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**SAP**insider  
**Spotlight**

**DETAILED FINDINGS**

From The Spotlight Report:

# Orchestrating AI-Driven Process Transformation in SAP-Centric Enterprises

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By Robert Holland

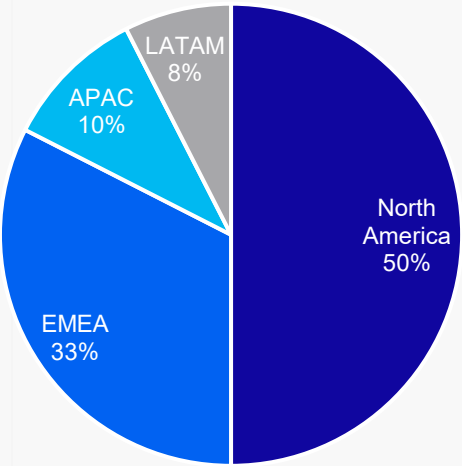
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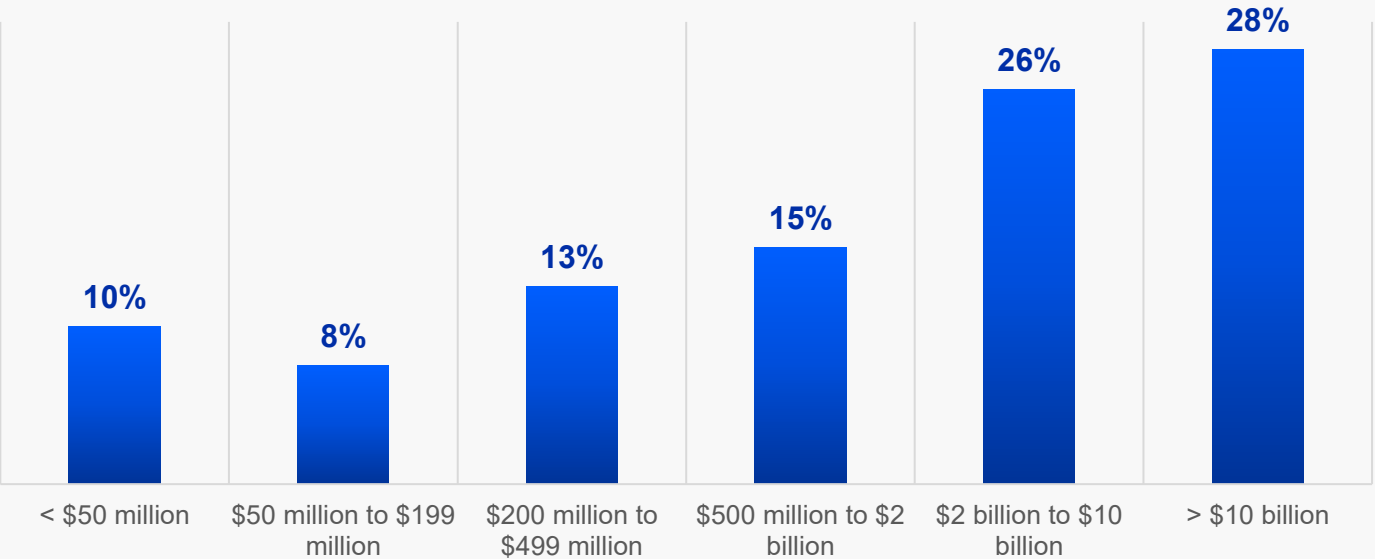
Shining a Light on Insights that Matter

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Between March and May 2026, SAPinsider surveyed its' community to gain deeper insights into their use of AI and how it is impacting and orchestrating process transformation. The survey explored the scale at which AI-use cases are being deployed, where AI is being embedded in existing SAP-related processes, where respondents were seeing the most value from AI use cases, and topics like governance and security when it comes to AI.

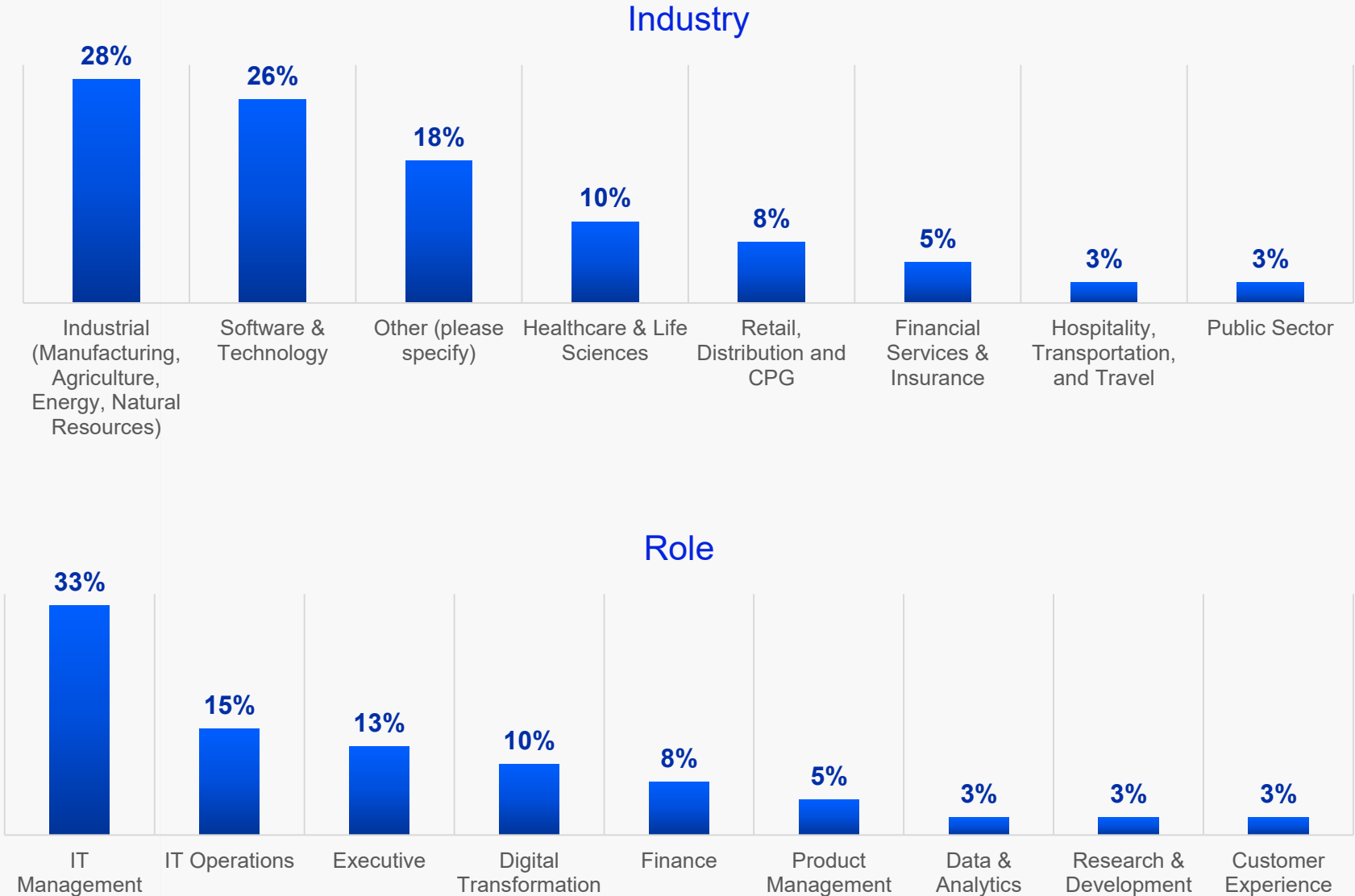


Revenue



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The participants were also asked about their organizational roles and the market sector in which their organizations operated.

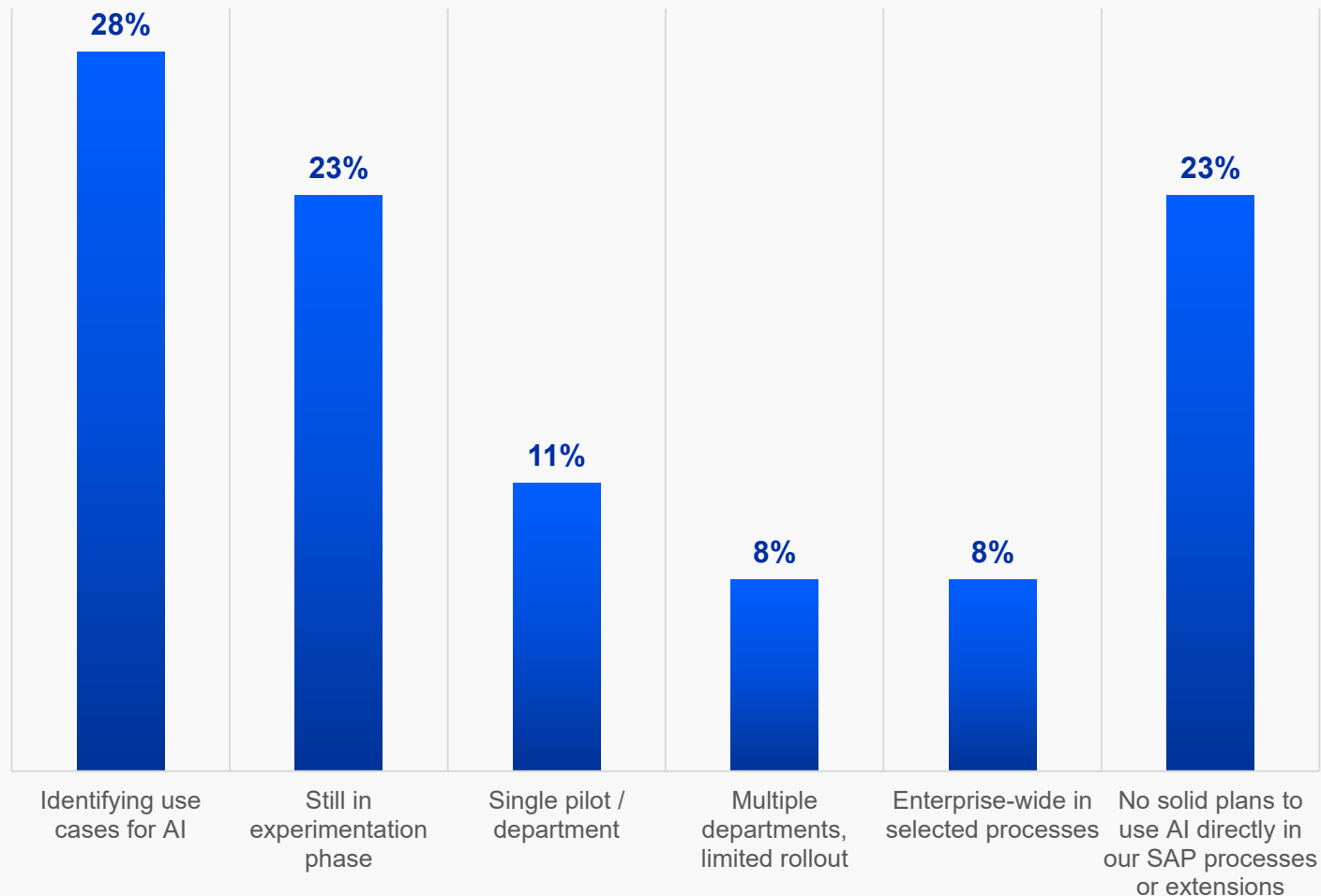


**3**

AI adoption within the SAP ecosystem remains relatively early. Even with SAP's recent announcements around the SAP Business AI Platform and SAP Autonomous Suite, only a small proportion of SAP customers are using AI in SAP use cases in multiple departments or in enterprise-wide processes.

Only 16% report that they have deployed AI-enabled SAP use cases beyond a single department, and only half of those organizations (8%) are implementing those use cases enterprise wide.

### Scale of Deployed AI-Enabled SAP Use Cases

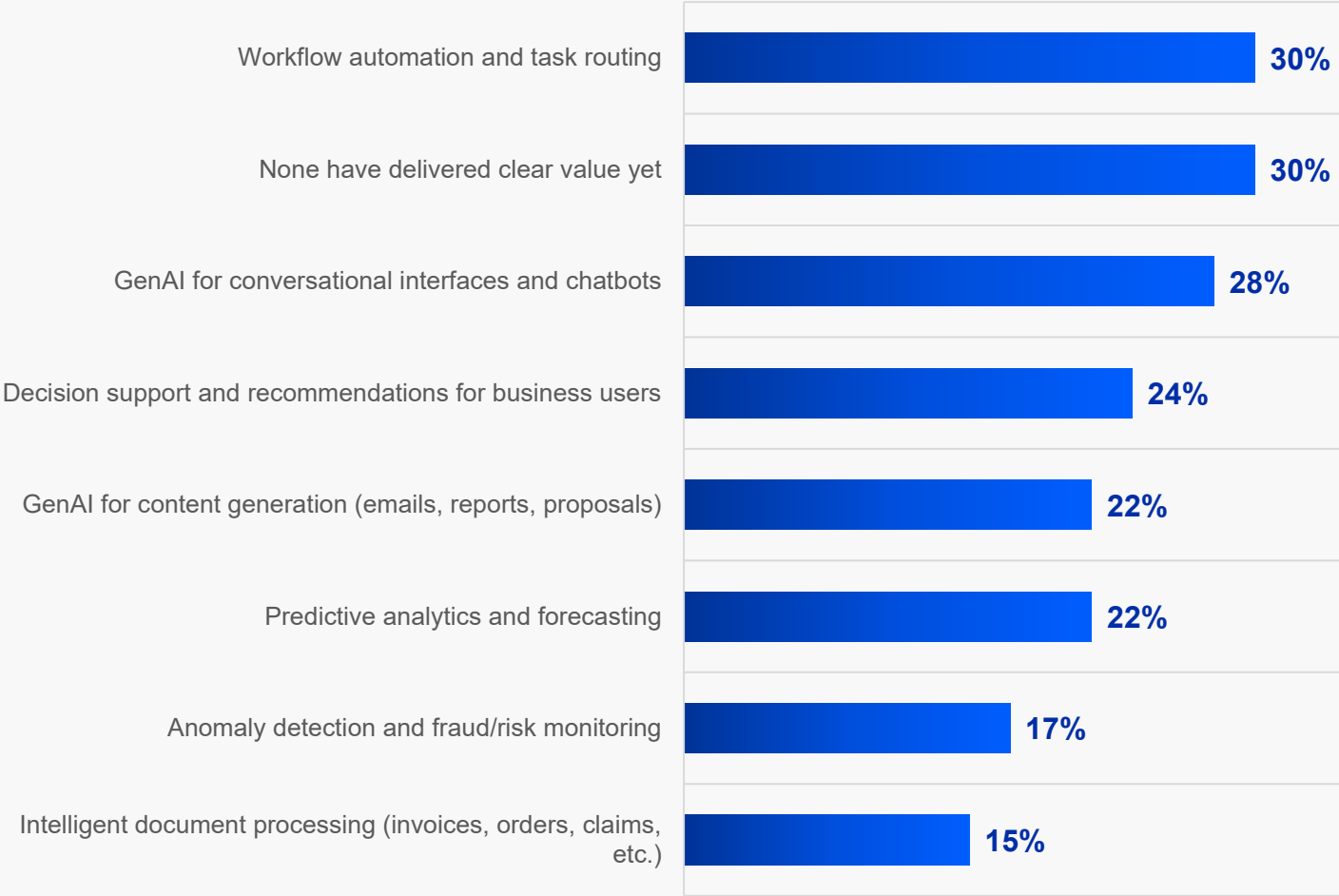


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Despite the relatively small number of respondents reporting that their organizations are actively moving forward with AI projects, there is some significant progress being made by those groups. Just over one in ten (11%) have AI pilots rolled out to a single department, another 8% have use cases that cover multiple departments, and the final 8% are running enterprise-wide use cases in selected processes.

This demonstrates that there are use cases that are resonating when it comes to AI which will help organizations with the eventual broader adoption of AI within SAP use cases.

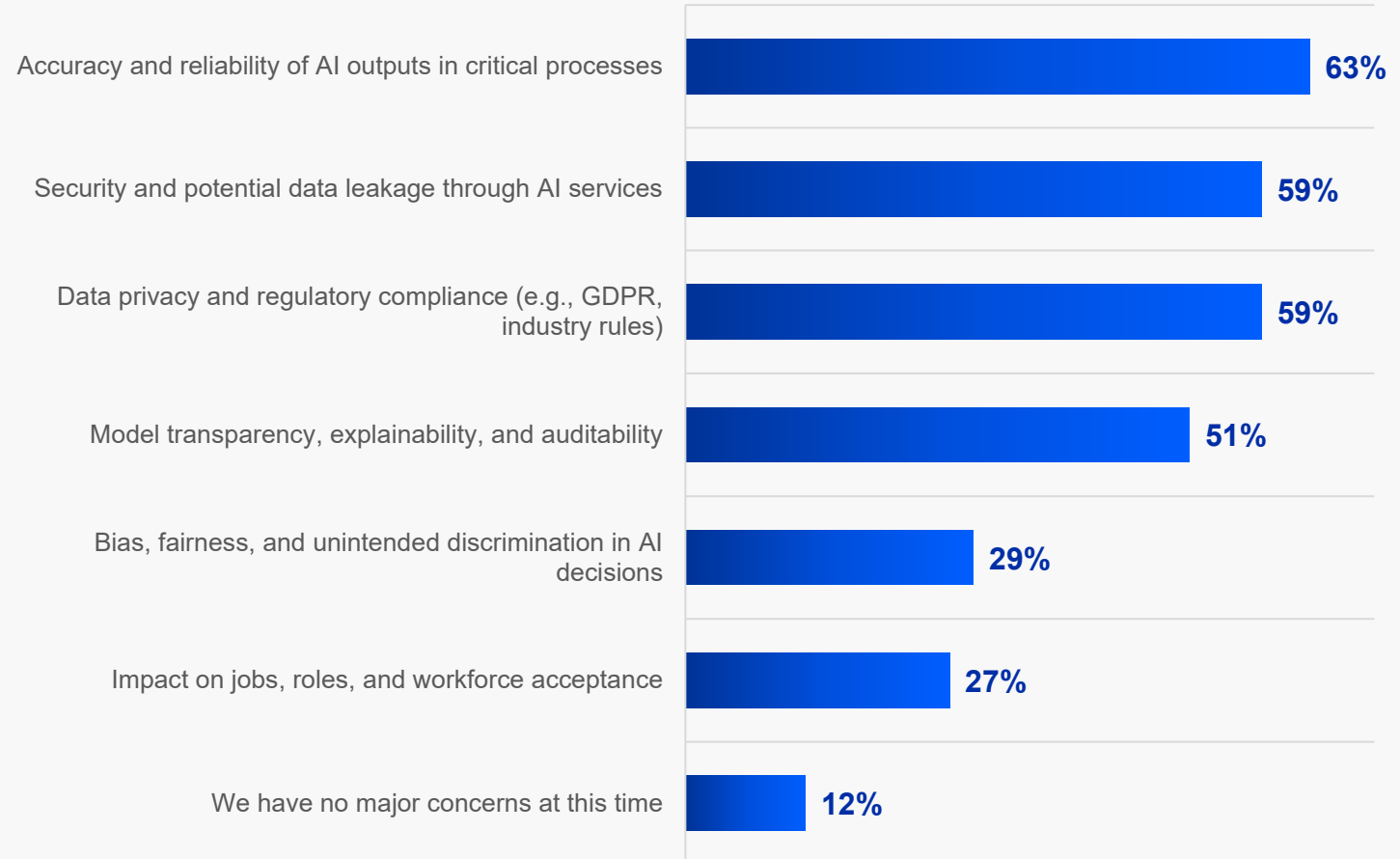
Types of Use Cases Delivering the Most Value



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The concern for users may well be the way that AI is managed and governed. For example, two thirds (63%) of respondents report that they have concerns around the accuracy and reliability of AI outputs in critical processes. This is the point that was mentioned multiple times during the Sapphire 2026 keynote where 80% accuracy simply isn't good enough for enterprise data, particularly for systems of record. Solving the accuracy and reliability challenge, and removing any possibility of AI hallucination, is crucial to the success of any AI use case within SAP solutions.

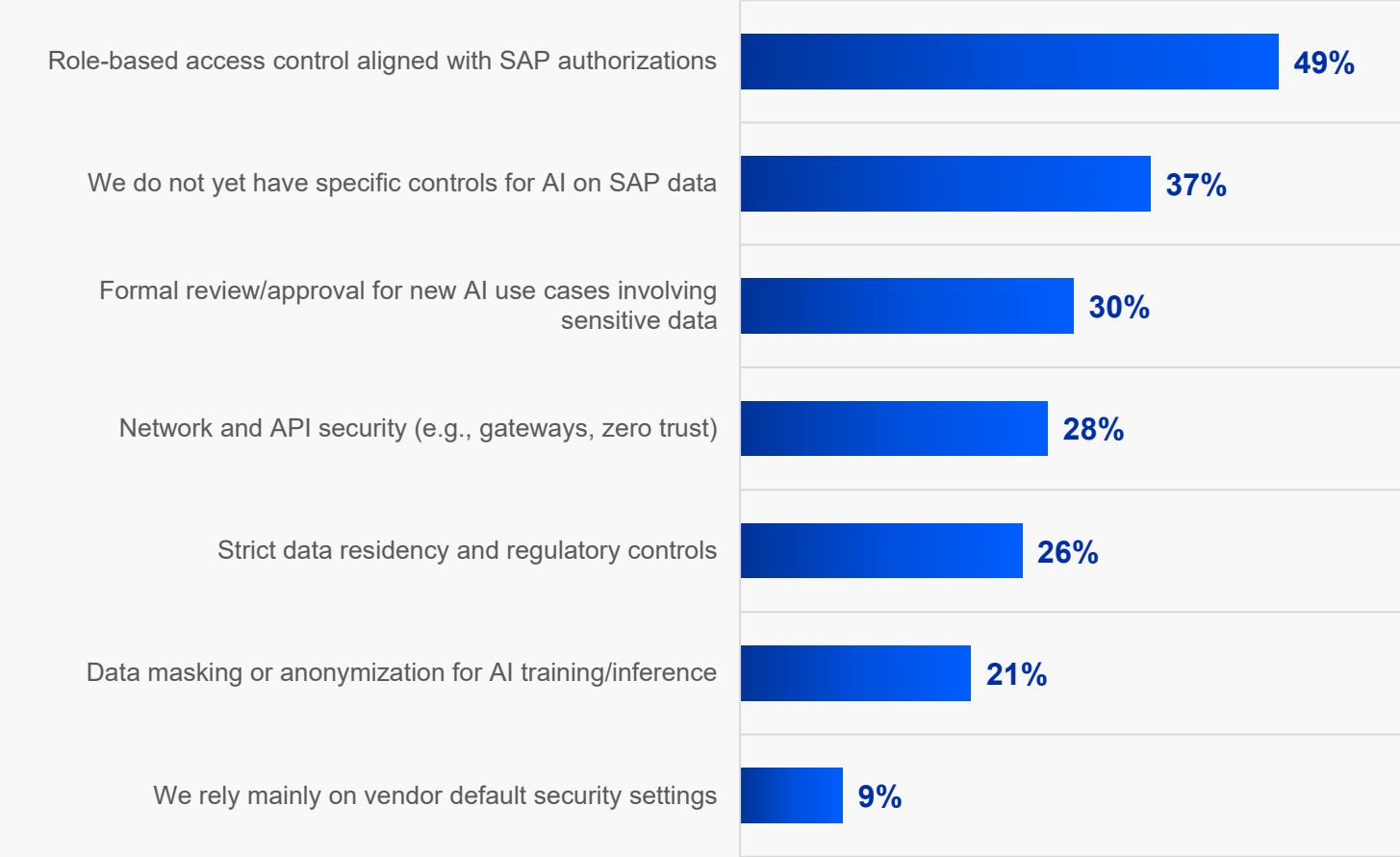
## Concerns Around Governance, Risk, and Compliance When Using AI With Operational ERP Data



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Despite these concerns, organizations are likely to be further ahead in implementing governance policies than they are with AI adoption itself. This demonstrates that organizations are taking AI governance seriously and understand that having effective governance is vital to delivering the value of AI use cases. The one piece that goes beyond implementing a governance strategy is that of a reliable execution layer. Having the right execution layer can make all the difference between use cases that do or do not show value.

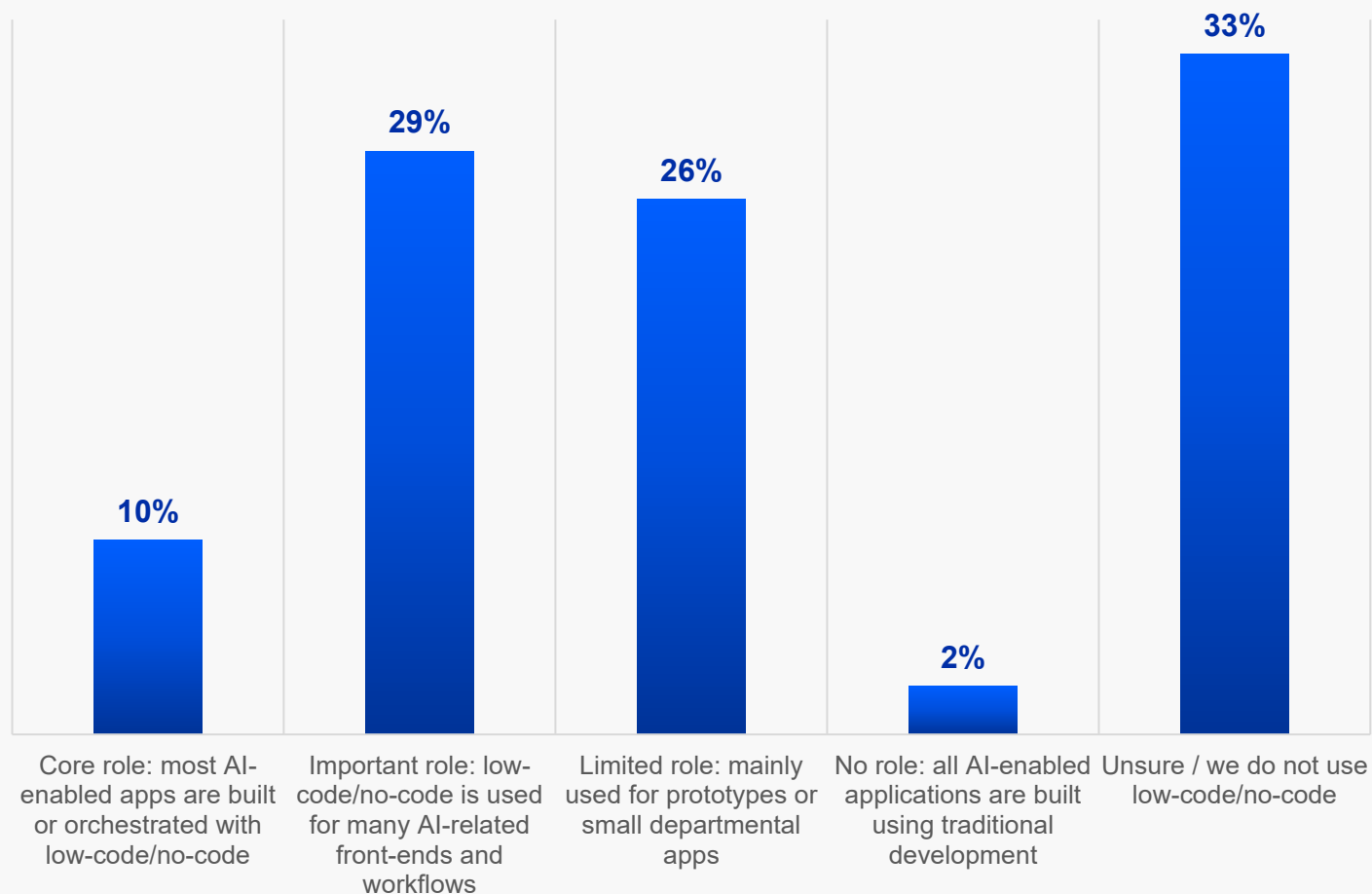
Primary Security and Data Protection Controls for AI Using SAP Data



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For organizations that are still considering how they will use AI within their SAP-related processes, the biggest need is to ensure that any use case delivers value. However, achieving this goal is not possible without an effective and efficient execution layer, which ensures that any AI-based applications created are well governed, deployed business applications. Low-code/no-code platforms can be the layer that makes this possible and allows organizations that are more cautious about AI adoption to move safely from AI pilots to production scenarios.

### Role Played by Low-Code/No-Code App Development Platforms in Turning AI Outputs into Business Applications



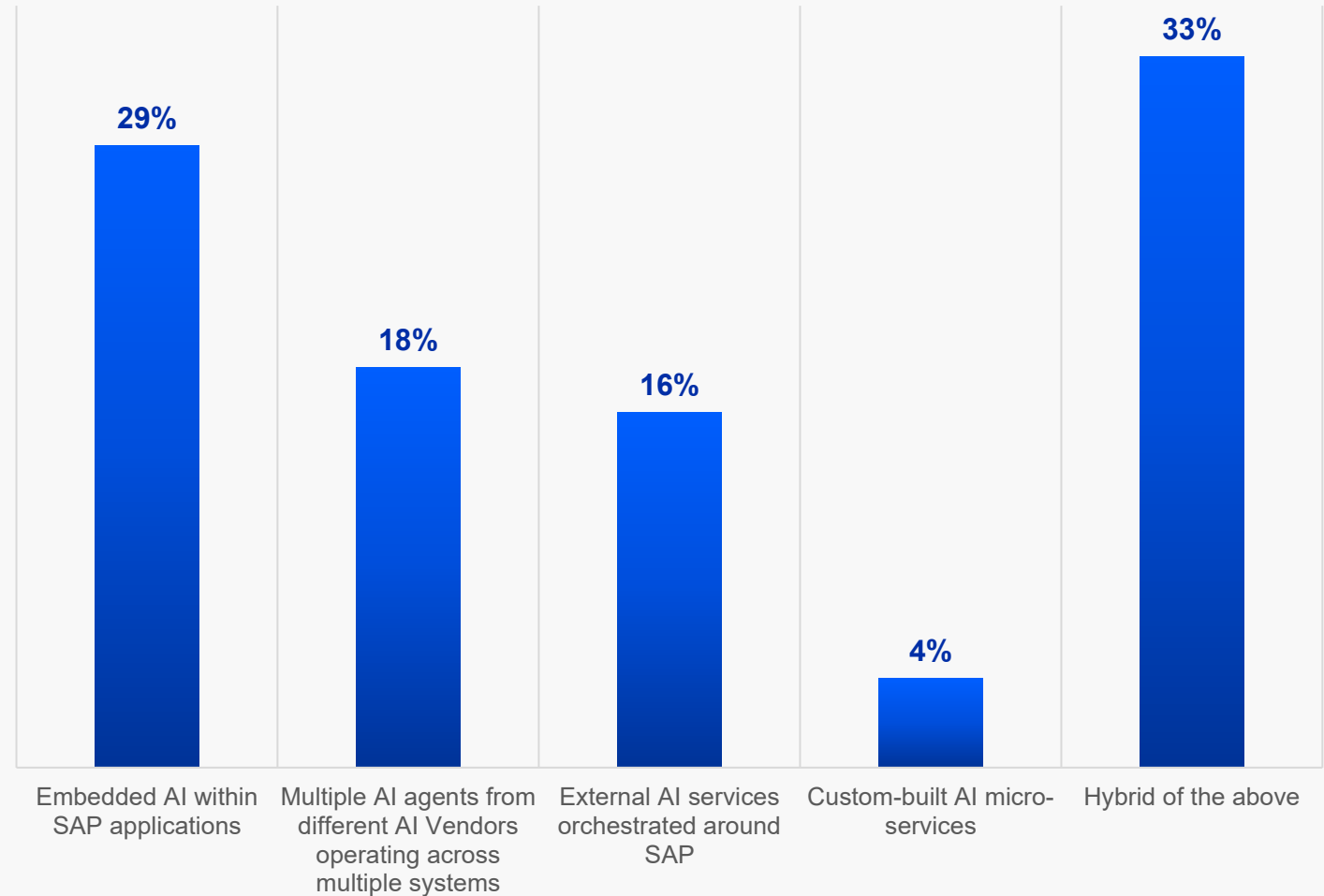
## 8

Respondents are split between architecture approaches when it comes to their AI models. Almost a third (29%) favor embedding AI directly in SAP applications, while others use multiple AI agents from different vendors across multiple environments, while others are using external services orchestrated around SAP.

The largest respondent group (33%) plan to use a hybrid of all these approaches.

This division reflects the fact that SAP has, until recently, largely focused on AI embedded chatbots such as the Joule co-pilot or connecting through AI Foundation in SAP BTP. How this will change with SAP's new announcements on AI will need to be followed.

### Preferred AI Architecture Model for SAP-Centric Landscape



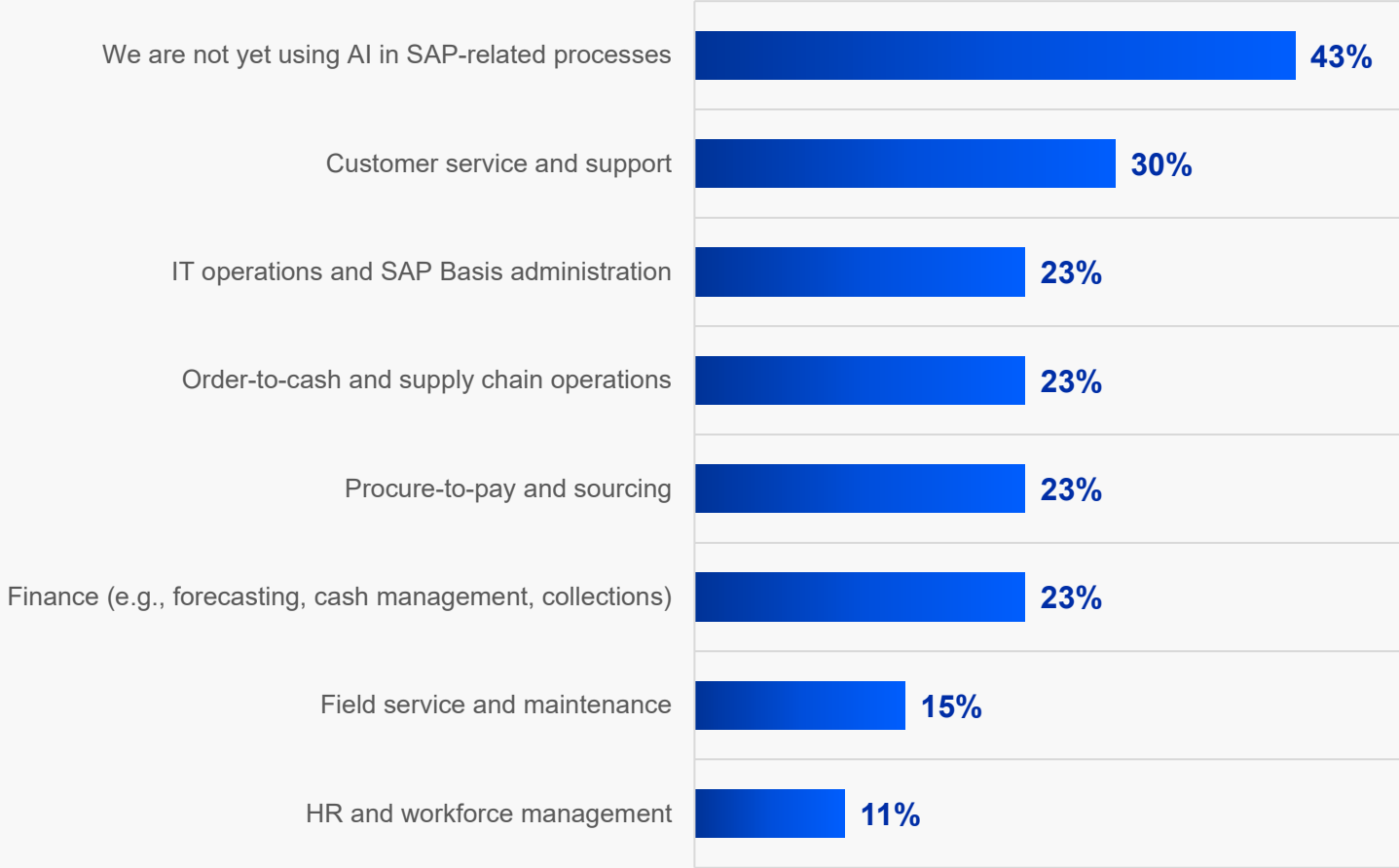
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A plurality of respondents are not yet using AI in SAP-related processes.

Of those that are using AI, the most likely use case scenarios are in customer service and support, IT operations and Basis administration, order-to-cash and supply chain, procure-to-pay and sourcing, and other finance activities.

While these AI capabilities may not be directly included in SAP systems, based on the data from earlier questions, it is being connected to SAP systems which allows organization to leverage the value in their SAP environments without necessarily directly exposing it to AI.

Where AI is Embedded in Existing SAP-Related Processes Today



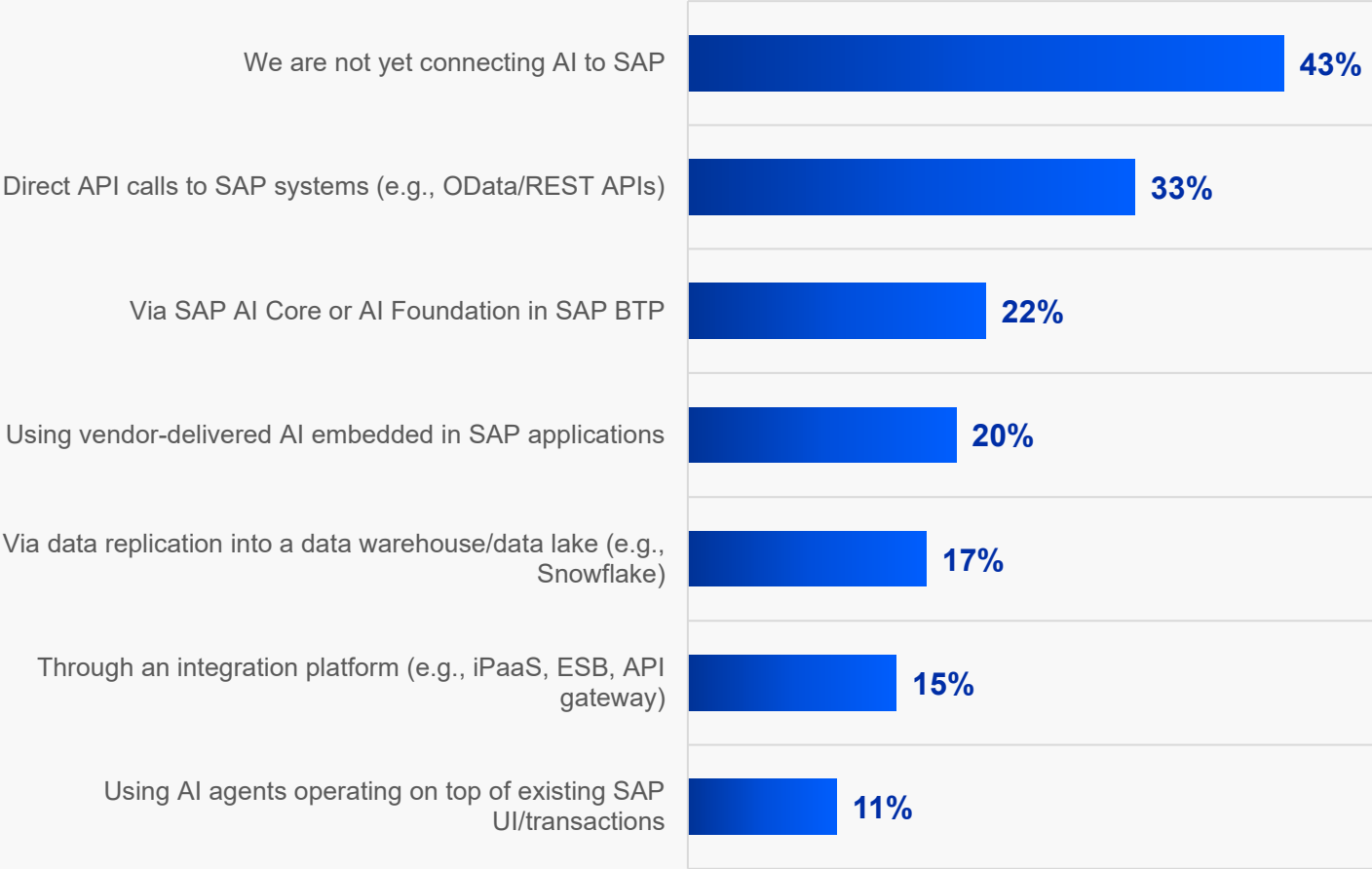
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Just as AI is not yet embedded in most SAP processes, a similar number of respondents report that they are not yet connecting AI agents or services to their SAP systems.

For that that are moving forward, the most likely is through direct API calls to SAP systems with smaller numbers of respondents using AI Core or AI Foundation in SAP BTP or embedding vendor-delivered AI in SAP applications.

This usage will change as more organizations look to use AI in their SAP systems, especially as the visions laid out for the SAP Autonomous Suite and SAP Business AI Platform come to fruition.

### How AI Services or Agents Are Connected to SAP Back-End Systems



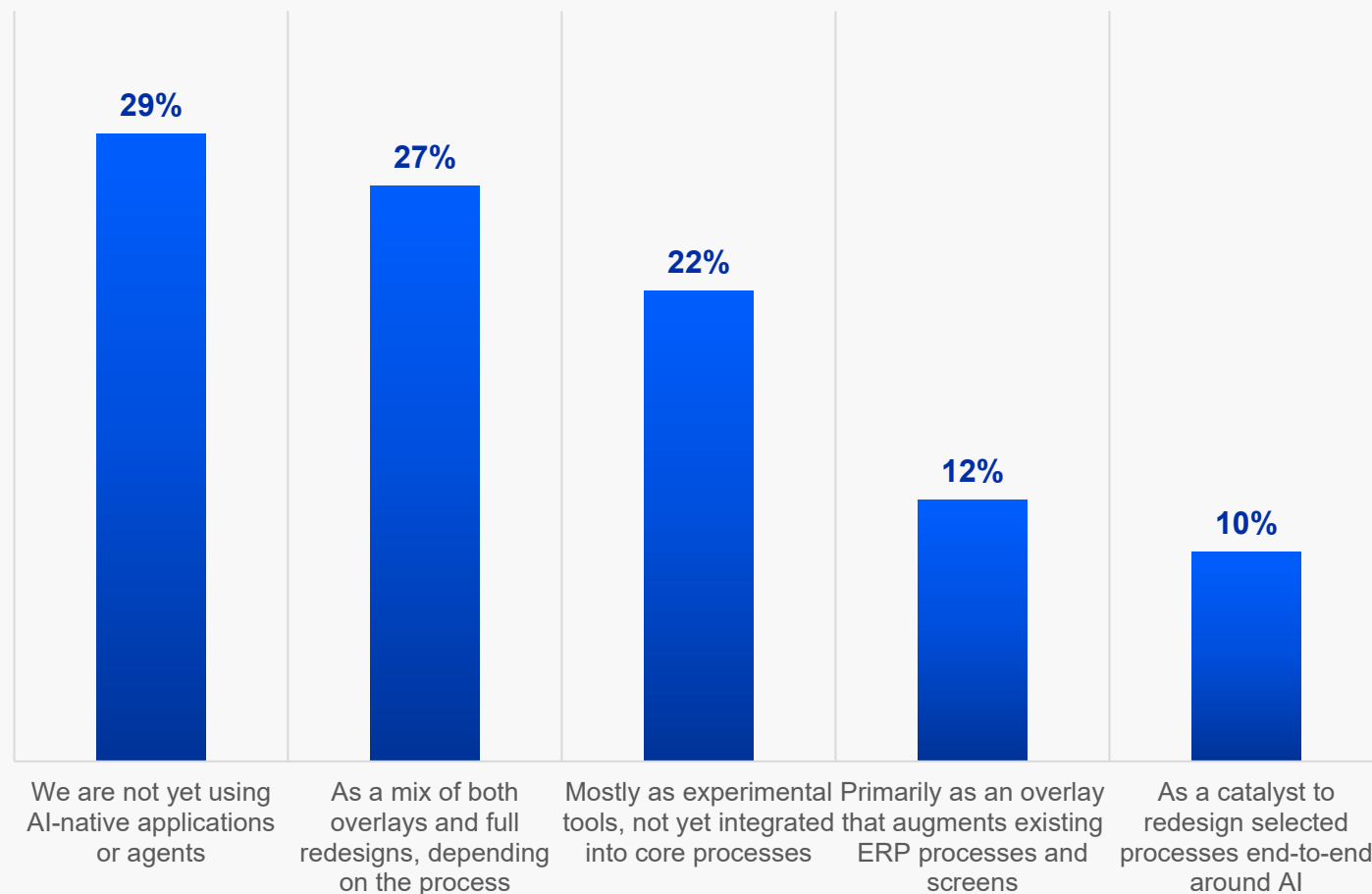
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Just as organizations are relatively slow to adopt AI directly in their SAP systems, most are also in the early stages when it comes to developing AI-native applications and agents relative to more traditional ERP transactions.

However, a small proportion (10%) are using AI as a catalyst to redesign selected processes, and another 12% are using AI to augment existing ERP processes and screens.

As organizations start to use AI more directly with their ERP systems, they need to look for these opportunities to use AI capabilities to complete process-driven transformation.

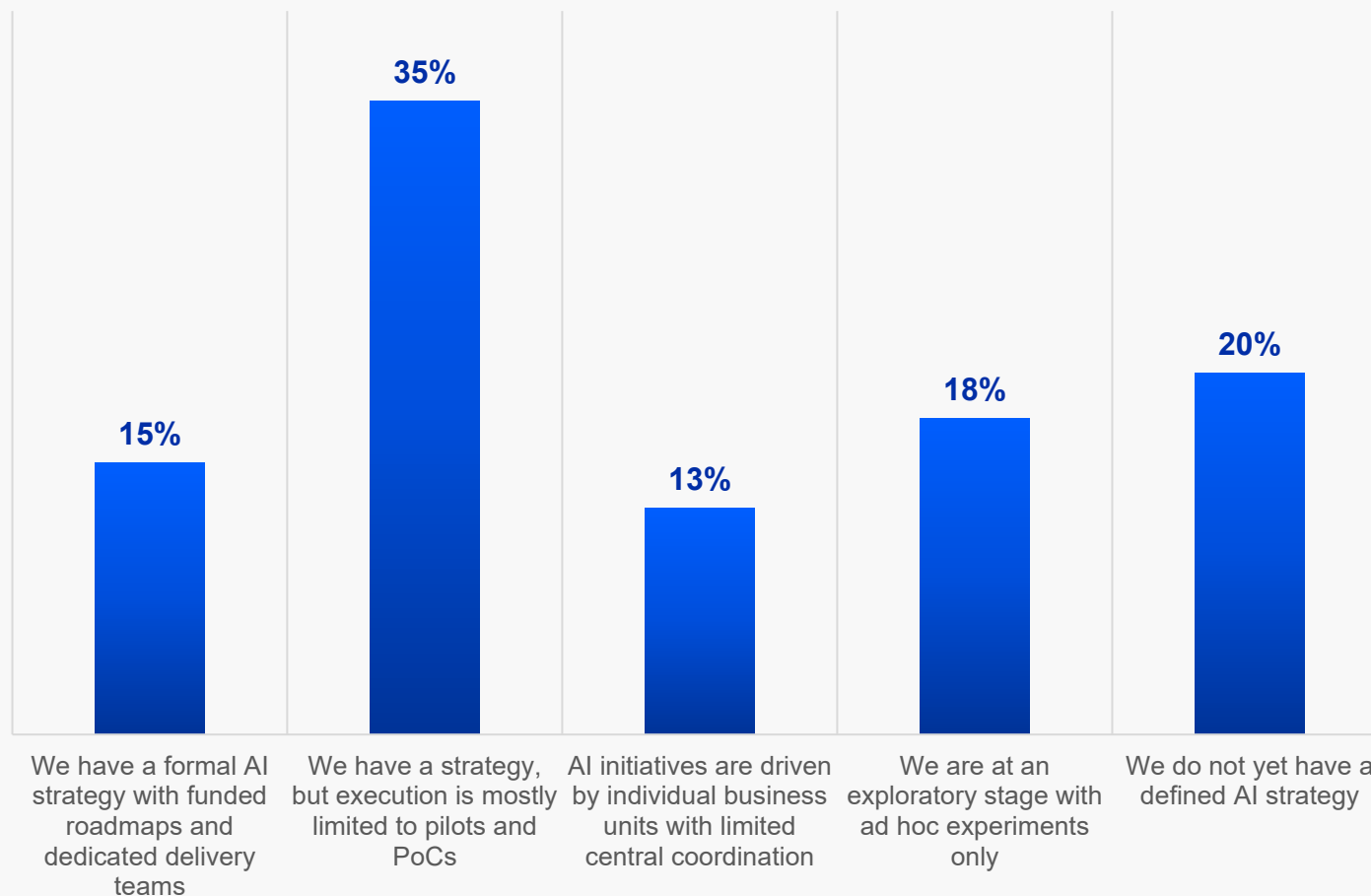
### View of AI-Native Applications and Agents Relative to Traditional ERP Transactions



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As with AI adoption connected to SAP systems, only a small proportion of respondents (15%) report that they have a formal AI strategy with funded roadmaps and dedicated delivery teams. Most have a strategy but are still evaluating AI capabilities, are at a more exploratory stage, or are yet to define an AI strategy at all.

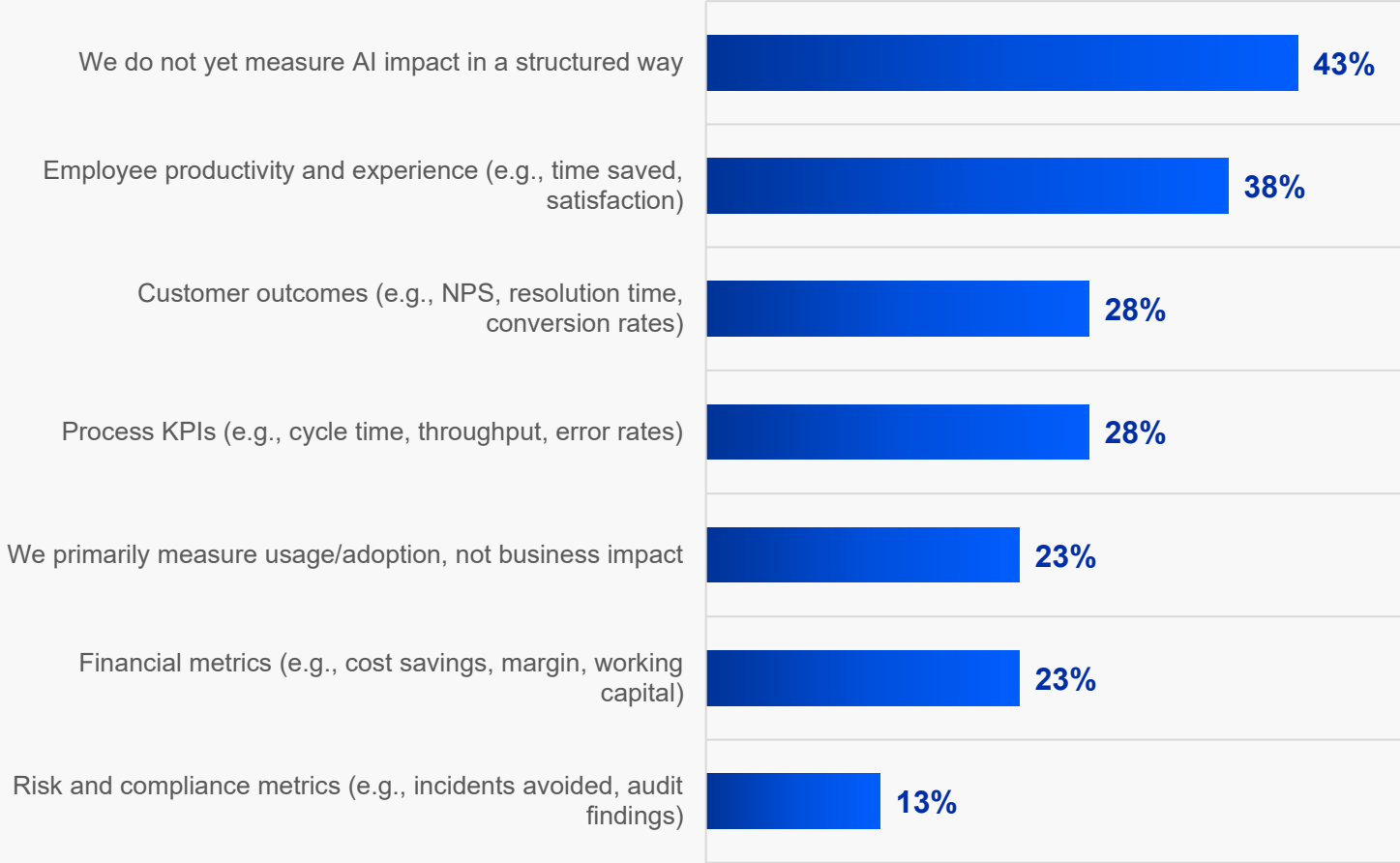
### How Planning and Strategy for "AI in Business" Are Being Translated into Execution Today



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Despite respondents being more advanced when it comes to security and governance, that is not necessarily the same when it comes to measuring the impact of AI. This is perhaps because organizations are earlier in the adoption curve, but putting in place measurement criteria for AI is vital when it comes to determining ROI and overall value. As more organizations start to explore AI agents and assistants that orchestrate those agents, it will be even more important to understand the cost of using those agents to determine whether they are providing real value, just as would be the case if they were a human employee.

How the Impact of AI-Enabled Applications on Process and Business Outcomes is Being Measured



# THANK YOU

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