



AI and Cloud ERP: Supercharging Your Business

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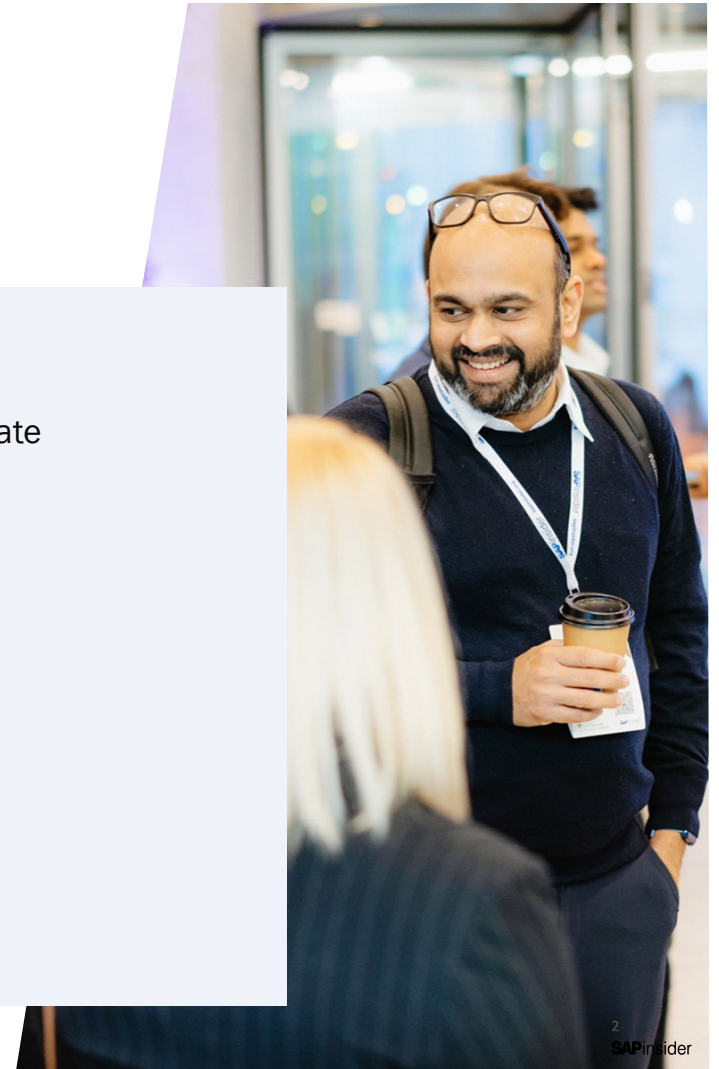
Las Vegas

2024

SAPinsider

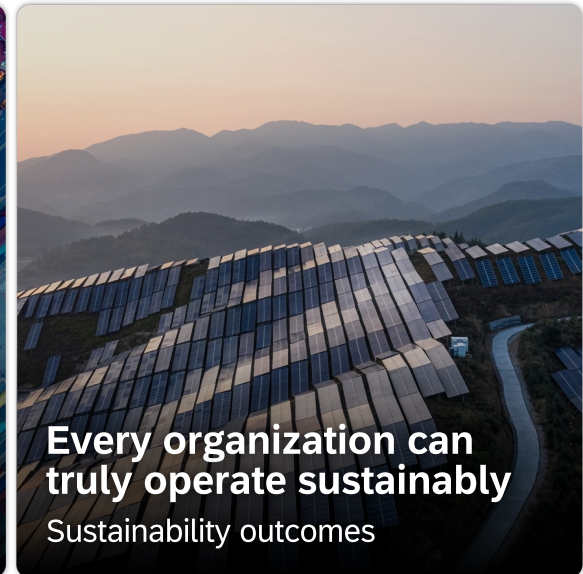
What We'll Cover

- SAP's Vision
- Megatrends Impacting How Customers Operate
- Cloud Mindset
- Cloud ERP
- Leveraging SAP Business AI
- Clean Core Strategy
- AI Adoption
- Wrap-Up

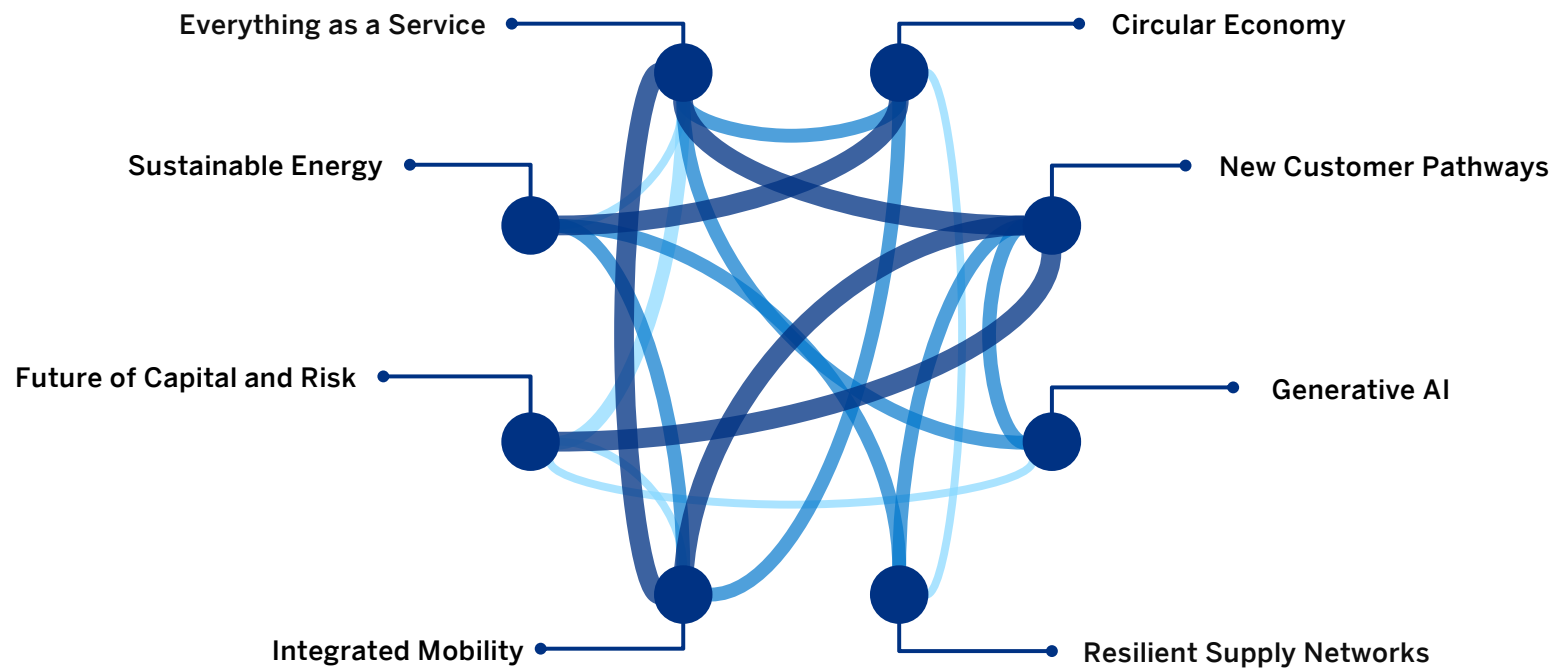


SAP's Vision

Enable every organization and every industry to become
a **network of intelligent, sustainable enterprises**

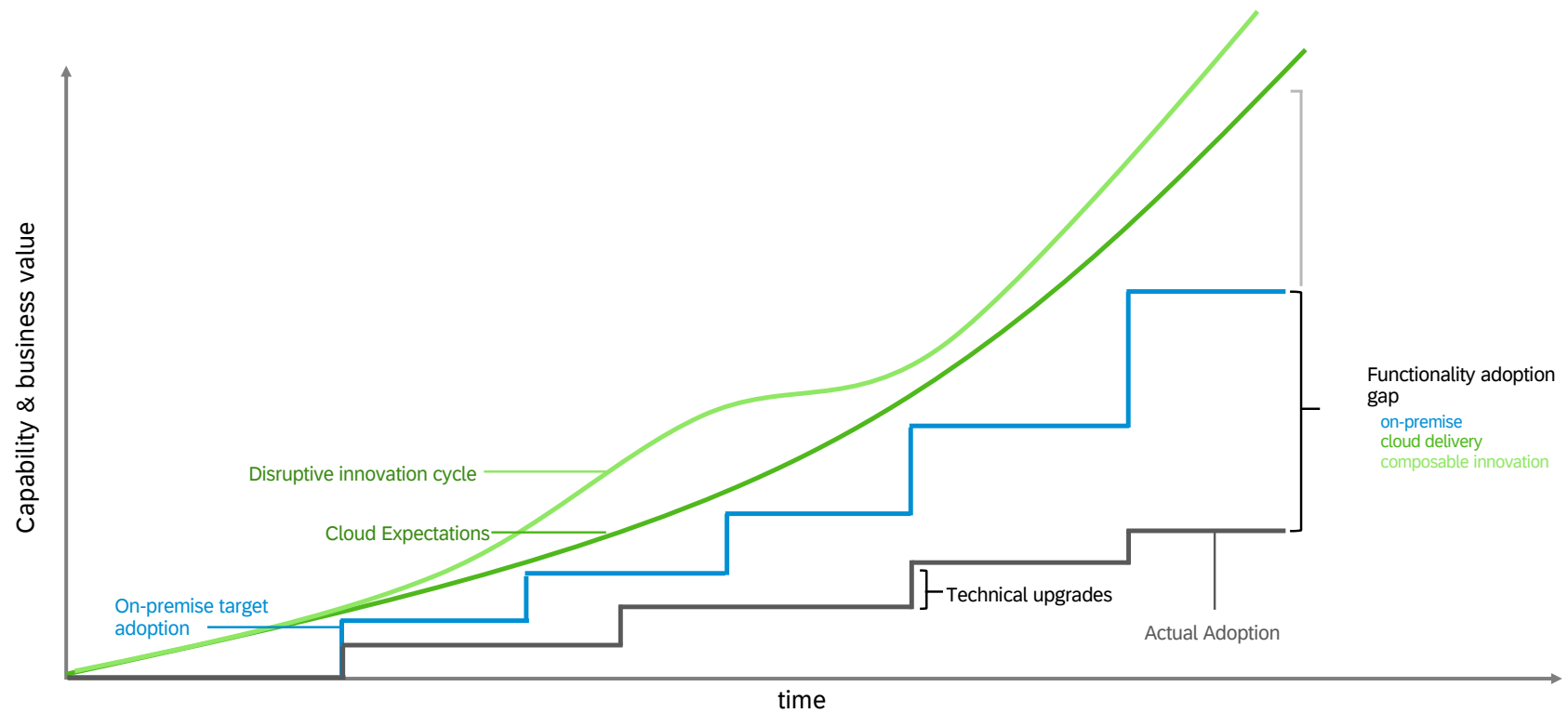


Mega Trends Affecting How Companies Operate



Our customers' key business challenge is staying competitive & relevant

Cloud Adoption Innovation & Optimization



Cloud Mindset

From Technology Disrupter to Business Disrupter

“It’s clear that there’s tremendous value enabled by adopting cloud—more than \$3 trillion by 2030. Almost all of that value comes from business innovation and optimization rather than IT cost reduction.” – McKinsey 2023

Cloud as
Technology Disruptor

Less than 5% of organizations
use industry cloud platforms

Cloud as
Capability Enabler

Most organizations have cloud as
Technology Disrupter or as
Capability Enabler

Most organizations are
here

Cloud as
Innovation Facilitator

More than 60% of organizations will
deploy cloud ERP as an ecosystem of
application and technology platforms
from multiple vendors

Cloud as
Business Disrupter

50% of organizations will use
industry cloud platforms

Most organizations want to be
here in 2027

Drive More Innovation with a Clean Core Approach

1. Extensibility

Keep the **extensions** clean

2. Data

Keep the **data** lean

3. Integrations

Keep the **landscape** reliable

4. Processes

Keep the **processes** flexible

5. Operations

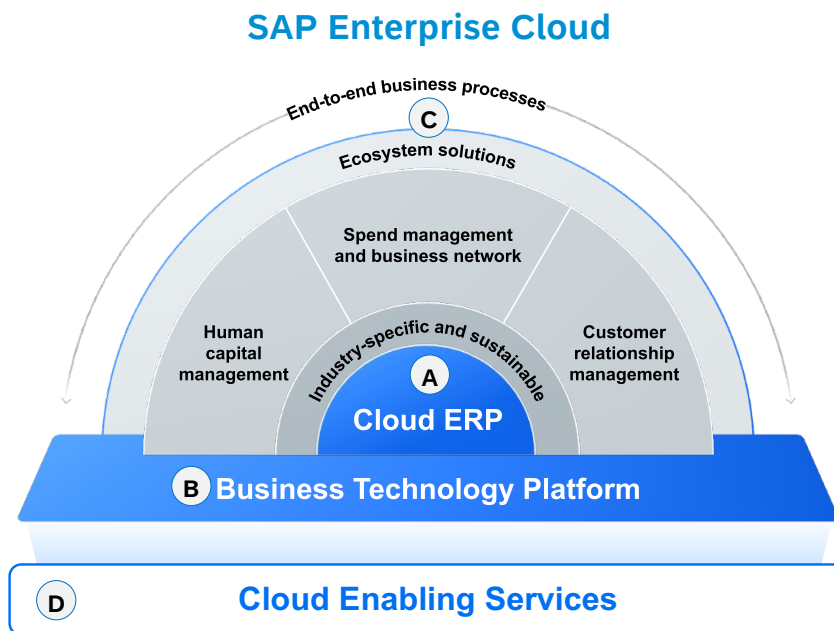
Keep the **operations** effective
and efficient

A **clean core** is a system that is as close to standard as possible, while running cloud-compliant extensions and integrations.

It allows you to **adapt your system** to changing business requirements and to **adopt new capabilities**.

On an ongoing basis, organizations need to adopt Clean Core as a **discipline**

SAP's Cloud Portfolio



A



Cloud ERP
powered by AI
and analytics

Proven industry specific **processes**

Innovative business models at scale

Sustainability embedded in core processes

B



State-of-the-art
platform

Entry point for innovations along the core

Actionable digital use cases for business

Enables clean ERP core

C



Cloud solutions
for multiple
business needs

SuccessFactors Ariba Concur
taulia Signavio Fieldglass
Customer Data Platform Business Networks Commerce Cloud Sales & Service Cloud Office of CFO

D



Services to
maximize value
realization

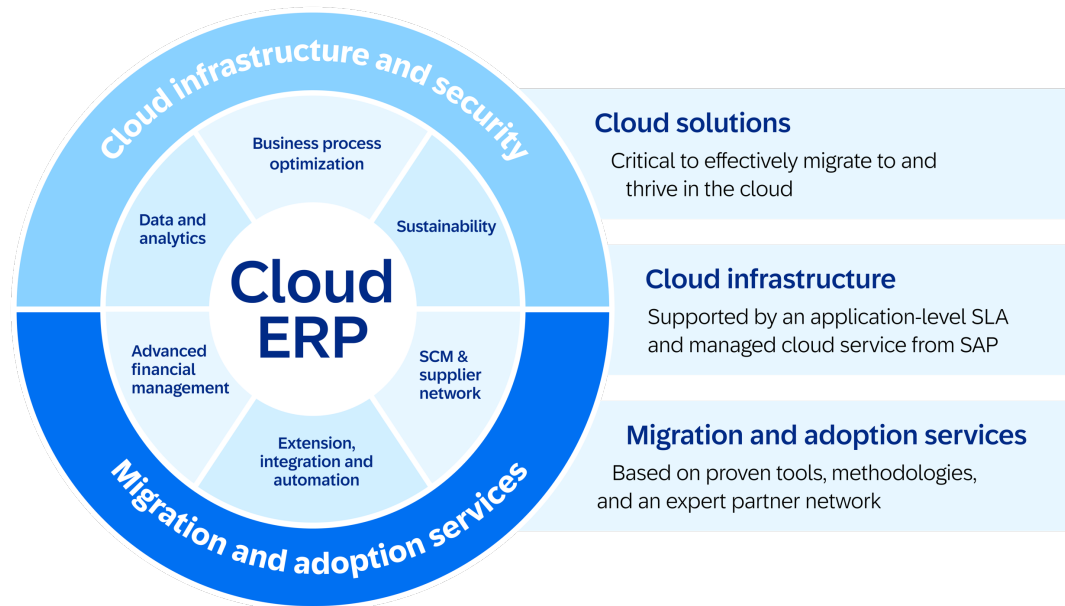
Foundation content and services

Enhanced success plan and services

Dedicated attention

SAP Cloud ERP

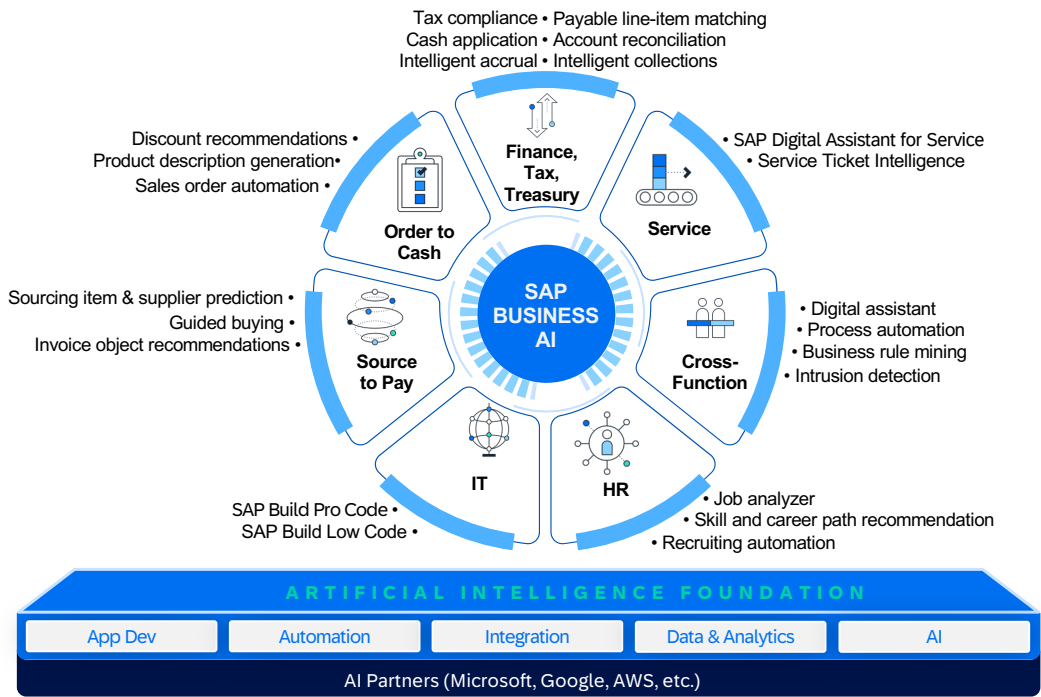
Encapsulating solutions, delivery and operations for agile adoption



Persistent State Of Innovation

with AI and Business Technology Platform

Examples of SAP Use Cases infused in Business Processes spanning the enterprise



RELEVANT. RELIABLE. RESPONSIBLE.

SAP is spending over \$6B in R&D investment annually	
Digital Assistant	21
Generative AI	40
Machine Learning	83
Situation Handling	146
Workflow	56
IRPA	33
Grand Total*	379

** AI Use Case is still growing*

SAP AI Momentum committing to AI as a pillar for future innovation

30,000+
customers

2000 partner solutions

400+ ai capabilities

>\$1B investment via
venture capital

\$6.1B in annual total
R&D investment

3 direct investments in
Generative AI leaders



ALEPH
ALPHA

ANTHROPIC



cohere

Examples of SAP Business AI Benefits

Finance	Supply Chain	Procurement	Human Resources
<ul style="list-style-type: none">• Automate manually intensive tasks so you can focus on strategic initiatives• Manage capital effectively with improved reporting accuracy• Mitigate fraud risk and reduce losses with anomaly detection <p>99% of payments automatically matched</p>	<ul style="list-style-type: none">• Predict customer demand reliably with AI-powered demand forecasting• Improve quality with intelligent anomaly detection and visual inspections• Streamline operations and maximize efficiency with predictive maintenance <p>45 hours saved each week for planning</p>	<ul style="list-style-type: none">• Simplify processes and make better decisions in less time with recommendations• Recommend quality suppliers with guided sourcing that matches your unique needs with the right supplier• Suggest products and services to help your employees remain compliant <p>350 hours saved each month through automation</p>	<ul style="list-style-type: none">• Identify highly qualified talent in less time with intelligent resume analysis• Help your workforce reach its potential with personalized development paths• Simplify workflows and focus on critical tasks with intelligent workforce management <p>>4.2M learning recommendations per month</p>
Sales & Service	Marketing & Commerce	IT & Cross-Function	
<ul style="list-style-type: none">• Rank leads and identify top opportunities with AI-powered opportunity scoring• Predict customer behavior and minimize customer churn• Classify service cases automatically and provide solution recommendations <p>10% faster resolution of service tickets</p>	<ul style="list-style-type: none">• Personalize the customer journey with tailored recommendations• Increase customer conversion by maximizing engagement• Drive revenue by guiding sales teams to the most promising opportunities <p>48% increase in repeat customers</p>	<ul style="list-style-type: none">• Accelerate development with pretrained AI models• Manage the AI model lifecycle in one central place• Run AI responsibly with transparency and compliance <p>>2.7M documents automatically evaluated and classified</p>	

SAP's AI Strategy

Companies Have The Flexibility To Consume AI In One Of 3 Ways

Embedded

AI seamlessly integrated into existing **SAP** solutions

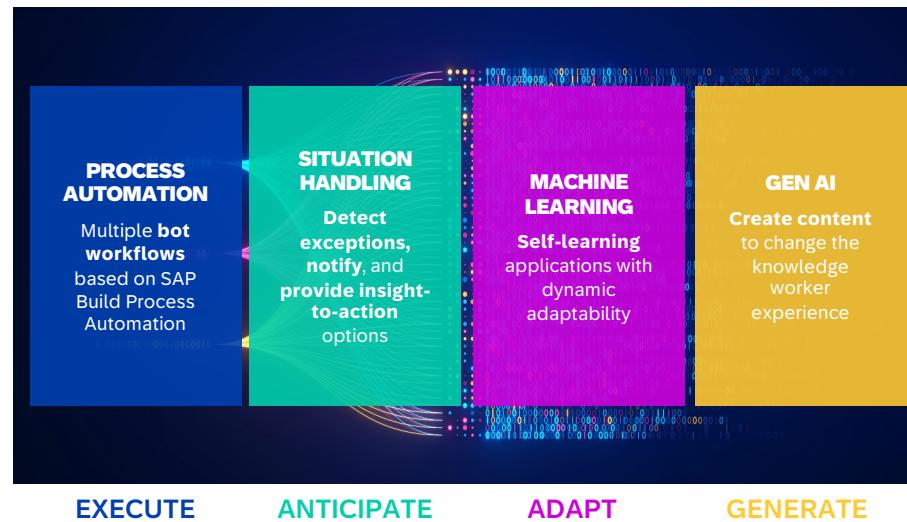
Bolt-on

AI capabilities added to existing systems or processes as modular components via **BTP**

Build It

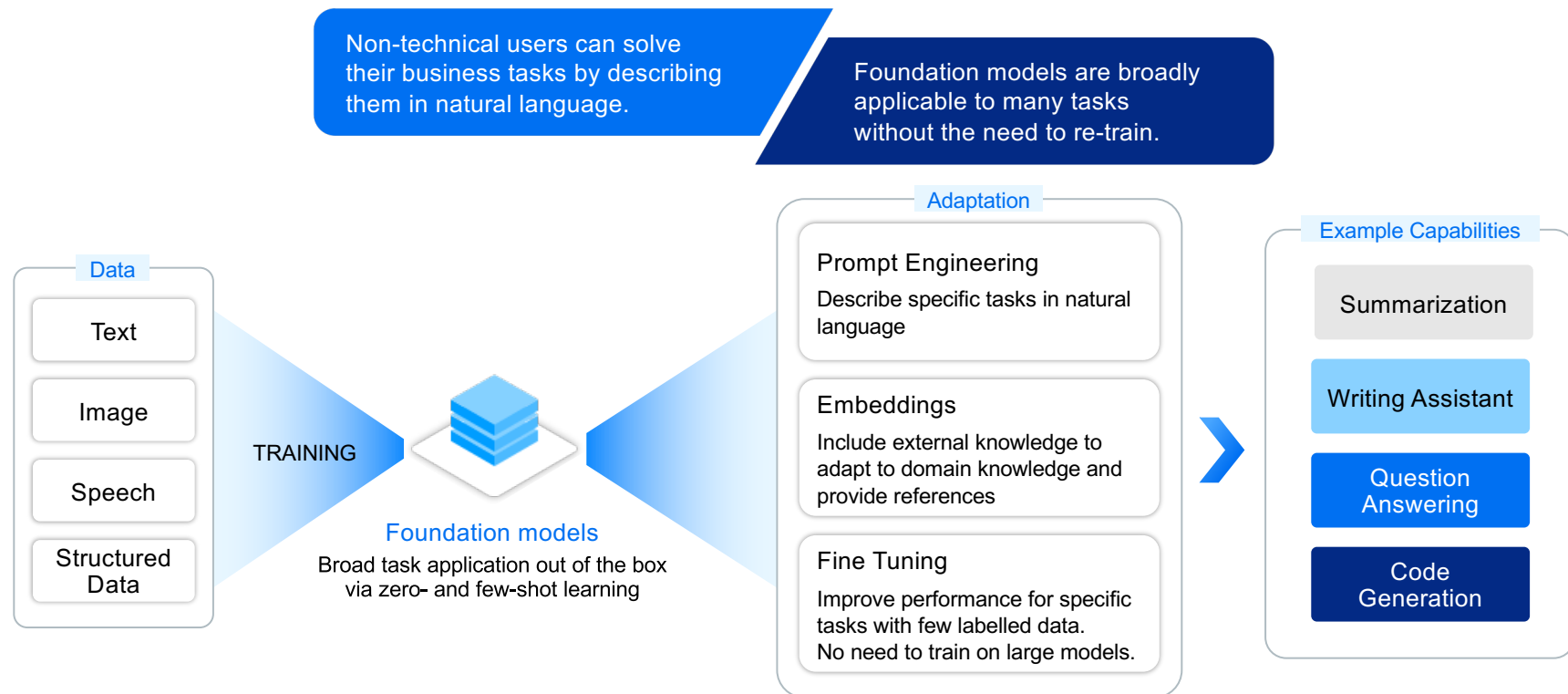
Develop custom AI solutions tailored to specific needs and requirements on general purpose AI platforms on **BTP via AI Foundation**

INTELLIGENT TECHNOLOGIES



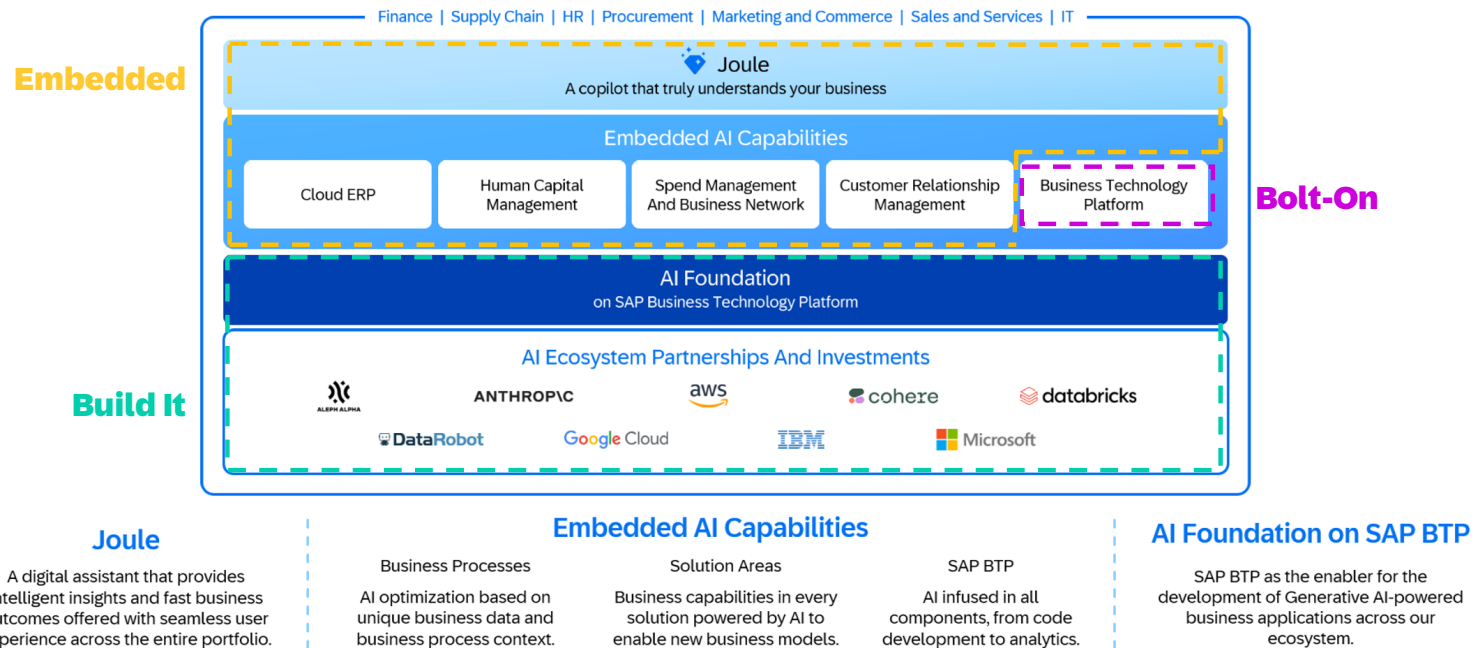
Generative AI Is Disrupting Industries

Combine the power of generative AI with the context of business data in SAP ERP

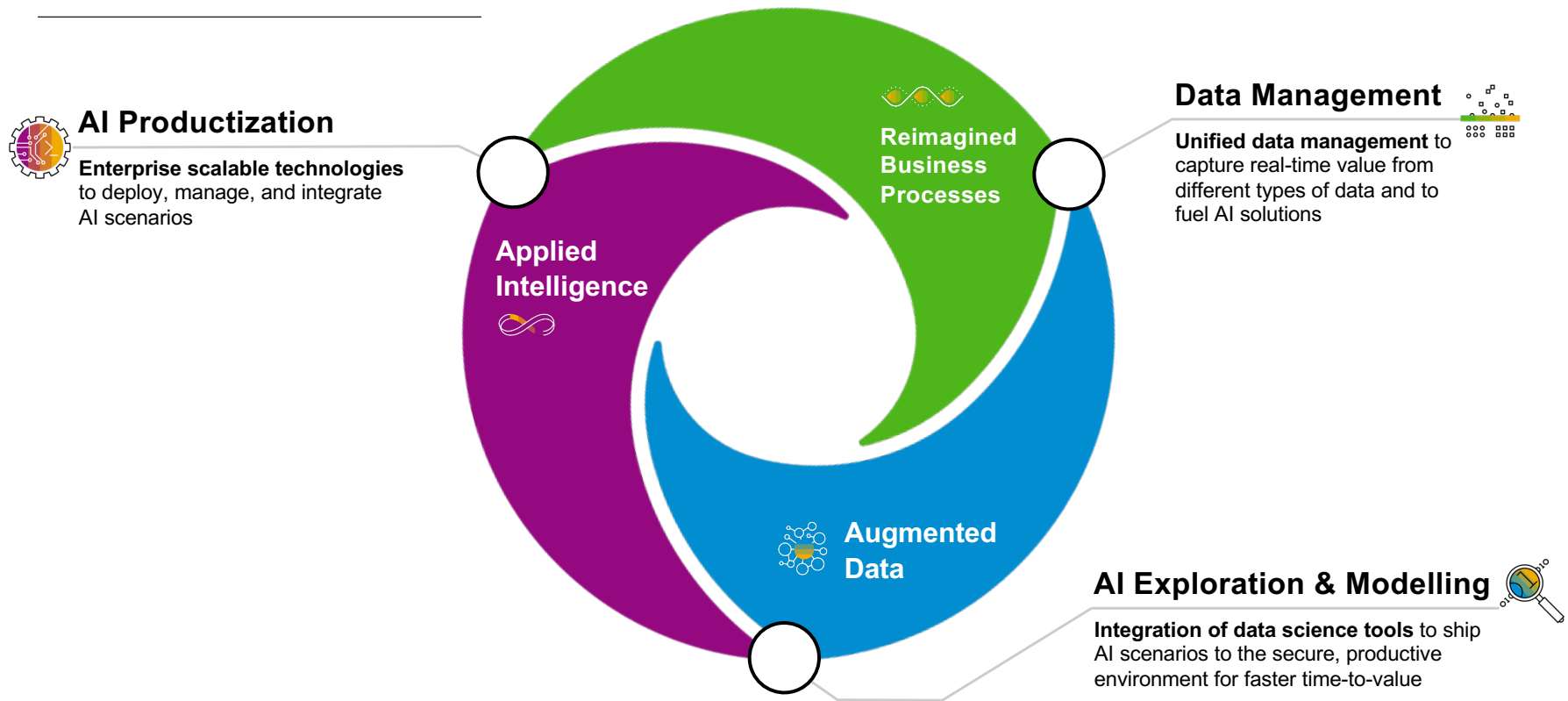


SAP Business AI Approach

RELEVANT | RELIABLE | RESPONSIBLE



Scaling AI requires standardization of process & tools



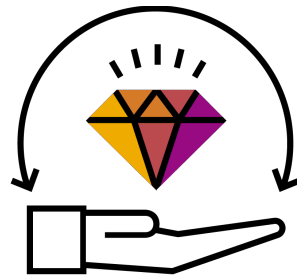
Adopting AI Innovations Successfully

Ensuring AI Readiness



Organizational Readiness

- AI Literacy
- AI Talent
- AI Governance
- Management Support



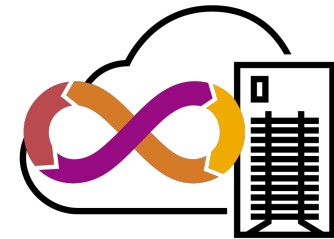
Business Value Readiness

- Business Use Case
- Business Impact
- Customer AI Readiness



Data Readiness

- Data Quality
- Reference Data
- Data Governance
- Data Flow



Infrastructure Readiness

- Machine Learning Infrastructure
- Data Infrastructure
- Cloud Infrastructure

Wrap Up: What We Reviewed

SAP's Vision: SAP's vision is to enable every organization and industry to become a network of intelligent, sustainable enterprises

RISE with SAP: Cloud ERP enables a persistent innovative state and drives more innovation with a clean core approach

Cloud ERP: Cloud ERP enables a persistent innovative state and drives more innovation with a clean core approach. It is the foundation for AI adoption.

SAP Business AI is AI built for business. It is Relevant, Reliable and Responsible

AI Adoption: Adopting AI innovations successfully requires AI readiness in terms of organizational readiness, business value readiness, data readiness, and infrastructure readiness

SAP AI Momentum: SAP is committed to AI as a pillar for future innovation, with over 30,000 customers, 2000 partner solutions, and 400+ AI capabilities

Find more information at <https://www.sap.com/products/artificial-intelligence.html>





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SAPinsider.org

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**SAPinsider
comprises the
largest and fastest
growing SAP
membership group
with more than
800,000 members
worldwide.**
