



SAP Intelligent Business Process Management

Improving business process experiences with intelligent automation

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PUBLIC

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Agenda

Intelligent Enterprise

SAP Intelligent Business Process Management

Features

Use cases

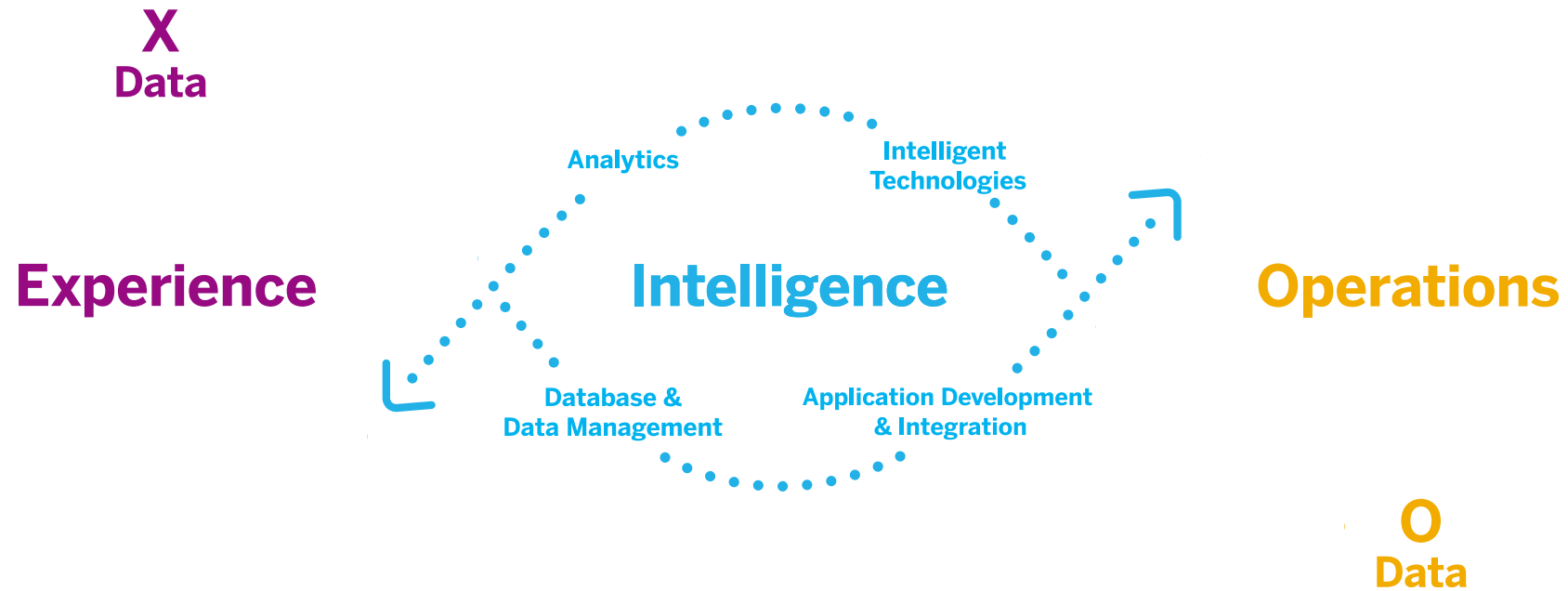
Customer Stories

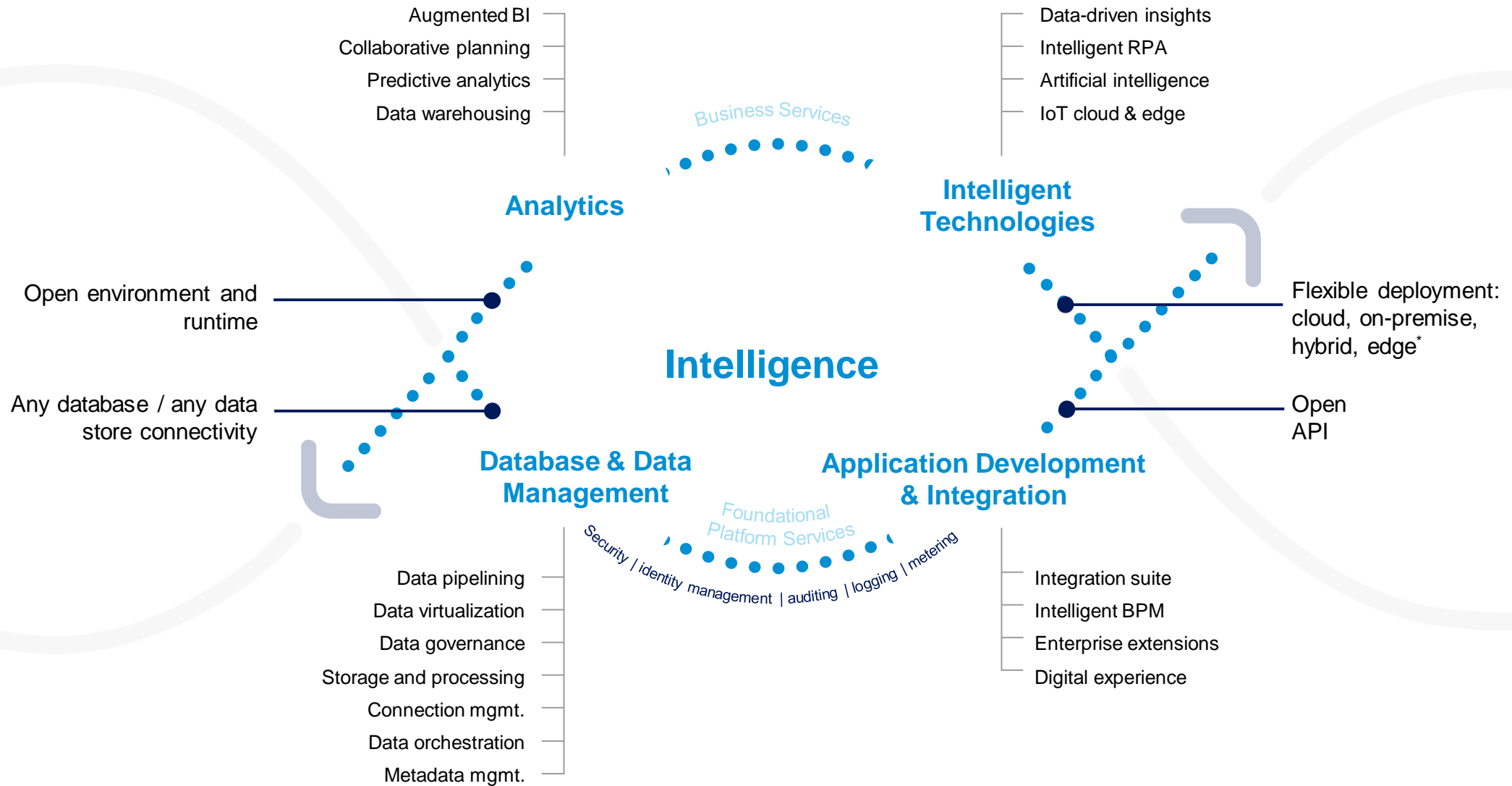
Summary

Intelligent Enterprise

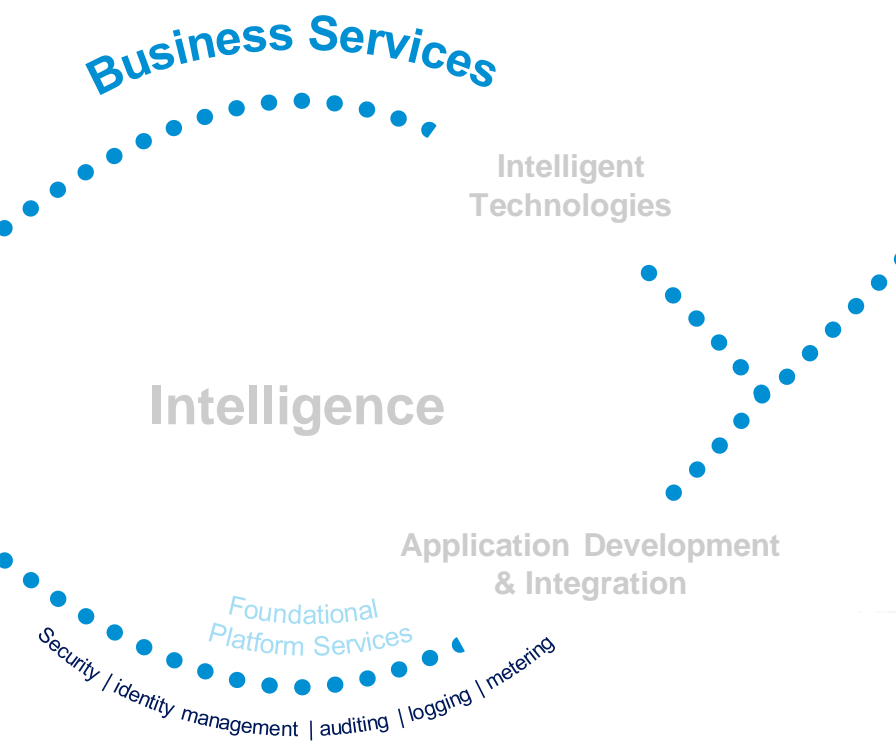


Intelligent Enterprise





*Service availability may change per deployment model and IaaS vendors

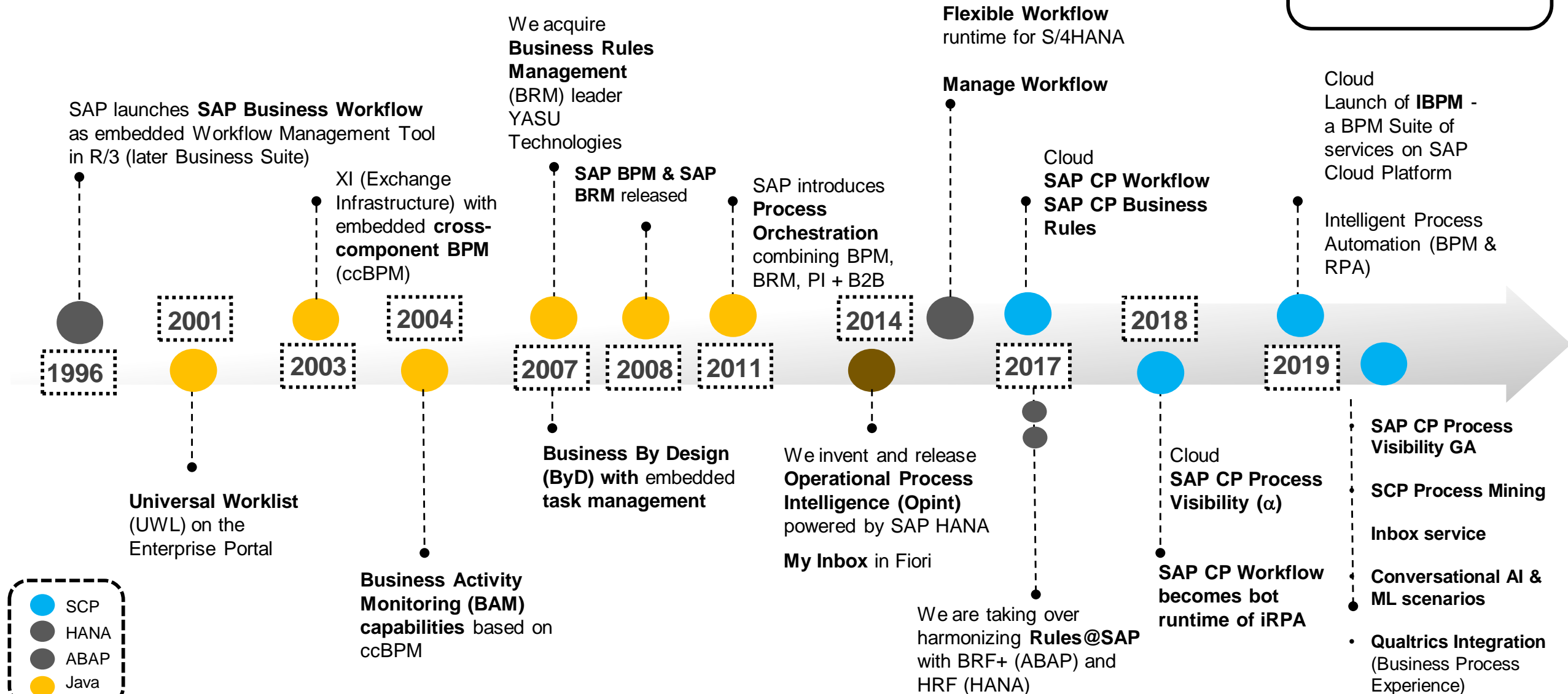


SAP Intelligent Business Process Management



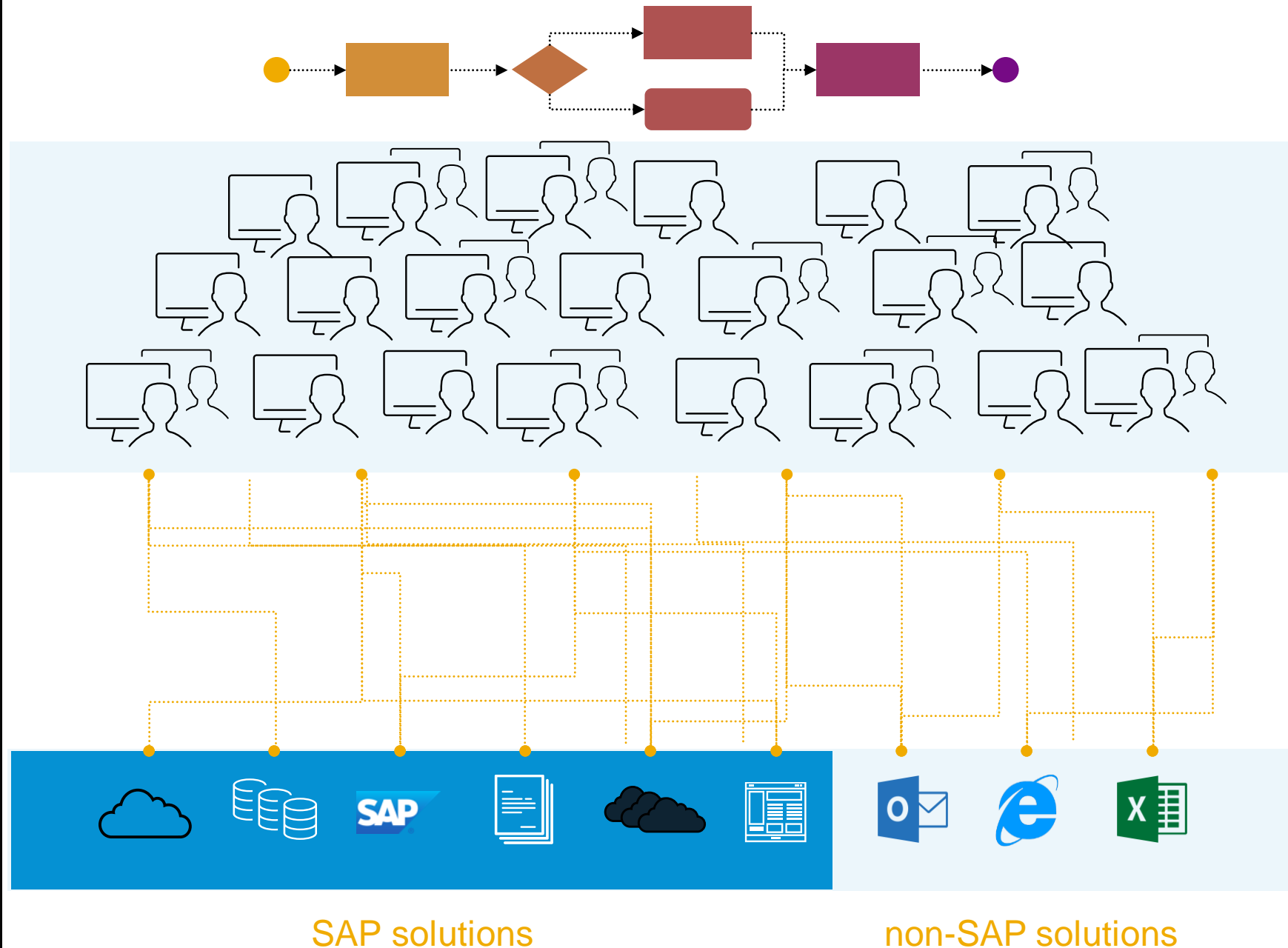
Who we are, and where we are coming from:

Customer Adoption:
+20.000 Global Customers
leverage BPM technology
productively



Business Processes Today

- Processes are **complex**.
- They are too **manual**.
- This leads to **errors** and **inefficiencies**.



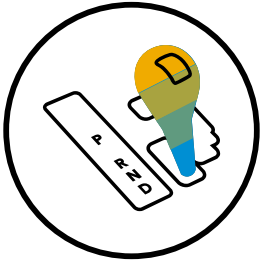
Why **Intelligent Business Process Management**?

For organizations who need to improve their business process productivity with excellence, transform paper-based processes into digital assets, provide **intelligent automation** of structured workflows, decisions and tasks, optimizing with **process intelligence** and insight to action, improving **business process experiences** and flexibility.

SAP Cloud Platform enables customers to obtain business outcomes faster with the implementation of **live processes** to analyze, configure, extend and integrate them, connecting experience data to operational business workflows.

SAP Intelligent Business Process Management (intelligent BPM)

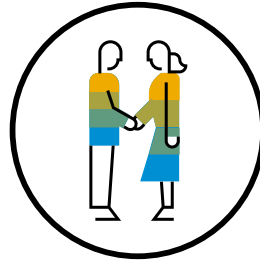
Key trends, customer needs, and value proposition for LIVE PROCESSES



Business agility

How to improve time to market for business initiatives in digital transformation

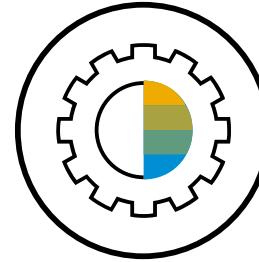
With Process Flexibility, process extensions, workflows and rules can be more easily adapted and extended than code, and with less risk



Business empowerment

How to improve collaboration between IT and business teams for business requirement changes

By using a business process notation and expressing logic in business rules, IT and business users can talk about business requirements in common language



Automation

Automate & digitize processes across the enterprise

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



Intelligence

Make processes intelligent through AI technology

Help users to make smarter decisions, pro-actively identify bottlenecks and provide new user experiences

SAP Intelligent BPM for Live Processes

Process Experiences*

Qualtrics integration of sentiments on product, brand, customer & employee experience to live processes

Process Flexibility*

Configuration of process variants for LoB experts, process extensions, decisions and responsibilities

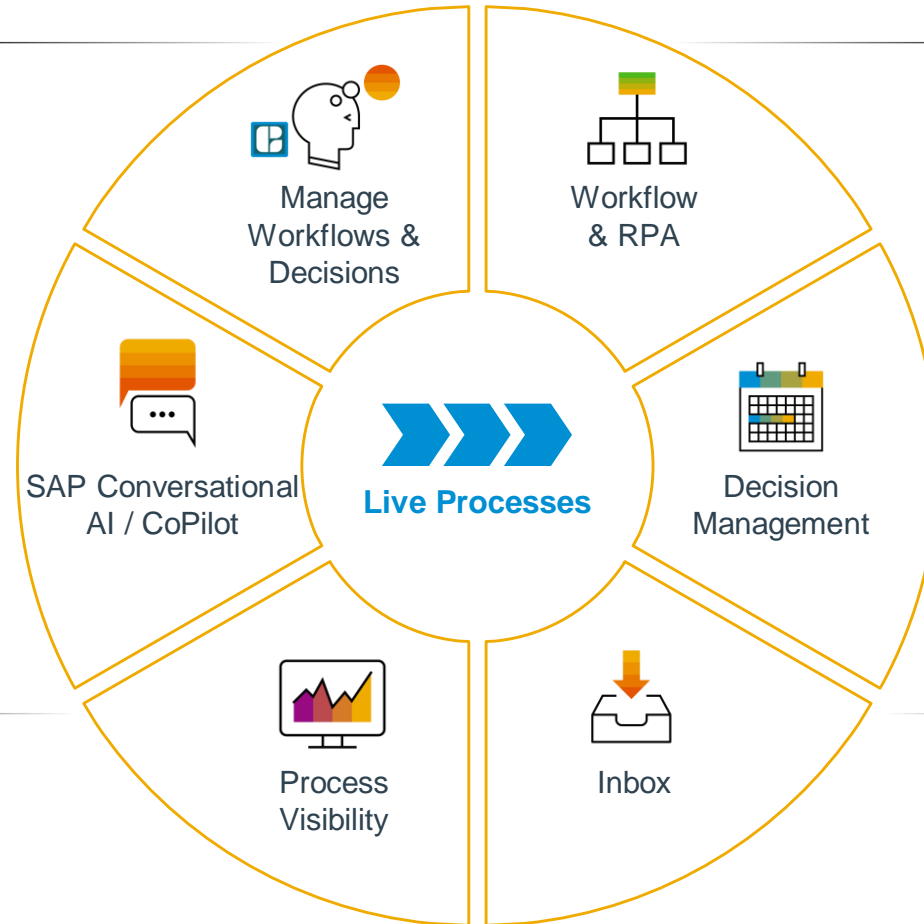
Conversational User Experience

Process Intelligence assistance with SAP CoPilot

Machine Learning identifies hidden patterns in knowledge-intensive processes and learns from the data without being explicitly programmed

Process Intelligence

SAP Cloud Platform Process Visibility integrated with SAP Cloud for Analytics and SAP Process Mining by Celonis (cloud edition)



Intelligent Automation

Integrated offering of SAP Cloud Platform Workflow to automate structured processes with SAP Intelligent Robotic Process Automation to run repetitive, unstructured and user interface-focused tasks

Automation of decisions with SAP Cloud Platform Business Rules

Live Process Content

Process Documentation From Enterprise Architecture to value and process flows
Implementation Blueprints

Digital Experience

Manage tasks centrally in Portal, Central Fiori Launchpad, Mobile BPM

SAP Cloud Platform as an intelligent BPM Platform

Hire to Retire:
Recruiting &
Onboarding

Request
Position

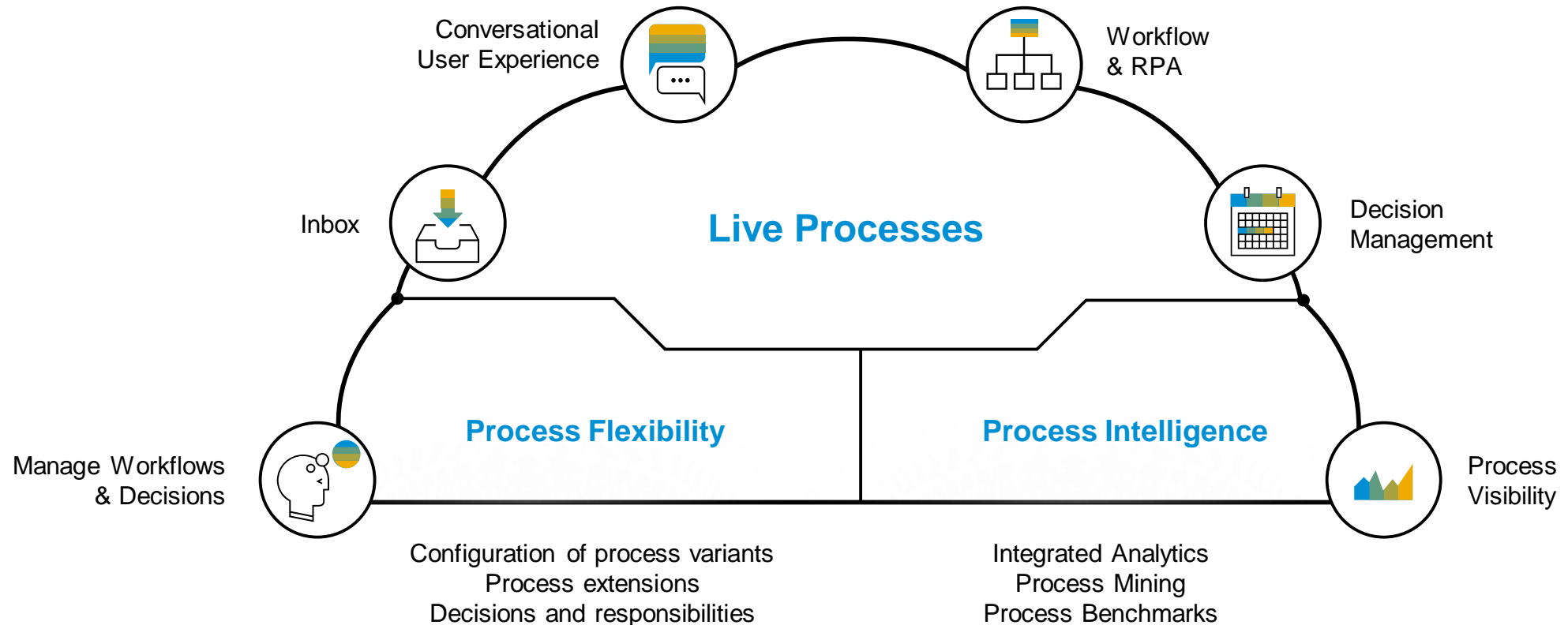
Create Job
Requisition

Create Job
Posting

Select
Candidate

Offer
Job

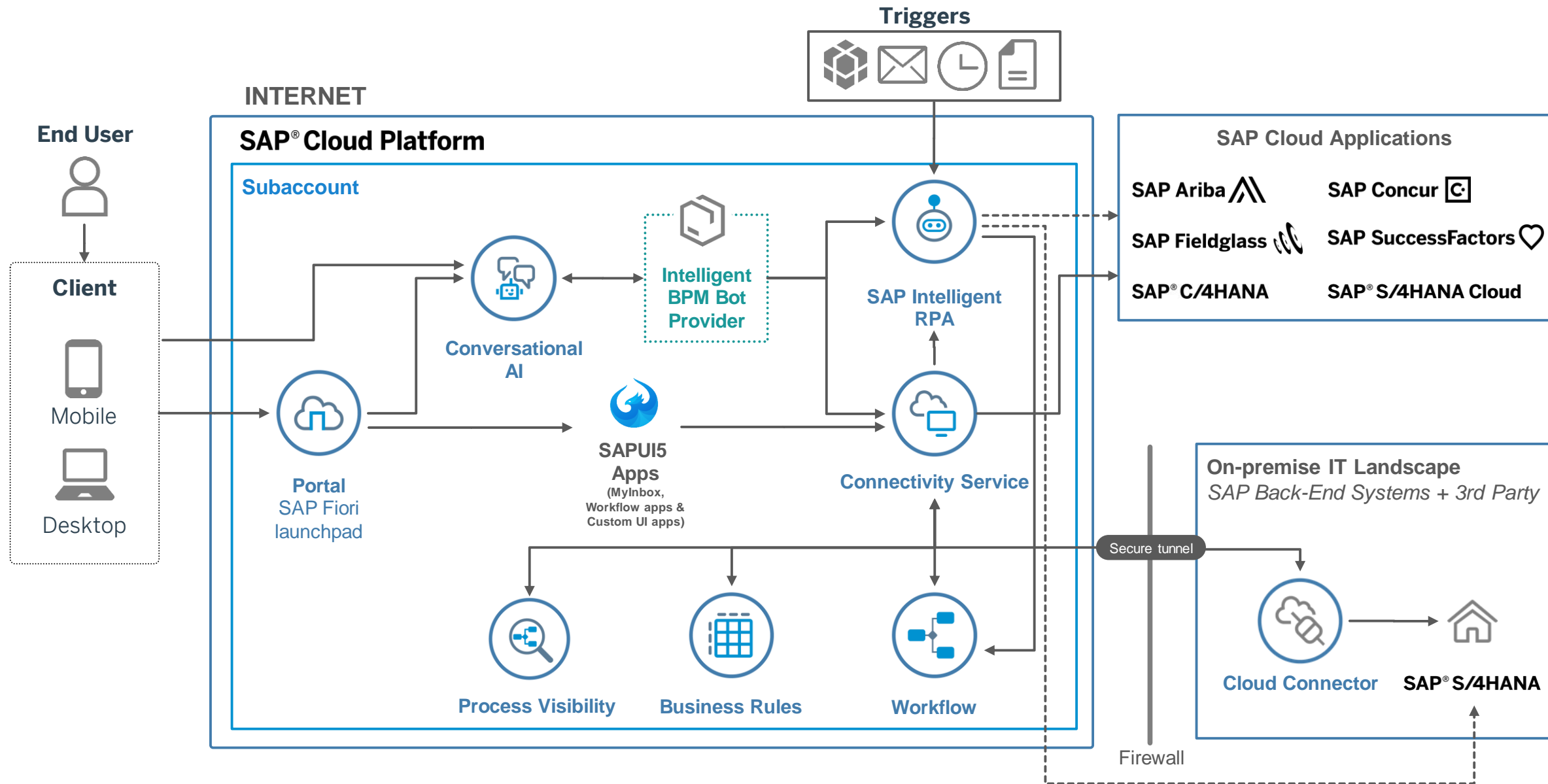
Onboard
Employee



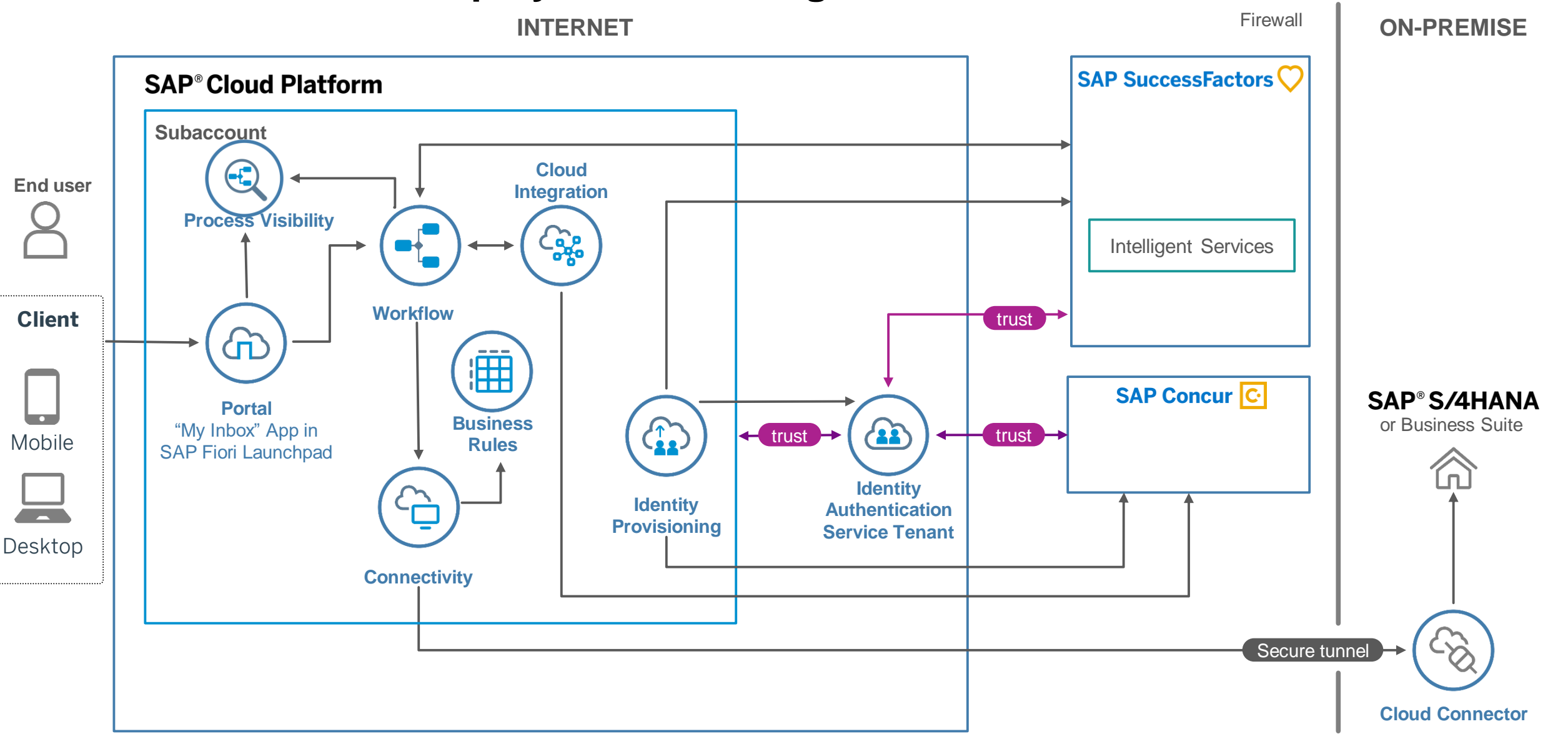
Use cases



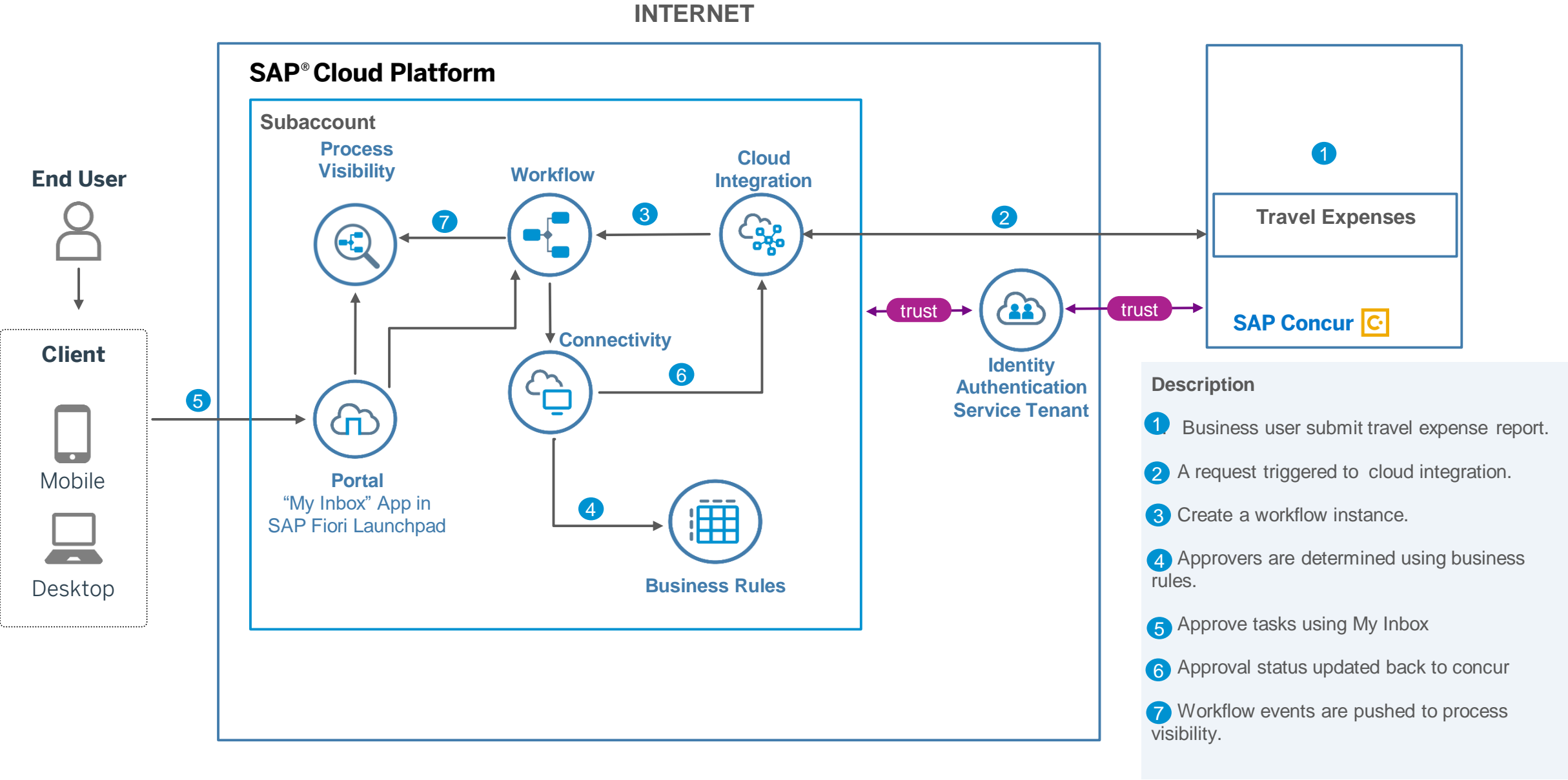
SAP Intelligent Business Process Management



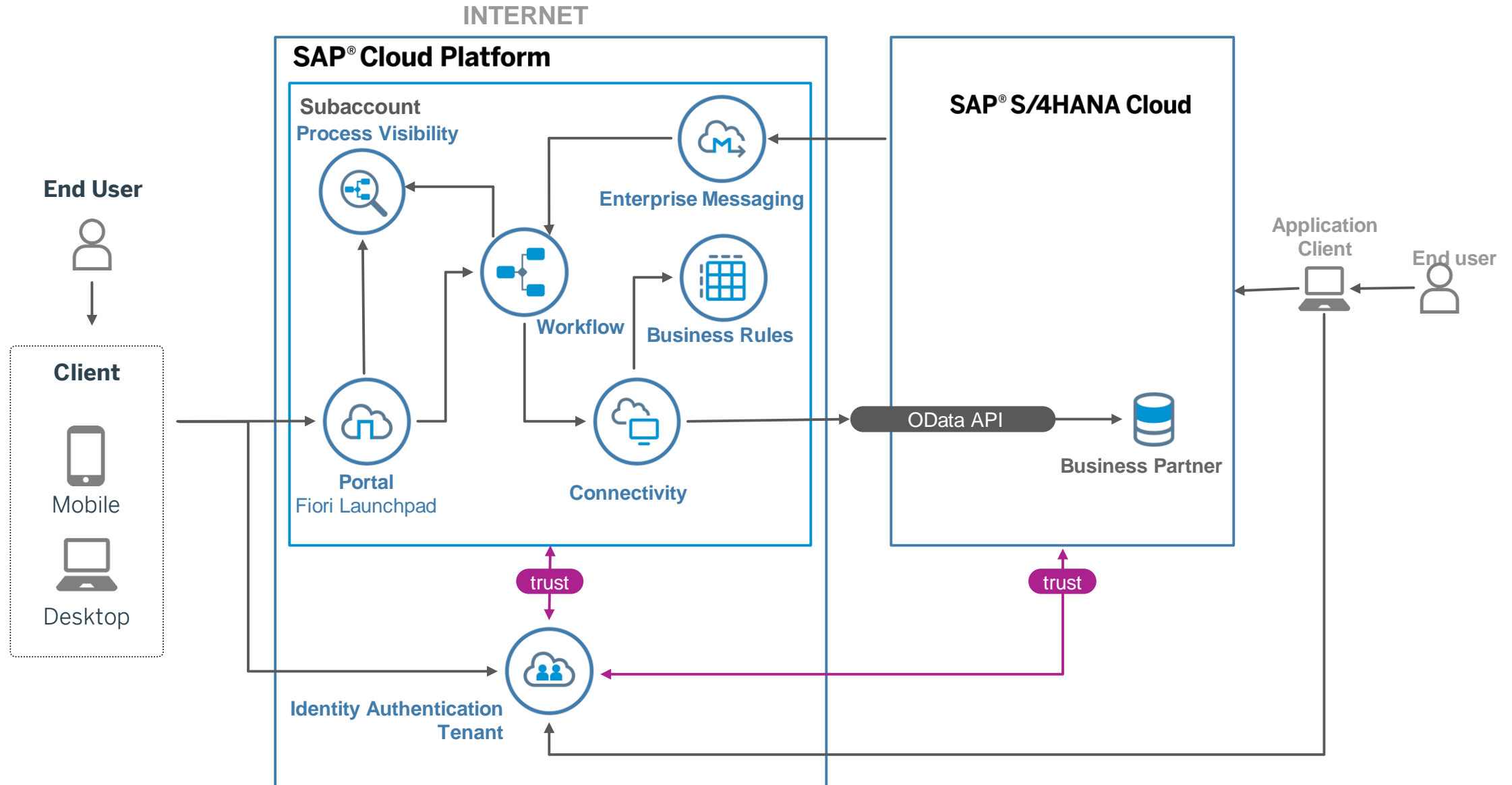
SuccessFactors - Employee onboarding Extension



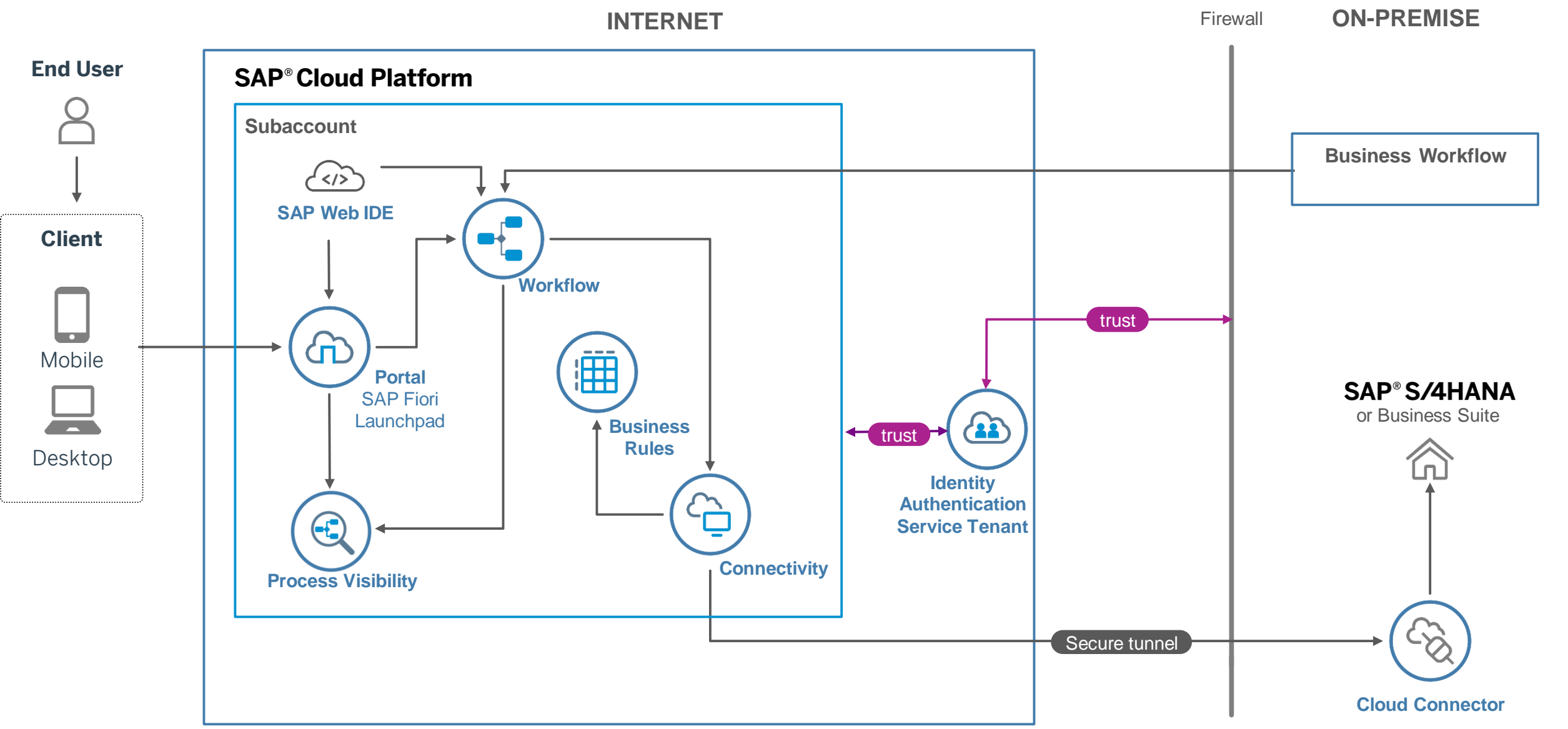
Concur – Travel Expense Approval



SAP S/4HANA Cloud Extension – Business Partner Creation/Modification



SAP S/4HANA Extension – Invoice Approval



Hire to Retire

Live Processes Experience

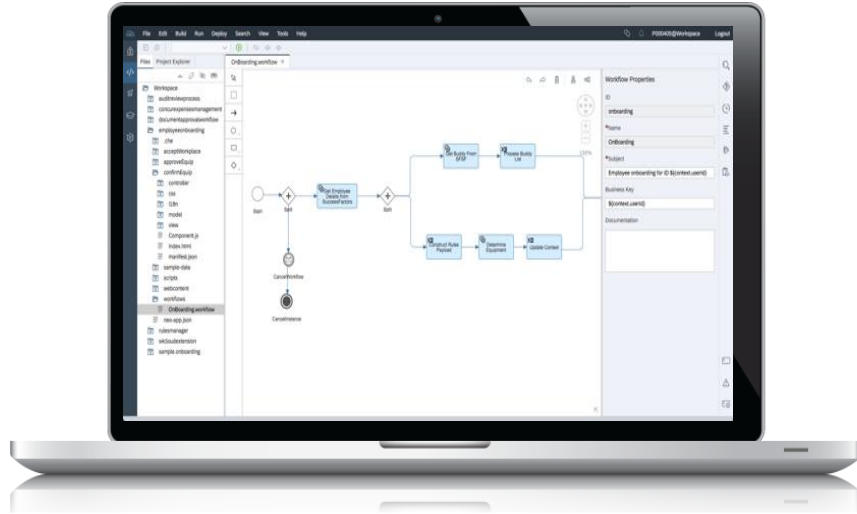
Features





Intelligent Business Process Management

Rapidly build and modify workflow applications while managing business logic



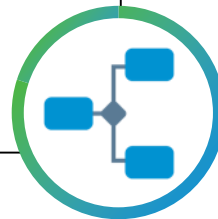
Orchestrate and extend workflows with SAP Cloud Platform Workflow

- Rapidly build and modify workflow applications with web-based tooling
- Create and adapt value-adding processes in your company
- Increase efficiency and transparency
- Users can manage their workflow tasks using the My Inbox Fiori application



Quickly automate flexible decisions with SAP Cloud Platform Business Rules

- Empower users to manage business logic independently from application development
- Create application specific business vocabulary independent of the runtime container
- Integrate Rules as a service into your applications using the REST API



Decision Table

#	countryOfCompany ...	company of the Emp...	isFulltimeEmployee ...	jobTitle of the Emplo...	ProdDesc	Price	EquipmentType	ProductID	Currency
<input type="checkbox"/>	'GBR'	is equal to '2007'	is equal to 'Yes'	is equal to 'Manager'	'Astro Laptop 1516'	'989'	'Notebook'	'1Y1-1251'	'EUR'
<input type="checkbox"/>	'GBR'	is equal to '2007'	is equal to 'Yes'	is equal to 'Manager'	'Lovely Sound 5.1'	'35.90'	'Audio and Video'	'1Y1-1096'	'EUR'
<input type="checkbox"/>	'GBR'	is equal to '2007'	is equal to 'Yes'	is equal to 'Developer'	'Notebook Professor'	'1999'	'Notebook'	'1Y1-1010'	'EUR'
<input type="checkbox"/>	'GBR'	is equal to '2007'	is like '%'	is like '%'	'Notebook Lock'	'6.90'	'Cables and Access'	'1Y1-1119'	'EUR'
<input type="checkbox"/>	'GBR'	is equal to '2007'	is like '%'	is equal to 'Engineer'	'Astro Laptop 1516'	'760'	'Notebook'	'1Y1-1251'	'EUR'
<input type="checkbox"/>	'USA'	is equal to 'ACE_US'	is like '%'	is like '%'	'Notebook Basic 15'	'956'	'Notebook'	'1Y1-1000'	'EUR'
<input type="checkbox"/>	'USA'	is like '%'	is like '%'	is like '%'	'Lovely Sound 5.1'	'35.92'	'Audio and Video'	'1Y1-1096'	'EUR'
<input type="checkbox"/>	'FRA'	is like '%'	is like '%'	is like '%'	'Notebook Basic 15'	'760'	'Notebook'	'1Y1-1251'	'EUR'



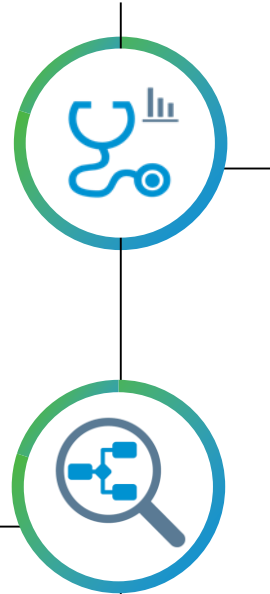
Process Intelligence for the Intelligent Suite

Achieve e2e process visibility and process insights into smart process applications



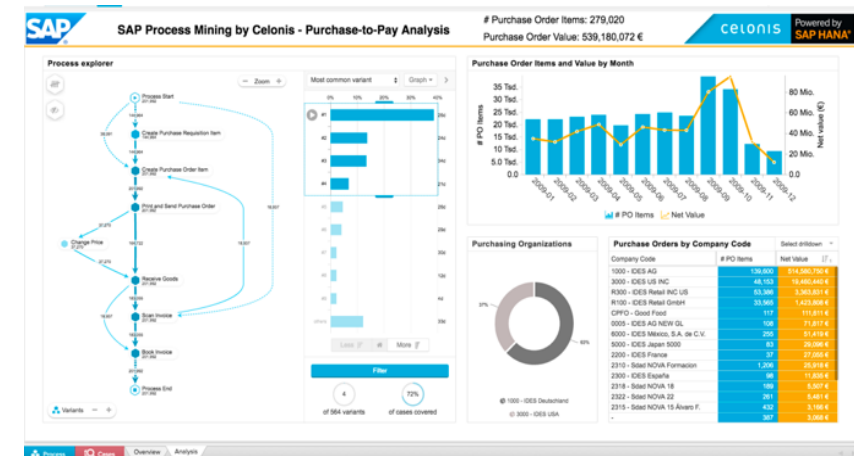
Achieve business process transparency with SAP Cloud Platform Process Visibility

- Provides an embeddable, real-time, event-driven view on processes and **process instances** no matter where they run
- Focus on **key business events and milestones** in order to actively steer processes forward with actionable insights
- Understand the current & past performance with **process performance indicators**
- Predict outcomes before they occur (ML-based Cycle-time predictions, Process Intelligence Assistant) and launch product(s) via navigation.
- Integrated with SAP Analytics Cloud



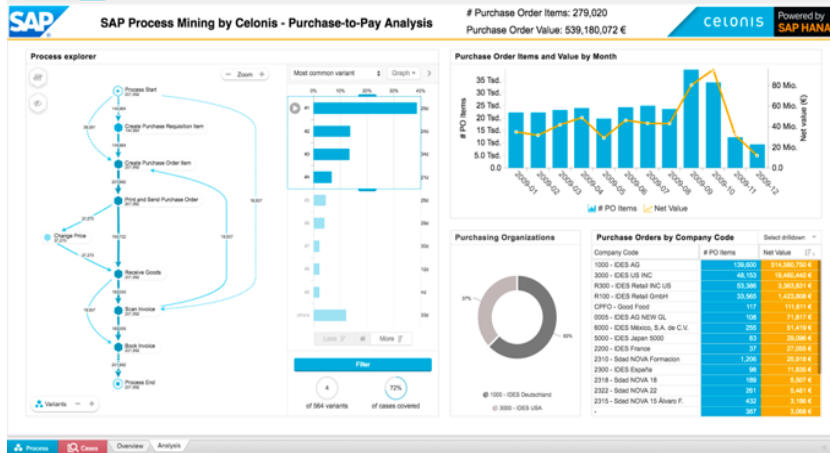
Get deeper process insights with SAP Process Mining by Celonis (SAP Cloud Platform)

- **Automatically discover processes** (data mining in a process context), check conformance levels and improve process enhancements
- **Analyze process cases**, detect areas of optimization, increase level of process automation
- Foster best practices in business processes
- Automation recommendations and process optimization





Make Process Insights Actionable and Transform Live Processes



Get process insights with SAP Process Mining by Celonis, Cloud Edition

- Automatically discover as-is business processes based on digital footprints in IT system
- Identify root causes with machine learning algorithms to detect areas of optimization
- Monitor ongoing conformance levels with best practices in business processes
- Identify areas for automation within processes



Leverage Action Engine to trigger intelligent actions within SAP Cloud Platform

- Trigger SCP Workflows continuously analyzes your operational data and triggers workflows based on defined signals
- Send notifications to 'My Inbox' Involve human workforce by proactively communicating tasks to business users
- Trigger SAP iRPA Bots to Involve digital workforce by intelligently triggering bots. increase level of process automation.

Action Engine

My Inbox

- Overview
- Signal List
- History
- Skills
- Routing Rules

Bring Price In Master Data Up-To-Date

Description

For material 80-100C (Light Bulb 220/235V 80 watt clear), there have been

Creation Date: 01/09/19, 09:47
Last Updated: 01/09/19, 13:35
Status: [Open](#)

Material Number: 80-100C
Material: Light Bulb 220/235V 80 watt clear

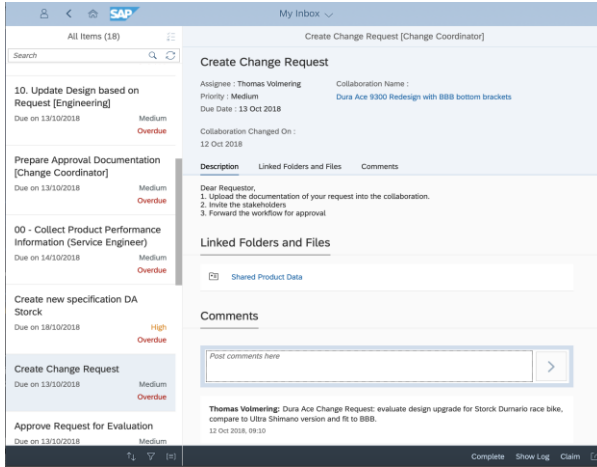
SAP Cloud Platform Workflow

✓
TRIGGERS >



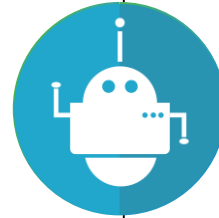
BPM User Experience

Task management, collaboration and case management for improved productivity



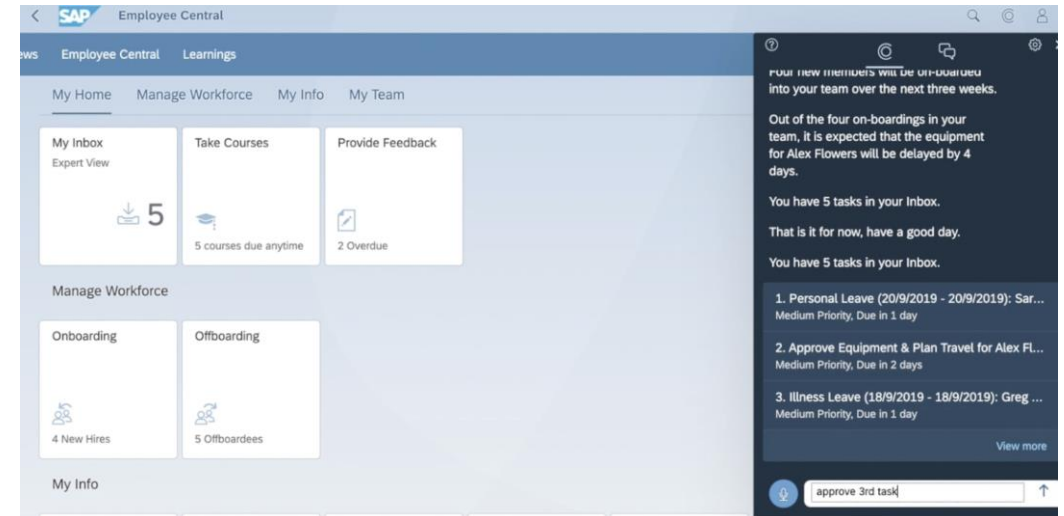
Manage your tasks centrally with Inbox

- Manage tasks across different devices (desktop and mobile)
- Manage tasks across different systems
- Experience full integration into SAP Fiori launchpad
- Access SAP delivered and custom-built workflows



Conversational User Experience Process Intelligence Assistant*

- Omni-channel access (Jam, Mobile, Desktop)
- Domain-specific and custom ML-models
- Bring-your-own-model approach
- Built on **SAP Conversational AI**, exposed to SAP CoPilot as access point.



Customer Stories

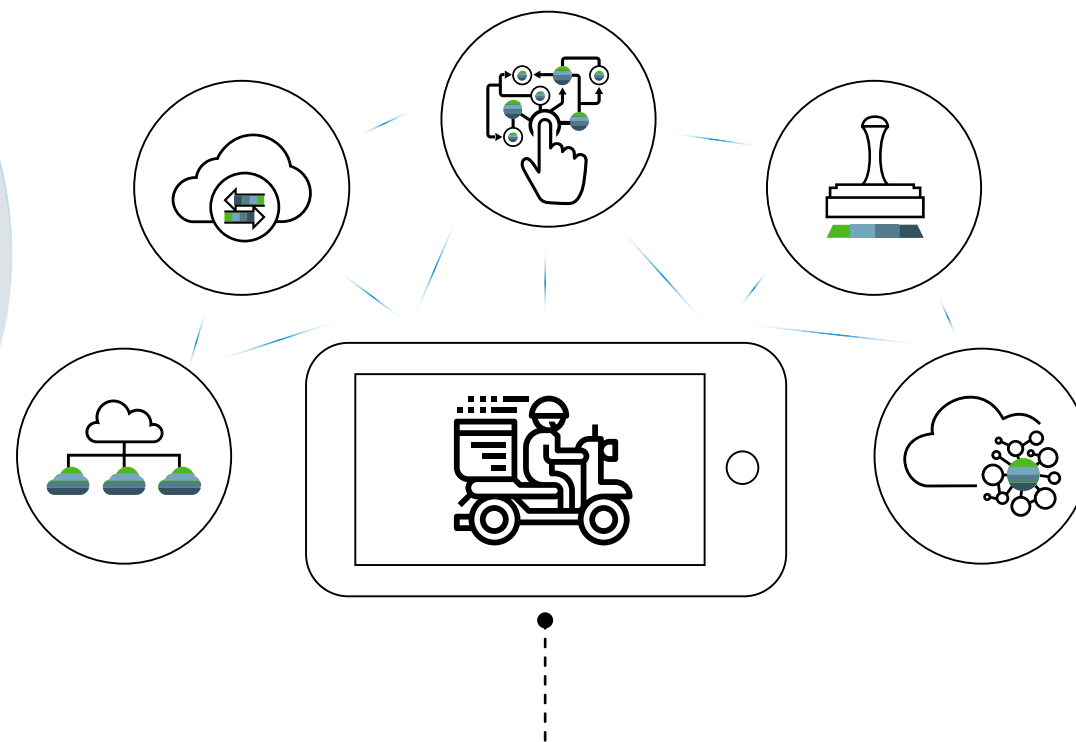




Delivery Hero

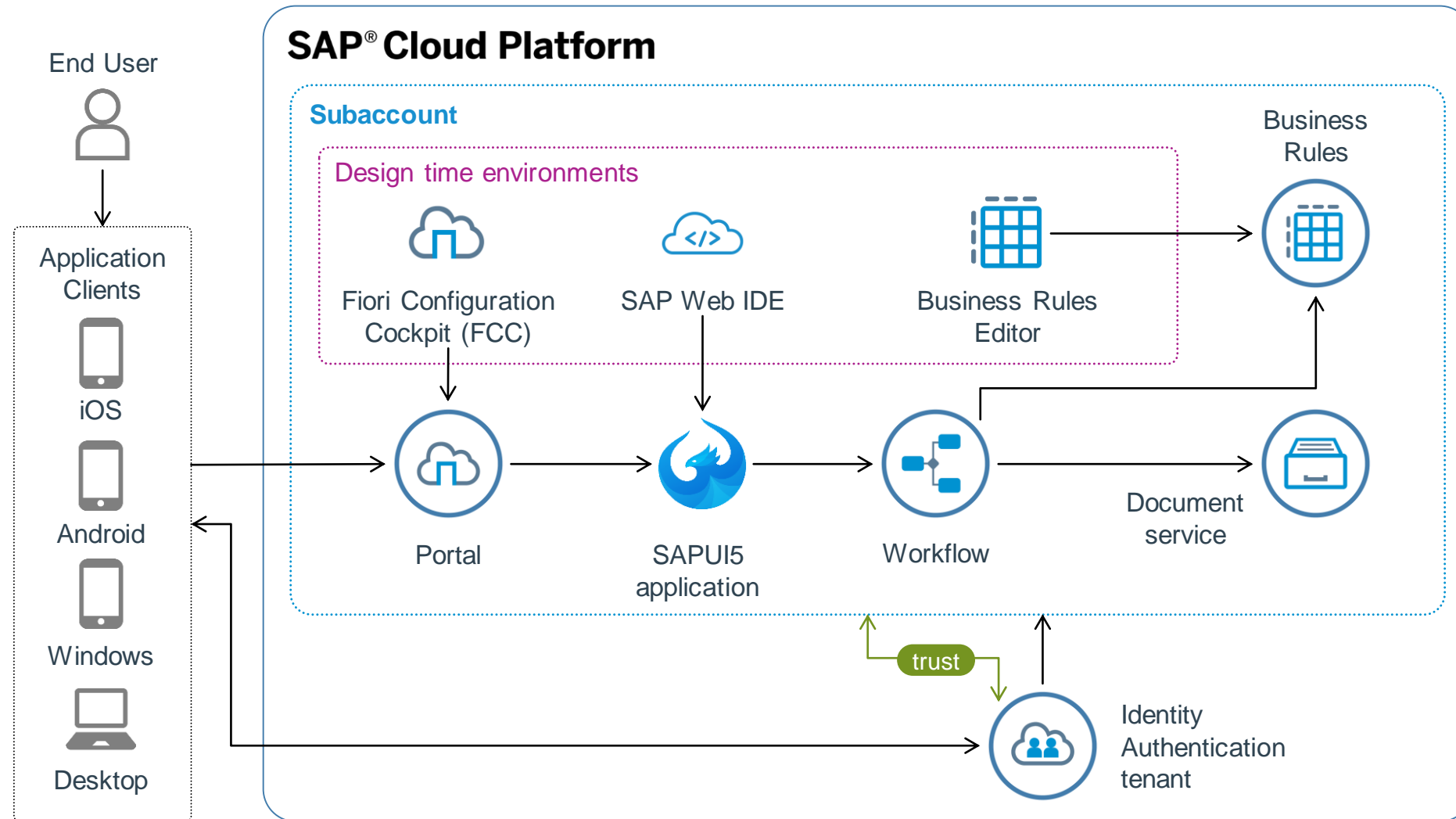
Our SAP Landscape has to be exceptionally flexible to enable the company to scale rapidly. SAP S/4HANA coupled with SAP Cloud Platform support our innovation effort by allowing us to automate business processes more quickly.

Johannes Langguth, Senior Director of Finance Systems, Delivery Hero



Integrate multiple SAP and non-SAP cloud solutions and automate the capital approval process for new business projects.

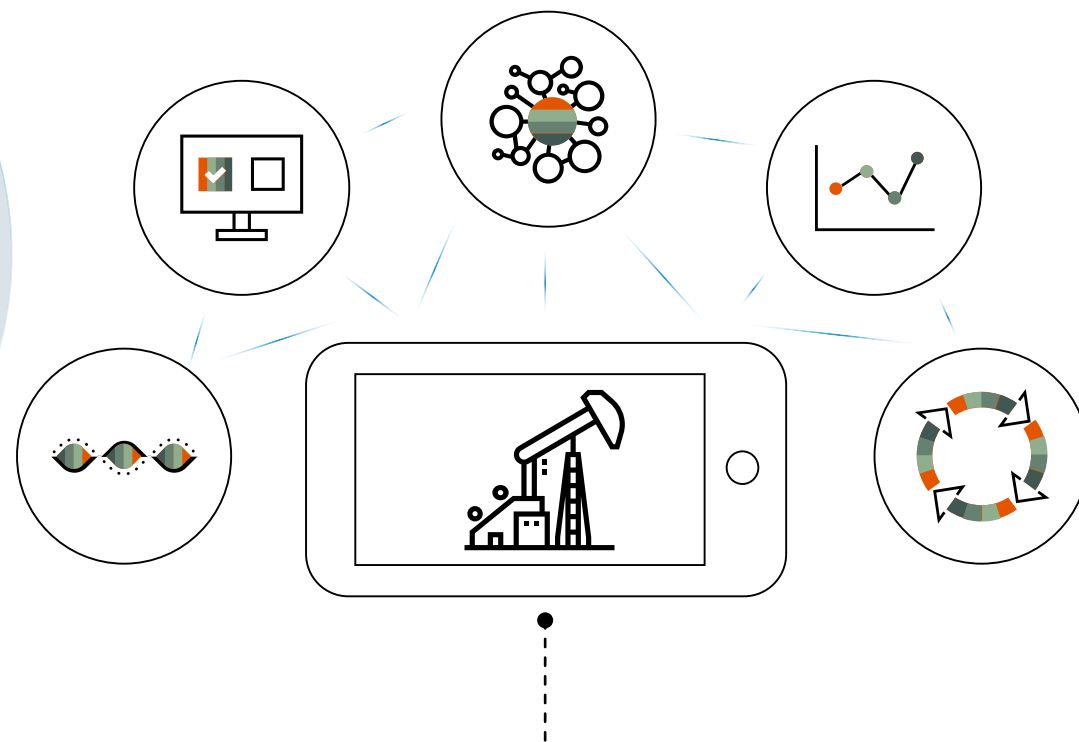
Scaling the world's largest online food-delivery service with automated **capital deployment workflow**




MURPHY
OIL CORPORATION

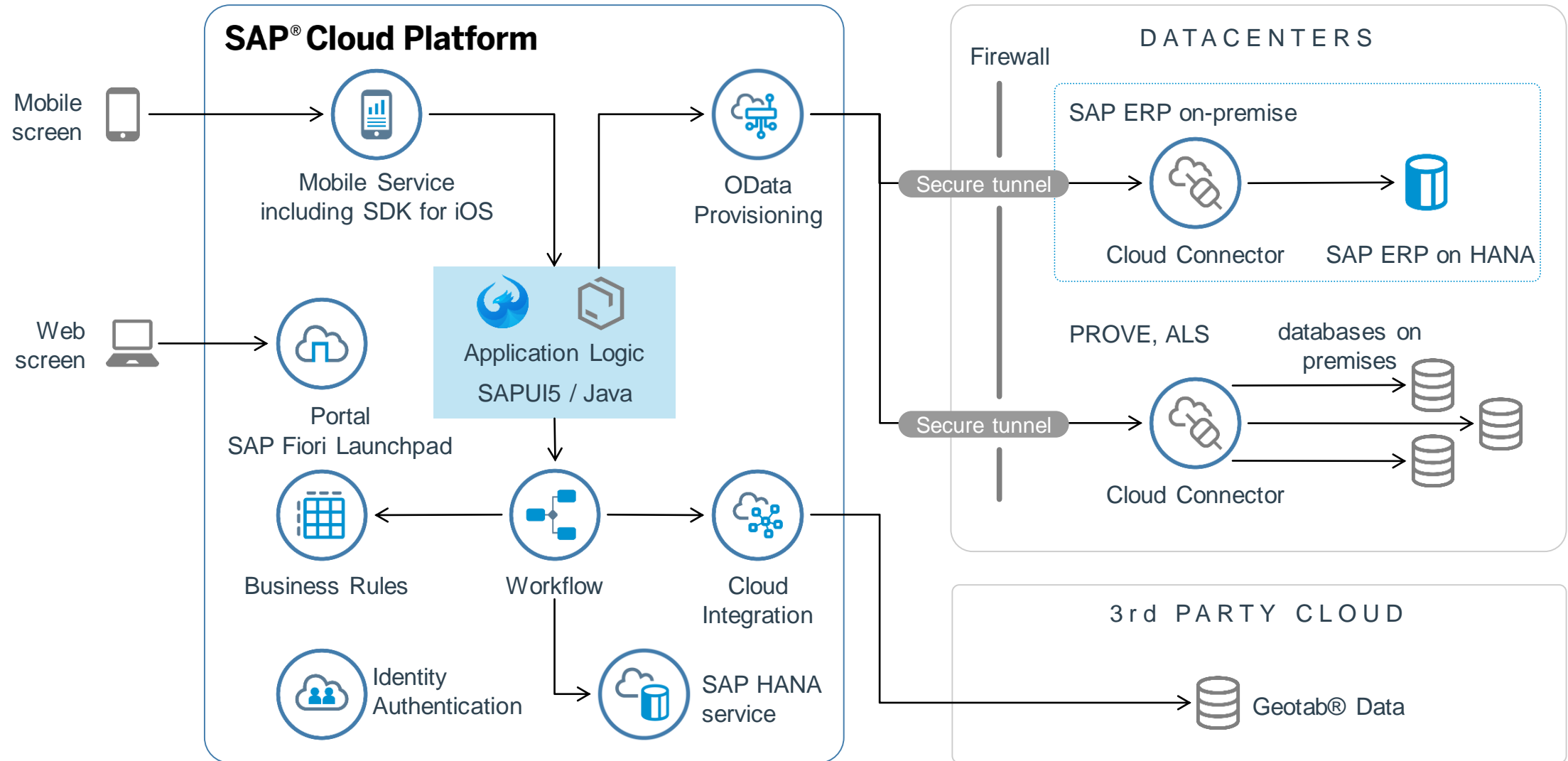
*Its super exciting in terms
of different technologies
we are using in SAP Cloud
Platform. It has truly solved
a Business Problem.*

Rajesh Satewar, Director SAP
and Enterprise Applications



Integrate business processes and streamline collection
and analysis of data to improve oil well operations.

Integrated Operations Platform for Oil Well Operations

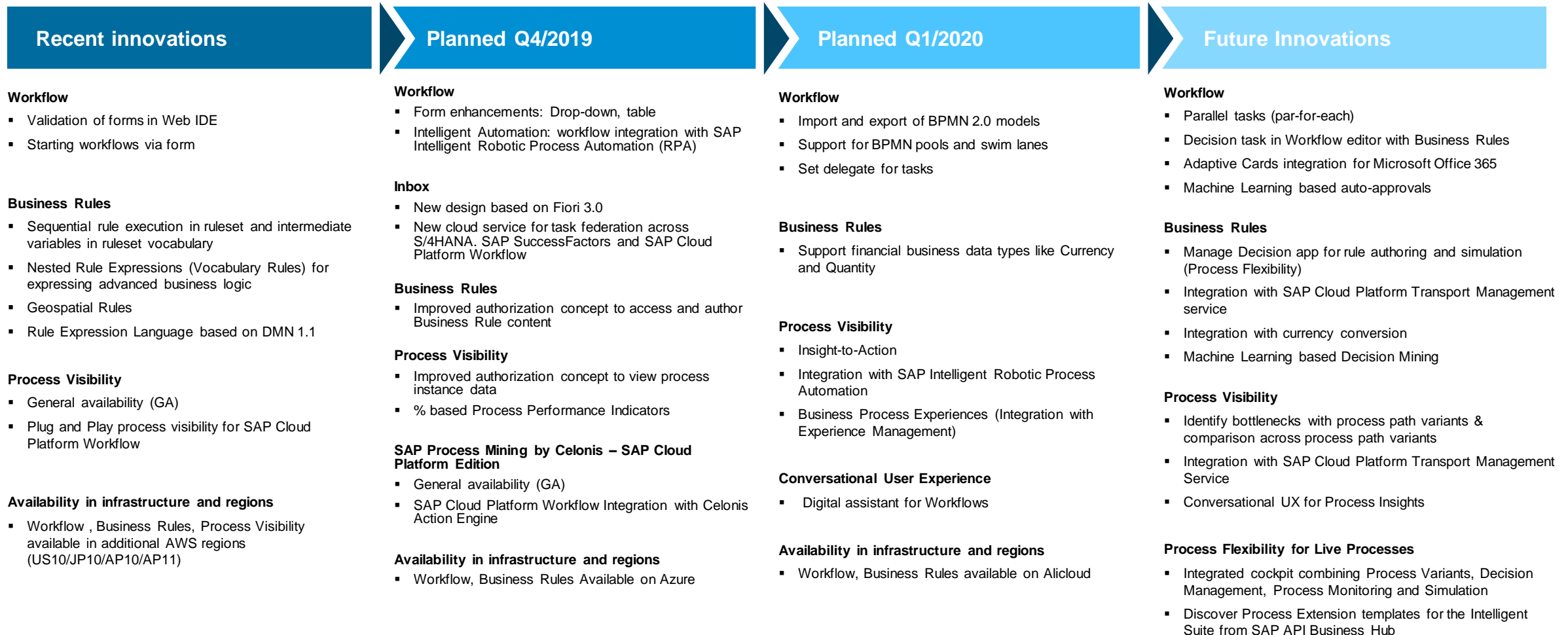


Summary



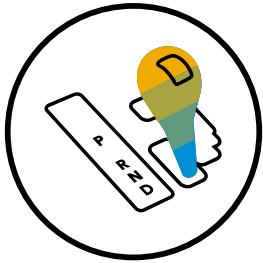
SAP Intelligent Business Process Management

Product road map overview – Key innovations

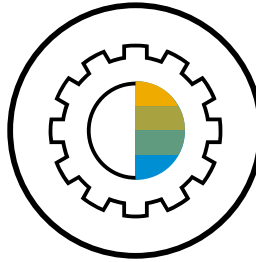


1. This is the current state of planning and may be changed by SAP at any time without notice.

SAP Intelligent Business Process Management – the benefits



Faster **time to value** and increased real-time **flexibility** on business processes (“live”).



Increase level and quality of **process automation** with integrated workflows, business rules and bots (digital workers).



Improve business **process experiences**, help users to make smarter decisions, pro-actively identify bottlenecks and recommend actions.

SAP Intelligent Business Process Management

Improving business process experiences with intelligent automation

15%

Productivity Increase¹

>10x

Reduction of average approval time²

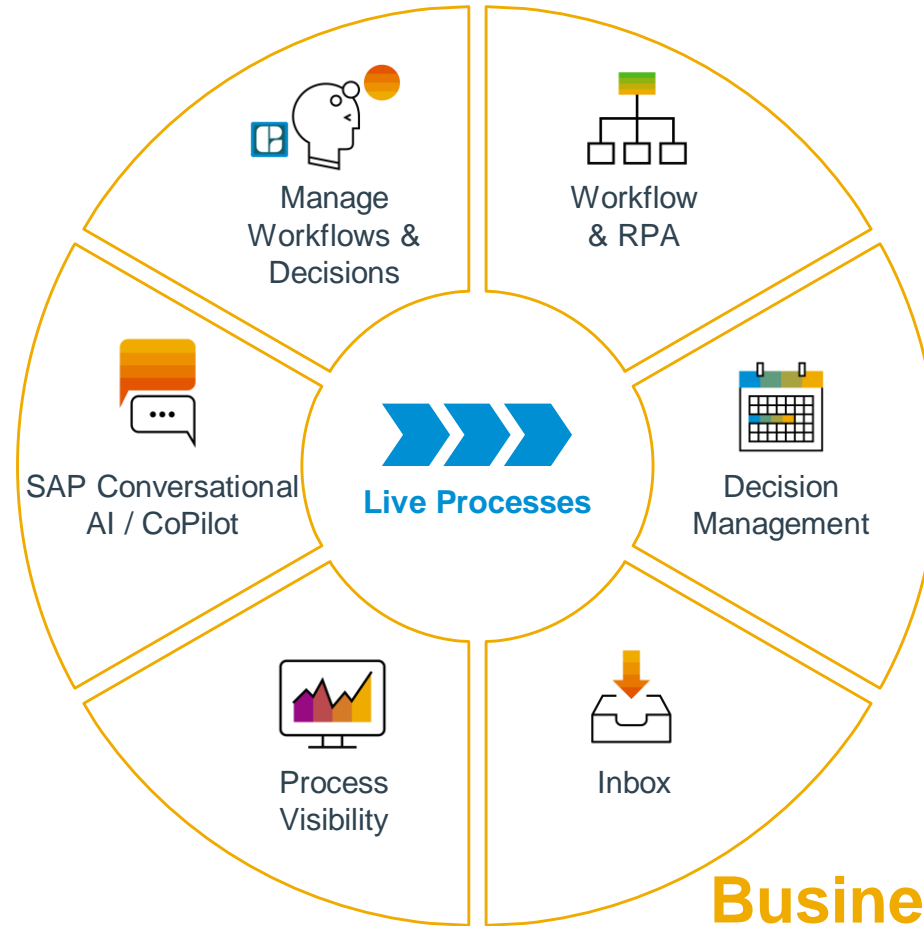
Live

processes to obtain business outcomes faster

www.sap.com/ibpm

¹ achieved with an Integrated Operations Platform for Oil Operations

² achieved in an automated capital deployment workflow at customer



Intelligent Automation

Process Intelligence

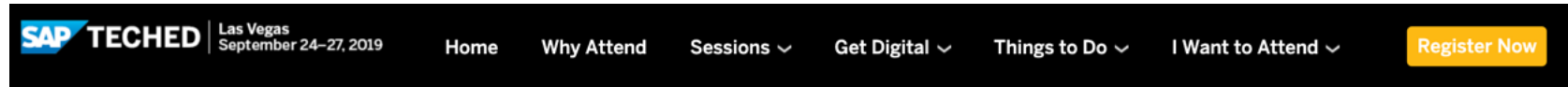
Business Process Experiences

Get the full intelligent BPM experience at SAP TechEd

CAA10 – Build and run business processes

Sessions in

- [Las Vegas](#) (September 24 – 27)
- [Barcelona](#) (October 8 – 10)
- [Bangalore](#) (November 13 – 15)



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Enter Keywords

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Filters

- Session Track
- Learning Journey
- Session Level
- Programming Language
- SAP Products
- Source
- Job Role
- Session Type

Session ID	Title	Session Type
CAA108	Leverage Workflow and Rules for Live Processes with SAP Cloud Platform	Lecture (1hr)
CAA109	Providing a Central Inbox for all SAP Workflows	Lecture (1hr)
CAA206	Increase Process Efficiency with Workflows and Intelligent Bots	Lecture (1hr)
CAA366	Build Your Own Workflow from Scratch with SAP Cloud Platform Workflow	Hands-On Workshop (2hr)
CAA368	Workflow Automation and Robotic Process Automation – How They Fit Together	Hands-On Workshop (2hr)
CAA369	Extend SAP S/4HANA Cloud with Workflow and Messaging Services	Hands-On Workshop (2hr)
CAA605	Expose Workflow APIs to Third Parties via SAP Cloud Platform API Management	SAP CodeJam (Mini-Editions)
CAA705	Get Full Benefit from SAP Cloud Platform Workflow with SAP API Business Hub	Code Review (30 min)
CAA805	Workflow, Inbox, Business Rules and Process Visibility: A Road Map	Road Map Session
LT106	Improve Business Process Experiences with Experience Management Solutions	Lightning Talks

Customer Engagement Initiative – register today

Please be invited to join our customer engagement initiative

Live Processes in SAP Intelligent Business Process Management

Registration link (until Nov 8): <https://influence.sap.com/sap/ino/#/campaign/2074>

Description:

The SAP Intelligent Business Process Management solution bundle is a family of SAP Cloud Platform services which help customers to automate business processes, manage decision logic with business rules and gain end-to-end process visibility on workflows and any observed business process across SAP and Non-SAP business applications.

This increased level of process automation with integrated workflows, business rules and bots will be augmented by "live" process content packages and business services from SAP and SAP Partners to accelerate time-to-value through real-time flexibility on applying process changes to process variants, business policies and intelligent assignment of work.

The planned Customer Engagement Initiative project will discuss requirements towards business process content, tool-flow and content fluency from process documentation to the implementation of executable process templates.

Thank you.

Definitions & further information

SAP Intelligent Business Process Management – a family of services to automate business processes, manage decision logic and gain end-to-end process visibility.

- Users can now use SAP Cloud Platform Workflow, SAP Cloud Platform Business Rules, SAP Cloud Platform Process Visibility together to create process extensions on top of any business application, orchestrate tasks or build process-centric differentiating applications.
- With out-of-the box visibility on workflows, customers can as well extend their end-to-end process visibility towards any observed business process across SAP and Non-SAP applications.
- With the combination of SAP Intelligent BPM and SAP Intelligent Robotic Process Automation, customers can now orchestrate both structured workflows and unstructured tasks together to increase the level of automation in operational business processes. Workflows can invoke bots as digital workers to perform repetitive tasks in order to reduce process cycle time and cost. Integration with SAP Conversational AI provides digital assistance on workflows, cycle time and recommendations on actions.

Live Processes – in the Intelligent Enterprise, business processes and variants of them are “always on“. Dynamic and agile by nature, you „go live“ and never go back. On top of systems of record, differentiation and innovation, „live process“ can be changed flexibly in real-time (from years to months to „now“).

Product Page: www.sap.com/products/cloud-platform/capabilities/ibpm.html

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