Digital Process Automation with SAP Cloud Platform Workflow Management

Achieve new levels and quality of process automation

Venugopal Chembrakalathil , SAP SE
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Agenda

Introduction

SAP Cloud Platform Extension Suite

SAP Cloud Platform Workflow Management

Customer Examples

Live Process Content Packages

Summary

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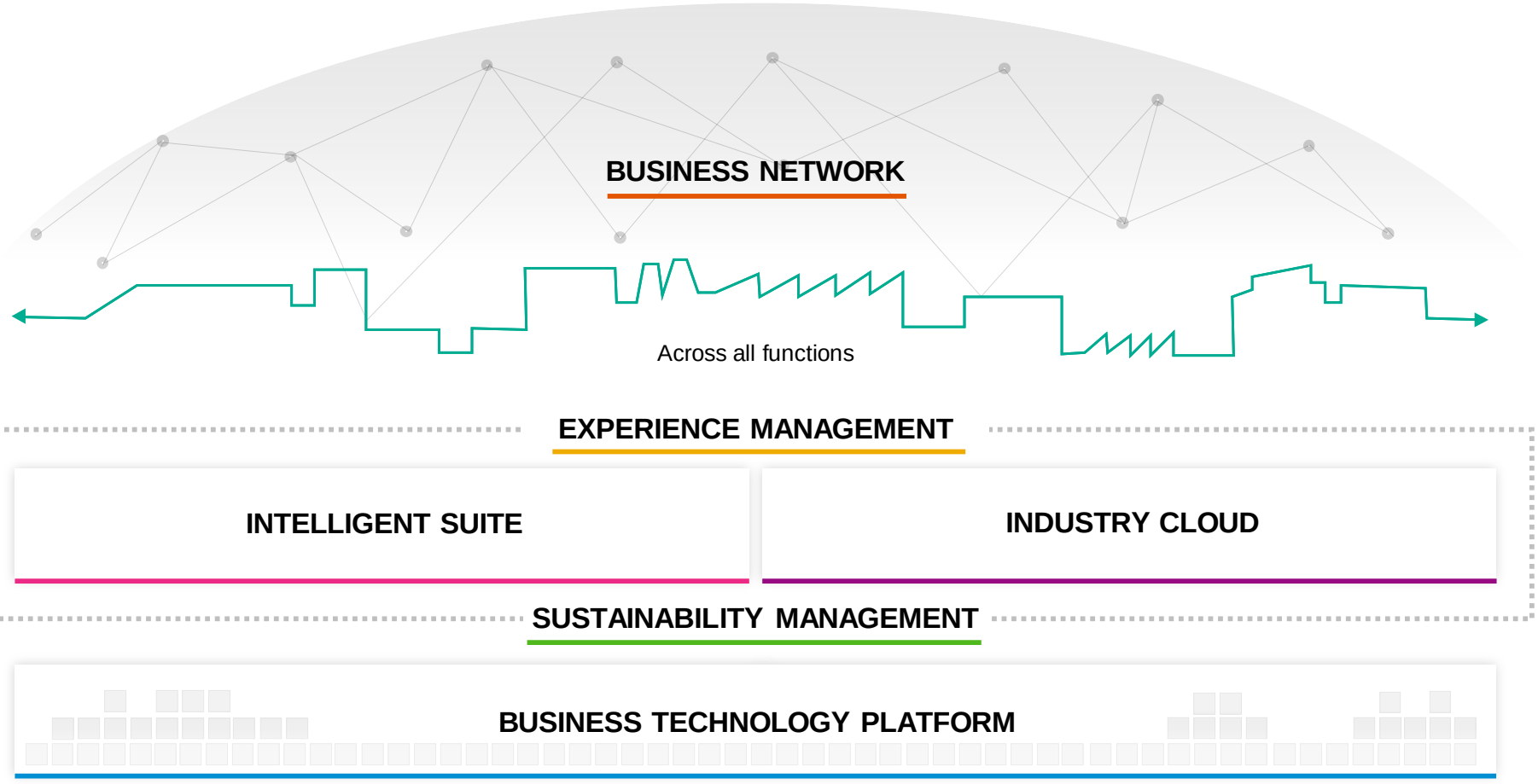
Introduction

Intelligent Enterprise



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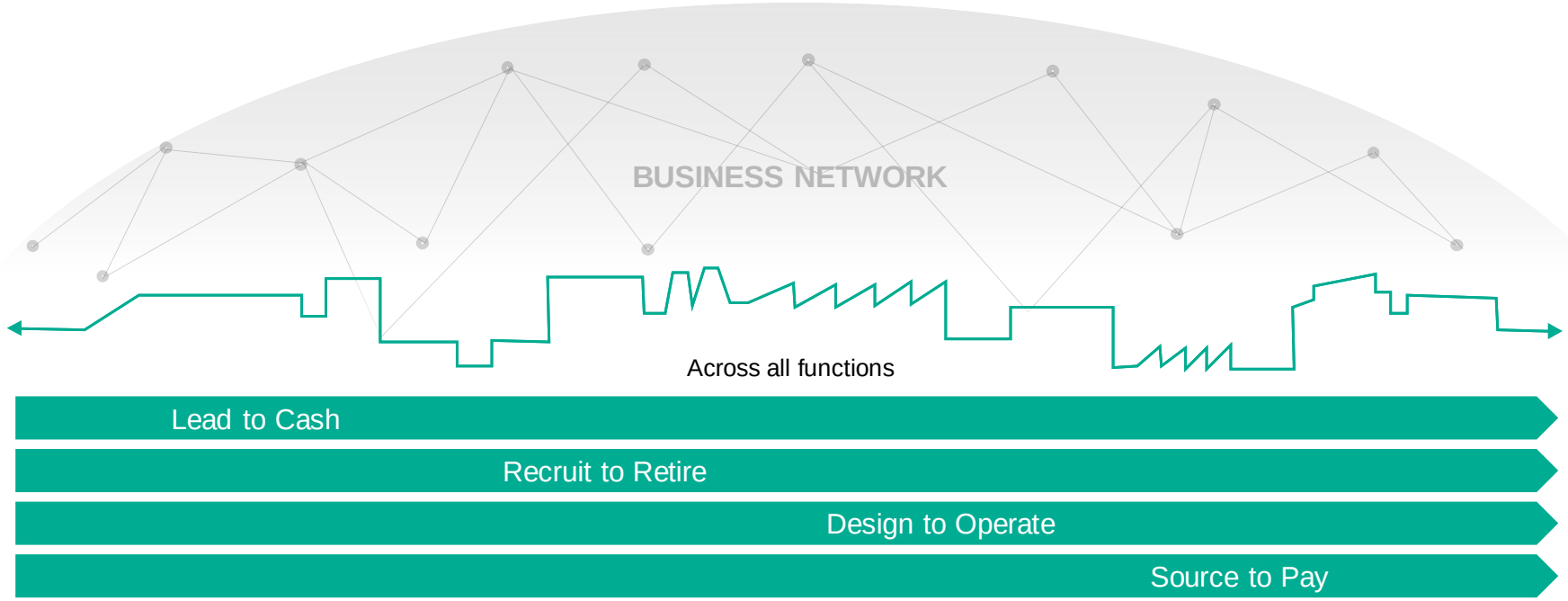
End-to-End Processes



BUSINESS PROCESS

APPLICATIONS

TECHNOLOGY

EXPERIENCE MANAGEMENT

INTELLIGENT SUITE

INDUSTRY CLOUD

SUSTAINABILITY MANAGEMENT

BUSINESS TECHNOLOGY PLATFORM

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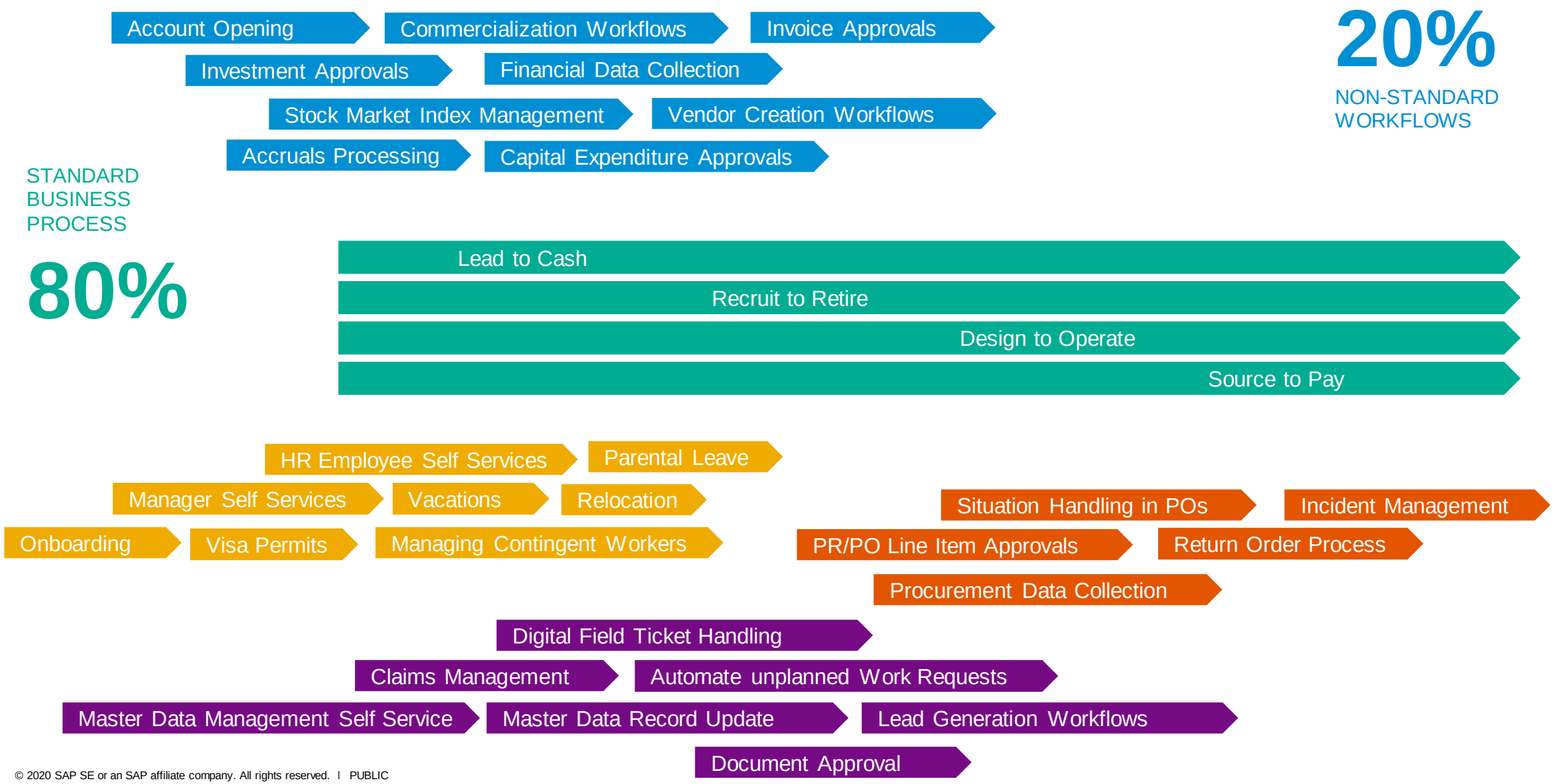
Take the last mile of automation with digitized workflows



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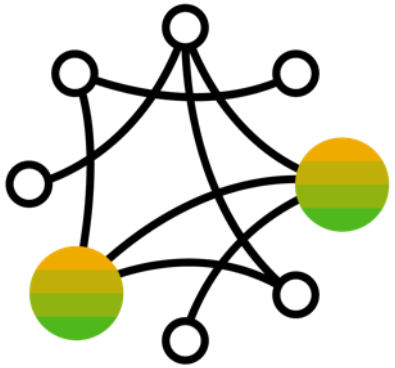
Processes run the world



Processes today are **complex**

They are still too **manual**

This leads to **errors, inefficiencies** & **costs**

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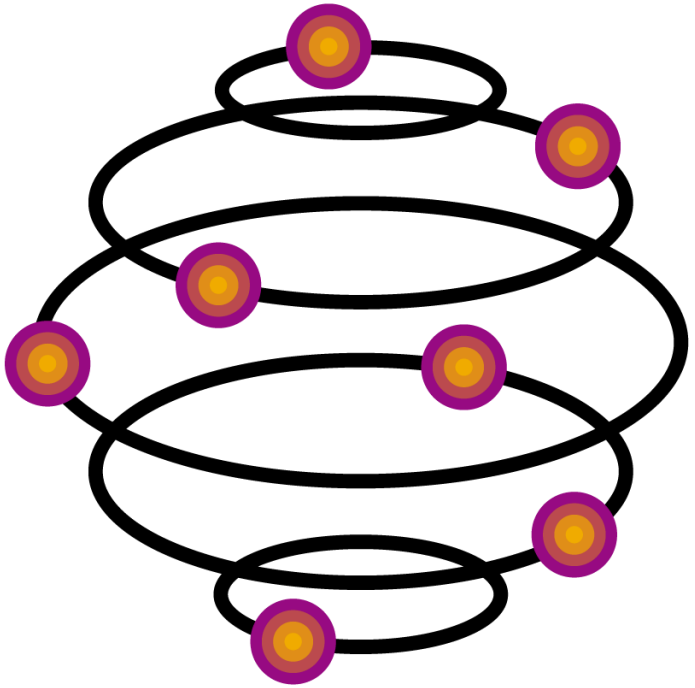
Why you should care

"Automating business processes to win, serve, and retain customers has been an imperative for years.

With COVID-19 sending workers home to work en masse, the goal for many has become **restoring manual processes** that have either failed completely or been crippled."

Forrester, April 23, 2020

COVID-19 Remote Work Just Broke Your Processes: Here's What To Do About It



- **Restore** broken business processes
- Strive for **process automation** through workflow & RPA
- Create a **transformation** journey

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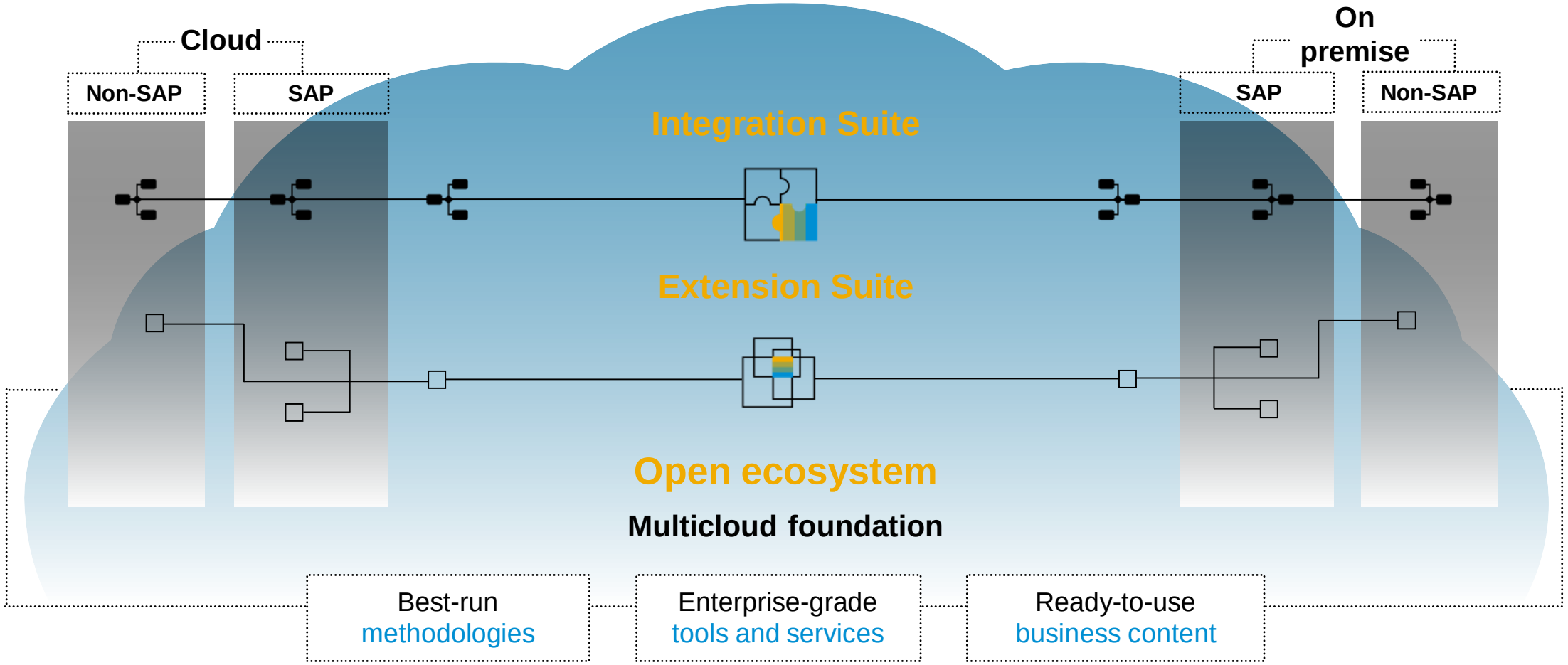
SAP Cloud Platform Extension Suite

SAP Cloud Platform – Drive agility during rapid change

A platform built for your business



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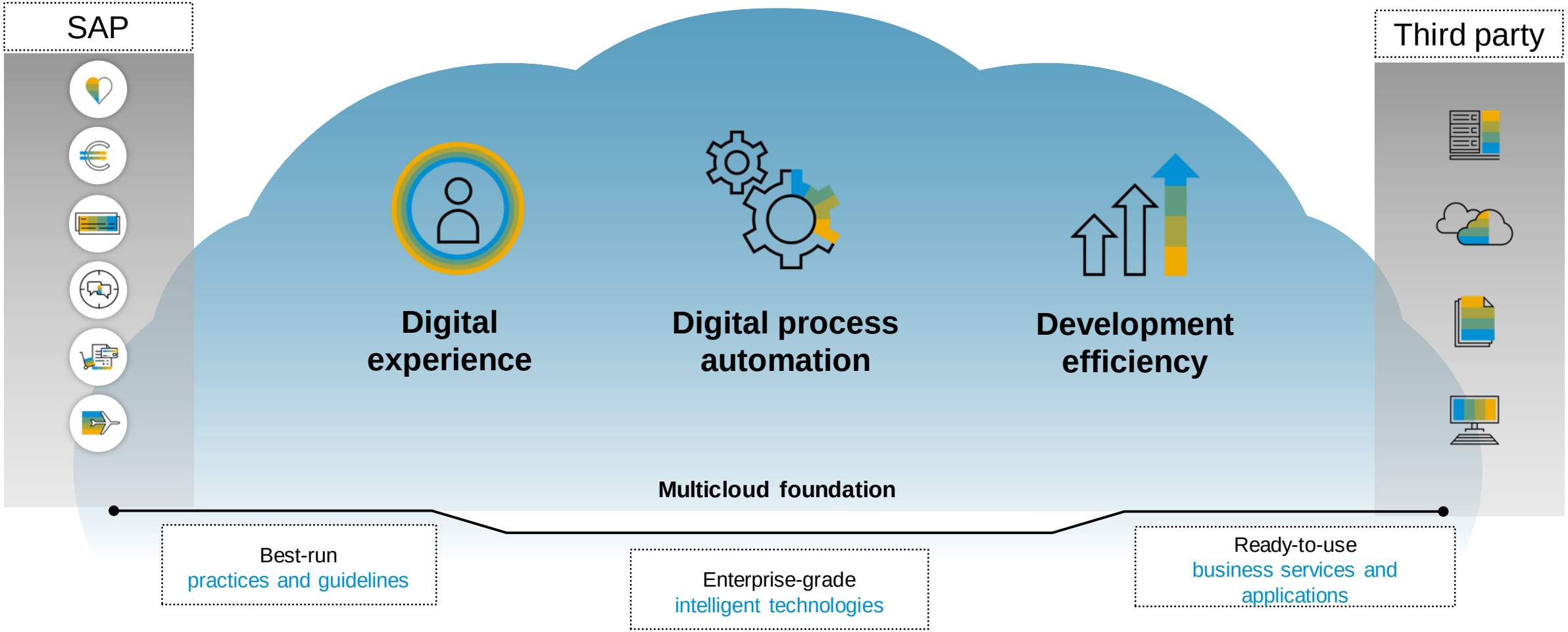
SAP Cloud Platform Extension Suite

Simplify development of your application extensions



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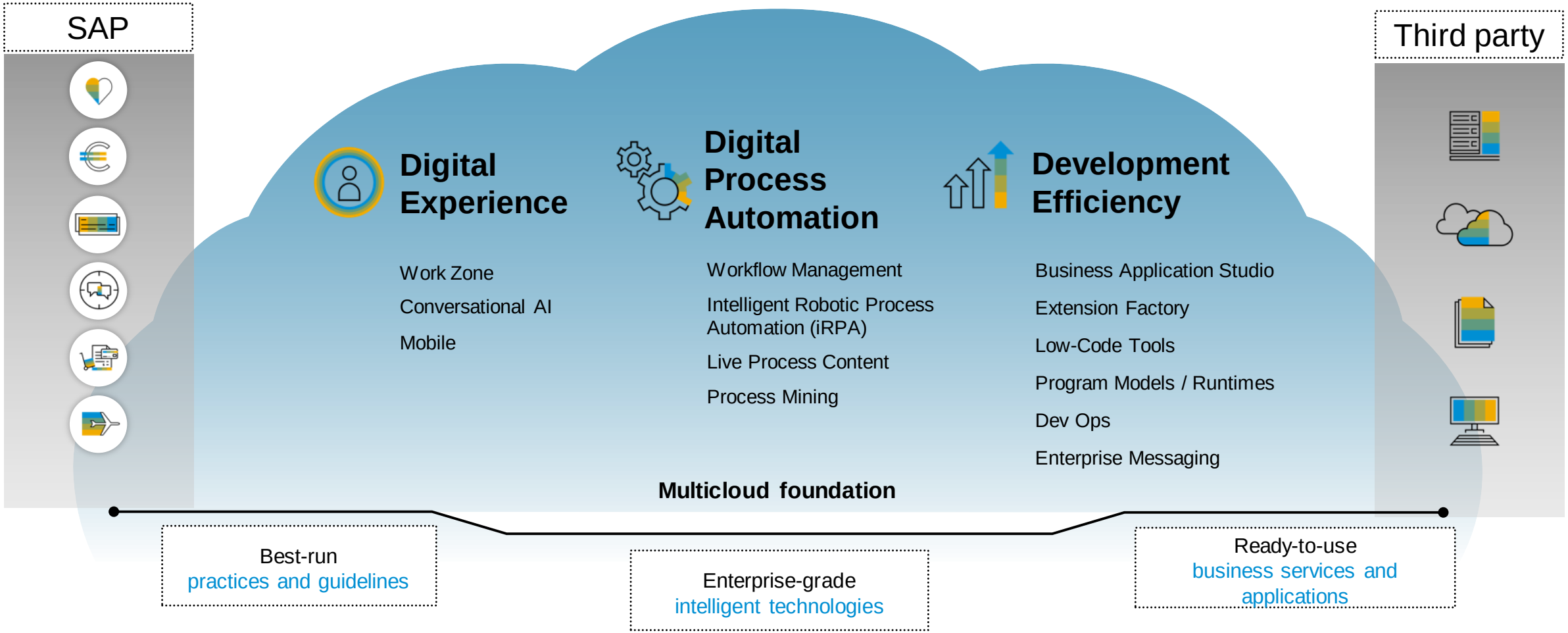
SAP Cloud Platform Extension Suite

Simplify development of your application extensions



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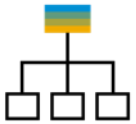
SAP Cloud Platform Workflow Management

SAP Cloud Platform Extension Suite – Digital Process Automation

A Cloud service offering to digitize workflows, automate business processes, manage decision logic and gain end-to-end process visibility

SAP Cloud Platform Workflow Management



Workflow

Workflow (Low/No-Code)
Manage Process Variants

Decisions

Business Rules
Manage Decisions

Process Visibility

Process Visibility
Live Process Dashboards

Inbox

My Inbox /
Task Center

Tightly Integrated with:

SAP Intelligent RPA
SAP Conversational AI

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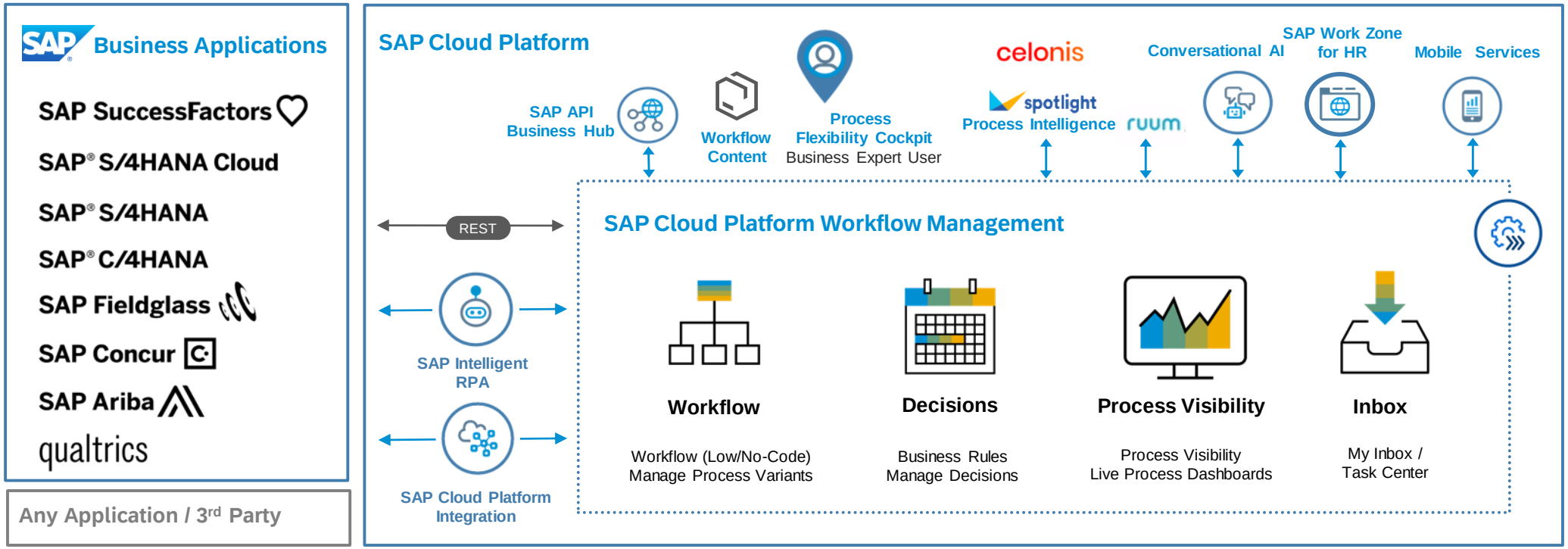
Big picture in the SAP landscape: SAP Cloud Platform Workflow Management



Do more with less

Empower employees through process automation, freeing up their time to do more meaningful work

Ensure compliance

Comply with policies and regulations via clear responsibilities and audit trails

Flexibly adapt to new requirements

Tailor business processes to the business needs and support new business model innovations and fix broken processes for business resilience

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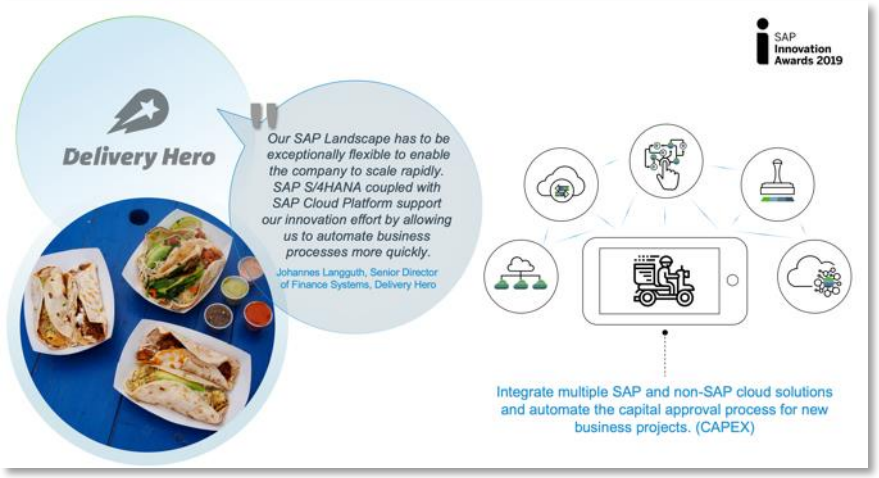
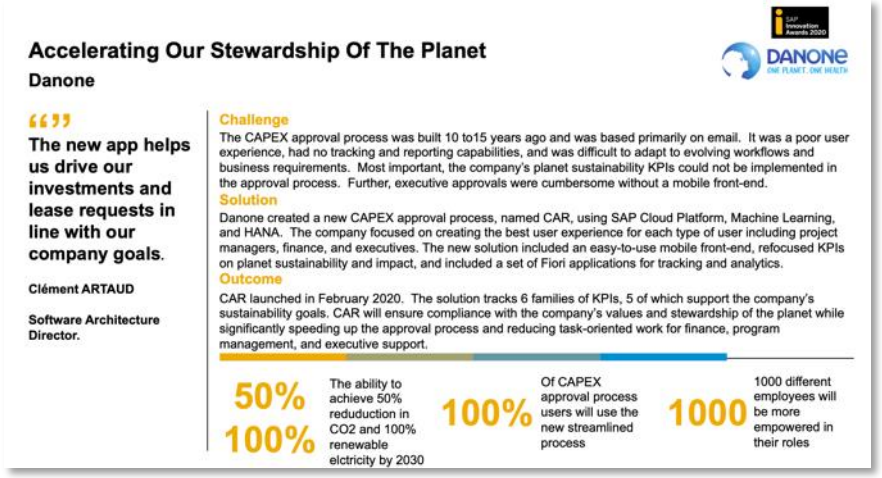
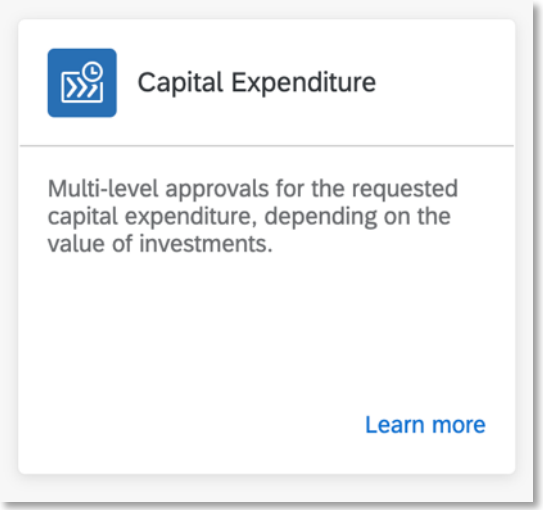
Customer Examples

Example: CAPEX (Capital Expenditure)

2019 → Delivery Hero **2019/20 → DANONE** **2020 → Live Process Content**







Capital investments are part of every enterprise as part of their business strategy. Capital investments could be acquisitions, purchase of new assets including software and services. **Capital Expenditures (CAPEX)** involve reviews and decisions across different levels of an organization depending on the type and nature of the investment. Companies are looking for **managing investment decisions** in a transparent way by **automating all the steps of this process**. This will not only enable them to track every step and decision, but also ensure the corporate policies are followed as part of an investment decision.

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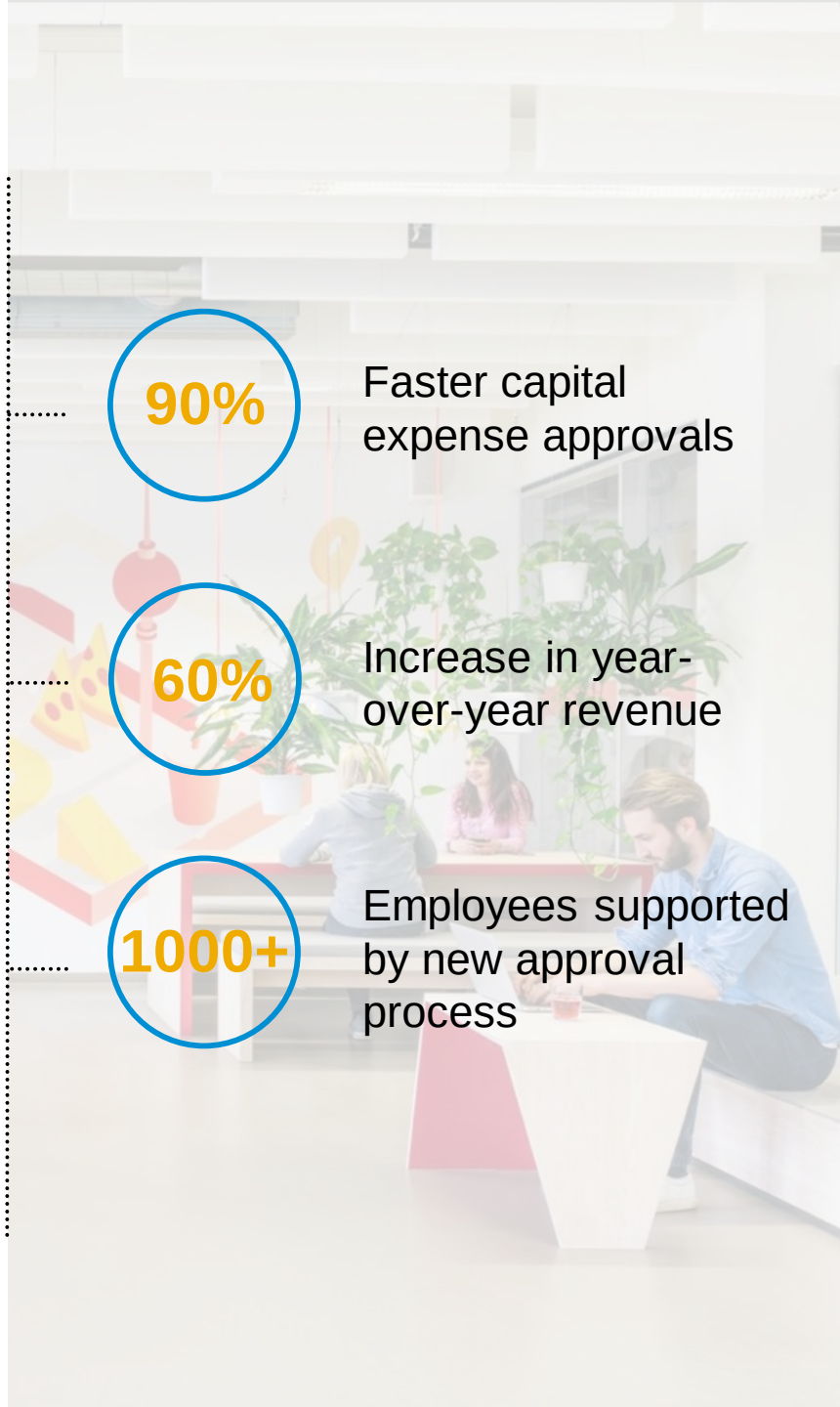
Automate capital expense approvals to support rapid growth and scale

“Now, a background of highly automated and intricately connected business processes lets us offer our internal customers an award-winning user experience.”

Johannes Langguth, Senior Director of Finance Systems, Delivery Hero SE

Read the article



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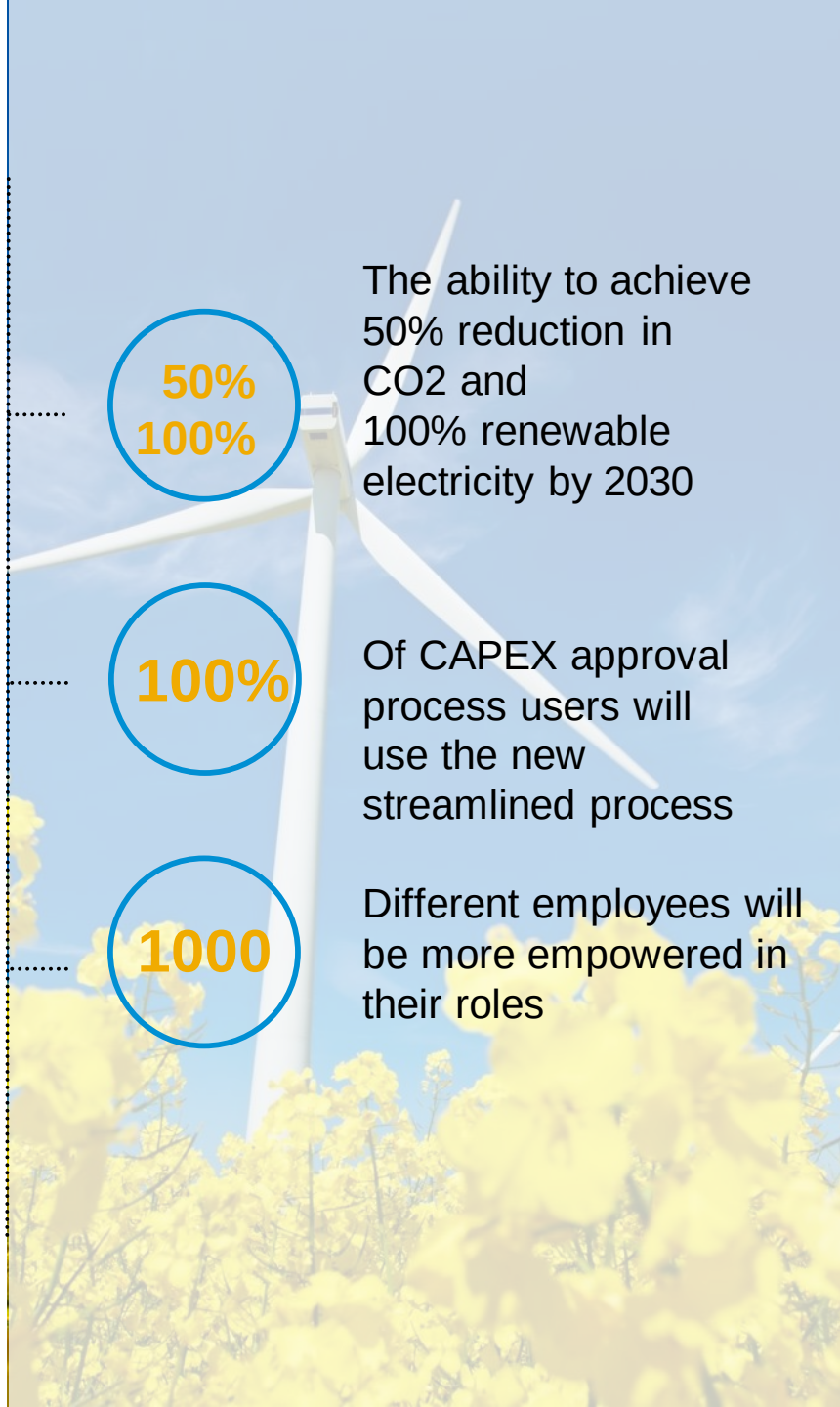
Accelerating Our Stewardship Of The Planet

“The new app helps us drive our investments and lease requests in line with our company goals.”

Clément Artaud, Software Architecture Director

Source: SAP Innovation Awards 2020 Pitch Deck



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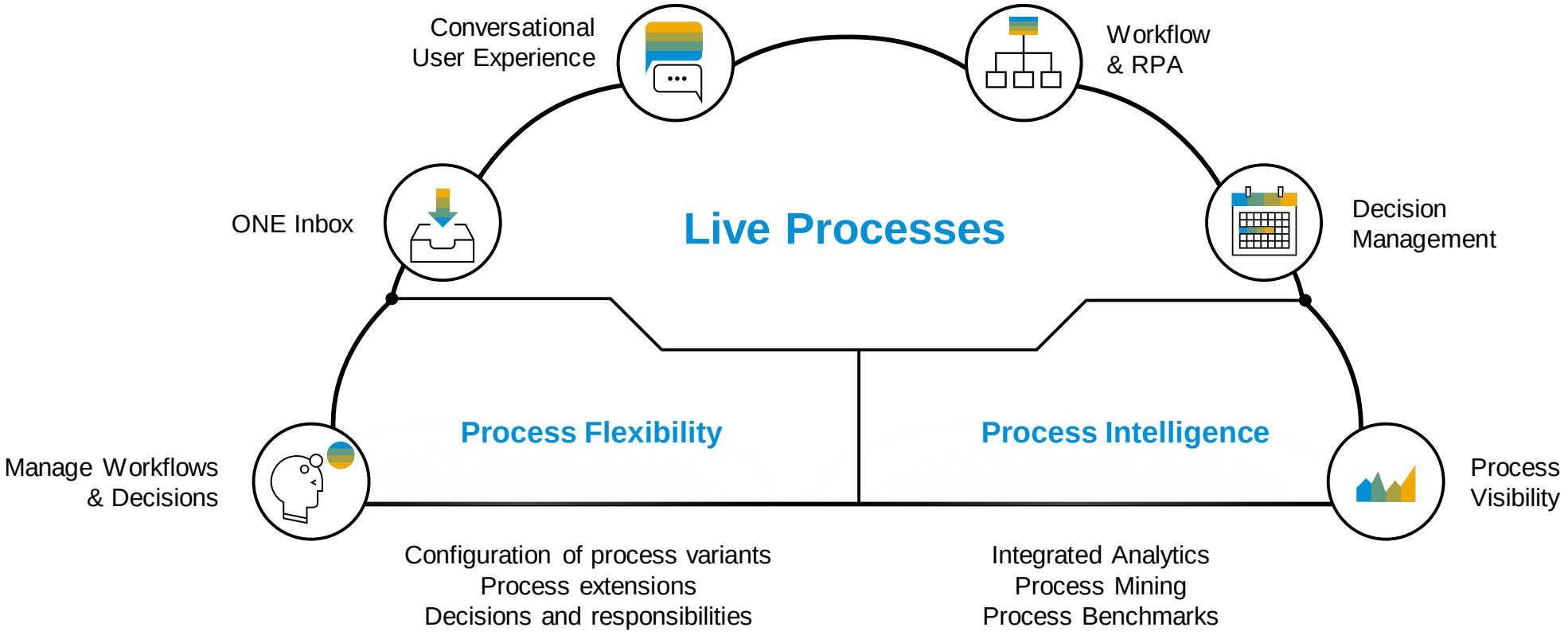
Live process content packages to accelerate business transformation

Digitize workflows, manage decisions and gain end-to-end visibility

Capital Expenditure (CAPEX)

Review CAPEX request → Create CAPEX submission → Approve CAPEX → Provide budget → Create project/ investment → Measure ROI



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Capital Expenditure Approval Process

Demo

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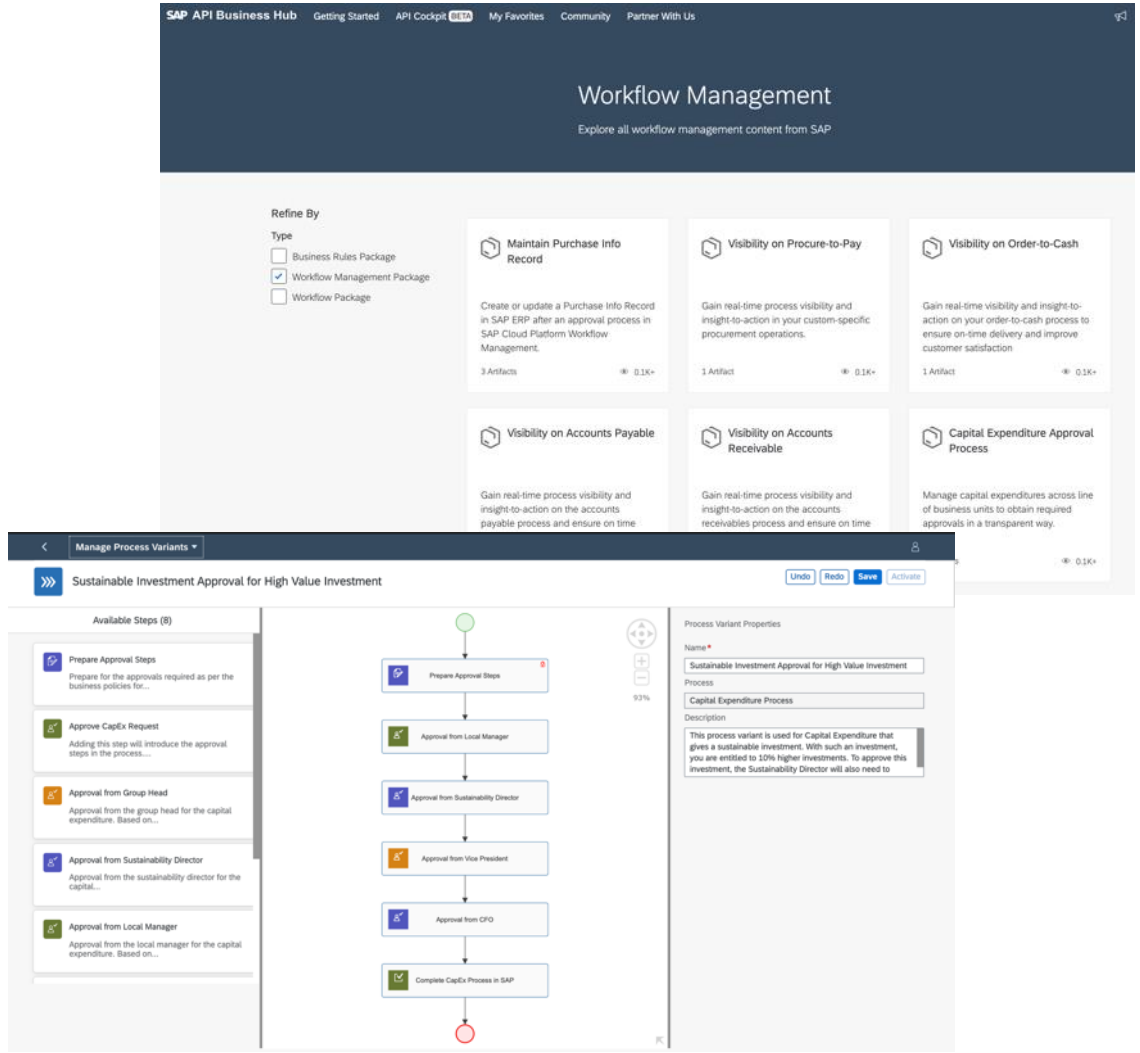
Live Process Content Packages

Accelerate the business transformation of your enterprise

Live process content packages are part of SAP Cloud Platform Workflow Management

Live Process Content packages

- enable real-time change management
- include workflow, business rules, process visibility templates and content packages
  - intelligent approvals, processes & procedures
  - pre-defined business rules and policies
  - business scenario descriptions and visibility content
- are enriched with operational configurations for process variants, responsibilities, simulations and extensions



[Available on SAP API Business Hub]

Blog: [Live Process Content Packages – your accelerators for Digital Process Automation]

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Some selected use cases

Available as live process content packages on SAP API Businss Hub

Capital Expenditure Approval Process

Managing investment decisions in a transparent way

Purchase Requisition Approval and Release

Automate approval and release of line items

Business Partner Payment Data Change Approval

Manage payment data changes and approvals

Visibility on Procure to Pay

Avoiding delays in receiving goods

Visibility on Order to Cash

Improve time-to-delivery

Visibility on Accounts Payables

Establish accuracy in invoice processing

Visibility on Accounts Receivables

Gain visibility into debt management practices

Maintain Purchase Info Record

Avoid any rework towards the end of the purchasing process

Vendor Onboarding

Automate with approvals from the respective departments

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Capital Expenditure Approval Process

Capital investments are part of every enterprise as part of their business strategy. Capital investments could be acquisitions, purchase of new assets including software and services.

Capital Expenditures (CAPEX) involve reviews and decisions across different levels of an organization depending on the type and nature of the investment. Companies are looking for **managing investment decisions** in a transparent way by **automating all the steps of this process**.

This will not only enable them to **track every step and decision**, but also ensure the **corporate policies are followed** as part of an investment decision.

- SAP API Business Hub: Capital Expenditure Approval Process
- Video
- Blog

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Purchase Requisition Approval and Release

Purchase requisition approval and release is one of the **most common use case** in every organization. It plays a **key role in the buying process**. Organizations must be able to spend their money wisely while getting the expected value. In addition, **compliance** with internal regulations and **traceability of the approval process** before the order is placed is a must. Often purchase requistions consist of several line items, which might lead to different handling for approvals.

Purchase Requisition Approval and Release live process content package enable customers to **automate approval and release of line Items** in a flexible and transparent way.

It provides flexibility in choosing process variants depending on attributes like request date, price, material group, document type, plant, purchasing group and purchasing organization etc.

When a requestor creates a purchase request with line items in **SAP ERP**, pre-configured process variants are triggered in SAP Cloud Platform Workflow Management.

- SAP API Business Hub: Purchase Requisition Approval and Release
- Video
- Blog

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Business Partner Payment Data Change Approval

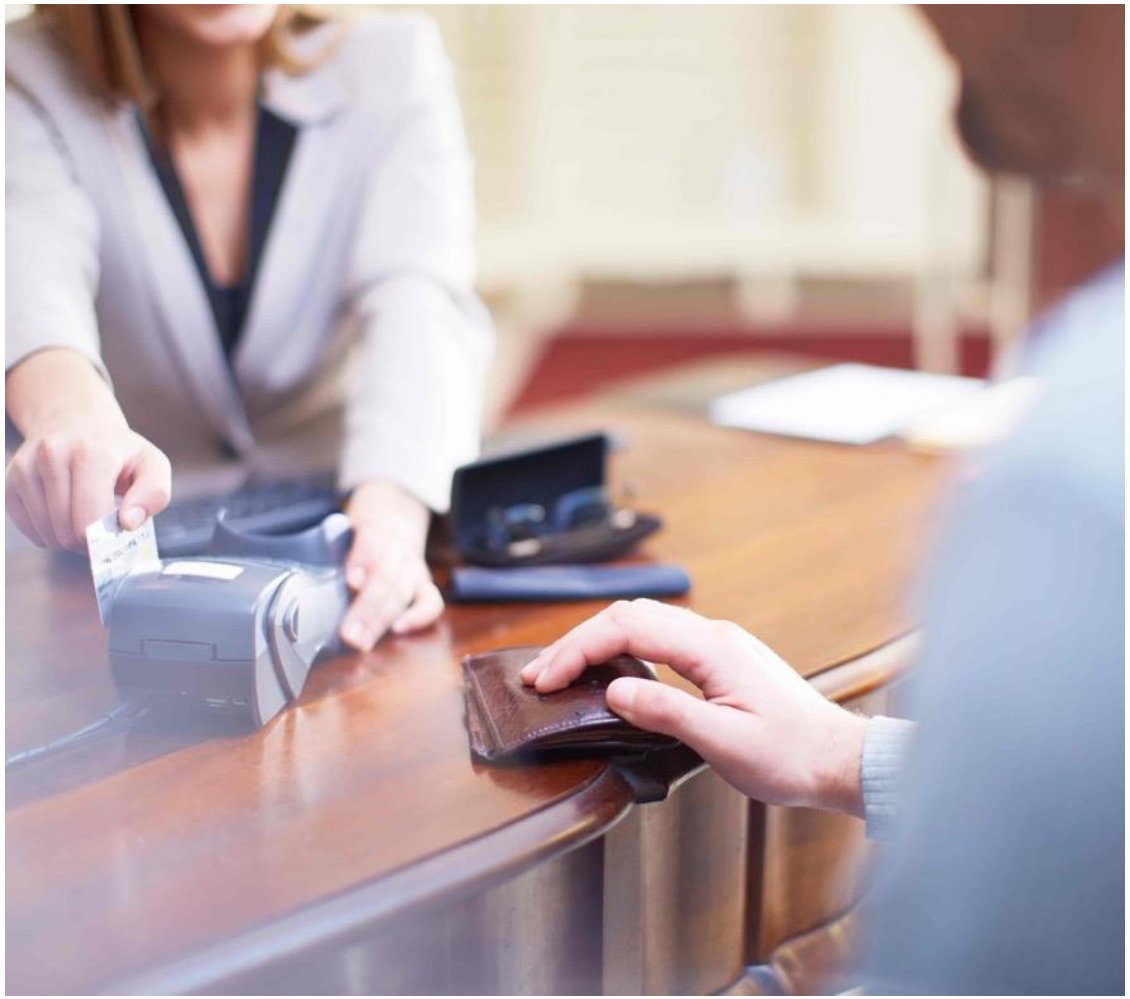
Maintaining **correct SAP master data** is a prerequisite for digital and automated business processes. Changes made to business partner data **must be appropriately approved** in order to avoid disruptions in business.

Business partner payment data is maintained to **facilitate automated payment runs**. Any changes to business partner payment data must be accompanied by appropriate approvals.

Business Partner Payment Data Change Approval live process content package provides an out of the box solution to **manage payment data changes and approvals**.

It provides flexibility in choosing the process variants depending on the number of approval steps and corresponding persona required to approve the changes.

- SAP API Business Hub: Business Partner Payment Data Change Approval



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Maintain Purchase Info Record

In SAP ERP, a purchase info record is a significant master data that contains information on a specific material and a vendor supplying the material. For example, the vendor's current pricing for the material and its validity are persisted in the info record.

Being such a critical master data, any updates to the purchase info record should ideally be **validated and approved** before being used productively. It will **prevent any mistake** in maintaining the price conditions, its validity, the plant, purchase organization where it will be available etc. This will **avoid any rework towards the end of the purchasing process**, where fixing such issues could prove costly. There are no standard approval processes for a Purchase Info Record in SAP ERP. If you need such an approval process, then it requires some development effort in SAP ERP.

The content package *Maintain Purchase Info Record* enables procurement experts in organizations to **accelerate the digitalization of their purchase info record approval process transparently and provide flexibility to meet business requirements**.

- SAP API Business Hub: Maintain Purchase Info Record
- Video
- Blog

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Vendor Onboarding

Onboarding a vendor or supplier in SAP ERP is a critical enabler to **run a P2P process successfully**. It requires collecting & validating data that is needed **to register a company as an approved vendor**.

If the vendor can be verified and onboarded quickly, the customers will have a large 'planned' supply-base to purchase goods & services and **make payments on time**. However, different kind of data needs to be collected for the vendor, depending on what is the vendor object going to be used for.

On top of that, there could be other business requirements to **capture the vendor data** – like getting approval from the GPO or usage of the shared service center to capture the vendor data or even inviting vendors to fill in contact information. Such flexibility in configuring the vendor onboarding process is not available by default in SAP ERP, and it requires custom development to achieve it.

The *Vendor Onboarding* content package provides an out of the box solution to **automate the vendor onboarding process with approvals from the respective departments**. It provides flexibility in choosing process variants based on account group and vendor type.

- SAP API Business Hub: Vendor Onboarding
- Video
- Blog

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Visibility on Procure to Pay

Procure to Pay is a **continuous** & **key process** in any company. It involves dealing with **vendors** and **people outside our organization.**

It involves multiple steps:

Avoiding delays in receiving goods, ensuring **compliance** and running the process **efficiently** are needed to **bring costs down** and are its key objectives**.** These objectives are addressed with the live process package *Visibility on Procure to Pay*.

- SAP API Business Hub: Visibility on Procure to Pay
- Video
- Blog

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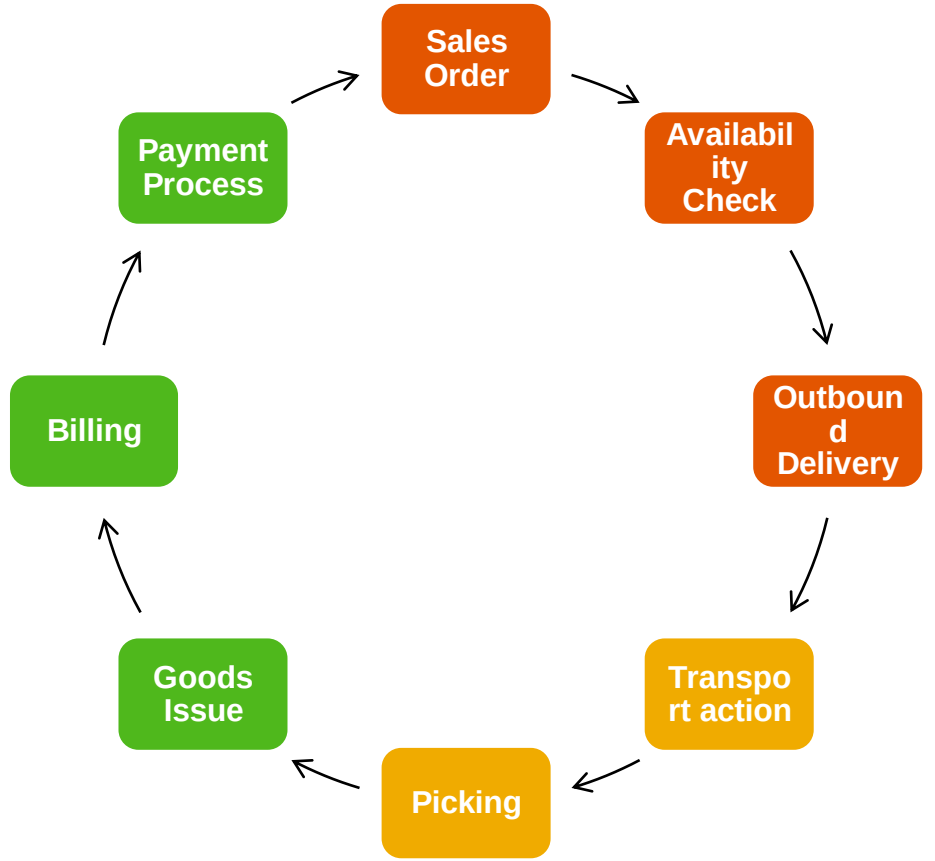
Visibility on Order to Cash

Order to cash is a set of business processes that involves, **receiving and fulfilling customer requests for goods or services**.

1. Customer places an order
2. Order is fulfilled
3. Order is shipped
4. Invoice created and sent to customer
5. Customer pays invoice
6. Payment is recorded in general ledger

The major challenges/objectives here could be:

- Limited **visibility into the process operations**
- Unable to **identify process bottlenecks** to **improve time-to-delivery**
- Depleting levels of **customer satisfaction**



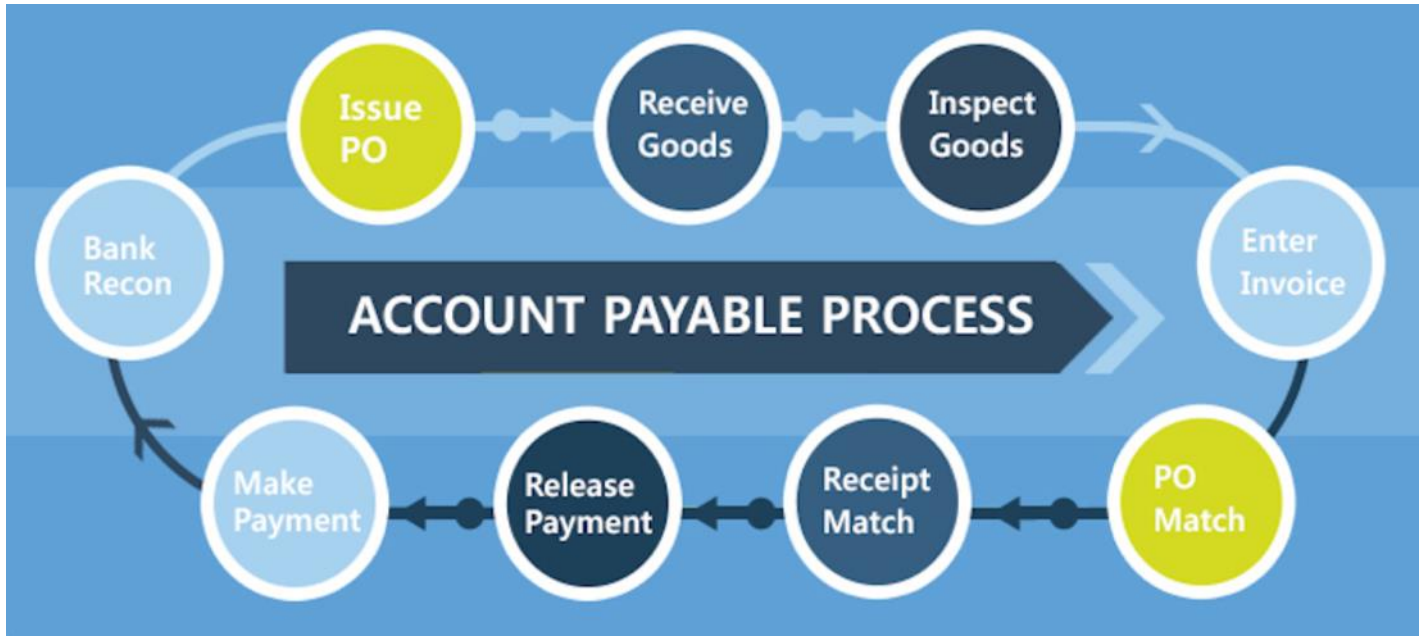
- SAP API Business Hub: Visibility on Order to Cash
- Video
- Blog

Visibility on Accounts Payables

Accounts payable are the **amounts owed by a firm to creditors for services or goods purchased**.

A well-run accounts company sets up carefully defined procedures to guide the accounts payable process, but there could be challenges due to limited visibility into open invoices leading to:

- Lack of **accuracy in invoice processing**
- Delay in resolving overdue payment situations for **better supplier satisfaction**
- Unable to **identify process bottlenecks** to **improve timely payment processing**



- SAP API Business Hub: Visibility on Accounts Payable
- Video
- Blog

Visibility on Accounts Receivables

Account Receivable is the **amount, the vendors owns to receive for the goods or services provided to their customers on credit**.

The major challenges in Account Receivables Process:

- Limited **visibility into debt management practices**
- Finding out **trend of the accounts receivables**
- Determining **level of contribution of various customer classifications** to company's accounts receivables

- SAP API Business Hub: Visibility on Accounts Receivable
- Video
- Blog

Summary

Experience and make the difference

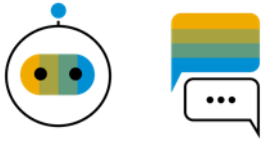
Why should you consider SAP Cloud Platform Workflow Management?

1. Service offering to digitize and automate workflows, manage decisions, and gain end-to-end process visibility

2. Pre-defined live process content packages available to serve as accelerators to manage process variants

3. Pre-delivered integration in SAP and non-SAP applications

4. Support for hybrid workflow implementations with workflow extension points and APIs



5. Leveraging integrated digital bots or chatbots

6. Integration with Experience Management solutions from Qualtrics for contextual-awareness

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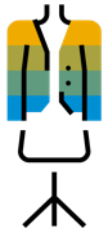
Key Benefits

Do more with less

Empower employees through process automation, freeing up their time to do more meaningful work

Ensure compliance

Comply with policies and regulations via clear responsibilities and audit trails



Flexibly adapt to new requirements

Tailor business processes to the business needs and support new business model innovations and fix broken processes for business resilience

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with SAP Cloud Platform Workflow Management

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PRE-BUILT CONTENT

Live Process Content Packages

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