

The path to accelerate **Automation** and **Intelligence** in the Enterprise with **SAP**

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Today's Speaker



Ram Chetan Atmudi

Gen AI Evangelist – Miracle Labs
Miracle Software Systems, Inc.

- Driven and versatile Software Engineer.
- Specialized in building applications utilizing Large Language Models, leveraging the capabilities of Generative AI
- **Expertise in:**
 - Natural Language Processing (NLP)
 - Artificial Intelligence (AI)
 - Machine Learning (ML)
- Instrumental in architecting several features for MiraGPT, enhancing its robustness and capabilities.
- Published papers on ML applications in IJERT, ICDSMLA, and IEEE covering self-driving, mask detection, AR visualization, and medical imaging.

About Miracle

The Miracle Value

Established in 1994, **Miracle Software Systems** is a Technology Solution Provider, Trusted Business Partner and Thought Leader for our customers. Headquartered in Novi, MI(USA), we are a Minority Certified organization with a proven Global Delivery Model.

10+
Locations
Worldwide

29+
Years of
Expertise

30+
Technology
Partnerships

42
Fortune 100
Customers

93%
Employee
Retention

1500+
Successful
Projects

2500+
Employees
Globally



Platinum
Business
Partner



Select
Consulting
Partner



Our Intelligent Enterprise Practice



Robotic Process Automation

Achieve process efficiencies and cost optimization through software robots for mundane, repetitive tasks



Document Intelligence

Empower business processes by using OCR, NLP, Computer Vision and more to process unstructured data



Conversational and Generative AI

Curate personalized experiences for end users where they interact with your business through conversations



Advanced Analytics and AI/ML

Drive business insights and prescriptive analytics that can create new revenue channel and empower business decisions

What is an **AI-First Strategy**?

An **AI-First strategy** is a business approach that prioritizes the use of artificial intelligence in all aspects of the organization. This means that AI is considered from the very beginning, when you are developing your business strategy, creating your products and services, and designing your operations.

AI-First organizations have policies, teams and frameworks in-place, thus enabling teams to accelerate AI developments and adoption while having well-established governance.

AI-First organizations do not ask, “**Why AI?**”, instead, they ask “**Why not AI?**”.

AI-First Strategy with Miracle Labs

At Miracle Labs, we will help you with the following,



Improve your **customer experience** by using our **AI expertise** to personalize **interactions**, provide **recommendations**, and **resolve issues** more quickly



Increase your **operational efficiency** by **automating tasks** and **processes**, freeing up your employees to focus more on **strategic** and **domain specific work**



Develop **new products** and **services** meeting customer **requirements** that are not possible without **AI**



Gain a **competitive advantage** by being the first in the market with new **AI-powered** products and services

miraAI for Generative AI Empowerment

Enterprise-Ready platform that helps you rapidly empower
Generative AI capabilities within your business

Document Intelligence



Your knowledge (documents, images, data, etc.) can now become **insightful conversations**



Secure your knowledge and data by deploying privately within your **cloud of choice**

Conversational UX



Take an **AI-First approach** without needing expensive infrastructure and skills



Leverage the **power of LLMs** by grounding foundational models with your knowledge

Generative AI

SAP ServiceDesk - Addressing Issues with SAP Apps

Traditional Approach

Process

- When a user encounters an issue, this creates an incident for SAP team
- The ticket gets routed by the dispatcher to the most appropriate team
- The assigned team may reassign the ticket to the correct team
- SAP Support Analysts point the user to the appropriate document to address the issue

Problems

- Poor user experience from long wait times
- Distraction of support teams from more critical issues
- Chance of referring to stale documentation

AI-enabled Approach

Process

- Enable an omni-channel CoPilot experience on the service desk portal, Fiori Helpdesk, SAP GUI, etc.
- The CoPilot will propose suggestions to the user based on the error entered in the incident
- CoPilot is a Generative AI service that combines information from multiple sources such as project documentation, previously closed incidents, emails, etc.

Benefits

- Positive User-Experience
- Avoid user-downtime
- Improved productivity of Support team

Live Demo - Empowering SAP workflows with Generative AI

An overview of our Generative AI offerings



Question and Answers Time!

We're delighted to respond to any questions
you may have!





THANK YOU

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