# The Next Era of Enterprise Management

Theo van Dijk | Architecture Advisor | SAP Aotearoa

**MASTERING SAP**
An SAPinsider Company

**MASTERING SAP Collaborate**

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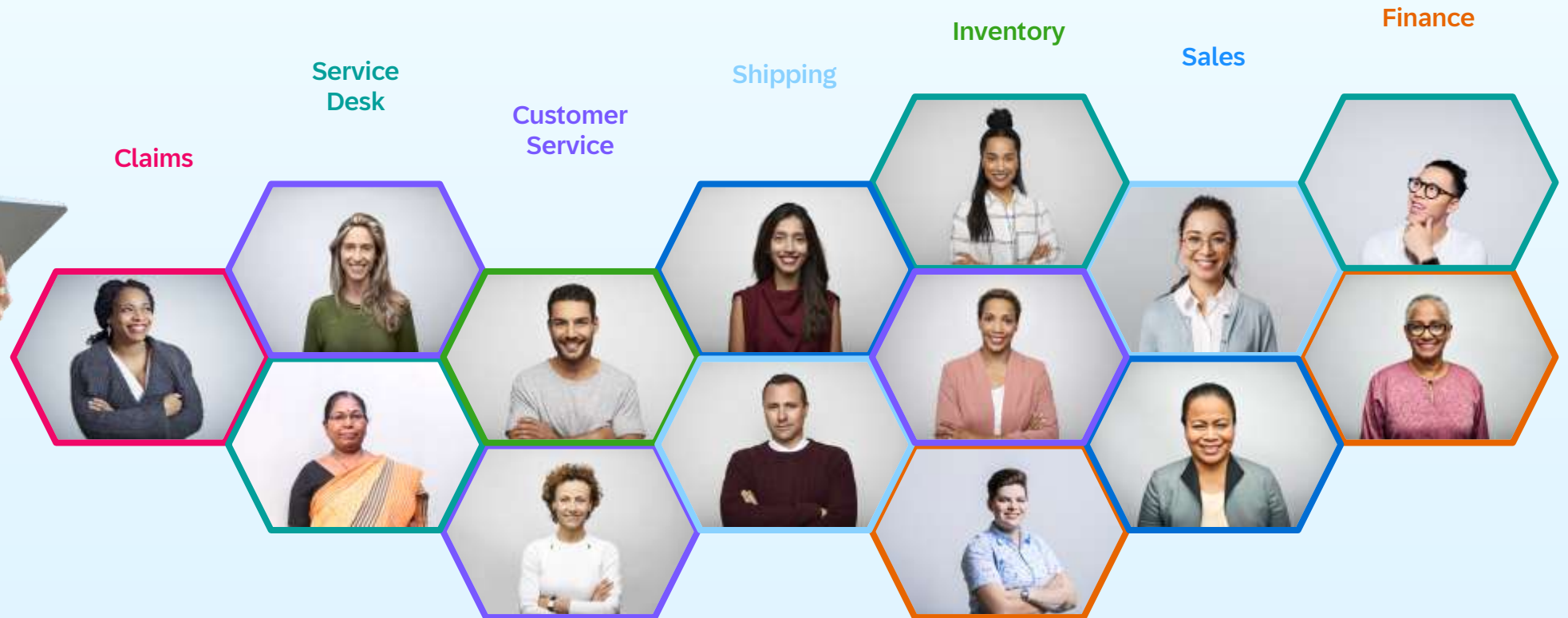# What do you expect when you have a dispute?

Quick

Accurate

Satisfactory

# Dispute resolution is not easy

Claims

Service Desk

Customer Service

Shipping

Inventory

Sales

Finance

"Imagine

Intelligent automation and productivity gains will give way to multiagent generative systems, initiating a new era of how people work and accomplish complex tasks.

Gartner: Emerging Tech Impact Radar – Generative AI

**McKinsey**

**13**%

of companies have
implemented multiple
generative AI use cases

**McKinsey**

**Menlo Ventures**

**13**%

**72**%

of companies have
implemented multiple
generative AI use cases

of decision-makers anticipate
broader adoption of generative AI
tools in the near future

**McKinsey**

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of companies have implemented multiple generative AI use cases
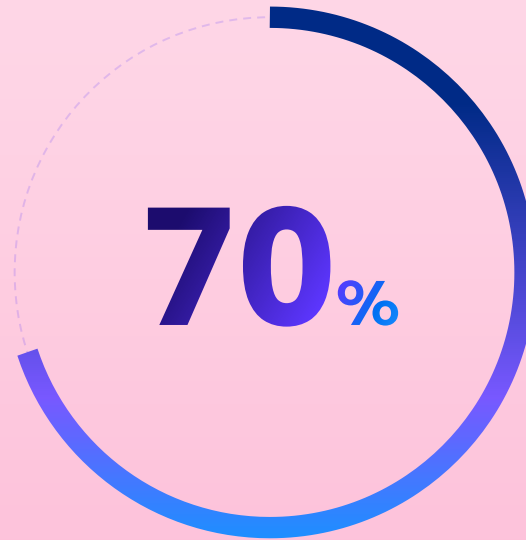
**Menlo Ventures**

**72**%

of decision-makers anticipate broader adoption of generative AI tools in the near future

**UBS**

**89**%

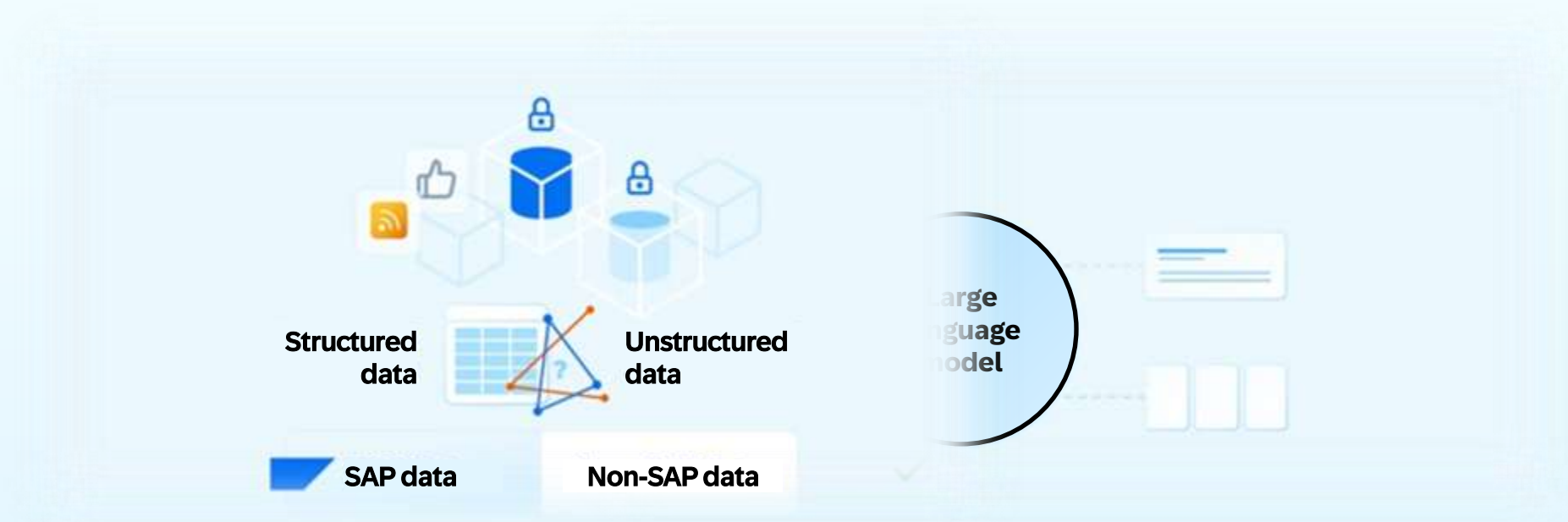are planning to move into production in the second half of 2025/2026

**McKinsey**

**70%**

However, 70% of organisations that
adopted AI experienced difficulties
in driving innovation using data

# Data Challenges



Structured data

Unstructured data

Large Language model

SAP data

Non-SAP data
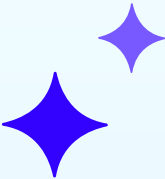
Data silos, loss of productivity, poor experience
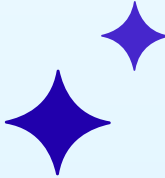
No access and semantical context of business processes and data

# Our 2025 goal

# 30%

## Productivity gains
for top personas*

* Including business users, developers and consultants

# How?

# Connect everything. Achieve anything.

## End-to-end integration

**Need for seamless, easy integration** to drive automation, enhance operational efficiency, and ensure predictable, cost-effective results. 60% of businesses cite this as a top priority[1]

## Data as a strategic asset

**Need for a single source of truth** for transparency and accurate decision-making, as demand for data and analytics grows at 27.3% CAGR through 2030[2]

## Embedded AI

**Need for AI-enabled processes** to automate administrative and analytical tasks and drive smarter, faster decision-making, with an estimated €40bn market impact by 2028[3]

> Leading organisations reach new levels of performance with cloud solutions that integrate processes, unify data, and leverage AI to tackle challenges and capture opportunities

# Tackling these challenges requires a new era of enterprise management

**End-to-end integration**

**Data as a strategic asset**

**Embedded AI**

**2025+**

Good morning, Tara

Your foundation

## Transactional systems

**Applications**

Powering end-to-end processes creating the mission-critical data to run business

Your facts

## Transformational insights

**Data**

Making sense from various data sources to make smarter, faster decisions

Your future

## Systems of AI agents

**AI**

Multiple AI super agents collaborating autonomously, each specializing in specific tasks, redefining business operations

# AI first and Suite first

SAP delivers market making innovation with SAP Business Suite

## Joule
as the new super orchestrator across end-to-end processes

| CX agents | Analytics agents | Finance agents |
| --- | --- | --- |
| Supply chain agents | HR agents | Spend agents |

**30%** efficiency increase

**Unrivaled AI**

AI embedded in business processes

SAP Knowledge Graph

| CX data products | Supply chain data products | HR data products | Spend data products | Finance data products |
| --- | --- | --- | --- | --- |

*Semantically aligned SAP and non-SAP Data Products*

360°

databricks

**Unmatched Data**

100% accurate and secure business data

1 0 1   0 0 1   0 1 0   1 0 0   1 0 1
1 0 1   0 0 1   0 1 0   1 0 0   1 0 1
1 0 1   0 0 1   0 1 0   1 0 0   1 0 1

| Customer experience | Supply chain management | Human capital management | Spend management | Financial management |
| --- | --- | --- | --- | --- |

**Non-SAP applications**
with structured and unstructured data

**Unparalleled Applications**

Integrated Suite across SAP & non-SAP apps

# Unparalleled Applications

For over 50 years **SAP's applications** and our technology platform have connected and optimized every part of your business, generating semanticly-rich data, delivering end-to-end transformational value to your business processes

## Comprehensive

Power end-to-end business processes with the most comprehensive, integrated portfolio of applications

## Extensible and integrated

Easily integrate and enhance SAP and non-SAP applications with user-friendly development, automation, and integration solutions
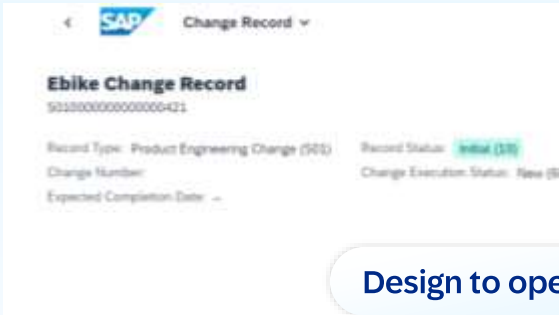
## Industry-specific

Tailored solutions for all industries, built to meet unique business needs

## One suite
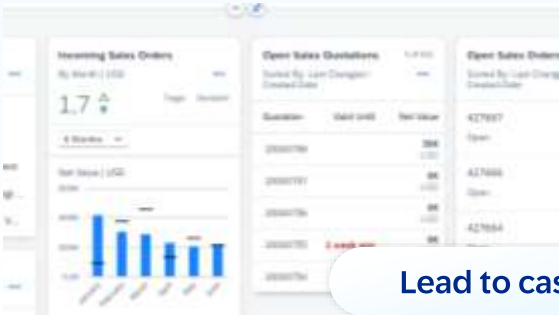of applications with seamlessly integrated business processes
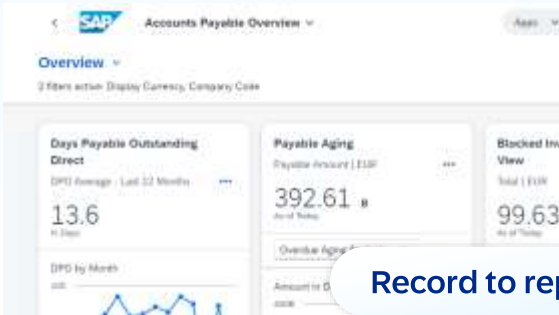
**Procure to pay**

**Design to operate**
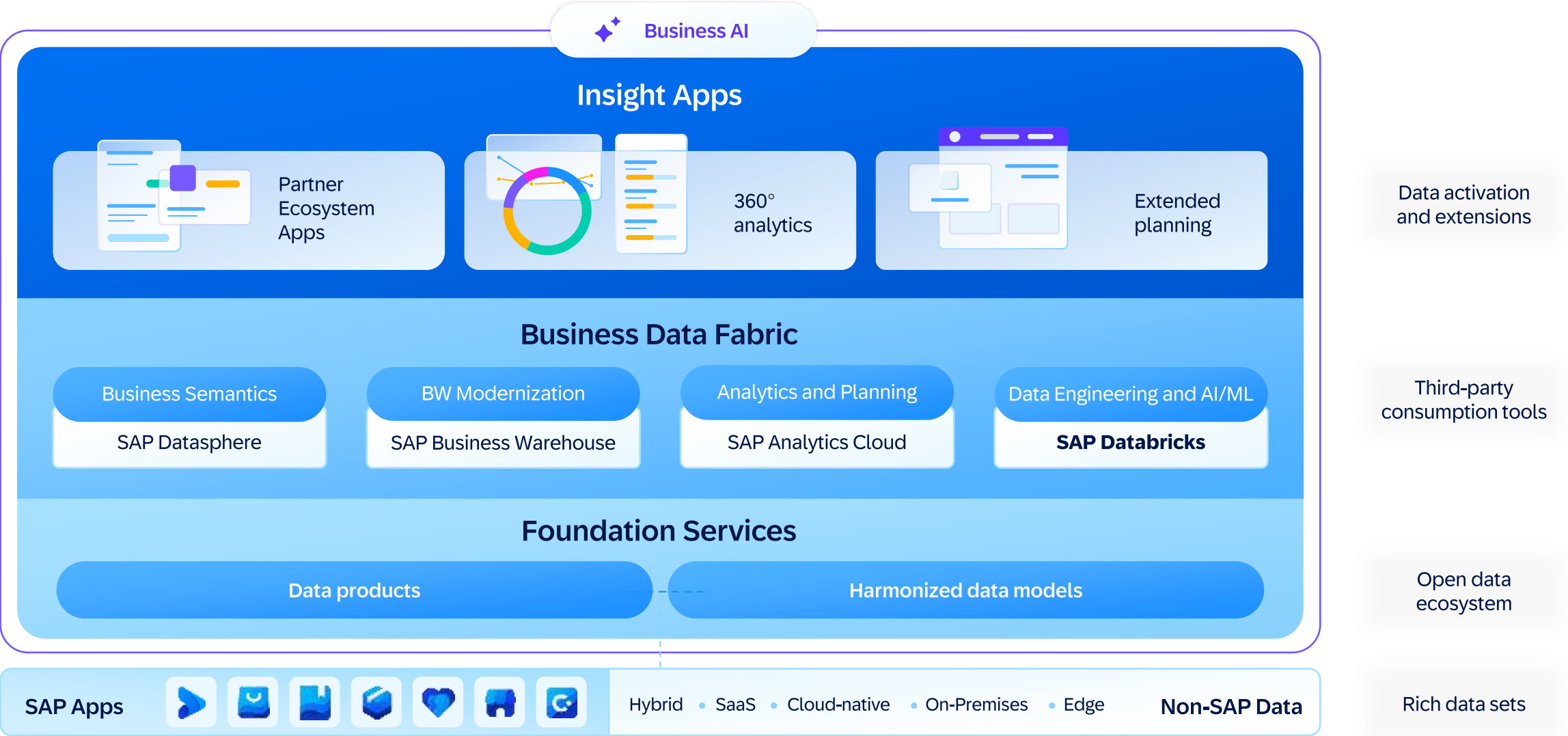
**Hire to retire**

**Lead to cash**

**Record to report**

# Unmatched Data

Unleash transformative new insights with prebuilt analytical applications and curated SAP data products with SAP Business Data Cloud



AI
Data
Applications

Business AI

## Insight Apps

Partner Ecosystem Apps

360° analytics

Extended planning

Data activation and extensions

## Business Data Fabric

| Business Semantics | BW Modernization | Analytics and Planning | Data Engineering and AI/ML |
| --- | --- | --- | --- |
| SAP Datasphere | SAP Business Warehouse | SAP Analytics Cloud | **SAP Databricks** |

Third-party consumption tools

## Foundation Services

Data products

Harmonized data models

Open data ecosystem

SAP Apps

Hybrid • SaaS • Cloud-native • On-Premises • Edge

**Non-SAP Data**

Rich data sets

# Databricks | SAP partnership

**Databricks is a market leader for data engineering, data science and AI/ML on top of their Lakehouse platform**
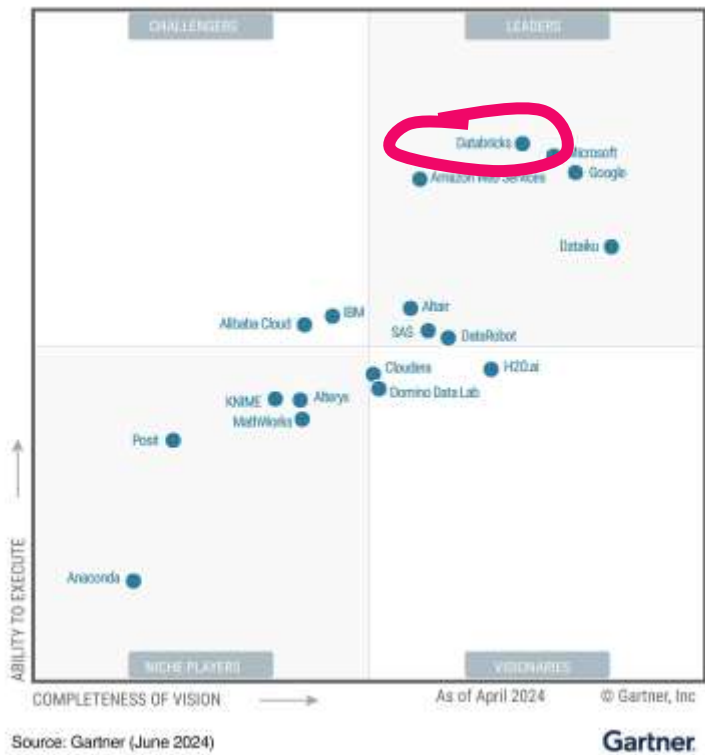
# SAP and Databricks

**Bring together data in one model**



**Harmonize with zero copies**



**One model, any source**

# Databricks is a Data Intelligence Platform bringing data and Artificial Intelligence (AI) together

## Artificial Intelligence / Machine Learning

Support for full machine learning (ML) lifecycle, from experimentation to production, including generative AI and large language models.
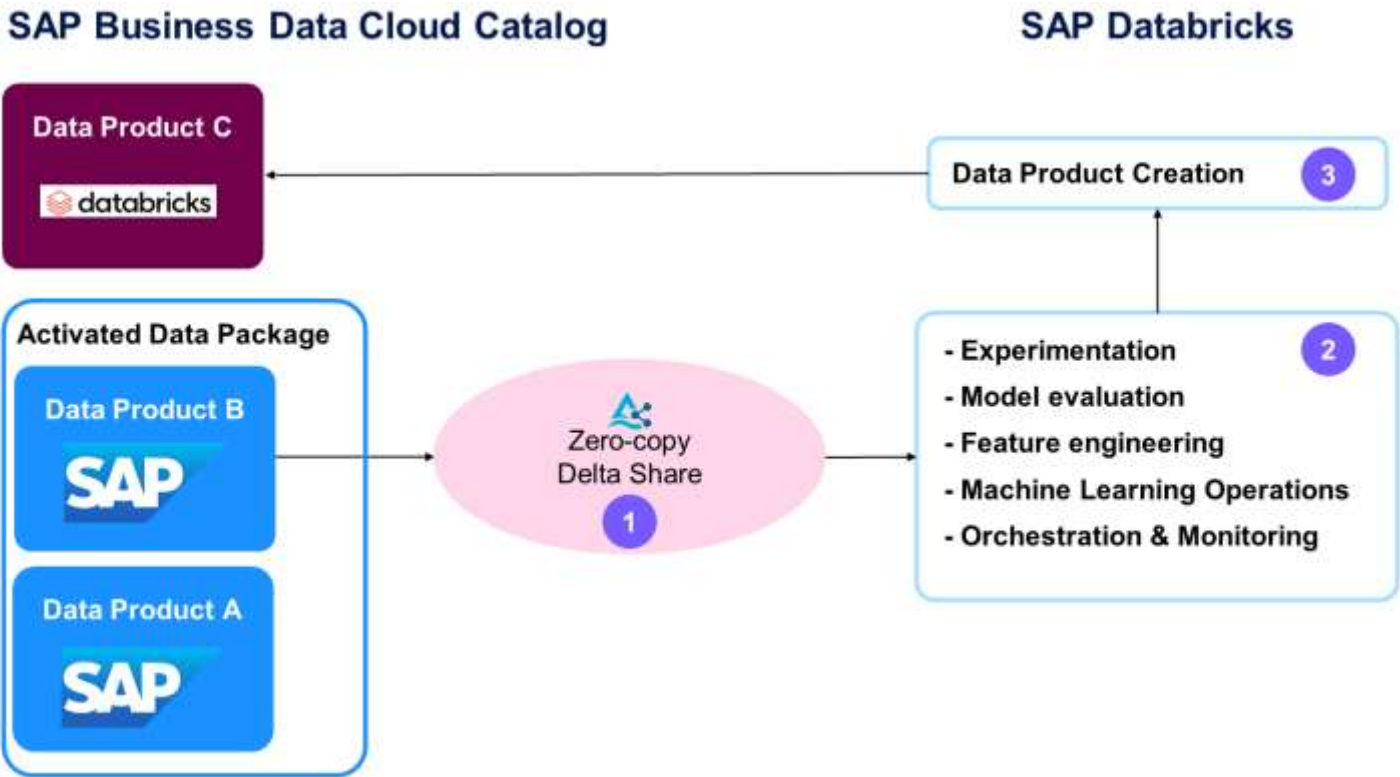
## Data Science

A collaborative and unified Data Science environment based on serverless computing, with integrated development environment (IDE) integration, and built-in visualization tools.
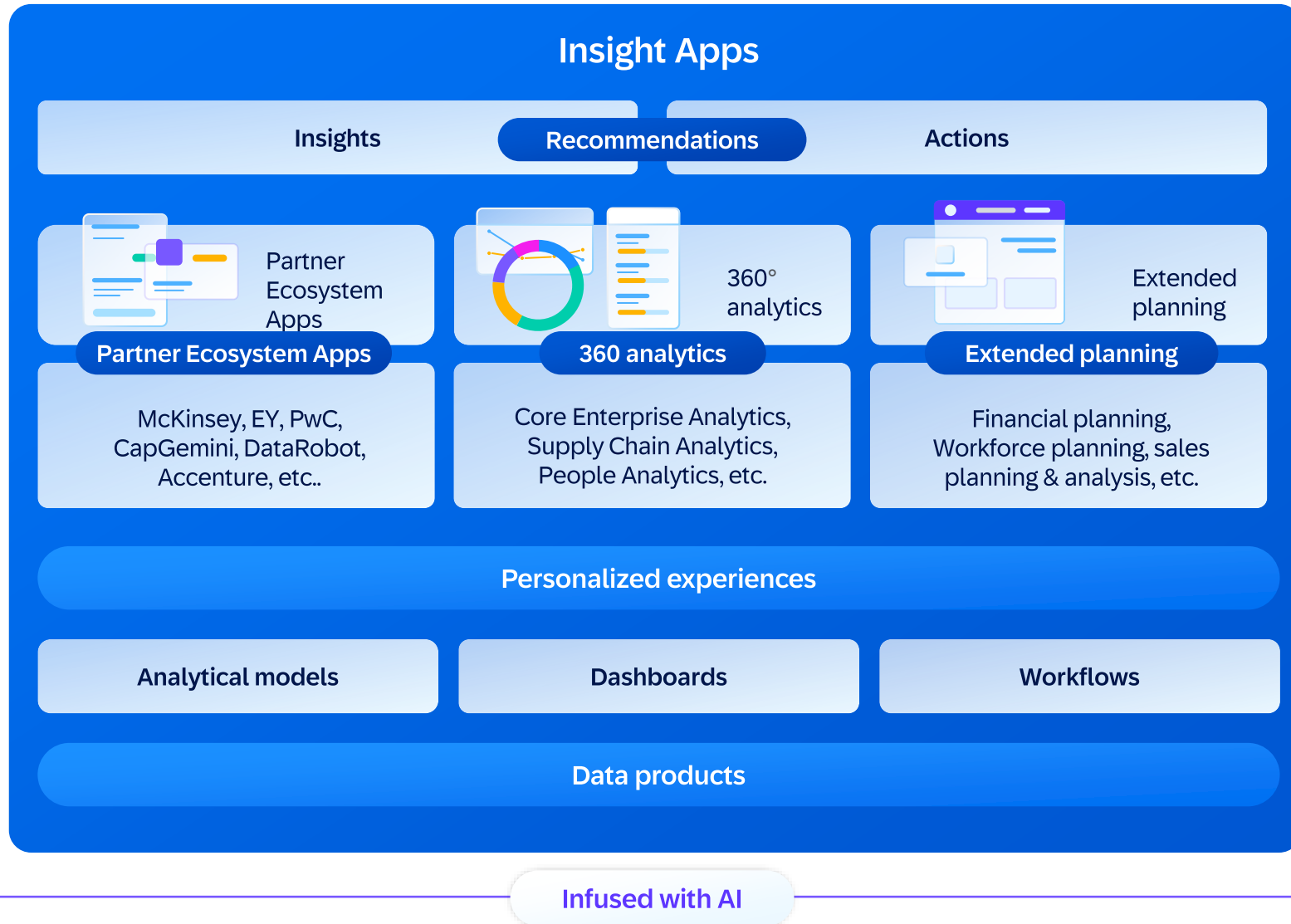
## Data Engineering

Data ingestion and transformation: automated Extract Transform Load (ETL) processing, observability, and monitoring in a single stack.

## Data Governance

Governance of structured and unstructured data, machine learning models, notebooks, dashboards, and files through Databricks Unity Catalog.

# Unlock insights with industry expertise and trusted AI

## Insight Apps

| Insights | Recommendations | Actions |
| --- | --- | --- |

### Partner Ecosystem Apps

Partner Ecosystem Apps

McKinsey, EY, PwC, CapGemini, DataRobot, Accenture, etc..

### 360 analytics

360° analytics

Core Enterprise Analytics, Supply Chain Analytics, People Analytics, etc.

### Extended planning

Extended planning

Financial planning, Workforce planning, sales planning & analysis, etc.

**Personalized experiences**

| Analytical models | Dashboards | Workflows |
| --- | --- | --- |

**Data products**

**Infused with AI**

---

Utilize **ready-to-run insights** with out-of-the-box analytical models, dashboards and workflows for a variety of industry- and function-specific use cases

Infused with AI/ML to help **make timely decisions and respond** to critical business signals as they happen

Curated and managed by SAP and SAP Partners, **automatically connected to your data**, ensuring accuracy and accelerating time to insights

# Example for CFOs: Financial Planning and Forecasting

Your CFO wants to assess the impact of rising inflation on profitability. To do this she needs:

- Accurate financial forecasts in a volatile and uncertain market
- Agility to adapt quickly to changing market conditions and make informed decisions
- Planning tools that can incorporate real-time data and predict potential disruptions
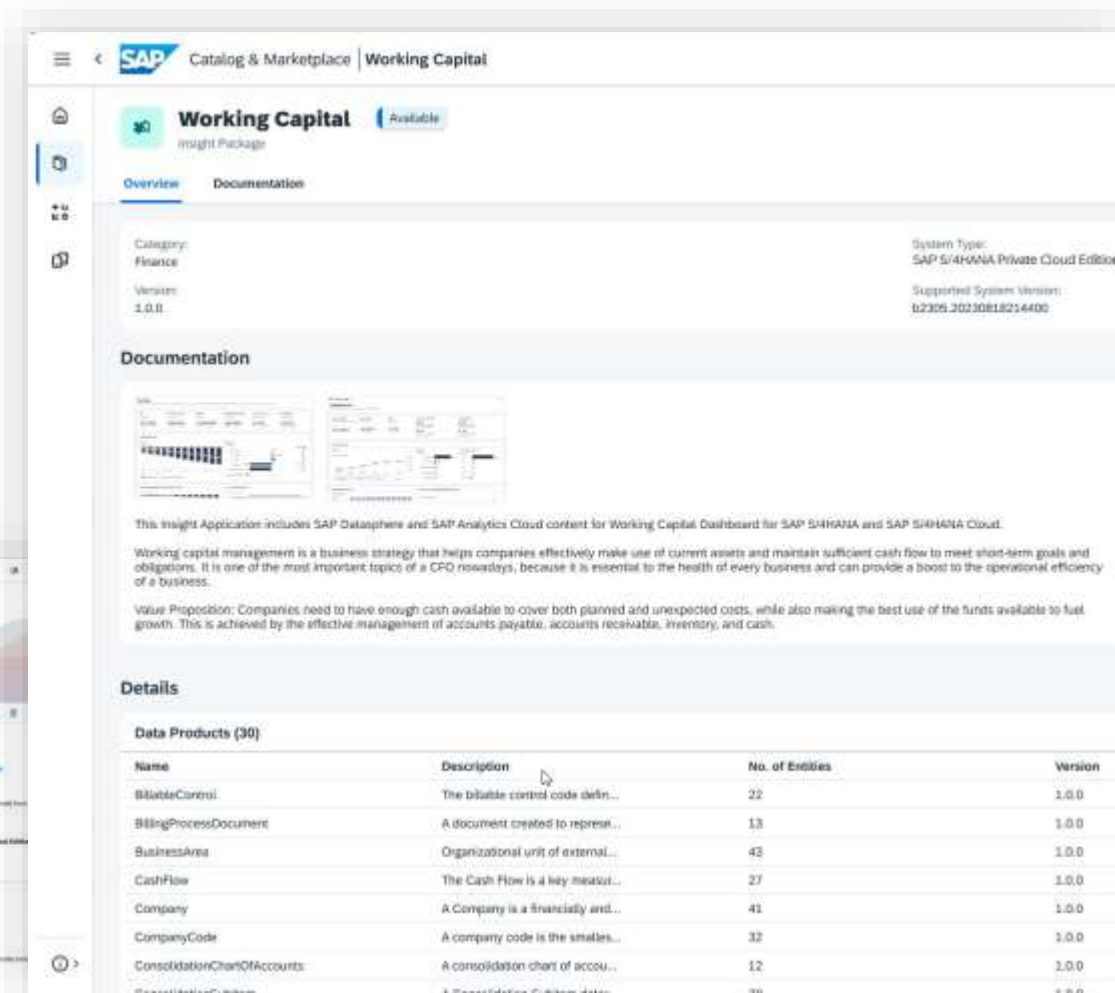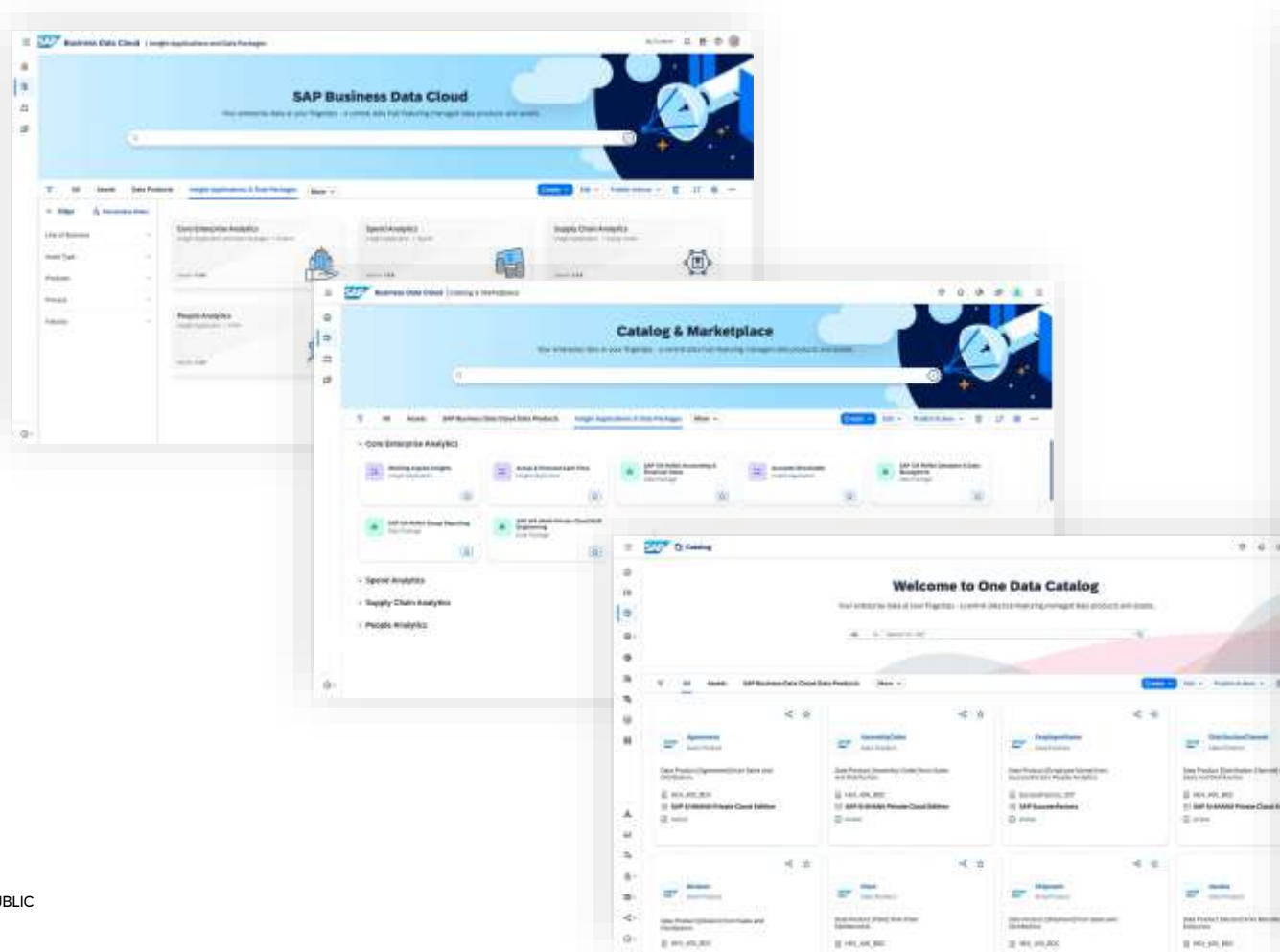
# Browse and find predelivered Insight Apps and Data Products

Rather than relying on static spreadsheets or fragile planning tools, she can harness the power of SAP Business Data Cloud Insight Apps seamlessly delivering real-time accurate finance Data Products not only from SAP and non-SAP applications but also from external financial sources streamlined into ready-to-use planning templates and advanced financial models.

## SAP Business Data Cloud

- Integrates real-time external data, such as the consumer price index, with financial data products such General Ledger Accounts, Cost Centers, Products, Cash Flow.

- Provides the data foundation and AI-powered analytical apps for advanced business simulations. These simulations enable CFOs to anticipate and adapt to market volatility by projecting multiple financial scenarios with ease.

- Can instantly visualize the impact on profitability and cash flow so the CFO can confidently present a range of potential outcomes - highlighting risks, uncovering opportunities, and showcasing data-driven agility to the executive team.
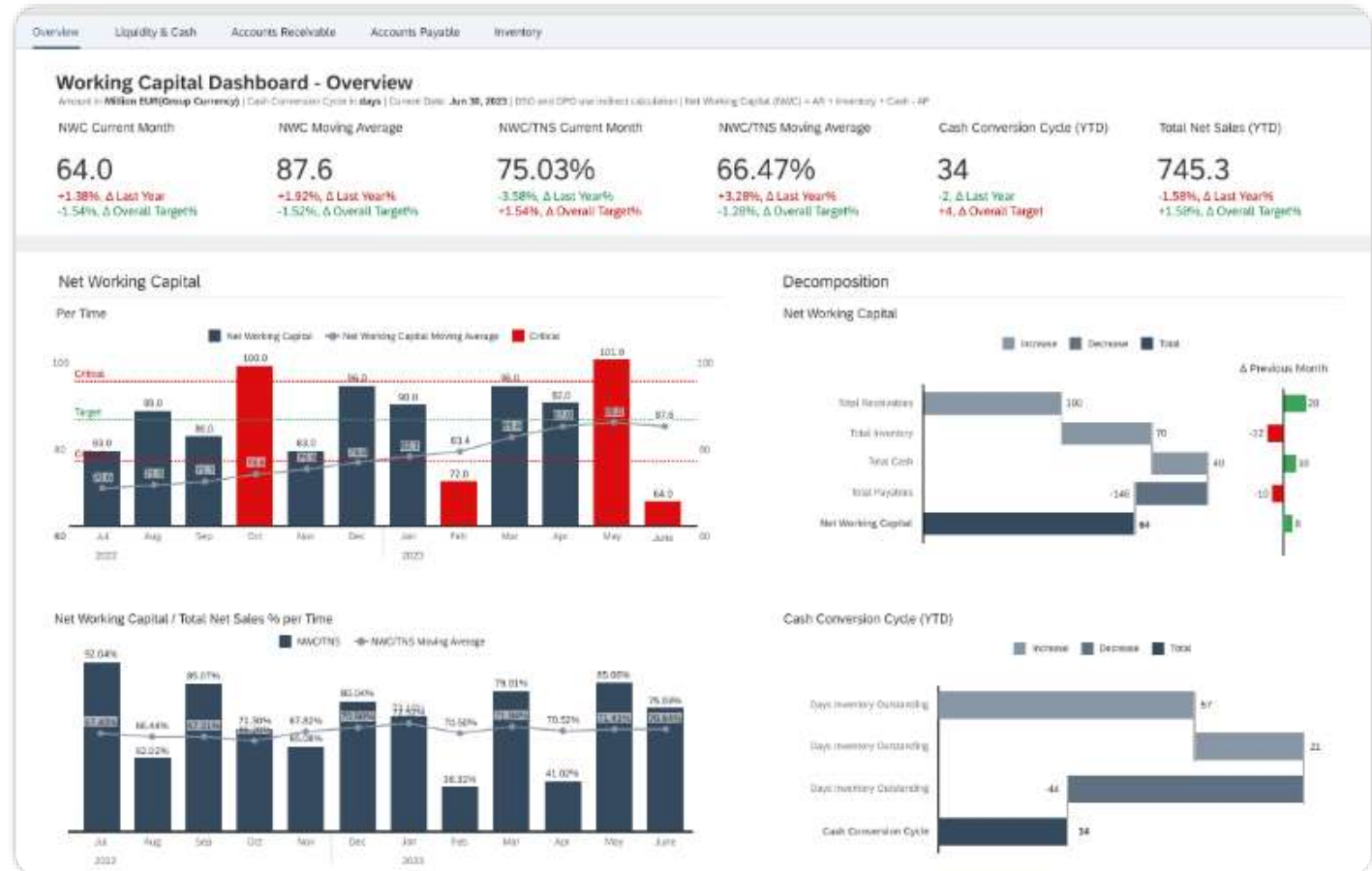
# Unrivaled AI

With **SAP Business AI** enhances operations, drives real-time insights, and optimizes decision-making at scale— unlocking capabilities others can't match.

## Introduce AI as the new UI

Rethink user experience with intuitive and persona-based AI that guides you in every interaction while delivering unmatched outcomes, at scale.

## Accelerate Cloud Transformation

Supercharge your SAP journey with AI-powered tools that accelerate your move to the cloud, fast and efficiently.

## Execute with Impact

Amplify your potential and innovate like never before with advanced AI agents collaborating across the entire enterprise and generative AI that understands the context of your business.
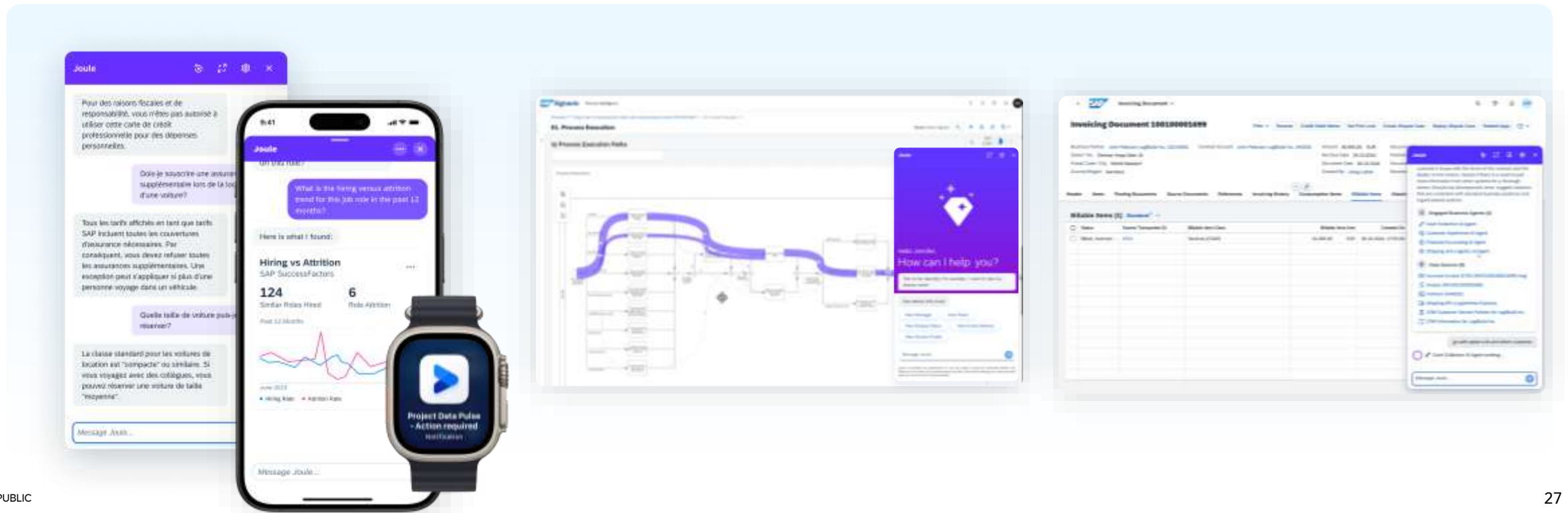
# What are AI Agents?

AI agents can autonomously interact with the environment and iteratively reason **through multi-step tasks to achieve a goal**.

### Planning

strategize action sequences to achieve specific goals

### Reflecting

self-correct and adapt to improve solutions iteratively
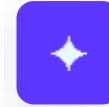
### Reasoning

flawlessly execute tasks by applying multi-step reasoning
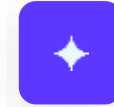
### Collaborating

work with other agents and humans, combining strengths

## getting work done **from start to finish**

# Imagine a team of experts working together across the entire enterprise

## Joule Agents

### Specialized multi-agents
collaborate on role-based scenarios like accounting, planning dispute management, etc.

### Unique assets
access knowledge graph and SAP's foundation model for increased reasoning and problem solving

### Extensibility
via SAP Build, Business Agent Foundation and Joule Scenario Builder
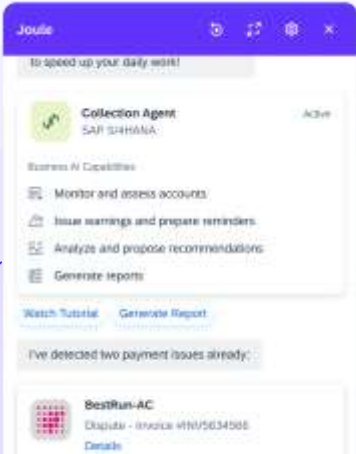
# SAP Business AI is embedded directly into SAP applications, where it matters

Deploying collaborative AI agents to optimize operations and enable smarter decision-making across the business

Drive relevant outcomes  •  Trust reliable results  •  Adopt AI and scale responsibly

Signavio          LeanIX          WalkMe          **AI-assisted Cloud Transformation**          CALM          Joule for Consultants          and more

## Joule

### Joule Agents

## Embedded AI

| Financial Management | Supply Chain Management | Human Capital Management | Spend Management | Customer Experience | Business Technology Platform |
|---|---|---|---|---|---|

**Customized AI**
based on AI Foundation

## AI Foundation
on Business Technology Platform

**SAP Business Data Cloud**

### AI ecosystem partnerships and investments

ALEPH ALPHA          ANTHROP\C          aws          cohere          nVIDIA

Google Cloud          IBM          Meta          Microsoft          MISTRAL AI_

# High expectations of solving a dispute



Quick



Accurate
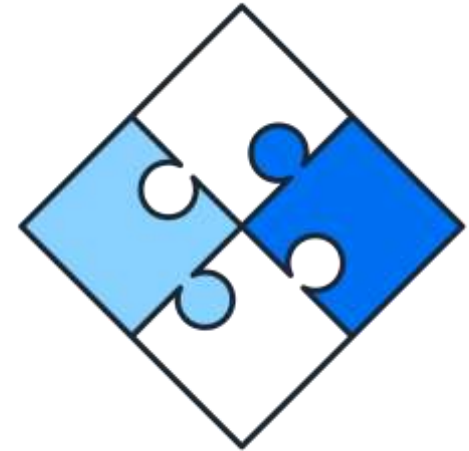


Satisfactory

# Joule Agents work together to solve the dispute

# Dispute Resolution with Joule Agents

# SAP Business Suite

The future of enterprise management



**Joule Agents orchestrating end-to-end business processes**
- Spend agents
- Supply chain agents
- HR agents
- Finance agents
- CX agents

**Industry-specific, networked, and sustainable**
- Ecosystem solutions
- Business transformation management

**Cloud ERP**
- Financial management
- Spend management
- Supply chain management
- Human capital management
- Customer experience

**Business Data Cloud**

**Business Technology Platform**

# Unlock the power of the SAP Business Suite with RISE and GROW

Two journeys, one destination: SAP Business Suite

## RISE WITH SAP

### Existing SAP ERP Customer

Based on SAP S/4HANA Cloud Private Edition, a tailored-to-fit cloud ERP that adapts to your organization's unique transformation.

## GROW WITH SAP

### New and existing SAP ERP Customers

Based on SAP S/4HANA Cloud Public Edition, a ready-to-run cloud ERP that delivers the latest industry best practices and continuous innovation.
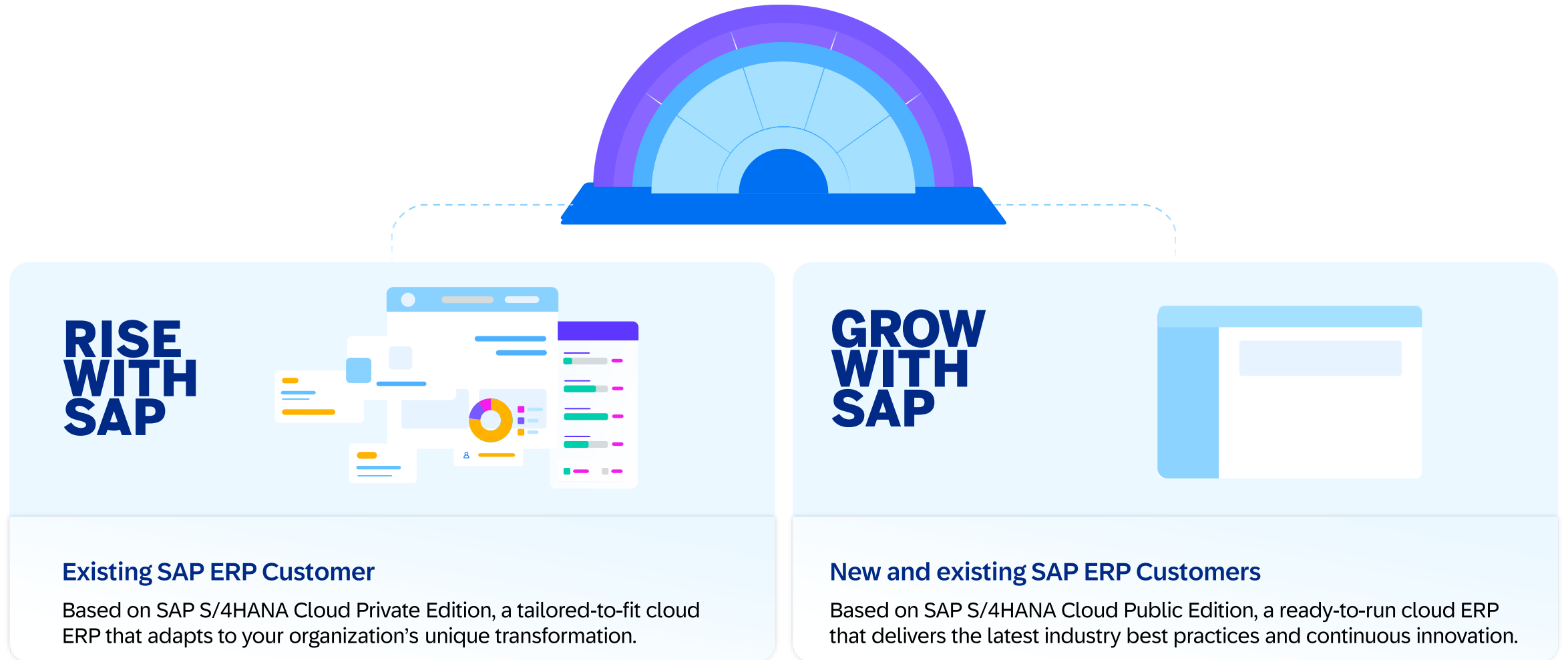
# RISE with SAP methodology

RISE with SAP Methodology provides SAP customers with confidence for a clear journey to SAP Business Suite



**Transformation and continuous innovation at your own pace**

Qualified partners

**Modernize and run** with a clean core

SAP Cloud ALM

SAP Signavio

WalkMe

SAP Business Suite

Discover and onboard

SAP LeanIX

SAP Build

SAP BTP

and **continuously innovate**

SAP architects

SAP advisors
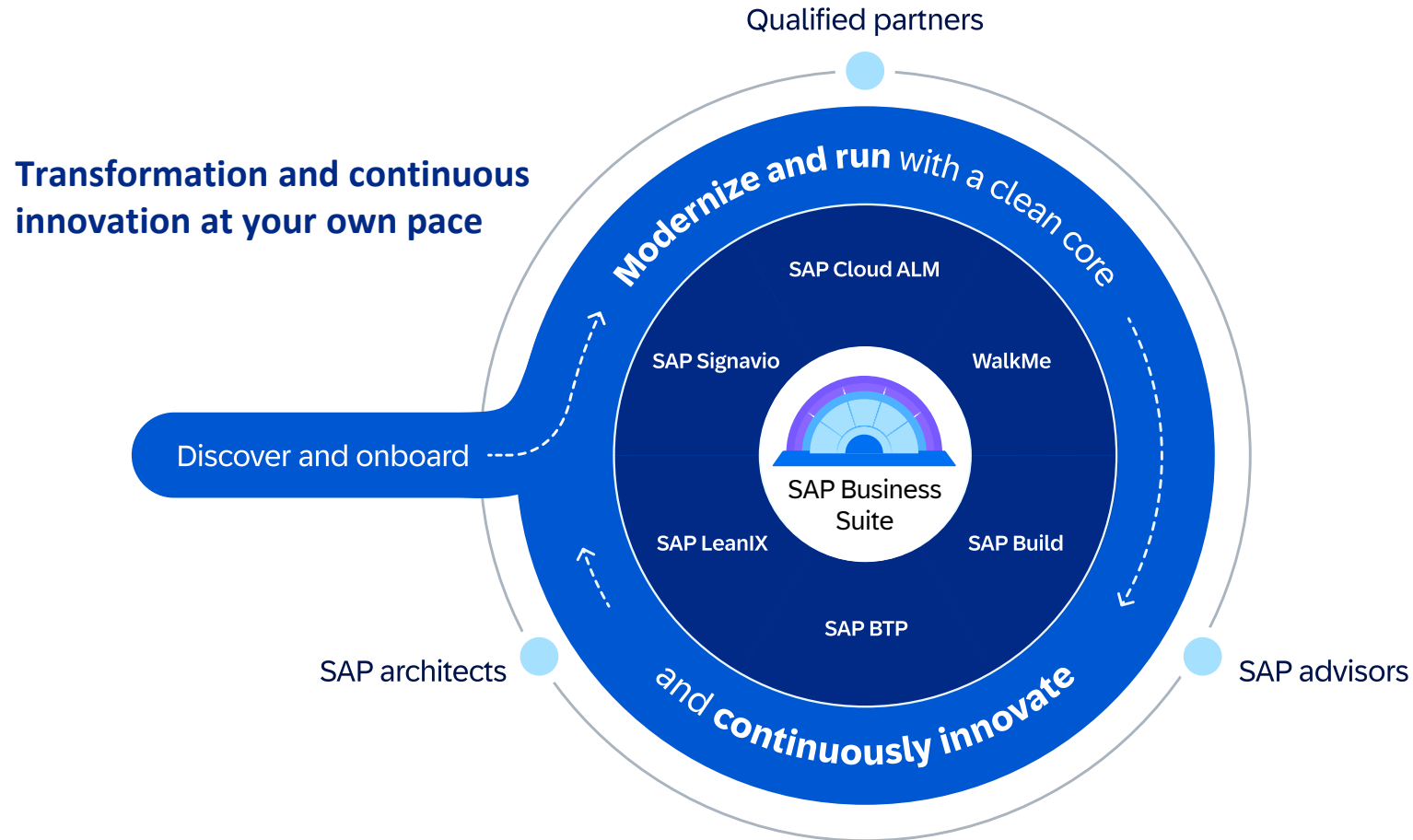
**Standardised framework**
Guardrails and clear steps help you accelerate transformation.

**Integrated toolchain**
Tools help you increase productivity, ensure high quality, and foster more effective collaboration.

**Expert guidance**
SAP and qualified partners can help with onboarding and ongoing engagement as you progress along your transformation journey.

# Standardized framework

The enhanced RISE with SAP Methodology now includes a new onboarding experience and clean core quality checks

**Expert onboarding guidance through launch activities**

A dedicated SAP advisor can deliver 1:1 enablement sessions to help educate customers on the RISE with SAP Methodology, clean core strategy, and related tools for implementation.
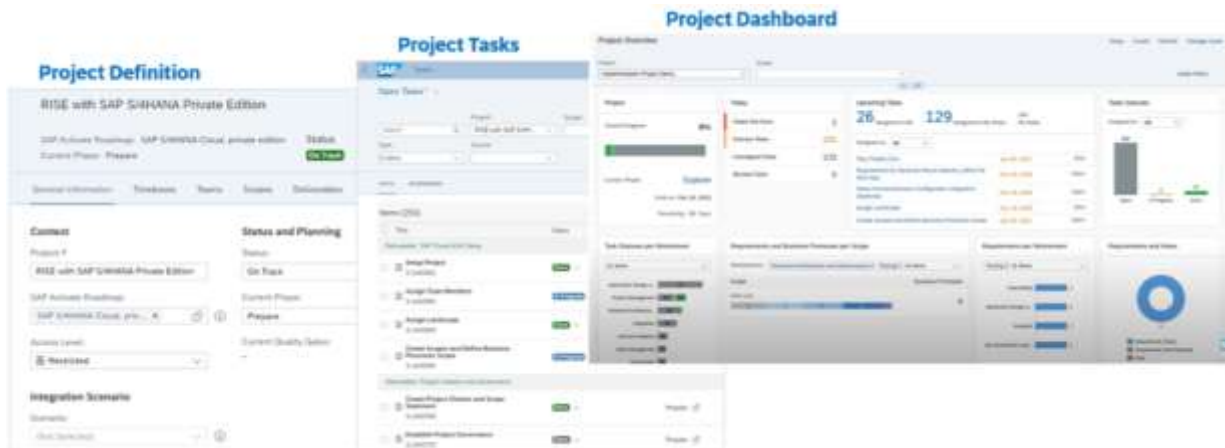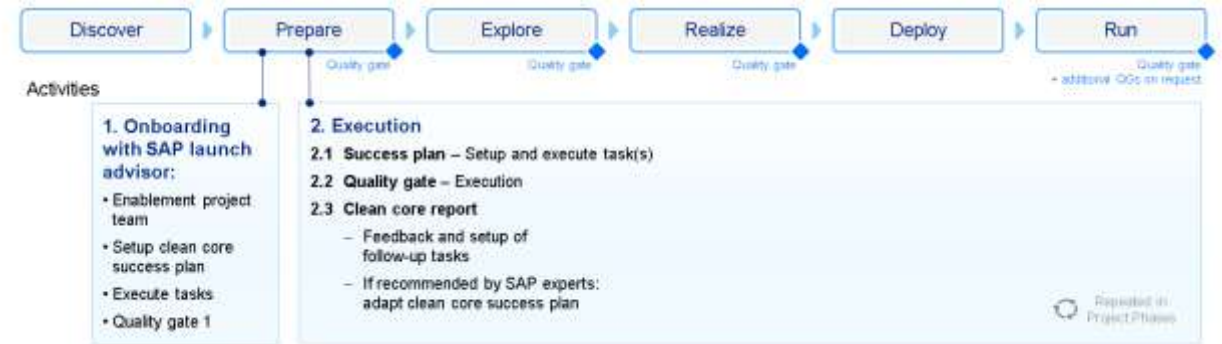




**Clean core success plan, runbook, and quality checks**

The clean core success plan has clear milestones and KPIs and allows customers to review the recommended actions in uniquely created road maps, aligning their needs with best practices to help continually unlock business value faster.

# Accelerate transformation with the integrated toolchain

Enable people, processes and technology with WalkMe, SAP Signavio and SAP LeanIX
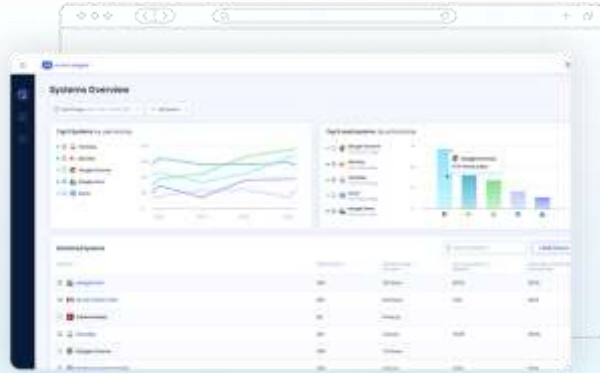


Guide, govern and automate user interactions to drive tech adoption across applications and workflows

Analyze, optimize, and manage your processes fast and at a scale to become an agile and resilient enterprise.

Visualize and assess the as-is landscape and confidently navigate towards your to-be IT architecture.

| WalkMe | SAP Signavio | SAP LeanIX |

| People | Processes | Applications |

# SAP recommended toolchain for RISE with SAP transformation

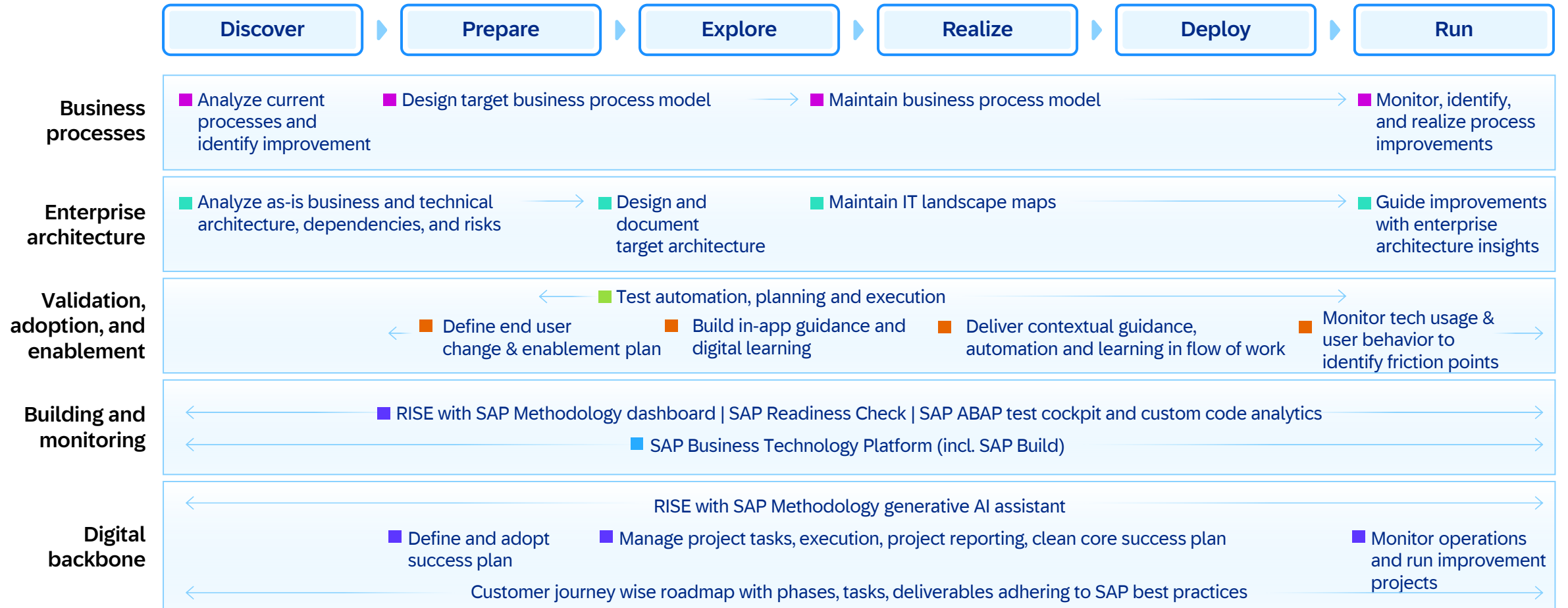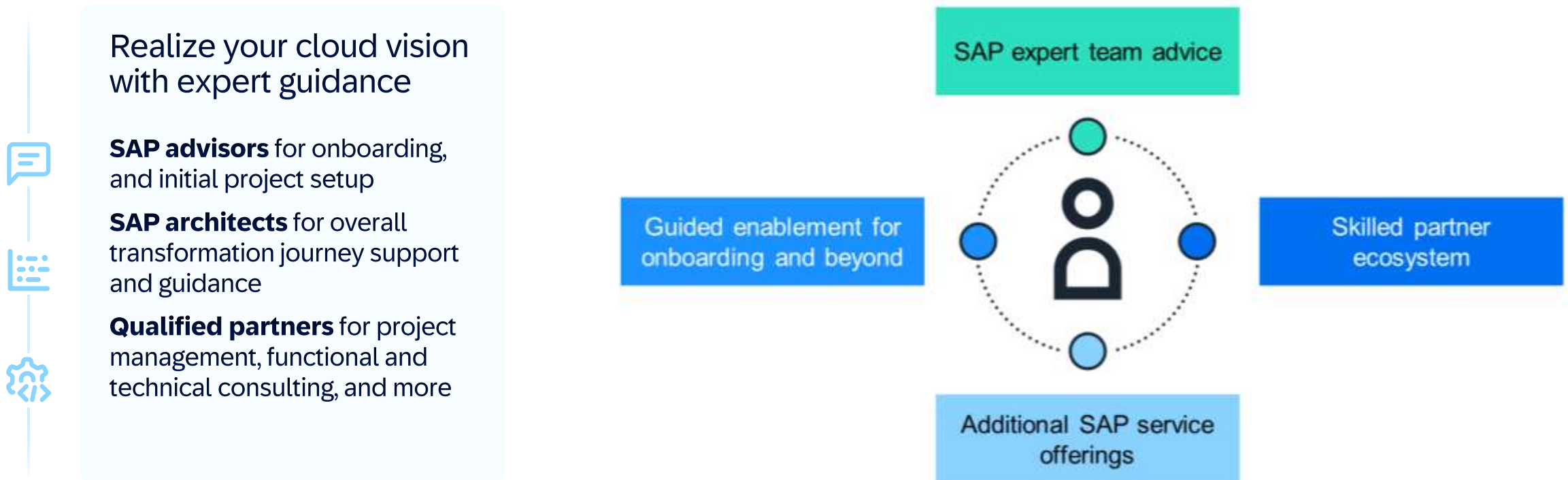Benefit from a set of integrated SAP tools while modernizing your IT landscape

| Discover ▶ | Prepare ▶ | Explore ▶ | Realize ▶ | Deploy ▶ | Run |
|---|---|---|---|---|---|

**Business processes**
- ■ Analyze current processes and identify improvement
- ■ Design target business process model
- ■ Maintain business process model
- ■ Monitor, identify, and realize process improvements

**Enterprise architecture**
- ■ Analyze as-is business and technical architecture, dependencies, and risks
- ■ Design and document target architecture
- ■ Maintain IT landscape maps
- ■ Guide improvements with enterprise architecture insights

**Validation, adoption, and enablement**
- ■ Test automation, planning and execution
- ■ Define end user change & enablement plan
- ■ Build in-app guidance and digital learning
- ■ Deliver contextual guidance, automation and learning in flow of work
- ■ Monitor tech usage & user behavior to identify friction points

**Building and monitoring**
- ■ RISE with SAP Methodology dashboard | SAP Readiness Check | SAP ABAP test cockpit and custom code analytics
- ■ SAP Business Technology Platform (incl. SAP Build)

**Digital backbone**
- RISE with SAP Methodology generative AI assistant
- ■ Define and adopt success plan
- ■ Manage project tasks, execution, project reporting, clean core success plan
- ■ Monitor operations and run improvement projects
- Customer journey wise roadmap with phases, tasks, deliverables adhering to SAP best practices

■ SAP Signavio　　■ SAP LeanIX　　■ SAP Test Automation by Tricentis　　■ WalkMe + SAP Enable Now　　■ SAP Cloud ALM　　■ SAP BTP (incl. SAP Build)

# Rely on expert guidance from SAP and its partners

Achieving the implementation project goals requires strong collaboration between the customer project team, qualified implementation partners, and SAP

## Realize your cloud vision with expert guidance

**SAP advisors** for onboarding, and initial project setup

**SAP architects** for overall transformation journey support and guidance

**Qualified partners** for project management, functional and technical consulting, and more

SAP expert team advice

Guided enablement for onboarding and beyond

Skilled partner ecosystem

Additional SAP service offerings

# Generative AI also transforms service delivery

"

**20 to 40 percent productivity improvement**

in tech delivery across
traditional service lines.

"

# SAP Consulting Capability in Joule

### The challenge

Make SAP consultants more effective and efficient to increase project margins, improve deliverables quality, and increase project capacity.

### The opportunity

Consultants save up to **1.5 hours per day**[1] with reliable AI assistance grounded uniquely in the most comprehensive and up-to-date SAP knowledge base.

Consultants require **40% less time**[2] to understand unfamiliar or legacy ABAP code.

### The solution

SAP Consulting Capability in Joule uses generative AI to deliver concise answers, provide expert-level guidance, and automate clean core customizations.

[1] **Source:** Internal Consultant Study – Time savings measured via questionnaire

[2] **Source:** Internal Consultant Study – Accuracy measured via questionnaire

# Behind the scene

Retrieval Augmented Generation

**Lara**

SAP Business
Architect

**Orchestration
Framework**

## SAP Consulting
## Capability in Joule

Retrieval Engine

Document Grounding

Data Pipeline

## generative AI hub

| LLM Access | ABAP Code Explain | . . . |

## Business data & context

SAP Support*

SAP Help

SAP Community

SAP Consultant
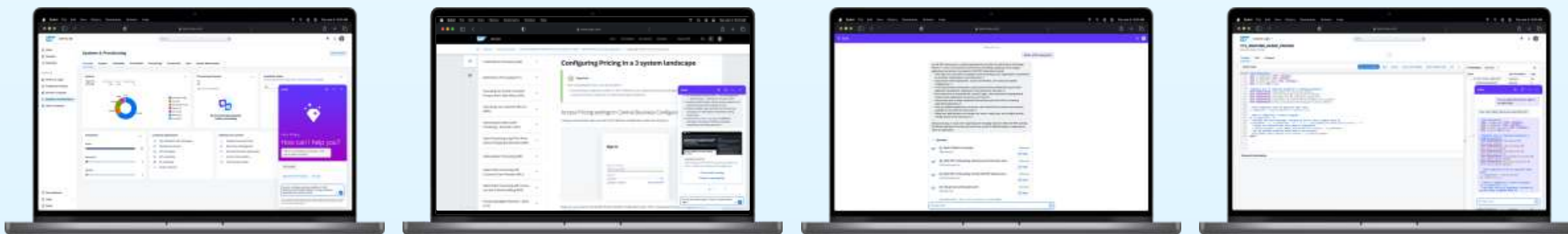Certifications*

SAP Learning

RISE Capabilities*

**\*Curated content from these and other sources**

# Explainer video

SAP Consulting Capability in Joule

I am Consultant Capability for Joule. I am here to assist you with inquiries related to SAP's consulting services.

Message Joule...

Source: www.sap.com/assetdetail/2024/07/c0da3e22-cb7e-0010-bca6-c68f7e60039b.html

# Key takeaways
## The right data foundation enables the practical use of AI

- Every organization will become a data manufacturer for AI

- Business context will be a non-negotiable ingredient for production-ready AI

- Unifying **data** platforms and business **applications** establishes the foundation for **Business AI** to flourish

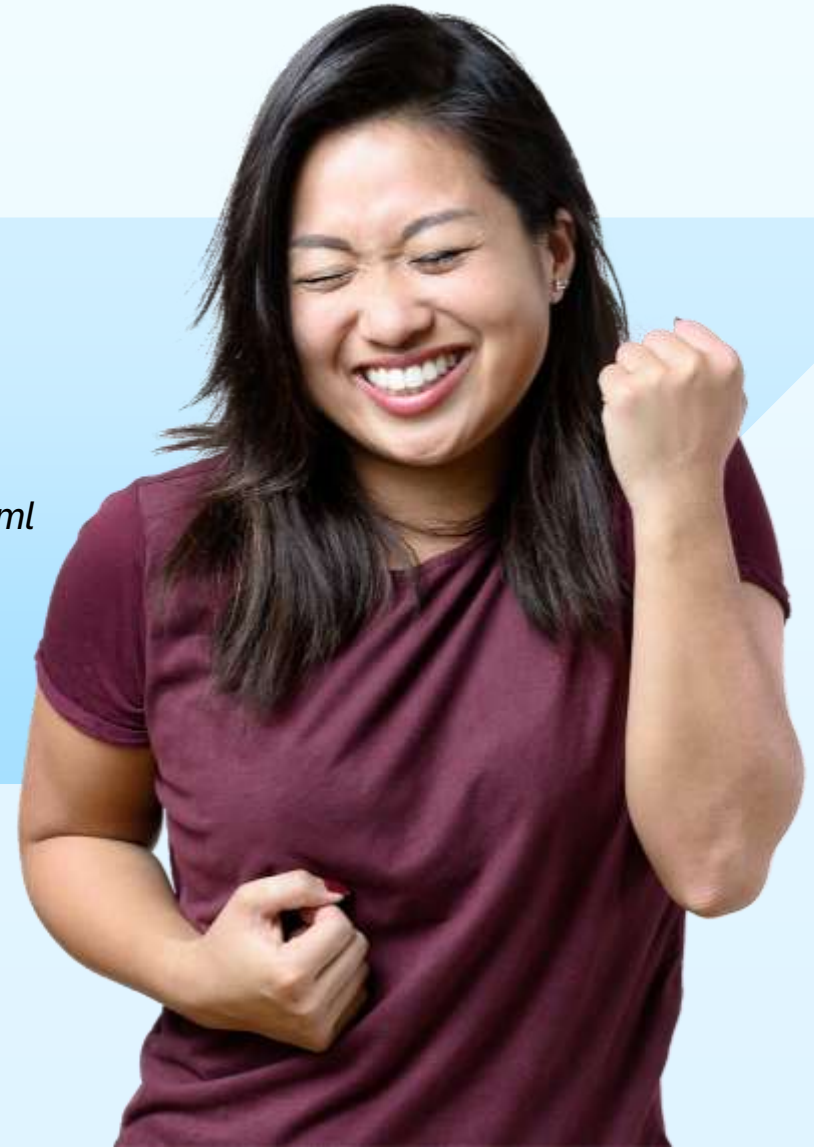# Discover more about the next era of enterprise management

*www.sap.com/products/business-suite.html*
*www.sap.com/products/data-cloud.html*
*www.sap.com/products/artificial-intelligence/ai-assistant.html*
*www.sap.com/products/erp/rise/methodology.html*
*www.sap.com/products/artificial-intelligence/ai-assistant/sap-consulting-capability.html*

## Questions & answers

# Bring out your best.

# Thank you.

Contact information:

Theo.van.dijk01@sap.com

www.linkedin.com/in/tcvdijk

# What makes up an AI Agent?

Conceptual building blocks and how they fit together
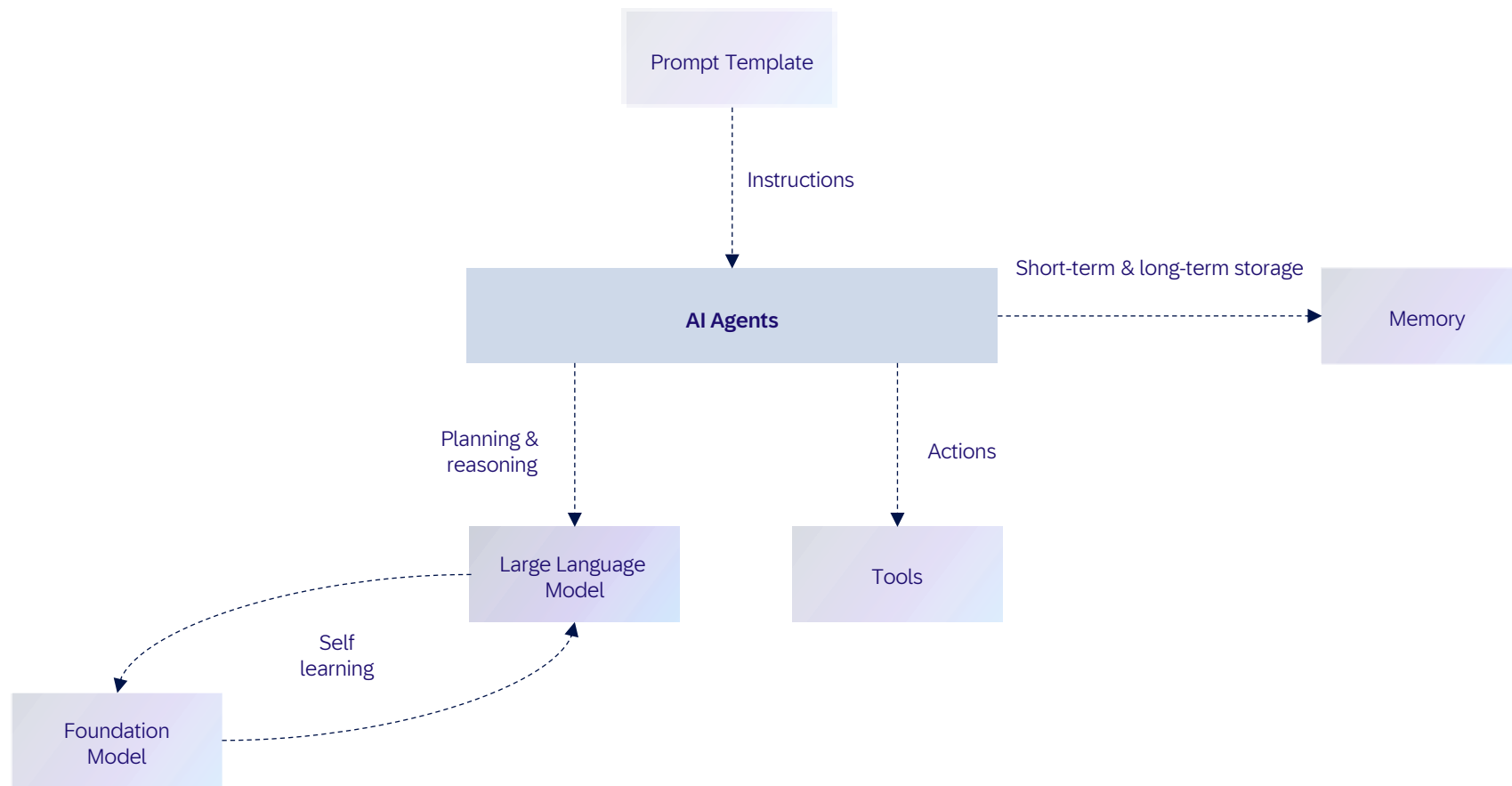
# Systems of AI agents

Orchestrating across end-to-end processes and optimizing end-to-end planning

## Joule
### as super orchestrator across end-to-end processes

**SAP Business AI**

SAP Joule
SAP Foundation Model
SAP Knowledge Graph

CX **agents**  Analytics **agents**  Finance **agents**

Supply chain **agents**  HR **agents**  Spend **agents**

↑ **30**% efficiency increase

### Orchestrate end-to-end processes
Demand and supply planning including procurement negotiation

Predict customer demand for new running shoe

Real-time procurement demand

Sales **agent**  Supply chain **agent**  Procurement **agent**

Manage inventory to ship on time

Select best supplier

Example

### Run complex analytical scenarios
e.g., real-time financial steering and decision making

Workforce planning

Sales pipeline

Inventory status

Real-time financial steering

Inflation data

Currency data

GDP data

Example