

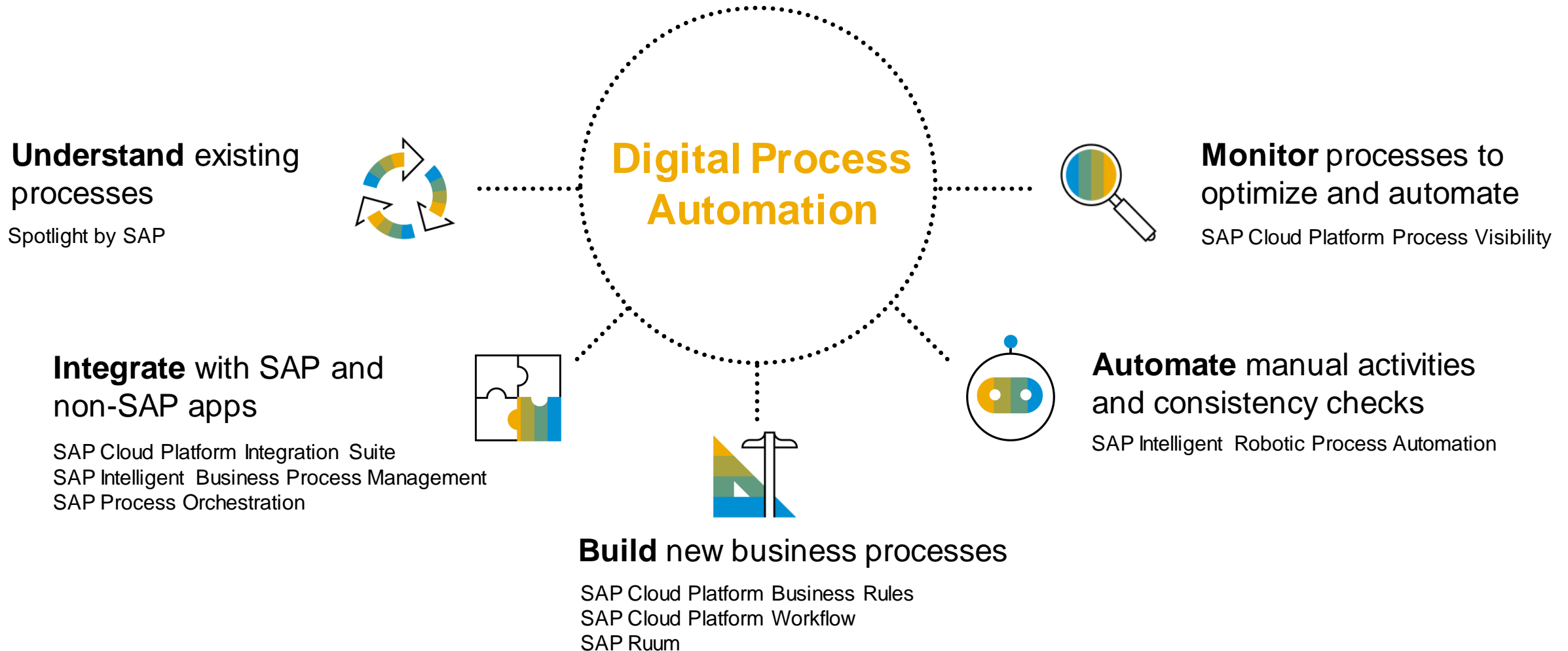


Automate Your Business Performance with **SAP Intelligent Robotic Process Automation 2.0**

SAP
January 2021

PUBLIC

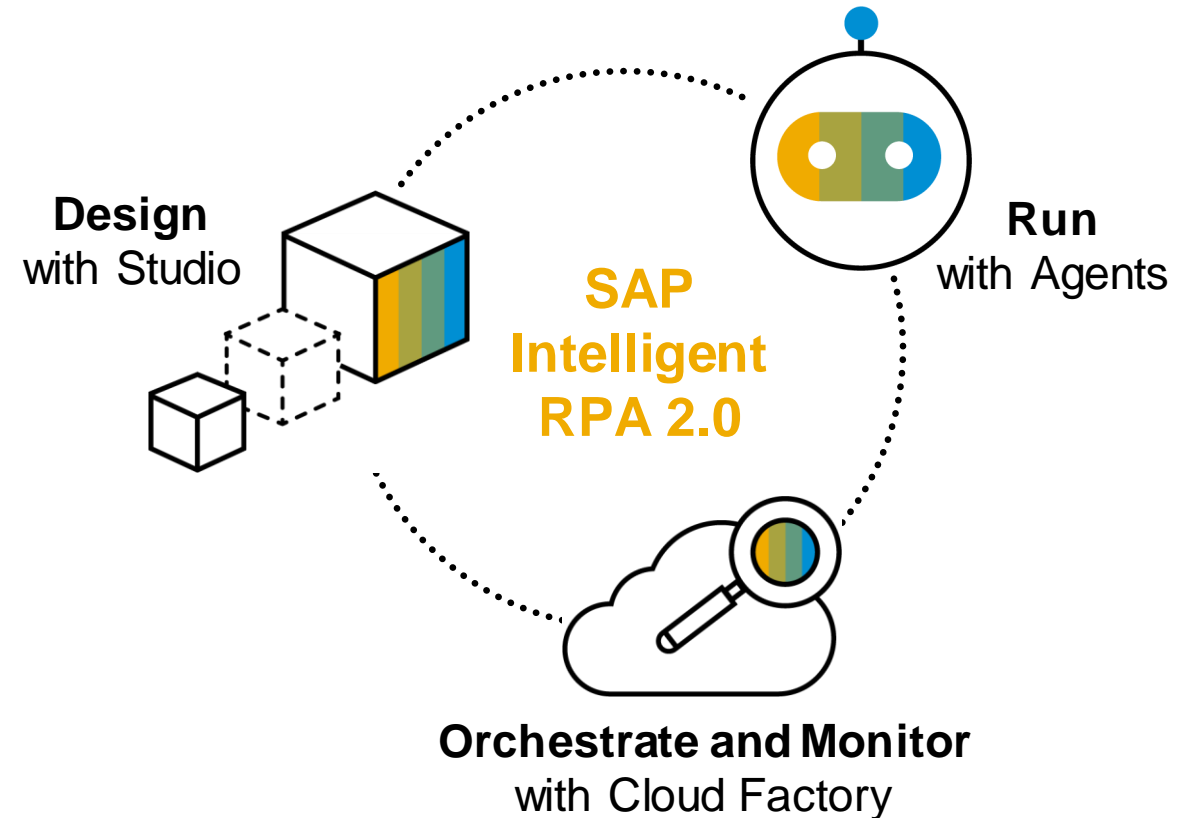
Future-Proof Your Processes with Business Technology Platform



SAP Intelligent Robotic Process Automation (RPA)

Accelerate Digital Transformation by Automating Repetitive Tasks in Business Processes

- 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.



How SAP Intelligent RPA Supports Customer's Innovation

Kanton Zürich



“Die Effizienzsteigerung beträgt dank der digitalen Unterstützung bis zu 85 Prozent.“

[Thanks to digital support, the increase in efficiency is up to 85 percent]

Economics Director, Kanton Zürich



Hewlett Packard Enterprise



“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.”

Director – SAP Basis and Middleware, HPE



Rehau



“We used SAP Intelligent RPA to automate use cases that required significant manual intervention and redundant work. This **saves us time and cuts down on human error**, and our employees are spending more time on innovative work.”

CIO, Asia Pacific Region, Rehau



- **85-90 %** estimated reduction in processing effort
- **20x** faster with ROI in <1 month
- **2 weeks** from first contact to go-live

- Implemented during COVID-19 with **100% off-site delivery**
- PoC in just **55 days**
- Deployed the full portfolio of IT use cases in **four weeks**

- Upload **1,000** financial documents, turning four days of work into a **10-minute task**
- Process **500 orders** per batch, transforming an entire day’s work into a **two-minute task**

How SAP Intelligent RPA Supports Customer's Innovation

Villeroy & Boch



“Although we’re just at the beginning of our journey with SAP Intelligent Robotic Process Automation, we are already realizing its potential to help us work more efficiently, serve customers better, and gain competitive advantage.”

Head of ERP Core Solutions, Villeroy & Boch Group



Nagarro



“SAP Intelligent RPA is an ideal extension of our state-of-the-art IT landscape because it enables us to automate and scale business processes impacting several solutions, resulting in increased efficiency and improved compliance.”

Team Leader Compliance Services, Nagarro ES



Murphy Oil



“Murphy’s advanced digital initiatives on SAP Cloud Platform are optimizing well operations. Onshore field operators can now operate with improved effectiveness and safety with touch-less mobile applications. Machine Learning, Pattern Recognition and Intelligent RPA features are helping Murphy business operate effectively and efficiently.”

Director SAP & Enterprise Applications



- **10 digital assistants**, carrying out simple automated tasks in accounts, purchasing, and customer services
- First SAP customer worldwide to go live with an intelligent bot that uses both **SAP Intelligent RPA and SAP AI Business Services**
- **6,000 documents** checked, classified, and processed each year using one AI bot

- **10 hours** per month saved on average by automatically creating users
- **45 minutes** less needed for process execution

- Upload **1,000** financial documents, turning four days of work into a **10-minute task**
- Process **500 orders** per batch, transforming an entire day’s work into a **two-minute task**

How SAP Intelligent RPA Supports Customer's Innovation

Zuellig Pharma



“We launched internal people management enablement with source code developed by SAP Intelligent RPA specifically for our COVID-19 crisis response.”

Head of SAP and IT Solutions,
Zuellig Pharma Holdings Pte. Ltd.



Daewoong Pharmaceutical



“[...] Today, we are responding to the new challenges of Industry 4.0 by integrating agile and modern SAP technology.”

Director of Global SCM Innovation,
Daewoong Pharmaceutical Co., Ltd.



Wanhua Chemical



“With the success of the proof of concept for SAP Intelligent RPA integrated with SAP solutions for financial management demonstrating how we can drastically reduce manual tasks in our finance operations [...]”

CIO, Wanhua Chemical Group Co Ltd



- Enable more orders to be placed each day **24x7**, without lag due to vacations or time off
- Read **invoice PDFs** using RPA and OCR and then process it in SAP solutions for and **end-to-end process** that spans receipt to payment

- Savings of **5,720 person-hours** by launching 22 projects with SAP Intelligent Robotic Process Automation to download external open-market order information and create sales orders

- Reshaped business processes and financial reporting
- Systematized time-consuming manual activities by five bots supporting error-free processes and **reducing 12 manual steps to 2 steps**

How SAP Intelligent RPA Supports SAP's Innovation

Financial Closing



“SAP Intelligent RPA is a robust tool that fills the automation gaps in our processes [...]. It offers us flexibility and scalability that brings us closer to our continuous accounting vision.”

Dorothee Hofstetter,
Global Record-to-Report Process Manager, SAP SE



- **120 subsidiaries** leveraging SAP Intelligent RPA every month
- Up to **4x faster processing** of financial closing tasks

HR



“Thanks to scalable, faster, and more accurate creation of employee offer letters [...], we can meet service-level agreements even during periods of peak activity while improving the hiring experience.”

Liang Sun, HR Services Consultant, SAP Services s.r.o.



- Process offer letters **eight times faster** and with fewer quality checks, helping to meet service-level agreements
- **Shift the focus** of HR Services staff from performing repetitive tasks to solving more complex queries in person

Master Data Management



“SAP Intelligent RPA helps me collect data from different sources quickly, which helps me make informed decisions about data change requests. I can be sure I'm getting high-quality data quickly – right when I need it”

Data Expert, SAP SE



- **33% faster** account creation process
- **~2,000 hours** per year **saved** for shared-services staff

Introducing the Future of Automation – SAP Intelligent RPA 2.0



Product End to End Demo



SAP Intelligent Robotic Process Automation 2.0 End to End Demo

THE BEST RUN 

SAP Intelligent RPA 2.0 Customer Experience



"Great job, we saw and experienced many steps that have become much easier during the robot creation process. Just the emails alone saves a lot of time and places that functionality in the hands of the Citizen user and no longer dependent on experienced developers."

The look and feel, and the user experience was really great and I can only see the product getting richer with additional features like the recorder."

Balbir Singh Dhillon,
Associate Director Intelligent Solutions, Zuellig Pharma



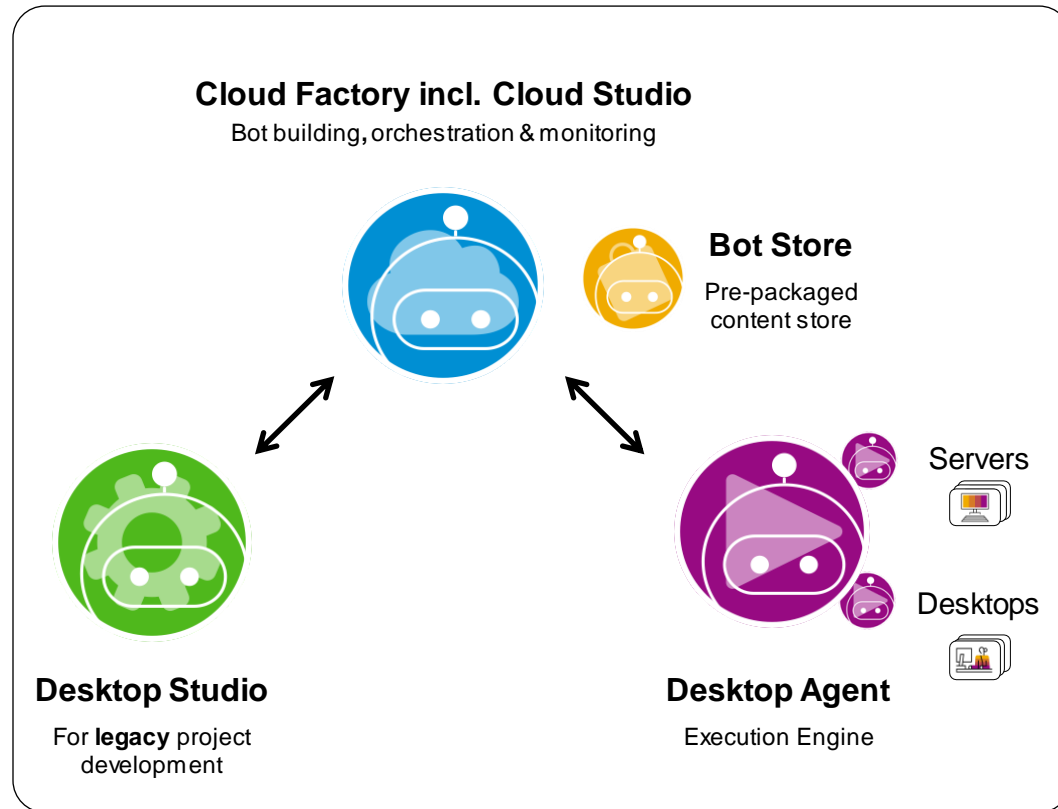
"Intuitive user experience with the new Cloud Studio, great to see features like automated data type generation in Excel and find all the functions from the Desktop Studio now as activities for easy use with drag & drop."

Dr Daniel Neuhäuser,
Head of ERP Core Solutions, Villeroy & Boch



Solution Overview

SAP Intelligent RPA



Interaction
via UIs and
APIs



— SAP Applications — — Non-SAP Applications —

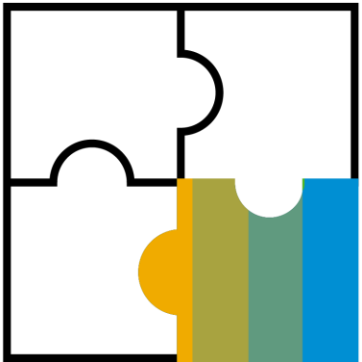
- Digital Core
- Pre-defined content for SAP S/4HANA and ECC
- SAP C/4HANA
- SAP SuccessFactors
- SAP Ariba
- SAP Concur
- SAP Fieldglass
- Intelligent Technologies

- Third-party tools
- Legacy applications
- Web applications
- Internet portals

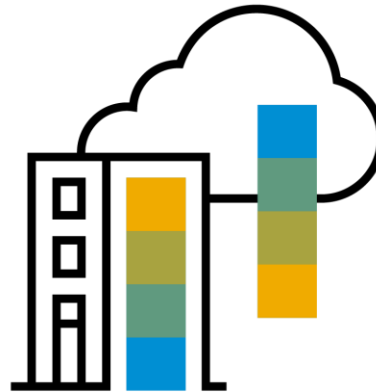
How SAP Intelligent RPA Is Different

Enabling Your Journey to Hyperautomation

Purpose-Built Integration for SAP Applications



Low-Code/No-Code User Experience

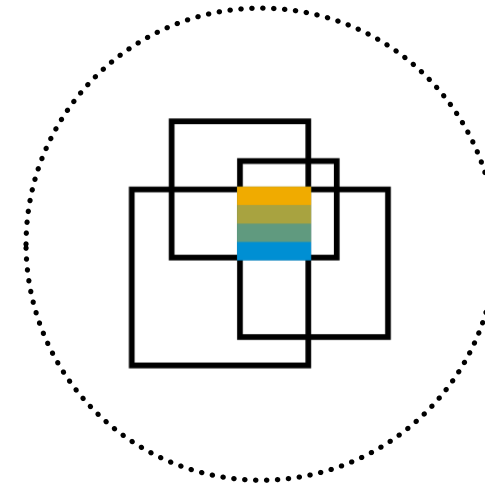


Quick-Start Enablement



Purpose Built Integration for SAP Applications

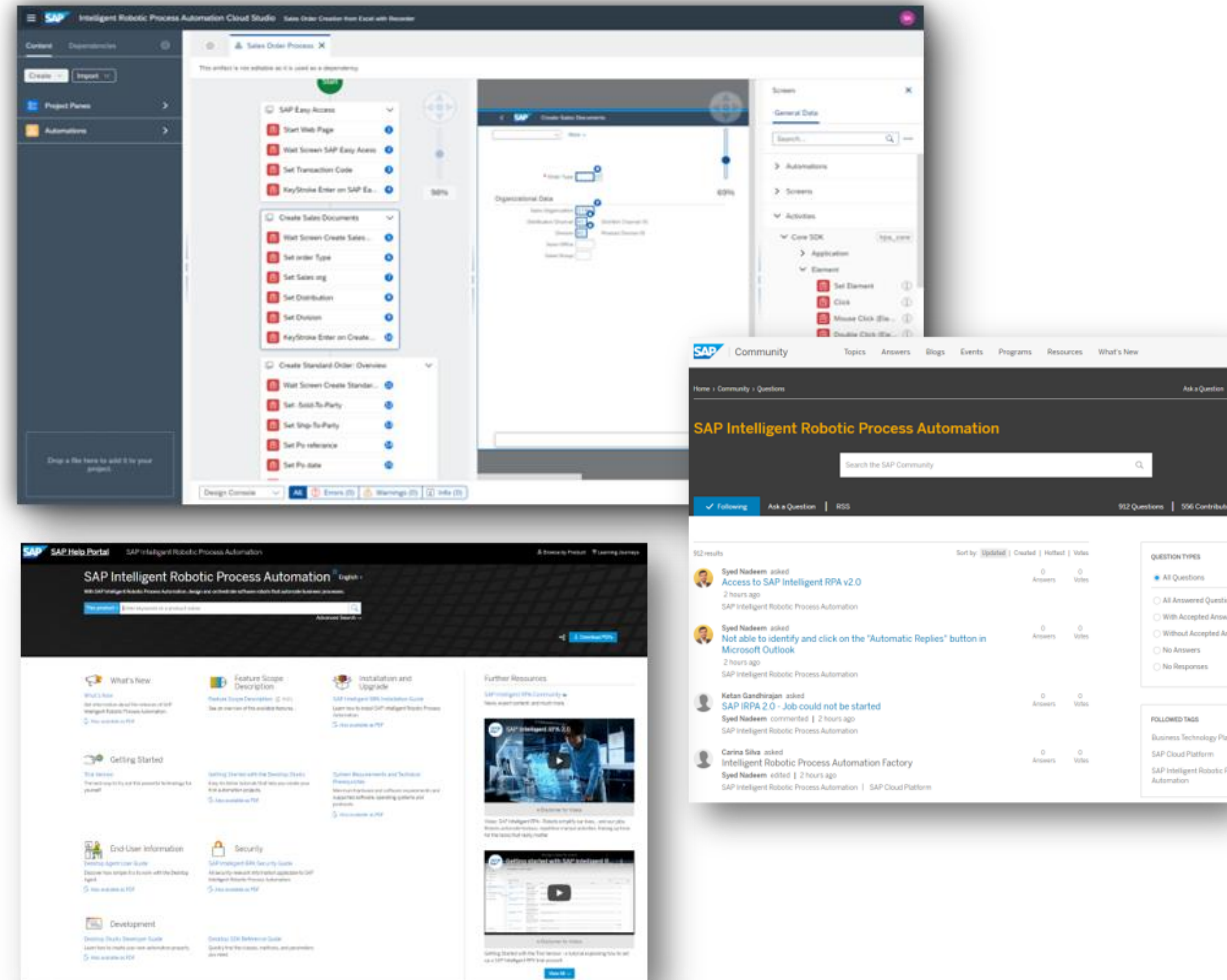
- Simplify UI integration with dedicated connectors to SAP Fiori and SAP GUI
- Automate data collection with SAP and third-party applications
- Accelerate bot development with best-in-class integration with SAP applications
- Automate processes with unstructured information using embedded AI and intelligent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



Low Code/No Code User Experience

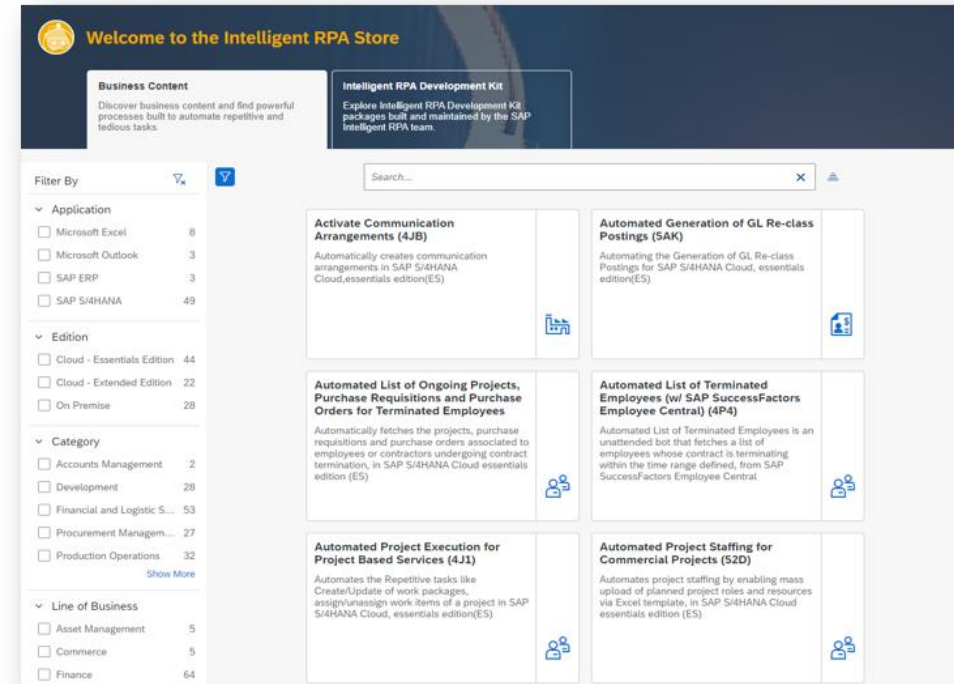
Simple browser-based bot building experience for citizen developers:

- Drag and drop editor
- Workflow builder
- No-code experience for simple use cases
- Event-based capture for bot building
- Low-code experience with JavaScript
- State-of-the-art debugger
- Intuitive documentation and active developer community



Quick Start Enablement

- Browse the SAP Intelligent RPA Store
 - Bot templates for SAP S/4HANA and ECC
 - Cross-LoB content/SAP-best practices as pre-packaged bots
- Growing partner ecosystem and offerings
- Attended/unattended modes
- Bundled offerings with SAP's core portfolio of products



Criteria for Selecting Processes for Automating with RPA

Manual & Repetitive



Consolidate and manipulate data from multiple data sources, e.g. MS Excel, vendor portal, SAP systems

High Volume



Handling process steps hundreds of times a day, like copy & paste e.g. data migrations, approvals

Multiple Systems



Access multiple applications during process execution, e.g. web application, ERP, non-SAP systems

Lead to Cash

Capital Expenditure Approvals

Invoice Approvals

Account Opening

Hire to Retire

Relocation

Visa Permits

HR Employee Self Services

Managing Contingent Workers

Design to Operate

Master Data Record Update

Document Approval

Lead Generation Workflows

Source to Pay

Return Order Process

Incident Management

Procurement Data Collection

How SAP Intelligent RPA Delivers Strategic Business Value

Allow parallelization and immediate scalability

Introduce new technology



Reinforce compliance

Accelerate digital transformation



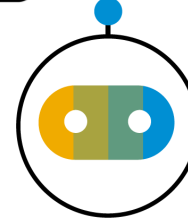
Improve operations



Increase service quality



Generate savings

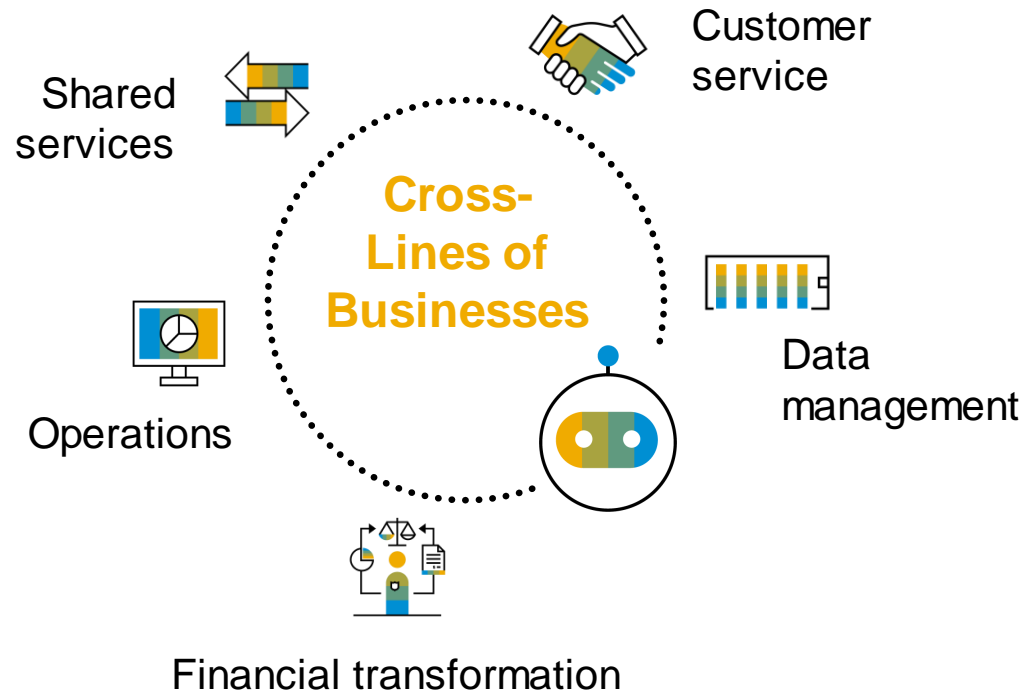


Reduce human errors

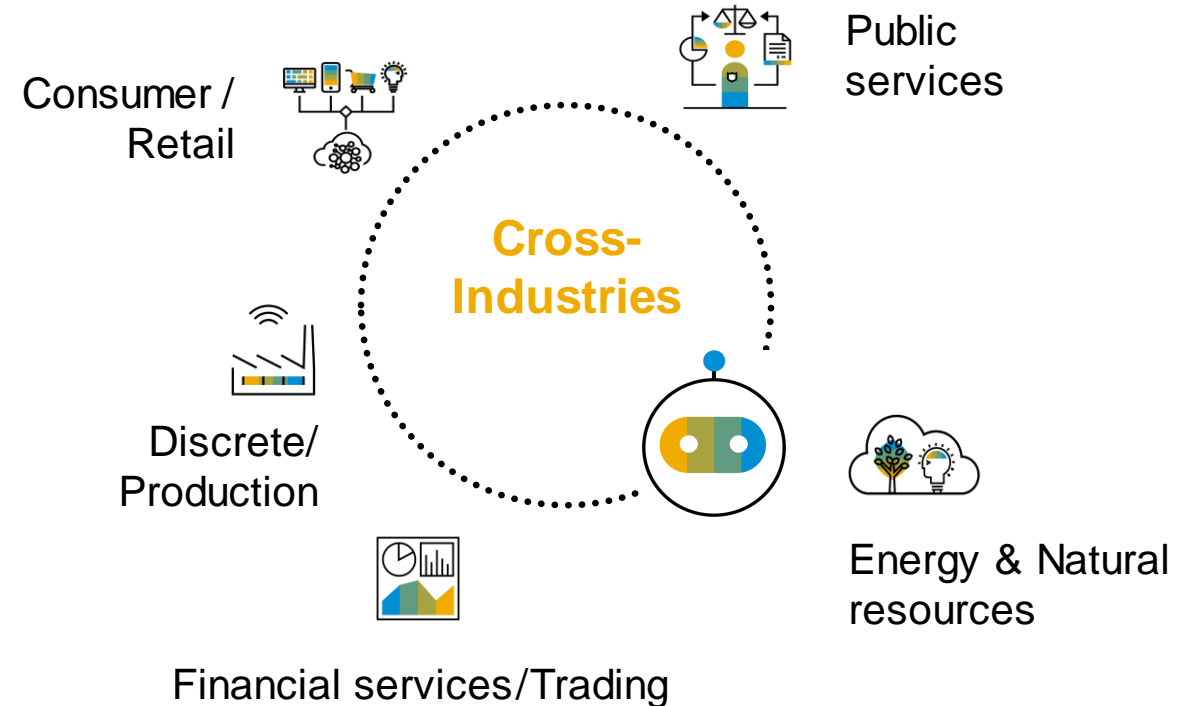


Improve the user satisfaction and pride

Where SAP Intelligent RPA Creates Business Value



→ Use Case Discovery



→ Industry Use Cases

Streamline Your IT-Centric BPM and Automation Initiatives

Enter the Era of Hyperautomation

Current Challenges

- IT-driven initiatives/programs
- Fragmented solution space and limited integration between BPM, RPA, chatbots and collaboration tools, etc.
- Developer-oriented expert tools and siloed business user tools
- Lack of intelligence
- Heavy-weight dev, test & deployment processes leading to long time-to-production



Digital Process Automation

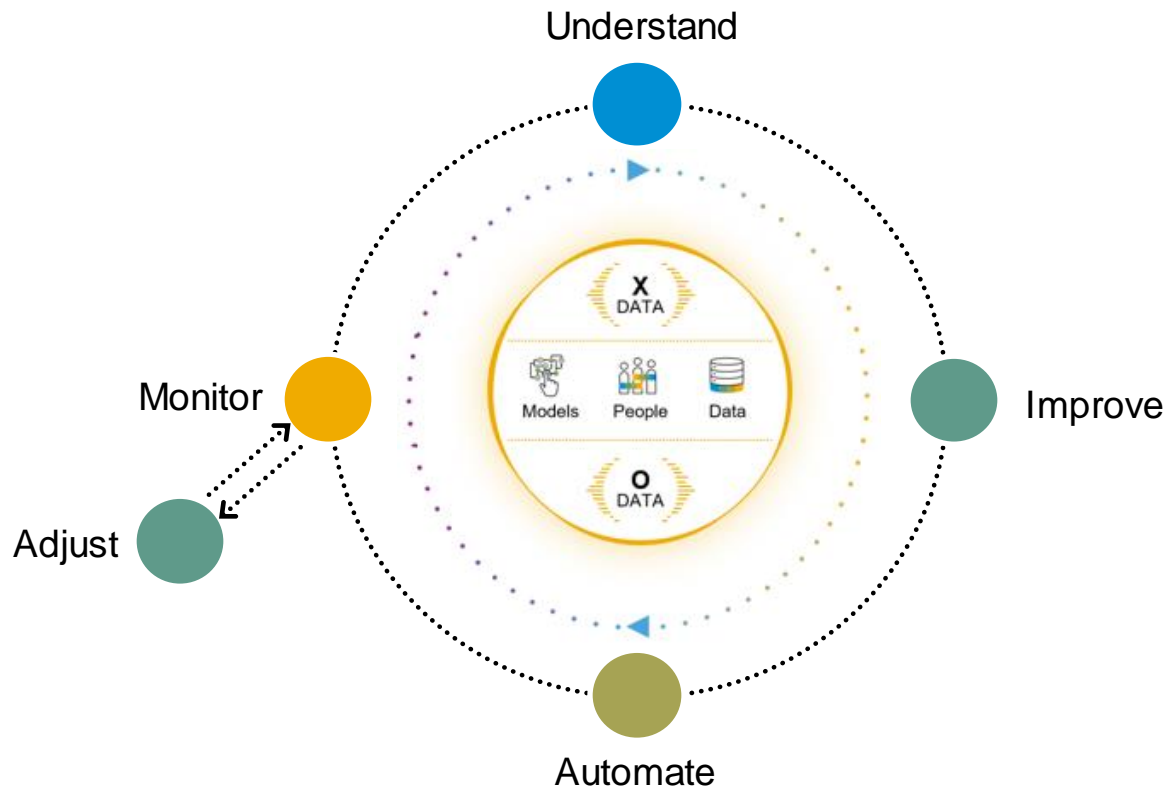
- Democratize tool access with low-code/no-code solutions for Citizen Developers
- Seamless integration for BPM, RPA, conversational AI and collaboration tools
- New end-to-end scenarios enabled by pre-packaged content (bots, live packages)
- Advanced intelligence by leveraging machine learning services
- Fast and cost-effective implementation and deployment



⏟
Accelerate further with pre-built content

Digital Process Automation as Catalyst for the Intelligent Enterprise

Digital Process Automation Phases



SAP Intelligent Robotic Process Automation as Key Value Driver

- The best integrated RPA solution for automating SAP applications
- Stable and efficient RPA, reducing implementation time and maintenance efforts
- Expanding AI presence by embedding it in RPA core

Innovations on the SAP Intelligent RPA Roadmap



Cloud Studio: SAP and third-party API integration with no-code activities

- Native integration and embedding – SAP and third party
- Ready-made content via store and marketplace



Run enterprise-grade automations at scale

- Cloud-based runtime for automation of SaaS/web apps
- Automated factory management



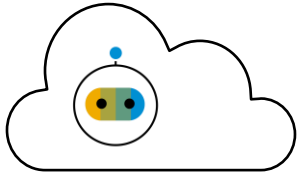
AI and ML infusion

- Handsfree document processing
- Control bots with natural language processing

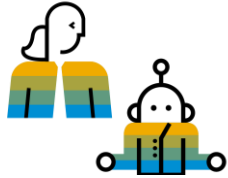


For details see the [Official Product Roadmap](#)

Key Take-Aways



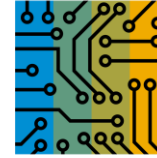
On-premise
execution with **cloud-**
based management



Attended
and
unattended



Very **fast** execution,
8–20x faster according
to challenges



Ability to run in
background
and **parallel**



Native with
remote desktops
(Citrix/RDP)



Seamless integration
with **SAP Cloud**
Platform offering



Integrated within
SAP ecosystem



Pre-packaged content
and **bot store**



JavaScript-powered
low-code approach



Lean
pricing

Five Reasons to Choose SAP Intelligent RPA for Your Digital Process Automation

1

Streamline digital process automation with your current heterogenous IT landscape –

automate ANY underlying applications, best in class capabilities for SAP stack

2

Business user friendly

approach for scaling and industrializing automation with low-code/no-code Cloud-based Design Studio

3

Make Artificial Intelligence infusion

real among your enterprises by complementing software bots with cognitive skills from SAP or ANY intelligent services

4

Enable remote working with monitorable software bots working as digital assistants or digital workers, orchestrated in cloud

5

Quick return on investment (ROI), no capital expenditure (CAPEX), quick to implement – value generation in weeks, flexible commercial options (subscription, CPEA)

Get Started

Exchange and share knowledge

[SAP Community](#) | [Q&A](#) | [Blogs](#) | [Community Calls](#)

Learn more

sap.com/rpa

Try for free

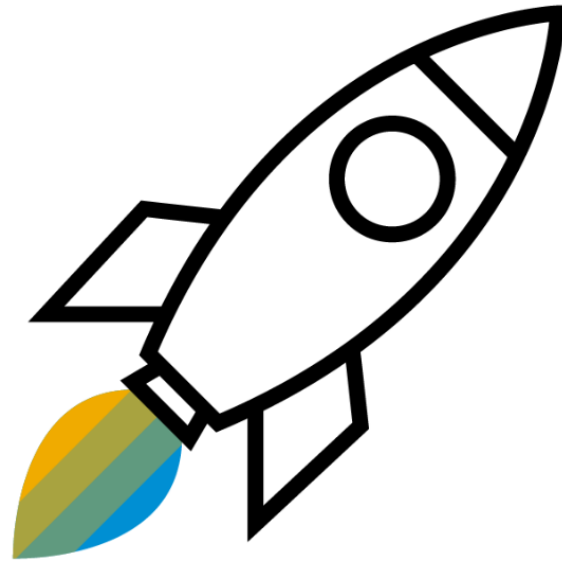
[SAP Intelligent RPA-Trial](#)

Find FREE prebuilt bots

[SAP Intelligent RPA Bot Store](#)

SAP Intelligent RPA courses

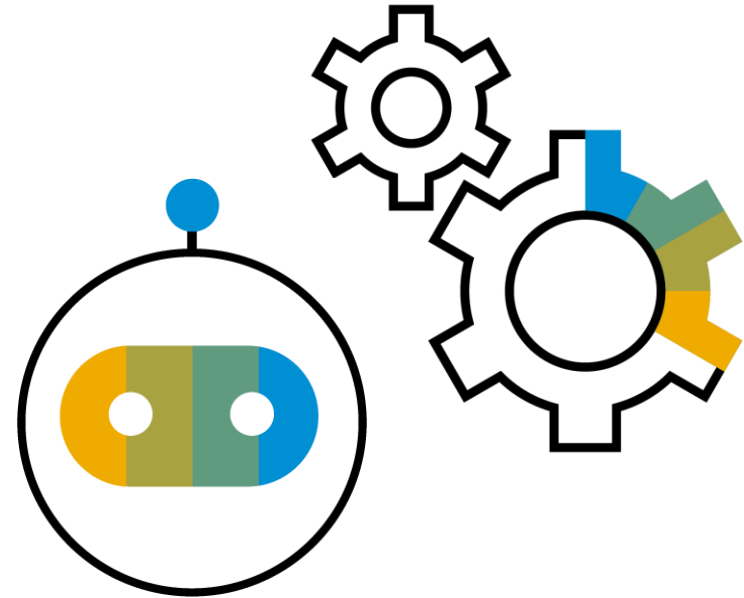
[On openSAP.com](https://openSAP.com)



Thank you.

Questions?

Send a mail to rpa@sap.com



Appendix

Example: Invoice-to-Cash Automation

ROI Calculation

Accounts Receivable teams have daily operational-related activities which involves accurately recording financial transactions, monitor cash inflow and ensure faster dispute resolution. The invoice-to-cash E2E process involves checking emails, invoice-matching, -clearing, and dispute handling.

This is a time-consuming and repetitive activity:

- **200 payments per day** need to be made
- **2.4 minutes to process** a payment
- Engaged for on a yearly basis

Business case in figures

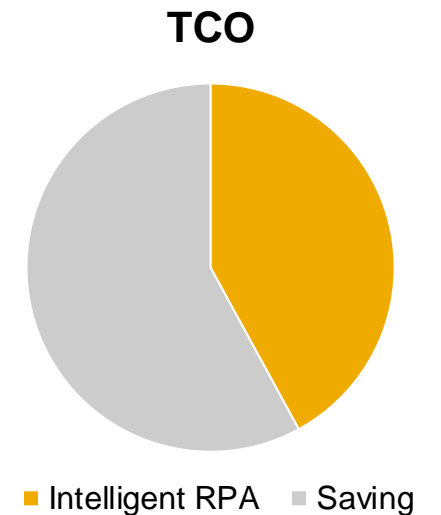
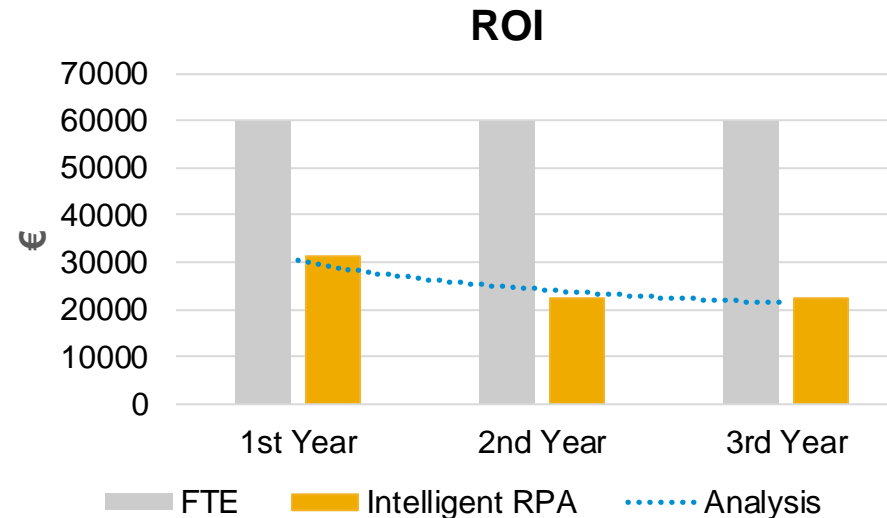
	Volume per year	Average Holding Time in minutes
Task automate	48,000	2.4

Automation Implementation

Number of days	14
Average Daily rate	640 €

Operation

FTE cost per year	60,000 €
Working hours per day	8
Working days per year	240



SAP Quick Start Service for Intelligent Robotic Process Automation

The SAP Quick Start Service aims to achieve technical and functional readiness for intelligent RPA based on a defined, high-value use case. It provides fast time to value, with a standardized, proven approach to create a baseline for large scale product deployments.

Business needs

- Discover the potential of SAP Intelligent Robotic Process Automation technology.
- Guide and transform user interaction by cross system automation of low value, tedious and error prone tasks.
- Leverage intelligent machine learning technologies like form recognition to simplify user interaction even more.
- Set the foundation for productive large-scale deployments.

Delivery approach

The service has the following key phases:

- Explore & Prepare → Shape the use case/goals and design automated process.
- Realize → Implement, configure and test automated process.
- Deploy → Proof for functional readiness and go-live of automated process.
- Depending on use case complexity, the service is offered in three t-shirt sizes.

Value and benefits

- You will experience the SAP Intelligent RPA product capabilities by implementing a real-life scenario.
- You can measure achievement of business goals and plan further deployment of SAP Intelligent RPA solutions in a live-environment of your company.



Our Quick Start Service Approach: Start with a Viable Use Case & Scale

Pre-assessment of technical feasibility

Explore & Prepare



- Service delivery preparation
- Explore business process and define success criteria
- Customer project team enablement
- Solution design workshop for automated process in scope
- Set-up of development environment and creation of initial backlog
- Explore business process and specify requirements

Realize



- Build process content and configure cloud factory
- Key user enablement
- Solution functional test and documentation of test results
- Define applications, pages, items workflows in Desktop/Cloud Studio

Deploy



- Customer acceptance test
- Support of deployment to selected user
- Support go-live planning and communication of solution launch
- Selective monitoring and bug fixing
- Presentation of results and handover of deliverables
- Deploy, monitor and orchestrate bots in Cloud Factory

Kick-off

Use case defined

Go-live

Scale

4-8 weeks

Involvement as indication

50 % SAP involvement
50 % Customer involvement

80 % SAP involvement
20 % Customer involvement

50 % SAP involvement
50 % Customer involvement