

# THE DIGITAL ENTERPRISE

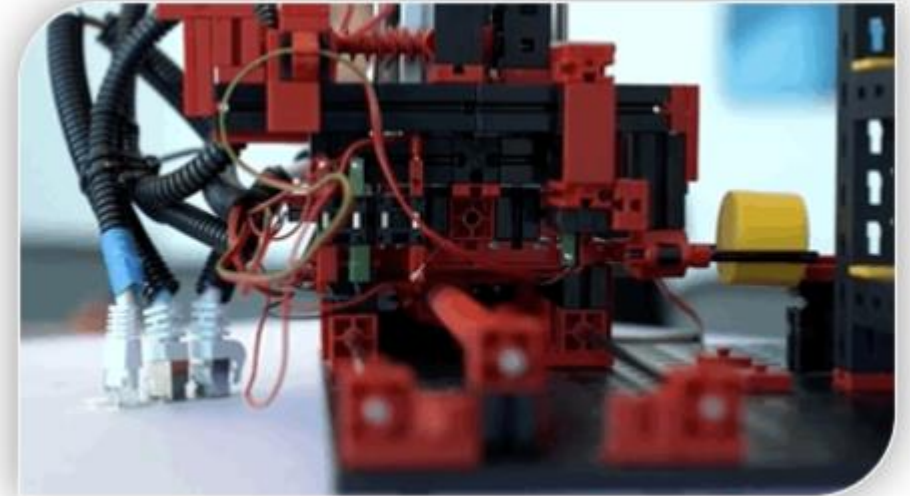
A Manufacturer's SAP Innovation Journey

ASUG Carolinas | October 13, 2023

Bernd Baier  
SAP Business Development Manager  
CNT Management Consulting Inc

# Session Highlights

- An SAP Story about how a Manufacturing Company is running completely on the latest SAP Solutions
- Show an end-to-end business process across multiple SAP Solutions, including:
  1. **Quote-2-Plan** (SAP CX/ Sales Cloud, CPQ, ...)
  2. **Source-2-Order** (SAP MM, Ariba, ..)
  3. **Plan-2-Manufacture** (SAP PP/DS, DMC, ...)
  4. **Incident-2-Service** (SAP CX/ Service Cloud, FSM, ...)
  5. Running a **Sustainable Enterprise**



The Digital Enterprise Showcase is also available as Live Demonstration

**Sponsored by:**



# Agenda

- **Introduction**
- The Digital Enterprise Story
  - The Sales Story from **Quote to Plan**
  - The Procurement Story from **Source to Order**
  - The Manufacturing Story from **Plan to Manufacture**
  - The Service Story from **Incident to Service Fulfilment**
  - Running a **Sustainable Digital Enterprise**
- Takeaways, Q&A

# CNT Management Consulting



## SAP Business Transformation

- S/4HANA pre-studies and roadmaps
- S/4HANA greenfield implementations
- SAP S/4HANA brownfield conversions
- **rise2s4** conversion package to RISE
- **run2s4** conversion package to S/4HANA
- SAP S/4HANA Public Cloud

## SAP Consulting

- SAP implementations and rollouts
- Functional SAP consulting
- Global business processes + templates
- Integration management
- SAP master data and data migration
- Program-, project-, and change management

## SAP Cloud Solutions

- S/4HANA Cloud and RISE with SAP
- SAP Ariba and Business Networks
- SAP CX Sales & Service Cloud
- IBP/ Integrated Business Planning
- SAP SuccessFactors and Concur
- SAP DM/ Digital Manufacturing
- BTP/ Business Technology Platform

**CNT is an SAP System Integrator covering the complete SAP spectrum**

## Digital Enterprise Core

### SAP ECC + S/4HANA

- End-to-end Greenfield Transformations, Brownfield Conversions, Conversion- and Transformation Packages
- S/4HANA PreStudies and Enablement

## Business Processes & SAP Solutions

### Quote-2-Plan

- SAP SD, FI-SD
- SAP CX/ Sales Cloud, CPQ

### Source-2-Order

- SAP Ariba, SAP Fieldglass
- SAP MM, MRP

### Plan-2-Manufacture

- SAP PP, PP/DS, QM, SAP DMC
- SAP PM, EAM, IAM

### Engineer-2-Order

- SAP PS, EPPM
- Industrial Manufacturing Add-ons

### Manufacture-2-Distribute

- SAP WM, EWM, STRM
- SAP TM, YL

### Record-2-Report

- SAP FI/CO
- SAP Central Finance

### Plan-2-Report

- SAP Analytics Cloud, BI/DWC
- SAP IBP

### Recruit-2-Retire

- SAP HXM
- SAP SuccessFactors, Concur

### Incident-2-Service

- SAP CX/ Service Cloud
- SAP FSM

## Data

Master Data

Data Templates

Data Migration

## Sustainability

SAP Sustainability Portfolio

## Methods & Best Practices

Implementations & Rollouts

Business Process Modeling

BPML's and Global Templates

SAP Activate

Program Management

Change Management

## Integration & SAP Development

Business Technology Platform

ABAP & FIORI Development

Integration and Interfaces

# CNT Awards and Recognitions by SAP



Winner of the 2021 SAP Partner Pinnacle Award\*



Quality Award 2022  
Rapid Time to Value  
[Rosenbauer]



Quality Award 2022  
Rapid Time to Value  
[UBM]



Quality Award 2022  
Business Transformation  
[Pfeiffer]



Quality Award 2021  
Time to Value  
[Bachem]



Quality Award 2021  
Business Transformation  
[Pfeiffer]



Quality Award 2021  
S/4HANA Transformation  
[Boehringer Ingelheim]



Quality Award 2019  
Cloud Transformation  
[Porr Group]



Quality Award 2019  
Fast Delivery  
[Porsche]



Quality Award 2018  
Fast Delivery  
[TANN Group]



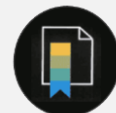
Quality Award 2018  
S/4HANA Innovation  
[Listroj]



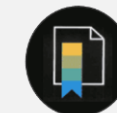
Quality Award 2018  
Business Transformation  
[Hoerbiger]



SAP Partner of the Year 2020  
SAP LoB Cloud



SAP Partner of the Year 2019  
SAP Quality



SAP Partner of the Year 2019  
SAP S/4HANA Move



SAP Gold Partner

CNT is regularly recognized by SAP with Quality Awards



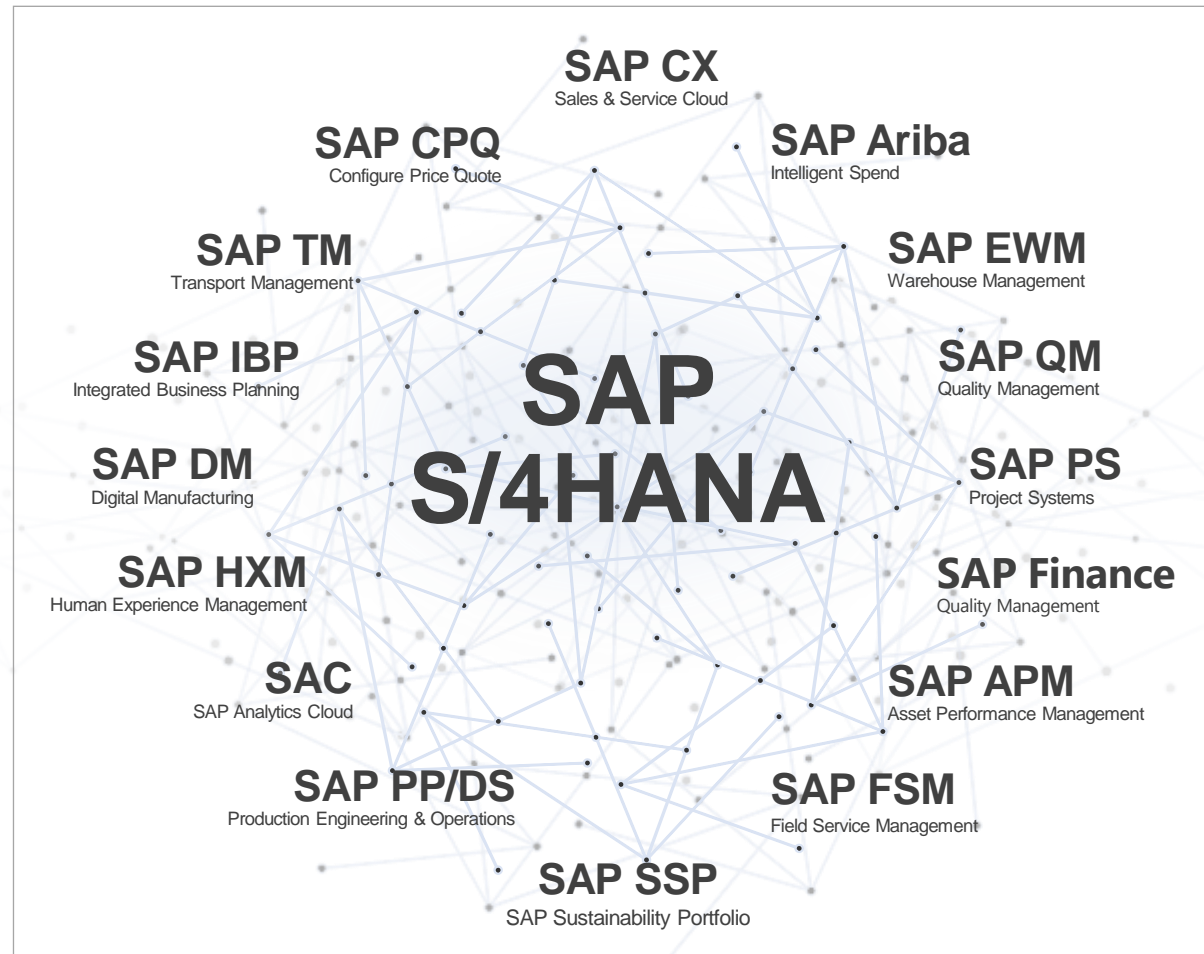
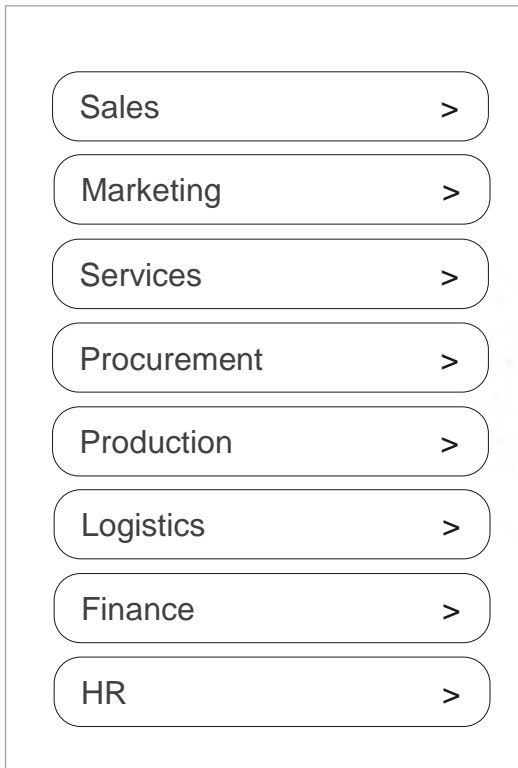
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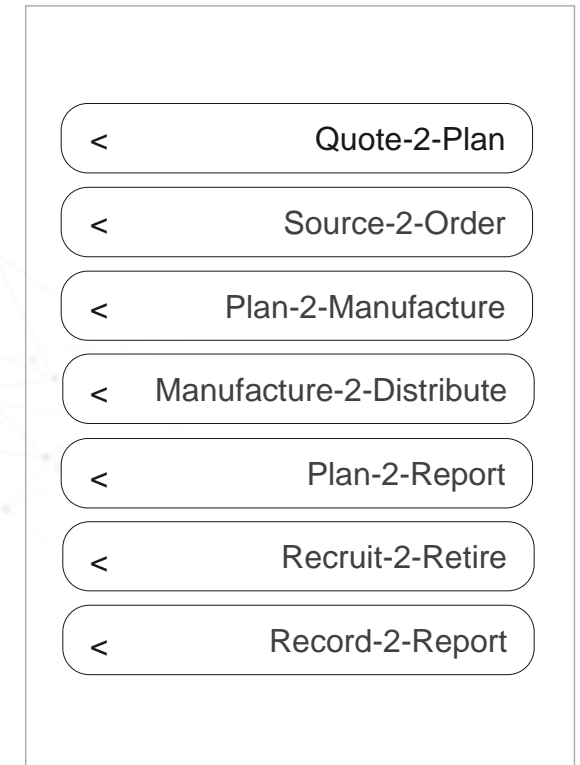
# The SAP-Driven Digital Enterprise

## Technology

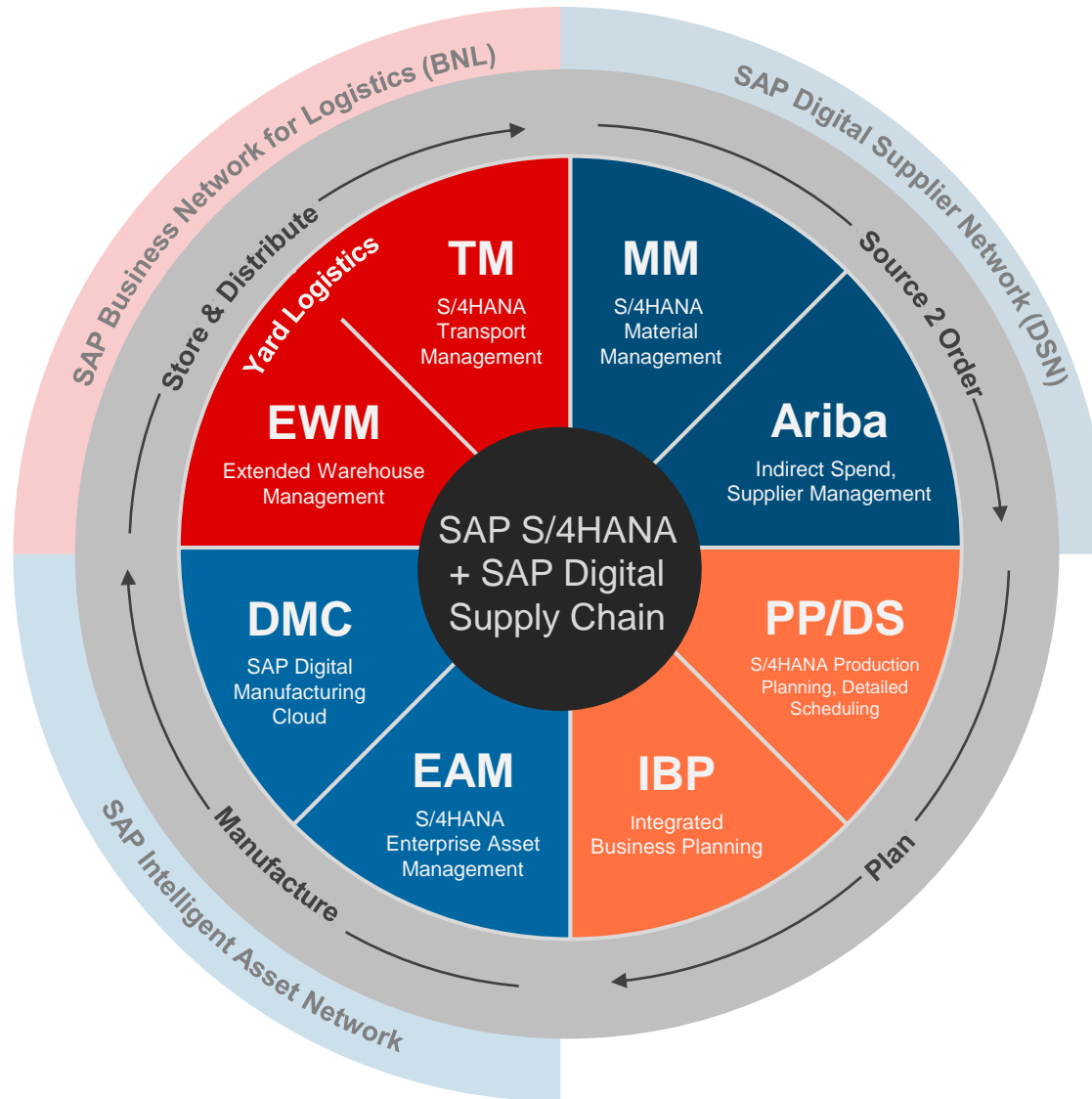
## People



## Processes



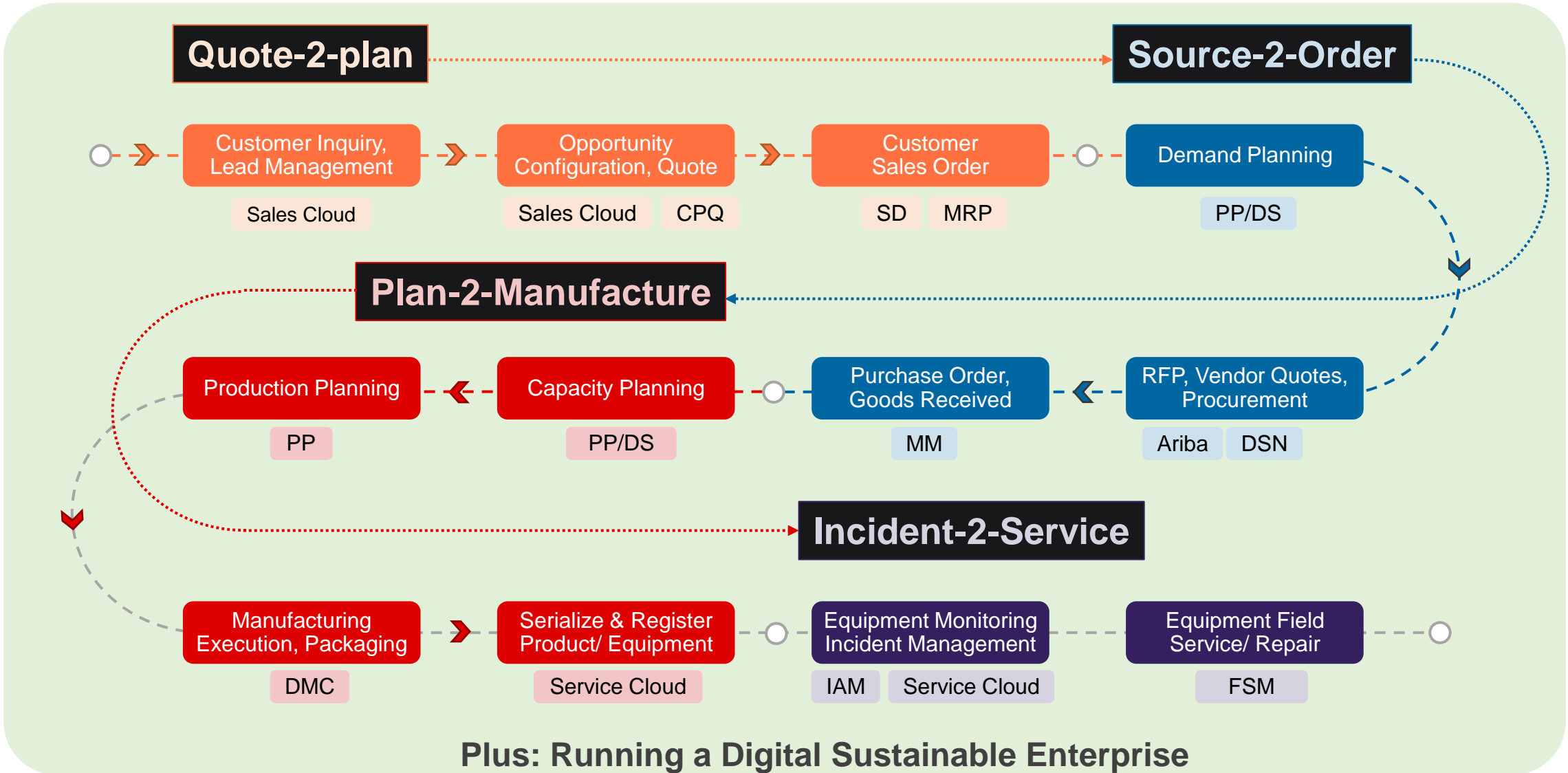
# Integrated Digital Supply Chain with and around SAP S/4HANA



With the Digital Supply Chain, SAP integrates multiple solutions, including S/4HANA, Ariba, DMC, IBP, EWM, and the three business networks DSN, IAN, and BNL.

With the Digital Enterprise, CNT expanded the Digital Supply Chain to add more SAP components and add Quote-2-Plan for Sales, and Incident-2-Service for Services.

# The Digital Enterprise Processes



Plus: Running a Digital Sustainable Enterprise

# End-To-End Process Perspective Benefits

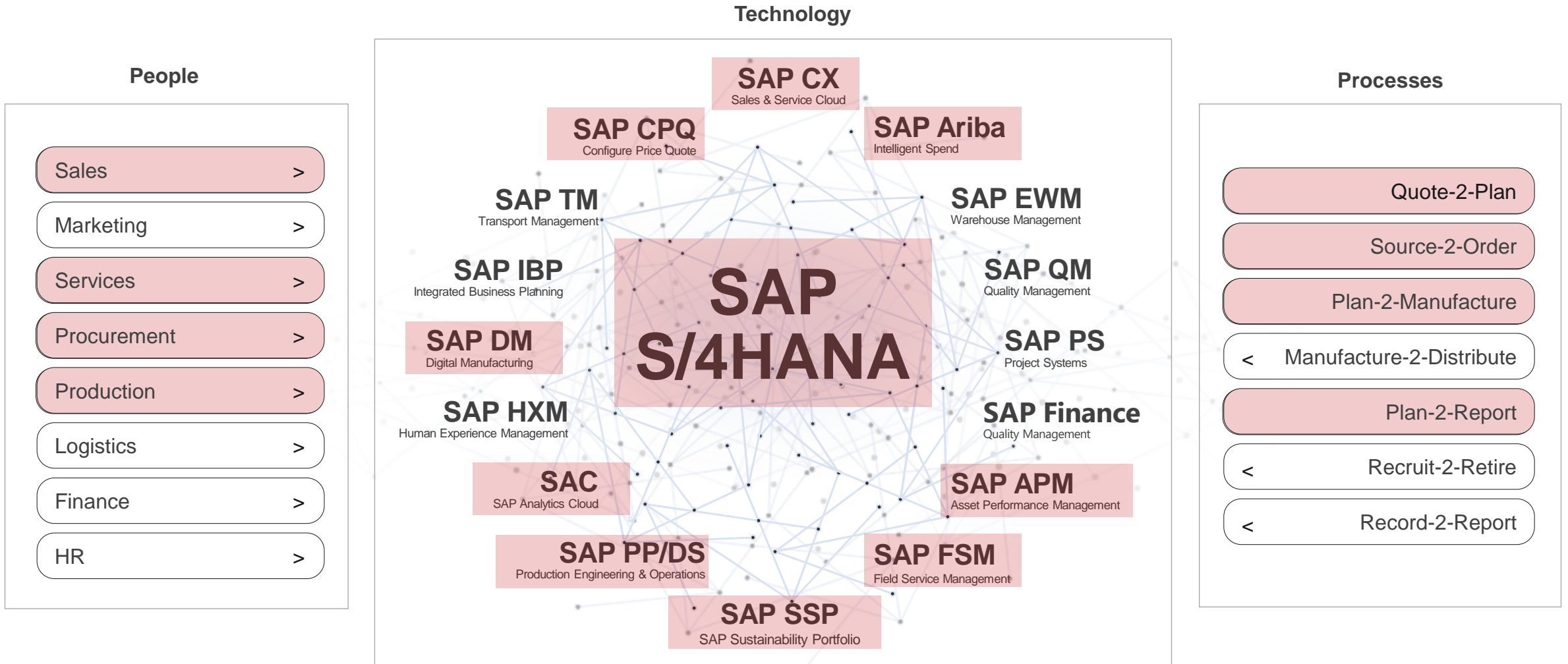
## E2E Business Processes Perspective

Set of processes allowing companies to **look at the value chain from beginning to end**. The E2E process covers various functional and integrated areas.

## Benefits

- **Prioritize Business Values** – Starting with a big picture allows focusing on the processes with the most value for the organization.
- **Eliminate Functional Siloes** – Create a shared purpose to work and facilitate collaboration to enable smoother operation.
- **Big Picture Perspective** – Holistic approach allows understanding of how changes to one function can influence the other.
- **Transparency and Outside Perspective** – Enables stakeholders to think about the business from a customer perspective
- **Clear KPIs for the ERP implementation** – Functional discussions are a breeze with the E2E process in mind.

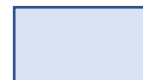
# The SAP-Driven Digital Enterprise



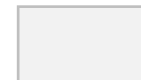
# Covered Processes with “CNT Industries”



Process	Business Function	SAP Solutions
Quote-2-Plan	Sales	SAP CX/ Sales Cloud, SAP CPQ, SAP S/4HANA SD
Source-2-Order	Procurement	SAP S/4HANA MM, SAP Ariba, SAP Fieldglass
Plan-2-Manufacture	Production	SAP S/4HANA PP, PP/DS, DMC, EAM, QM, PEO, EPPS
Manufacture-2-Distribute	Logistics	SAP EWM, SAP TM, SAP Yard Logistics
Incident-2-Service	Services	SAP CX/ Service Cloud, SAP EAM, SAP FSM
Plan-2-Report	Business Intelligence	SAP S/4HANA, SAP Analytics Cloud, SAP IBP
Recruit-2-Retire	Human Resources	SAP S/4HANA, SAP HXM, SuccessFactors, Concur
Record-2-Report	Finance	SAP S/4HANA Finance, Central Finance, etc.



= Covered with CNT Industries



= Planned for later

# Model Company “CNT Industries”

## Model Company: CNT Industries



- Manufacturer of solutions for **intra-company logistics**
- Portfolio includes **warehouse robots** and storage bays
- Driven by fully digitalized integrated processes

**Runs completely on SAP**



## Model Customer: Local Brewery



- Startup beer brewery and client of CNT Industries
- Uses new brewing techniques to improve quality
- Requires products agitated/ moved during fermentation

**Seeks new warehouse robots to move products continuously and extend high-bay storage**

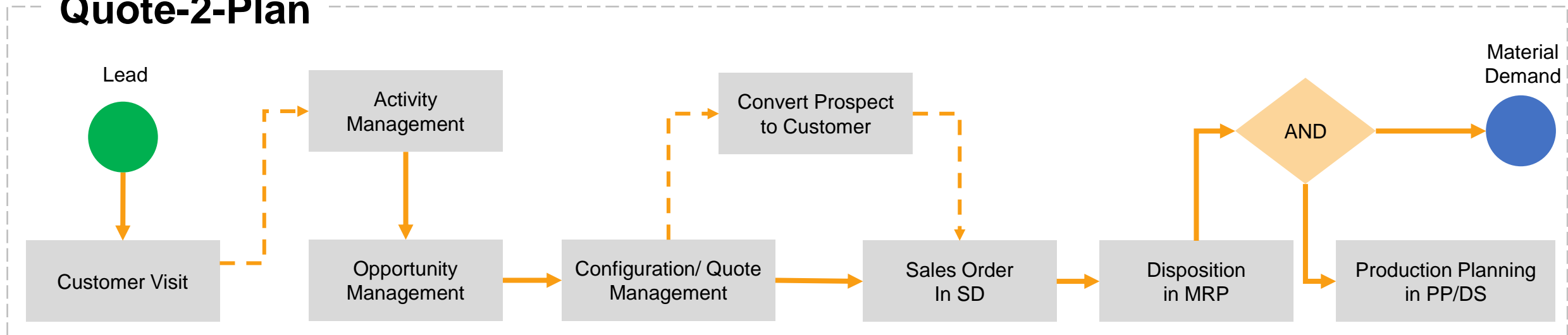


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# The Sales Story – Workflow

## Quote-2-Plan



# The Sales Story – Components

1

## SAP CX – SAP Sales Cloud

- Cloud-based CRM Solution
- End-to-End Customer Experience solution
- Integrated with SAP Service Cloud
- **Integrated into SAP S/4HANA**

2

## SAP CPQ – Configure Price Quote

- Cloud-based SAP Configuration Solution
- Formerly Callidus Software
- Falls between Sales and Sales Order
- **Integrated into SAP Sales Cloud and S/4HANA**

3

## S/4HANA SD – Sales Distribution

- Core functional module in S/4HANA
- Covers all selling, shipping, and billing

4

## S/4HANA MRP – Material Requirement Planning

- Core functional module in S/4HANA
- Plan material supply based on requirements

5

## S/4HANA PP/DS – Planning/Detailed Scheduling

- Core functional module in S/4HANA
- Functionality previously in APO
- Covers finite production planning

6

## SAP Cloud Integration

- Connect cloud and on-premise applications with other SAP and non-SAP cloud and on-premise applications

# SAP CPQ – Key Functions



- Configure and create complex customer quotes
- Guided Selling
- Margin Protection
- Integrated with SAP CX and SAP S/4HANA


### Quote #631 for Brewery Austria / MASTER

[Save Quote](#) [Place order to ERP](#)

#### Quote Info

Status	Date Created	Date Modified	Carl Comment
Order Confirmation Pending	13/09/23	26/09/23	
Market	Effective Date		
proSolution Austria in EUR	13/09/23		
Pricebook	Revision		
proSolution Austria Pricebook	MASTER (Active)		
Sales Order ID			
Is Primary			
No			
Opportunity Id			
421			

Bibliothek	CNT IoT Motor XS 9V, schwarz 1380	CNT IoT - Querträger 10er Bohrung 1563	CNT IoT - Längsträger 2 1562
Vertreter	Externe Nummer 00000000000001380	Externe Nummer 00000000000001563	Externe Nummer 00000000000001562

 **SAP Sales Cloud**  
With product data from the S/4HANA backend

CNT RUN  
CRM AND CX


Angebote CPQ-Angebot: 472

Aktuelles Angebot / Startseitenkategorie / CNT Lagerroboter / CNT Roboter / CNT Lagerroboter CNT1


CNT Lagerroboter CNT1 Unvollständig

Produktbeschreibung Roboter Eigenschaften Aufbau des Roboters **Zubehör** Software Services


Wählen Energieversorgung \* Wählen Steuerungssystem Wählen Handsteuerung



CNT USV Anlage  
[€7,000.00]



CNT Steuerungssystem  
CS9 [€1,296.00]



CNT Handgerät CU1  
[€270.00]

< Zurück
Weiter >

**Konfigurationsübersicht** Konfigurationsbaum

Teilenummer	1377	
Grundpreis	€541,296.00	
Wiederkehrender Grundpreis	€0.00	
Positionen	NRC	MRC
Steuerungssystem		
CNT Steuerungssystem CS9	€1,296.00	
Software		
CNT Robotic proSoftware		
Energieversorgung		
CNT USV Anlage	€7,000.00	
Produktabmessungen		
Als Hochregallager bezeichnet man ein Lagersystem, in dem die Waren vollautomatisch ein- und ausgelagert werden. Große Hochregallager können bis zu 50 Meter hoch sein und bieten Platz für mehrere tausend Paletten. Anhand der Bauanleitung baust du das Modell „Hochregallager“ auf und verdrahtest die elektrischen Elemente. Im		



# SAP CPQ

Customer Quotation- and Configuration Management

### IoT-Showcase

Gefiltert nach (2): Anzeigewährung, Auftraggeber

#### Gespernte Gutschriftenanforderungen

Sortiert nach: Zuletzt geändert/Angelegt am

Gutschriftenanforderung	Gesamtstatus	Nettowert
Keine Daten		

#### Kundenkontakte (abgekündigt)

Sortiert nach: Klassifikation/Kunde

Kunde	Klassifikation	Ansprechpartner
Keine Daten		

#### Kundenretouren

Sortiert nach: Zuletzt geändert/Angelegt am

Aktive Retouren

Keine Daten	
-------------	--

#### Offene Verkaufsangebote

Sortiert nach: Zuletzt geändert/Angelegt am

Angebot	Gültig bis	Nettowert
20000001	<b>vor 8 Monaten</b>	<b>385.967</b> EUR
20000000	<b>vor 10 Monaten</b>	<b>120.000</b> EUR

#### Offene Kundenaufträge

3 von 13

Sortiert nach: Zuletzt geändert/Angelegt am

731	Nicht relevant	<b>vor 2 Wochen</b>	0 EUR
790	offen	<b>vor 2 Wochen</b>	1.499 EUR
724	Nicht relevant	<b>vor 3 Wochen</b>	0 EUR

#### Schnellaktionen

- Kundenauftrag anlegen
- Verkaufsangebot anlegen
- Gutschriftenanforderung anlegen

#### Verkaufsangebotspipeline

Abgelaufen/Läuft heute ab



## S/4HANA SD

Client Quotes and Sales Orders overview

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# SAP Ariba Components

## Digital Supplier Network

### Ariba Buying

[Procurement and Invoicing]

### Ariba Catalog

[Simplified Shopping experience]

### Ariba Contracts

[Contract management]

### Supplier Management

#### SLP

[Supplier Lifecycle Performance]

#### Risk

[Supplier Risk, Monitor Issues]

### Ariba Sourcing

[RFI, RFP, RFQ, Auctions, etc]

### Spend Analysis

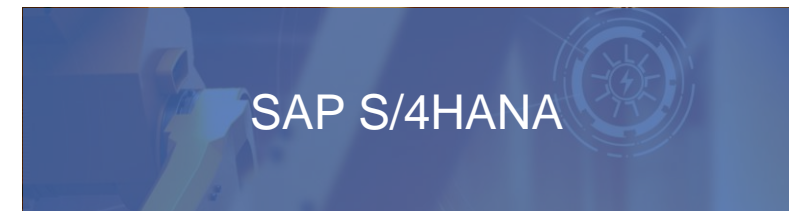
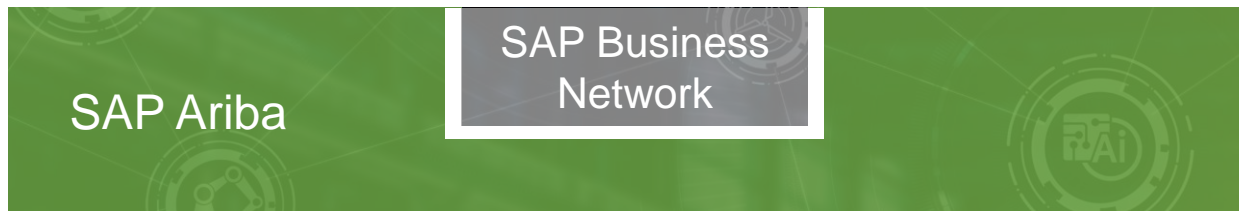
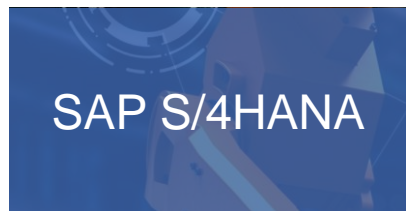
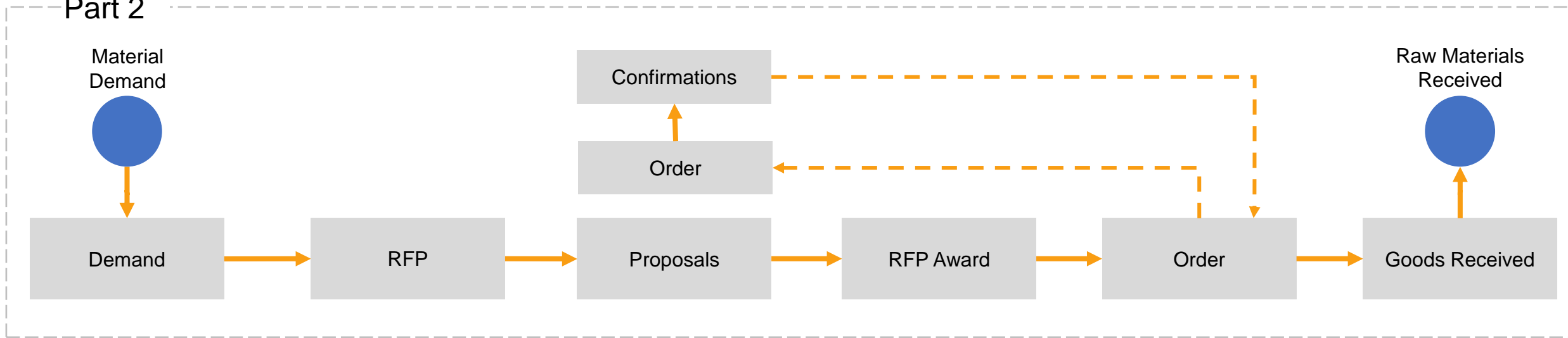
[Classifications, benchmarks, ...]

## SAP ERP Integration

[CGI, SAP Cloud Connector, Commerce Automation, ...]

# The Procurement Story – Workflow

## Part 2



6000000143 / Rohstoffanforderung Hochregallager (MID) Schließen

Rohstoffanforderung Hochregallager (MID)

Übersicht Artikel, für die Angebote benötigt werden Fragen, Voraussetzungen und Anlagen Nachrichten

### Lieferantenteilnahme

3 Eingeladene Lieferanten

[Weitere Informationen](#)

- Noch nicht angezeigt
- Teilnahme abgelehnt
- Angezeigt, aber noch nicht teilgenommen
- Gebote abgegeben

### Ereignisdauer

29.09.2022, 12:22 Uhr - 30.09.2022, 12:22 Uhr

**19** : **57** : **31**

Stunden      Minuten      Sekunden

[Bearbeiten](#)

### Gesamtartikelabdeckung

2 Artikel oder Lose mit mindestens 1 Gebot

[Weitere Informationen](#)

- Artikel oder Lose mit mindestens 1 Gebot
- Noch nicht erhalten

	Cornelson AG <span>...</span>	Tempo GmbH <span>...</span>	Nestlé Suisse SA <span>...</span>
2 Artikel und 12 Bedingungen <span>👁</span>	<b>1.332.420 € EUR</b>	<b>1.872.340 € EUR</b>	<b>4.684.990 € EUR</b>
> 1.0 CNT IoT - VERARBEITUNGSSTAHL <span>🔗</span> CNT IoT - Verarbeitungsstahl			
Preis <span>...</span>	1.306,75 € EUR Rang 1 <b>Niedrigster Wert</b>	1.844,23 € EUR Rang 2 <span>↗</span> 41,1 %	1.855,99 € EUR Rang 3 <span>↗</span> 42,0 %
> 2.0 CNT IoT - Palettenträger <span>🔗</span> CNT IoT - Palettenträger			
Preis <span>...</span>	51,34 € EUR Rang 1 <b>Niedrigster Wert</b>	56,22 € EUR Rang 2 <span>↗</span> 9,5 %	5.658 € EUR Rang 3 <span>↗</span> 10.920,6 %

[Alle erweitern](#) [Alle reduzieren](#)

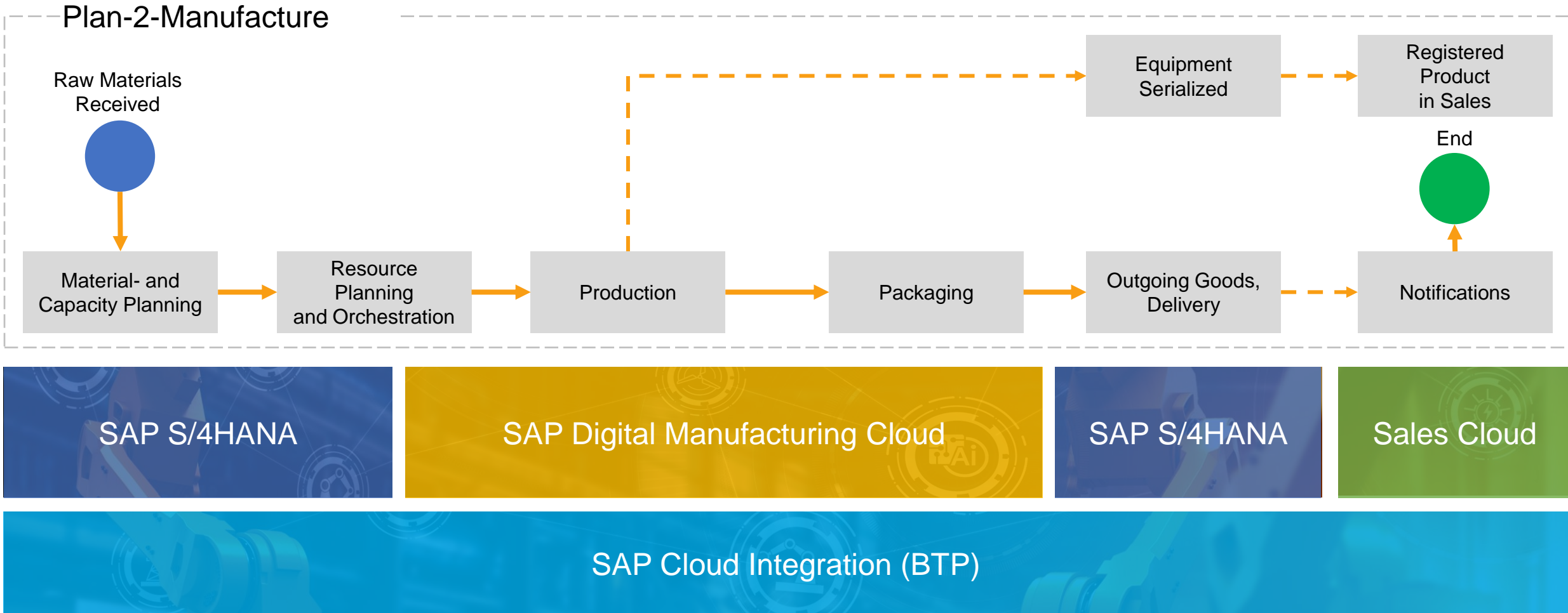
## SAP Ariba

Raw Material Request Overview

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# The Manufacturing Story - Workflow



# Manufacturing Story – Components

1

## S/4HANA PP/DS – Planning/Detailed Scheduling

- Core functional module in S/4HANA
- Covers finite production planning
- Final production planning

2

## S/4HANA PP, QM, WM/EWM, TM

- Core functional modules in S/4HANA covers Production Planning, Quality-, Warehouse- and transport management

3

## SAP Cloud Integration

- Connect SAP cloud and on-premise applications with other cloud and on-premise applications

4

## SAP Digital Manufacturing Cloud

- Manufacturing Execution
  - Resource Orchestration
  - Manufacturing
  - Packaging
  - Quality Management
  - Create Serialization
- Manufacturing Insights, OEE, etc.
- Digital Manufacturing Cloud Network (DMCn)

5

## SAP CX – SAP Sales + Service Cloud

- Register serialized product
- Connect with SAP Service Cloud
- Integrated into SAP S/4HANA

Plantafel Bearbeiten Springen Funktionen Zusätze Einstellungen System Hilfe

**SAP** Feinplanungsplantafel, Planversion 000

Optimieren... Umlanzen Ausplanen DS-Strategie... Profile... Protokolle... Mehr

Ressourcenvorrat

Ressource	Kurzbeschreibung	KW 40				
Ressource	Kurzbeschreibung	05.10.2022	06.10.2022	07.10.2022	08.10.2022	09.10.2022
W50500_100	CNC-S800 V1 (Schneid & Bohr	[Gantt chart bars]				
W50520_100	CNC-S800 V1 (Schneid & Bohr	[Gantt chart bars]				
W60500_100	Montagebereich	[Gantt chart bars]				

Ressourcenauflastung

Ressource	Kurzbeschri		KW 40				
Ressource	Kurzbeschri		05.10.2022	06.10.2022	07.10.2022	08.10.2022	09.10.2022
W50500_100	CNC-S800 V1	1.50 0.50	[Load bars]				
W50520_100	CNC-S800 V1	0.60 0.20	[Load bars]				
W60500_100	Montagebere	0.60 0.20	[Load bars]				

Produktvorrat



# S/4HANA PP/DS

Detailed Planning



Produkt: \* 1560 CNT IoT - Hochregal 2x3  
Lokation: 1000 CNT  
Kontierung:

Elemente Perioden Mengen Bestand Pegging-Übersicht Produktstamm Vorplanung

1560 in 1000 (Lagerfertigung)

Mehrstufige MRP Planung Materialstamm Auftragsbericht Stammdatenübertragung

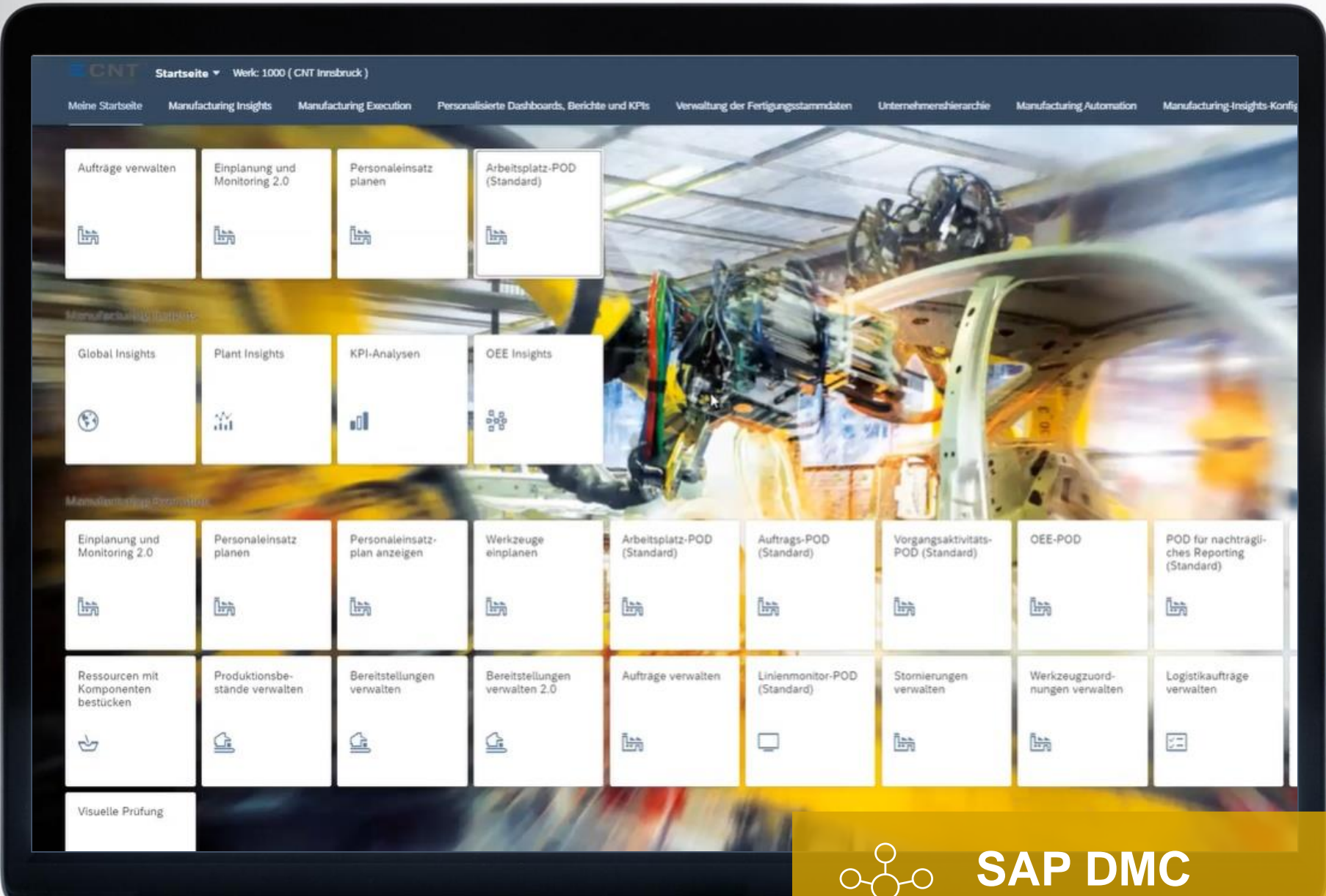
Verf/BedD.	Ver/BedZ	Langtext der Kategorie	Zug-/BedEimt.	Zg./BdMg	Verfügbar	Über/Unter	BME	PP-fixiert	Umsetzkzn.	N. peg-rei	Fehlteil	ATP-Status	Priorität	Startdatum	Startzeit	Ver	Sublok.	Ziel / Quelle
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<input type="checkbox"/>	13.10.2022	12.18.45	Planauftrag (nicht fixiert, unbestätigt)	18042	1	1	0 ST	<input checked="" type="checkbox"/>			<input type="checkbox"/>	Nicht geprüft	0	05.10.2022	07.00.00			1000 /1000
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<input type="checkbox"/>	28.06.2025	23.59.59	Ende des PP/DS-Horizonts	PP/DS-Horizont	0	0	0 ST											
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# S/4HANA PP

Production Planning in PP/DS





**SAP DMC**

Start Window

CNT MAKES YOUR CRM AND CX RUN

Startseite | Aufgabe Lieferung durchgeführt und Bes... | OR - Standardauftrag 9000000540 - Webinar Sept 22 - ...

9000000540 - Webinar Sept 22 - Erweiterung Lagerhalle

Übersicht | Feed | Produkte | Genehmigung | Beteiligte | Aktivitäten | Notizen | Verkaufsbelege | **Belegfluss** | Anlage

609  
Lieferung durchgeführt und B...  
Offen  
04.10.2022 16:21:18 WDFD  
Aktivitätsaufgabe

797  
Webinar Sept 22 - Erweiterun...  
Erledigt  
27.09.2022  
Terminauftrag

80000330  
In Bearbeitung  
04.10.2022  
Lieferung

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Erledigt  
04.10.2022  
Kommissionierauftrag

4900001490  
Erledigt



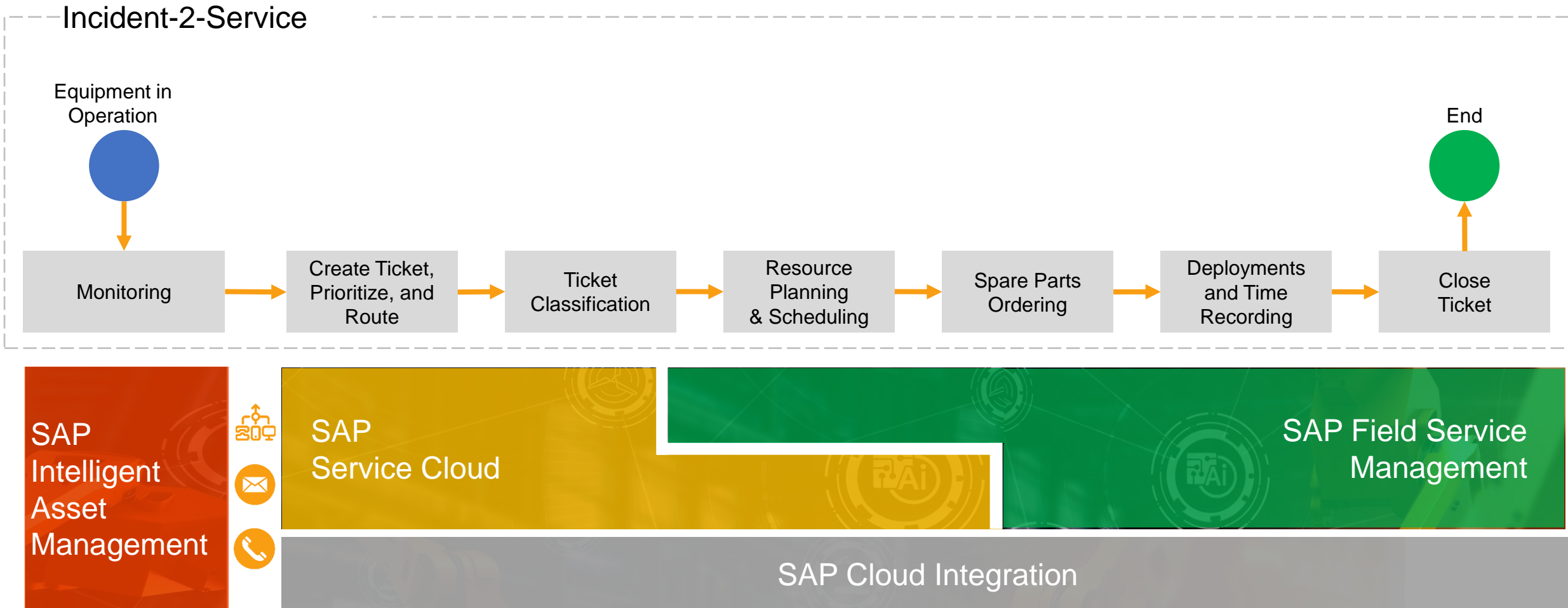
# SAP Sales Cloud

Monitor Document Flow  
from S/4HANA and DMC

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# The Service Story - Workflow



# Service Story – Components

1

## SAP Intelligent Asset Management

- Suite of Cloud Solutions for Asset Management
- SAP PM is a subset of EAM

2

## SAP Service Cloud

- Cloud-based service solution
- Part of SAP CX portfolio
- Deliver personalized customer service
- Increase service efficiency

3

## SAP Field Service Management

- Cloud-based solution for professional deployment of technicians, vehicles, materials and tools

4

## SAP Cloud Integration

- Connect SAP cloud and on-premise applications with other cloud and on-premise applications

**CNT** Equipment

CNT\_MODEQUI\_00005 / Lagerroboter CNT1 ✓

CNT\_EQUI\_00024

INFORMATIONEN | STRUKTUR & TEILE | DOKUMENTATION | **MONITORING** | INSTANDHALTUNG & SERVICE | RISIKOBERWACHUNG

Keine Daten verfügbar.

Komponentenindikatoren

Keine Daten verfügbar.

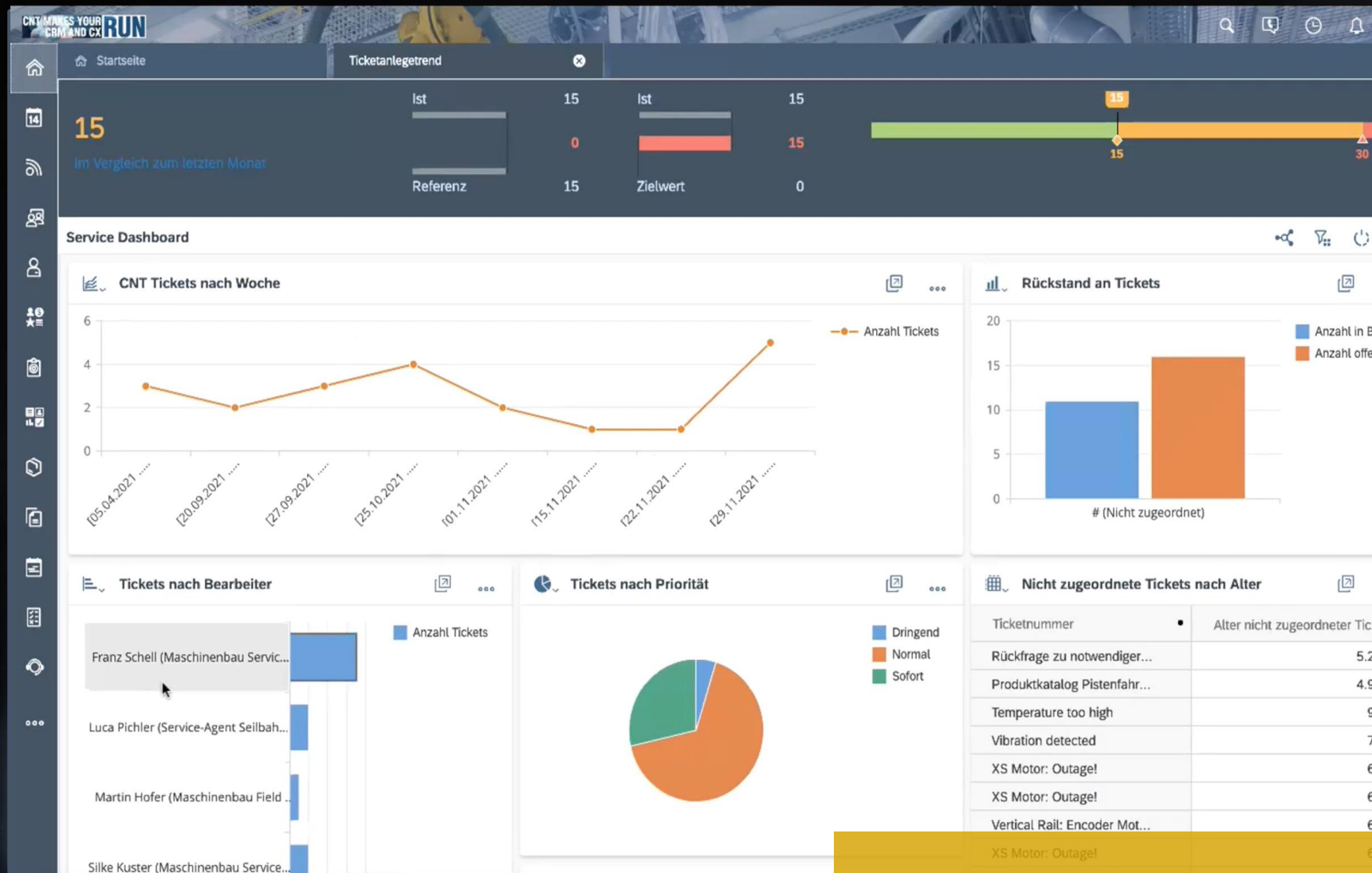
Indikatordiagramm

SAP Standard | Dauer: 1 Hour | Mehrfachdiagramm | Nachweis hinzufügen



**SAP APM**

Equipment Monitoring



**SAP Service Cloud**  
Service Cockpit



## Willkommen bei SAP Field Service Management

Self-Service für  
Kunden



Planung und  
Verteilung



Crowd Workforce



Smartforms und  
Feedback



Analysen und  
Berichte



Stammdaten



Grundlegende  
Services



Einstellungen und  
Konfiguration



Partner-Portal



# SAP FSM

Manage Deployment  
of Technicians



# Agenda

- Introduction
- The Digital Enterprise Story
  - The Sales Story from **Quote to Plan**
  - The Procurement Story from **Source to Order**
  - The Manufacturing Story from **Plan to Manufacture**
  - The Service Story from **Incident to Service Fulfilment**
  - **Running a Sustainable Digital Enterprise**
- Takeaways, Q&A

# The Sustainable Enterprise with SAP – Key Components

1

## SAP Sustainability Footprint Management

- Carbon Emission Management Solution
- Carbon Footprint and LifeCycle Assessments
- Track L1/L2/L3 Emissions Values on BOM Level
- Connect to S/4HANA to pull data
- SaaS based solution; available since 2021

2

## SAP Green Ledger

- Announced at SAPPHIRE 2023
- Transaction-based carbon accounting
- Parallel Carbon Ledger driven by SAP Finance Team
- GA 2024 for first carbon reports in 2025

3

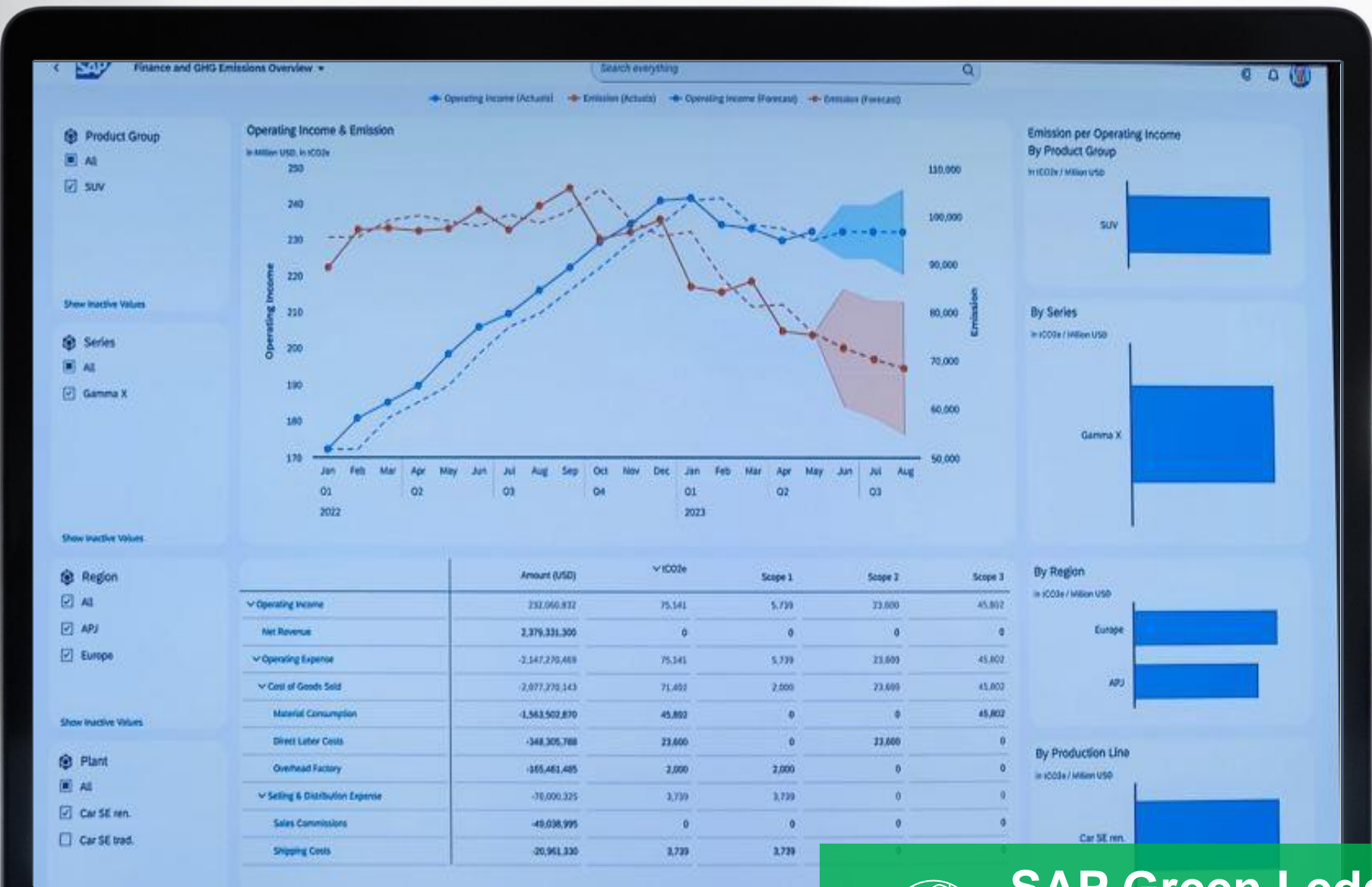
## Ariba Risk Management

- Supplier Sustainability Reporting

4

## SAP Sustainability Control Tower

- Central Sustainability Data Warehouse
- Analyze and report sustainability business data
- Business-Unit level data on sustainability goals



# SAP Green Ledger

Transactional-based  
Carbon Accounting

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- **Takeaways, Q&A**

# Takeaways

- **Completeness** – SAP systematically expanded to the most complete ever ERP portfolio through improvements and new developments (S/4HANA, SAP CX, EWM, IBP, DMC, etc.) or acquisitions (e.g., Ariba, CPQ, FSM).
- **UX Suite quality** – unified user interface using **modern FIORI UI**.
- **Cloud** – All new solutions are cloud-based, with all benefits of SaaS solutions.
- **End-to-end View** – eliminates silos and enables a value-chain perspective
- **Business Value** – Getting passed ECC to S/4 migration allows for more exciting SAP projects.
- **Choice of SI** – Choose an SAP system integration partner that understands the full SAP spectrum, is focused on quality, and is committed to delivering.

## Action Items

- Finalize your SAP S/4HANA Roadmap with RISE considerations
- Use Paradigm Shift with S/4HANA and RISE for an SAP Manufacturing Focused Assessment
- Start with a Sustainability Discovery Assessment sooner rather than later

# Questions?

For questions after this session, contact us at

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**The Digital Enterprise will be presented live  
in Late Summer 2023 in a webcast series.**

**Get on the CNT distribution list to reserve  
your spot!**

**Thank you.**