



# Becoming an Intelligent Enterprise with SAP Leonardo

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INTERNAL

 @DHJudge

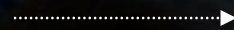
THE BEST RUN 

**SAP Leonardo** powers the enterprise, with intelligent technologies for every business process, to create better outcomes.

# AI / Machine Learning is having difficulty living up to the hype

64%

Can't Keep Up  
with Demand



50%

Struggle with the  
Complexity



250k

Projected shortage of data  
scientists in the US by 2024



**30-50%** of initial RPA projects fail



**3%** have successfully scaled

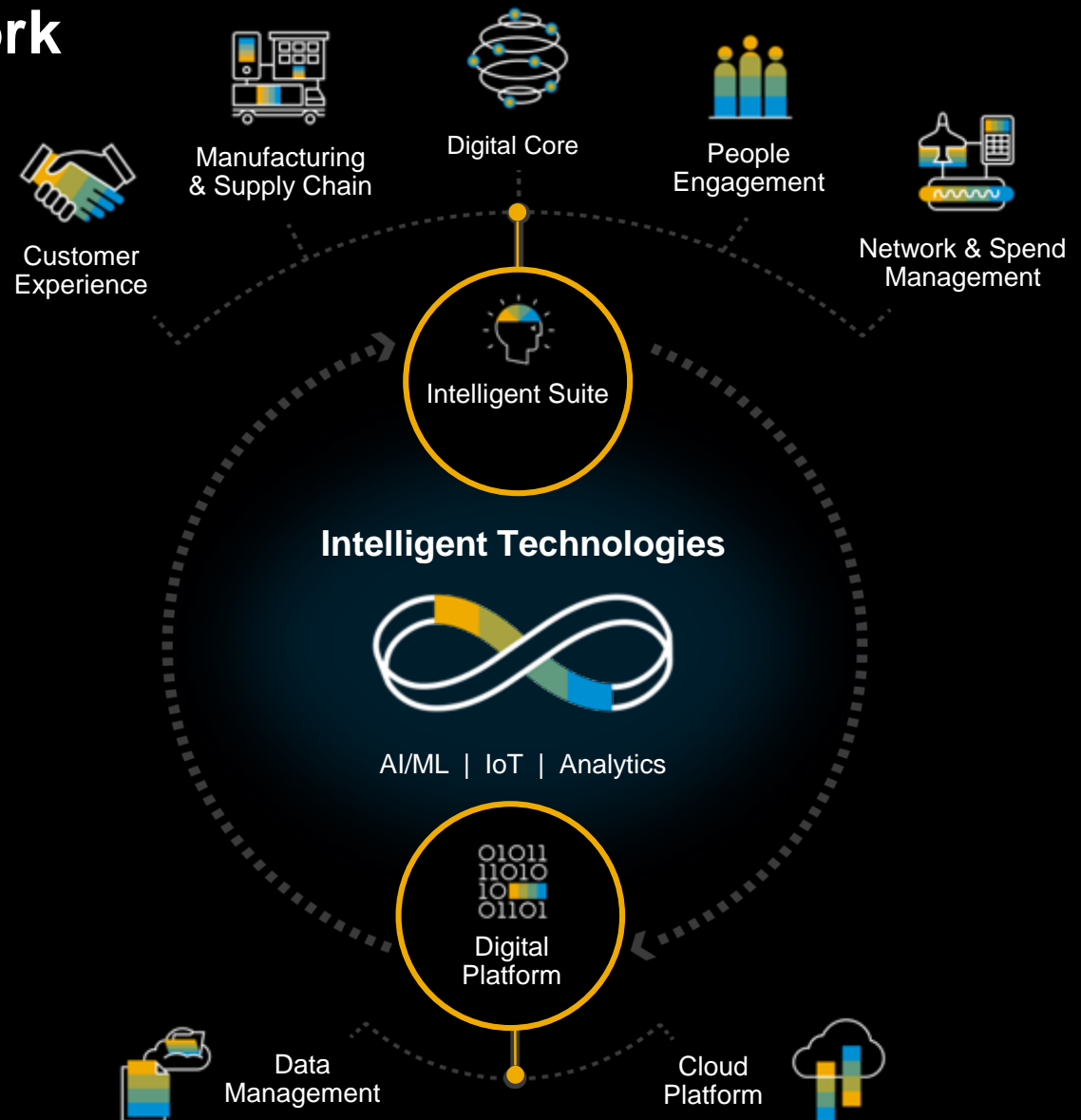
Due to

- Traditional RPA technology limitations
- Organizational challenges

# The Intelligent Enterprise Framework

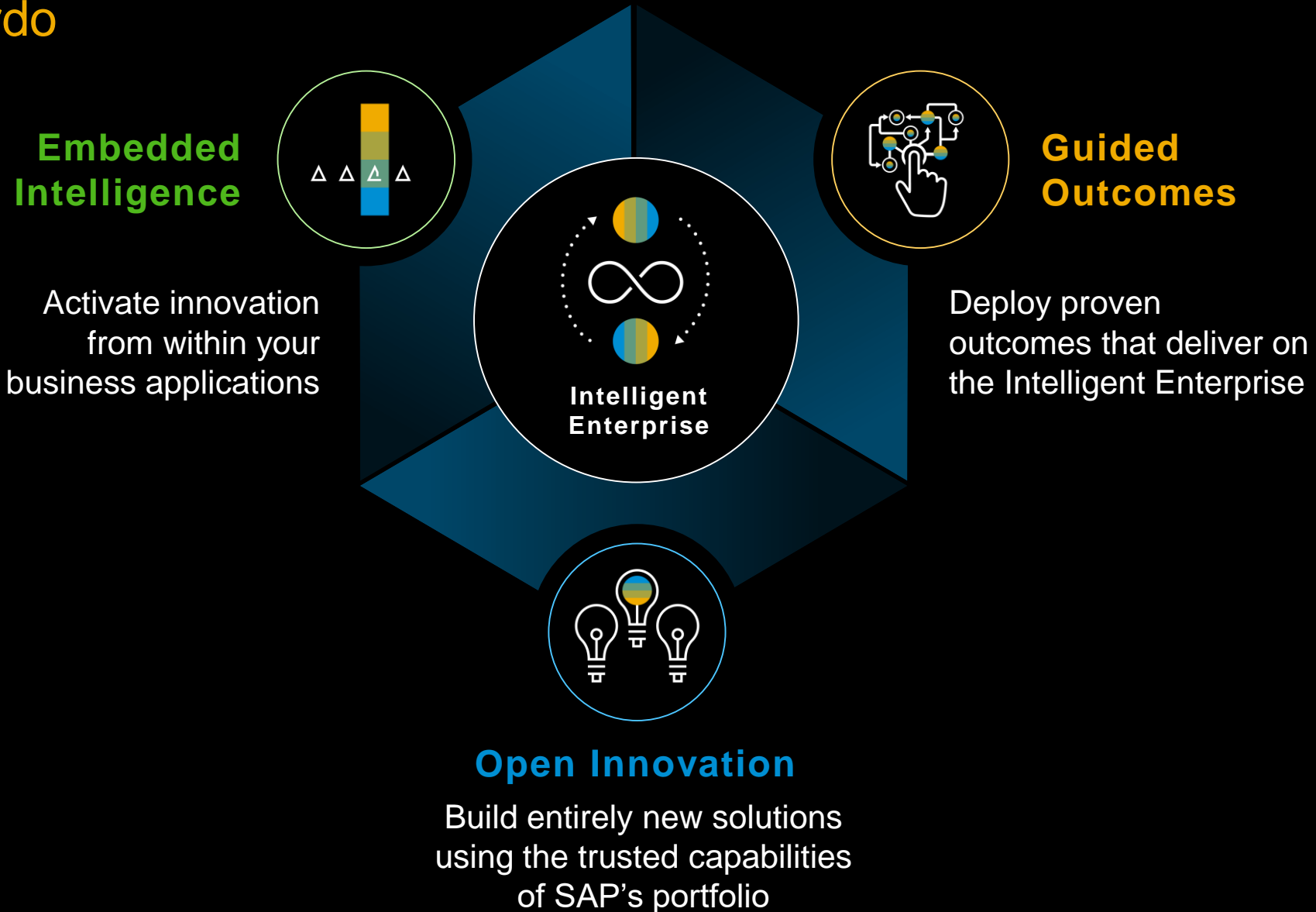
The Intelligent Enterprise features 3 key components:

- 1 Intelligent Suite
- 2 Intelligent Technologies
- 3 Digital Platform



# Enabling the Intelligent Enterprise

## SAP Leonardo



# AI / Machine Learning is core to the Intelligent Enterprise

Pragmatic AI that works NOW

## Intelligent Process Automation

Full automation of business processes, from HR to payments processing, to workflow approvals for purchase orders and sales execution

## Core AI Functionality

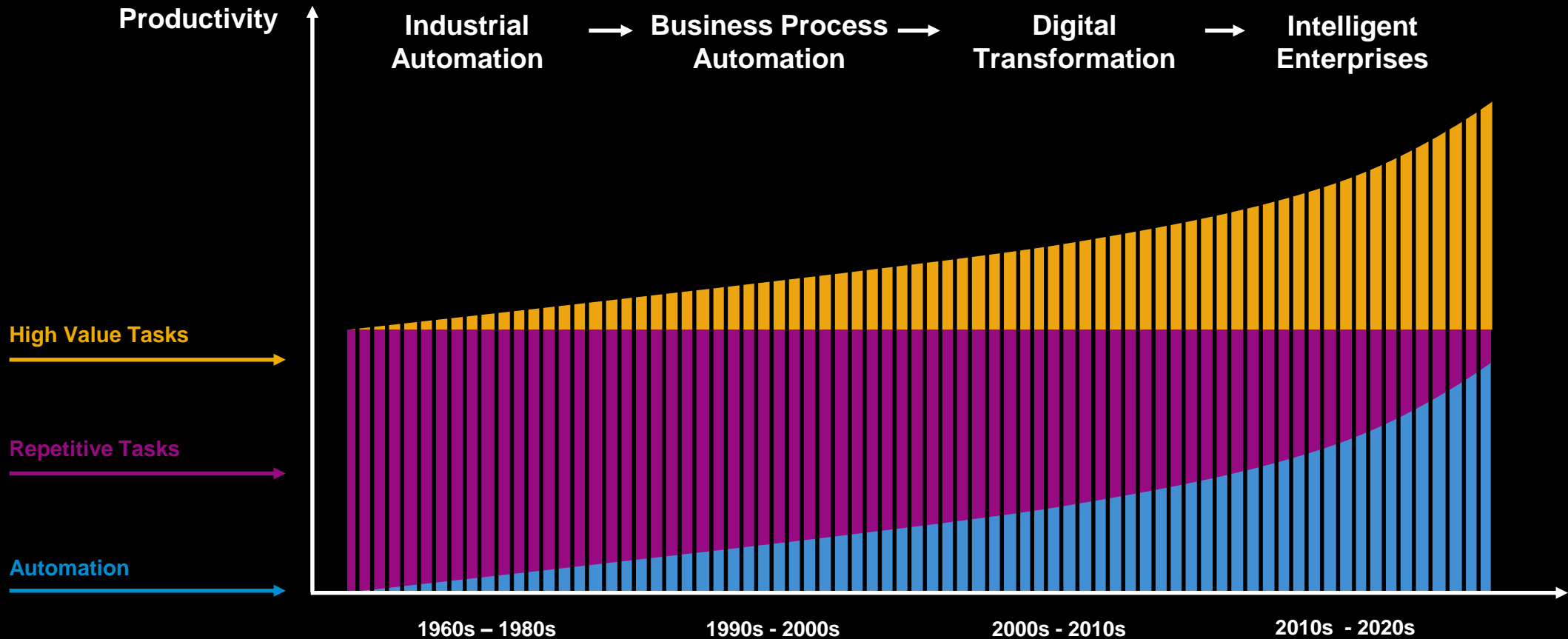
Data Access and Management, Machine Learning, Deep Learning, and Scalability across Enterprise IT

## Next-Gen Interactivity

User experience based on voice, vision and messaging will replicate how people interact in real life and increase business productivity



# Intelligent Enterprises elevate employees to focus on higher-value tasks





If you can automate  
**50-60%**  
of tasks



**20-35%**  
run-rate cost efficiencies



**50-60%**  
reduction in process time

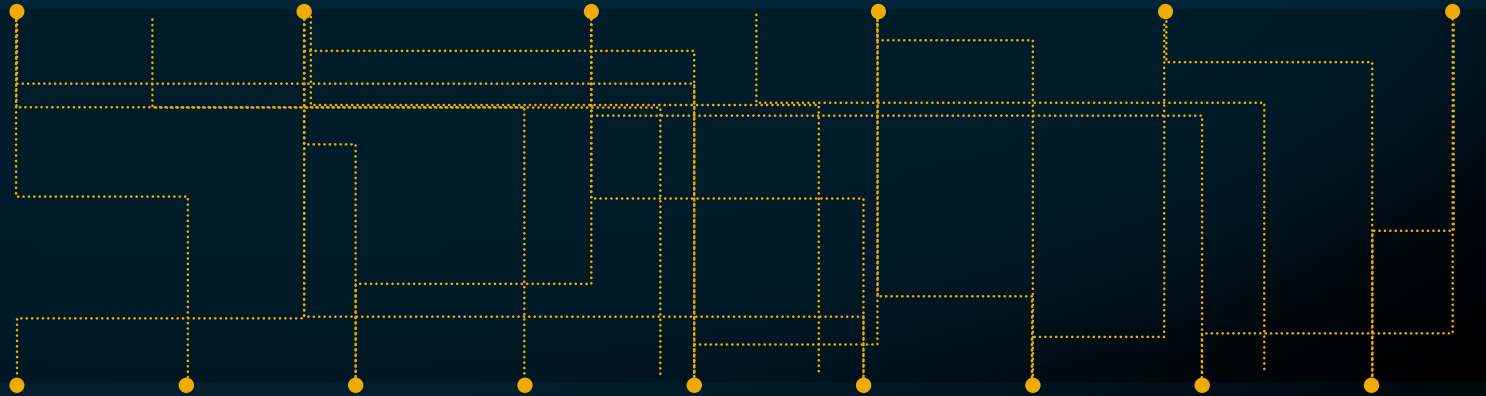
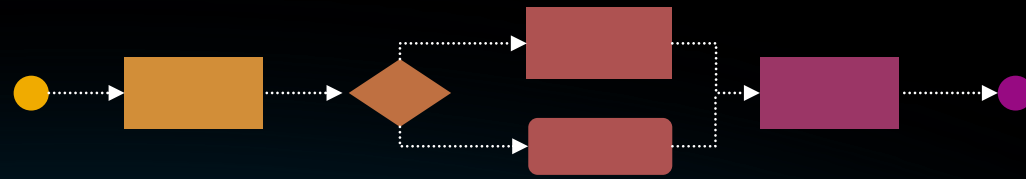
McKinsey: "Intelligent process automation: The engine at the core of the next-generation operating model"

## Processes Today

Processes today are complex.

They are still too manual.

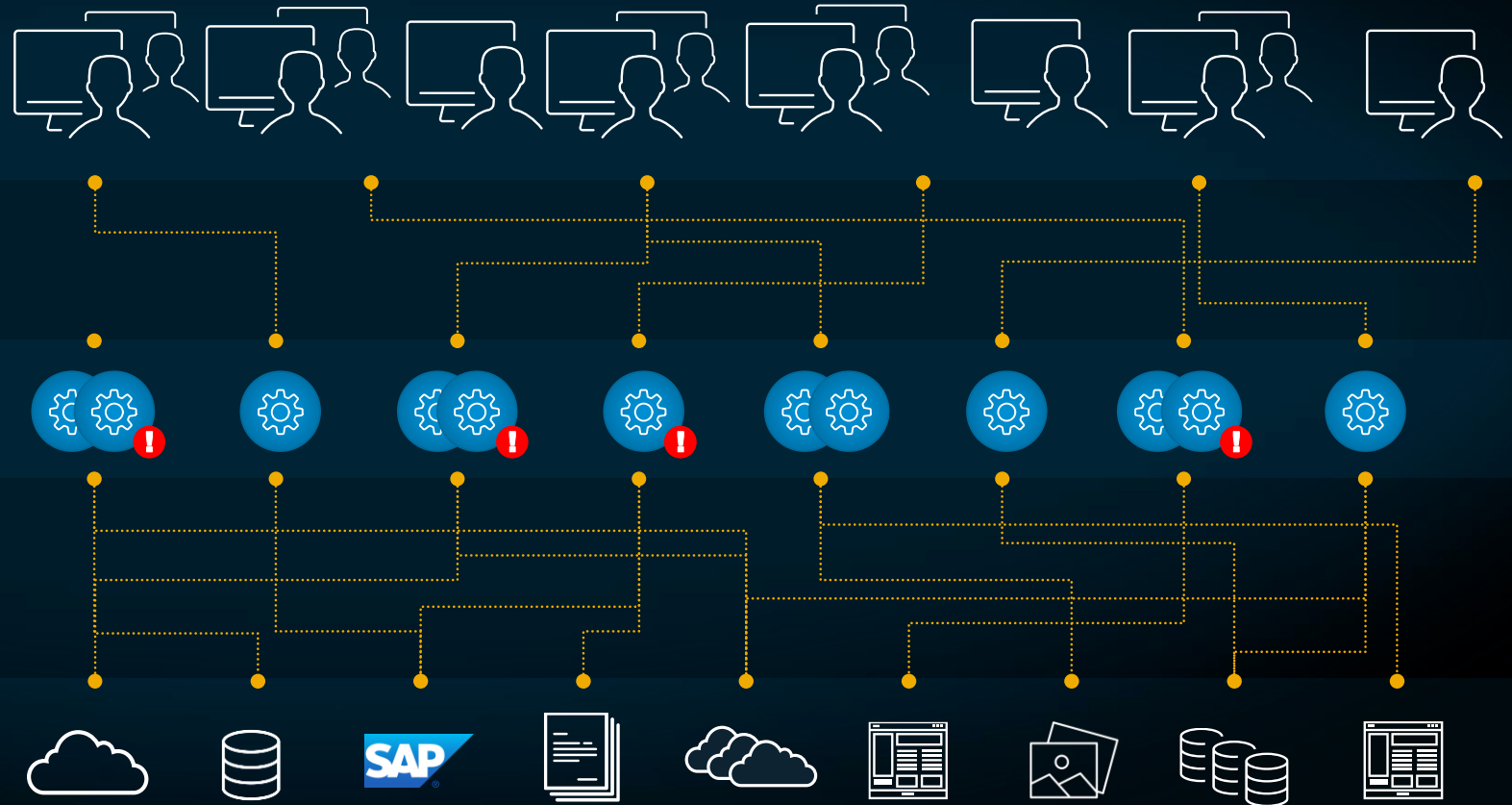
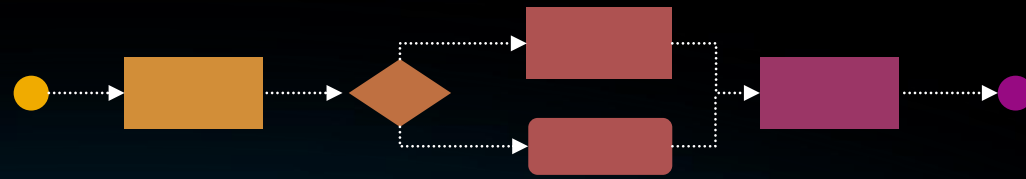
This leads to errors and inefficiencies.



## Basic RPA

Removing manual steps may drive efficiency. But it often leads to complexity under the hood.

What happens when a UI changes or a system is upgraded?

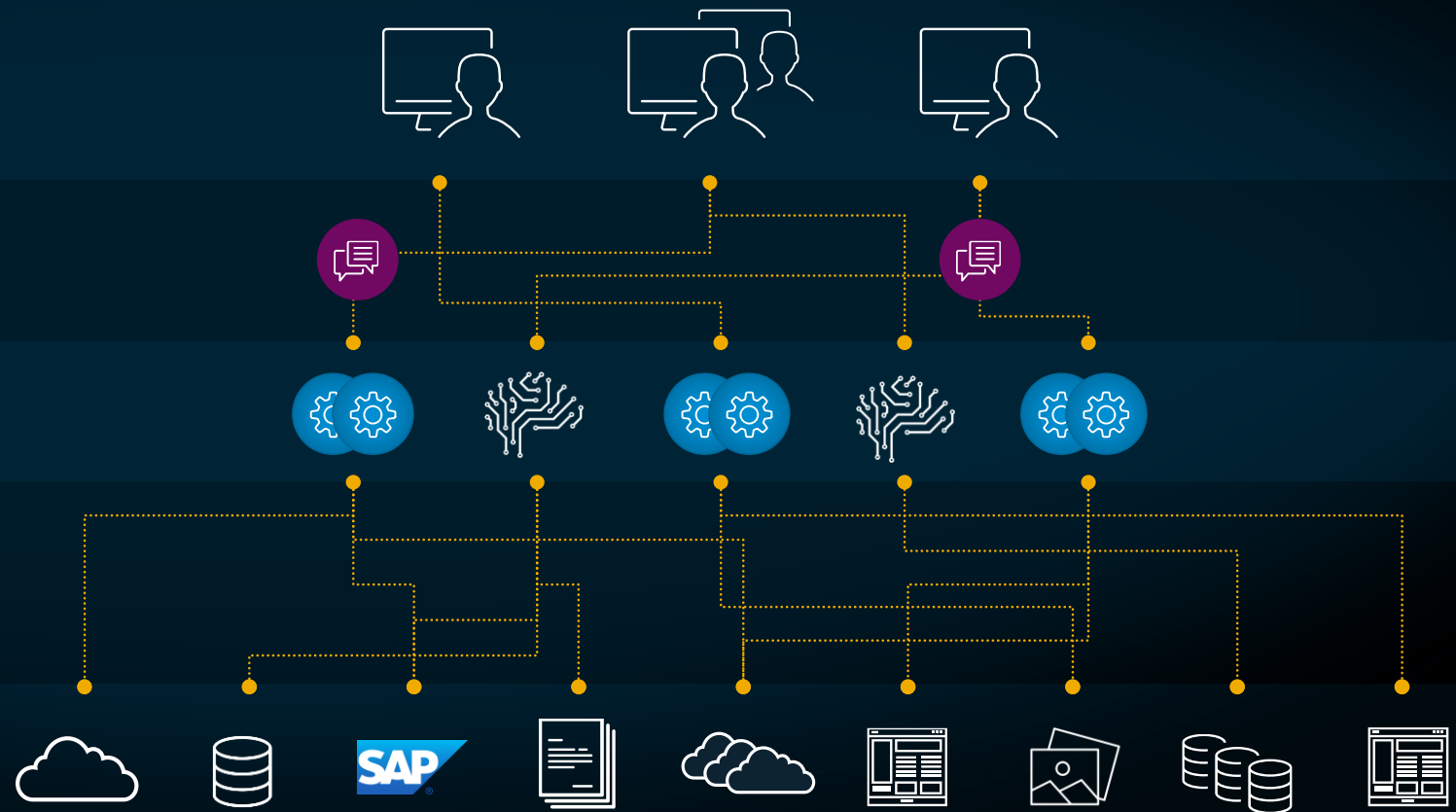
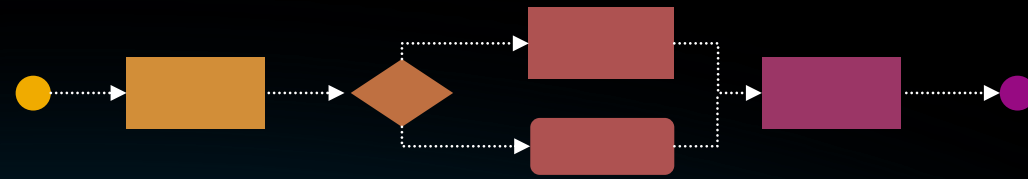


# SAP Intelligent RPA

SAP simplifies implementation by using native APIs.

Interactions are natural with Conversational AI.

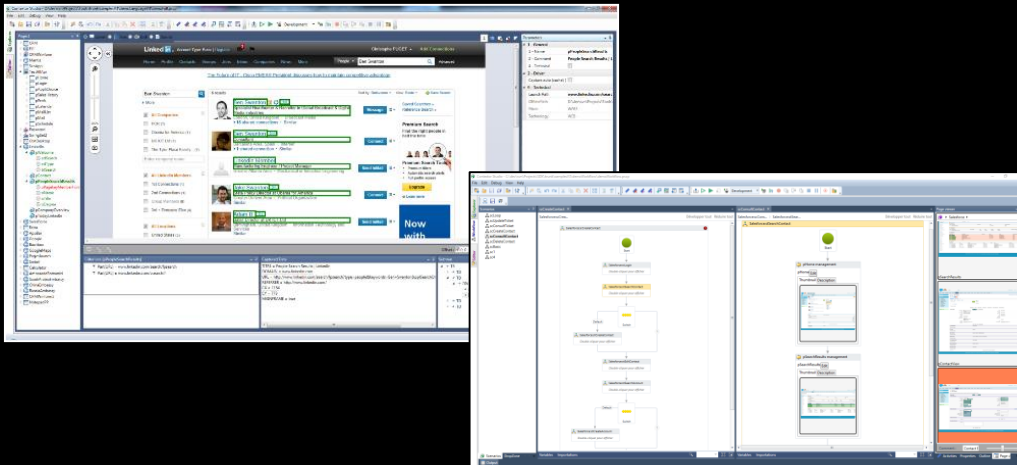
Automations are smarter with native ML built in.



# SAP Acquires Contextor to accelerate roadmap

- Established player in the RPA and RDA market
- Full featured traditional RPA capabilities

- 100+ customers running 100,000 RPA bots
- Banking, Insurance, Energy, Telecom, Retail...



# Enterprise Use Case: **BNP Paribas Hello Bank**



## The problem:

Very complex customer onboarding process

12+ applications

30+ manual steps

## The Solution:

Deploy **200+** Attended RPA bots

Reduction in handling time **> 80%**

Production in **6 weeks**

Major customer satisfaction improvement

**Processing time reduced from 25 to < 5 mins!!**

# Enterprise Use Case: Bouygues Telecom

## The problem:

Very complex customer relationship management

19+ applications

40+ manual steps



## The Solution:

Deploy Attended RPA bots across **4,500 desktops**

Reduction in handling time **> 15%**

Production in **8 weeks**

Major customer satisfaction improvement

**ROI achieved in 3 weeks! Huge reduction in customer loss**

# SAP to launch Intelligent Robotic Process Automation Solution

Powered by SAP Leonardo for enabling Intelligent Enterprises

## Interact

### Conversational AI (CAI)

- Chatbots to interface
- Handover to execution bot



Interfacing

## Execute

### Intelligent Bot (RPA)

Multiple bot workflows for handsfree execution



Performing tasks

## Optimize

### Machine Learning (ML)

Cognitive bots with self healing potential, learn from exceptions



Robust bots and improve

← **SAP Intelligent Robotic Process Automation** →



# Why Conversational AI?

## Preferences are shifting ... Fast

*Which channels are most popular with your age-profiled customers? (% of contact centers)*

	Internet/ Web Chat	Social Media	Electronic Messaging (e.g. email, SMS)	Smartphone Application	Telephone
Generation Y (born 1981-1999)	24% (1 <sup>st</sup> Choice)	24% (1 <sup>st</sup> Choice)	21% (3 <sup>rd</sup> Choice)	19% (4 <sup>th</sup> Choice)	12% (5 <sup>th</sup> Choice)
Generation X (born 1961-1980)	21% (3 <sup>rd</sup> Choice)	12% (4 <sup>th</sup> Choice)	28% (2 <sup>nd</sup> Choice)	11% (5 <sup>th</sup> Choice)	29% (1 <sup>st</sup> Choice)
Baby Boomers (born 1945-1960)	7% (3 <sup>rd</sup> Choice)	2% (5 <sup>th</sup> Choice)	24% (2 <sup>nd</sup> Choice)	3% (4 <sup>th</sup> Choice)	64% (1 <sup>st</sup> Choice)
Silent Generation (born before 1944)	2% (3 <sup>rd</sup> Choice)	1% (4 <sup>th</sup> Choice)	6% (2 <sup>nd</sup> Choice)	1% (5 <sup>th</sup> Choice)	90% (1 <sup>st</sup> Choice)

No age group picked mobile apps in the top 3

Best way to engage Millennials = Chat + Social + Messaging

Worst way = Telephone

Source: 2016 Internet Trends Report - KPCB Mary Meeker

# Why Conversational AI?

Efficient, 24/7, multichannel, and relationship based



## EFFICIENT

Scale and automate human-to-system interactions



## 24/7

They are available 24/7, in any country



## MULTI-CHANNEL

Communicate where your customers and workers spend time



## MULTI-LINGUAL

They support all languages

# An end-to-end Conversational Bot Platform Suited for corporations

## Performance

Our platform supports bots from hundreds to millions of calls



### Availability

Rigorous service guarantee on any channels



### Performance

Performance level of 85%



### Reliability

24/7 and smart scaling for your high volumes

## Integration

Durable integrations into SAP products & others



SAP Hybris (v)



## Safety

Our platform is data protection centered



### Privacy

Data safe mindset and high level encryption for datasets



### Infrastructure

Infrastructure based on high security cloud hosting services



### Support

Benefit from our efficient support team of developers

# Enterprise Use Case: **XXXX**

The problem:

XXXX

LOGO

The Solution:

XXXX

**ROI achieved in 3 weeks! Huge reduction in customer loss**

# Enterprise Use Case: **XXXX**

The problem:

XXXX

LOGO

The Solution:

XXXX

**ROI achieved in 3 weeks! Huge reduction in customer loss**

# Moving Towards **Unified ML & Data Science**

Machine Learning



## SAP Data Hub

Data sharing, pipelining, and orchestration. Including data preparation and cleaning.



## SAP Predictive Analytics

Operationalization and automation



## SAP Leonardo ML Foundation

Deep Learning (text, image, video, audio)



## SAP HANA ML

In-database Machine Learning



## Open Source Languages and Libraries

Python, Sci-kit, Tensorflow

One integrated offering  
One data science front end  
Full lifecycle management  
Integrated with SAP

# Build the Intelligent Enterprise

## Machine Learning Roadmap Excerpt

**Machine Learning**

### SAP SuccessFactors

### SAP Fieldglass

### SAP Concur

### SAP Ariba

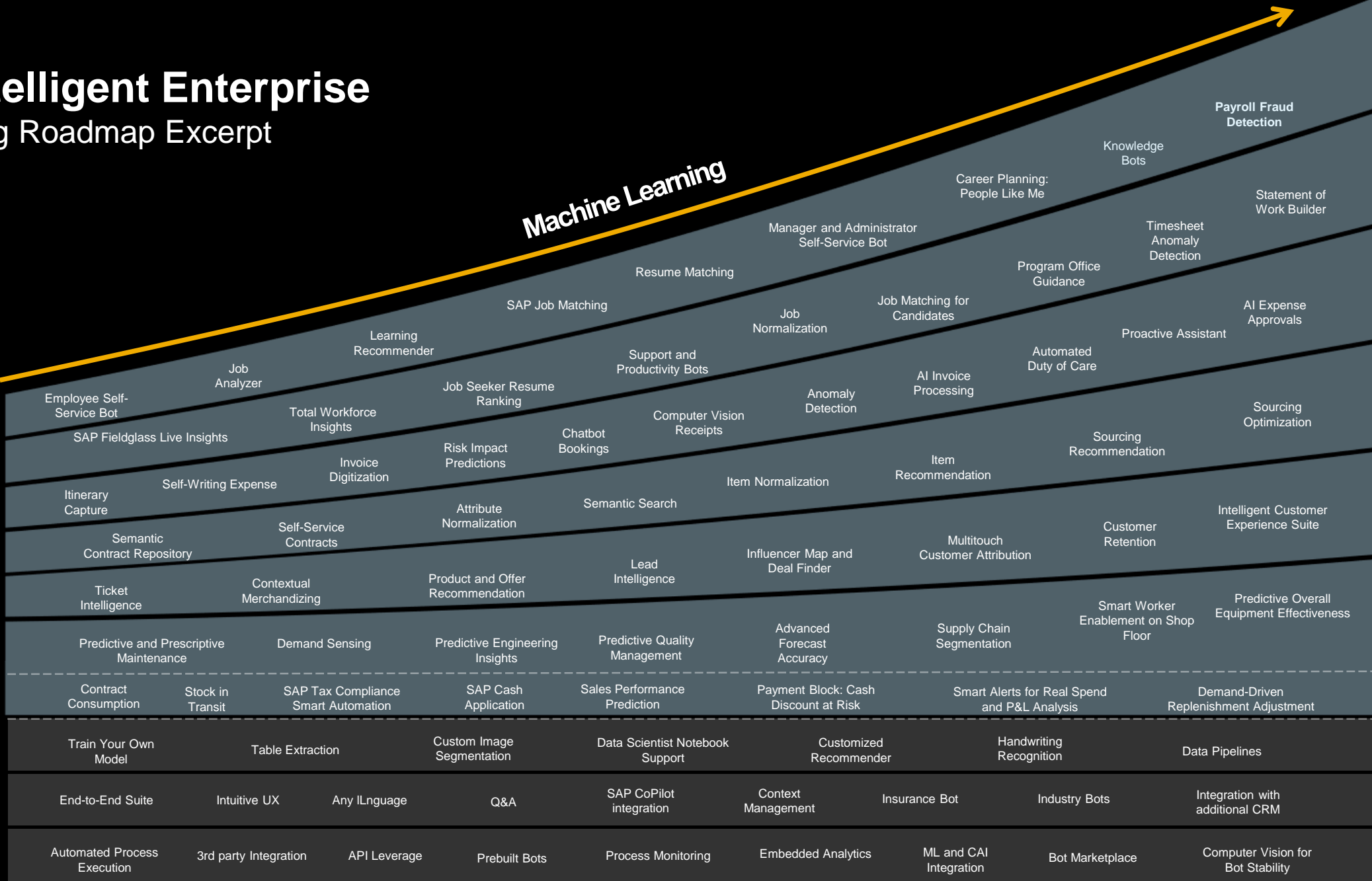
### SAP C/4HANA Manufacturing & Digital Supply Chain

### SAP S/4HANA

### SAP Leonardo Machine Learning Foundation

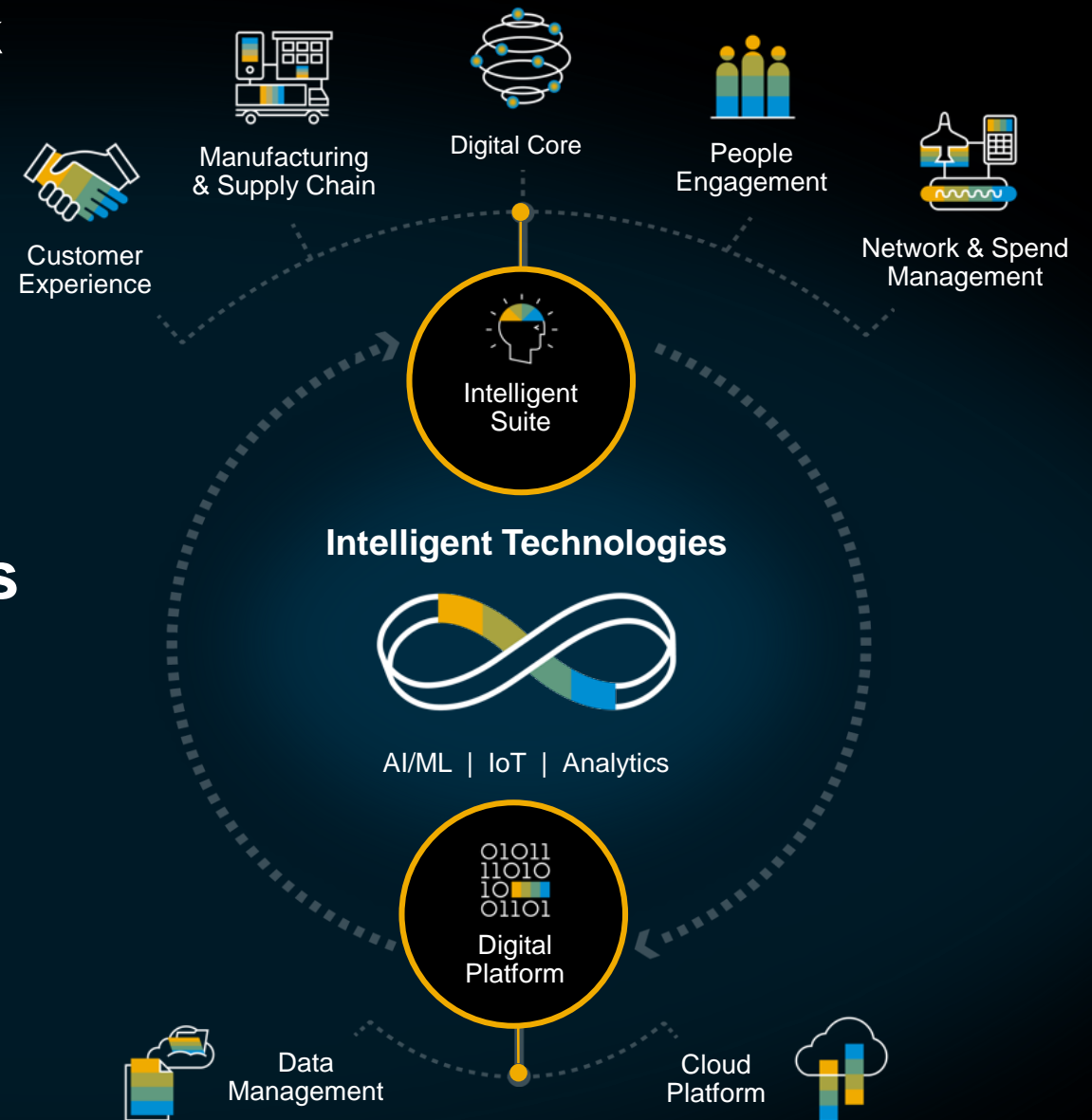
### SAP Conversational AI

### SAP Intelligent Robotic Process Automation



# The Intelligent Enterprise Framework

Intelligence will **re-invent** industries and **change** business forever





**SAP Intelligent Robotic  
Process Automation (IRPA)  
Available now!**

**SAP Conversational AI  
Available now!**

**Embedded Machine  
Learning  
Available now!**



Experience Matters

# Thank you.

Contact information:

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