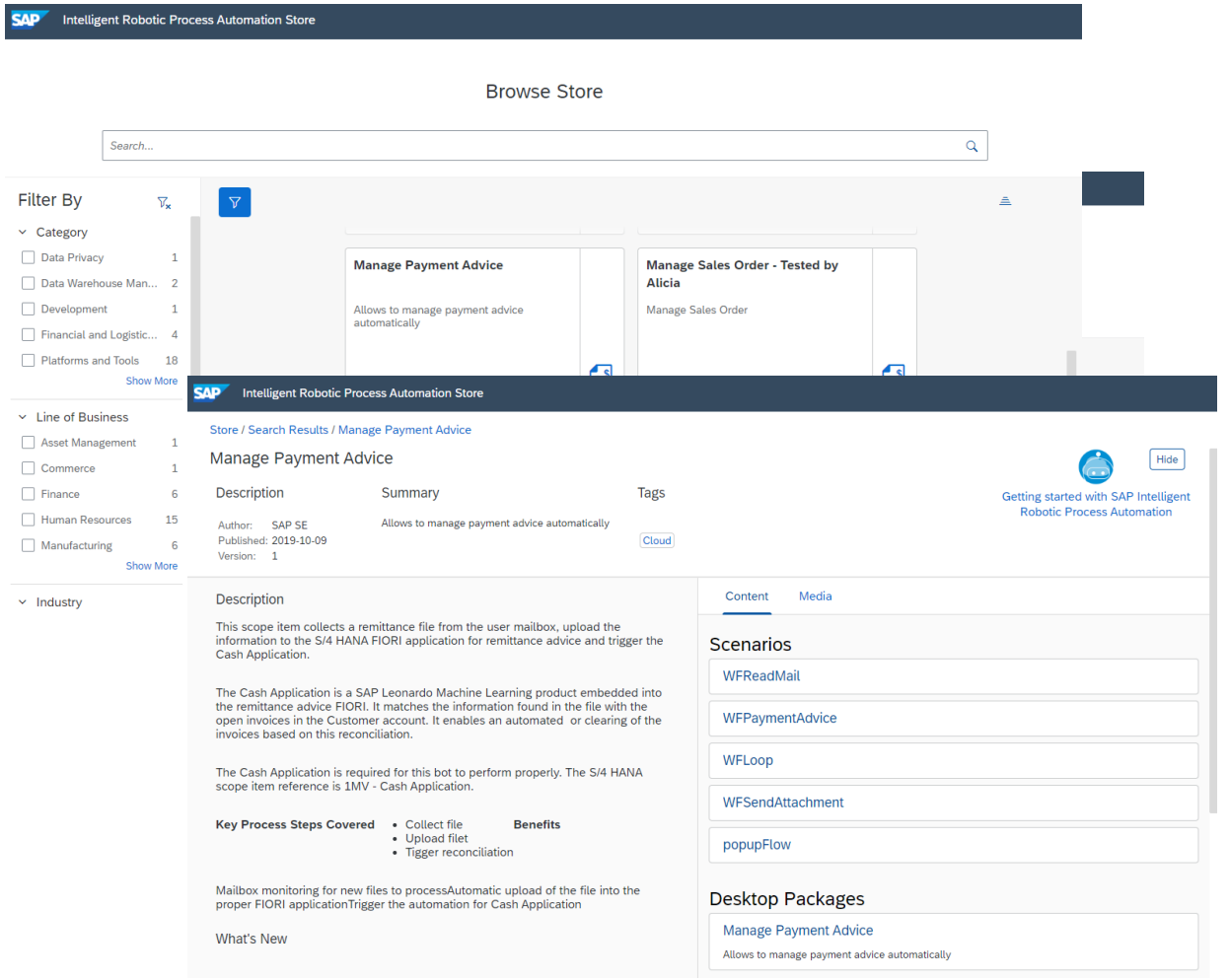
Browse, Filter and Search Content

- Category
- Line Of Business
- Industry
- Free search

Get a look of the content provided

- Summary
- Short and Full Description
- What's New
- Content Detail

Available on a public website here :
https://store.irpa.cfapps.eu10.hana.ondemand.com/#/home/order=asc/search=/tag=

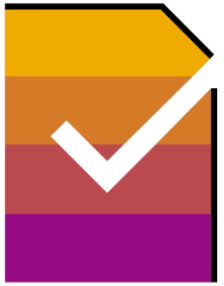


© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

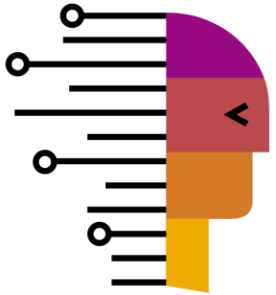
SAP Intelligent RPA in a Nutshell
Business value

Improve Operation
- Remove manual tasks
- Mobilize resources for high-value tasks
- Allow parallelization

Reduce Cycle Times
- Improve overall process efficiency
- Cut process execution time
- Generate immediate savings



Increase Compliance & Service Quality
- Reduce human errors
- Gain efficiency with bots running 24/7
- Focus on valuable error-handling



Gateway to AI
- Support unstructured data
- Self-healing bots
- Exception-handling history

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

CURRENT SUCCESS CUSTOMER TESTIMONIALS

Rehau: Today's Robotic Processes will spark tomorrow's Digital Assistants

Company
REHAU Polymer (Suzhou) Co.,Ltd
.

Headquarter
Rehau, Germany

Industry
Plastics

Products and Services
Appliances, Technical Equipment, Home Interiors, Roller Shutters, Edging Solutions Surface Solutions and Weaving Material

Website
https://www.rehau.com/cn-zh

Main Objectives

- Digital Automation to ease manual effort in mass upload of AR posting. Reduce human error and better use of human capital on strategic initiatives.
- Digital workers to execute the batch job to set production orders to be technical completed/Close/Delete, in order to
  - Faster process execution, Ensure transparent timely reporting of manufacturing planning.
  - Optimize period-end closing

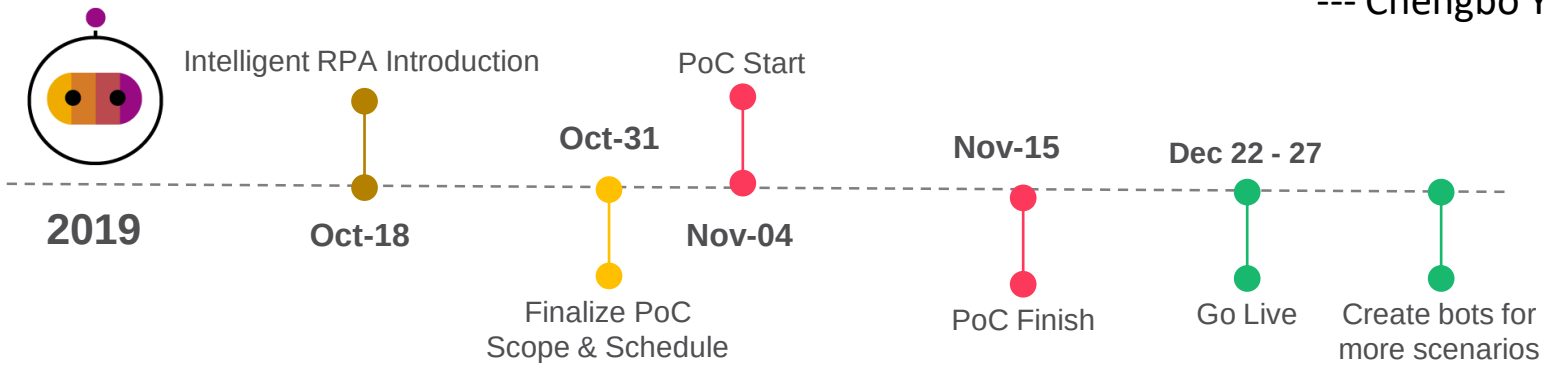
Key Facts

- 1000 FI documents per month will be uploaded automatically, Intelligent RPA turns 4 days' workload into 10 mins.
- Working as Digital Worker, this bot can automatically proceed approx. 3000 Production orders for all TECO, Closure and Deletion change per month.
- Process 500 orders per batch to close the orders, it used to take 1 day for human work, now only 2 mins 18 seconds for Intelligent RPA.
- Basically no manually interference needed.

Customer Voice

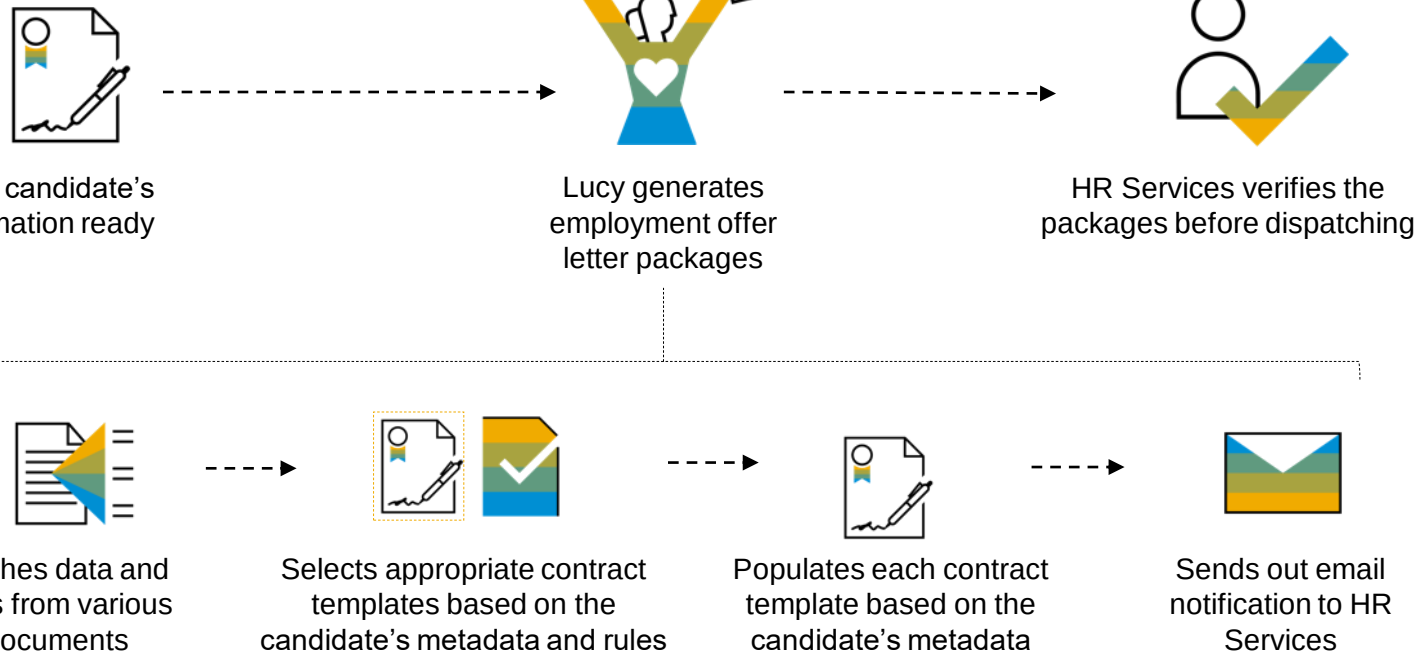
"SAP Intelligent RPA and the pre-defined bots in S/4HANA help REHAU to realize intelligent, automatic and accurate process execution. Free up employee's capacity to focus on more high value tasks and improve the user experience."

--- Chengbo Yu, Rehau APJ CIO



© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

HR Offer Letter Generation – Lucy Bot with SAP Intelligent RPA



<1 minute taken to generate one package by Lucy

At least 8x faster as compared to the As-Is process

24/7 availability without human supervision

Improved Efficiency

Business process automation with reduced manual steps

High-Quality Output

Eliminating potential human errors

Faster Time-To-Value

Ease of implementation and roll-out

Co-Innovation Leading to Success

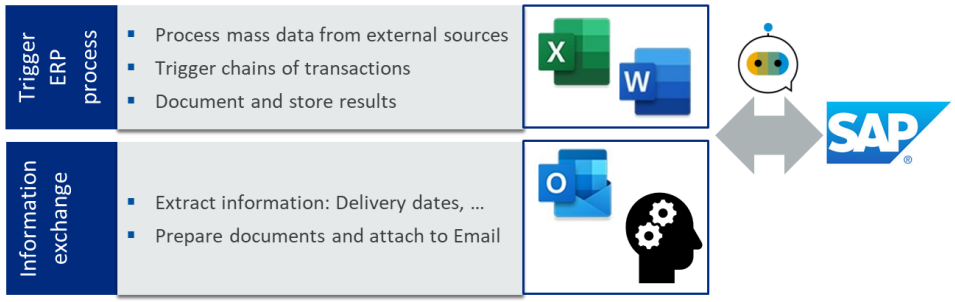
SAP's journey towards Intelligent Enterprise

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

With routine tasks handled by bots, Villeroy & Boch can focus on delivering great customer service and maximizing business value.

By deploying SAP® Intelligent Robotic Process Automation technology with SAP Cloud Platform, Villeroy & Boch Group:

- Enabled tight process integration with the SAP ERP application and productivity solutions
- Created “attended” bots (under staff supervision) that complete simple, frequently occurring tasks such as responding to standard e-mail inquiries and making general ledger postings.
- Helped customer service staff spend more time assisting wholesale customers with nonroutine inquiries
- Freed up finance and purchasing staff to focus on strategic tasks
- Began to evolve the bots to trigger tasks autonomously and leverage SAP Leonardo AI Business Services such as Document Classification and Document Information Extraction for automation of more complex tasks



“Although we’re just at the beginning of our journey with SAP Intelligent Robotic Process Automation, we are already realizing its potential to help us **work more efficiently, serve customers better, and gain competitive advantage**.”

Dr. Daniel Neuhäuser, Head of ERP Core Solutions, Villeroy & Boch Group

Picture Credit | Villeroy & Boch, Mettlach, Germany. Used with permission.

Villeroy & Boch 1748

Villeroy & Boch Group
Mettlach, Germany
www.villeroyboch-group.com

Industry
Consumer products

Employees
7,500

Revenue
€853 million

Featured Solutions and Services
SAP Intelligent Robotic Process Automation, SAP Cloud Platform, SAP ERP, SAP Leonardo AI Business Services

THE BEST RUN SAP

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

SAP runs SAP – Account Creation with SAP Intelligent RPA

Simplifying Account Creation with SAP® Intelligent RPA

Before: Challenges and Opportunities

- Business cards scans that don't typically provide all the required information to create a new account in the SAP® Master Data Governance application
- Need for a shared-services data agent to manually enter the missing information – after searching for it across multiple sources and systems
- Overall account creation process that is manual, time-consuming, and error-prone

Why SAP

- SAP Intelligent Robotic Process Automation (SAP Intelligent RPA) technology, which serves as a digital assistant to the shared-services agent
- **Automatic account data enrichment** for new requests in SAP Master Data Governance, including tax identification information and the Dun & Bradstreet D-U-N-S Number
- Automatic inclusion of marketing attributes, such as revenue, number of employees, and industry code – in turn leading to the correct market-unit assignments, including internal account classification, sales segment, market segment, and so on

After: Value-Driven Results

- **Better experiences** and **increased efficiency** for shared-services center agents – freeing up time for higher-value tasks
- More **accurate and complete account data** in SAP Master Data Governance and receiving systems

"SAP Intelligent RPA helps me collect data from different sources quickly, which helps me make informed decisions about data change requests. I can be sure I'm getting **high-quality data quickly – right when I need it**."

Sayyed Hassan Naghib, Data Expert, SAP SE

"SAP Intelligent RPA is helping us bridge the gap between a long-term software implementation with a fast and simple solution. Our users see **immediate automation benefits**. It also helps us see areas we can improve across business processes."

Christopher Reimann, Intelligent Data Operations Lead, SAP SE

33%
Faster account creation process

~2,000
Hours per year saved for shared-services staff

SAP SE	Industry	Products and Services	Employees	Revenue	Featured Solutions
Walldorf, Germany www.sap.com	High tech	Enterprise application software	>99,700	€24.47 billion	SAP Intelligent RPA

THE BEST RUN SAP

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC I 67750enUS (20/01)

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

SAP runs SAP – Data Management with SAP Intelligent RPA

Improving Data Management with SAP® Intelligent Robotic Process Automation

Before: Challenges and Opportunities
- Process data change requests more efficiently and transparently
- Reduce time spent on repetitive, manual tasks by employees in shared-services centers
- Eliminate data errors due to manual data entry
- Increase the amount of time that staff can spend on high-value tasks

Why SAP
- Rapid deployment of bots within a few days, enabling quick wins
- Intuitive functionality, enabling staff to rapidly gain bot-building skills
- Support for intelligent workplace processes for shared-services center employees

After: Value-Driven Results
- Enhanced customer service with faster response times
- Better employee experience with significantly less manual work
- Increased efficiency, with thousands of hours shifted to higher-value tasks
- Improved data quality, providing more accurate, consistent, and compliant information for use in enterprise processes

"It used to be time-consuming, inconvenient, and inefficient to make data changes. But now, automation bots created quickly and easily using SAP Intelligent Robotic Process Automation **save us time and effort**."

Tatevik Tadevosyan, Operations Associate, SAP SE

2x–8x

Faster processing of data change requests

11,000

Hours saved and used for higher-value tasks

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

Results Data Management with SAP Intelligent RPA

Delivering Rapid Results to Help Meet Strategic Goals

Delivering efficiency gains
With five productive use cases, the data strategy and operations team has freed up 11,000 hours of manual work that it has reinvested in higher-value tasks. Depending on the use case, data change requests are also processed between two and eight times faster than before.

Enhancing data quality
Use cases cover a broad range of activities, including customer data enrichment, material data management, and the creation of consent forms. By automating tasks, the team has been able to improve on key data-quality indicators such as completeness, accuracy, consistency, and conformity.

Improving employee experiences
The response from employees in the shared-services centers has been extremely positive. Hundreds of manual switches between applications and thousands of copy-paste steps and clicks are no longer necessary. In this way, staff time is freed up to focus on the shift from reactive to proactive data maintenance by spending more time in key programs with business stakeholders.

"Every initiative that the data strategy and operations team pursues contributes to our core strategic goals around **experience, efficiency, and data quality**. **RPA** proved to be **the perfect fit** for us to achieve **tangible results in a short period of time**."

Bastian Finkel, Head of Intelligent Data Experience, SAP SE

100%
Accuracy for data management tasks completed by automation bots

1,000
Clicks eliminated for a single task, improving the employee experience

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

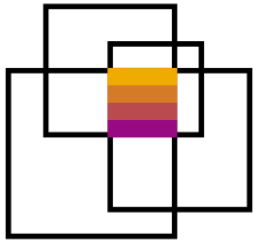
MORE TO KNOW & KEY TAKE AWAY

Why **SAP Intelligent RPA**

- Unrivaled ability to drive SAP applications, not only from technology but also from content perspective e.g. SAP S/4HANA Best Practices
- Strong and proven Technology, e.g. connectors to business applications and Office tools
- Our ability to enhance the user experience allows to work on the added value, not only on the saving
- Design & run SAP IRPA bots for both attended & unattended use cases in the same environment
- Provide a complete solution to industrialize the robotic approach
- Consumption based & simple pricing model to ease the adoption

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

How do we drive the roadmap vision



The best **integrated** RPA solution for automating SAP applications

Stable and **efficient** RPA, reducing implementation time and maintenance efforts

Expanding **AI** presence by embedding it in RPA core

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

HOW TO LEARN MORE & GET MORE INFO?

Community Enablement & Social Media

SOCIAL MEDIA

SAP Intelligent RPA Community

12,400 members in total

2,800 internal members

Twitter

2,000 follower

LinkedIn

17,800 follower

YouTube

1,300 subscribers

VIRTUAL ENABLEMENT BY openSAP COURSES

SAP Intelligent RPA in a Nutshell
(course provided in Sep/Oct 2019 – now available in self-paced mode)

22,300 learners

How to build Bots with SAP Intelligent RPA
(course provided in Nov/Dec 2019 – re-launch in Mar/Apr 2020)

17,500 learners

Re-launch Q2 2020 **8,400** learners

Business Process Automation in SAP S/4HANA with SAP Intelligent RPA
(course provided Feb/Mar 2020 – now available in self-paced mode)

16,600 learners

What's New with Bot Building in SAP Intelligent RPA
(course will be launched in May 2020)

4,300 enrollments

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

If you want to learn even more about SAP Intelligent RPA

Externally available sources

- SAP.com presence: https://www.sap.com/products/robotic-process-automation.html aka sap.com/rpa
- SAP Community page: https://community.sap.com/topics/intelligent-rpa
- Product Documentation
- SAP S/4HANA predefined content bots on Intelligent RPA Store
- Technical Webinars on YouTube
- Learning Journey
- Series of blog posts: https://www.digitalistmag.com/tag/intelligent-rpa-series

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I INTERNAL

APPENDIX

WHAT IS SAP INTELLIGENT RPA?

Why Intelligent Robotic Process Automation?

Your employees have a high potential but they spend more time doing Copy/Paste?

Because …

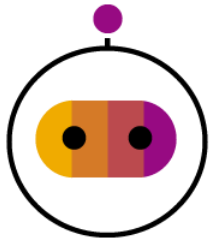
- You have legacy systems
- Disintegrated entropic applications
- Complex processes to execute using multiple solutions

Now you can …

- Not let IT becoming a constraint for end to end process execution
- Improve your operations
- Free your resources from tedious tasks

Empower your best assets

- Augment human resources on your high value core business
- Focus more on added value operations
- Build up on your previous investments
- Do more with your current IT infrastructure



SAP Intelligent RPA offers you to **empower your people** to focus on **meaningful** work by **automating repetitive tasks** with software bots emulating humans

© 2020 SAP SE or an SAP affiliate company. All rights reserved. I CUSTOMER