Enterprise Automation from SAP

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1. Scenario

**Enterprise Automation | Use case
Waste Scanner Application**

Business Challenge

Sanitation workers **lack insights** about their daily route on a mobile device

Issues related to **garbage containers and collection** require **paper based reporting**

Solution

- **SAP Build Apps** provided the Fiori-like easy-to-use front-end including a comprehensive application logic
- Integration to third party services (Google Maps) to visualize location data.
- Process, mail-notification and ticketing is handled with **SAP Build Process Automation**
- **SAP Integration Suite** managed connectivity to Google Maps, SAP Service Cloud and SAP S/4HANA Incident Management. Pre-developed integration content and centralized API Management established an end-to-end architecture
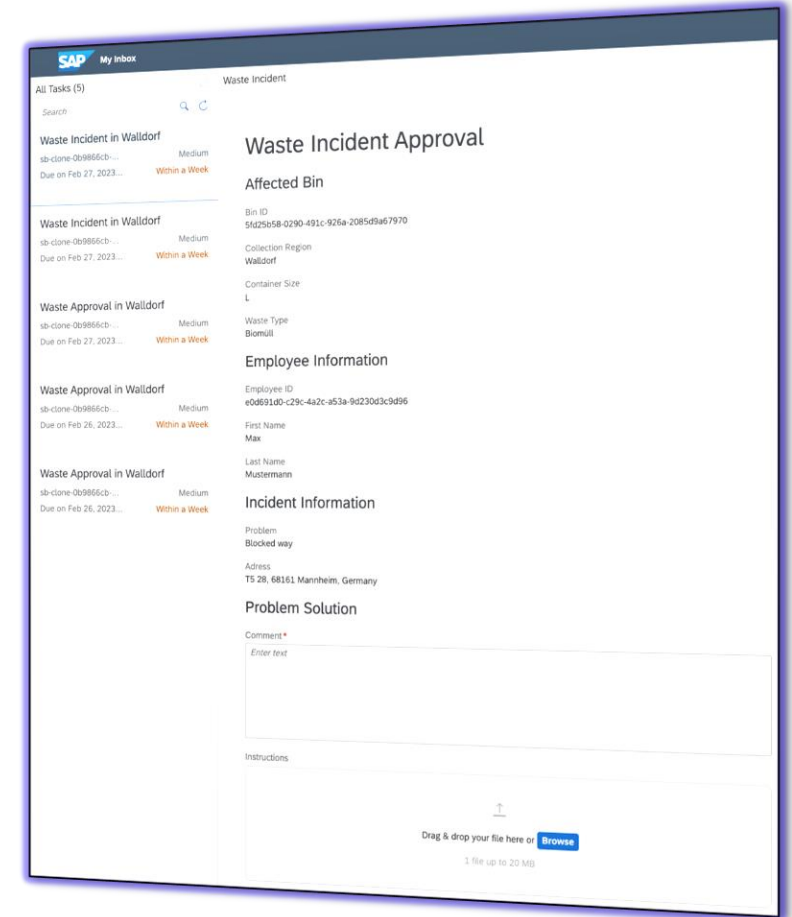
Benefits and Value

- Read- and write-access to data was provided on any mobile device
- Comprehensive process logic was implemented
- Issues are resolved more quickly

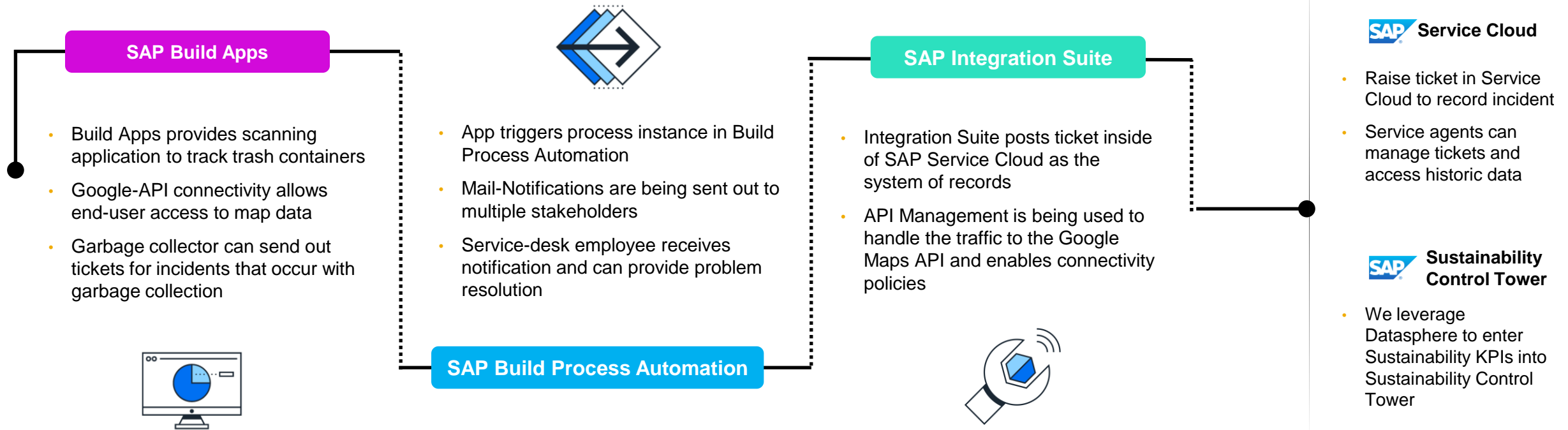# Smart Waste-Management application for Mobile Devices
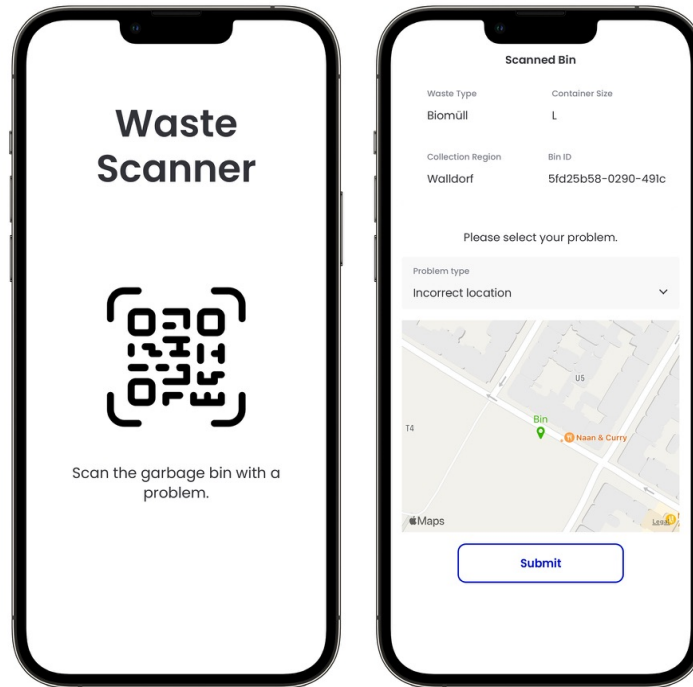
Waste-Scanner mobile application in SAP Build Apps

Incident approval workflow in SAP Build Process Automation

Smart Waste-Management application for Mobile Devices
complete process overview

SAP Build Apps

- Build Apps provides scanning application to track trash containers
- Google-API connectivity allows end-user access to map data
- Garbage collector can send out tickets for incidents that occur with garbage collection

SAP Build Process Automation

- App triggers process instance in Build Process Automation
- Mail-Notifications are being sent out to multiple stakeholders
- Service-desk employee receives notification and can provide problem resolution

SAP Integration Suite

- Integration Suite posts ticket inside of SAP Service Cloud as the system of records
- API Management is being used to handle the traffic to the Google Maps API and enables connectivity policies

SAP Service Cloud

- Raise ticket in Service Cloud to record incident
- Service agents can manage tickets and access historic data

SAP Sustainability Control Tower

- We leverage Datasphere to enter Sustainability KPIs into Sustainability Control Tower

Improved Efficiency
Business process automation with reduced manual steps

High-Quality Output
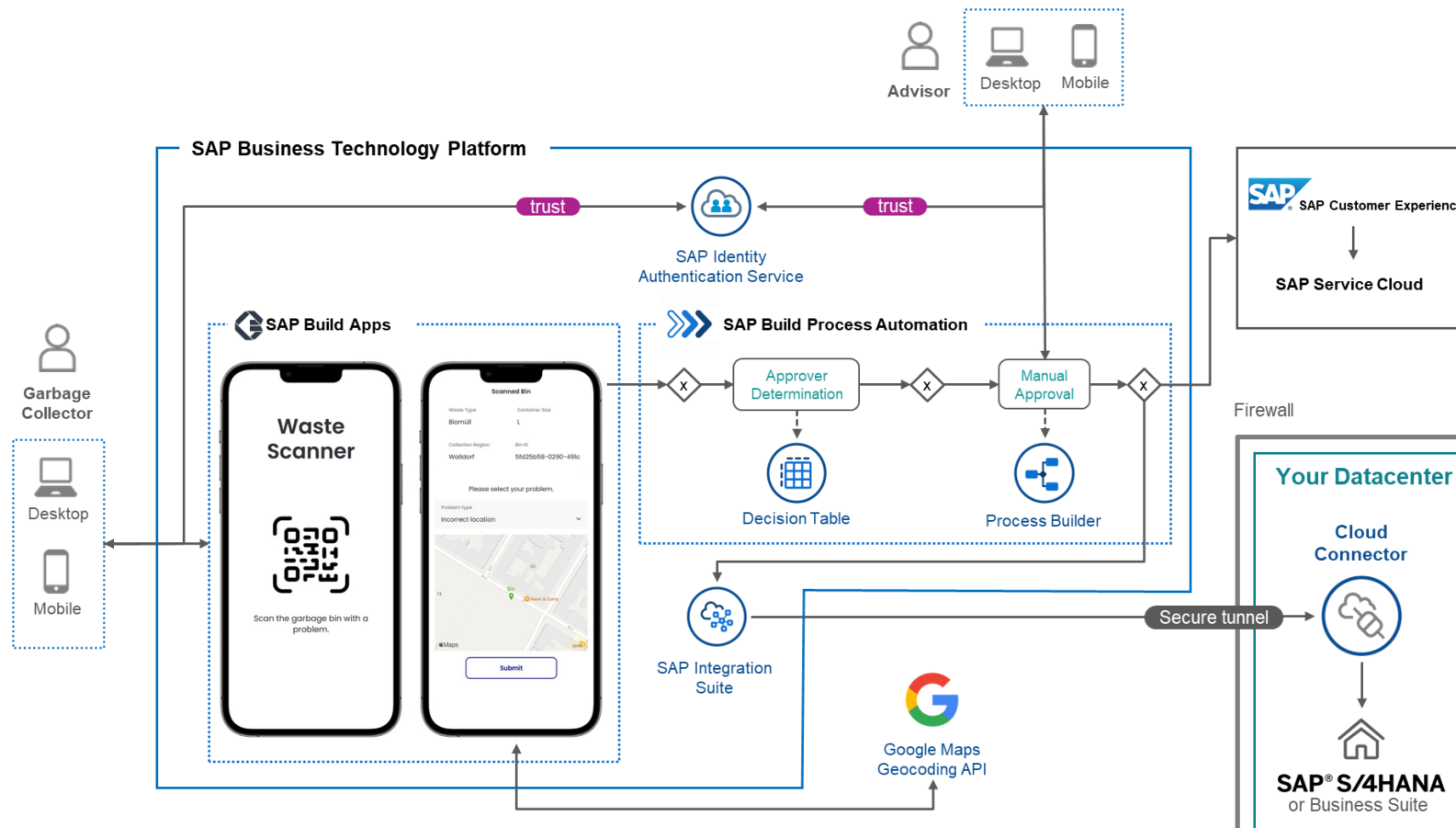Eliminating potential human errors

Faster Time-To-Value
Ease of implementation and roll-out

Employee Satisfaction
Simplified and faster processes

Smart Waste-Management application for Mobile Devices

2. Scenario

Enterprise Automation | Use case

Enabling advanced onboarding experience and shared service automation
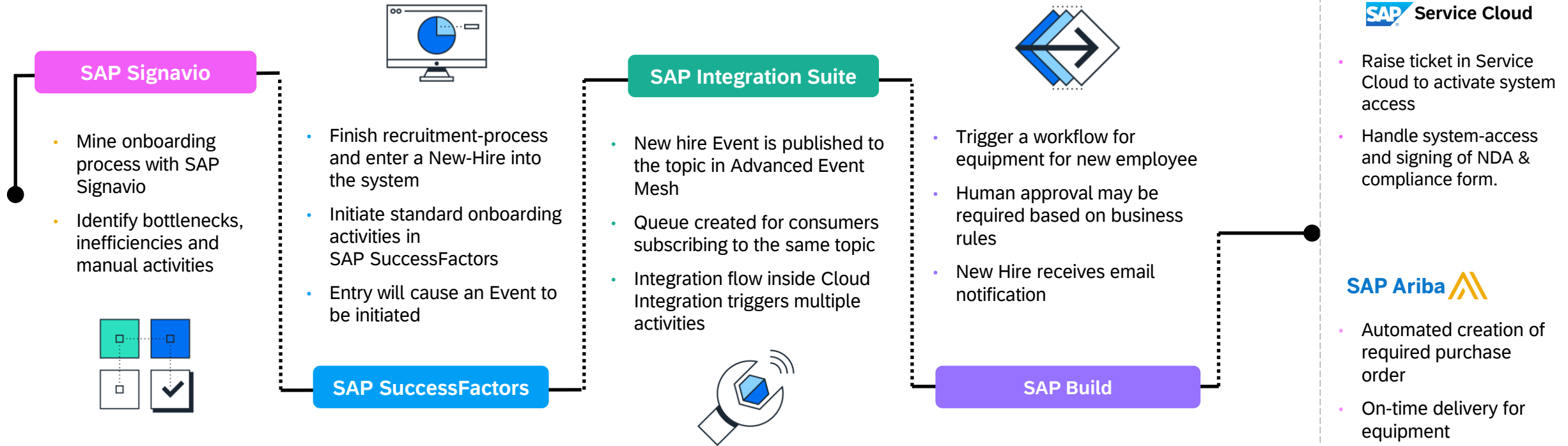
Enabling advanced onboarding experience and shared service automation

SAP Signavio

- Mine onboarding process with SAP Signavio
- Identify bottlenecks, inefficiencies and manual activities

SAP SuccessFactors

- Finish recruitment-process and enter a New-Hire into the system
- Initiate standard onboarding activities in SAP SuccessFactors
- Entry will cause an Event to be initiated

SAP Integration Suite

- New hire Event is published to the topic in Advanced Event Mesh
- Queue created for consumers subscribing to the same topic
- Integration flow inside Cloud Integration triggers multiple activities

SAP Build

- Trigger a workflow for equipment for new employee
- Human approval may be required based on business rules
- New Hire receives email notification

SAP Service Cloud

- Raise ticket in Service Cloud to activate system access
- Handle system-access and signing of NDA & compliance form.

SAP Ariba

- Automated creation of required purchase order
- On-time delivery for equipment

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

Employee Satisfaction
Simplified and faster processes

Enabling advanced onboarding experience and shared service automation

Business Challenge

Company specific requirements for onboarding processes with third party integration can lead to an unsatisfied onboarding experience

Solution

- With **Signavio Process Intelligence** we will mine the onboarding process to identify bottlenecks and manual activities
- Standard **SuccessFactors** onboarding activities will be initiated and trigger an Event
- **Cloud Integration** raises a ticket in **SAP Service Cloud** to handle shared service activities like signing compliance forms and system access
- **SAP Build Process Automation** orchestrates purchase order workflows for new equipment, raising POs in **SAP Ariba**

Benefits and Value

- Improved onboarding satisfaction
- Holistic integration and central governance
- Easy of customization with low-code tools
- Reduced errors

Onboarding Experience in SuccessFactors

Workflow Extension in SAP Build Process Automation

Enabling advanced onboarding experience and shared service automation

SAP Business Technology Platform

Identity Authentication Service

SAP Build Process Automation

Equipment determination → Manual Approval

Decision Table   Process Builder

SAP SaaS Applications

SAP Signavio

SAP SuccessFactors

SAP Ariba

SAP Sales Cloud

trust

SAP Integration Suite

Event Mesh → Cloud Integration → API Business Hub

Business Challenge

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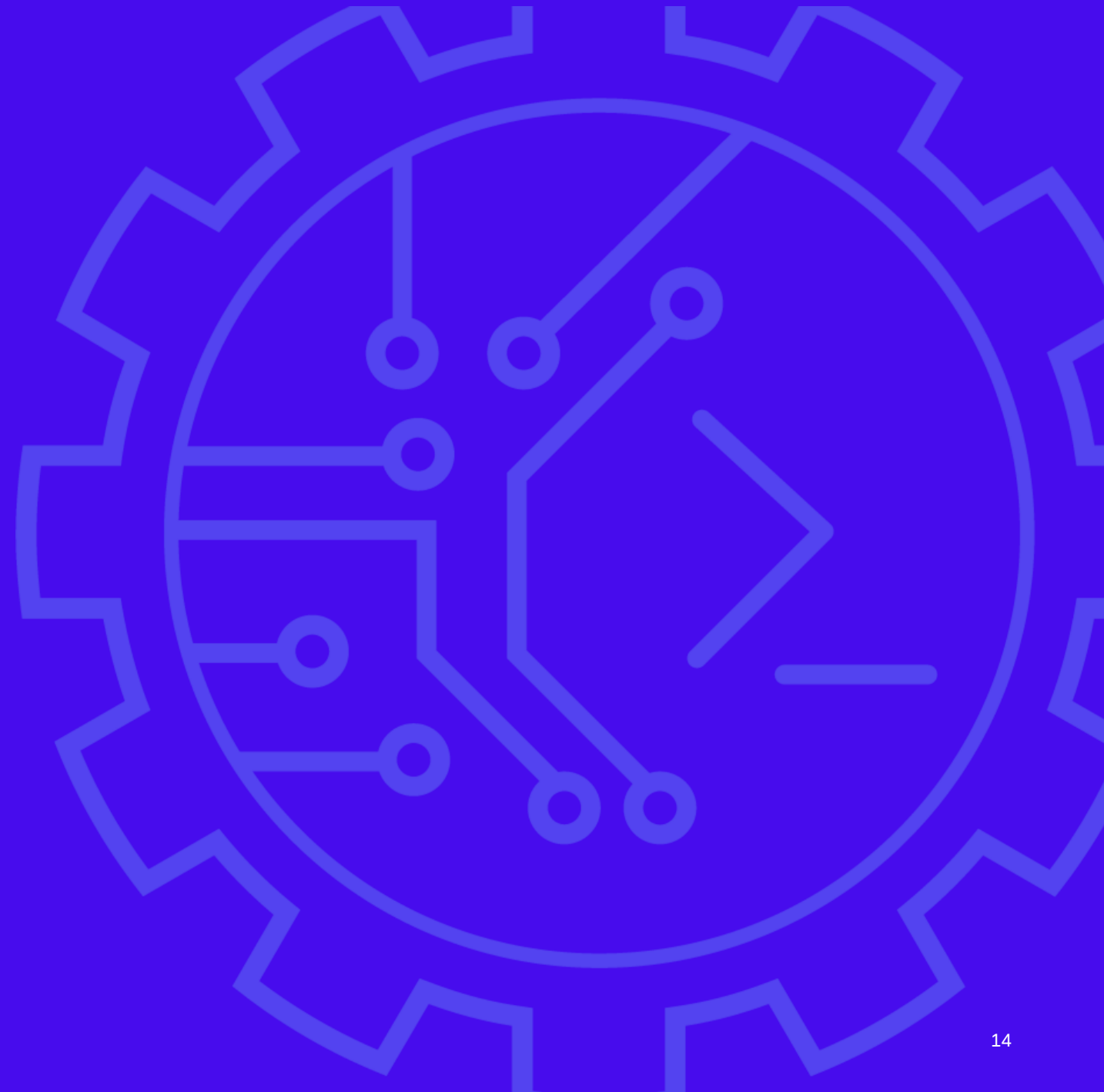
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3. Scenario

Enterprise Automation | Use case

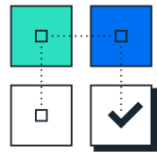**Approval-based Journal Entry Posting in S/4 HANA**

Approval-based Journal Entry Posting in S/4 HANA

SAP Signavio

- Mine financial modules in SAP S/4 HANA and identify the entire process landscape
- Identify bottlenecks, inefficiencies and manual activities that can occur during journal entry posting

- User initiates journal posting with forms, which was generated bei the Forms Builder and accessed via Build Work Zone.
- Business Rules are being used to validdte company codes, check thresholds and identify the right approver
- Key-User approves reviews and approves journal entry posting inside Task Center

SAP Build Process Automation

SAP Integration Suite

- SAP Integration Suites enables secure communication with Cloud Connector
- Pre-configured iFlow from SAP Business Accelerator Hub is being activated
- Journal Entry is being posted automatically inside SAP S/4 HANA

SAP **S/4 HANA**

- Journal Entry is automatically posted inside the system of record

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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

Employee Satisfaction
Simplified and faster processes

Business Challenge

Financial processes like posting a new Journal Entry can require manual and repetitive activities if they are not streamlined and automated

Solution

- We can now manage postings to General ledger accounts like making adjustment entries during period end closing or recording business transactions that do not have a source of document
- Businesses use the Journal entry method by posting the manual entries using Transaction FB50 or use an upload template with the pre-filled data of transactions with the mandatory information
- SAP Build Process Automation facilitates user-forms, approval steps and document upload while the SAP integration Suite takes care of posting those documents to S/4 HANA via RFC
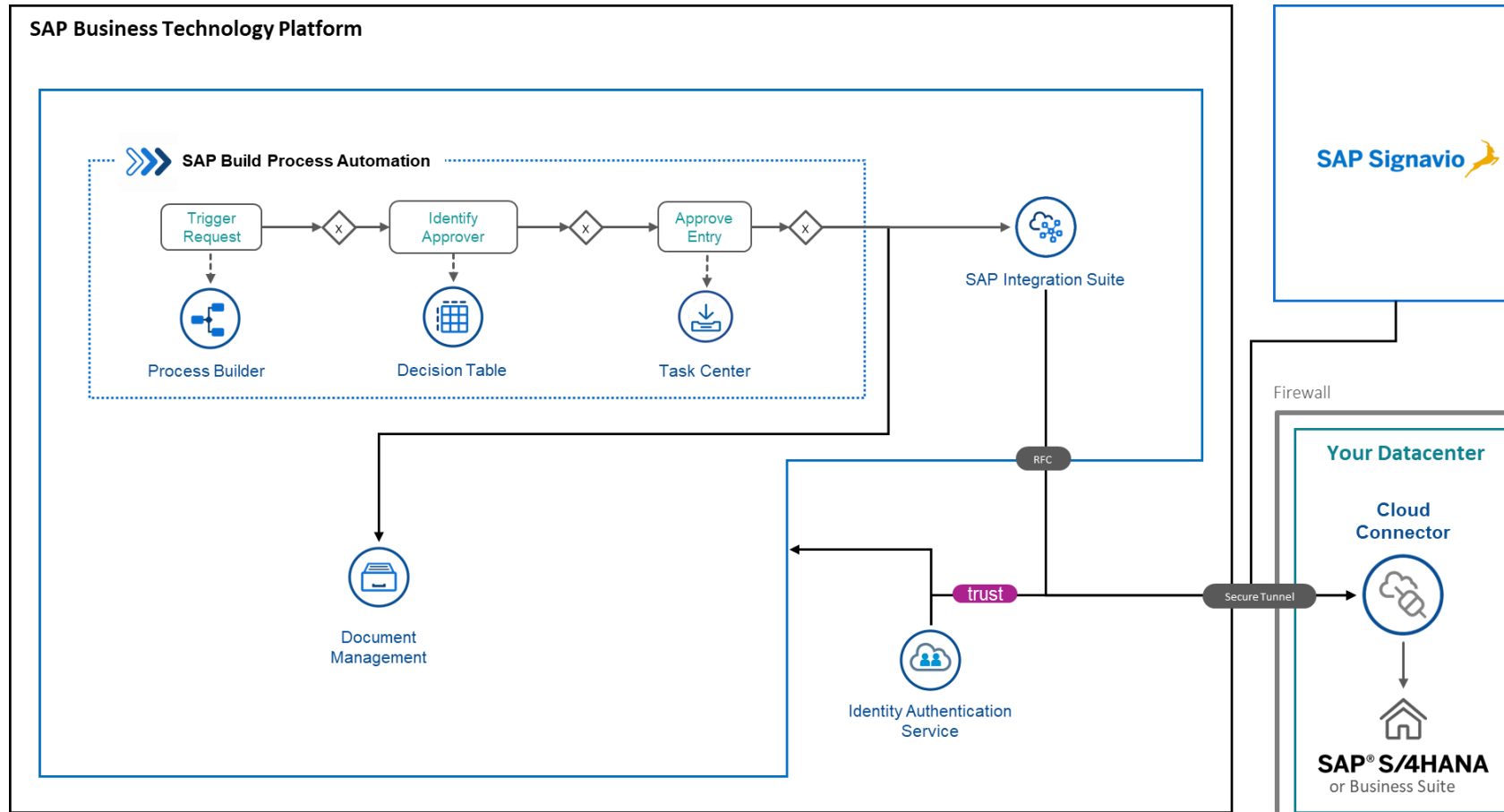
Benefits and Value

- Better monitoring for financial processes inside a system of records. Streamlined approval processes in between to reassure compliance with centralized document management
- Holistic connectivity via SAP Integration Suite

Approval-based Journal Entry Posting in S/4 HANA

Workflow Formular to request approval for Journal Entry

Approval-based Journal Entry Posting in S/4 HANA

SAP Business Technology Platform

SAP Build Process Automation

Trigger Request → Identify Approver → Approve Entry

Process Builder — Decision Table — Task Center

SAP Integration Suite

Document Management

Identity Authentication Service

RFC

trust

SAP Signavio

Firewall

Secure Tunnel

Your Datacenter

Cloud Connector

SAP® S/4HANA or Business Suite

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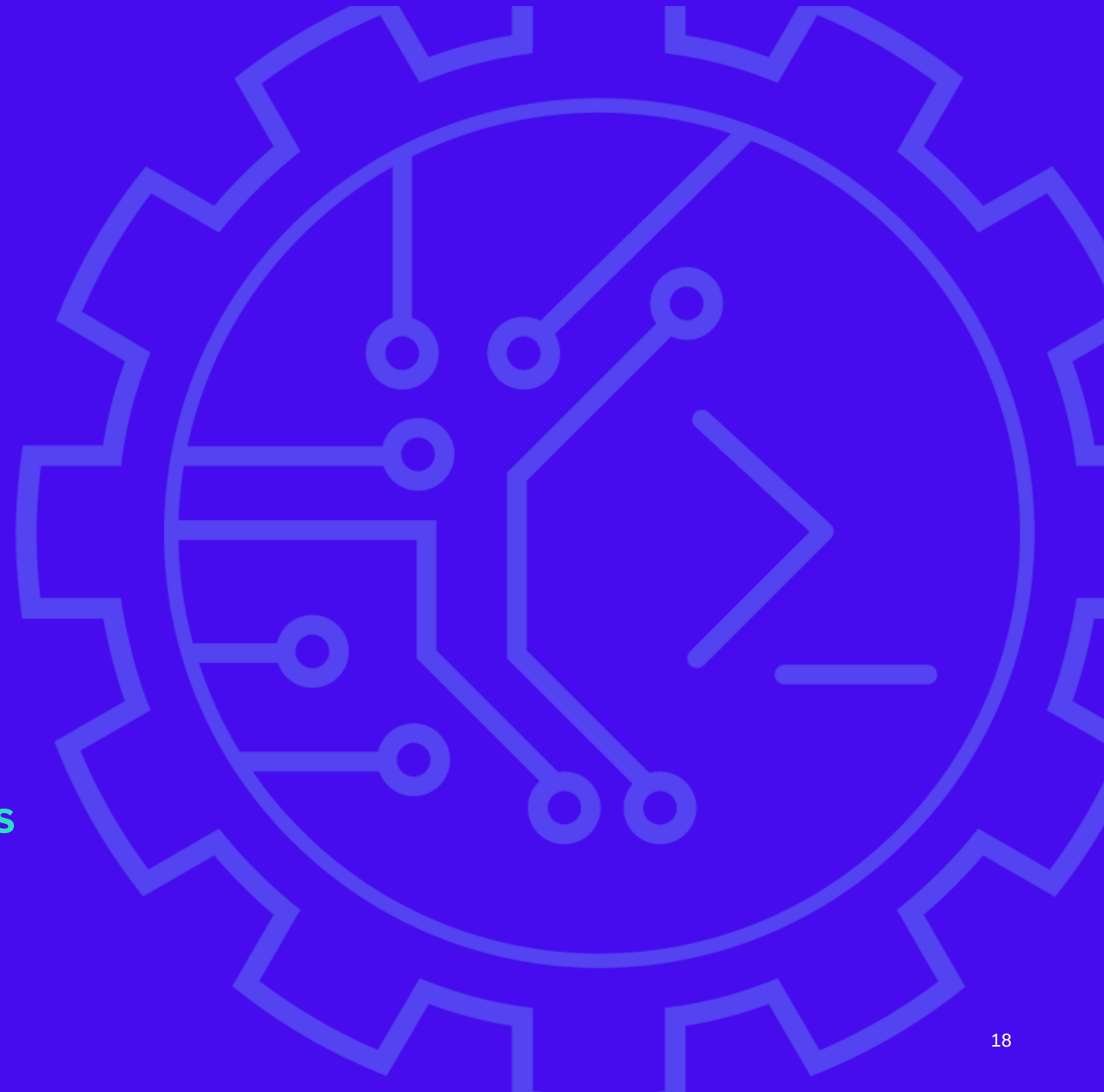
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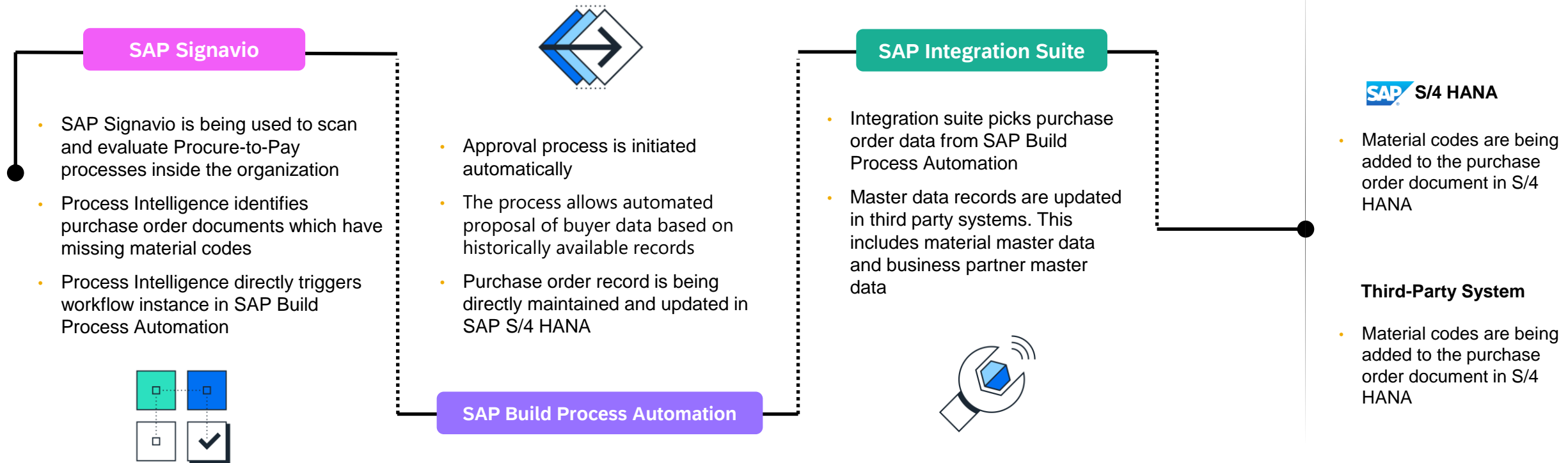- Holistic connectivity via SAP Integration Suite

4. Scenario

Enterprise Automation | Use case

**Automated Purchasing Group
Assignment for Non-Coded Materials**

Automated Purchasing Group Assignment for Non-Coded Materials

SAP Signavio

- SAP Signavio is being used to scan and evaluate Procure-to-Pay processes inside the organization
- Process Intelligence identifies purchase order documents which have missing material codes
- Process Intelligence directly triggers workflow instance in SAP Build Process Automation

- Approval process is initiated automatically
- The process allows automated proposal of buyer data based on historically available records
- Purchase order record is being directly maintained and updated in SAP S/4 HANA

SAP Build Process Automation

SAP Integration Suite

- Integration suite picks purchase order data from SAP Build Process Automation
- Master data records are updated in third party systems. This includes material master data and business partner master data

SAP S/4 HANA

- Material codes are being added to the purchase order document in S/4 HANA

Third-Party System

- Material codes are being added to the purchase order document in S/4 HANA

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

Employee Satisfaction
Simplified and faster processes

Business Challenge

Actions during procure-to-pay cycle can have various operational issues and exceptions. We want to be able to quickly react to such scenarios

Solution

- **SAP Signavio Process Intelligence** can now trigger automated actions through APIs to perform process automations with workflows and bots, done by **SAP Build Process Automation**

- The process allows automated proposal of Purchasing Group (Buyer) based on historically available records to expedite the Purchase Requisitions to Purchase Orders (PO) Conversion

- In addition, we are employing machine learning pipelines on creation on Purchase Requisitions (PR) with non-coded materials

Benefits and Value

- Enabling automatic reactions to the process bottlenecks and leading to an automated resolution of those

- Infusing additional AI capabilities to optimize the process further

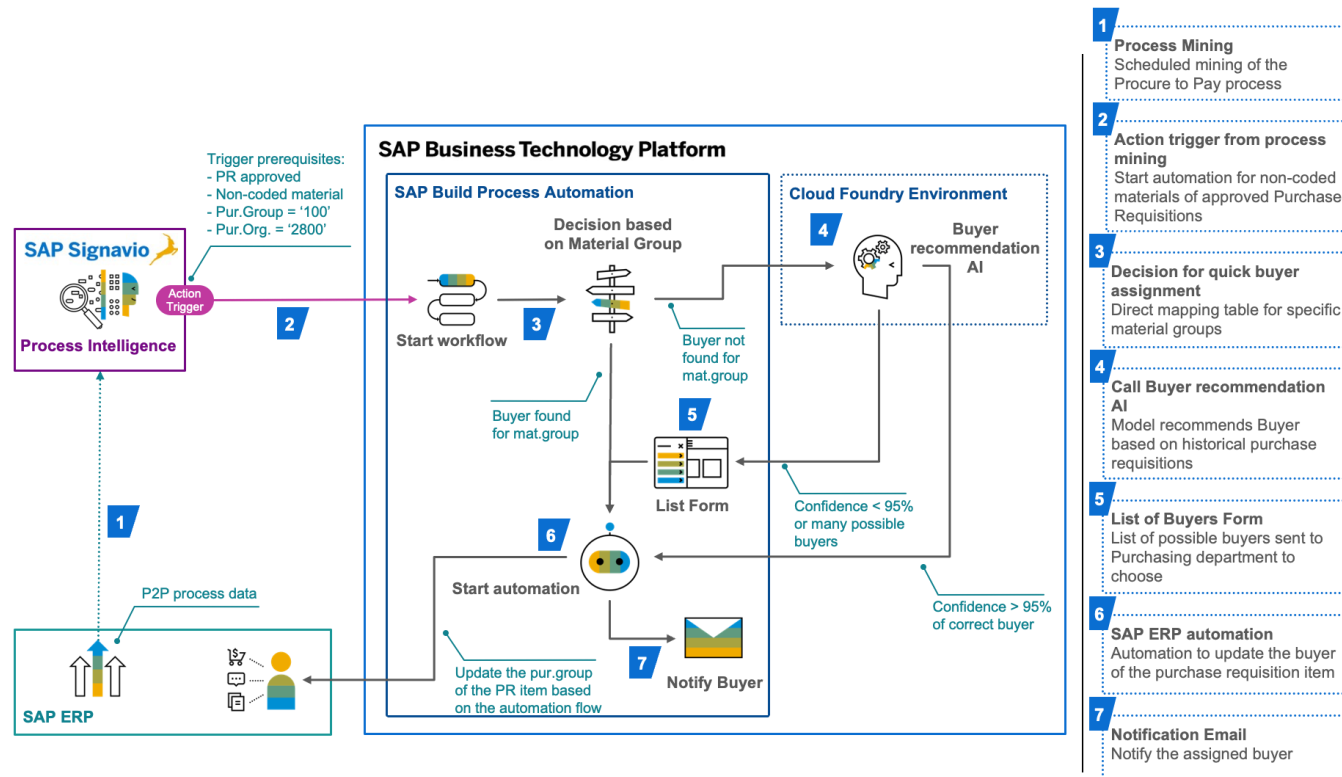# Automated Purchasing Group Assignment for Non-Coded Materials
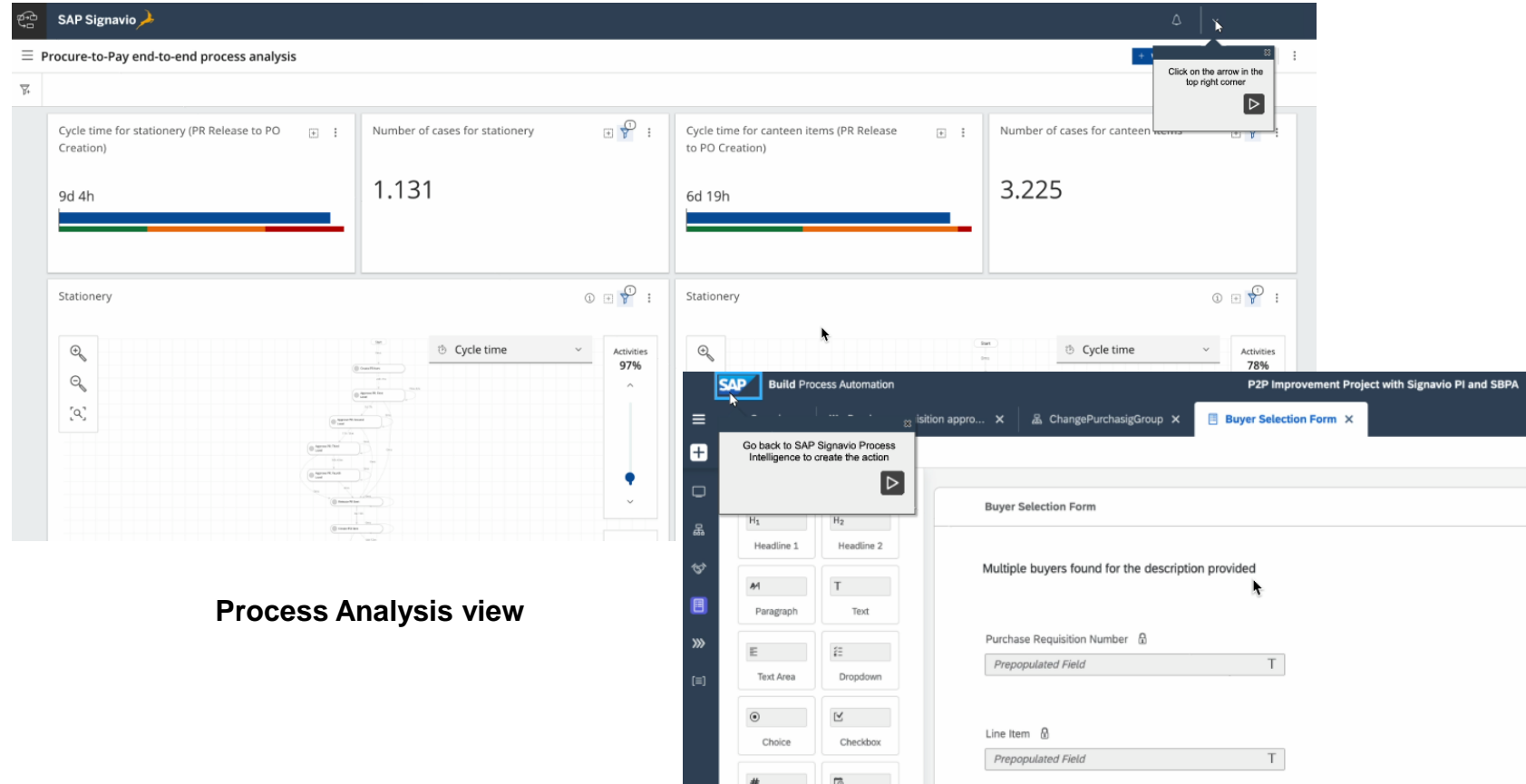
Process Analysis view

Workflow Formular for Buyer Selection

Automated Purchasing Group Assignment for Non-Coded Materials

Embedded intelligence with Business relevance:

- Employing advanced natural language processing and machine learning pipelines on creation on Purchase Requisitions (PR) with non-coded materials
- Automated proposal of Purchasing Group (Buyer) based on historically available records to expedite the Purchase Requisitions to Purchase Orders (PO) Conversion

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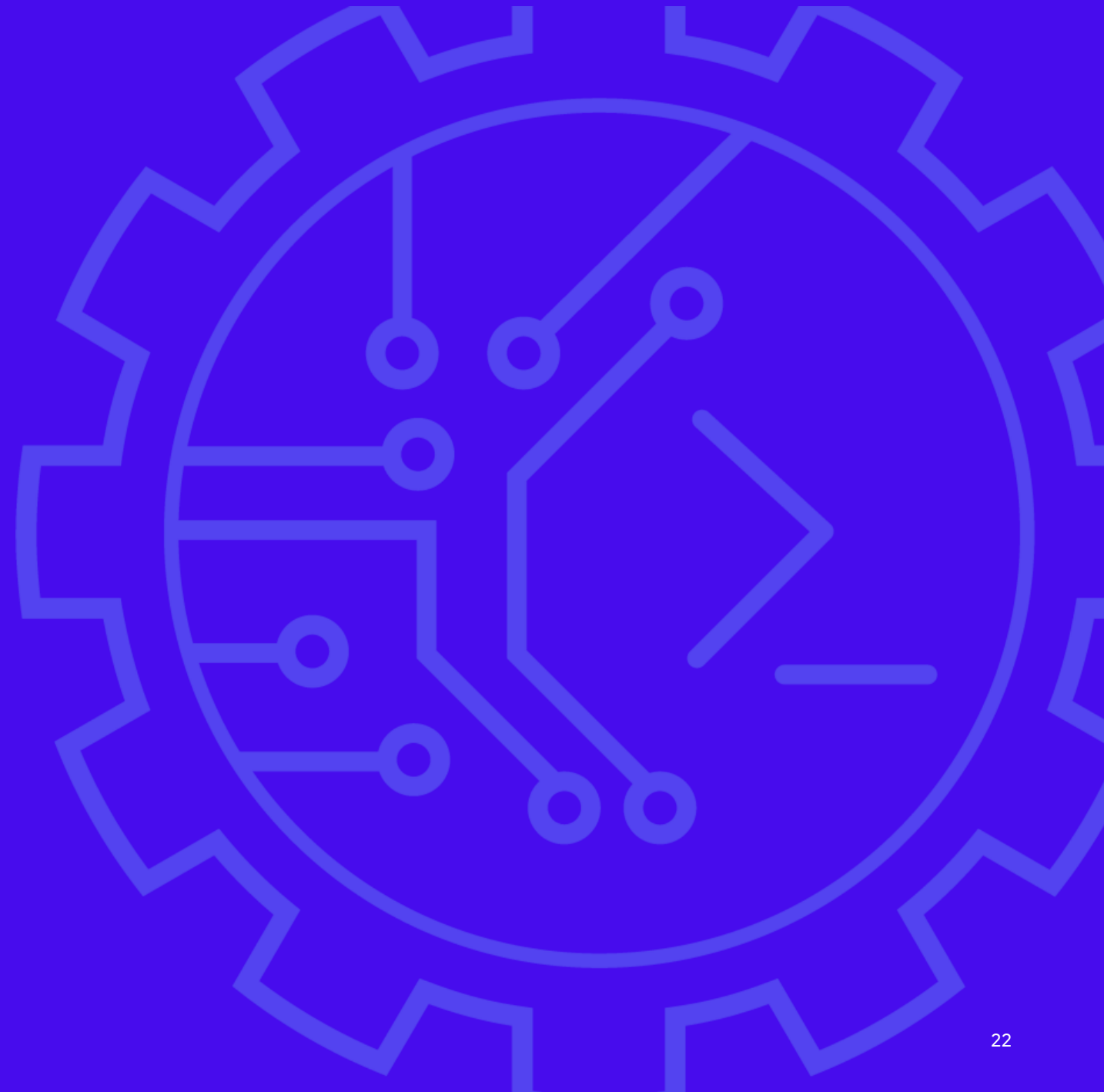
Benefits and Value

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5. Scenario

Enterprise Automation | Use case

Digitize Invoice Processing

Invoice Approval

SAP Signavio

Discover as-is-process and identify Business Challenges
- Delayed supplier invoice payment
- Missing promised early payment discounts
- Incorrect posting leads to inefficient processes between AP Clerk and approvers

Provide recommendations to resolve process inefficiencies
- Paper / pdf based invoices from suppliers.
- Delay in extract invoice data and posting
- Manual errors while posting cause ping-pong
- Fixed approval steps causing delays

RPA-based automation and Machine Learning
- Bots automate Invoice collection from Mail box and File systems
- Extract Invoice Data using SAP Document Information Extraction
- Calculate confidence level for automatic posting
- Validate Invoice data with Business Rules

Orchestrated workflow processes
- Early posting of invoices – Payment as promised and receive discounts
- Determine approvers based on various business conditions.
- Orchestrate approval and review steps.

SAP Build Process Automation

SAP Integration Suite

Integrate and Orchestrate
- Subscribe Invoice posting, changes using Event Mesh
- Orchestrate approval and review steps
- Post invoice and documents using Integration models
- Perform complex mapping
- Business Events for follow ups
- Real time insights to approval process

SAP S/4HANA
- The invoice is automatically created in SAP S/4HANA

Third-party systems
- Invoice data can be maintained in non-SAP systems if necessary

Improved Efficiency
Faster processing of supplier invoices and reduction of repetitive activities

High Quality Output
Manage approvals and access to system of records and orchestrate automations
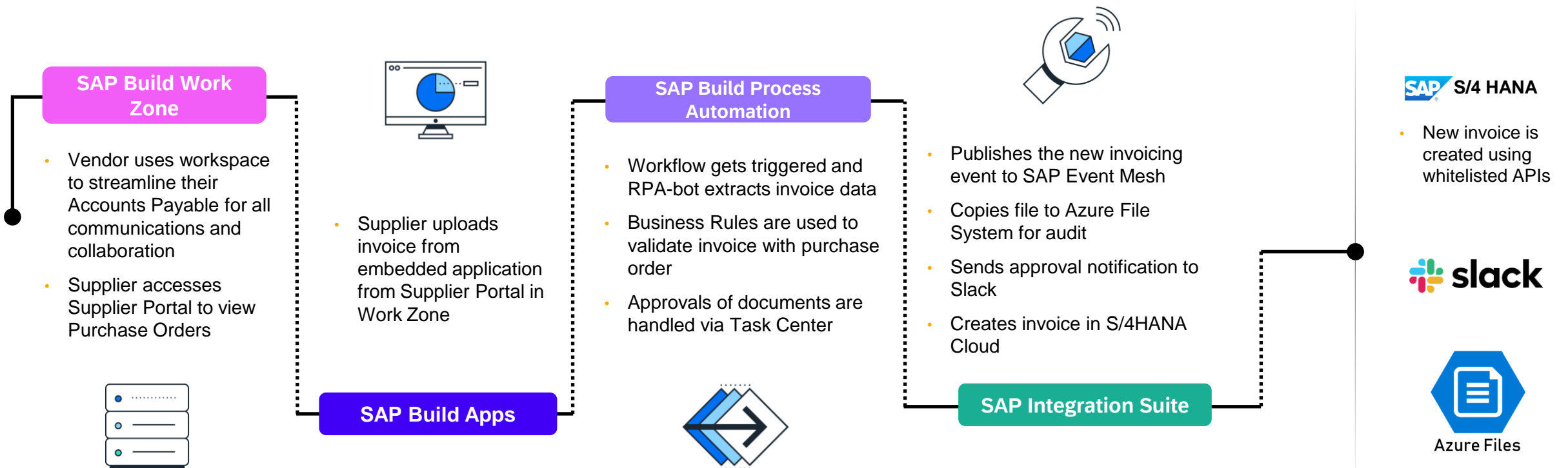
Process Monitoring
Transparency into as-is process. Real time insights to approval processes

Implement process lifecycle
Use process data to identify opportunities of optimization and measure improvements

Digitize Invoice Posting with SAP Build and SAP Integration Suite

SAP Build Work Zone

- Vendor uses workspace to streamline their Accounts Payable for all communications and collaboration
- Supplier accesses Supplier Portal to view Purchase Orders

SAP Build Apps

- Supplier uploads invoice from embedded application from Supplier Portal in Work Zone

SAP Build Process Automation

- Workflow gets triggered and RPA-bot extracts invoice data
- Business Rules are used to validate invoice with purchase order
- Approvals of documents are handled via Task Center

SAP Integration Suite

- Publishes the new invoicing event to SAP Event Mesh
- Copies file to Azure File System for audit
- Sends approval notification to Slack
- Creates invoice in S/4HANA Cloud

SAP S/4 HANA

- New invoice is created using whitelisted APIs

slack

Azure Files

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

Employee Satisfaction
Simplified and faster processes
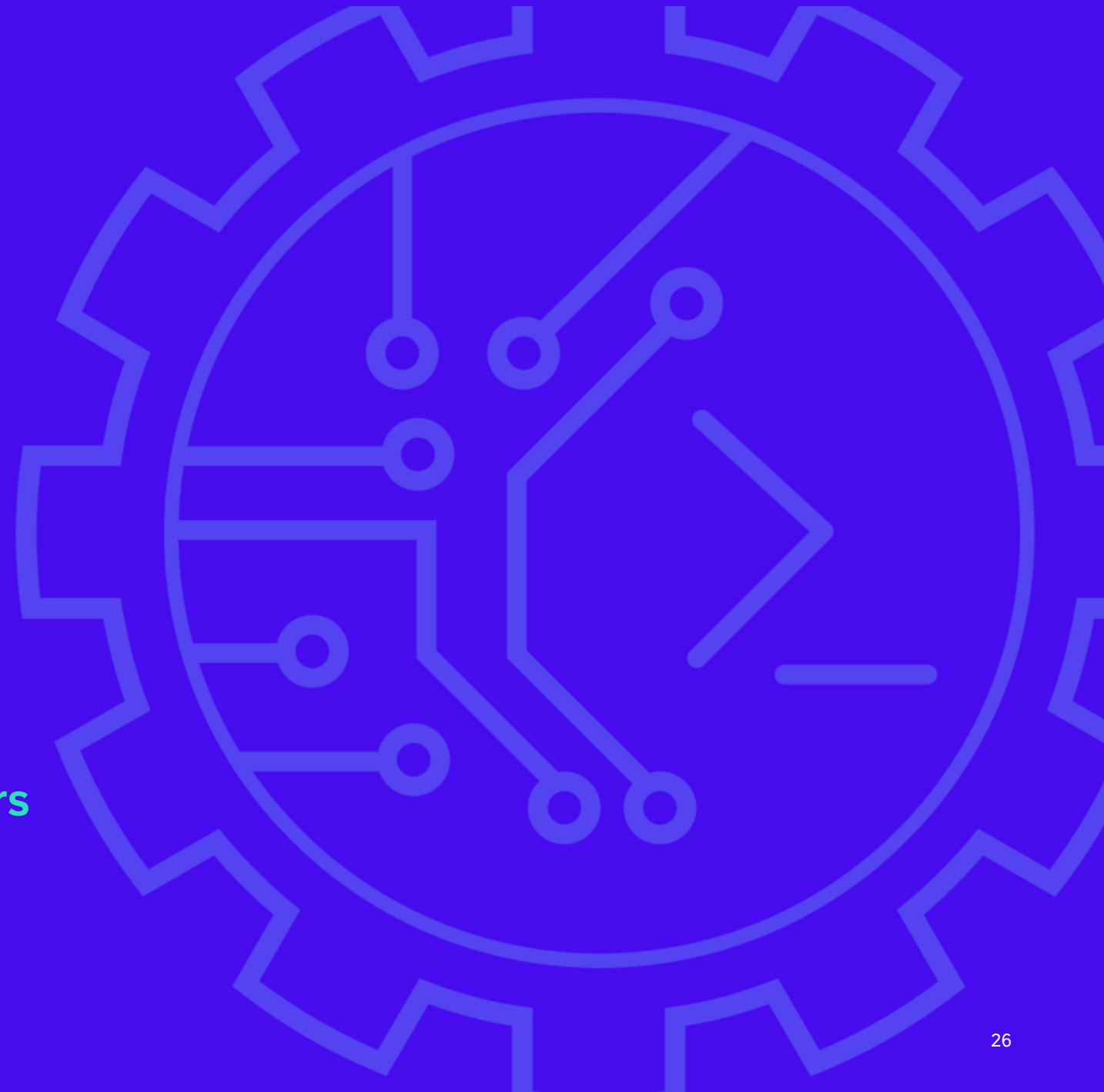
Automate the processing of paper-based invoices
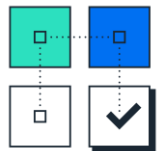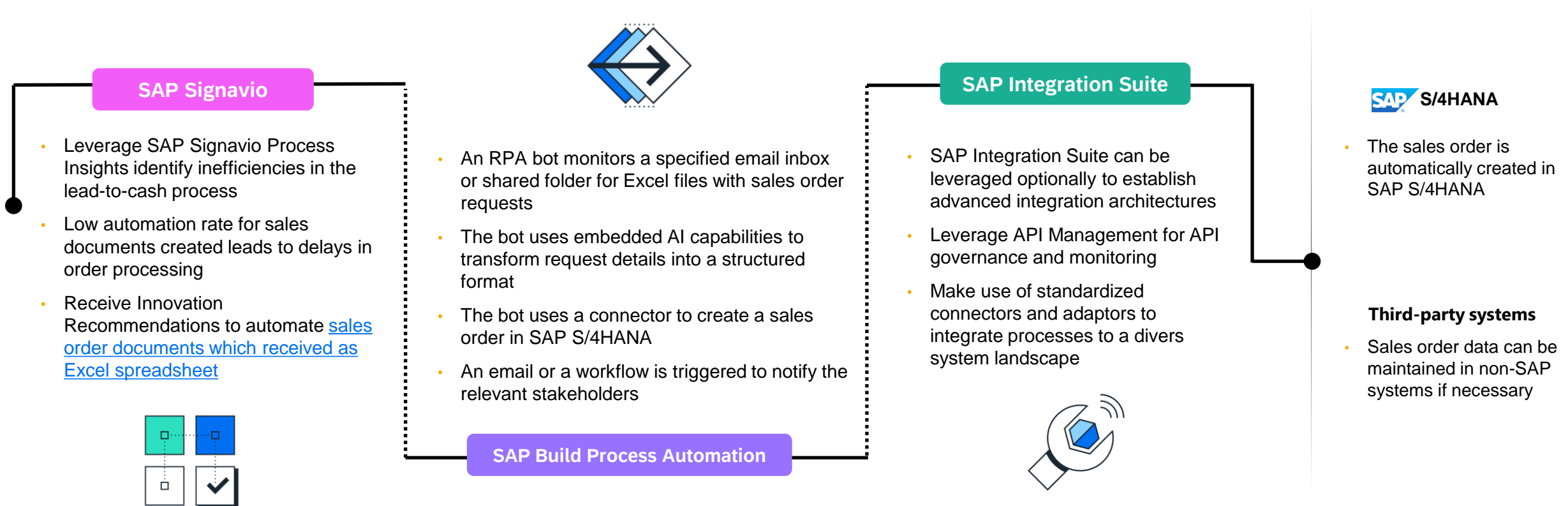
6. Scenario

Enterprise Automation | Use case

Automate the creation of sales orders from Excel files

Automate the creation of sales orders from Excel files

SAP Signavio

- Leverage SAP Signavio Process Insights identify inefficiencies in the lead-to-cash process
- Low automation rate for sales documents created leads to delays in order processing
- Receive Innovation Recommendations to automate sales order documents which received as Excel spreadsheet

SAP Build Process Automation

- An RPA bot monitors a specified email inbox or shared folder for Excel files with sales order requests
- The bot uses embedded AI capabilities to transform request details into a structured format
- The bot uses a connector to create a sales order in SAP S/4HANA
- An email or a workflow is triggered to notify the relevant stakeholders

SAP Integration Suite

- SAP Integration Suite can be leveraged optionally to establish advanced integration architectures
- Leverage API Management for API governance and monitoring
- Make use of standardized connectors and adaptors to integrate processes to a divers system landscape

SAP S/4HANA

- The sales order is automatically created in SAP S/4HANA

Third-party systems

- Sales order data can be maintained in non-SAP systems if necessary

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Faster delivery
Process order requests faster

Reduced error rate
Less submission errors enabling higher operational efficiency

Reduce manual work
Free employees from manual and menial tasks

Improved customer satisfaction
Ensure timely processing and delivery

Automate the creation of sales orders from Excel files

7. Scenario

Enterprise Automation | Use case
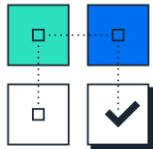
Automate managing credit blocks on sales orders

Automate managing credit blocks on sales orders

Demo Video

SAP Signavio

- Leverage process data to identify the most frequent blockers in the lead-to-cash process
- Manual processing of sales orders that exceed credit limits leads to order delays
- Receive recommendations to automate the approval for blocked sales order
- Automatically trigger workflow in SAP Build Process Automation

- A workflow is triggered to approve or reject the credit block on sales orders
- Based on a decision matrix an approver is identified to review the credit block
- If the request is approved, the sales order will be automatically unblocked in SAP S/4HANA

SAP Build Process Automation

SAP Integration Suite

- SAP Integration Suite can be leveraged optionally to establish advanced integration architectures
- SAP Event Mesh can be used to receive notification on sales order changes
- Approved sales order documents can be maintained in third-party systems by using Open Connectors

SAP S/4HANA

- The sales order is automatically unblocked in SAP S/4HANA

Third-party systems

- Sales order data can be maintained in non-SAP systems if necessary

Faster processing
Process order requests that exceed credit limits faster

Reduce manual work
Free employees from manual and menial tasks

Data-driven process improvement
Leverage process data to identify opportunities and measure improvements

Improved customer satisfaction
Ensure timely processing and delivery

Automate managing credit blocks on sales orders

Blocked Sales Orders

SAP Signavio

Discover as-is-process and identify Business Challenges
- Blocked orders causing delay in shipment.
- Delayed order delivery affecting customer satisfaction
- Invoice payment from customers were delayed

Provide recommendations to resolve process inefficiencies
- Orders were blocked and no proactive automated action
- Delivery delays caused during Shipment and customers were not notified
- Incorrect customer address leads to wrong shipment

Orchestrated workflow processes

- Trigger Processes when Orders are blocked to mitigate
- Review Order status and make decisions
- Review and update Business partner address changes
- Send periodic notifications if there are delays
- Managing blocked orders with immediate actions
- Delays are calculated and notifications are send

SAP Build Process Automation

SAP Integration Suite

Integrate and Orchestrate

- Integrate and Extend Core Process and Extension process
- Subscribe Orders blocked using Event Mesh and start process.
- Access to S/4 HANA or ECC
- Perform complex mapping
- Secured access to System of records using different protocols

SAP S/4HANA
- The invoice is automatically created in SAP S/4HANA

Third-party systems
- Invoice data can be maintained in non-SAP systems if necessary

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Process improvement
Managing blocked orders with automation in real time and improve end user experience

Data accuracy
Keep order data and Business Partner master data are up to date

Process Monitoring
Transparency into as-is process. Real time insights to approval processes
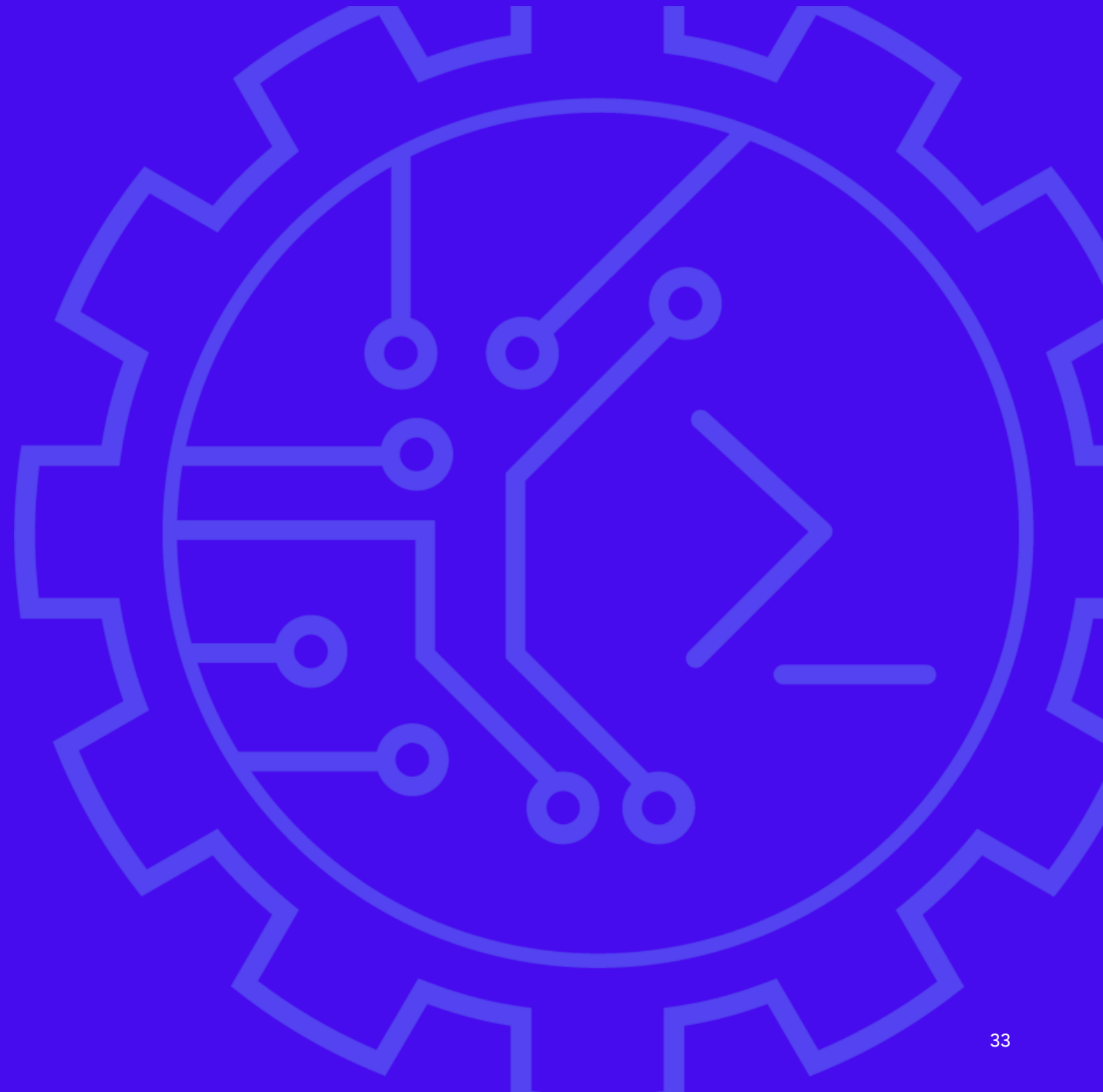
Data-driven process lifecycle
Use process data to identify opportunities of optimization and measure improvements
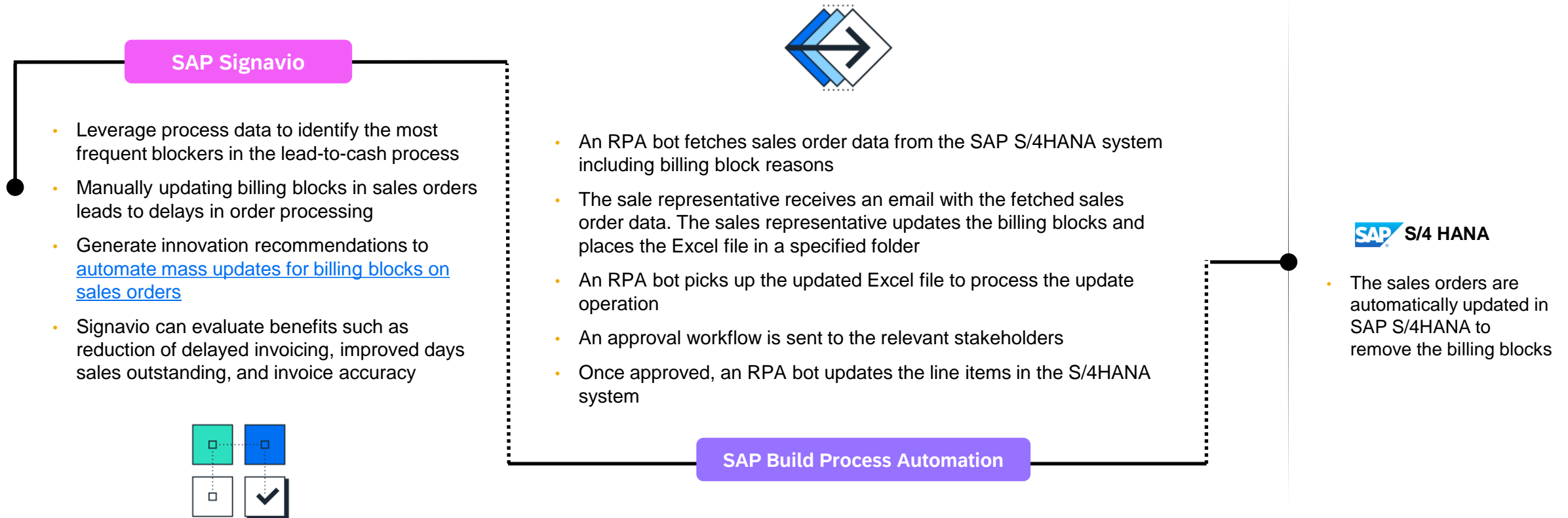
8. Scenario

Enterprise Automation | Use case

**Automate mass maintenance
of billing blocks**

Automate mass maintenance of billing blocks

SAP Signavio

- Leverage process data to identify the most frequent blockers in the lead-to-cash process
- Manually updating billing blocks in sales orders leads to delays in order processing
- Generate innovation recommendations to automate mass updates for billing blocks on sales orders
- Signavio can evaluate benefits such as reduction of delayed invoicing, improved days sales outstanding, and invoice accuracy

- An RPA bot fetches sales order data from the SAP S/4HANA system including billing block reasons
- The sale representative receives an email with the fetched sales order data. The sales representative updates the billing blocks and places the Excel file in a specified folder
- An RPA bot picks up the updated Excel file to process the update operation
- An approval workflow is sent to the relevant stakeholders
- Once approved, an RPA bot updates the line items in the S/4HANA system

SAP Build Process Automation

SAP S/4 HANA

- The sales orders are automatically updated in SAP S/4HANA to remove the billing blocks

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Improve days sales outstanding
Faster invoicing

Higher invoice accuracy
Reduce human errors

Better compliance
Ensure required approvals and an auditable data trail

Improved customer satisfaction
Ensure timely processing and delivery

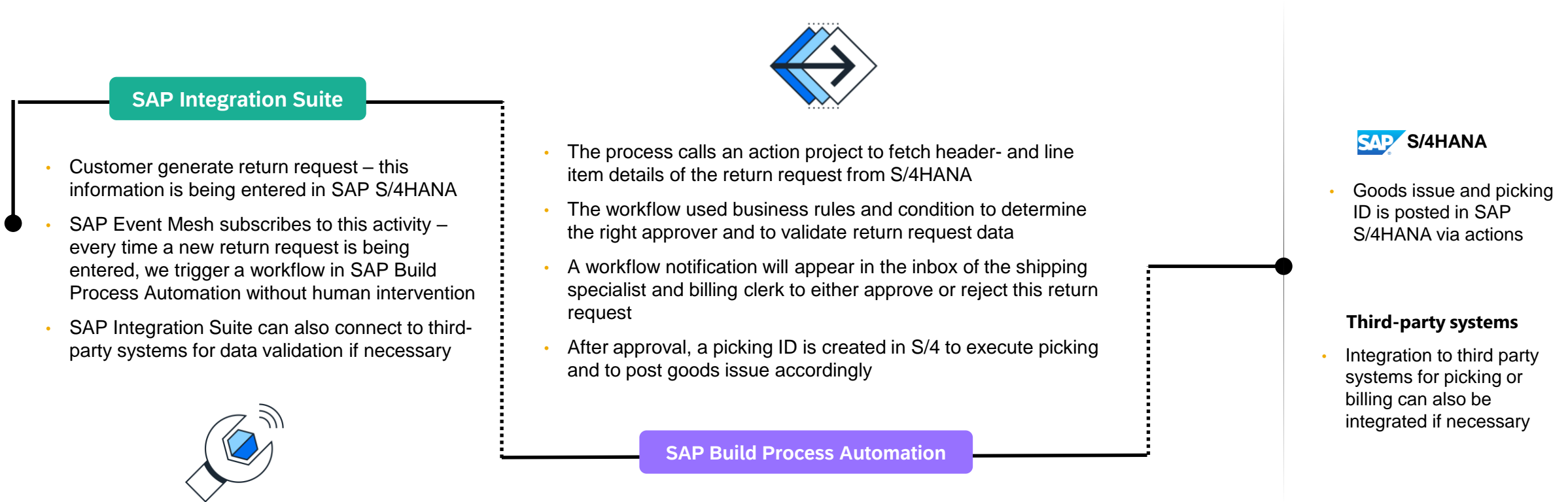# Automate mass maintenance of billing blocks

9. Scenario

Enterprise Automation | Use case

Automate the approvals of return requests

Automate the approvals of return requests

SAP Integration Suite

- Customer generate return request – this information is being entered in SAP S/4HANA

- SAP Event Mesh subscribes to this activity – every time a new return request is being entered, we trigger a workflow in SAP Build Process Automation without human intervention

- SAP Integration Suite can also connect to third-party systems for data validation if necessary

- The process calls an action project to fetch header- and line item details of the return request from S/4HANA

- The workflow used business rules and condition to determine the right approver and to validate return request data

- A workflow notification will appear in the inbox of the shipping specialist and billing clerk to either approve or reject this return request

- After approval, a picking ID is created in S/4 to execute picking and to post goods issue accordingly

SAP Build Process Automation

SAP **S/4HANA**

- Goods issue and picking ID is posted in SAP S/4HANA via actions

Third-party systems

- Integration to third party systems for picking or billing can also be integrated if necessary

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Improve processing time
Process return requests faster

Reduce error rate
Minimize potential human errors

Better governance
Ensure defined process flows and approval steps

Maintain customer satisfaction
Ensure timely resolution of return requests

Automate the approvals of return requests

Thank you

Contact information:

Manuel Namyslo
Solution Manager for SAP Build Process Automation

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