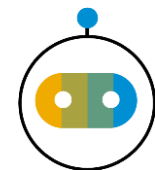




Optimize and Automate Business Processes with SAP Intelligent Robotic Process Automation

Hemant Rachh, Solution Management
November, 2020

PUBLIC



Why your key resources doesn't have time for high value planning and analysis tasks?

~50% time spent on
manual data management tasks



*Source: Zdnet, OnePoll survey, 2020

Efficiency in processes means business value



Improve operations

Mobilize resources for high-value tasks at lower costs



Improve experience & compliance

Reduce processing times for transactions.



Increase data quality

Reduce human errors by automating to gain speed and efficiency.

Example – Value Potential for Finance Function

Working capital optimized

15-25%

Example – Value Potential for HR Function

Reduce manual repetitive work across hire to retire

~30%

Example – Value Potential for IT Function

Reduce operational costs

10-15%

How businesses are bringing efficiency in processes using Intelligent RPA



Significantly **reduce** manual effort in
Finance with **attended RPA**



Turning **4 days** of work into a **10 minutes** task.
Go live in **few weeks**



Automated 24/7 sales order processing
freeing up 20 employees
from manual tasks



From 25 min to 5 min to onboard a new customer.
Go Live in **6 weeks** only.

Find all success stories [here](#)

Intelligent technology helps HPE automatically resolve IT issues to **enable smooth operations** across its technology landscape.

HPE uses the **business operations self-healing service** as part of **SAP MaxAttention™ services** to simplify its IT processes and:

- Enable an unmatched customer experience where issues are automatically fixed and customers are provided with intelligent, near-seamless, and effortless interactions with core processes as end users
- Integrate chatbots with SAP governance, risk, and compliance solutions, which makes it more convenient for users to request authorizations and reset passwords (thereby adhering to HPE audit policy)
- Categorize and route tickets to the right department through a chatbot integrated with the third-party ServiceNow platform
- Extend IT with SAP's Business Technology Platform portfolio, which provided prepackaged and preintegrated solutions including analytics and machine learning capabilities
- Support automation with a comprehensive, prepackaged AI platform enabled by the SAP® Intelligent Robotic Process Automation, SAP Conversational AI, and Service Ticket Intelligence services
- Gain the ability to restart systems 100% autonomously using chatbots and robotic process automation
- Achieve a proof of concept in just 55 days and deploy the full portfolio of IT use cases for the business operations self-healing service in as little as four weeks
- Implement the new technology during the COVID-19 pandemic with a successful 100% off-site delivery

"The business operations self-healing service is self-driven, orchestrates on demand, and integrates with our IT systems. It **addresses tomorrow's needs** as we transition to running next-generation IT on SAP solutions."

Ashwin Somasundaram, Director – SAP Basis and Middleware, Global IT, Hewlett Packard Enterprise (HPE)




**Hewlett Packard
Enterprise**

**Hewlett Packard
Enterprise (HPE)**
San Jose, California
www.hpe.com

Industry
High tech

Employees
61,600

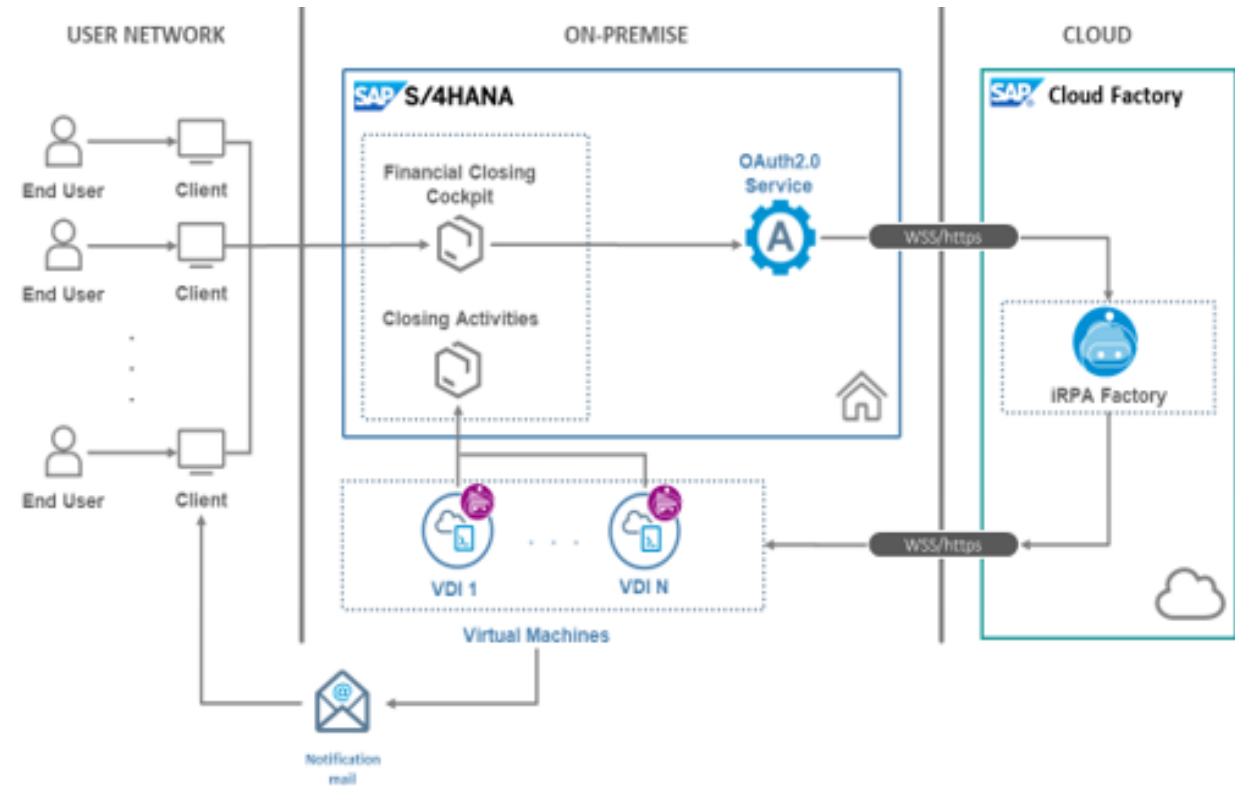
Revenue
US\$29.1 billion

Featured Solutions and Services
SAP MaxAttention; business operations self-healing service; SAP governance, risk, and compliance; Business Technology Platform; SAP Intelligent RPA; SAP Conversational AI; and Service Ticket Intelligence

THE BEST RUN 

SAP: Financial Closing Automation with Intelligent RPA

- SOX Balance Sheet Review
- Asset Depreciation Run
- General Bad Debt Provision
- Assessment/Distribution Cycle runs
- Run review results of Cycle runs



122

Subsidiaries

8

Digital Workers

> 100

Impacted
Human Users

€ 250k

Saved License
fees

6 months

From project start to
Global Go-Live

SAP Intelligent RPA Overview



- <https://youtu.be/cxkGaXGNTHk>

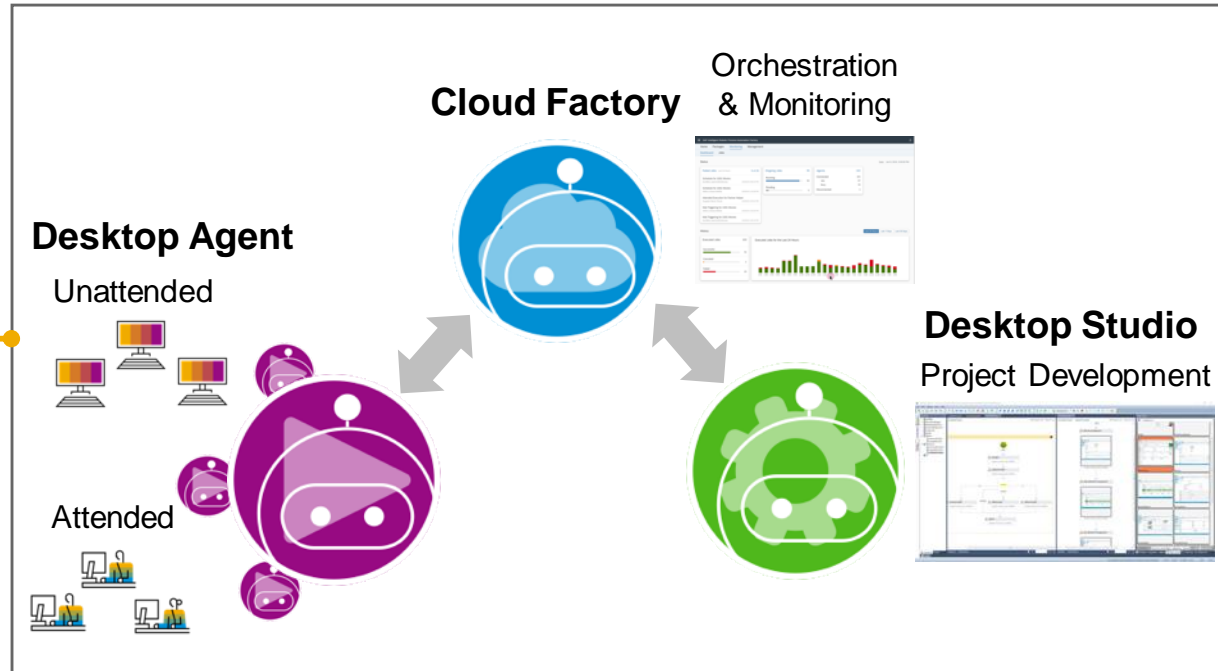
Automate Any Task in Cloud or On-premise Using SAP Intelligent RPA

Heterogenous Automation

- ✓ Third-party tools
- ✓ Non-SAP systems
- ✓ Legacy applications
- ✓ Web applications
- ✓ Internet portals



Create, Run, Manage 3 components of SAP Intelligent RPA

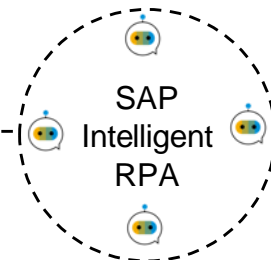


Embedded Automation

- SAP S4/ECC
- SAP C/4HANA
- SAP SuccessFactors
- SAP Ariba
- SAP Concur
- SAP Fieldglass

Intelligent Suite

SAP Intelligent RPA as a Service on SAP Cloud Platform



The Intelligent Enterprise



How is SAP Intelligent RPA different

Unrivalled ability to automate and integrate with **SAP applications**

Hyperautomation:

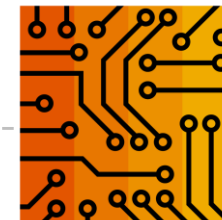
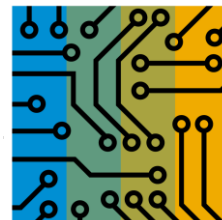
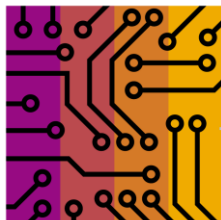
- Native Integration with SAP Intelligent BPM
- Technology connectors to ensure clean application drive
- Dedicated connectors to SAP UI5 / Fiori and SAP GUI
- Integration with SAP Conversational AI

Developer Experience:

- Event-based capture
- Editable JavaScript
- State-of-the-art Debugger

Performance:

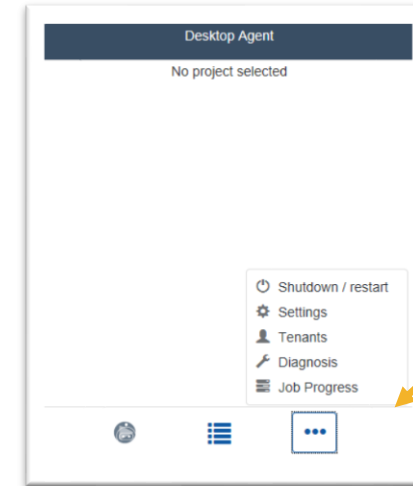
- High reliability
- High performance (robot speed)
- Low footprint on desktops/servers



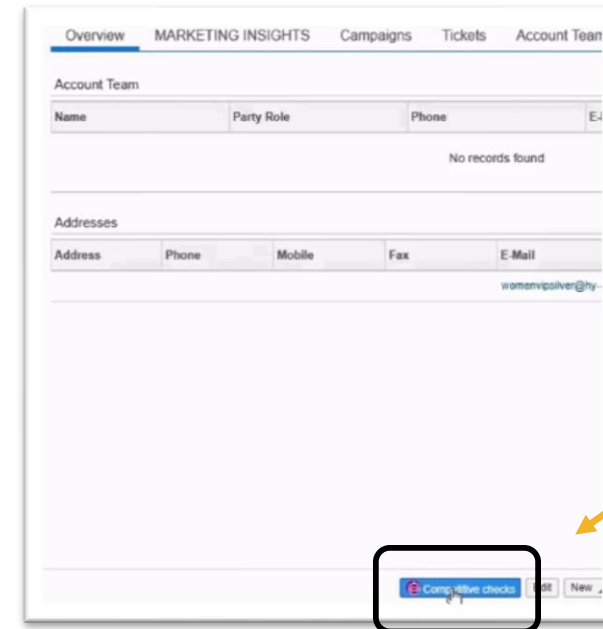
How is SAP Intelligent RPA different

Ability to enhance the **user experience** in attended mode

- Introduce guidance
- Simplify the application journey
- Reduce learning curves
- Reduce required mastership
- Communicate with the human user
- Keep the process control



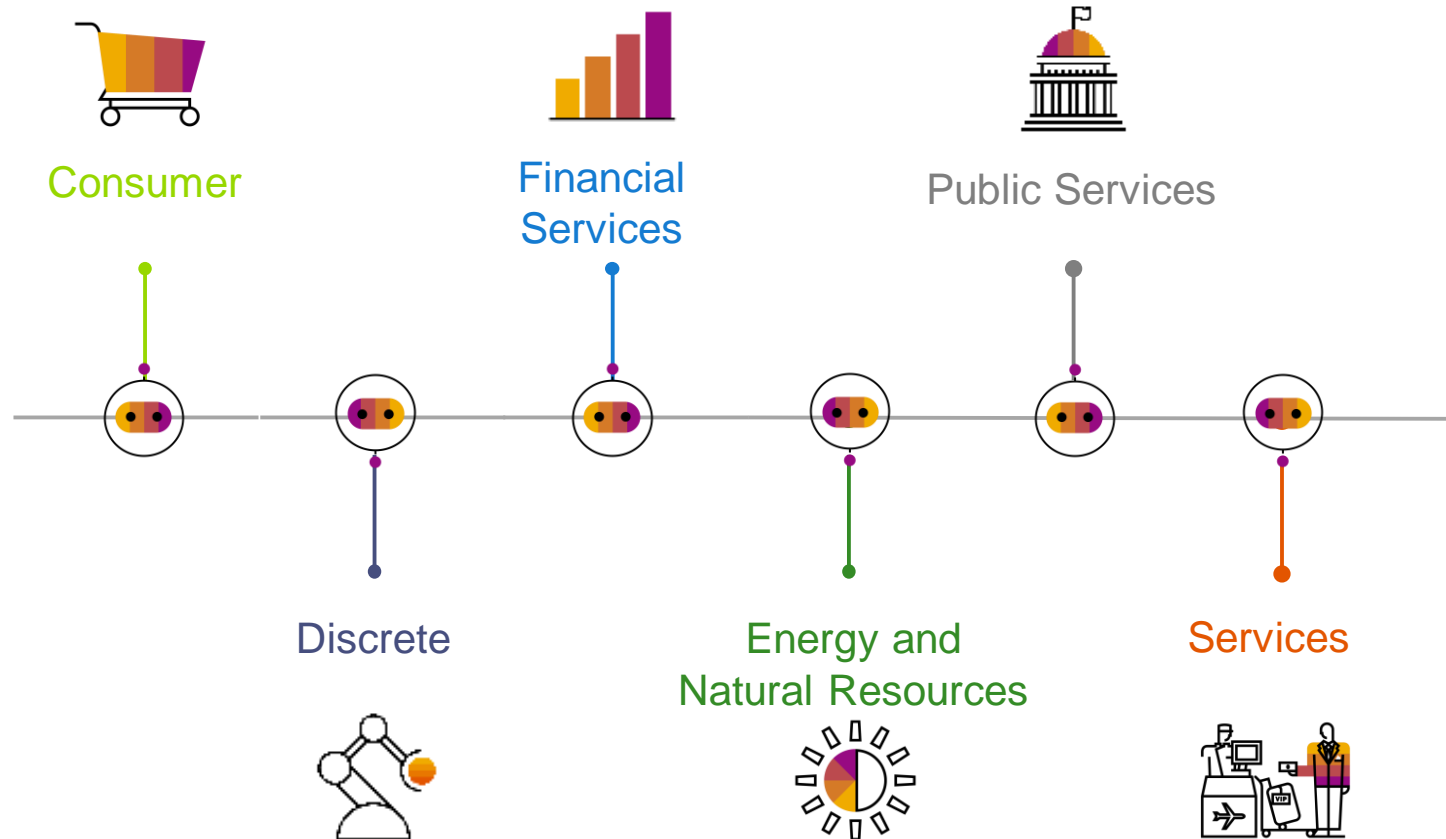
Menu available from systray



Adding buttons on UI to start bots

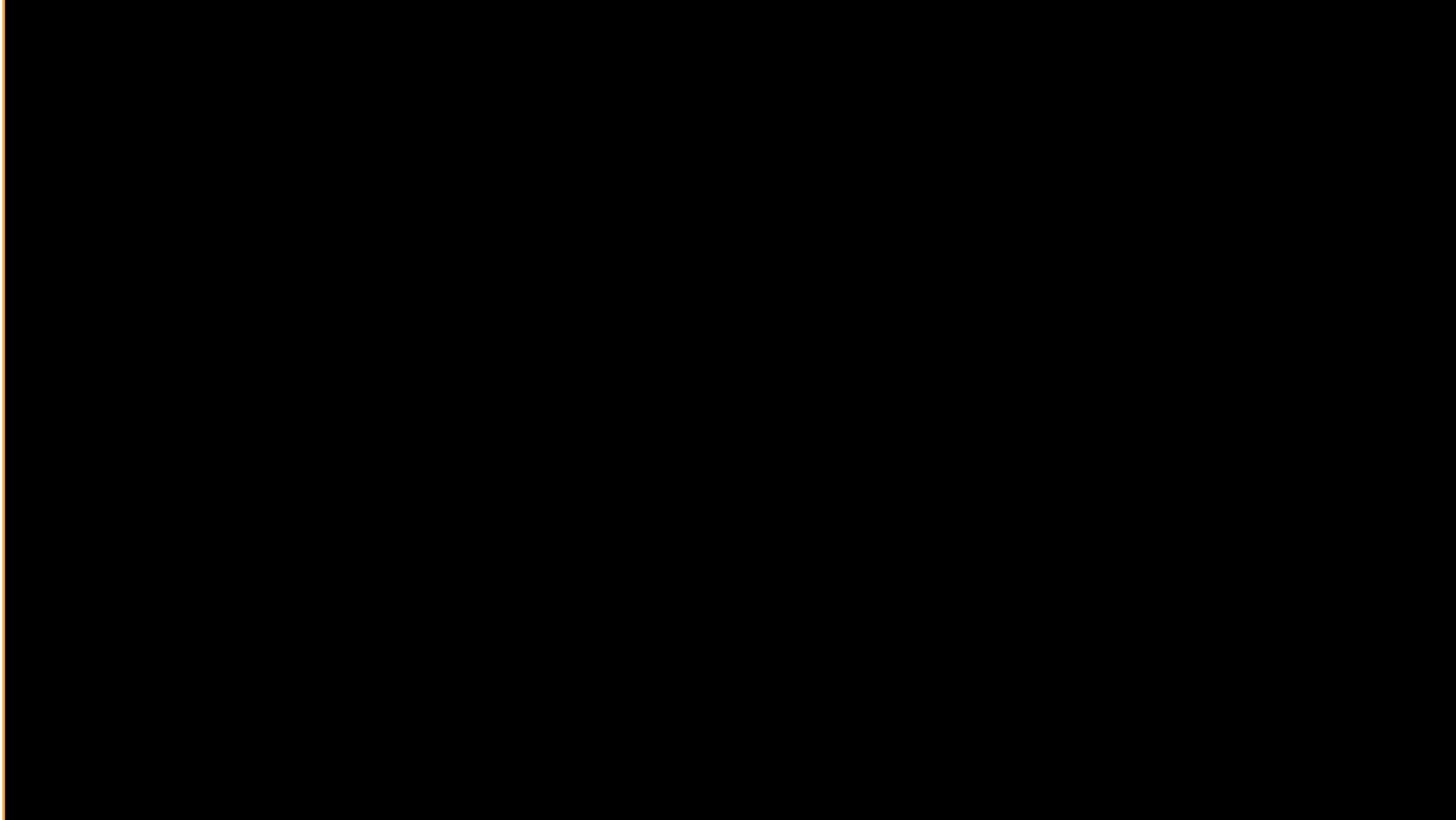
How is SAP Intelligent RPA different

Utilize **pre-built best practice** content from bot store

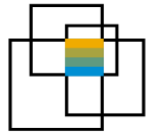


Functions: Finance, Sourcing & Procurement, Sales, Production, Professional Services, IT

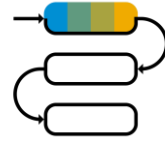
Demo: Purchase Order



Focus Areas of SAP Intelligent RPA 2.0



Integration with SAP
technology and product
portfolio



Hyper-
automation



Document
Processing
Framework



Artificial Intelligence
and Machine
Learning Infusion



Pre-built Content
Store



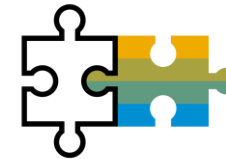
Bot Design,
Intuitiveness and
Efficiency



Agent
Capabilities



Trial, Getting
Started and
Community

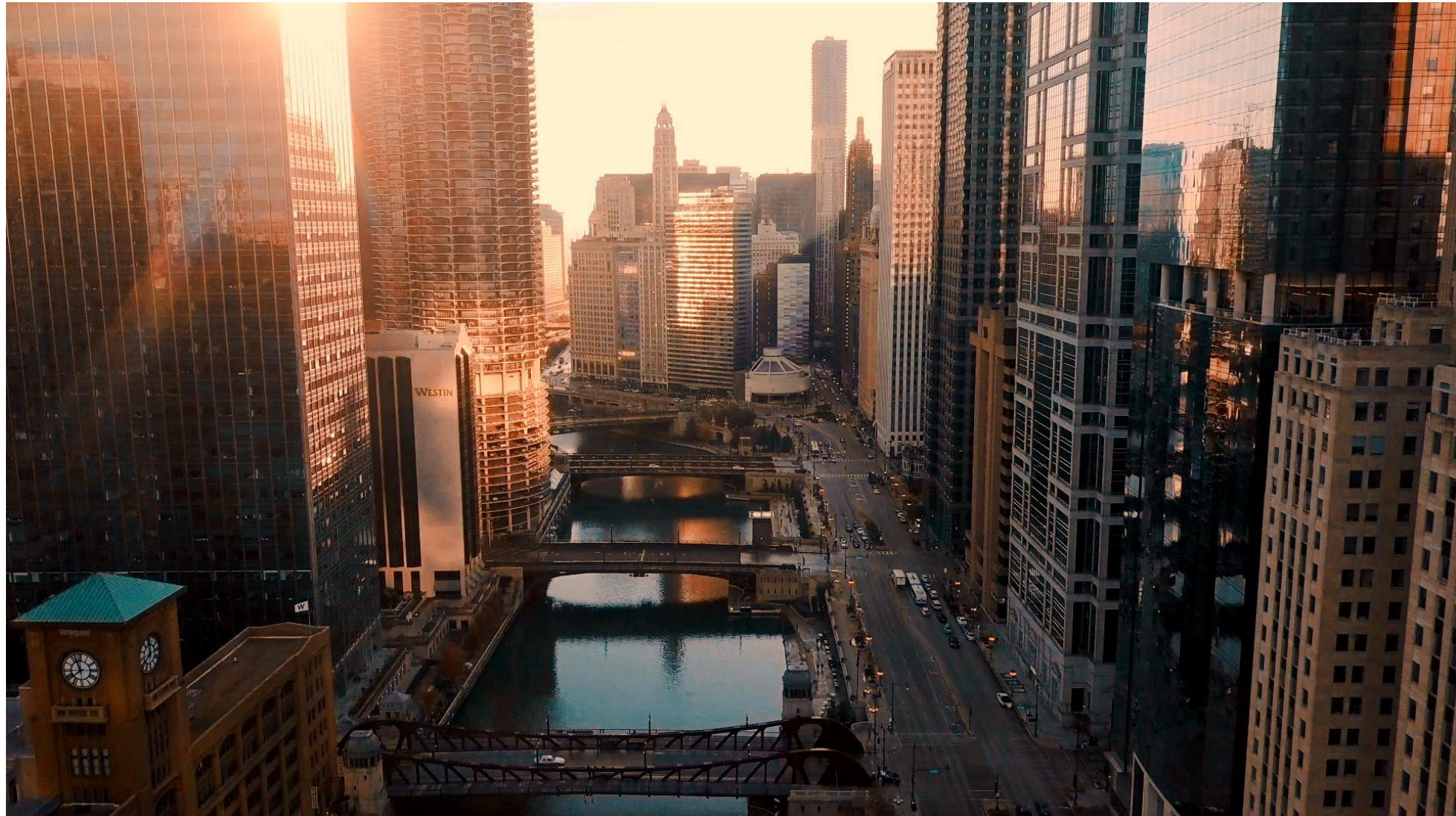


3rd-party
connectors



Cloud Factory,
Scheduler, Controller
and Alerting

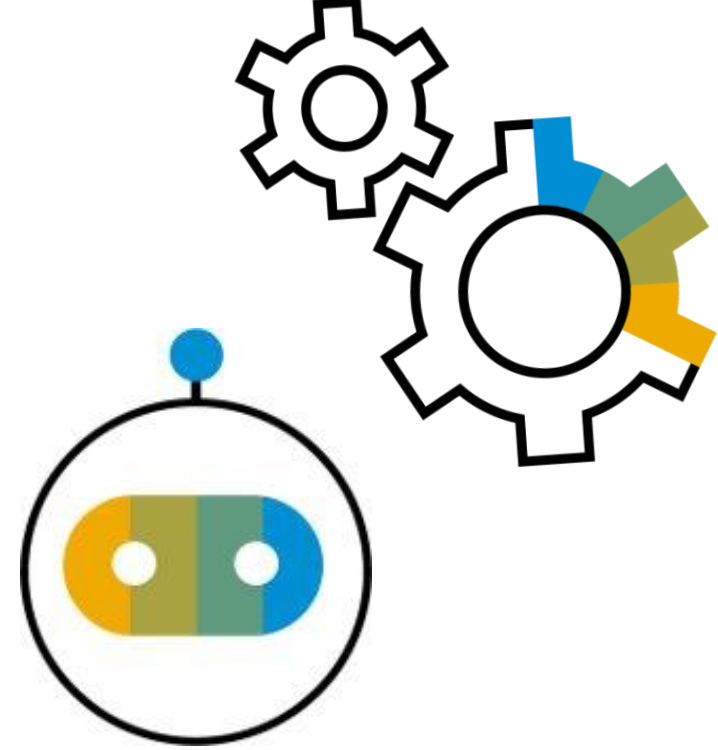
SAP Intelligent RPA 2.0 - Preview



Thank You.

Further questions? Send email to rpa@sap.com or contact us directly:

Hemant Rachh: hemant.rachh@sap.com
Solution Management, SAP Intelligent RPA



Follow us



www.sap.com/contactsap

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

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. 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, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.