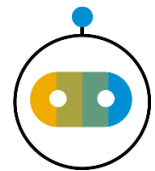




Getting Started on Business Process Automation in SAP S/4HANA with SAP Intelligent Technologies

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PUBLIC



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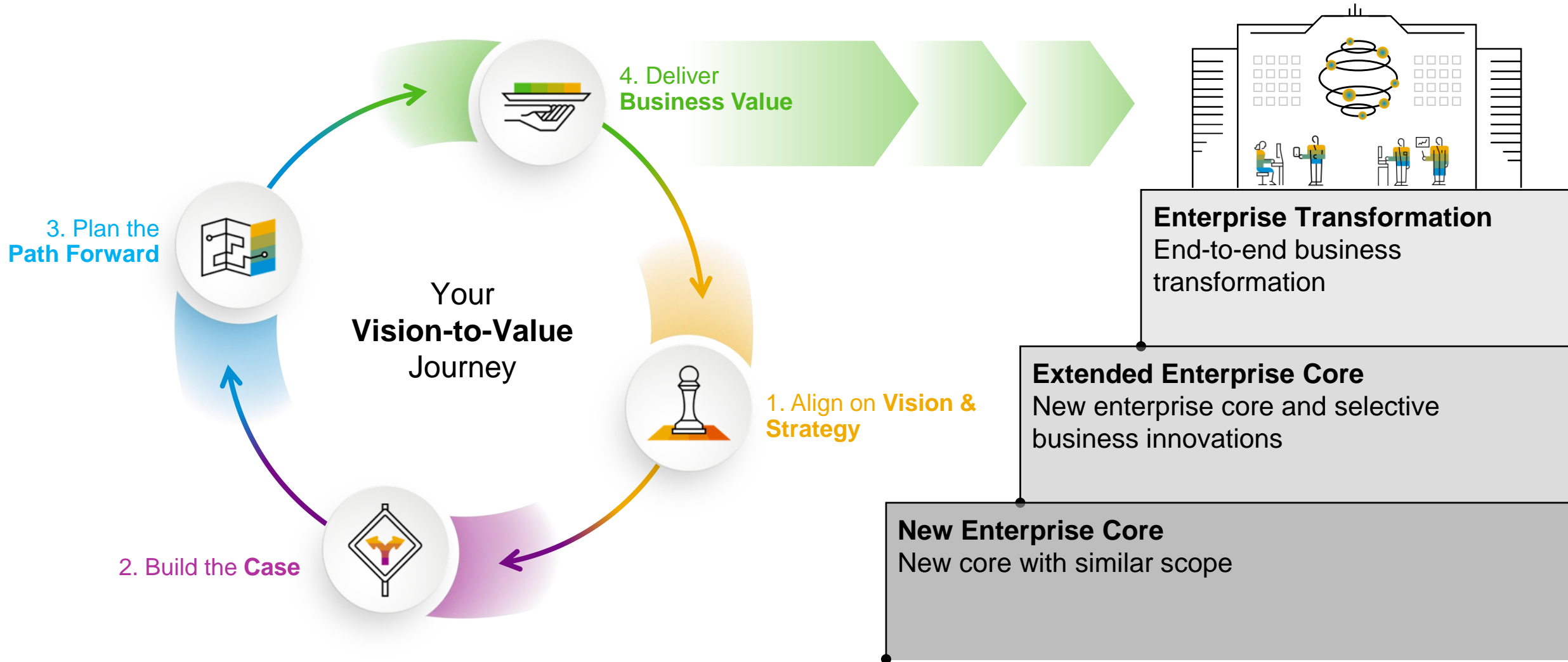
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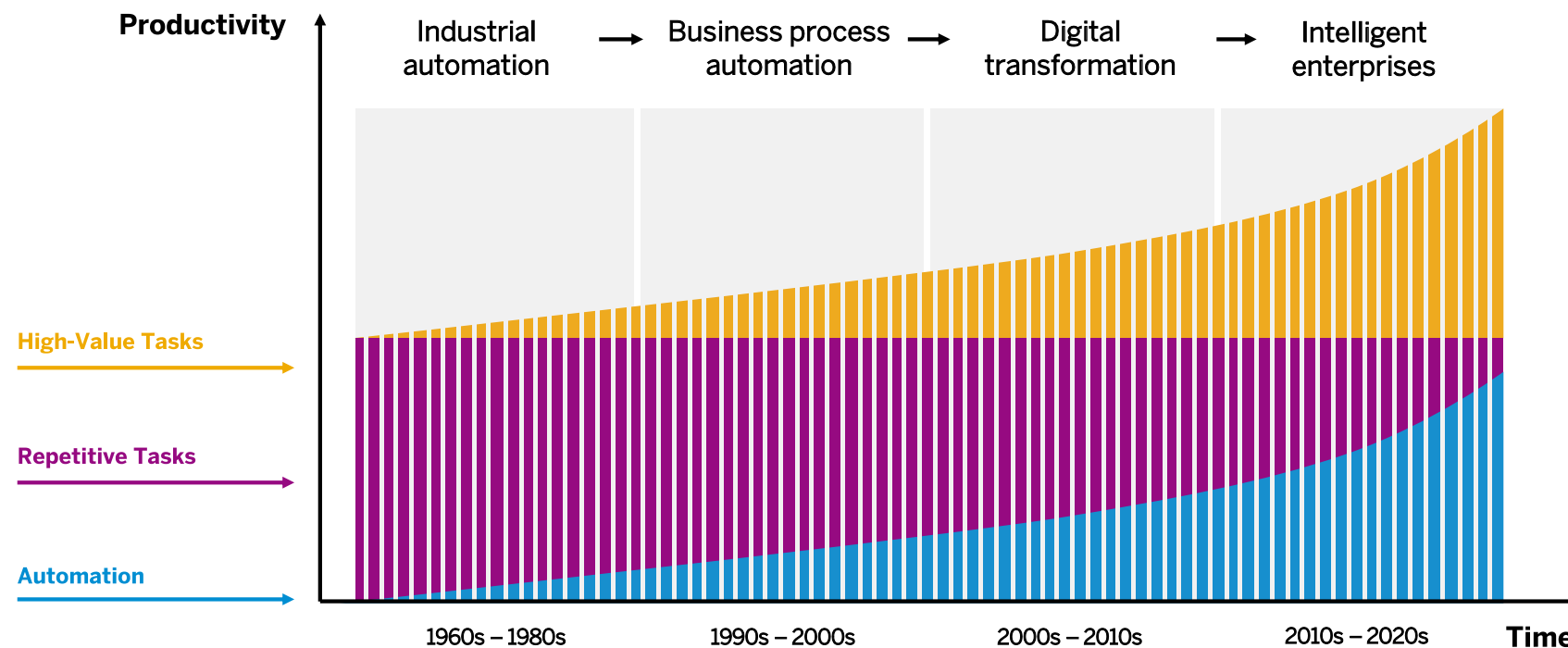
SAP S/4HANA Movement Program

Your Vision-to-Value Journey



Characteristics of an Intelligent Enterprise

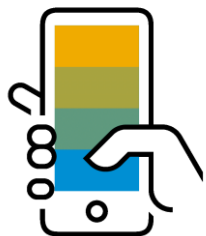
- Process efficiency is no longer a competitive differentiator, but an imperative to keep pace in the digital economy.
- Organizations are under pressure to automate structured, rule-based, repetitive and UI-focused tasks to maximize process efficiency.
- Organizations are trying to redefine themselves 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



Adapt
based on data



Automate
within & between system(s)

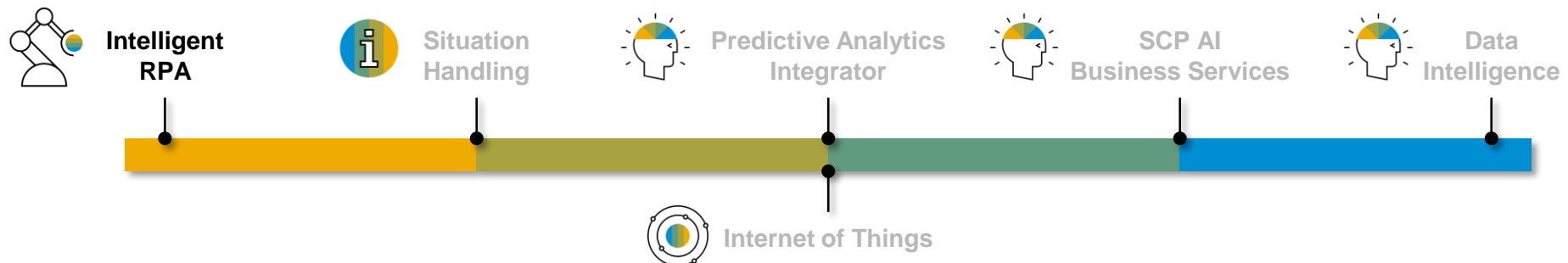
Examples

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

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

- Digitize analog data (OCR, image)
- Automate recurring tasks (RPA)
- Automate entire process steps

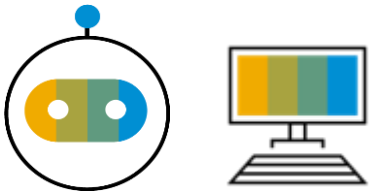
SAP technologies enabling intelligent processes:



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



REHAU Polymer
China Co. Ltd
Taicang, China
www.rehau.com

Industry
Mill products

Employees
452

Revenue
US\$99.75 million
(2018)

Featured Solutions and Services
SAP Intelligent Robotic Process
Automation, SAP S/4HANA Cloud, and
SAP Innovation Services



A new digital core supports Daewoong Pharmaceutical's future growth and mission to **become a top 50 healthcare brand by 2020.**

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.



Daewoong Pharmaceutical Co., Ltd.
Seoul, South Korea
www.daewoong.com

Industry
Life sciences

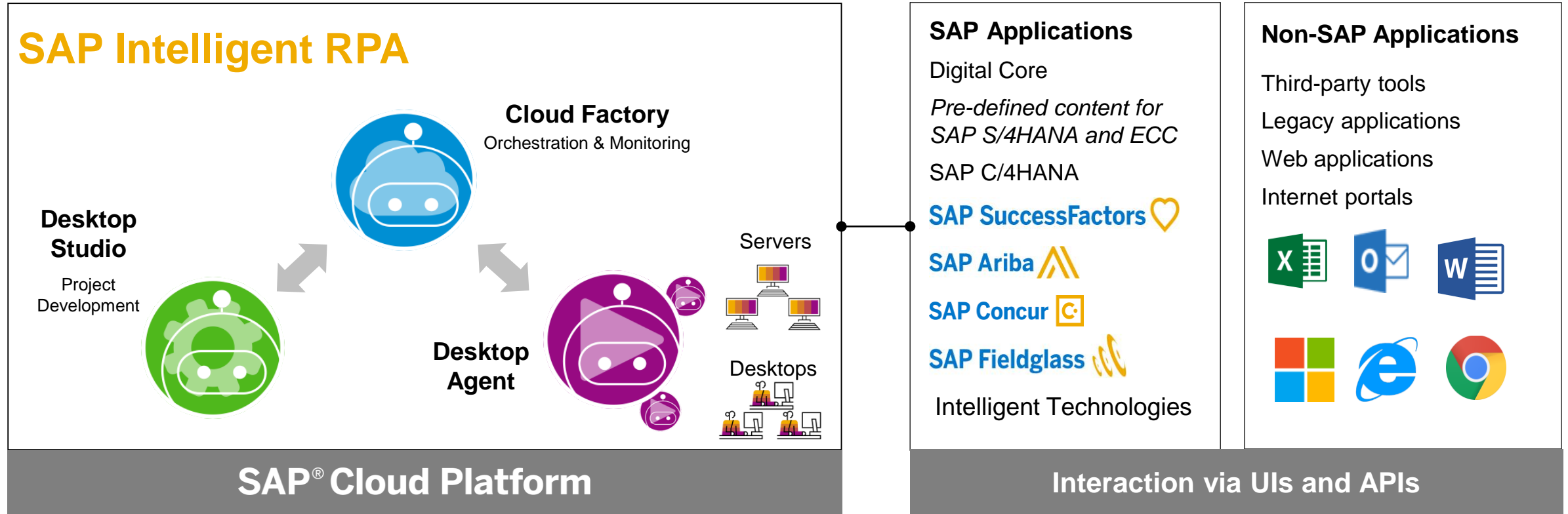
Employees
1,500

Revenue
US\$868 million

Featured Solutions and Services
SAP S/4HANA, SAP Predictive Analytics, and SAP Intelligent RPA



Solution Overview



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

The screenshot displays the SAP Best Practices Explorer interface. At the top, the breadcrumb navigation shows 'Browse Packages / SAP S/4HANA / Automation /'. The main heading is 'SAP Best Practices for SAP Intelligent Robotic Process Automation integr.' with a sub-heading 'SAP Intelligent Robotic Process Automation 1.0'. A description states: 'Provide prebuilt contents for SAP S/4HANA using the new Intelligent RPA tool.' The version is 'SAP Intelligent Robotic Process Automation 1.0' and the language is 'English'. A direct link to the package is provided: https://rapid.sap.com/bp/IRPA_S4HANA. A note indicates that additional RPA content support is available by contacting support. A message states that the SAP Bot Store is now available and that the package content should be downloaded directly from the store. An overview section titled 'OVERVIEW' contains a 'Solution Information' section with a description of Intelligent Robotic Process Automation (IRPA) and its role in digital transformation. Below this is an 'Explanatory Diagram' showing the interaction between a 'Developer/User' and an 'Administrator'. The Developer/User side includes 'Desktop Studio' (Application, Studio, Package) and 'Desktop Agent'. The Administrator side includes 'Factory' (Configuration, Monitoring) and 'Bot Skills' (Finance, Procurement, Sales & Dist., Production, Industries). Arrows indicate the flow of data and processes between these components.

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

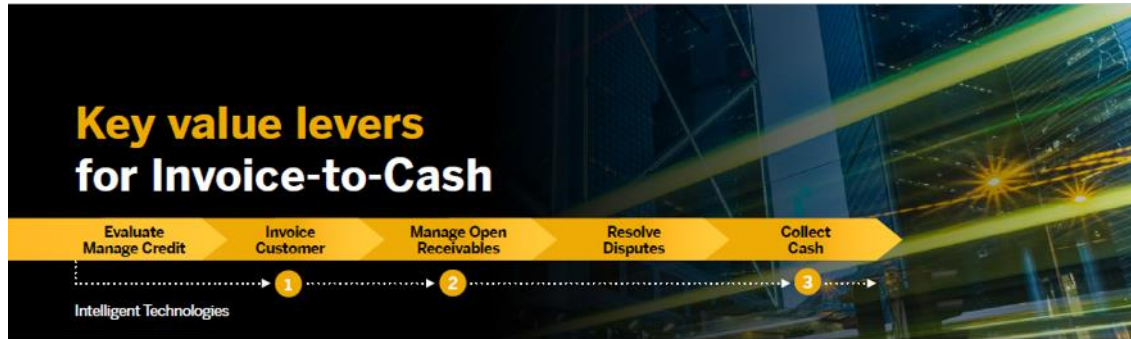
Easy integration: Store tab included

- 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



Business Outcomes

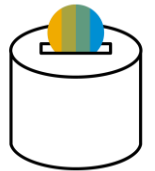
1 Invoice Customer

- 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



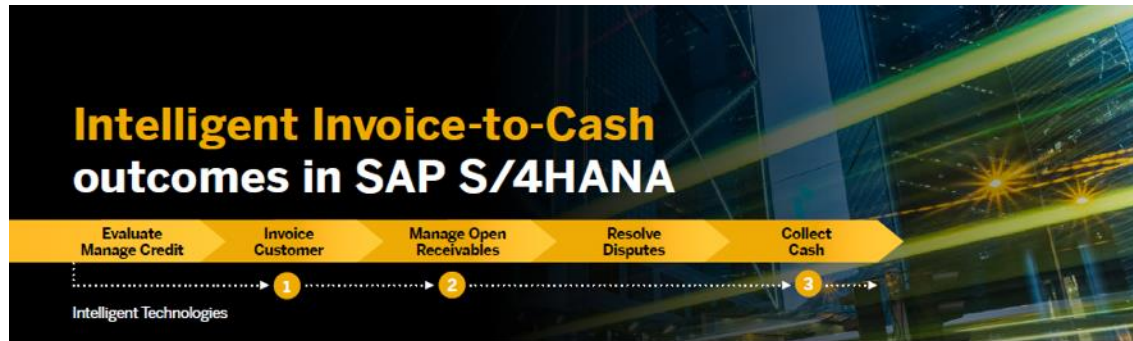
3 Collect Cash

- 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



Business Outcomes	Outcomes Enabled by Intelligent Technologies
1. Invoice Customer <ul style="list-style-type: none">✓ Accurate Invoicing✓ Effective Relationship Management	Improve Customer Service <p>IRPA reduces manual effort in payment plan generation by creating line items in billing plan of sales orders</p>
2. Manage Open Receivables <ul style="list-style-type: none">✓ DSO Optimization✓ Insights into Doubtful Accounts	Expedite Dispute Resolution <p>IRPA automates creation of emails to be sent to customers, monitors inbox for replies, and attaches customers' replies to content of a dispute for ease of reference</p>
3. Collect Cash <ul style="list-style-type: none">✓ Receivables Matching✓ Simplified Remittance Services	Minimize Error <p>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</p> <p>Situations Handling notifies if incoming payments do not cover due invoices so that AR accountant can follow-up on payments for skipped invoices once Payment Advices are received</p> Centralize Workstream <p>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</p>

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...



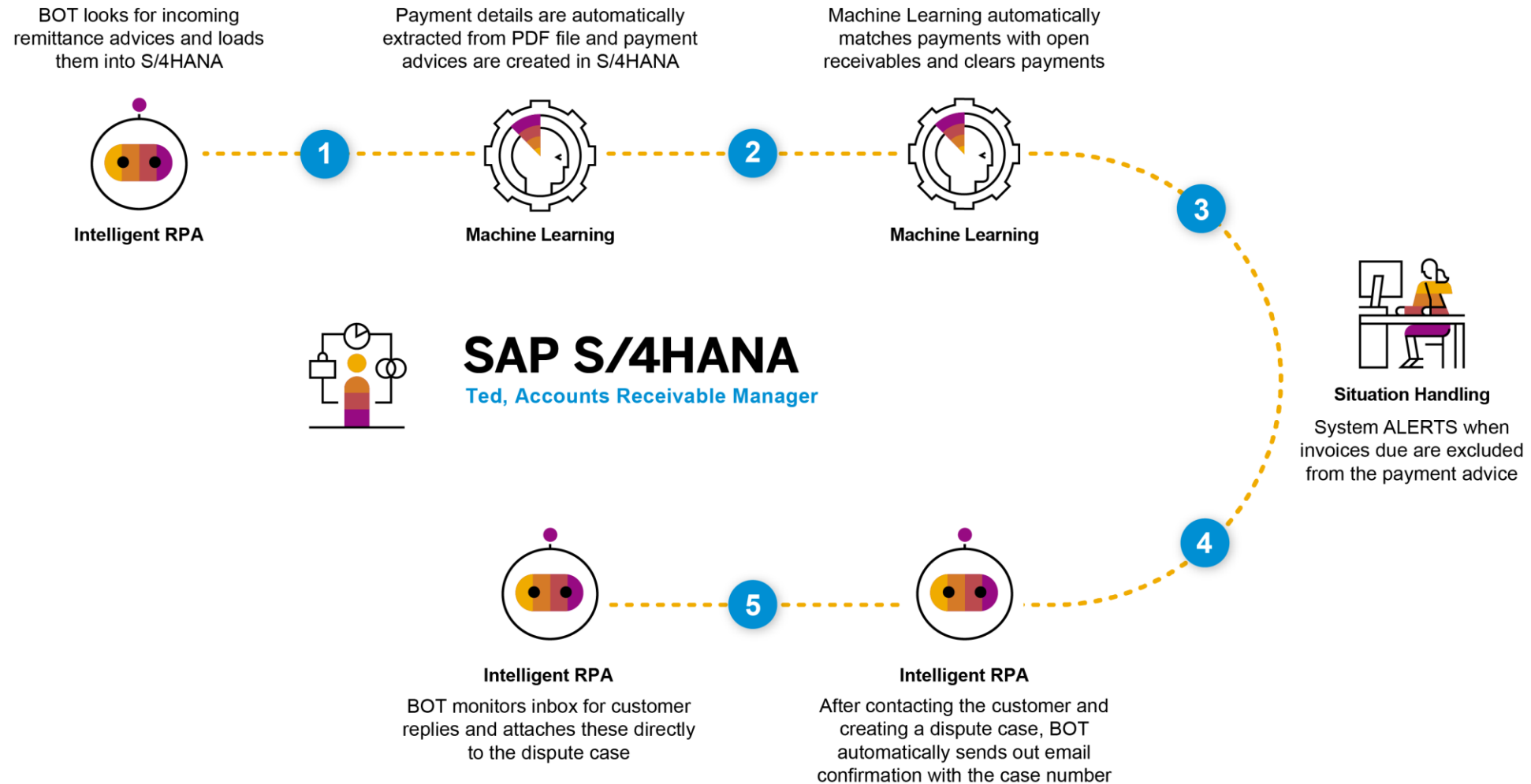
Automation to the Rescue

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 ...

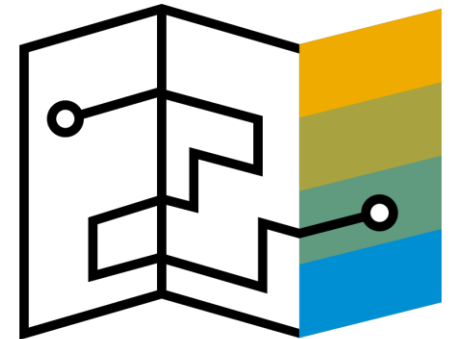
How Intelligent Technologies Help Account Receivable Accountants [Demo Link](#)



Introduction to Business Process Automation in SAP S/4HANA

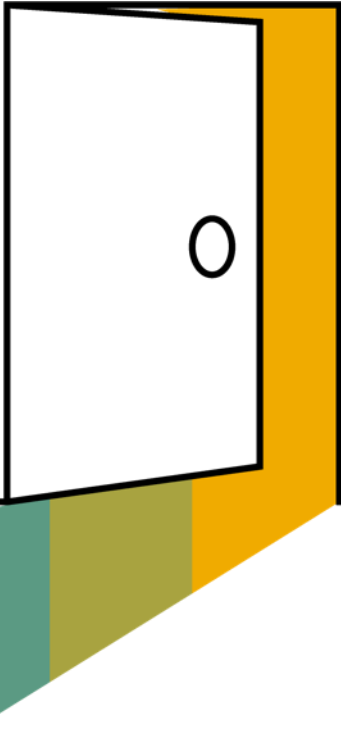
How to get started on your automation journey

- ✓ **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



Contact
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Get started



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help.sap.com/IRPA

Try for free

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Find FREE prebuilt bots

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SAP Intelligent RPA courses

[OpenSAP.com](https://open.sap.com)



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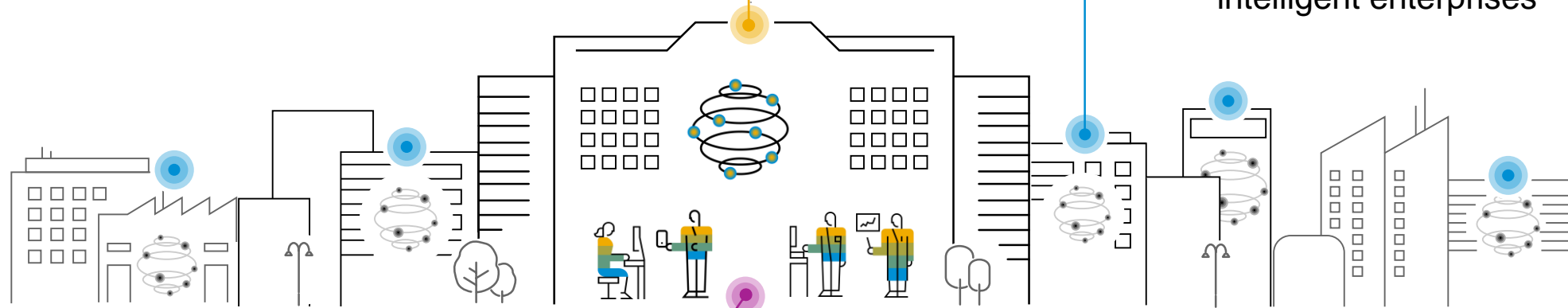


[YouTube](#)

Let's MOVE together

Intelligent Enterprise starts at the Core

Product capabilities ready for mass adoption and follows industry specific roadmaps



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

Possible already today: From a customer perspective

Leveraging more of the newer processes and capabilities by moving to SAP S/4HANA

Main Assets:

www.sap.com/jointhemovement
www.sap.com/s4hana-starter
[SAP S/4HANA Manifesto](#)

Contact us via:
S4MOVE@sap.com

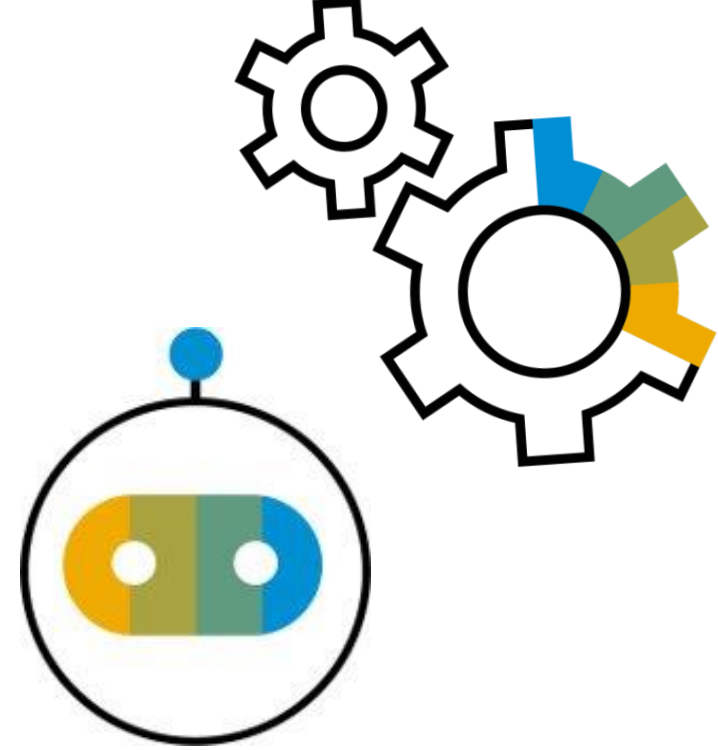
Thank You.

Questions? Send mail to frontrunner@sap.com or contact us directly:

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S/4HANA Frontrunner for Intelligent Automation



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