SAP Intelligent Robotic Process Automation: The Automation Our Customers Deserve

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ASUG82350

About the Speakers

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- Head of Intelligent RPA, SAP
- Innovation Development since 10 years
- Hobby MTB Downhill pilot

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Harsha Bhat

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

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Business Process Company

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Business
Process
Automation
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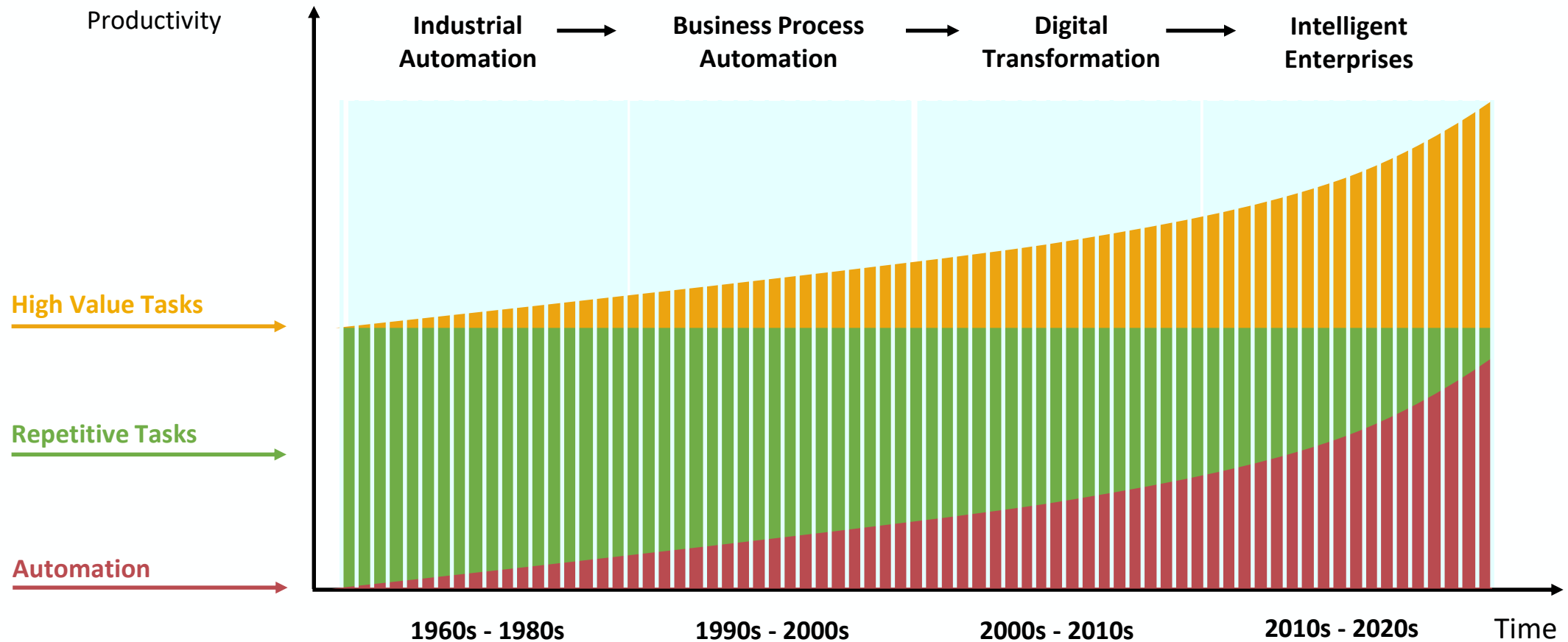# Key Outcomes/Objectives

1. Discover what is Intelligent RPA

2. Understand Intelligent RPA business benefits

3. Engage your Intelligent RPA journey

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Agenda

- The Intelligent Enterprise and RPA

- SAP Intelligent RPA

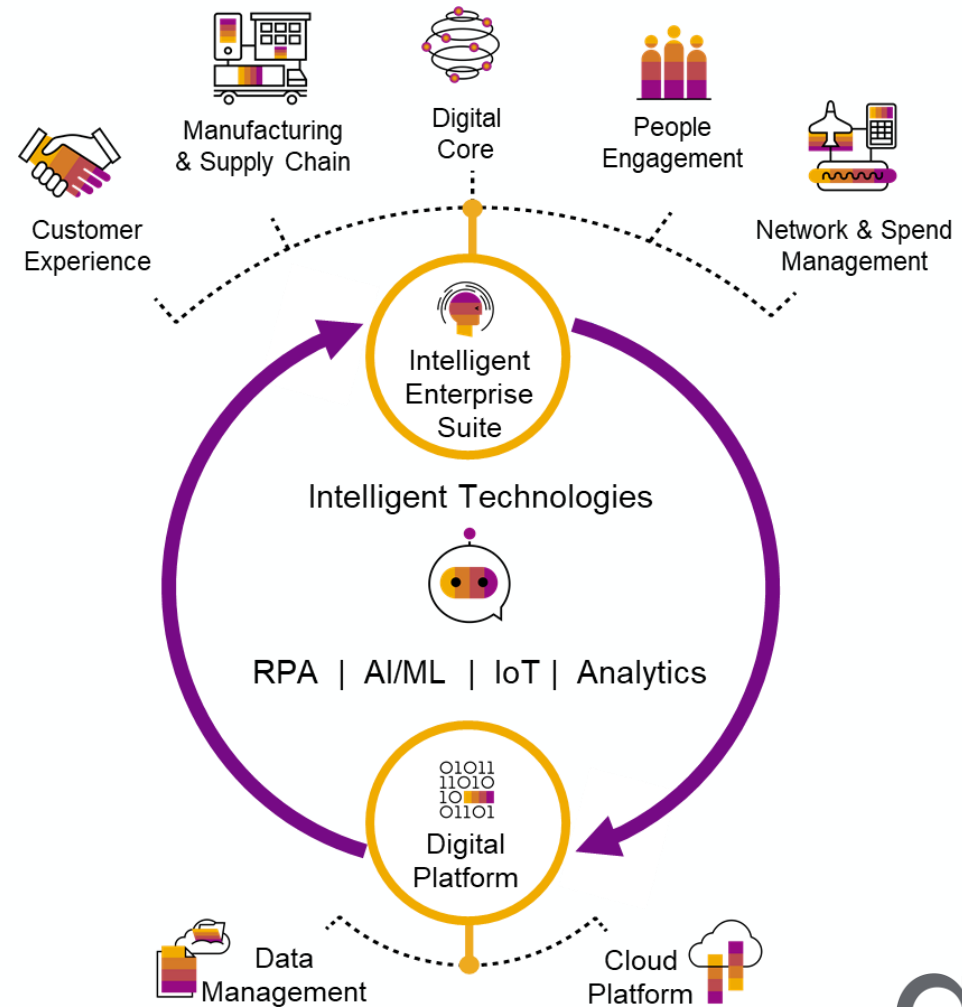- What does SAP Intelligent RPA do differently?

- SAP Intelligent RPA Demo
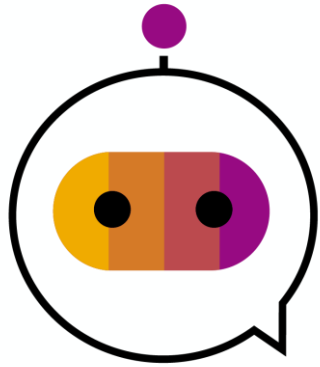
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Intelligent Enterprises elevate employees

The Intelligent Enterprise Framework

The Intelligent Enterprise features 3 key components:

1. Intelligent Enterprise Suite
2. Intelligent Technologies
3. Digital Platform

Customer Experience

Manufacturing & Supply Chain

Digital Core

People Engagement

Network & Spend Management

Intelligent Enterprise Suite

Intelligent Technologies

RPA | AI/ML | IoT | Analytics

Digital Platform

Data Management

Cloud Platform

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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)**

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SAP Intelligent RPA : Use case selection

Focus Area	Criteria
Collect Data	• consolidate and manipulate data from multiple data sources, such as excel, vendor portal, SAP systems • multiple applications touched by the user during process execution. E.g. excel, outlook, web application, S/4HANA, ECC, non-SAP systems
Collaborate, trigger user action and communicate	• Approval / follow-up with multiple stakeholders • workflow trigger • automatic service ticket resolution • monthly reports • email integration
Improve user productivity	• 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. • part of the processes are completely executed by bots, e.g. 24/7 execution

Manual & repetitive

High volume

Multiple systems

Workaround for native integration

SAP Intelligent RPA can automate...

Shared Service Automation	Financial Transformation	Customer Service Automation	Operation Automation	Data Management
Execute faster, reduce errors, optimize processes & resources by automating manual tasks	Faster financial closing, lower manual efforts & optimize resources	Increase customer satisfaction and higher throughput	Manual task automation, monitoring & visibility	Faster onboarding for employees and customers, consistent master data

- Manage payment advise
- Financial closing task list automation
- Manage bank statements
- Claims processing

- Financial Closing
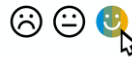- G/L allocation
- Cash operations automation
- Asset accounting operation
- Bank integration with FSI

- Customer onboarding
- Return tasks
- Sales quotations, order processing and data entry
- Automating work orders and change requests
- Populating subcontracting forms
- Intercompany SO processing

- Purchase Order automation
- Supplier classification & segmentation
- Master data management
- IT service ticket assignment & resolution

- Data migration and entry
- New employee onboarding
- Contract data maintenance

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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

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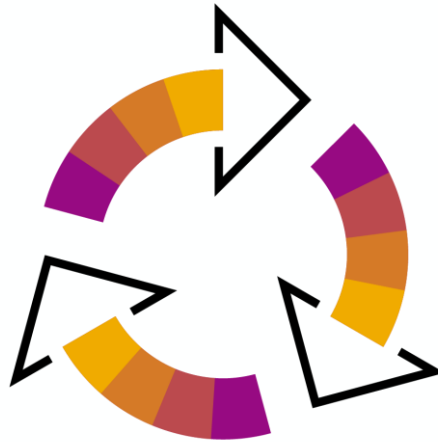# Success Story : Online Bank – 200+ people save 80% time for customer onboarding

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

Applications

12+

Time to Market

6 weeks

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Intelligent End-to-End Automation

Interact

Execute

Optimize

Conversational AI (CAI)	Intelligent RPA	Machine Learning (ML)
Chatbots to interface and hand-over to execution bot	Multiple bot workflows for execution (attended +unattended)	Self-learning bots with dynamic adaptability
Interfacing	**Performing Tasks**	**Learn from exceptions**
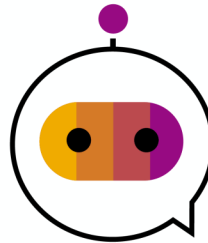
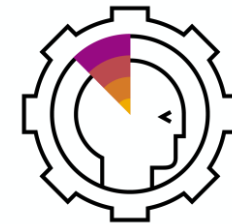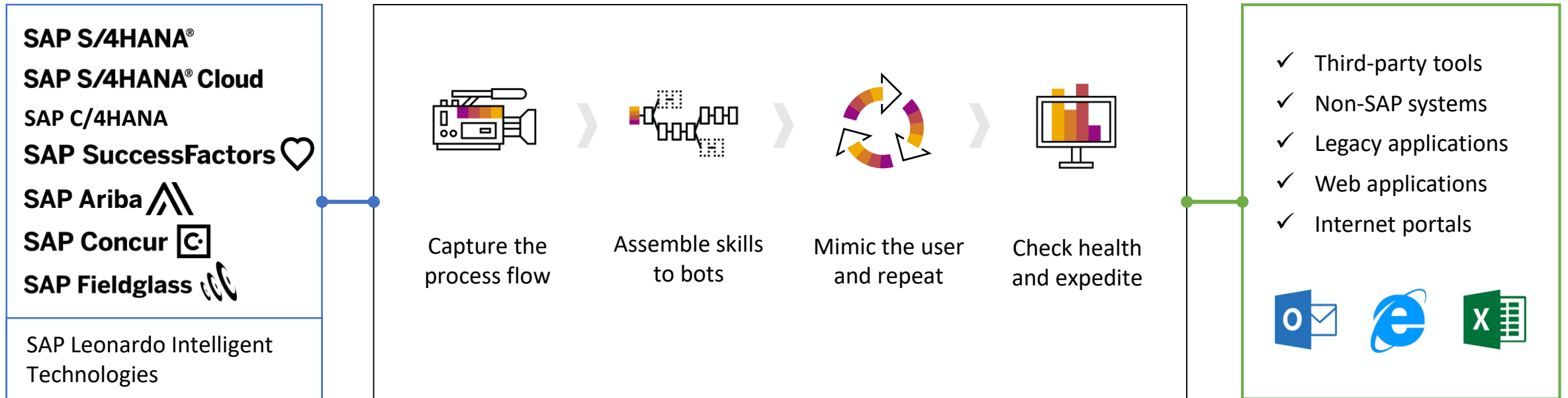Vision : SAP Intelligent RPA seamlessly integrated

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SAP Intelligent Robotic Process Automation

Unified cloud solution including on-premise automation tools

SAP S/4HANA®		✓ Third-party tools
SAP S/4HANA® Cloud		✓ Non-SAP systems
SAP C/4HANA		✓ Legacy applications
SAP SuccessFactors ♡		✓ Web applications
SAP Ariba		✓ Internet portals
SAP Concur C·		
SAP Fieldglass		
SAP Leonardo Intelligent Technologies		

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

SAP® Cloud Platform

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SAP Intelligent RPA Makes a Key Difference

Automation Content pre-built

Non-SAP applications

SAP applications

SAP® Cloud Platform
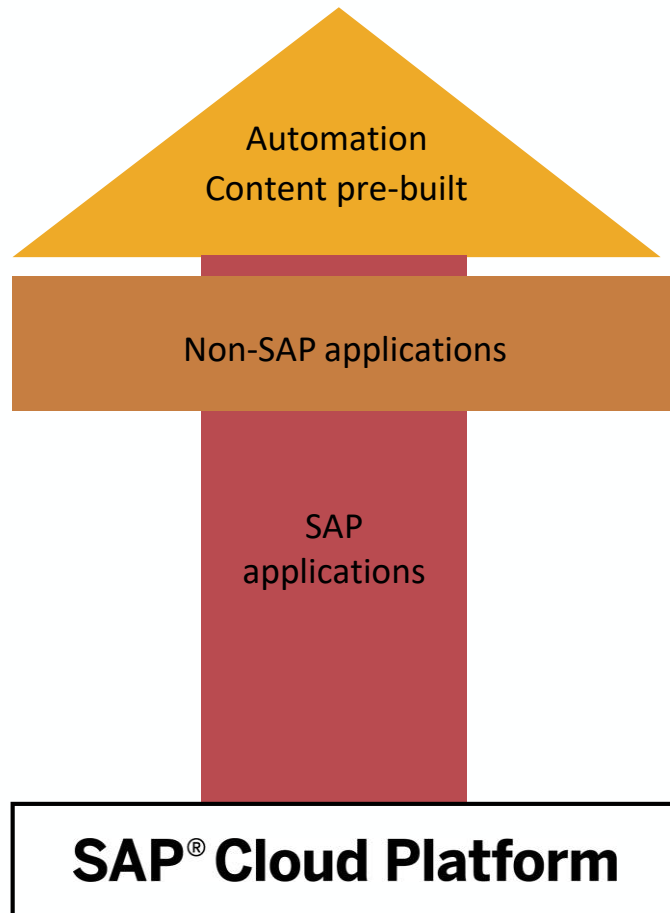
➢ **Cross-Application / Cross-LoB** solution

➢ **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

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Example: Accounts Payables

Start

Get invoice from email

Process an invoice

Get invoice results

Start 'createSupplierInvoice'

Outlook

SAP Leonardo Machine Learning Document Information Extraction Service

ML APIs

UI or APIs
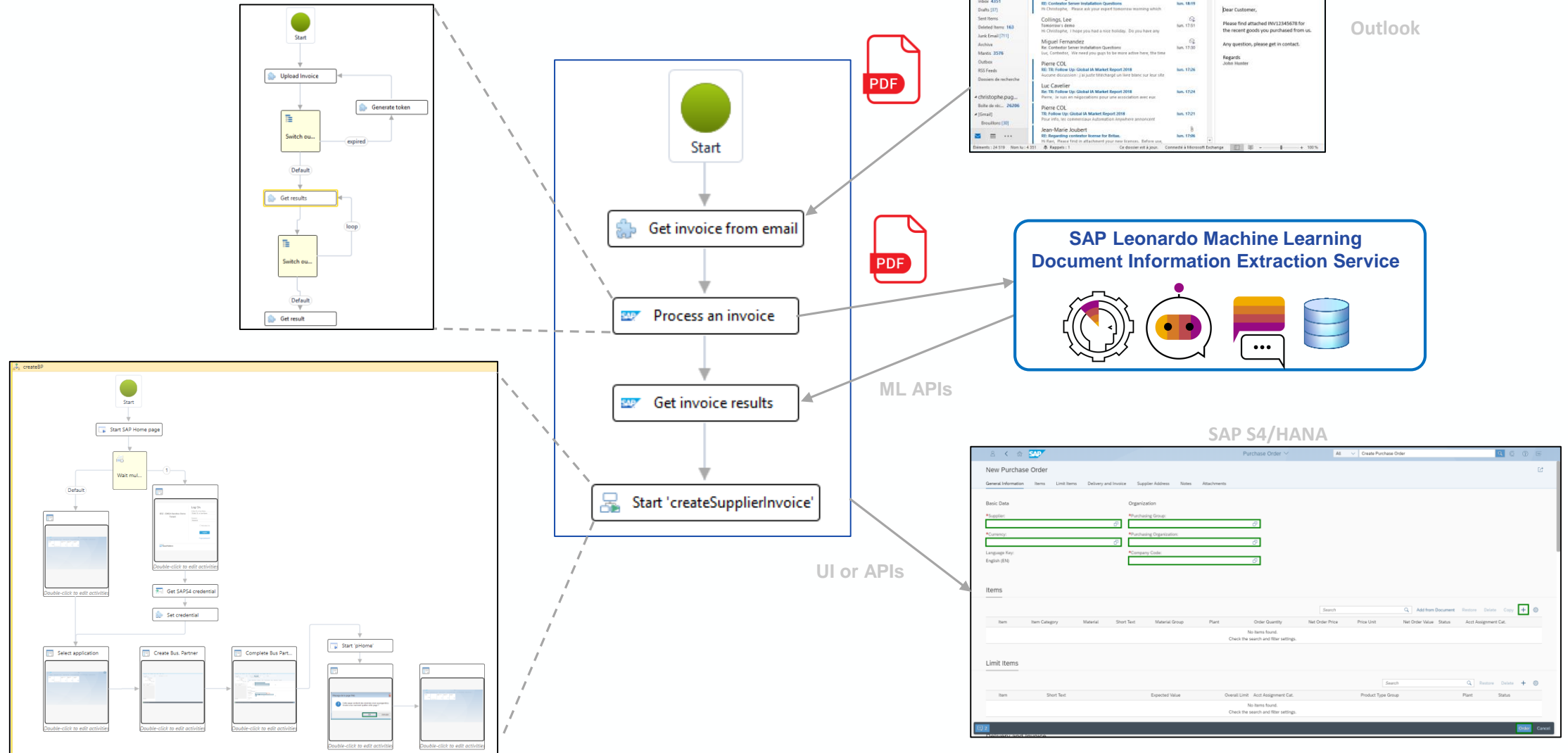
SAP S4/HANA

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

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Roadmap and Vision of SAP's Intelligent RPA

Subjected to change

Release 1 – Q2 2019*	Release 2 - Q3 2019*	Release 3 - Q4 2019*	Release 4 - Q1 2020*

• Deliver core framework for Intelligent RPA	• Enhance bot building through process recording	• Expand bot creation and runtime environment to deepen integration with SAP LoB products	• Provide further recording and integration capabilities to cover entire SAP technology portfolio
• Integrate desktop automation scenarios	• Integrate cloud runtime for Intelligent RPA	• Introduce marketplace for out-of-the-box industry best practices	• Conduct PoC for Process Mining/Process Visibility
• Identify S/4HANA automation scenarios	• Integrate Conversational AI and Machine Learning	• Handle unstructured data for end-to-end automation	• Bot stability using Computer Vision
• Provide connectors for desktop tools, MS office, third-party systems, web applications	• Identify SuccessFactors automation scenarios	• Identify pre-built content for wider SAP portfolio	• Introduce machine learning-based bots for exception handling
			• Integrate with SAP Cloud Platform Workflow Service (SAP BPM)

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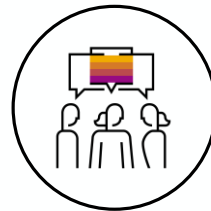# Exchange / discuss your priorities with SAP

Is our Intelligent RPA solution **exciting** for you?

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

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

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

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Presentation Materials

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http://info.asug.com/2019-ac-slides

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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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