

# **MASTERINGSAP**

An SAPinsider Company

**Mastering SAP Collaborate**

**22 - 23 May, 2023**

Crown Promenade, Melbourne

**Simplify automation of business  
processes using SAP Build Process  
Automation & SAP AI Business  
services**

**#MasteringSAP #MasteringSAPCollaborate**

# Speakers/Instructors



Mauricio Lauffer

SAP BTP Architect

- Working with SAP technology for ~15 years
- Deep knowledge in ABAP, Workflow, HANA, Fiori/UI5 and BTP
- Focused in helping SAP customers in their cloud journey
- Love open-source, having contributed to SAP projects such as OpenUI5 and CAP Nodejs, and authored several UI5 and CAP libraries



Murali Shanmugham

SAP Customer Success Manager

- Focused on helping customer adopt and use BTP to solve their business challenges
- Lead a BTP Customer Success Team at SAP in Asia Pacific Region
- Love exploring new technologies to see how it can be applied at enterprise level
- Active SAP Community member & SAP Champion

# Agenda

- SAP Build Overview & local Customer Stories (30 mins)
- SAP Business AI Strategy, Relevance to automation & Demonstrations (30 mins)
- Show & Tell - RPA Automation scenario of Invoice processing (30 mins)
- Hands-on exercise of Sales Order Processing using Technical Academy landscape (2 hours)
- JumpStart Networking Drinks (5pm onwards)

## TECHX WIFI

Network: Crown Events & Conferences

Password: **MSAPTechX**

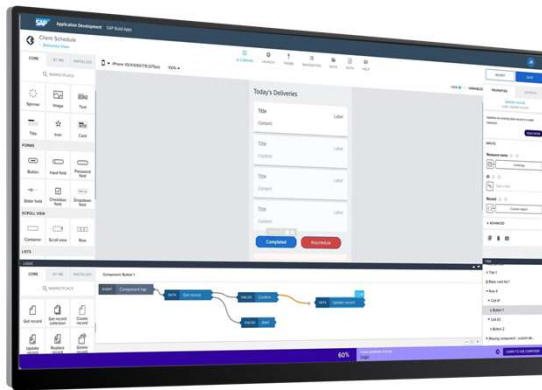
# SAP Build Portfolio

Create and augment enterprise apps, automate processes, and design business sites, all visually

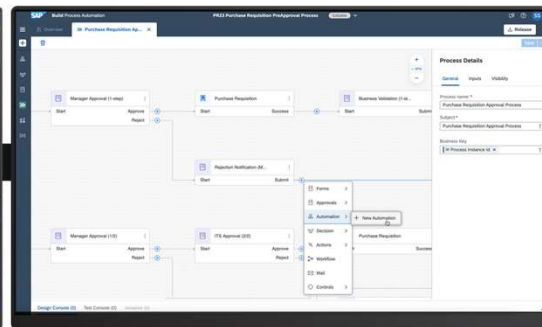
Build apps

Automate processes

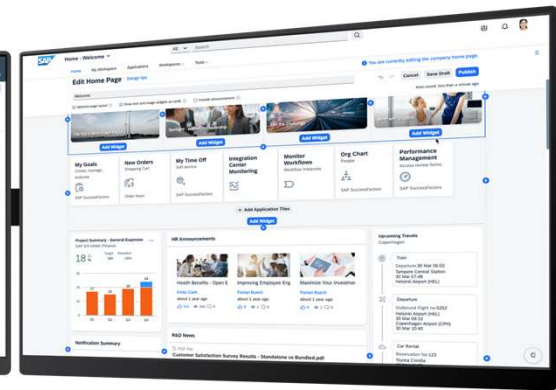
Design business sites



SAP Build Apps



SAP Build Process Automation



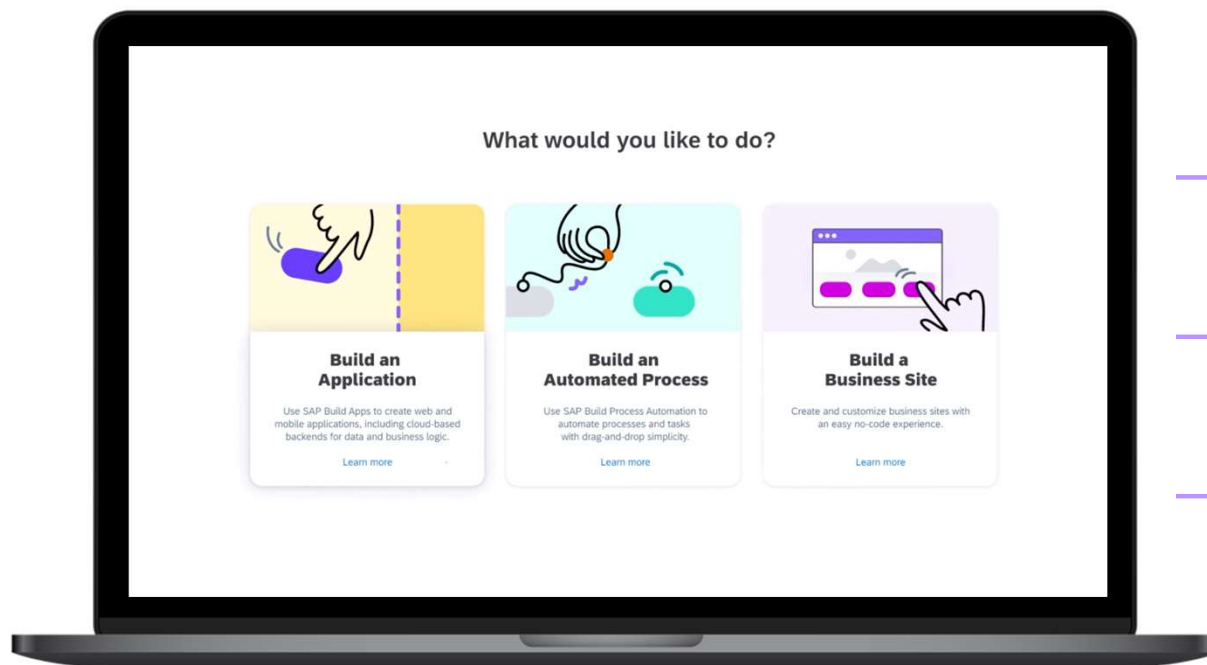
SAP Build Work Zone

Build Visually  
Integrate Seamlessly  
Collaborate Securely

SAP Business Technology Platform

# Build apps visually

Create enterprise apps with drag-and-drop simplicity



SAP Build Apps

Design beautiful user interfaces without coding

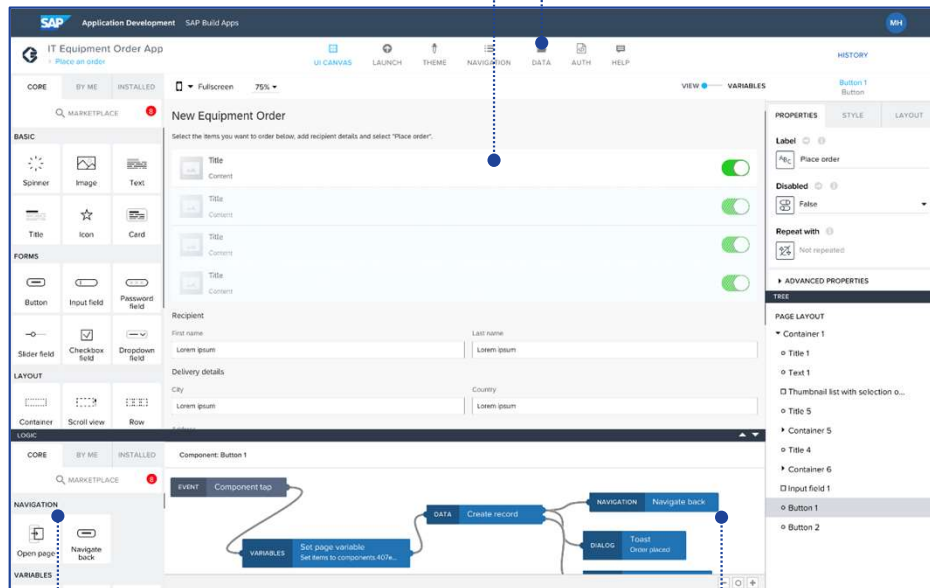
Create data models and business logic visually

# SAP Build Apps

## Powerful features for full-stack visual development

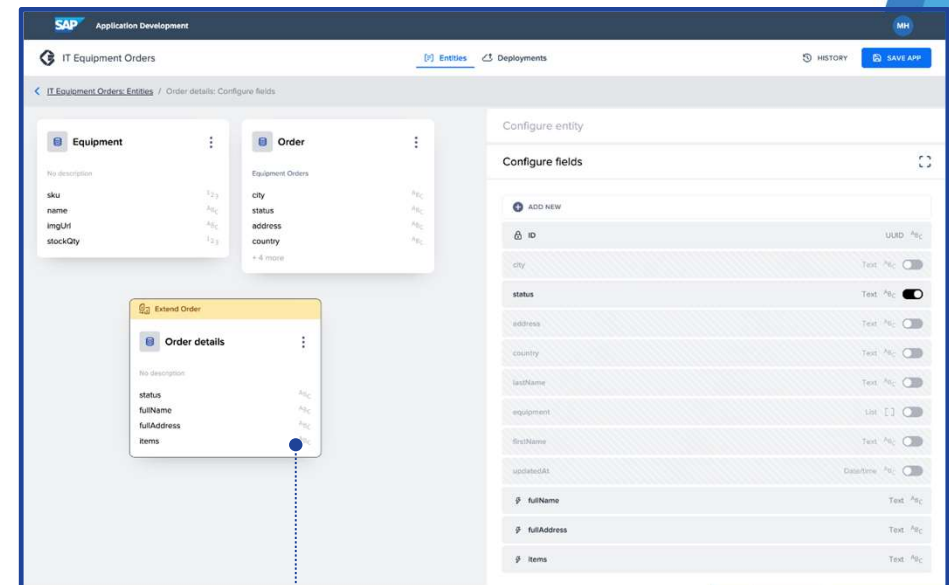
Drag & Drop UI Design

Formulas for data transformation and API connectivity



Customizable components and 400+ built-in formula functions

Visual business logic



**NEW:** Visual data modeling with visual cloud functions

# LION Venue Finder

MS0

- Simple search application for Lion Breweries employees to find a venue close by that serves Lion Beverages
- Shouldn't look like a corporate app, as it's meant to be used in a casual way
- Can be deployed both on BTP and natively on a phone
- Live integration to SAP S/4HANA
- Leverage SAP Cloud Application Programming model for security and integration
- Custom Table Function to calculate distances between user and venues deployed to HANA Cloud

## Slide 7

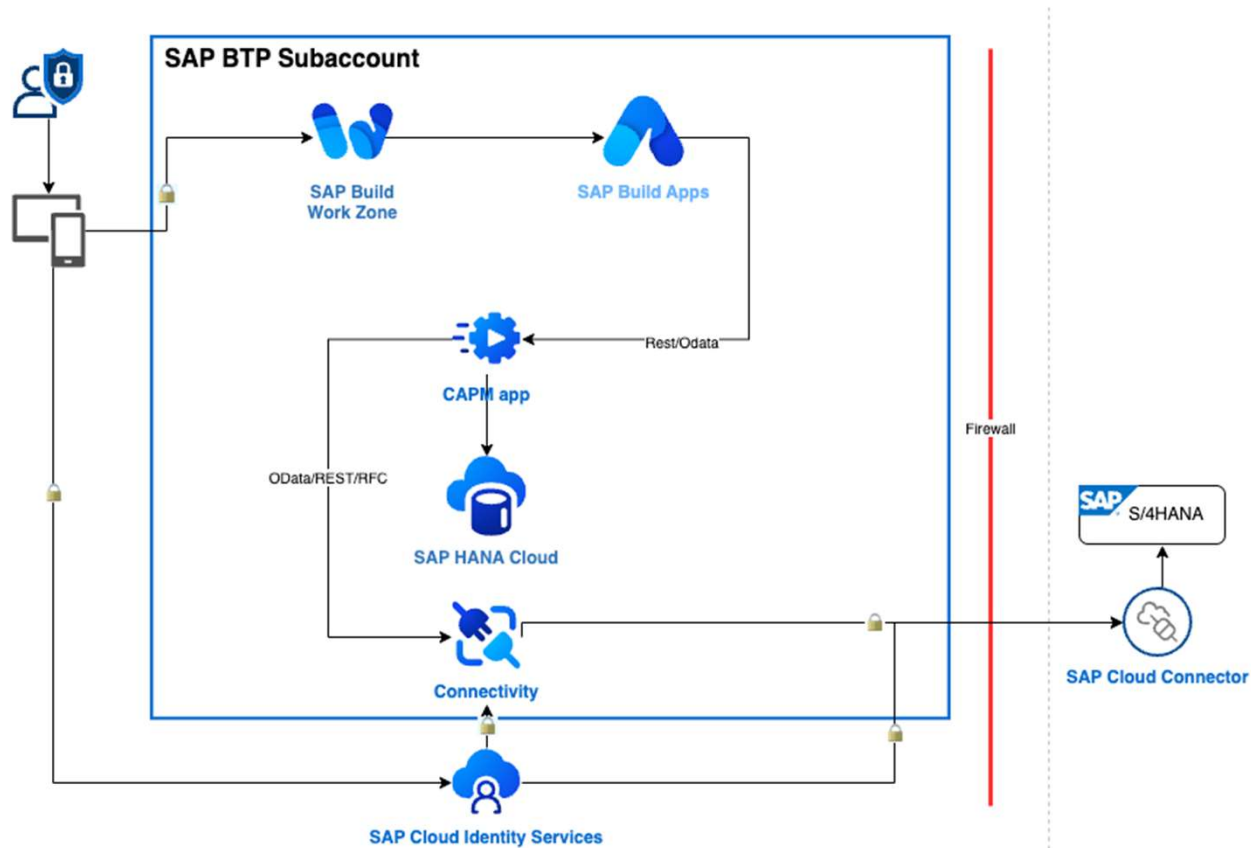
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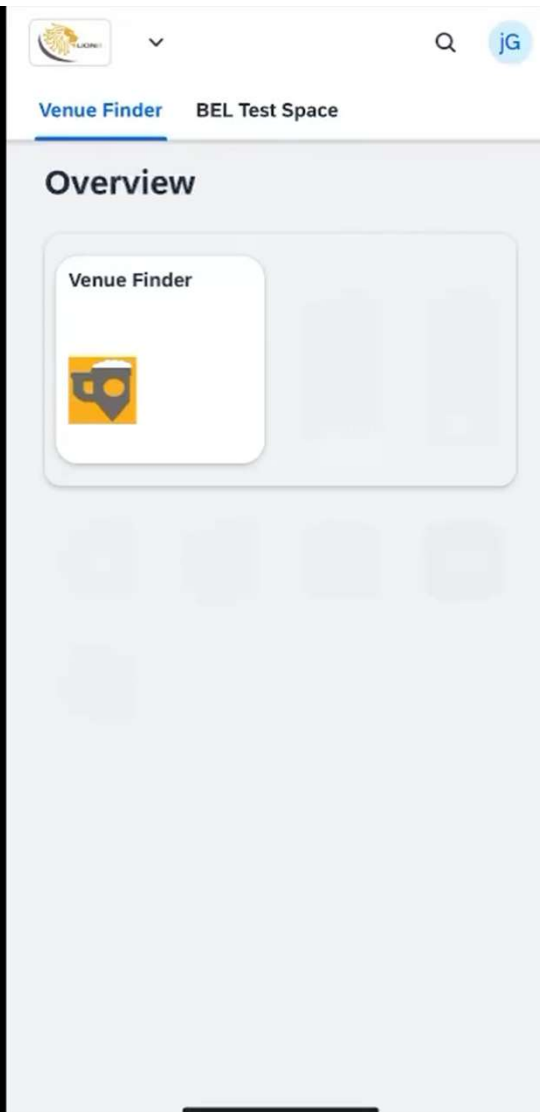
**MSO**

[@Kjaer, Jakob] Can you please update this slide with details of LION Story. Do we have a video or images to explain the outcome/architecture

Shanmugham, Murali, 2024-05-12T10:04:33.495

# Architecture





# Fortescue Workflow Outlook Integration

MS0



- Receive AND action SAP workflow approvals directly in Outlook on Desktop or Phone
- View attachment and line items for the approval item
- Don't force the end user into Task Center or My Inbox
- Speed up approval time

## Slide 10

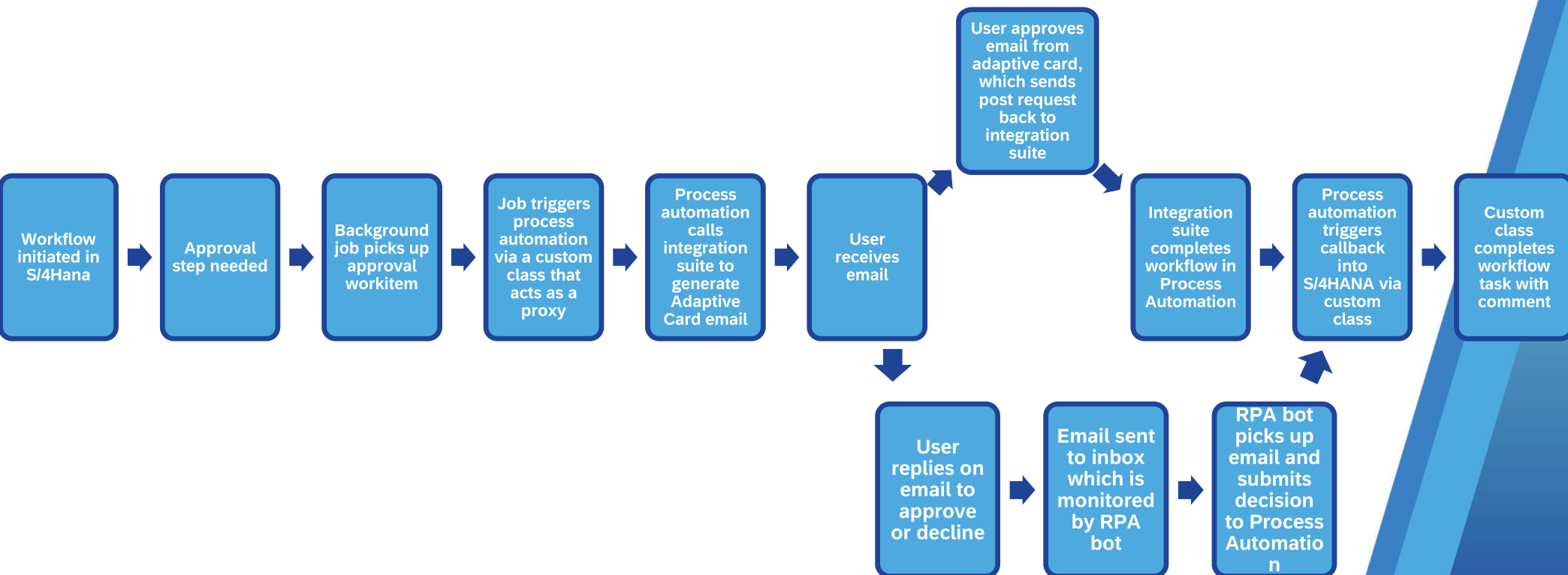
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**MSO**

[@Kjaer, Jakob] : We need to update this slide too with details on the Adaptive Cards use with SBPA.

Shanmugham, Murali, 2024-05-12T10:05:02.451

# Process



0

Fortescue My Inbox

All Tasks (6)

APPROVE P/Req 13695528 Value 10,964.39 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE P/Req 13695525 Value 163.33 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE P/Req 13695513 Value 21,000.00 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE P/Req 13695513 Value 21,000.00 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE P/Req 13606106 Value 4,633.03 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE P/Req 13508973 Value 7,212.09 K1 0.00 AUD Medium Due on Dec 31, 9999, 2:00 AM

APPROVE Purchase Requisition Release

APPROVE P/Req 13695528 Value 10,964.39 K1 0.00 AUD

SAP Workflow System User SAP\_WFRT

Due on Dec 31, 9999, 2:00 AM

Created on May 11, 2024, 3:41 PM

Status: Ready

Priority: Medium

This Purchase Requisition has been assigned to you for approval.

Please review the Purchase Requisition and approve or reject it by selecting the appropriate button.

Purchase Requisition: 13695528

Work Order: 2100400899

Approve Reject Show Log Forward Open Task

## Slide 12

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- 0 - Blur out email address in process automation and outlook
- Blur out calendar in outlook

Kjaer, Jakob, 2024-05-14T00:52:56.002

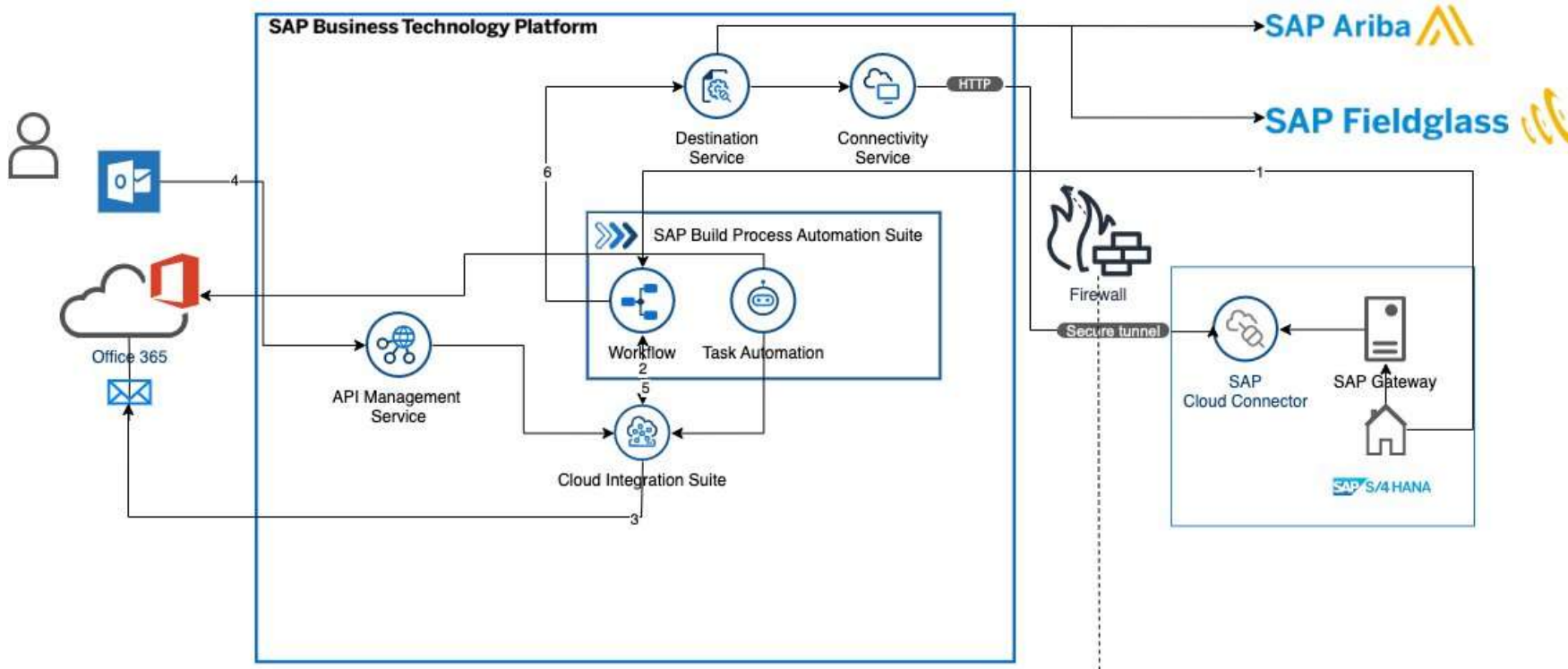
- 0 0 Blur out url for Fiori UAT

Kjaer, Jakob, 2024-05-14T00:53:23.046

# Architecture

- Leveraging SAP Process Automation for better monitoring and error handling
- Using SAP Integration Suite to handle the creation and sending of the Adaptive card
- Can be easily extended to work with Microsoft Teams
- Security handled via API Management to ensure no unauthenticated approvals happen
- Build in a loosely coupled fashion on S/4HANA using a background job to create the task on SAP Build Process Automation

# Architecture



# SAP Build

Create enterprise apps, automate processes, design business sites with drag-and-drop simplicity



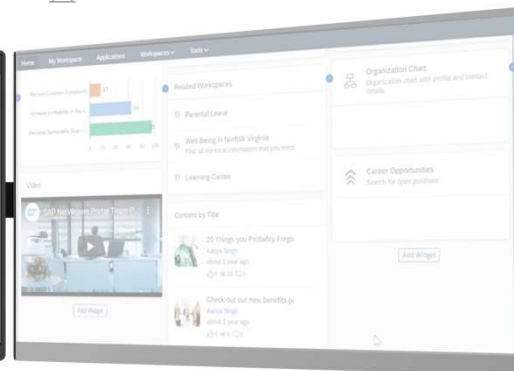
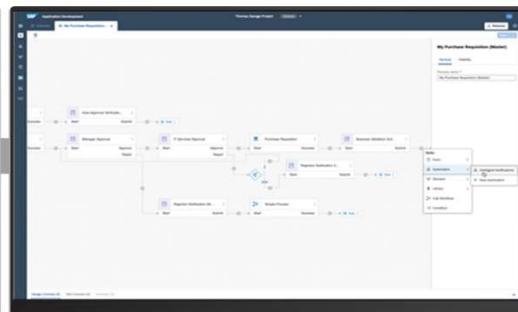
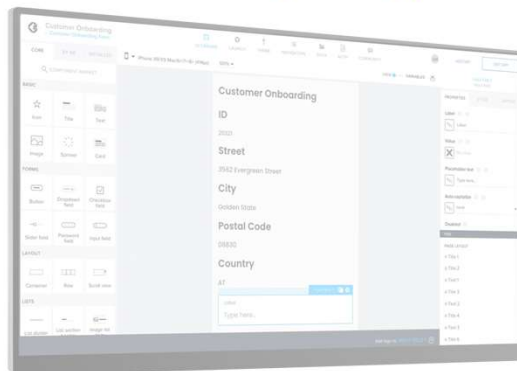
Compose apps



Automate processes



Design business sites



Build Visually

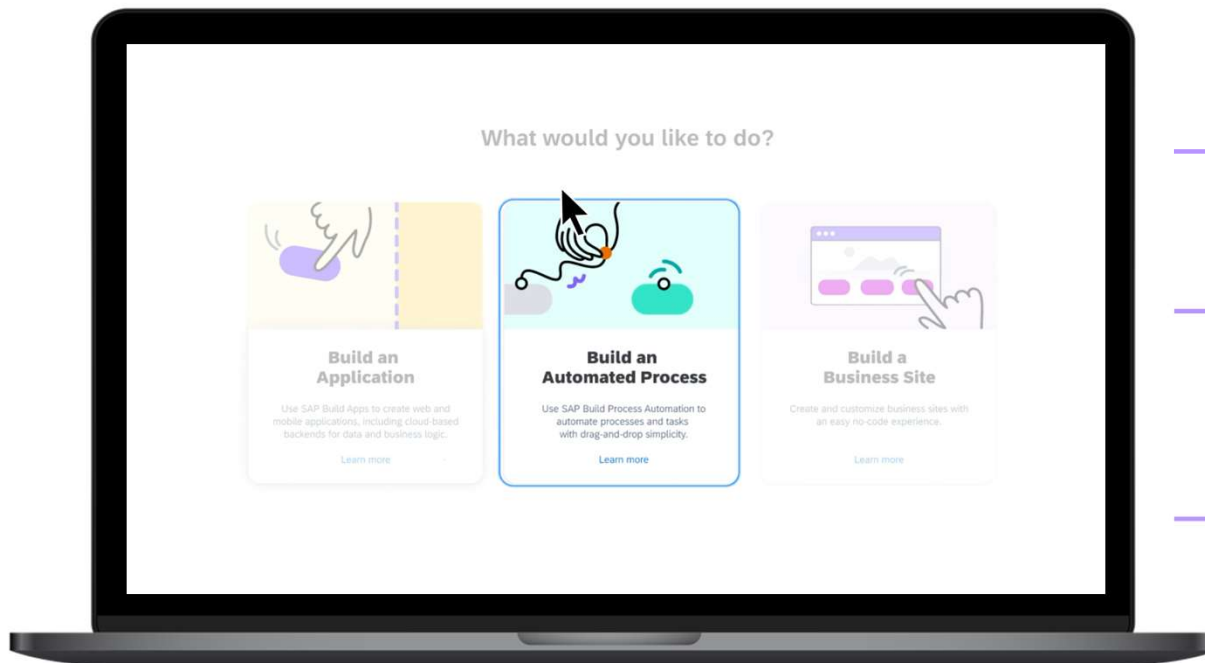
Integrate Seamlessly

Collaborate Securely

SAP Business Technology Platform

# Automate processes visually

## Simplify process and task automation



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Build with ease using visual  
drag-and-drop tools

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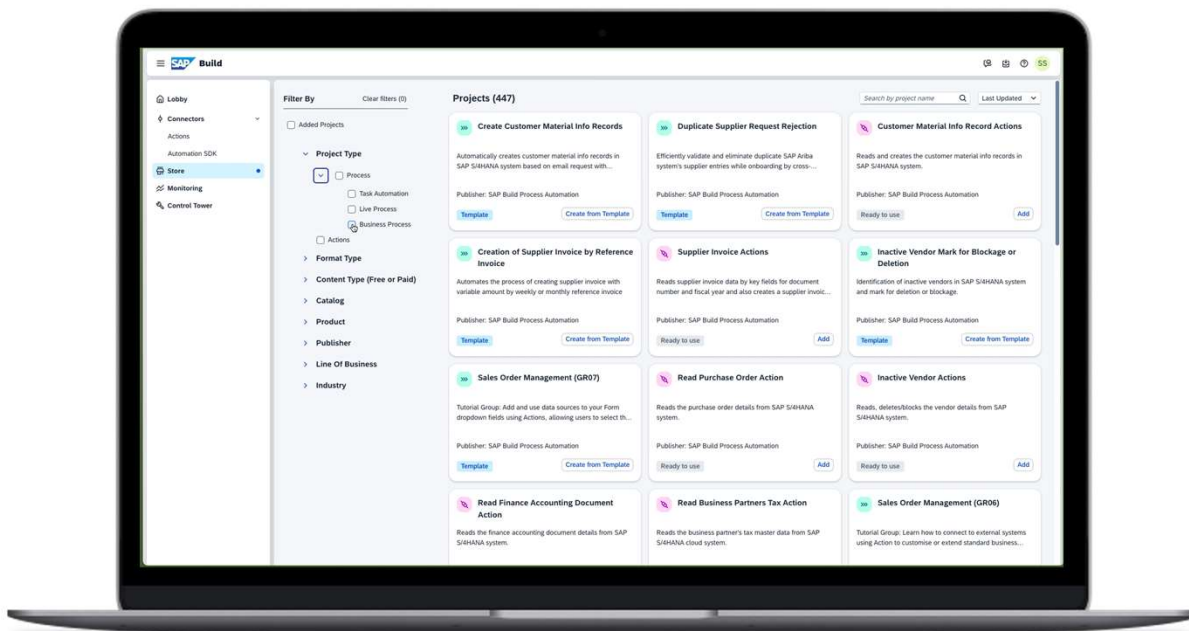
Automate faster with Workflow  
Management, Robotic Process  
Automation (RPA), and AI capabilities

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SAP Build Process Automation

# Integrate seamlessly

## Develop faster using pre-built workflows, bots and connectors for SAP and non-SAP systems



430+ of process content packages, RPA bots and connectors

Connect with applications, processes and data across SAP and non-SAP systems

Use business data without losing context and meaning



[Visit the SAP Business Accelerator Hub](#)

# Collaborate securely

## Foster collaboration and operate with confidence

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Enable fusion team development

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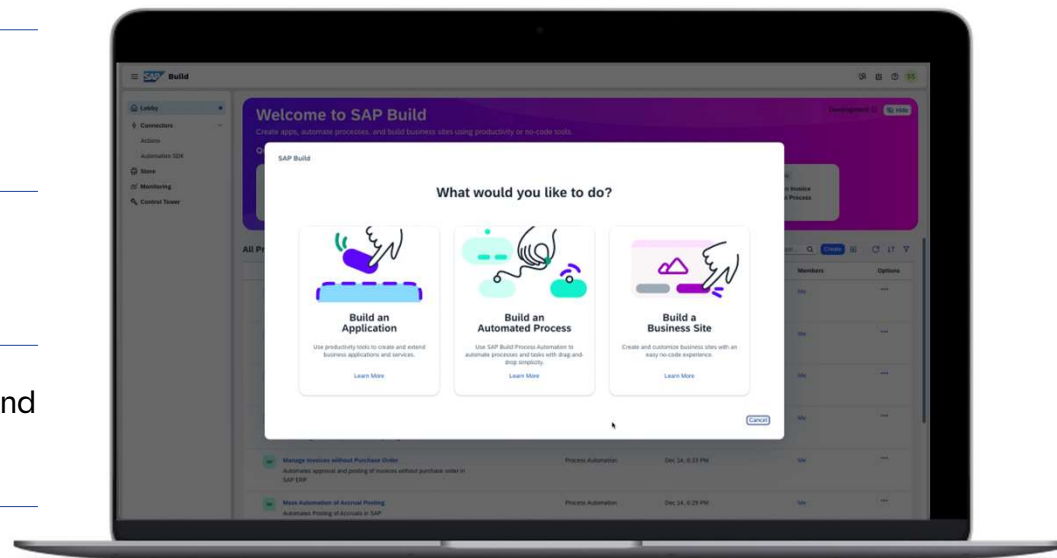
Share artifacts and leverage complex logic contributed by professional developers

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Centralized lifecycle management, monitoring, and governance

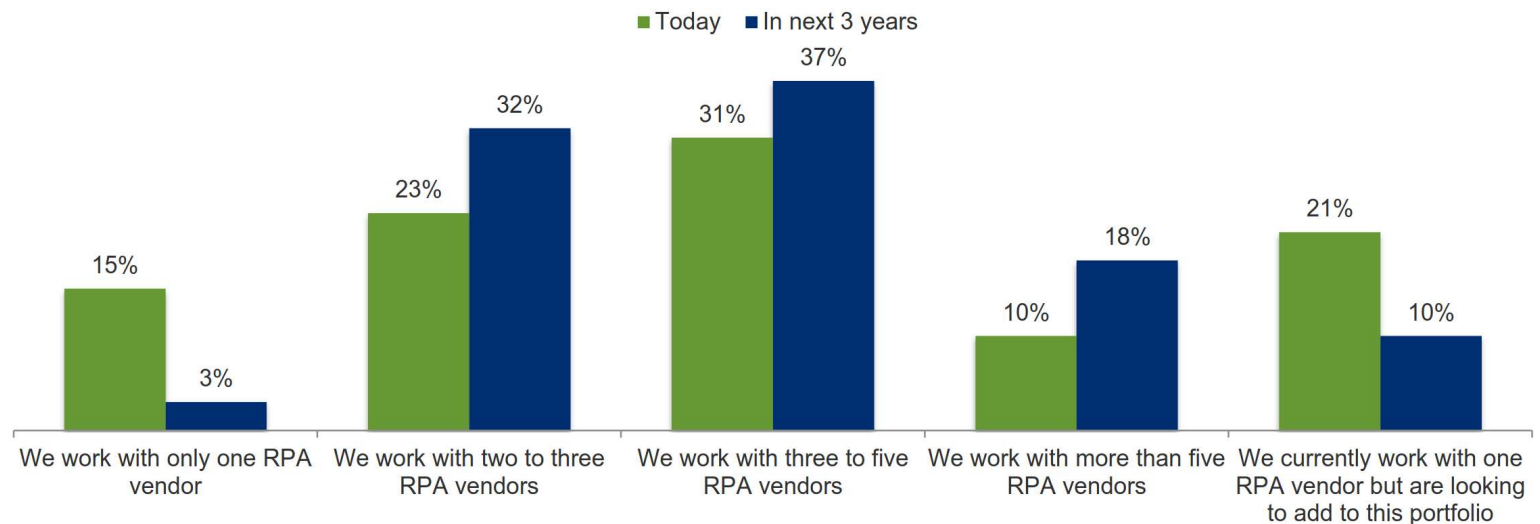
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Unified lobby

# Multi Vendor Strategy a Reality For RPA

**Today 79% work With 2 or more RPA vendors - In 3 years 55% Of enterprises foresee three or more**



Base: 300 decision makers/influencers from Australia, France, Germany, Japan, UK and US market. Surveyed respondents had some level of responsibility for RPA strategy/initiatives April 2019

# Open ecosystem

## Microsoft Power Automate

Enrich **personal productivity** with  
**enterprise automation**

## Google

Integration of **Google Workspace**  
**productivity suite** and **document AI**  
capabilities

## Automation Anywhere

**Integrate** Automation  
Anywhere platform with SAP Signavio  
and SAP Build Process Automation

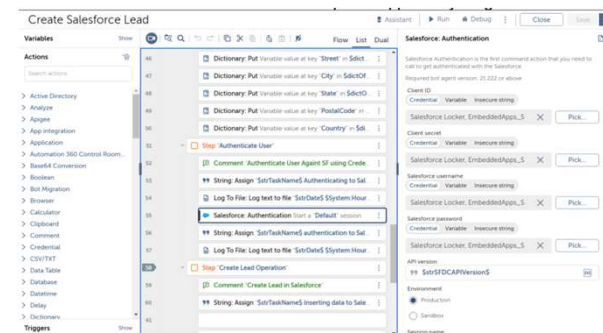
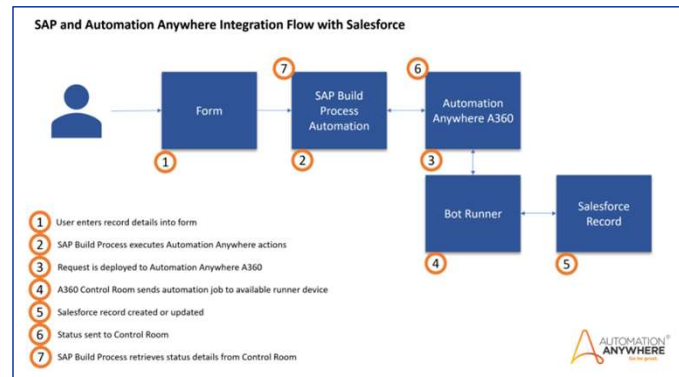
## UiPath

Leverage **automations** for  
**non-SAP business applications**

# Open ecosystem: Automation Anywhere platform

Integrate the Automation Anywhere platform with SAP Signavio solutions and SAP Build Process Automation

- Leverage existing investments in **non-SAP automations** for end-to-end business processes.
- Manage the complete **process lifecycle** with integrated tools.
- Use **predefined content package** for Salesforce automation.
- **Access predefined integrations** from the Automation Anywhere bot store and the content catalog for SAP Build solutions.



[Automation Anywhere Bot Store](#)

[Content catalog for SAP Build solutions](#)



**#Beta-Digital**

“

**Automating & Streamlining Sales Order Management**

**15 Days**

From Ideation to Go Live

**70%**

Reduction in the overall TCO with in-house team providing the on-going support

**1 FTE**

Free up for each automation to focus on higher value tasks

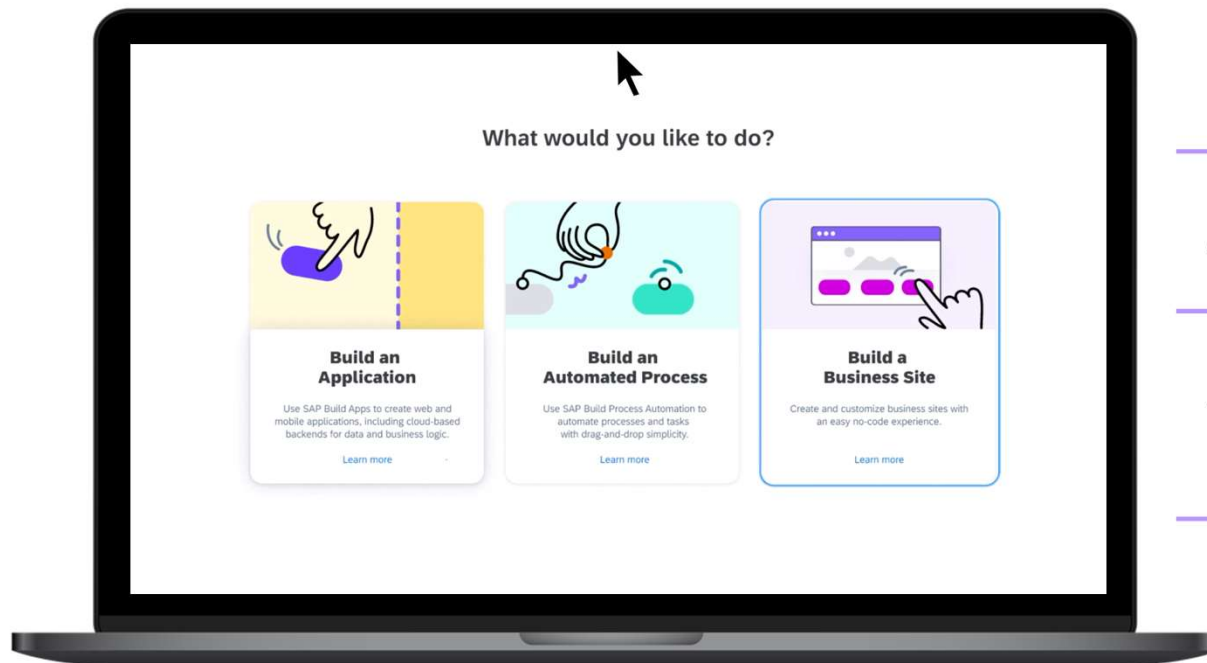
# SAP Build

Create enterprise apps, automate processes, design business sites with drag-and-drop simplicity



# Design business sites visually

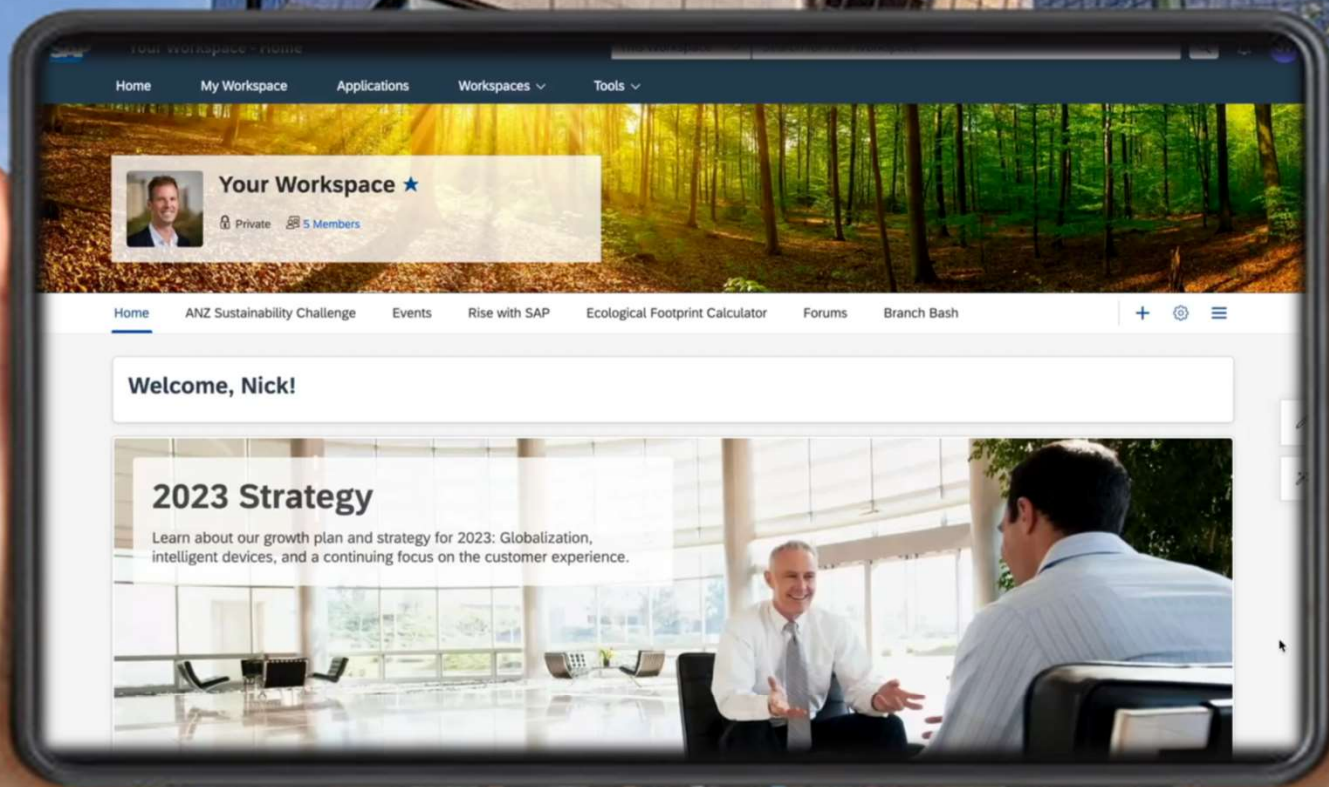
Create engaging sites to get work done quickly across enterprise applications



SAP Build Work Zone

Build personalized business sites with ease

Maximize team productivity with guided experiences and knowledge sharing



# SAP Build Work Zone

## Use Cases

### Role-based Workspaces



### Purpose-built Business Sites



### Internal Facing Sites

- Intranet
- Store Manager Desktop
- New Hire On-Boarding
- Learning University
- Procurement Desktop
- Enterprise Service Management

### External Facing Sites

- Customer Self Service
- Supplier Portal
- Dealer Portal
- Supplier Training
- Partner Portal

# Good governance and operations is essential for low-code success

## Problem statement and path to success

Low-code tools revolutionize the application and process development experience, but must also deliver faster value, avoid shadow-IT, and ensure trust between business users (citizen developers), pros, and central IT.

### IT Organization

- Wants to ensure security and compliance
- Reduce risk of proliferation by citizen developer
- Avoid Shadow IT

### Low-code Developer

- Work within a scalable governance framework appropriate for the use case risk level and skill level of the citizen developer
- Flexibility for development and scaling
- Enablement and support

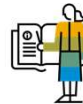
### Pathway to low-code developer activation and empowerment



Engage Stakeholders early



Utilize great governance practices and tooling



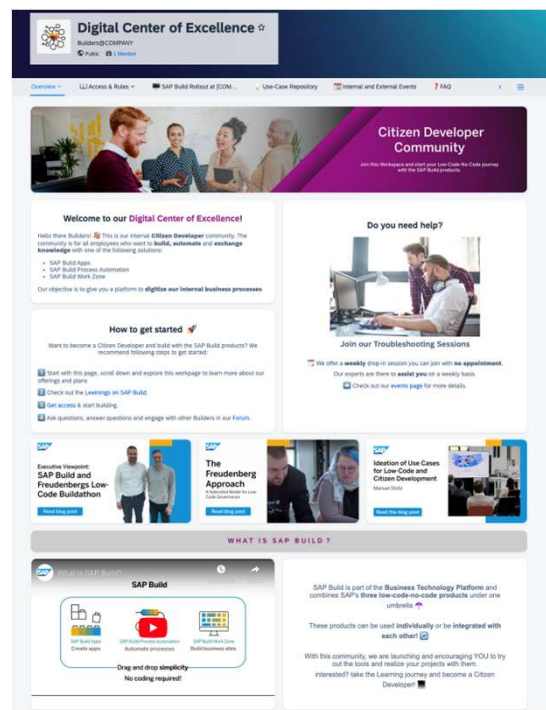
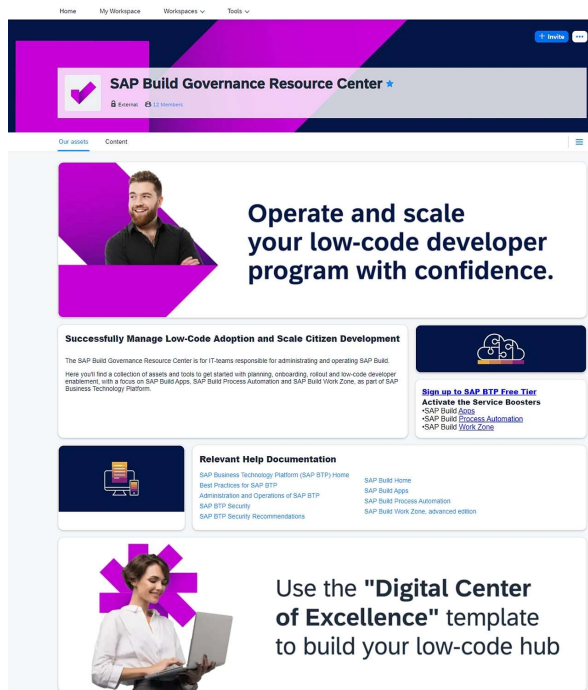
Training, certification, support for citizen developers, pro-dev collaborators



Robust, concise and easy to access documentation

# White-label template: You can run SAP Build using SAP Build Work Zone

## Provide your citizen developers with tools, processes, and enablement



# Step-by-step SAP Build enablement with SAP Learning journeys

Start with 1 + 2 in central IT; the others are for enabling Builders



All 3 low-code tools

1



Work Zone

2



Apps

3



Process Automation

4



# Adapt rapidly with AI

Business experts can **make better decisions** with AI insights and **reduce repetitive tasks** with AI-driven document processing

## Built-in AI accelerates AI adoption in your business processes

- AI-driven **document information extraction**, to reduce errors and empower employees to focus on higher value tasks
- Increase data consistency and raise efficiency with **AI-driven recommendations** within your automations
- Accelerate the development of secure integration scenarios via **AI-powered flow step suggestions**

## Extend your automation potential with third party openness to the AI solutions your teams know and trust

- Integrate seamlessly with **Vision AI** models to processing hand-written documents
- Enable efficient search and information retrieval using natural language, empowered by **generative AI**
- Discover new process insights and behaviors and unlock **AI-facilitated decision making**

# Our business AI is embedded across the portfolio

Relevant

Reliable

Responsible



**Joule**

A copilot that truly understands your business

## Embedded AI capabilities

Cloud ERP

Supply chain  
management

Human capital  
management

Spend management  
& business network

Customer relationship  
management

Business Technology  
Platform

## AI Foundation

on Business Technology Platform

## AI ecosystem partnerships and investments



ANTHROPIC



cohere

databricks

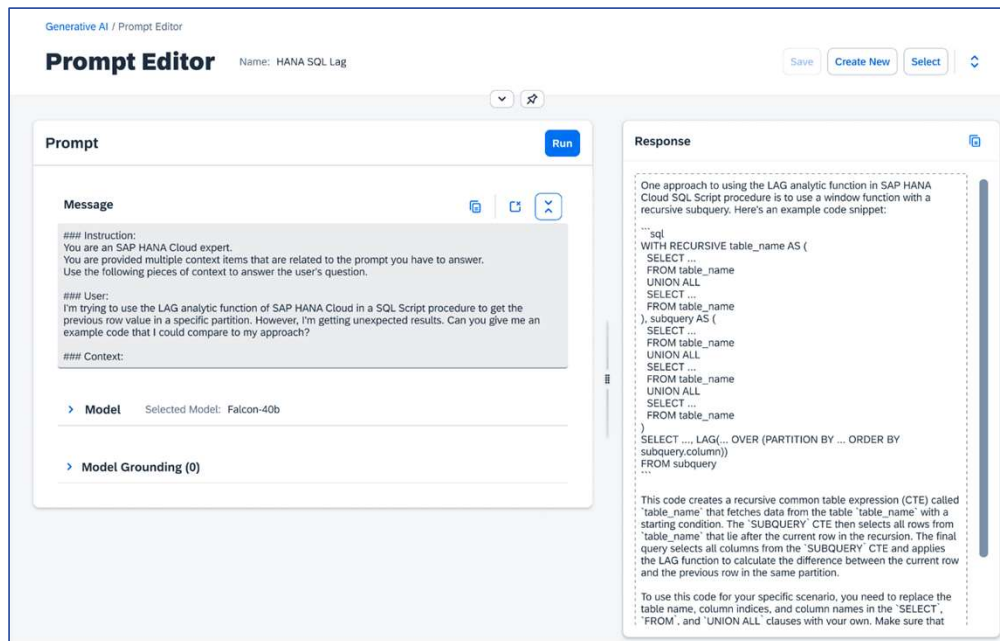
DataRobot

Google Cloud

IBM

Microsoft

# Explore models and engineer better prompts with generative AI hub playground in SAP AI Launchpad



## Explore

the possibilities and responses of different models with a single click

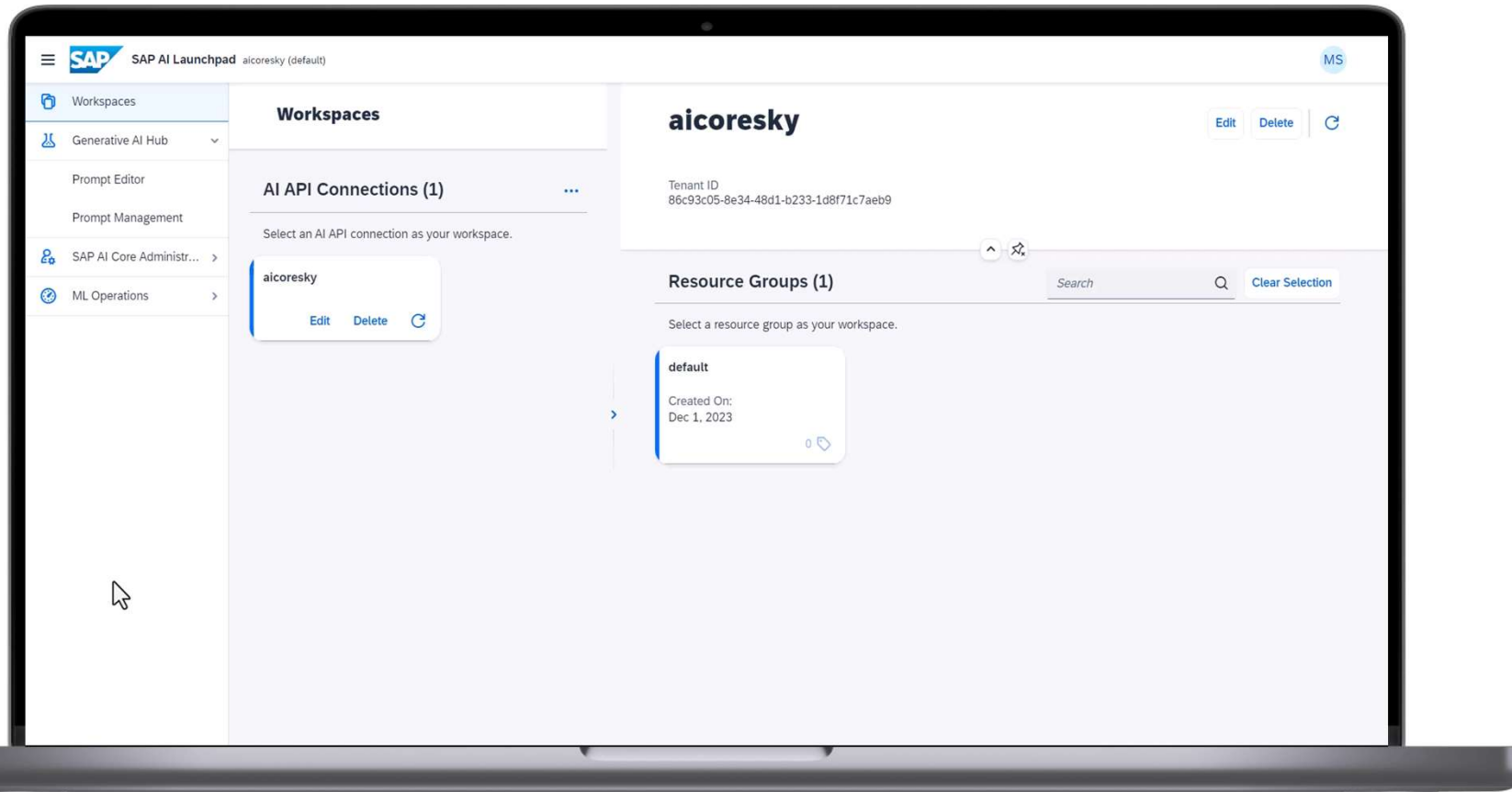
## Create

requests that best satisfy your needs in a dedicated prompt engineering tool

## Manage

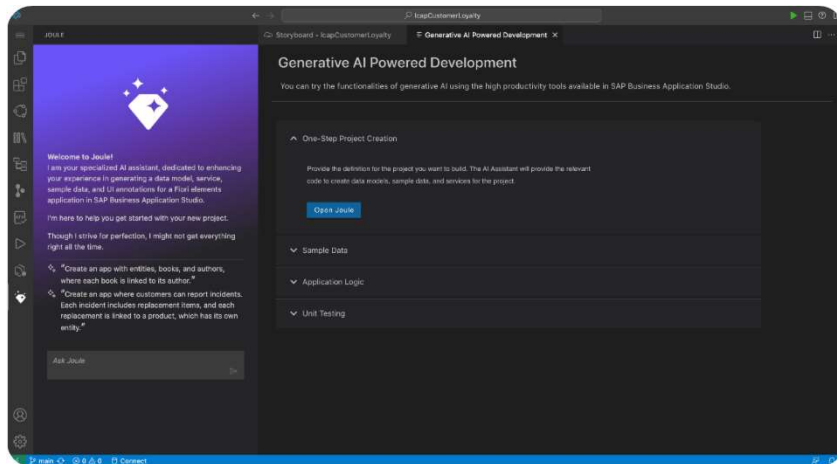
The lifecycle of your prompts to guarantee their best usage into your applications

# Generative AI hub playground in SAP AI Launchpad



# Boost Application Development productivity

## SAP Build Code



### Challenge

- Writing code is hard and requires upfront learning. Even experienced developers regularly need to consult the documentation which slows down the development process.
- Test data creation is tedious. One must always ensure that data fits the model and is up to date.

### Solution

- **Integrated in SAP BTP Business Application Studio & CAP**
- Create all necessary CDS files which define the entities, relations and service projections according to your prompt
- Generation of business logic in services, generate sample data
- Even existing models can be changed, just by providing descriptions
- Supports developers to generate unit tests for business in services

### Outcomes

**Up to 30%**  
time reduction to generate  
data models and services

**Improve**  
Developer experience

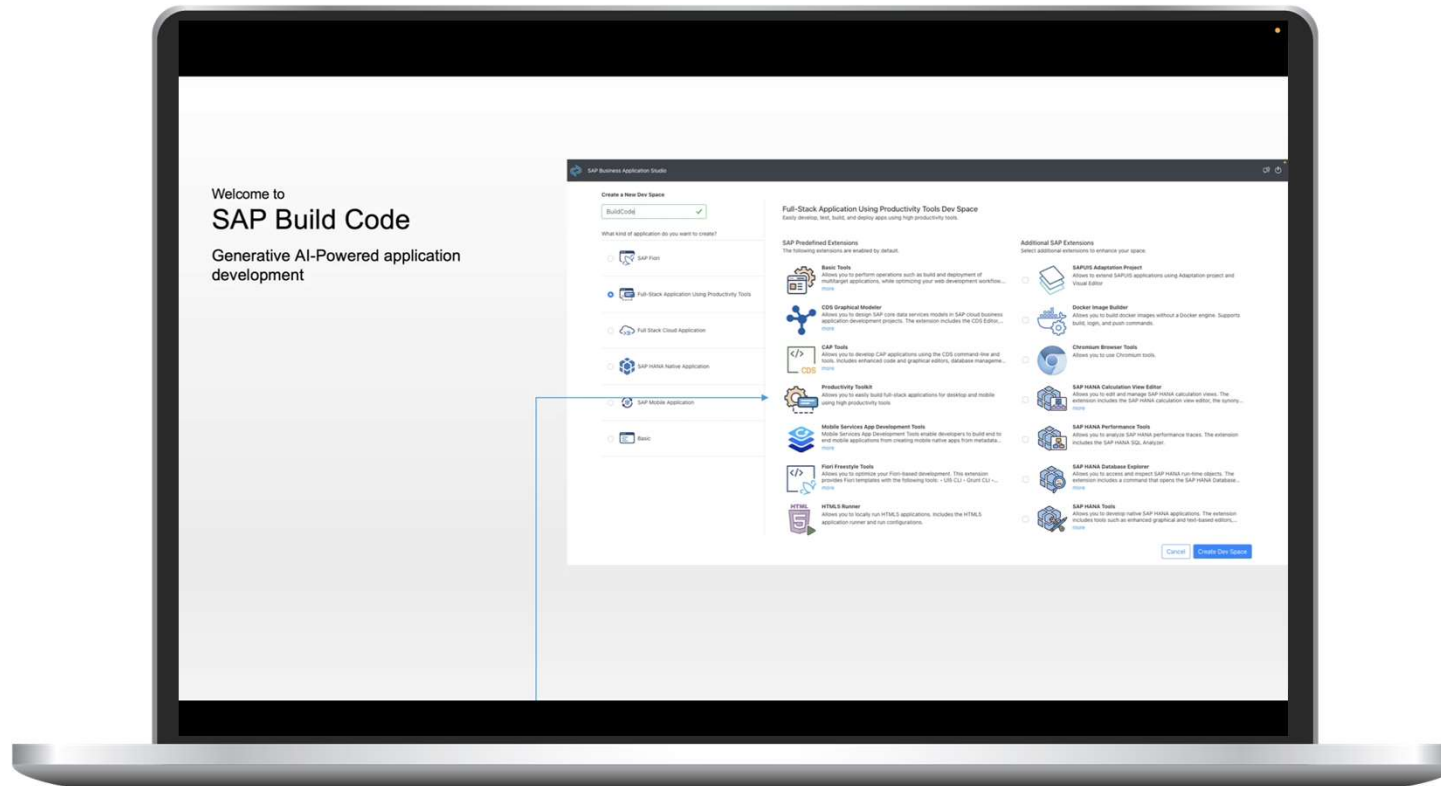
**Empower**  
Users to answer  
their technical and  
business questions

## Slide 34

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- 0 I think we can sharpen this and make it less words and more to the point  
Kjaer, Jakob, 2024-04-29T05:49:24.716
- 1 Last time I tried using Joule on an existing model didn't work. We need to check this.  
Kjaer, Jakob, 2024-04-29T05:50:26.683

# SAP Build Code in action

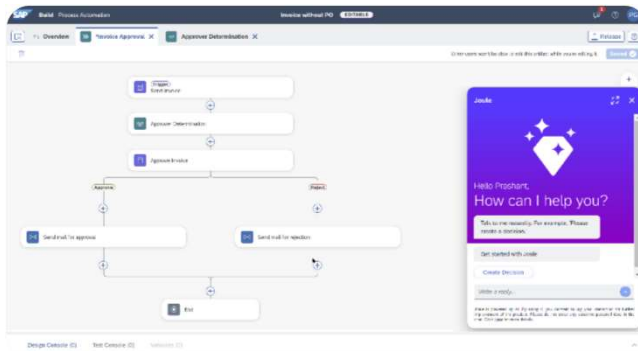


# Automation: Executable Process AI & More

## Generate processes, automations and decisions



Business Process Expert



### Challenge

- Business processes and automations can be complex to model
- Business users need to ramp-up on tools to model their processes or automations
- Even the tooling experts require time to build executable process automations and decisions

### Solution

#### Interactive modeling with proactive recommendation and validation

- Generate processes, automations, forms and decisions (business policies) using the inputs provided in natural language by the business experts
- Generate artifacts which can be reviewed and modified as per need
- Recommendation of pre-built content from the store, real-time identification of gaps and out of the box capability to test and simulate

#### Support in the generation and summarization of complex artifacts

- Summarization of complex artifacts in natural language (e.g., summary of complex decision table)

#### Document Information Extraction

- Action processes with data from structured documents like invoices or payment records

### Outcomes

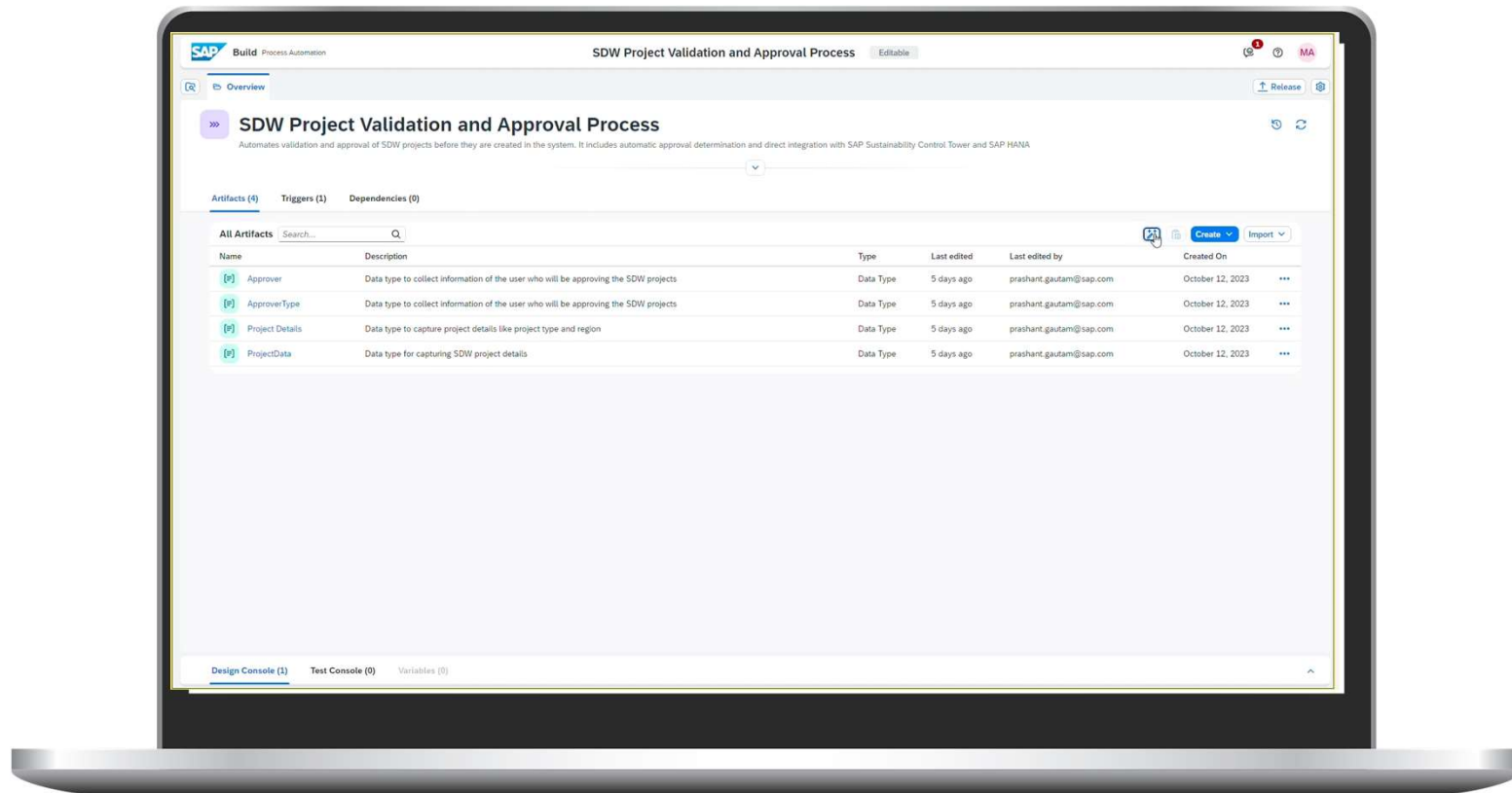
#### Faster

time in design-to-execution

#### Improved Quality

of processes and automations

# SAP Build with executable process AI



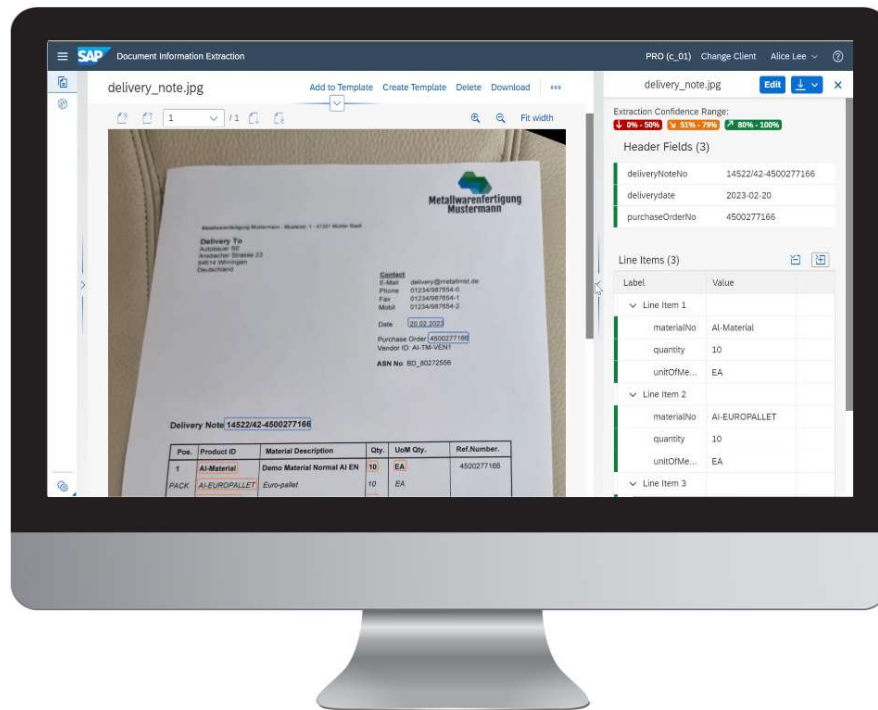
# Material Master Data Entry

End to end integrated  
applications leveraging  
GenAI and SAP



# Extract information from any document type with Document Information Extraction premium edition

New Service



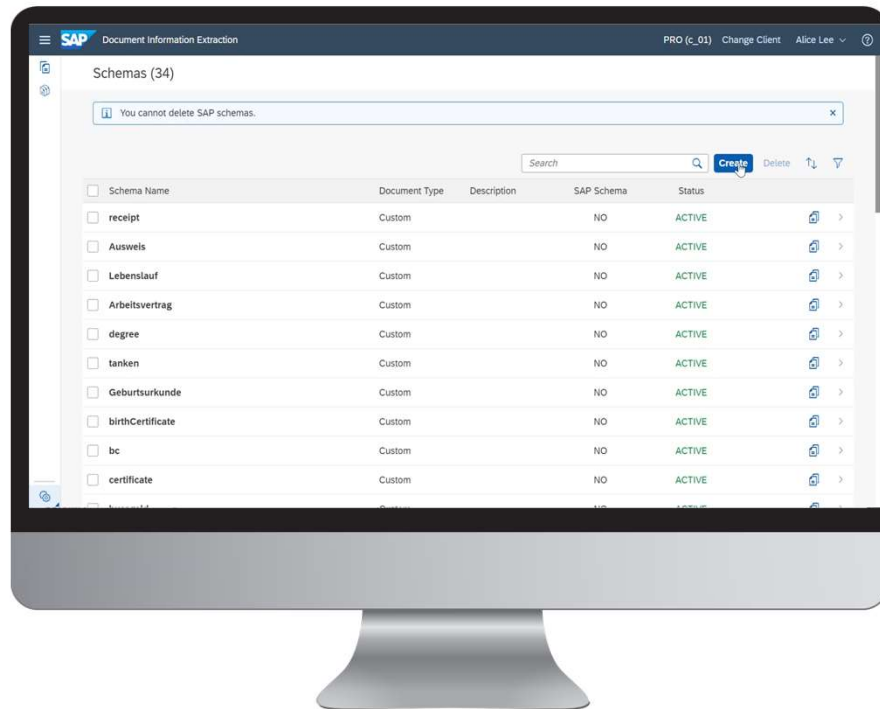
**Extract**  
Relevant information  
from any document type

**Customize**  
The list of fields that you  
want to extract based on  
your business needs

**Accelerate**  
No need to train custom model on  
own data and documents which  
might have various formats

# Extract information from any document type with Document Information Extraction premium edition

New Service



## Extract

Relevant information from any document type

## Customize

The list of fields that you want to extract based on your business needs

## Accelerate

No need to train custom model on own data and documents which might have various formats

# Demonstration of Document Information Extraction – supercharged by LLMs

# Show & Tell :SAP Build Process Automation

The screenshot displays the SAP Build web application interface. On the left is a navigation sidebar with links to Lobby, Connectors, Actions, Automation SDK, Store, Monitoring, and Control Tower. The main content area features a 'Welcome to SAP Build' banner with the tagline 'Create apps, automate processes, and build business sites using productivity or no-code tools.' Below the banner is a 'Quick Start' section with three template cards: 'Create a Change and Innovation Approval Process', 'Create an Invoice Approval Process', and 'Create a Sample To-do Application'. At the bottom, there is a table titled 'All Projects (430)' with columns for Name, Versions, Type, Last Accessed, Members, and Options. The first row in the table shows 'Invoice Processing' with 139 available versions, the latest being 1.9.0, and it is categorized as 'Process Automation'.

**Welcome to SAP Build**

Create apps, automate processes, and build business sites using productivity or no-code tools.

**Quick Start**

- Template: Create a Change and Innovation Approval Process
- Template: Create an Invoice Approval Process
- Template: Create a Sample To-do Application

**All Projects (430)**

| Name                                        | Versions                       | Type               | Last Accessed   | Members  | Options |
|---------------------------------------------|--------------------------------|--------------------|-----------------|----------|---------|
| »» Invoice Processing<br>Invoice Processing | 139 Available<br>Latest: 1.9.0 | Process Automation | 5/12/24 6:30 PM | Everyone | ...     |

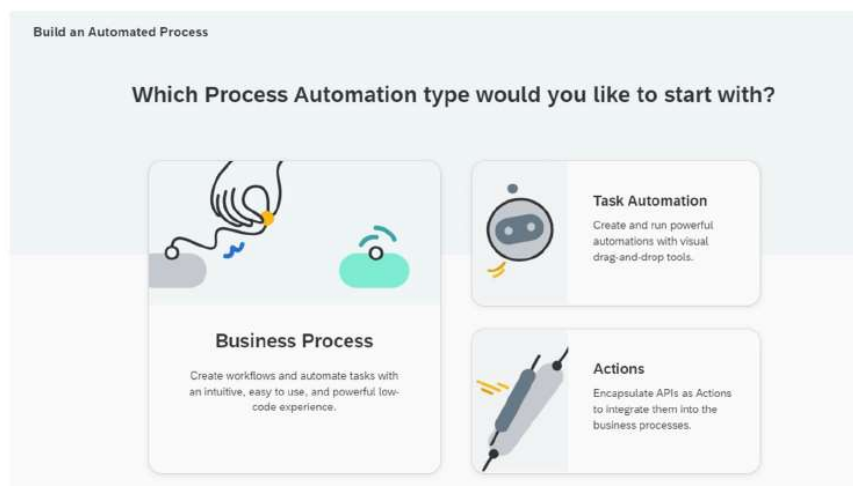


## Technical Academy SAP Build Process Automation



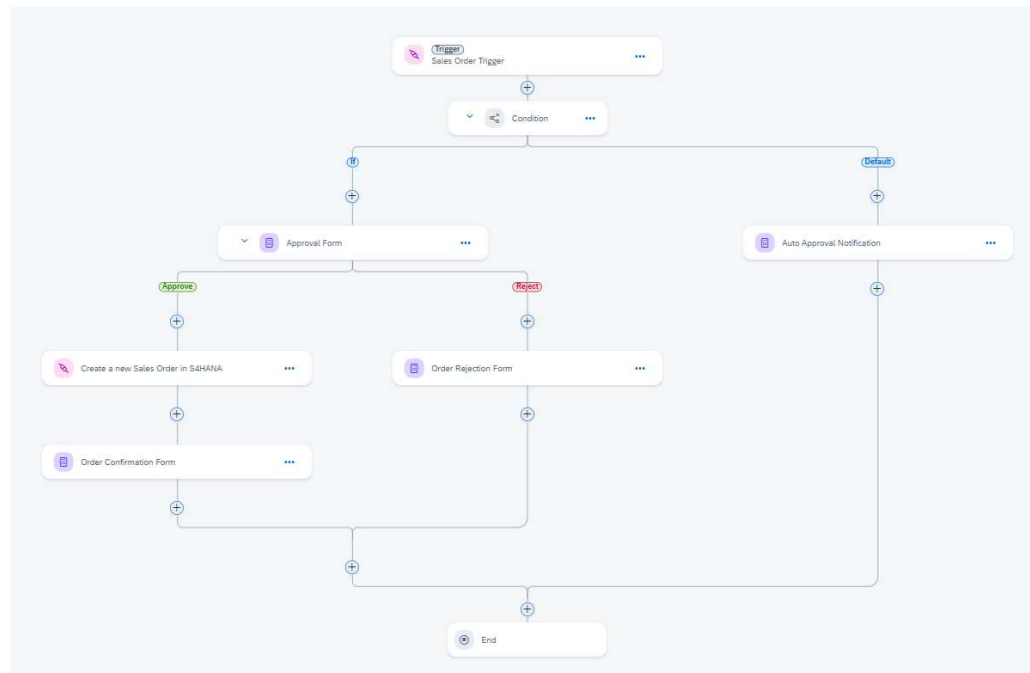
### Overview – Create a Sales Order Process using SAP Build Process Automation

- In this workshop, you will create a business project and a process that automates sales order creation and approval.
- You will get to know the SAP Build Lobby to access SAP Build Process Automation to build and extend business processes.
- Later you will create a sales order approval process that can be triggered with an API call, and then run it by sending the sales order details in the API call.





We will design this  
process to approve  
Sales Order Requests





## Technical Academy SAP Build Process Automation



### Hands-on Instructions

Access Landing Page URL:

<https://academy-journey.cfapps.eu10.hana.ondemand.com/>

Short Link:

<https://bit.ly/sapbuild2024>  
<http://tinyurl.com/sapbuild2024>

Username: AC092257UXX

Password: TBA

XX: 01 - 30

#### SAP Technical Academy

SAP Technical Academy provides easy to navigate learning content which can be used for workshop purposes or for self-education purposes across a range of BTP topics. The content available here is used to walk through a BTP scenario on a live tenant.



#### Technical Academy

Choose one of the guided SAP Technical Academies

SAP TECHNICAL ACADEMY

SAP Build Process Automation - Create a Sales Order Process

4 Units 1 hr 5 mins



# How to Connect with Me

Mauricio Lauffer

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[@mauriciolauffer](https://twitter.com/mauriciolauffer)

MS0

**Murali Shanmugham**

**E:** murali.Shanmugham@sap.com

**Li:** [linkedin.com/in/muralishanmugham](https://www.linkedin.com/in/muralishanmugham)  
[@murlionline](https://twitter.com/murlionline)

## Slide 46

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**MSO**

[@Lauffer, Mauricio] Can you pls update this slide. Thanks

Shanmugham, Murali, 2024-05-12T10:03:33.653

# MASTERINGSAP

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**#MasteringSAP**  
**#MasteringSAPCollaborate**