



Intelligent Sales Order Management with SAP Business Technology Platform (BTP)

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Customer

Process Automation with SAP Business Technology Platform

Overview on Capabilities for Process Automation

SAP Intelligent RPA

SAP Workflow Management

SAP AI Business Services

Content is Key

Process Example

Questions & Answers

Process Automation with SAP Business Technology Platform

Volatile Market Dynamics and Increasing Pressure

Organizations struggle to innovate at the speed the market demands



Volatile markets

Requirements are constantly changing and evolving

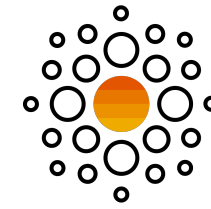
With Covid disruptions, **>50%** of companies worldwide **are planning to start using process automation**, per Forrester



Limited resources

Companies are under increasing pressure to deliver “more with less”

77% of companies see ‘**tech talent**’ gap as a **major handicap** for their digitalization, per McKinsey



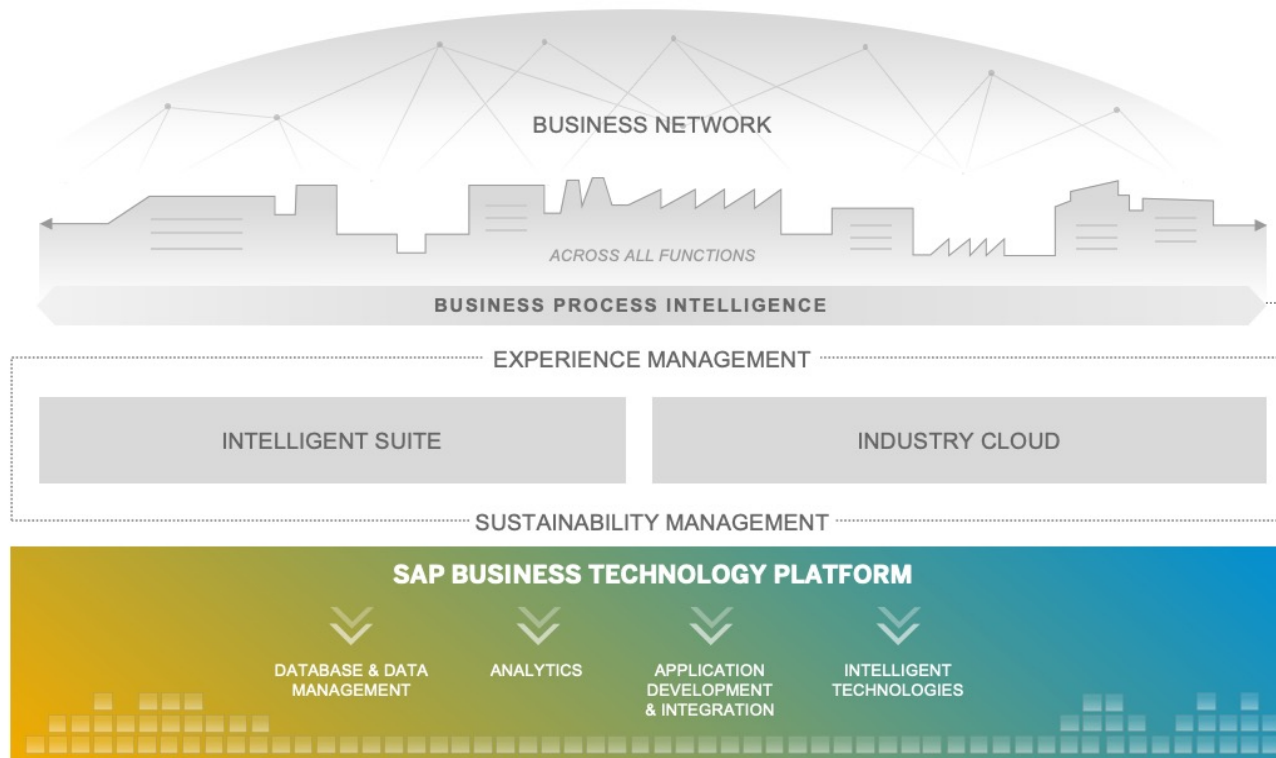
Complex IT landscapes

Leveraging investments whilst innovating remains a challenge

Large companies **maintain 129 different applications** on average, with the total number increasing by **68%** since 2015

Process Automation with SAP Business Technology Platform

SAP Intelligent RPA – SAP Workflow Management – SAP AI Business Services



Process automation with SAP works with a set of automation solutions that enable business process improvements as part of SAP's **Business Process Intelligence** strategy, covering end-to-end process excellence across **Analyze – Design & Simulate – Improve – Rollout and Govern – Monitor**.

SAP Business Technology Platform is the technical foundation for the Citizen Automation layer and includes SAP Intelligent RPA, SAP Workflow Management, SAP AI Business Services, SAP Conversational AI and leverages the full set of foundational services from SAP Integration Suite & SAP Extension Suite.

- SAP Business Technology Platform is** closely integrated with
- SAP Business Process Intelligence (e.g., Signavio by SAP)
 - SAP S/4HANA, SAP SuccessFactors, SAP Ariba, SAP Fieldglass, etc.
 - SAP Analytics Cloud
 - SAP Cloud Application Lifecycle Management



Overview on Capabilities for Process Automation

SAP Intelligent RPA

SAP Workflow Management

SAP AI Business Services

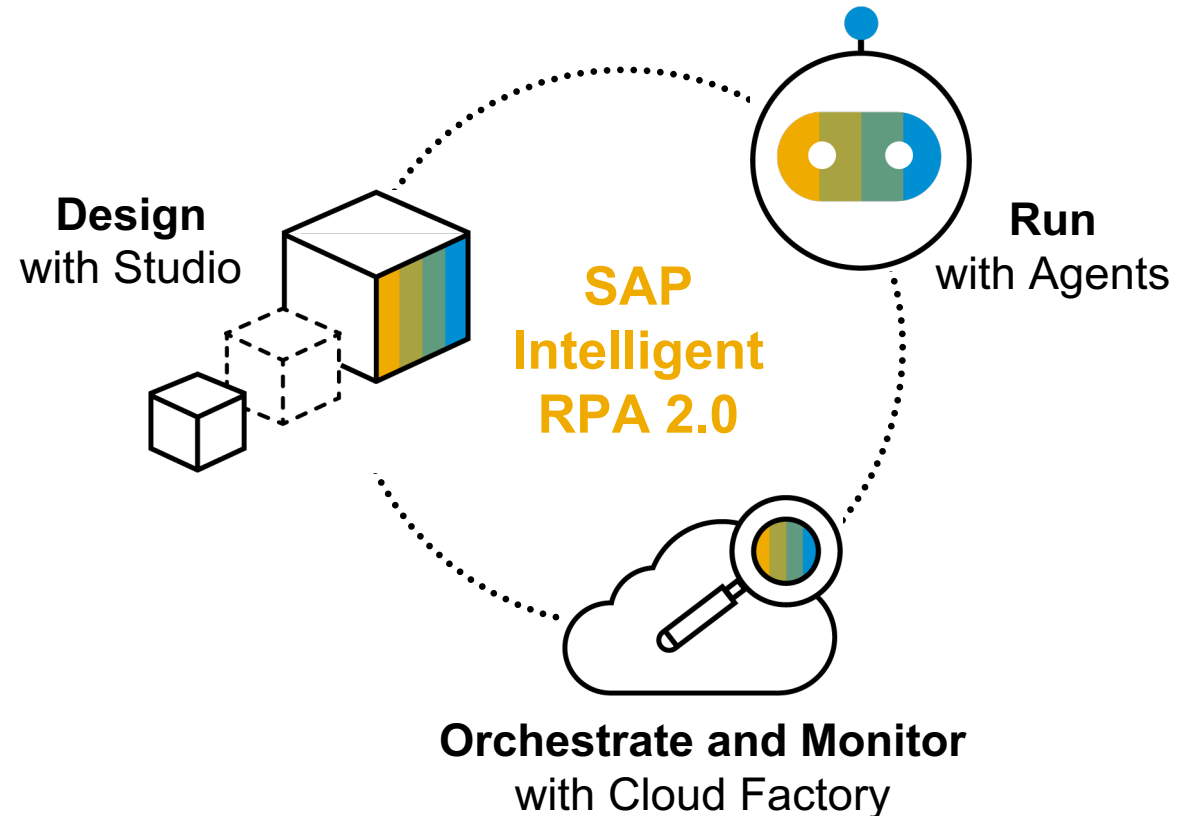
Accelerate Digital Transformation by Automating Repetitive Tasks

SAP Intelligent Robotic Process Automation (RPA)

Who Expert developers, **citizen** developers and **business process** experts

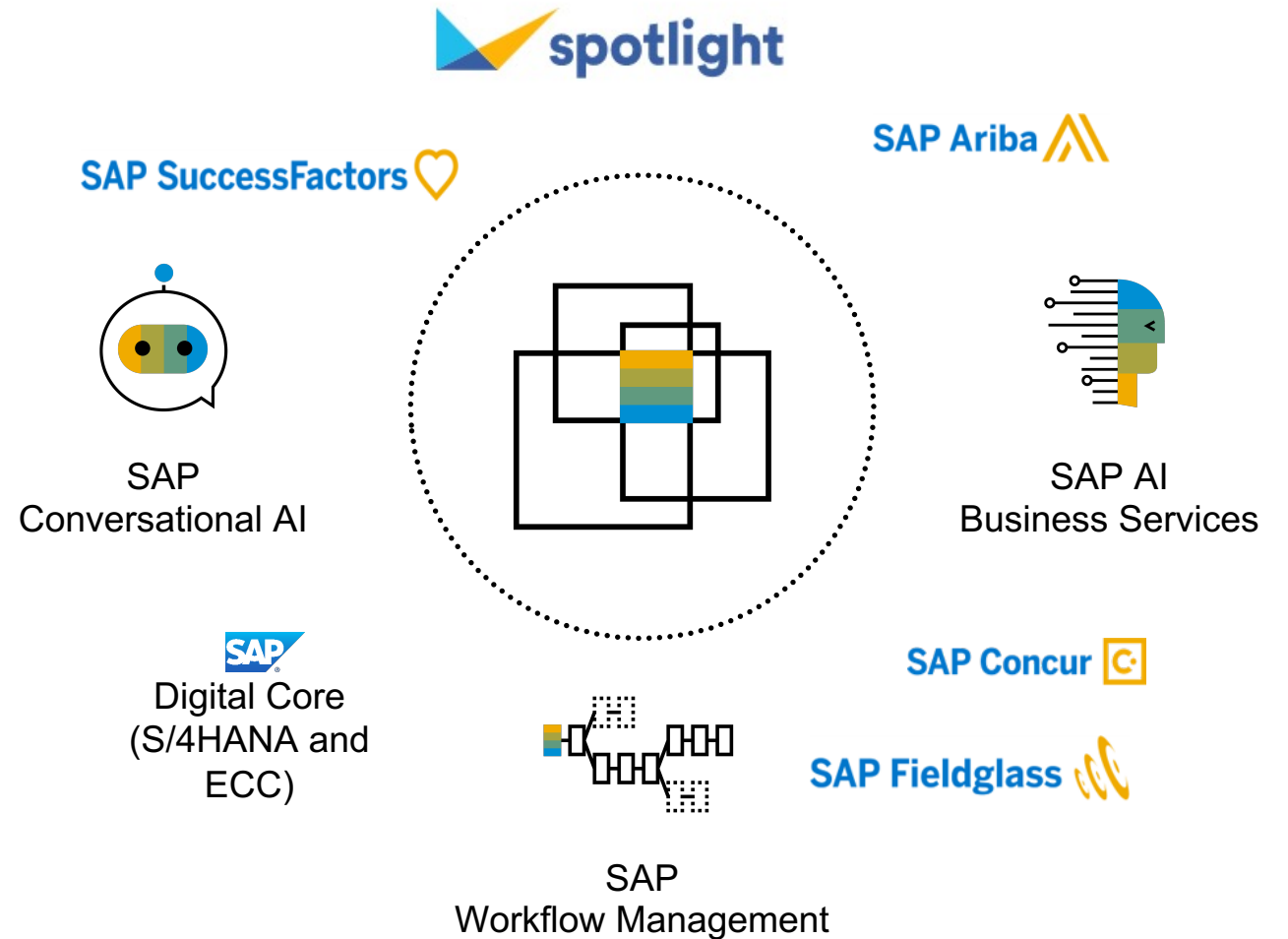
What Build bots to **augment** and **automate** human tasks across LoBs and Industries

Why **Save time, costs** and **reduce human errors** in business operations.

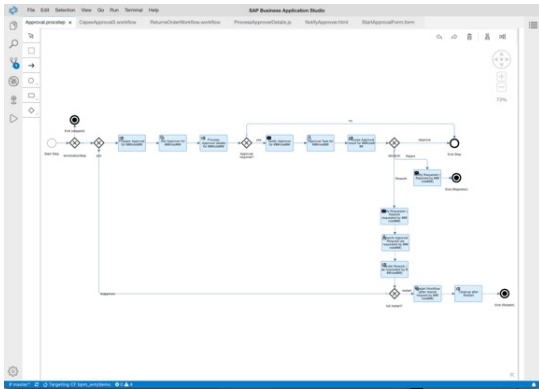


Purpose Built Integration for SAP Applications

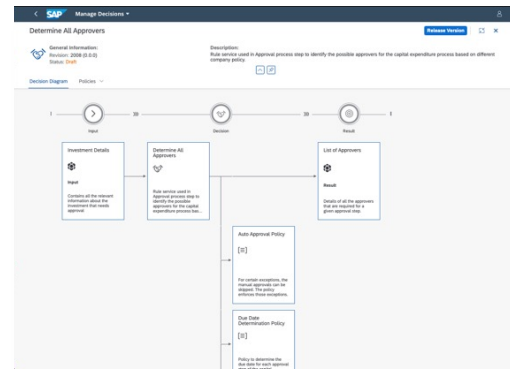
- Simplify UI integration with dedicated connectors to SAP Fiori and SAP GUI
- Automate data collection with SAP and third-party applications
- Accelerate bot development with best-in-class integration with SAP applications
- Automate processes with unstructured information using embedded AI and intelligent services
- Native Integration with SAP Workflow Management and Spotlight
- Using Machine Learning and Artificial with SAP AI Business Services and SAP Conversational AI
- Technology connectors to ensure clean application drive



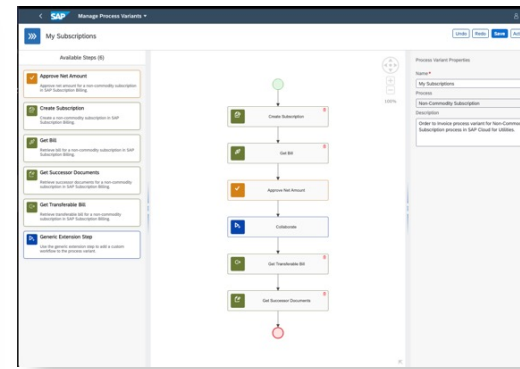
SAP WORKFLOW MANAGEMENT OVERVIEW OF KEY CAPABILITIES



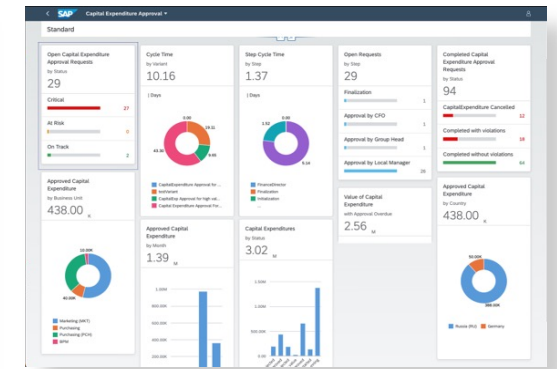
Workflow Editor (Low Code)
Application Workflow



Business Rules (Low Code)
Decision Management and Enterprise Rules Model



Process Variant (No Code)
Configuration UI for Business Experts



Process Visibility Plug & Play
Real-time Workflow Visibility with XM integration

Application developer focused workflow modeling and process automation

Integrated Business Rules Management to deploy into hybrid landscapes

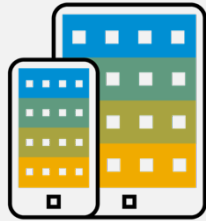
Process flexibility to configure variants of processes with pre-built content

Plug & Play Process Visibility with easy to configure dashboards and XM integration



Workflow Management is a coherent cloud service offering combining **Workflow, Business Rules, Process Visibility, Process Flexibility and Inbox (SAP Task Center)**, complemented by **pre-built content packages**

Optimize Existing Processes with SAP AI Business Services



[SAP AI Business Services](#) provide strategic machine learning capabilities that help you automate and optimize processes while enriching the customer experience. These reusable services are available on SAP Business Technology Platform.

Business document processing



Business Entity Recognition

Locates and classifies named entities in unstructured text



Document Information Extraction

Automatically extracts information from unstructured documents



Document Classification

Classifies unstructured documents



Data Attribute Recommendation

Automates creation, maintenance, and management of structured data



Invoice Object Recommendation

Recommends general ledger accounts and cost centers for invoices without order reference



Service Ticket Intelligence

Classifies and recommends tickets automatically

Available via CPEA and SAP Store

Content is Key

Predefined Bots, Live Process Content & Business Services

Deliver Outcomes Faster by Relying on Pre-built Content

SAP Intelligent Robotic Process Automation Store

Welcome to the Intelligent RPA Store

Filter By

- Beta
- Application
 - Microsoft Excel: 4
 - Microsoft Outlook: 2
 - SAP S/4HANA: 39
- Edition
 - Cloud - Essentials Edition: 35
 - Cloud - Extended Edition: 21
 - On Premise: 24
- Category
 - Accounts Management: 2
 - Development: 21
 - Financial and Logistic S...: 45
 - Procurement Managem...: 27
 - Production Operations: 31
- Line of Business
 - Asset Management: 5
 - Commerce: 5
 - Finance: 5
 - Human Resources: 5
 - IT: 7

Bot Cards:

- Activate Communication Arrangements (4JB)**: Automatically creates communication arrangements in SAP S/4HANA Cloud, essentials edition (ES).
- Automated List of Ongoing Projects, Purchase Requisitions and Purchase Orders for Terminated Employees**: Automatically fetches the projects, purchase requisitions and purchase orders associated to employees or contractors undergoing contract termination, in SAP S/4HANA Cloud essentials edition (ES).
- Automated List of Terminated Employees (w/ SAP SuccessFactors Employee Central) (4P4)**: Automated List of Terminated Employees is an unattended bot that fetches a list of employees whose contract is terminating within the time range defined, from SAP SuccessFactors Employee Central.
- Automated Project Execution for Project Based Services (4J1)**: Automates the Repetitive tasks like Create/Update of work packages, assign/unassign work items of a project in SAP S/4HANA Cloud, essentials edition (ES).
- Automated Project Staffing for Commercial Projects (52D)**: Automates project staffing by enabling mass upload of planned project roles and resources via Excel template, in SAP S/4HANA Cloud essentials edition (ES).
- Automated Update of Project Timeline (for Advanced Resource Management) (4T1)**: Updates the project and work packages duration for projects in planning. Returns a report with the availability details of staffed resources for the extended period in Advanced Resource Management (LRK) on SAP S/4HANA Cloud, essentials edition (ES).
- Automated Update of Project Timeline (for Basic Resource Management) (4R1)**
- Automated Upload of Actual Data for Statistical Key Figures (4Z7)**

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Workflow Management

Refine By

- Integration Package
- Business Rules Package
- Workflow Management Package
- Workflow Package

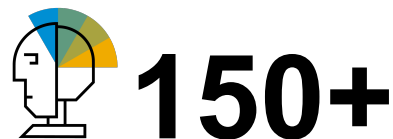
Sort By: Recently Updated

Workflow Packages:

- Purchase Requisition Header Approval and Release**: Purchase Requisition Approval at Header level by including all line items using SAP Cloud Platform Workflow Management. 4 Infects
- Non-Commodity Subscription for Utilities**: Restricted content for Non-Commodity Subscription process in SAP Cloud for Utilities. 3 Infects
- Business Partner Payment Data Change Approval**: Manage change requests for Business Partner Payment Data. 3 Infects
- Manage Invoices without Purchase Order**: Manage the posting of Invoices without Purchase Orders into SAP ERP with validations and additional approvals using SAP Cloud Platform Workflow... 3 Infects
- Purchase Requisition Approval and Release**: SAP ERP Purchase Requisition Approval at Line Item level including validation and release using SAP Cloud Platform Workflow Management. 4 Infects
- Visibility on Accounts Receivable**: Gain real-time process visibility and insight-to-action on the accounts receivables process and ensure on time collections. 1 Infects
- Visibility on Procure to Pay**: Gain real-time process visibility and insight-to-action in your procurement operations. 1 Infects
- Visibility on Accounts Payable**: Gain real-time process visibility and insight-to-action on the accounts payable process and ensure on time payments. 1 Infects
- Visibility on Order to Cash**: Gain real-time visibility and insight-to-action on your order-to-cash process to ensure on-time delivery and improve customer satisfaction. 1 Infects
- Sample Capital Expenditure Approval Process**
- Vendor Onboarding**
- Capital Expenditure Approval Process**

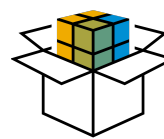
Business Services:

- SAP Data Quality Management**: This application offers cloud-based microservices for address cleansing.
- Data Attribute Recommendation**: Apply machine learning to classify data records.
- Document Information Extraction**: Use machine learning to automate your document information...
- Document Classification**: Classify business documents into user-defined categories using...
- Service Ticket Intelligence**: Classify and process incoming service requests using machine...
- SAP Translation Hub**: Translate UI texts and get suggestions for UI texts during...
- Invoice Object Recommendation**: Get recommendations of G/L accounts, CO-PA dimension values...
- Business Entity Recognition**: Detect and highlight entities in unstructured text using machine...
- Data Privacy Integration**: A reuse service that provides applications with data privacy.
- Tax Service**: Determine and calculate indirect taxes to support tax compliance.
- Advanced Compliance Reporting**: Generate and submit statutory reports that comply with governme...
- Market Rates, Bring Your Own Rates**: Upload, download, and distribute



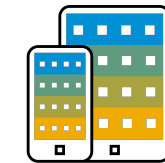
150+

Pre-built bots in [store](#)
13 LoBs | 24 Industries



30+

Workflow content [packages](#)



20

Business [services](#)

Process Example

Automation Opportunities in Order Management

BTP@Work



- Download and import Pos from websites or mail accounts
- Upload data to S/4HANA
- Extract data from structured Sources
- Extract data from unstructured sources

- Download and import credit documents from external agency websites
- Import Credit ratings
- Credit limits approvals
- Automated risk classification and limit determination

- Customer Invoice Inquiry chat
- Import bank statements
- Process digital payments
- Electronic bill presentment

- Respond to customer questions
- Create dispute cases out of customer conversations
- Internal & external Dispute creation and processing
- Processor & SLA determination
- Root cause analysis
- Approve dispute resolution
- Collaboration on disputes

- Cash Collection based on strategy
- Collect payment commitments
- Correspondence management

- Remittance Advice download from vendor portals
- Remittance advice document information extraction
- Intelligent Line-Item matching
- automated reconciliation
- posting rule execution

Rule-based engines / Workflow Management

Machine Learning

Robotics Process Automation

Sales Order Automation **with SAP S/4HANA Cloud**

Q&A

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