SAP Intelligent Robotic Process Automation: The Automation Our Customers Deserve

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About the Speakers

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- Innovation Development since 10 years
- Hobby MTB Downhill pilot

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- Solution Owner Intelligent RPA, SAP
- Customer Engagements and GTM for 13+ years
- Life = tennis racquet + a mountain to hike

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#1 Business Process Company
#1
Business Process Automation Company
Key Outcomes/Objectives

1. Discover what is Intelligent RPA
2. Understand Intelligent RPA business benefits
3. Engage your Intelligent RPA journey
Agenda

• The Intelligent Enterprise and RPA
• SAP Intelligent RPA
• What does SAP Intelligent RPA do differently?
• SAP Intelligent RPA Demo
Intelligent Enterprises elevate employees

Productivity

High Value Tasks

Repetitive Tasks

Automation

Industrial Automation → Business Process Automation → Digital Transformation → Intelligent Enterprises


Time
The Intelligent Enterprise Framework

The Intelligent Enterprise features 3 key components:

1. Intelligent Enterprise Suite
2. Intelligent Technologies
3. Digital Platform
What is SAP Intelligent RPA?

SAP Intelligent Robotic Process Automation (RPA) accelerates digital transformation of business processes by automatically replicating tedious actions that have no added value.

**Unattended**

Fully automated process, where robots are working autonomously with human supervision only.

**Attended**

Partially automated process, where robots are co-working with humans, also called Robotic Desktop Automation (RDA).
# SAP Intelligent RPA: Use Case Selection

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>Criteria</th>
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<tr>
<td><strong>Collect Data</strong></td>
<td>• consolidate and manipulate data from multiple data sources, such as Excel, vendor portal, SAP systems</td>
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<td>• multiple applications touched by the user during process execution. E.g. Excel, Outlook, web application, S/4HANA, ECC, non-SAP systems</td>
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<td><strong>Collaborate, trigger user action and communicate</strong></td>
<td>• Approval / follow-up with multiple stakeholders</td>
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<td>• workflow trigger</td>
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<td>• automatic service ticket resolution</td>
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<td>• monthly reports</td>
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<td>• email integration</td>
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<td><strong>Improve user productivity</strong></td>
<td>• process can be accelerated and improved by a digital assistant. For example, the integration of chat bots and RPA bots to perform operational work on user’s behalf.</td>
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<td>• part of the processes are completely executed by bots, e.g. 24/7 execution</td>
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## SAP Intelligent RPA can automate...

<table>
<thead>
<tr>
<th>Category</th>
<th>Tasks</th>
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<td><strong>Shared Service Automation</strong></td>
<td>Manage payment advise, Financial closing task list automation, Manage bank statements, Claims processing</td>
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<td><strong>Financial Transformation</strong></td>
<td>Financial Closing, G/L allocation, Cash operations automation, Asset accounting operation, Bank integration with FSI</td>
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<td><strong>Customer Service Automation</strong></td>
<td>Customer onboarding, Return tasks, Sales quotations, order processing and data entry, Automating work orders and change requests, Populating subcontracting forms, Intercompany SO processing</td>
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<td><strong>Operation Automation</strong></td>
<td>Purchase Order automation, Supplier classification &amp; segmentation, Master data management, IT service ticket assignment &amp; resolution</td>
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<td><strong>Data Management</strong></td>
<td>Data migration and entry, New employee onboarding, Contract data maintenance</td>
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How can RPA generate Business Value?

- **Improve operations**
  to mobilize resources for high-value tasks at lower costs

- **Increase service quality**
  to reduce cycle times for revenue generating transactions

- **Increase compliance**
  and analysis capabilities (through e.g. well-documented audit trails)

- **Reduce human errors**
  and gain speed and efficiency
Success Story: Online Bank – 200+ people save 80% time for customer onboarding

The problem:
Very complex customer onboarding process
- 12+ applications
- 30+ manual steps

The RPA solution:
- Deploy 200+ Attended RPA bots
- Reduction in handling time > 80%
- Production in 6 weeks
- Better customer satisfaction

Processing time reduced from 25 min to < 5 min
Intelligent End-to-End Automation

**Interact**

Conversational AI (CAI)
- Chatbots to interface and hand-over to execution bot

**Execute**

Intelligent RPA
- Multiple bot workflows for execution (attended + unattended)

**Optimize**

Machine Learning (ML)
- Self-learning bots with dynamic adaptability

**Vision**: SAP Intelligent RPA seamlessly integrated
SAP Intelligent Robotic Process Automation

Unified cloud solution including on-premise automation tools

Capture the process flow
Assemble skills to bots
Mimic the user and repeat
Check health and expedite

✓ Third-party tools
✓ Non-SAP systems
✓ Legacy applications
✓ Web applications
✓ Internet portals

SAP® Cloud Platform
SAP Intelligent RPA Makes a Key Difference

- Cross-Application / Cross-LoB solution
- Best-in-class integration with SAP applications
- Hybrid cloud & on-premise RPA solution
- Full Attended & Unattended RPA capabilities
- Flexible pricing with subscription & pay-as-you-go
- One integrated offering for end-to-end automation:

Intelligent RPA + Machine Learning + Conversational AI
Example: Accounts Payables

UI or APIs

ML APIs

SAP S4/HANA

Outlook

SAP Leonardo Machine Learning
Document Information Extraction Service

Get invoice from email

Process an invoice

Get invoice results

Start 'createSupplierInvoice'
Intelligent Process Automation with SAP Leonardo

Thinking / Decision Making
Machine Learning

Listening & Speaking
SAP Conversational AI

Acting
SAP Intelligent RPA

At the heart of your business
Intelligent Applications
Roadmap and Vision of SAP’s Intelligent RPA

**Release 1 – Q2 2019***
- Deliver core framework for Intelligent RPA
- Integrate desktop automation scenarios
- Identify S/4HANA automation scenarios
- Provide connectors for desktop tools, MS office, third-party systems, web applications

**Release 2 - Q3 2019***
- Enhance bot building through process recording
- Integrate cloud runtime for Intelligent RPA
- Integrate Conversational AI and Machine Learning
- Identify SuccessFactors automation scenarios

**Release 3 - Q4 2019***
- Expand bot creation and runtime environment to deepen integration with SAP LoB products
- Introduce marketplace for out-of-the-box industry best practices
- Handle unstructured data for end-to-end automation
- Identify pre-built content for wider SAP portfolio

**Release 4 - Q1 2020***
- Provide further recording and integration capabilities to cover entire SAP technology portfolio
- Conduct PoC for Process Mining/Process Visibility
- Bot stability using Computer Vision
- Introduce machine learning-based bots for exception handling
- Integrate with SAP Cloud Platform Workflow Service (SAP BPM)
Exchange / discuss your priorities with SAP

Is our Intelligent RPA solution *exciting* for you?

What is *most important* for you in an RPA solution?

What would **make you choose** SAP for RPA?

Are you open for **co-innovation** with SAP?

Visit our Topic Station – **PL824**
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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:
http://info.asug.com/2019-ac-slides
Q&A

For questions after this session, contact us at sebastian.schroetel@sap.com, harshavardhan.bhat@sap.com or in general at rpa@sap.com.
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