

SAP S/4HANA Solution Overview & Ensuring Success with RISE with SAP

Brijesh Patel Executive Advisor, SAP S/4HANA Center of Excellence June 6, 2023

PUBLIC



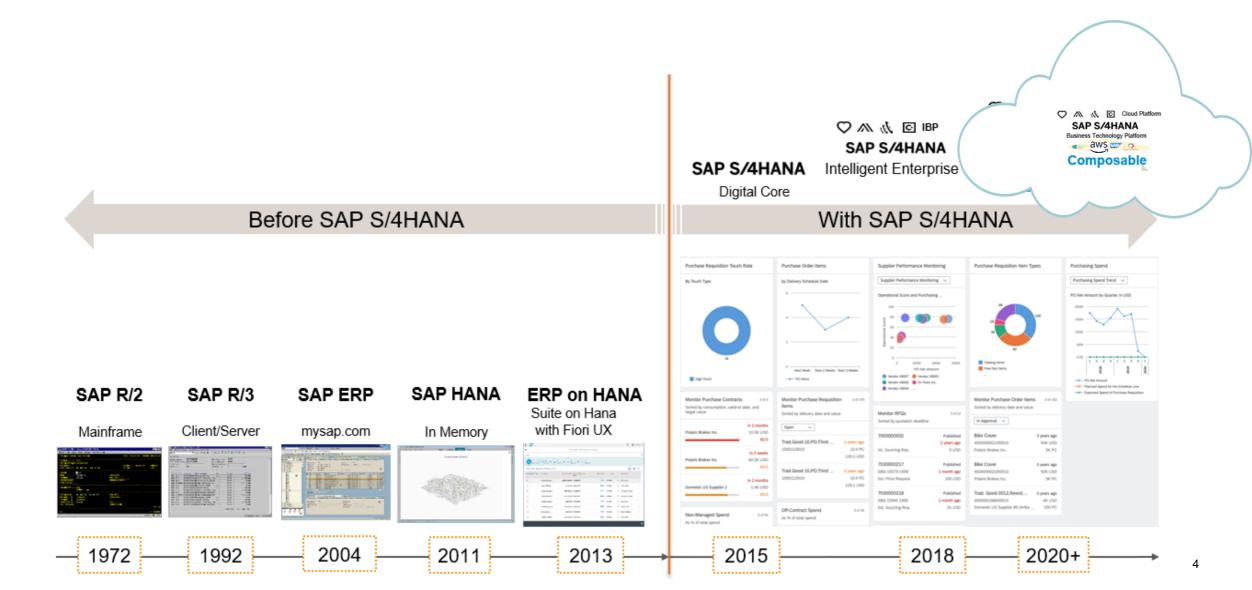
Agenda

- Evolution of SAP ERP from Past to Present
- What Makes S/4HANA Different from Legacy ERP
 - New Capabilities & Innovations
 - Where is R&D Going?
 - Current Adoption
- What Makes RISE with SAP S/4HANA Cloud, Private Edition Unique
- Planning Tools & Education Offerings
- Q&A

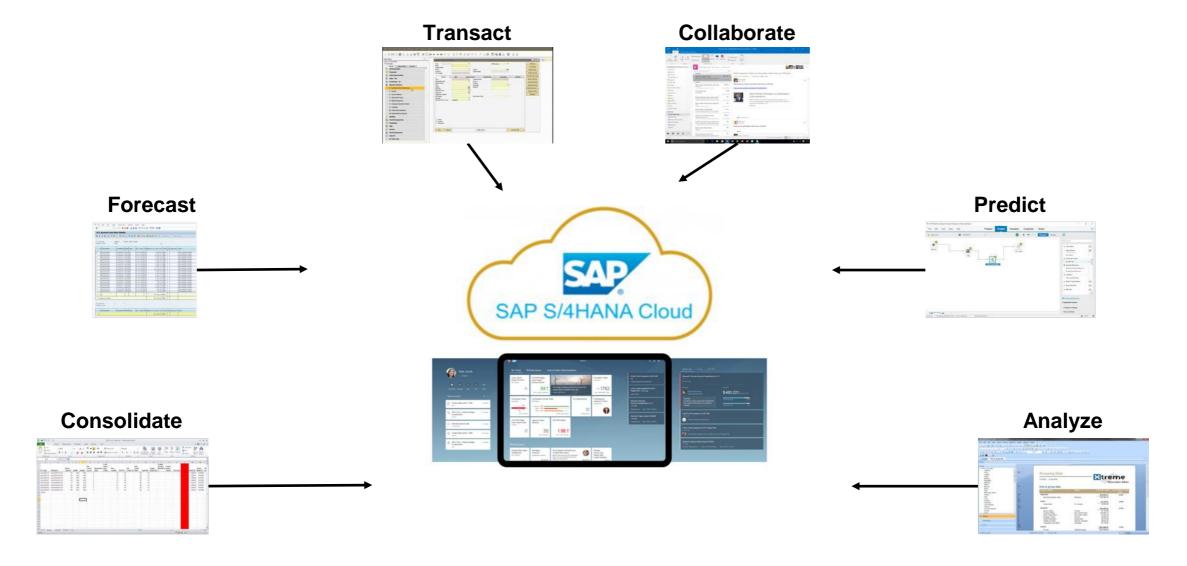
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History & Evolution of SAP ERP



Business Activities & Essentials



Agenda

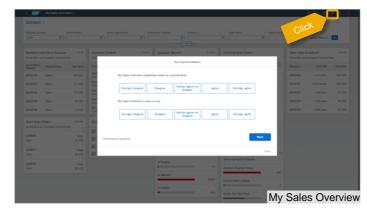
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SAP S/4HANA: What is Different compared to SAP Business Suite (ECC)?

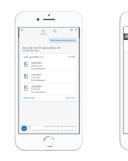
Role-based Applications

for user and task related optimization





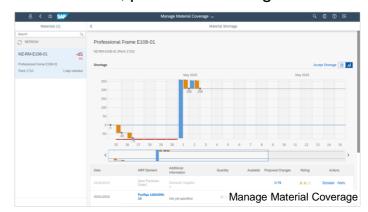
Embedded Experience Management for real-time feedback

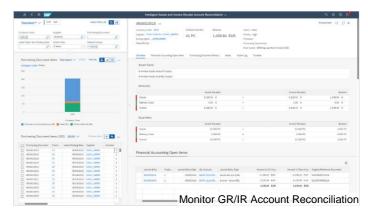


Mobile UX with
Digital Assistance
for device independent use

Embedded Analytics

for simulation, prediction & insight to action

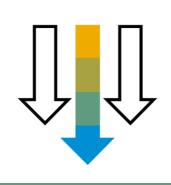




Machine Learning

for automation and decision support

Value Realization is Dependent on Company Goals & Objectives



Embedded in SAP S/4HANA



NEW Business Processes





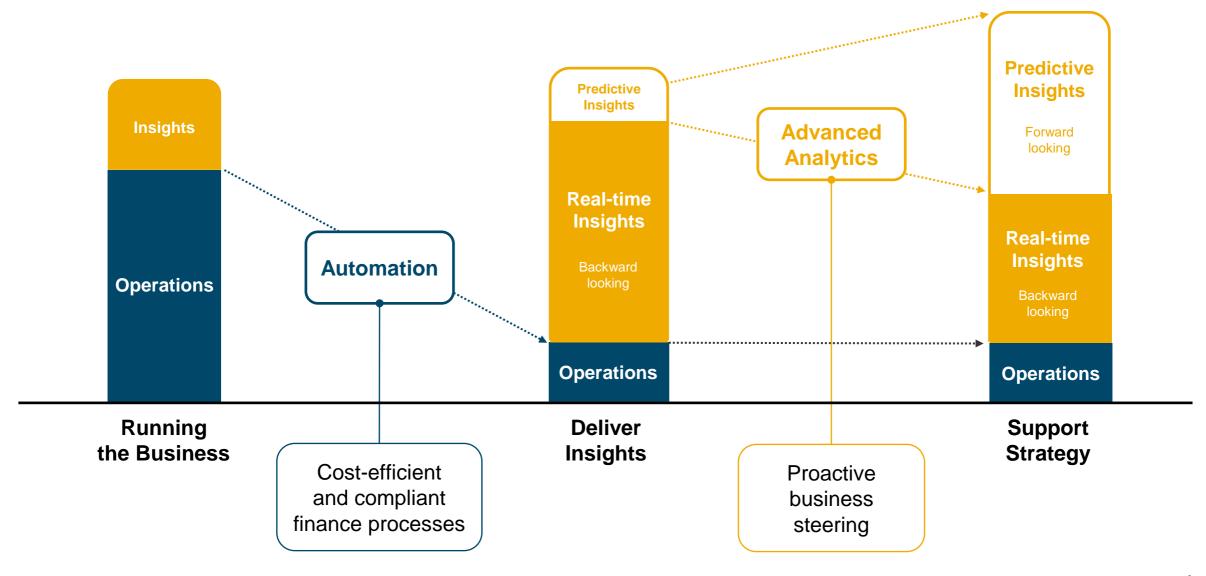
Artificial Intelligence Technologies



Real-time Insights



SAP's Vision for Transformation



Intelligent Capabilities for the Intelligence Era

SAP S/4HANA: The most comprehensive, intelligent ERP suite



Procurement

- Overview Page & Analytics
- Procurement Hub
- Predictive Contract Consumption
- GR/IR Reconciliation



Sales

- Order Fulfillment & Delivery Performance
- One Single Invoice
- International Trade
- Predictive Delivery Perform
- Auto Sales Order Creation



Supply Chain

- Realtime Inventory
- Embedded TM
- Embedded EWM
- Advanced ATP
- Predictive Stock in Transit



Manufacturing

- Live MRP
- Detailed Scheduling Optimizing with PPDS
- Demand Driven MRP
- Complex Manufacturing



R&D

- Commercial Project Mgmt.
- Project & Portfolio Mgmt.
- Variant Configuration
- Recipe Dev & MGT

SAP S/4HANA



Finance

- Realtime Finance (UGL)
- Group Reporting & Consol.
- · Commodity Mgmt.
- Compliance Framework
- Cash App
- Intelligent Intercompany Rec



Service

- New Customer Management, Service Core Option
- Multi-Channel Interaction Center
- Service Ticket Automation



Asset Mgmt.

- New Geographical Enablement
- Report & Repair Malfunction
- Asset Mgmt. for Resource Scheduling



Cross Functions

- Legal Content Management
- GDPR Tools
- Conversational AI as Digital Assistant



25 Industries

- Key Industry functions embedded (Retail etc)
- GxP Services
- ATTP
- Material Segmentation

SAP Build Process Automation Use Cases



Automate manual, repetitive tasks



Enable "lights-out" automation of high-volume process steps



Automatically aggregate data from multiple systems

Lead to cash

Capital expenditure approvals

Invoice approvals

Account opening

Hire to retire

Relocation

Visa permits

HR employee self-services

Management of contingent workers

Design to operate

Master data record updates

Document approvals

Lead-generation workflows

Source to pay

Return-order process

Incident management

Procurement data collection



Digitalize manual and semi-automated processes



Extend and adapt standard application flows



Automate comprehensive cross-application workflows

Customers can get Started Now

Use cases increasing the automation rate in your SAP applications

Process automation for SAP S/4HANA

- Production order operation confirmation
- Create purchase requisitions from Excel
- Automate sales orders creation from Excel
- Add decision logic to sales order management process
- Automate invoice processing with intelligent document information extraction
- Mass update asset master data
- Fixed asset transfer approval

Process automation for **SAP Ariba**

- Automate the extraction of purchase order information
- Automate paper-based invoice posting

Process automation for SAP SuccessFactors

- Improve applicant data handling
- Automate offer letter distribution
- Automatically fill in prescreening questions
- Bulk Updating Categories in SAP SuccessFactors Learning

Click the links to watch the use case videos on YouTube

Achievements by our Customers

Using Process Automation Solutions from SAP

High tech



- Improved customer service and consistency within one month (Hewlett Packard Enterprise)
- Reduced time for billing processing by 83% and realized approximate a new billing system (Chunghwa Telecom

Mill products

bot (REHAU)

Utilities

batch for improved order

work for one employee;

now: two-minute task for a

Refocusing 175 hours per

month on high value in the

customer invoicing process



- Processing 500 orders per closing; before: entire day's timeframe (Toyota)
 - with automated updates to SAP ERP; 2x productivity savings (AGCO)

Healthcare

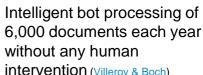
customers

(Zuellig Pharma)

coordinated task



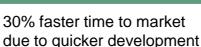
Manufacturing



Support for collaboration and enriched user experience with 2D and 3D visualizations sample bullets (KAESER Kompressoren

savings of US\$200,000 for

Automotive



Management of price changes from parts suppliers improvement and 30% more

Oil & gas



Media, sports & entertainment



See how customers are automating processes with SAP



90% faster data entry for job requisition and 50% time savings on plant

inspections (Uniper)

(Aco Cearense Industrial)

Business users spending 80% less time creating workflow authorization requests (Uniper)

- Centralized app to manage operations and gain real-time visibility into tasks; integrated 15+ systems; improved productivity by 15% (Murphy Oil Corporation)
- Streamlined asset inspection processes: 25% reduction in back-office data processing effort: 100% compliance in asset attribute capture (TasNetworks)

60% automation rate in sales order processing and 100% replacement of legacy solutions (Alma Media)

Bot processing of 100,000+

pharmaceutical products to

360-degree visibility and

management (Zuellig Pharma)

sales orders to bring

Improved staff productivity by enabling them to complete core functions in the field; 87% guest satisfaction with helpfulness of staff

(Taronga Conservation Society)



labor hours each year from

repetitive tasks to high-

efficiency in financial

reporting by 90%+

value activities, increased

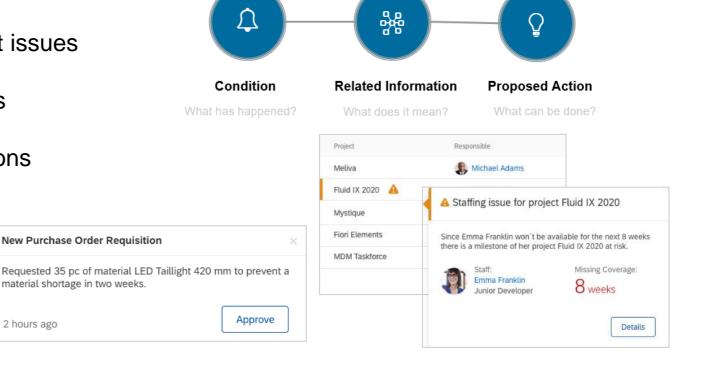
(Wanhua Chemicals)

Learn more

Situation Handling

... makes SAP S/4HANA intelligent by simplifying interaction and increasing automation

- Automatically identify urgent and important issues
- Bring situations to the right groups of users
- Intelligent support to make the right decisions
- Monitor and adjust the situations
- Integrate for automation



"Situation" captures a current business situation, its circumstances, and results.

2 hours ago

Undiscovered Issues in Business Situations and their Potential Consequences

Pending confirmations

Exceeding budgets

Deviating turnover rates

Material exceptions

. .



→ Manual user checks & recall of situations

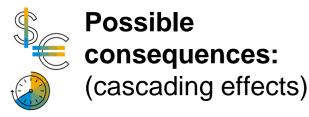
Nearing deadlines

Missing approvals

Expiring contracts

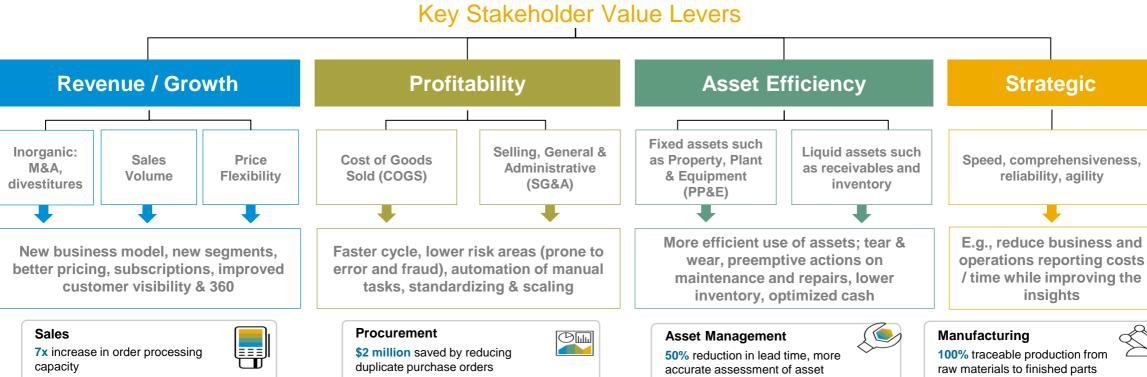
Diverging demand planning

. . .



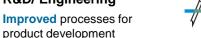
- Avoidable costs (overpriced material, overstaffed processes, contract penalties)
- Frustrated staff (cumbersome/lengthy processes, missing decision support)
- Loss of customers (inappropriate product portfolio decisions, overpriced products)

Actual Value Realized by Customers who moved to SAP S/4HANA



Reduced administrative burden by applying robotic process automation in billing

R&D/ Engineering





Standardizing procurement processes and minimizing human intervention, helping to reduce costs and efficiently manage suppliers

Finance



84% reduction in time required to release invoices, freeing up employees for core business processes

1.5x more payment transactions managed by the same number of employees

capacity and potential for overload work Manage assets more efficiently, eliminating

a daily three-hour manual asset MGT process and removing human errors

Supply Chain

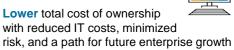
97% Of deliveries made on-time up from 90%, increasing customer satisfaction

Increase the inventory turnover rate by 30%, shorten the turnover time from 30 to 20 days, and reduce inventory cost by 10%



Improve production and management efficiency and increase the rate of ontime completion to more than 95%

IT



Savings of approximately one million in hardware maintenance costs and a 10% improvement in IT operations

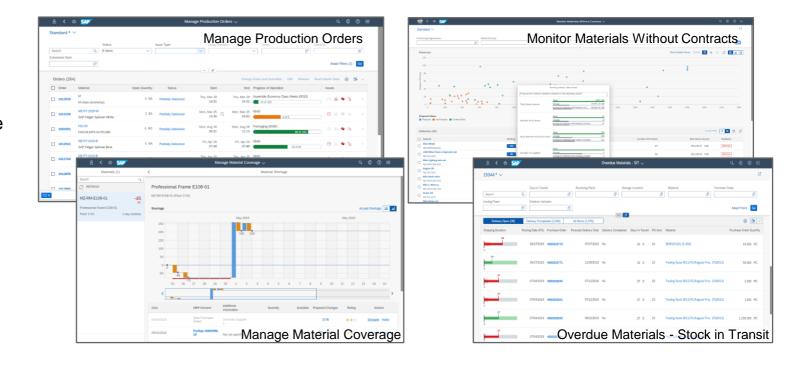
SAP S/4HANA Adoption within SAP ERP (ECC) Installed Base



In Summary...What Makes S/4HANA Cloud different compared to ECC

Built for Scale, People & Innovation

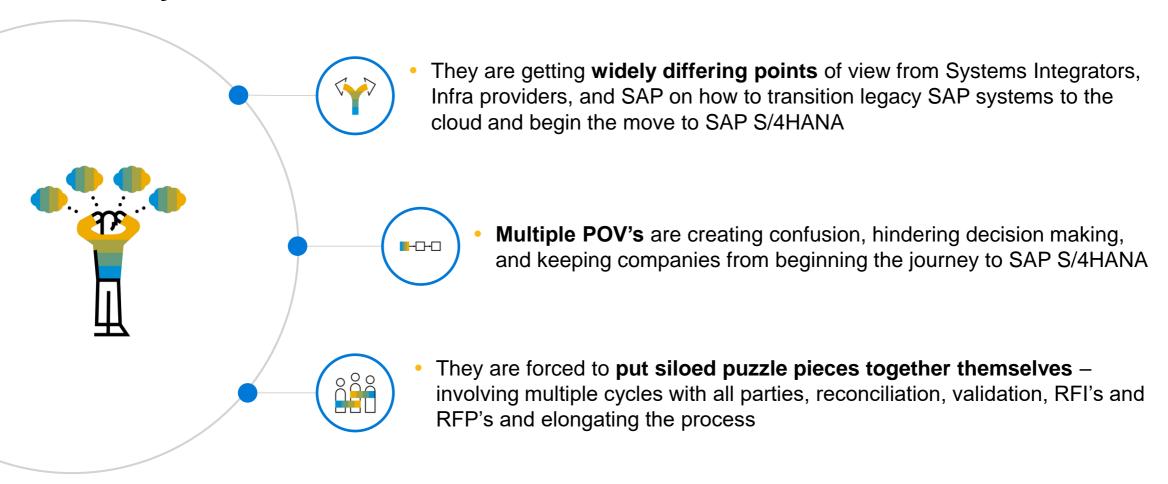
- Simplified architecture and streamlined data models
- In-the-Moment, Embedded Analytics
- New UX available on any device
- Business Suite Apps simplified and moved into Core
- Industry solutions moved into Core
- Intelligent scenarios baked into Core
- Networked ERP with native integration with Cloud LoB solutions leveraging SAP BTP
- Software, support, TMS and infrastructure on one subscription contract with guaranteed SAP uptimes
- Dedicated SAP resources and unrivaled Run phase services



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Journey to SAP Cloud ERP – Customers want to move, but....



Customers <u>need clarity and a prescriptive harmonized set of recommendations</u>, leveraging industry best practices, and jointly backed by their strategic partners

What Companies Consider When Selecting Cloud ERP

Security & Compliance



- Cloud security and compliance
- Backup and disaster coverage
- Data protection

Total Cost of Ownership



- Fast implementation
- Automatic upgrade
- Pay-per-Service consumption model

Innovation



- Continuous innovation
- Embedded system intelligence
- Business transformation enablement or support

Standardized Processes



- Deep vertical business process coverage based on industry knowledge
- Built-in industry specifics

Flexibility



- Configuration
- UI personalization
- On any devices

Localization



- Local regulatory requirement compliance
- Language coverage

Integration & Extensibility



- Out-of-the-box integration for extended business processes
- Modular extensibility

Trusted Partner



- Cloud business software experience
- Well-established and growing ecosystem

RISE with SAP – Business Transformation as a Service









Cloud Based ERP

 Public Edition or Private Edition hosted on your Cloud Provider of choice.

Business Process Intelligence

 Analyze, design, simulate and improve existing processes to maximize the value of your transition to the cloud.

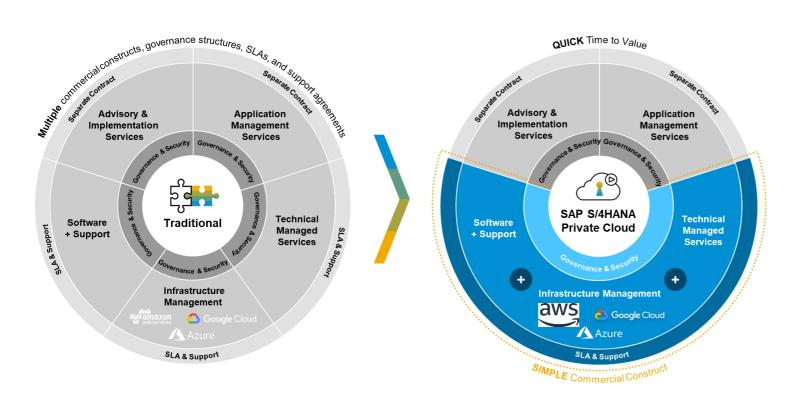
Business Technology Platform

- Analytics
- Integration
- Application Development
- Intelligent Technologies

One Contract

Manage SLAs,
 Operations and
 Issue Management
 with one Agreement

One Commercial Construct: ERP, Infrastructure, and Technical Services



SAP Software + Enterprise Support Cloud Editions

- SAP Software
- SAP Software Support

Infrastructure + Infrastructure Management

- Infrastructure based on Hyperscaler or SAP Data Center
- Infrastructure Management
- High Availability & Disaster Recovery
- Reference Architecture

Technical Managed Services

- Technical System Operations including OS, Storage, Network, Database, SAP Basis
- Technical Landscape Deployment
- Technical Upgrade Installation
- Business Continuity Services
- Security Management Services incl. SIEM
- Continuous Service Planning & Review

Outcomes

- **Subscription fee** for software, infrastructure and technical managed services
- SLA commitment for full solution stack
- Technical flexibility to right-size SAP systems landscape
- Commercial flexibility
- Technical Upgrades are included

Single SLA

- System availability SLA 99.7% for Prod
- System availability SLA 99.5% for Non-Prod
- DR RTO: up to 4 hrs and RPO: up to near 0 min
- Support Hours 24x7 PROD, 24x5 Non-PROD

One Governance

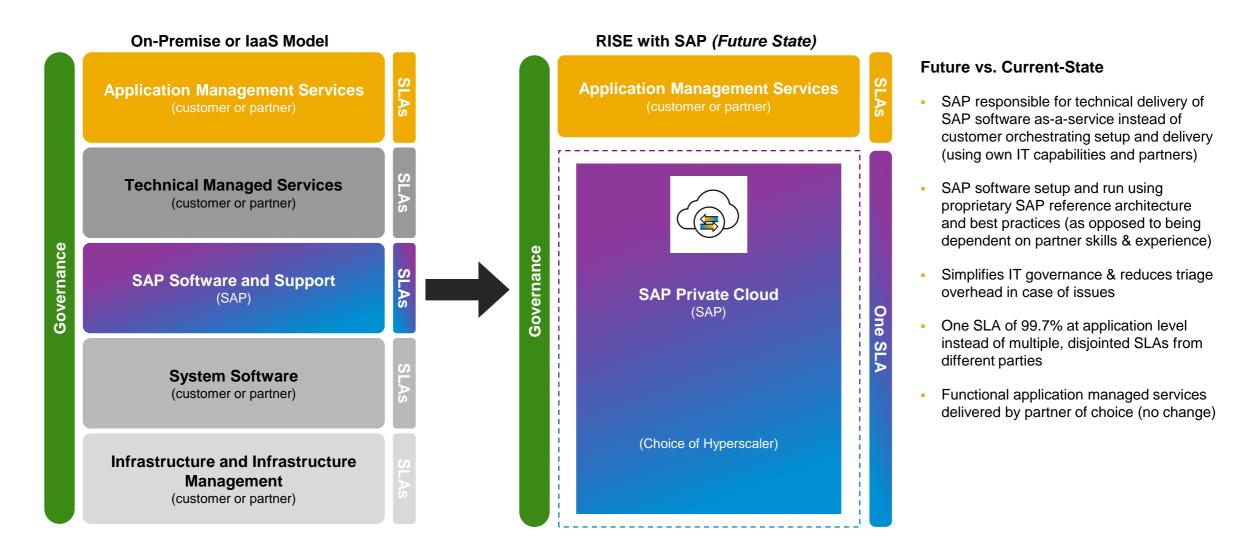
RISE

One Security

One SLA

One Support

SAP Takes Ownership for Technical Delivery of its Applications with one SLA



The Big Picture: SAP S/4HANA Cloud, Private Edition includes Services on top of laaS to Run SAP Reliably & Cost-Effectively with One-Stop-Shop

Access 100% of these embedded value elements right from the start, even for small systems.

Technical Systems Operations

- Hyperscaler Enterprise Support
- Hyperscaler Mandatory components for SAP
- Security Patch Management
- Security OS/DB/App hardening
- Security SIEM & Incident management
- Security Admin Access via WTS
- Monitoring Hyperscaler Log Streaming
- Monitoring Hyperscaler Log Analytics
- Monitoring Hyperscaler Logging
- Monitoring Audit
- Monitoring Dashboards/Reporting
- **Application Monitoring**
- Database Monitoring
- Infrastructure Monitoring
- SAP Application Admin/Config
- SAP Database Admin/Config
- Infrastructure Admin/Config
- Security Admin/Config
- Hyperscaler Invoice Management
- Landscape Manager / Engagement Lead
- Provide CIFS share on LINUX
- Security Manage Trust / SAML Providers
- SFTP Daemon setup

High Availability & Business Continuity

- DR Designing and SLA Definition
- Business Continuity Planning (SAP)
- Annual DR Drills
- Backup Storage (Primary & Offsite)

Service & Release Planning

- \$ Governance & Technical Oversight
- Release planning for the landscape
- App Version Upgrade Technical Execution
- DB Version Upgrade Technical Execution
- OS Upgrade Technical Execution / Validation

Included services in SAP Private Edition

- \$\$\$ Large Costs Item
- Significant Costs Item
- Moderate Costs Item

Check Roles & Responsibilities for all services and more information

Best Practice Architecture

- SAP Reference Architecture Design
- Compliance / Certifications
- Audits
- Capabilities Realignment
- Hyperscaler Trainings

Technical Landscape Deployment

- **Deployment Automation**
- OS Licenses
- Server Tools Licenses
- Landscape Management LaMa
- Solution Manager FRUN
- Load Balancing
- End Point Protection / SSL cert exchange

Advanced Technical Operations

- Operational Readiness Testing
- DR Implementation
- Networking Subnetting
- Networking Proxy
- Networking Gateway Servers
- Networking DNS
- Security RBAC / Subscription Management
- Security MFA
- Security Pen Testing
- Security Securing Endpoints / Integration
- Security App/DB Encryption

Add. Services with SAP Private Cloud

- Customer initiated DB Restore
- Create indices for application tables
- Setup skeleton system for Model Company
- Install ODBC Drivers for external DB's
- \$\$\$ System Refresh / Homogeneous Copy
- CSR Handling / SSL Configuration
- Client Creation / Deletion / Export Import
- Setup Fiori Launchpad
- Activate Cloud Platform Services (ADS)
- ... and 64 other services ...

Organizational Advantages for Customers



Eliminate need to create security frameworks, operating models, and so on



Reduce third-party software costs (operating system, antivirus, resource management, monitoring)



No technical knowledge gap in supporting new SAP solutions as you move to SAP S/4HANA (the private edition includes technical managed services)



Avoid painful learning curve & ping pong b/t infra, support & operations in the case of issues



Fix first, ask later: SAP runs your SAP systems with a proactive approach

Commercial Benefits for Customers



Ability to reallocate maintenance OpEx from on-premise to cloud subscription



Full Usage Equivalents (FUE) licensing based on a formula that balances costs more fairly by calculating heavy and light usage



No surprises – predictable subscription



Flexibility to cover future cloud demand

+3,400 Total RISE with SAP Customers and Growing!



















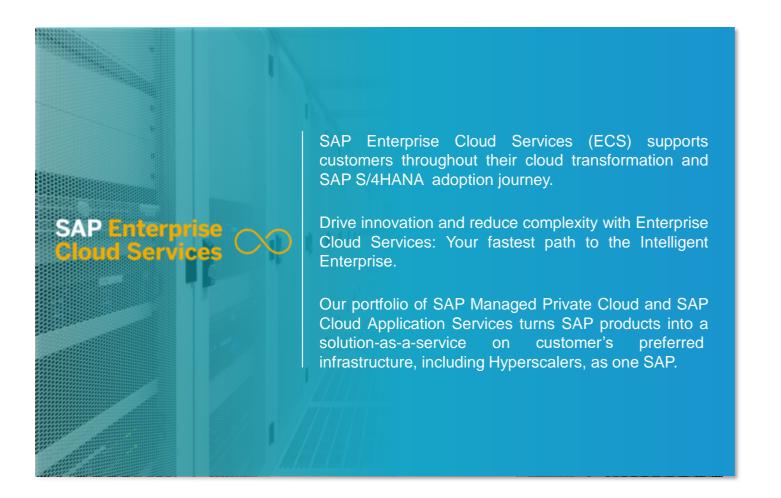








SAP Enterprise Cloud Services (ECS)



120+

Data Centers Worldwide

78,000+

Managed Systems by ECS 80% on Hyperscalers

99,99%+ 108,000+

System Availability

Servers with a total Memory of ~ 16,200 TB

~ 3,700

ECS Customers on S/4HANA

~ 3,100

Customers on Hyperscalers

~ 34,000

2,500+

Processed Service Requests per Month

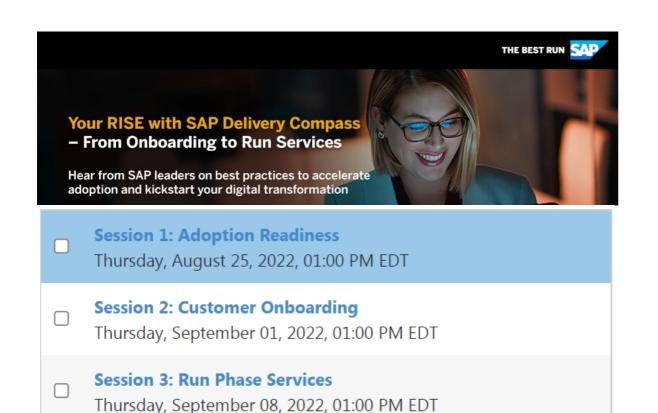
System builds per month

ECS Private Cloud Customers

2.500+

Employees Globally in > 20 locations

RISE with SAP Delivery Compass Webinar Series – Now Available On Demand



Session 4: Continuous Value Realization

Thursday, September 15, 2022, 01:00 PM EDT

- Web seminar series took place late last year
- Goal was to educate teams on "what's next" after signing a RISE (Private Edition) subscription
- Link to Replays

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Q&A

Why MOVE to SAP S/4HANA?

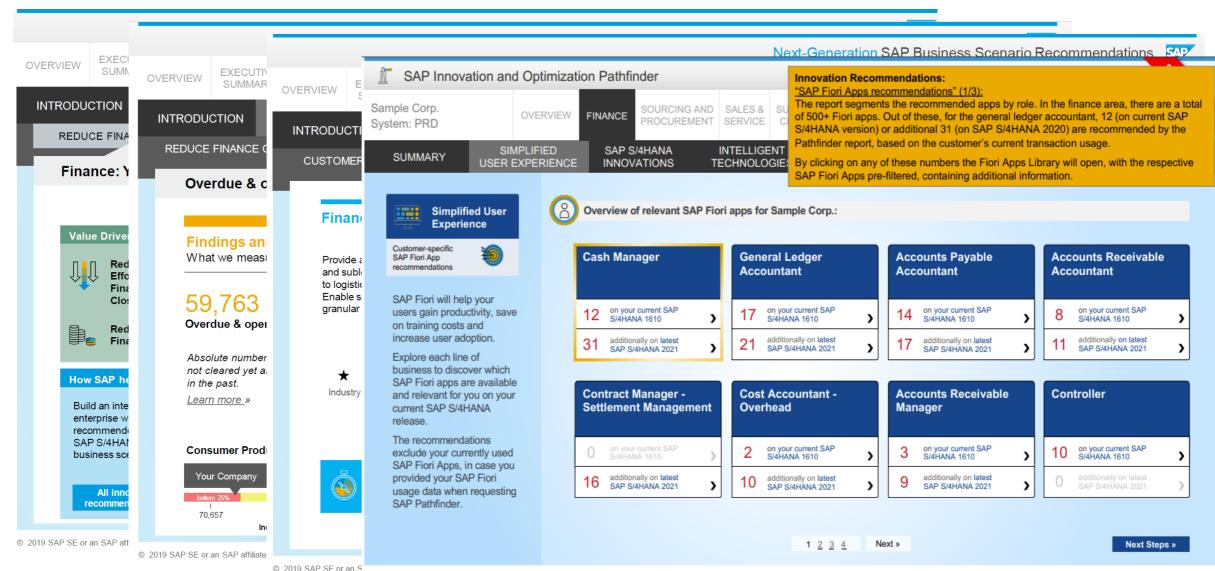
Customer Flip Book



- Why SAP S/4HANA Cloud?
- What's the value?
- Overview Demonstration
- Why transition NOW
- Hear from our Customers
- Test Drive SAP S/4HANA Cloud
- Build the Business Case & Plan the Path Forward
- Email Us: <u>movetoS4HANA@sap.com</u>
- Start exploring today!

SAP Process Discovery – Tailored Recommendations in < 5 Days

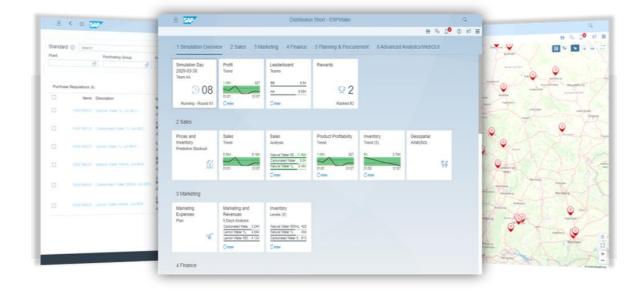
S4HANA.com



SAP S/4HANA Simulation

What is the SAP S/4HANA Simulation?

Sign Up Here!





SIMULATION ENGINE

- 1. Customer and supplier behavior algorithms
- 2. Simplification of administrative tasks (iRPA)
- 3. Time acceleration

SAP S/4HANA

SAP Business Technology Platform

PARTICIPANTS ROLE

- 1. Business decisions
- 2. Business analytics
- 3. End-to-end process collaboration

SAP Readiness Check for SAP S/4HANA

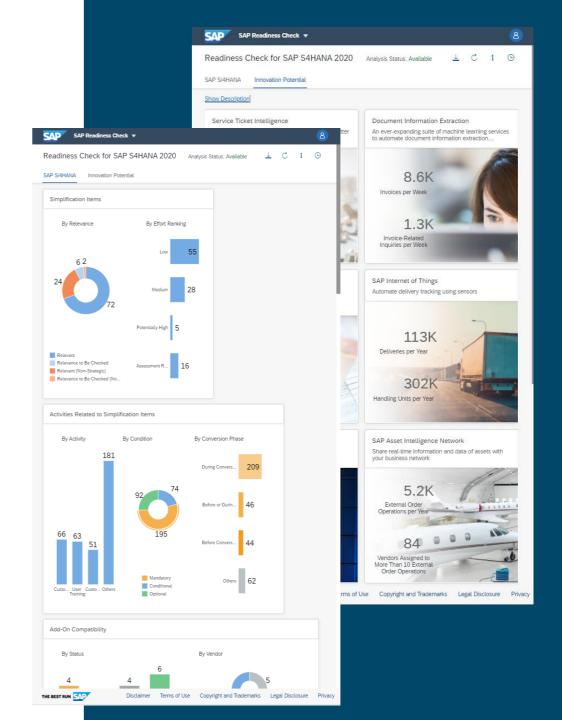
Preparing for Your SAP S/4HANA Conversion

As you prepare your SAP S/4HANA transition project, it is critical to understand both the **technical and functional considerations** that can influence the project scope and duration.

SAP Readiness Check for SAP S/4HANA provides customers with the analysis tools and an interactive dashboard to evaluate an existing SAP ERP system in preparation for the transition to SAP S/4HANA.

Have you ever wondered...

- Which SAP S/4HANA simplification items are relevant for you?
- Which project activities are behind each simplification item and how high is the effort?
- Will my custom code work with SAP S/4HANA, and if not, what do I do?
- Are my add-ons and business functions compatible with SAP S/4HANA?



SAP S/4HANA Enablement Offerings

10 Steps to SAP S/4HANA & 5 Steps to SAP Fiori for SAP S/4HANA

For more info, click here

Americas Region: Jul 5 – Jul 31, 2023



Steps to SAP S/4HANA

System Conversion hands on experience

S/4HANA experts explain step-by-step how to convert an SAP ERP system to SAP S/4HANA in 10 two-hour virtual classroom sessions distributed over a one-month period.

For more info, click here

Americas Region: Sep 11 – Sep 29, 2023





Within 5 live virtual sessions you understand how to unlock the full potential of the next-generation business suite by deploying existing FIORI applications.

Resources profile

Basis consultant

ABAP Developer Finance consultant

Logistic consultant

Tech/Basis

Developer

Application consultant (optional)

Coached end-to-end conversion process to SAP S/4HANA and deployment of Fiori applications



Based on latest officially available software releases

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Thank you.

Contact information:



Brijesh Patel
NA S/4HANA Center of Excellence – East Region

Email: <u>brijesh.patel@sap.com</u>

