Getting Started on Business Process Automation in SAP S/4HANA with SAP Intelligent Technologies

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SAP S/4HANA Movement Program
Your Vision-to-Value Journey

1. Align on Vision & Strategy
2. Build the Case
3. Plan the Path Forward
4. Deliver Business Value

Intelligent Enterprise
Enterprise Transformation
End-to-end business transformation
Extended Enterprise Core
New enterprise core and selective business innovations
New Enterprise Core
New core with similar scope
Characteristics of an Intelligent Enterprise

- Process efficiency is no longer a competitive differentiator, but an imperative to keep pace in the digital economy.
- Organizations are under pressure to automate structured, rule-based, repetitive and UI-focused tasks to maximize process efficiency.
- Organizations are trying to redefine themselves to be more customer-centric while being process-efficient.
SAP S/4HANA supports the Intelligent Enterprise through four key pillars

SAP S/4HANA
Your trusted path to an Intelligent Enterprise

Digital Age User Experience
Digital assistance and natural language conversations for increased productivity and user satisfaction

Intelligent Automation
Artificial intelligence and robotic process automation eliminate more than half of manual tasks

New Business Models
Rapidly design and execute new business models and digital services, based on advanced end-to-end processes

End-to-End Analytics & Real-Time Steering
Context-aware, real-time predictive insights, so you can make better decisions and adjustments faster
Intelligent Processes in SAP S/4HANA

Intelligent Processes = Enable businesses and users to operate at their best by leveraging intelligent technologies to assist, to adapt, and to automate their E2E business processes.

Assist business users
- Prepopulate UI fields
- Provide insights & recommendations
- Notify about business situations

Adapt based on data
- Depend on context
- Change based on events
- Adjust based on new information

Automate within & between system(s)
- Digitize analog data (OCR, image)
- Automate recurring tasks (RPA)
- Automate entire process steps

SAP technologies enabling intelligent processes:

Intelligent RPA
Situation Handling
Predictive Analytics Integrator
SCP AI Business Services
Data Intelligence
Internet of Things

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What is SAP Intelligent RPA?

Robotic Process Automation (RPA)

accelerates digital transformation of business processes by automatically replicating tedious actions to free up human workers for more high-value tasks.

Unattended:

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

Attended:

Partially automated process, where robots are co-working with humans, also called Robotic Desktop Automation (RDA)
Use Case Areas for SAP Intelligent RPA

**Shared services**
Execute faster, reduce errors, and optimize processes by automating manual tasks

**Financial transformation**
Accelerate financial closings, reduce manual efforts, and optimize resources

**Data management**
Accelerate onboarding for employees and customers, and increase master data consistency

**Customer service**
Increase customer satisfaction through automation

**Operations**
Automate, monitor, and increase the visibility of tasks

Check the use case discovery tool
REHAU automated its business workflows to boost efficiency and enable employees to focus on fulfilling strategic goals.

The SAP Innovation Services team enabled REHAU to implement SAP® Intelligent Robotics Process Automation (SAP Intelligent RPA) services on SAP S/4HANA® Cloud and:

- Become the first go-live of SAP Intelligent RPA and Intelligent Technologies packages in the Asia Pacific Japan region
- Achieve greater process efficiency through automatic billing workflows
- Upload 1,000 financial accounting documents automatically, turning four days of work into a 10-minute task
- Create a bot that automatically processes 3,000 production orders to be technically completed, and another 3,000 to be closed and deleted
- Process 500 orders per batch for improved order closing, transforming an entire day’s work for one employee into a two-minute task for a bot

“We used SAP Intelligent RPA to automate use cases that required significant manual intervention and redundant work. This saves us time and cuts down on human error, and our employees are spending more time on innovative work.”

Chengbo Yu, CIO, Asia Pacific Region, REHAU Polymer China Co. Ltd

Daewoong Pharmaceutical selected SAP S/4HANA® to replace its legacy ERP system and implemented additional SAP® offerings, with help from technology partner idsTrust Co. Ltd., to achieve:

- Improved sales policies, products, and channels based on more-accurate profit-and-loss information informed by fully digital processes powered by intelligent technologies
- Better business forecasting with SAP Predictive Analytics software, which estimates profit and loss for products
- Savings of 5,720 person-hours by launching 22 projects with SAP Intelligent Robotic Process Automation (RPA) services to download external open-market order information and create sales orders
- More-strategic distribution of company resources, thanks to Big Data insights supported by predictive analytics
- Advanced performance of risk management activities that enable managers to act ahead of time
- An optimized, company-wide value chain comprising order, production, sales, and closing processes
- An improved foundation for employees’ work processes, including a personalized dashboard that provides individual task performance analysis and feedback
- Better customer management processes and improved workforce productivity, saving 1,820 person-hours
- Integration of data from five subsidiary companies of the parent group Daewoong Co., Ltd.

“We laid the foundation for becoming a global pharmaceutical company in 1997 by introducing the SAP ERP application. Today, we are responding to the new challenges of Industry 4.0 by integrating agile and modern SAP technology.”

YoungHo Park, Director of Global SCM Innovation, Daewoong Pharmaceutical Co., Ltd.
Solution Overview

SAP Intelligent RPA

SAP® Cloud Platform

Interaction via UIs and APIs

SAP Applications
- Digital Core
- Pre-defined content for SAP S/4HANA and ECC
- SAP C/4HANA
- SAP SuccessFactors
- SAP Ariba
- SAP Concur
- SAP Fieldglass
- Intelligent Technologies

Non-SAP Applications
- Third-party tools
- Legacy tools
- Web applications
- Internet portals
Out-of-the-box Bot content on S/4HANA Best Practice

SAP Intelligent RPA is a strategic area for SAP S/4HANA that allows intelligence and automation to be embedded in E2E processes in a scalable way.

They consist of:

- A cloud-based platform & a set of tools to orchestrate, manage bots

- **Application content** (bot skills) automating SAP S/4HANA business processes, based on identified use cases

Bot Skills are rolled out via the SAP S/4HANA Best Practices channel (and new Bot Store) for cloud, on-premise in lines of business and key industry areas.
Where you can find content
SAP Intelligent RPA Bot Store

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

Easy integration: Store tab included
- Retrieve the content in your tenant
- Use “as is” or modify project to fit your needs (*)
- Download the project and its files (incl. source)

Display your “acquisitions”
Introduction to Business Process Automation in SAP S/4HANA

Example of E2E process: Invoice-to-Cash

**Key value levers for Invoice-to-Cash**

**Business Outcomes**

1. **Invoice Customer**
   - Recognize difference between collections / deductions and disputes
   - Tailor and automate communications
   - Focus on knowledge tasks rather than repetitive, rote tasks

2. **Manage Open Receivables**
   - Convert assets to cash more efficiently
   - Minimize bad debt expense
   - Ensure customer service quality by focusing on exceptions through streamlined workflow

3. **Collect Cash**
   - Forecast cash flows with greater accuracy
   - Improve financial health of business
Introduction to Business Process Automation in SAP S/4HANA

Example of E2E process: Invoice-to-Cash

**Intelligent Invoice-to-Cash outcomes in SAP S/4HANA**

1. **Invoice Customer**
   - ✔ Accurate Invoicing
   - ✔ Effective Relationship Management
   - Improve Customer Service
     - IRPA reduces manual effort in payment plan generation by creating line items in billing plan of sales orders

2. **Manage Open Receivables**
   - ✔ DSO Optimization
   - ✔ Insights into Doubtful Accounts
   - Expedite Dispute Resolution
     - IRPA automates creation of emails to be sent to customers, monitors inbox for replies, and attaches customers’ replies to content of a dispute for sake of reference

3. **Collect Cash**
   - ✔ Receivables Matching
   - ✔ Simplified Remittance Services
   - Minimize Error
     - IRPA automates payment advice file upload from email and triggers ML reconciliation of invoice and payment information so that adjustments are matched and applied with accuracy
   - Situations Handling
     - Notifies if incoming payments do not cover due invoices so that AR accountants can follow-up on payments for skipped invoices once Payment Advices are received
   - Centralize Workstream
     - ML learns from past actions to capture and update customer behavior, incoming payments and open invoices are automatically matched and cleared or proposed for review minimizing manual efforts
Meet Ted Palmer

“As an Accounts Receivable Manager, I should be able to accurately record financial transactions, monitor cash inflow to highlight profits, and foster strong working relationships with customers by fast dispute resolution.”

He is overwhelmed by the amount of rote tasks in Invoice-to-Cash E2E process: checking email, invoice matching/clearing, dispute handling and more…

Automation to the Rescue

1. Monitor incoming emails for payment advices
2. Payment advice file upload
3. Reconcile open invoices & payments
4. Alert to skipped invoice
5. Notify customer of dispute cases
6. Monitor incoming emails and update disputes cases

There must be an easier way to match receivables!

Settling a simple dispute requires too much time …
How Intelligent Technologies Help Account Receivable Accountants

1. Intelligent RPA
   - BOT looks for incoming remittance advices and loads them into S/4HANA

2. Machine Learning
   - Payment details are automatically extracted from PDF file and payment advices are created in S/4HANA

3. Machine Learning
   - Machine Learning automatically matches payments with open receivables and clears payments

4. Intelligent RPA
   - BOT monitors inbox for customer replies and attaches these directly to the dispute case

5. Intelligent RPA
   - After contacting the customer and creating a dispute case, BOT automatically sends out email confirmation with the case number

SAP S/4HANA

Ted, Accounts Receivable Manager

Situation Handling

System ALERTS when invoices due are excluded from the payment advice

Demo Link
Introduction to Business Process Automation in SAP S/4HANA
How to get started on your automation journey

✓ **Determine** enterprise engagement philosophy for digital transformation
✓ **Analyze** key processes for potential automation use cases
✓ **Prioritize** based on business value and implementation complexity
  ➢ *Leverage S/4 Pre-defined AI scenarios*
✓ **Establish** a governance structure and operating model
✓ **Monitor** progress and change management

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help.sap.com/IRPA

Try for free
SAP Cloud Platform Trial - SAP Intelligent RPA-trial

Find FREE prebuilt bots
SAP Intelligent RPA Bot Store

SAP Intelligent RPA courses
OpenSAP.com
Let’s MOVE together

Intelligent Enterprise starts at the Core
Product capabilities ready for mass adoption and follows industry specific roadmaps

Possible already today:
From a customer perspective
Leveraging more of the newer processes and capabilities by moving to SAP S/4HANA

No ERP customer is left behind!!
We need to support our customers accelerating the adoption of SAP S/4HANA and with this, becoming intelligent enterprises

Main Assets:
www.sap.com/jointhemovement
www.sap.com/s4hana-starter
SAP S/4HANA Manifesto

Contact us via:
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Thank You.

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