

2022 Research Agenda

The DART™ Methodology

SAPinsider has rewritten the rules of research to provide demonstrable insights from its fact-based approach. The DART methodology serves as the very foundation on which SAPinsider educates end users to act, creates market awareness, drives demand, empowers sales forces, and validates return on investments. It's no wonder that organizations worldwide turn to SAPinsider for research with results. The **DART** methodology provides actionable insights including:

Drivers – These are macro level events that are impacting an organization. They can be both external and internal and require the implementation of strategic plans, people, processes and systems.

Actions – These are strategies that companies can implement to address the drivers impact on the business. These are the integration of people, process and technology. They should be business first but fully leverage technology enabled solutions to be relevant for our focus.

Requirements – These are business and process level requirements to support the strategies. These tend to be end-to-end for a business process.

Technology – There are technology and systems related requirements that enable the business requirements and support the overall strategies that the company is taking, they must consider the current technology architecture and provide for the adoption of new and innovative technology enabled capabilities.

How SAPinsiders Participate in the Research

The SAPinsider research process is an invitation-only quantitative survey and a qualitative interview-based methodology that is focused on the voice of the more than 450,000 global SAPinsider community members. During the course of a year, we survey and interview several thousand SAPinsiders and synthesize their insights. This peer best practices-led benchmarking research process extracts intricate knowledge of SAP and related ecosystem solutions, migration paths, roadmap and other insights in relation to the business drivers, strategic actions and requirements of end users. The ultimate objective of our research is to enable SAP users adopt and upgrade technology efficiently, based on sound decisions, performance parameters and business value.

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JANUARY

Automation in Finance

Organizations targeting end-to-end visibility require automation across core finance functions as part of an overall financial transformation that translates daily business activity into real-time insights. In this report, SAPinsider will deliver an update on the implementation of automation tools and maturity of automation strategies within core financial management functions. This SAPinsider report will benchmark the trends and progress of SAP customers in automating processes, identify the tools they use and plan to use, and highlight the challenges and benefits of financial process automation. Finally, this research will investigate the future of automation in finance.

Transformation in the Enterprise

While some organizations are already well advanced with their overall business transformation, true business transformation is more than just moving workloads to the cloud. Features in RISE with SAP are helping accelerate or jump start that deeper business transformation for those who may not have already started. But it is important to gain an understanding of what business transformation is before it can be properly implemented. This research will examine whether organizations are going through a digital or business transformation, what that transformation means to them, how far they have reached, what workloads they may be transforming, and what infrastructure they are using to support that transformation.

FEBRUARY

Applying AI and Machine Learning to SAP-Driven Processes

We have entered the age of Artificial Intelligence (AI) and Machine Learning (ML). Technology has taken a massive leap in the last decade and is expected to take another exponential step in this coming decade, leading to rapid advances in the discipline of data science. Data science practices introduced the world of business to the significant impact AI and ML tools. This report will examine where SAPinsiders are in their AI and ML journeys, what pain points they plan to alleviate leveraging AI and ML, and what is their roadmap to build AI and ML enabled capabilities within their organization.

Application Development for SAP

SAPinsiders have traditionally used ABAP as their core development language for customizing and enhancing SAP applications. But with organizations now accelerating their adoption of cloud-based technologies, there are many low-code and no-code alternatives alongside more traditional programming languages. Although SAP has made significant efforts to focus more on the developers that are key part of their ecosystem, it can be difficult for SAPinsiders to understand where they should focus their teams' skills and education to have the most impact on technologies they may only just be adopting. This research will explore where organizations are focusing their development efforts, what types of tools they are investing in terms of both education and capabilities, and what their plans are for the future.

MARCH

Cybersecurity Threats to SAP Systems

Cybersecurity has become an increasingly important topic over the past year, particularly as SAP systems become a central point of business and financial truth within the organization and are more desirable as targets. With growing numbers of businesses being hit by ransomware or supply chain attacks, or a combination of both, understanding the nature of threats to SAP systems and what organizations can do to protect themselves is critical. This report will determine the most important factors driving organizations to protect their SAP systems, the tools that they are using to secure them from both external and internal exploits, and the strategies that they are taking to ensure the data in their SAP systems is secure.

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APRIL

SAP S/4HANA Finance and Central Finance State of the Market

Multinational organizations are increasingly selecting SAP S/4HANA Central Finance as the primary technology to launch their digital transformation journey. The Universal Journal can deliver near-term ROI for CFOs to validate the long-term vision for the financial system of the future. SAP S/4HANA Central Finance provides CIOs the flexibility to proceed with greenfield, brownfield deployment and standardize highly customized and complex systems at their own pace. In this report, SAPinsider will highlight the different ways SAP customers are handling financial data and closing processes, while updating performance of implementation strategies against benchmark data.

Data Management/Strategies and SAP HANA

With the expected explosion in data due to 5G technology SAP professionals are increasingly looking for new data management models for the storage, migration, management, protection, transformation, and processing of data ranging from transactional to analytical and unstructured. Balancing the risks, compliance needs, and costs of data management in multiple venues including the cloud while also providing reliable, secure data to the organization is increasingly important to the business. This research will examine the approaches and the technologies SAPinsiders are taking for data.

Process Automation and SAP S/4HANA

Efficient business processes are the lifeblood of any organization. The opportunity to leverage intelligent technologies such as artificial intelligence, machine learning, and various forms of robotic process automation are abundant today, but organizations need to carefully select the right technologies and solutions for their business culture, skillsets, and existing solutions. This benchmark report revisits where SAPinsiders are on the maturity curve when it comes to process automation across core functional areas. The research will explore key technology investments and help customers navigate the challenges of automating processes between divisions and organizations.

MAY

SAPinsider State of The Market

This comprehensive benchmark report examines the top priorities, investments, and projects SAPinsider companies are undertaking in 2022. Learn where SAP customers are when it comes to SAP S/4HANA and Cloud Adoption. Find out how the recent economic disruption is impacting future SAP projects. Learn which skills customers are investing in and how their SAP support organizations are planning to evolve in 2022. Understand the top investment priority areas and the roadmaps for those areas for the SAPinsider community.

SAP S/4HANA Migration Benchmark Report

Over the last three years, SAPinsider research has showed a steady increase in those who have already adopted SAP S/4HANA. However, SAPinsider 2021 research on this topic showed an increase for the first time in three years in those who indicated that they currently have no plans to make the move. These customers have used the extension of mainstream maintenance provided by SAP to put off a long-term, expensive project. This state of the market report will determine where the SAPinsider community currently stands with their plans to move to SAP S/4HANA, and whether those that delayed their plans are starting to re-evaluate that decision. The research will look at the data behind these findings, as well as the transition strategies of the survey respondents.

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GRC: State of the Market 2022

Governance, risk, and compliance is becoming increasingly important as companies move to new technologies, many of which are in the cloud. This report will revisit our 2021 benchmark to determine what has changed for companies in the past year regarding GRC. The research will explore what is now driving their GRC strategies, how and why their GRC actions expectations may be changing, and the trend of GRC technology adoption.

JUNE

Cash Management and Cash Visibility

Exponential transaction growth across mobile and digital channels, coupled with supply/demand shocks and business disruptions, provide the catalysts for SAPinsider member organizations to modernize cash management operations. For business leaders, transparency and accuracy across cash flow activities are critical to generating on-demand insights that detail the proper health of your organization. As a result, Finance and IT teams are rethinking end-to-end core business processes (O2C, Q2C, P2P, S2P). In addition, how to optimize the finance functions and workflows that support them (invoicing, payments, AR/AP, bank connectivity) to improve real-time cash visibility. This report will examine the cash, treasury, billing/revenue management strategies of our SAPinsider finance community and benchmark the utilization trends and process shifts across SAP ERP, SAP partner, and third-party solutions, tools, and services.

Cloud and SAP S/4HANA DevOps

With SAP accelerating the pace of change and cloud enabling rapid deployments, SAP customers are acclimatizing their teams and processes to deliver rapid updates and implementations. Methodologies like Agile and DevOps have been slowly percolating through non-SAP systems, but with SAP S/4HANA, more SAP teams are experimenting with these methodologies. This report will investigate the true state of new deployment methodologies, the cultural and process shifts, the challenges, and the outcomes. It will look at the impact of overall company culture and the maturity of digital transformation on these processes too.

JULY

Deployment Approaches for SAP S/4HANA

Over the past three years SAPinsider has tracked how organizations are deploying SAP S/4HANA. While those who have already adopted the solution were more likely to be driven by a business need to transform and update processes combined with having increased flexibility and scalability in supporting infrastructure, the upcoming end of maintenance of existing ERP systems remains the primary driver for those who are still evaluating the solution. This SAPinsider report will examine what deployment models organizations are looking to use, how those are changing from what previous research has shown, and what impact offerings like RISE with SAP are having on deployment strategy and choices.

Supply Chain Planning in the Cloud

Supply chain complexities and disruptions today require not only real-time visibility but also end-to-end visibility into every corner of your global supply chain footprint. Add to this the imperative to plan and execute in near-real time as well and limitations of certain on-premise data and analytics infrastructure come to limelight. To address the feature requirements of planning tools for the new age supply chains, many providers and end-users are looking at the cloud. The ability to integrate with edge solutions, collect, analyze and plan in near-real time, becomes much more feasible and scalable in a cloud-based tool and/or infrastructure. This research report explores that trend and evaluates where SAPinsiders are in their journey.

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AUGUST

Integration in the Hyper-Connected Landscape

For the last two years, SAPinsider has been tracking the requirements, challenges, and best practices of integrating SAP ERP with other SAP and non-SAP applications, both on the cloud and on premise. Past research has proven the increase in the quantity and complexity of integration. Several new technologies and tools are being deployed to solve this challenge and new governance models and processes are being tested. This research will continue to examine these trends and understand how SAP customers are solving this challenge and how new technologies are being deployed.

Tax Management State of the Market 2022

The need for compliance is becoming increasingly important as governments adopt a more robust approach to taxation. Revenue authorities across all regions continue to step up enforcement capabilities, amid more robust e-filing and e-invoicing requirements in support of an expanding indirect tax environment. Greater compliance with these laws adds complexity to a rapidly changing business landscape. This complexity puts pressure on CFOs and tax professionals tasked with providing real-time tax calculations and reporting insights across organizations. In this follow-up to our 2021 Trends in Tax report, we will examine what is driving tax automation and tax management best practices for our SAPinsider community, as well as best-in-class organizations.

Process Intelligence State of The Market

With the proliferation of digitalization of processes and increased adoption of Robotics Process Automation (RPA), the amount of data being generated and captured by business processes has increased exponentially. Data is valuable only when it is leveraged effectively. This is where Business Process Intelligence (BPI) comes into picture. This report will examine how SAPinsiders are leveraging BPI tools to add value to their enterprise, where they currently are in their journey and what is their planned roadmap to develop internal BPI capabilities.

SEPTEMBER

Enterprise Cloud Deployment State of the Market

For the last three years, SAPinsider has tracked the movement of SAP workloads to cloud environments where organizations have been looking to improve flexibility and scalability, deploy solutions more rapidly, and provide a consolidated data set for analytics and AI solutions. This report will determine where the SAPinsider currently stands with moving their SAP workloads to the cloud, and what cloud environments they are using. We will examine the trends with these findings, following the changes over the past years, and examining which workloads are most likely to be deployed in the cloud and which are still lagging.

Process Automation in Supply Chain

In SAPinsider SOM research (Feb 2021), SAPinsiders highlighted that process automation, and specifically process automation in finance and supply chain processes was a key objective for them. This report will understand the progress SAPinsiders have made in the area of supply chain process automation, where they currently are, what are the technologies and vendors they are looking at from an automation perspective and what is their future state roadmap.

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OCTOBER

Financial Close and Record-to-Report Process

Of the multiple pain points our research uncovered in 2021, a majority of SAPinsider organizations continue to struggle with the financial close and record-to-report process, due to manual processes and poorly integrated systems. Best-in-class organizations are investing in comprehensive financial close and R2R solutions capable of supporting complex business requirements, such as financial consolidation and reporting. This benchmark report explores where firms stand on using automation or intelligence for core finance functions to drive efficiency across the financial close and record-to-report process. Furthermore, we will summarize and analyze community-based knowledge to deliver guidance around best practices and top technologies and tools in use by our SAPinsider finance community.

RISE with SAP: State of the Market

SAP announced RISE with SAP in January 2021 and have positioned it as the key to transformation within the SAP landscape. However, SAPinsider's research in late 2021 revealed that while the RISE with SAP was being with transformation, there were parts of the solution that the broader community knew little about. In addition, there was a lack of clarity about how interaction with partners would work, what deployment options were available, and how RISE with SAP would fit in multi-vendor landscapes. In this follow up to our 2021 research, we will examine whether knowledge of the solution has increased over the intervening year, and how the SAPinsider Community is embracing the RISE with SAP offering.

Robotic Process Automation for the Modern Enterprise

Increasing process efficiencies with lower costs in a highly interconnected SAP landscape is no longer the luxury of the large companies. Many companies, small to large, are looking to achieve the massive benefits of RPA using either exclusive or hybrid bots, deploying either SAP or other third-party solutions. This research examines the steps companies are taking to adopt this game-changing technology.

NOVEMBER

Inventory Management and Optimization

Having too little or too much inventory on hand, can swing like your windshield washers on your car. Set up smarter inventory management without compromising customer service. Strive for a reduction in your working capital. Manage the stock levels you have through replenishment, goods issue, goods receipt, and internal transfers. With highly effective inventory planning and control, a great reduction in storage costs can occur. Inventory optimization means having the right inventory to meet your customer demand, avoiding disruption and inventory surplus. SAPinsiders are exploring opportunities to leverage inventory management and optimization, in this report let me share those insights with you.

Data and Analytics in RISE with SAP

Business process intelligence (BPI) forms a critical element of the RISE with SAP offering for building the pinnacle capability of an intelligent enterprise. Analytics is one of the threads that links the three ingredients of people, processes and technology in a true BPI capability. This report will examine the role SAPinsiders perceive data and analytics capabilities will play in the RISE with SAP offering. The report will examine where they are in terms of their roadmap for RISE with SAP, what are their current gaps from data and analytics perspective and how are they planning to build capabilities that will integrate seamlessly with RISE with SAP offering.

2022 Research Agenda

DECEMBER

SAP Infrastructure and Landscape Trends

Over the last two years we have seen a rapid acceleration in the adoption of cloud and managed environments within the enterprise landscape. While our Enterprise Cloud Deployment report looks at whether SAP workloads are moving to the cloud, this report will examine the infrastructure and landscape trends over the course of 2022. Are organizations moving more workloads to the public cloud, or are they staying with their usual hosting partners? How much are operational expenditure based internal landscapes being adopted? And how is SAP's focus on RISE with SAP impacting the traditional on-premise landscape that has been the foundation of the organization's success over the last 30 years?

Data-Driven Financial Planning & Analysis, Forecasting

Financial planning and analysis (FP&A) has historically been manual, data-intensive, and complex. However, finance function innovation now allows finance professionals to pull financial metrics across multiple systems quickly. Data-driven planning mirrors the current operating environment where collaboration and cutting through data silos are critical. With modern planning solutions, finance teams spend less time on manual tasks and more analyzing data. As a result, organizations gain visibility into their current situation and potential outcomes based on different assumptions or decisions made today. We will explore what drives the FP&A strategies and solutions organizations are implementing and leverage the data to understand better where SAPinsiders are in their technology adoption journey.

Procure to Pay / Invoicing

Supply chains have evolved into an extremely complex web of vendors and buyers, the more complex a system becomes the more prone it is to failure. A purchase to pay (P2P) cycle is the process of how a company goes about procuring goods and services, paying the supplier, and receiving the goods. Once received, quality checks are made before issuing invoices and payment. This includes fulfilling a requirement for goods and services in a timely manner at a reasonable price. The benefit is that a refined process in a single place can bring to light the efficiencies and give businesses the ability to be more proactive with supplier management. This research report will explore these trends, review where SAPinsiders are in this journey and provide some recommended best in class practices.

Low-code, No-code Development for SAP

Self-service for SAP has come full circle with the low-code, no-code platforms that offer easy and secure ways for business users to become citizen developers. This research looks at how companies launching such platforms are figuring out the governance, launch and management models to gain value, while ensuring security and compliance.

Last Quarter Published Reports:

OCTOBER

- Data Warehousing/Data Management in the Cloud
- Trends in Tax
- Future of Business Intelligence

NOVEMBER

- Optimizing Financial Close and Record-to-Report Process
- HR State of the Market
- RISE with SAP

DECEMBER

- Inventory Management and Optimization
- Change Management and Testing for SAP
- Analytics in The Cloud

2022 Executive Research Agenda

MARCH

The CIO's 2022 Agenda for SAP, SAP S/4HANA, the Cloud and Beyond

2021 was certainly a year of transition for both business and IT teams. But what does 2022 hold in store for Tech Leaders who run SAP? This executive benchmark study delves into the key organizational and technology focused priorities that CIOs who run SAP are investing in for 2022. Learn how executives continue to navigate the challenges of managing hybrid work environments. See what progress they have made in their SAP S/4HANA and Cloud journeys and whether or not these technological shifts are truly driving transformation and innovation within their business. Understand the key skills and talent that leaders are betting on and how they are evolving their current SAP, business, and IT organizations. We will compare results between our 2021 and 2022 benchmark studies so that you can see what trends are accelerating and which ones are struggling to gain traction amongst technology executives.

JUNE

How Tech Executives Are Leading Organizational and Technology Change

There are many drivers of change in the current business environment technology companies. The technology that companies and consumers use is becoming more and more important to daily functions and evolving requirements. Executive at organizations that create and provide that technology must keep pace with the demand for innovation, and that requires them to evolve their organizational and technology strategies. In this executive research report, will look at how leaders are building their organizations to meet the drive for change, and what requirements they have for predicting and meet the need for innovating technologies. We'll also examine what technologies they themselves have in place to enable their strategies for innovation.

SEPTEMBER

How Executives are Scaling Platforms and Innovation

Innovation is a central tenet for many of the most successful companies, but how do companies build the right environments to enable innovation? Process is important, but ultimately companies must provide a platform with the right capabilities for innovation, and one that can grow with a business. In this executive research report, we will ask leaders what is driving them to build out their platforms and what strategies they are implementing to create a technology stack conducive to innovative business. We'll also check with them on what they expect to achieve from scaling out platform capabilities, and the technologies they are using to innovate at both the business and IT levels.

NOVEMBER

The CIO's 2022 Transformation Report Card: Who's Winning and Why

Transformation and innovation are consistently key priorities for CIOs and other tech leaders—and for many companies, transformation projects have been ongoing across the business. What benefits are these projects delivering, and are they achieving their goals? This executive research report study examines data and input from a variety of tech leaders across many of the major industries. We will look at how leaders are measuring ROI from their transformation initiatives related to efficiency, productivity, and the ability to support new business models and products. We will explore the key factors that are separating successful transformation initiatives from failing projects. Leaders will describe in their own words how they are scoping initial projects and establishing important metrics. You will also learn how CIOs are increasing collaboration between business and IT, addressing change management challenges, and putting innovation in the hands of the entire organization.