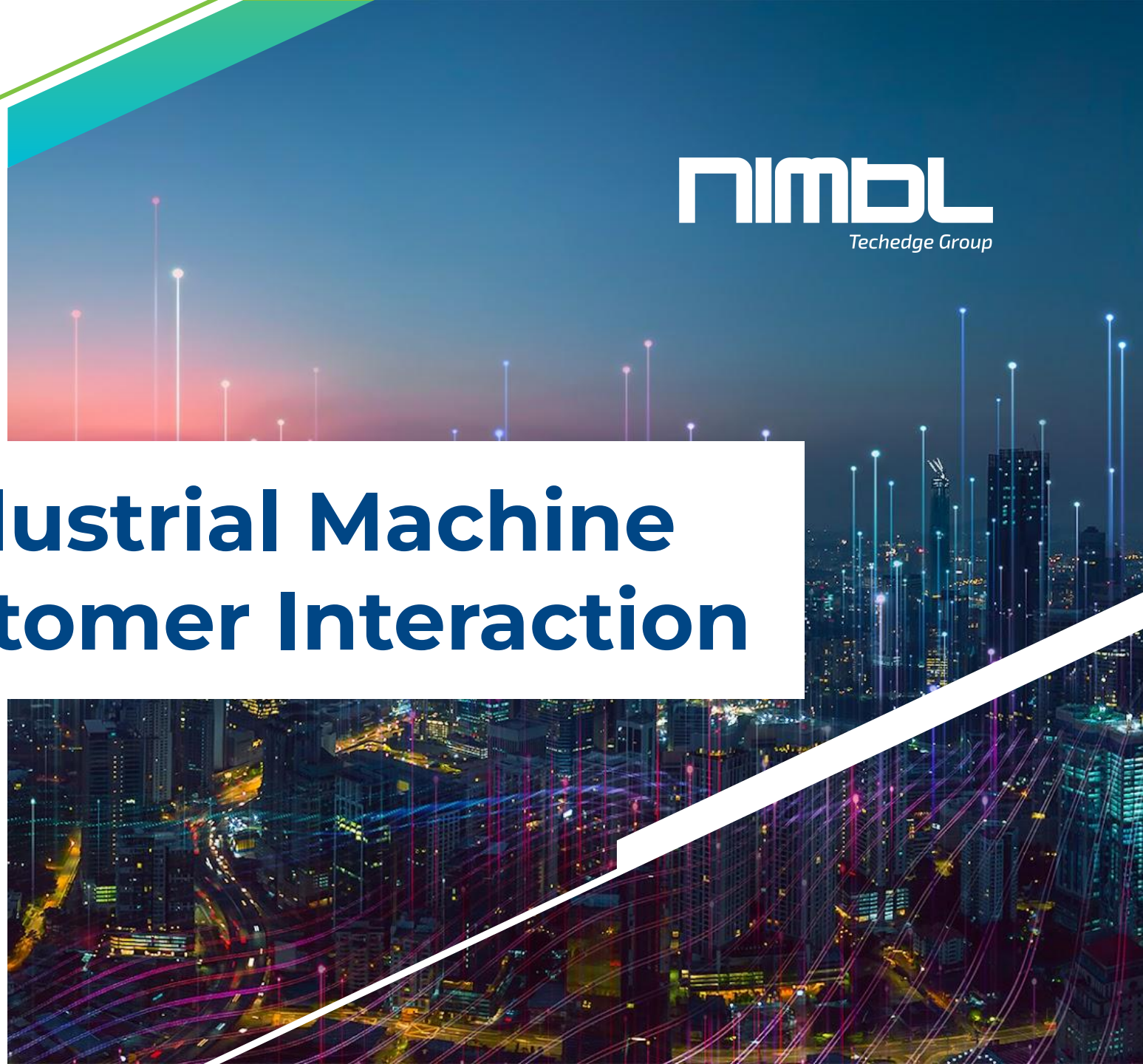NIMBL

Connected Industrial Machine Redefines Customer Interaction

Nathan Williams

March 25, 2022

NIMBL
Techedge Group

Today's Agenda

About NIMBL
A quick overview

SAP Business Technology Platform
Driving customer success through innovation

Gates Innovation Journey with SAP BTP
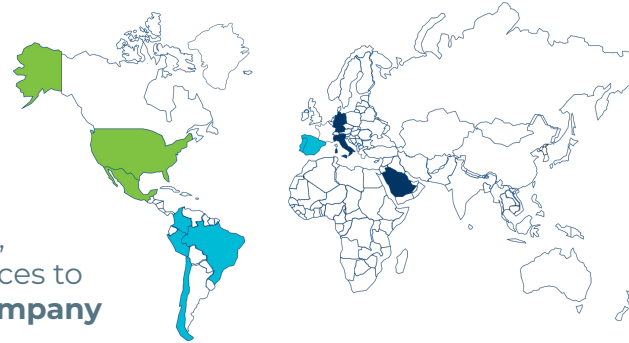The business challenge, action plan, project details, solution and outcome

NIMBL
Techedge Group

OUR PURPOSE

We transform our clients into **digital, sustainable leaders** through innovation

OUR PRESENCE

2,200+ People

An inclusive mix of cultures, competences, attitudes and experiences to create **One Unique Company**

GROWTH

226 M$ Revenue

Double digit growth year over year since 2004

WHAT WE DO

Digital Advisory
Software Atelier
System Integration

INDUSTRY FOCUSED APPROACH

STELLANTIS

Whirlpool

BRACCO

PERCASSI

eni

CNH INDUSTRIAL

Aptargroup

ALFASIGMA

INNOVASPORT

REPSOL

SEAT

Southwire

CERAPEDICS

CINTAS

Q8

Supporting both Fortune 500 and Midmarket in 15 industry sectors

HYBRID BY DESIGN

The **premium quality** of local niche players, the **coverage & portfolio** of global partners

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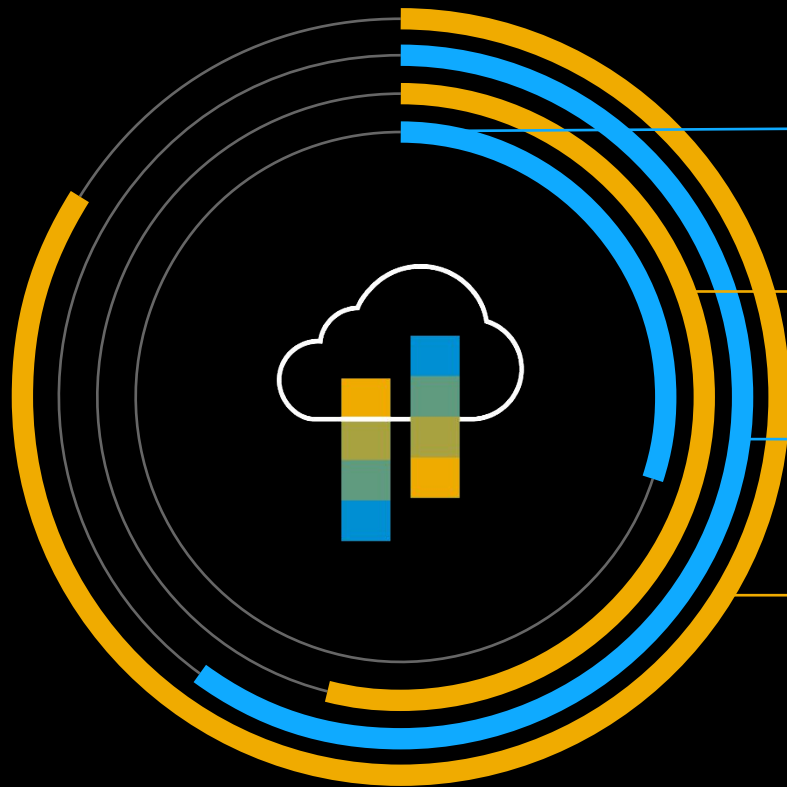A quick overview

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SaaS and Innovation in the Enterprise

Large enterprises are using more than 200 SaaS apps[1]

25% YoY increase in unique SaaS apps in usage[1]

57% of companies joining industry clouds want better integration with their own technology[3]

50% of the SaaS stack changes every 2 years[1]

84% of enterprises that use the cloud have a multi-cloud strategy[2]

25,496 **app connections** managed by average enterprise companies[1]

1 Ariel Diaz, "2021 Annual SaaS Trends Blissfully Report," Blissfully, September 2021.

2 Nick Golav,"25 Must-Know Cloud Computing Statistics in 2020," HostingTribunal.com, December 4, 2020.

3 Nadia Ballard, "Industry Cloud: State of the Union 2021", IDC Market Presentation, May 2021
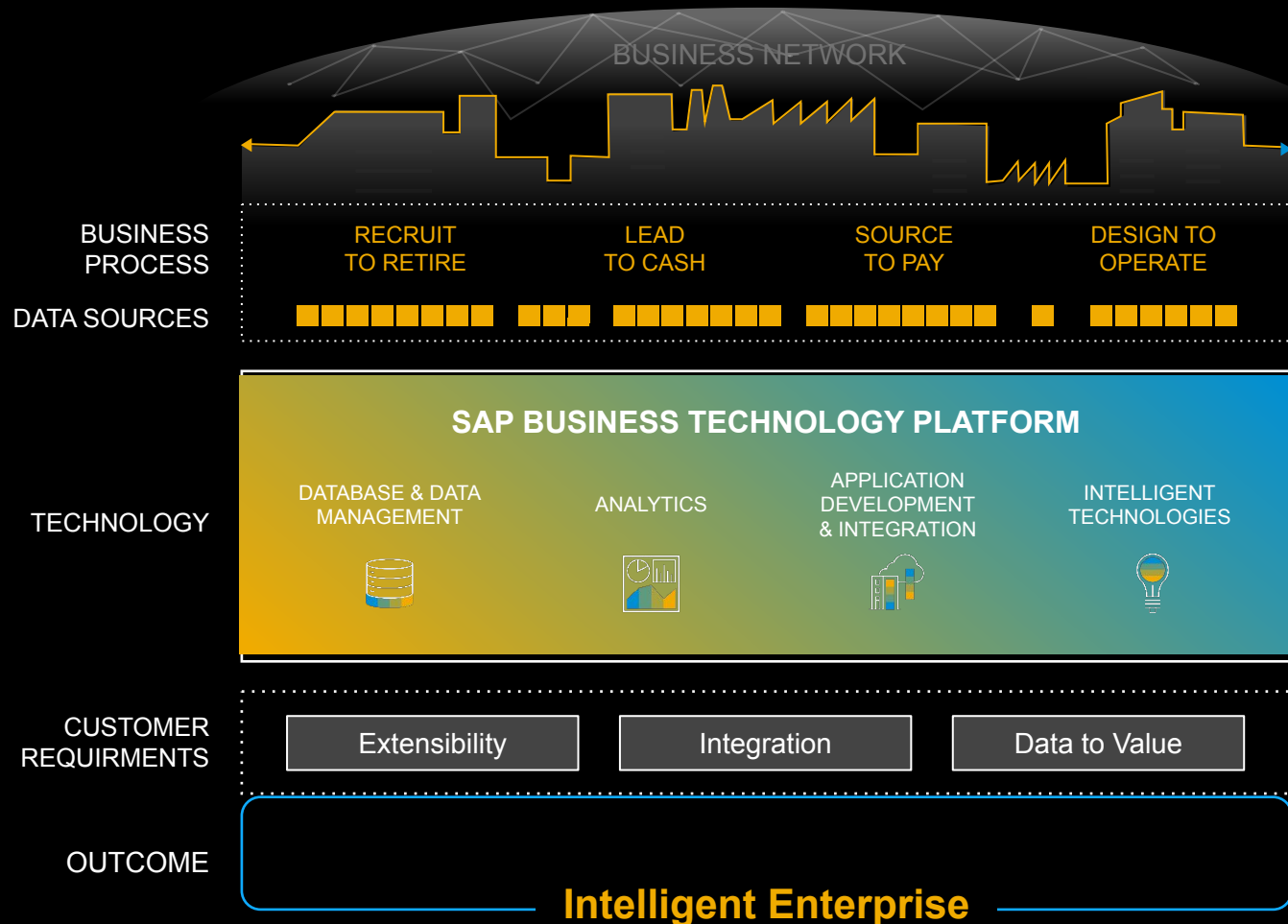
All that change adds up to Opportunity

Customers want to adapt and get to market rapidly.

To do it, they need to bring innovation into their business faster.

But they must take care not to explode costs or create unmanageable infrastructure.

SAP Business Technology Platform – The platform for the intelligent enterprise

Driving customer success without disruption

BUSINESS NETWORK

BUSINESS PROCESS

| RECRUIT TO RETIRE | LEAD TO CASH | SOURCE TO PAY | DESIGN TO OPERATE |

DATA SOURCES

SAP BUSINESS TECHNOLOGY PLATFORM

TECHNOLOGY

| DATABASE & DATA MANAGEMENT | ANALYTICS | APPLICATION DEVELOPMENT & INTEGRATION | INTELLIGENT TECHNOLOGIES |

CUSTOMER REQUIRMENTS

Extensibility Integration Data to Value

OUTCOME

Intelligent Enterprise

Deliver the Intelligent Enterprise

- Uniting disconnected functions and processes

- Bridge cloud and on prem environments.

- Innovate rapidly around SAP and third-party applications.

- Synchronize data, processes, and people without disrupting core solutions.

- Delivering targeted, industry-specific content

- Driving continuous innovation at a faster pace

- Leveraging SAP's Ecosystem to deliver innovation to customers even faster, using a platform standard that integrates seamlessly with SAP's long term strategy.

SAP BUSINESS TECHNOLOGY PLATFORM

DATABASE & DATA MANAGEMENT	ANALYTICS	APPLICATION DEVELOPMENT & INTEGRATION	INTELLIGENT TECHNOLOGIES
Data Storage	Business Intelligence	Integration	Artificial Intelligence
Data Processing	Augmented Analytics	Extensibility	Machine Learning
Data Integration	Predictive Analytics	Business Process Optimization	Intelligent Robotic Process Automation
Data Orchestration	Collaborative Planning	Business Services	Blockchain
Information Governance	Data Warehousing	User Experience	Internet of Things
Master Data Management			

- SAP HANA
- SAP HANA Cloud
- ...

- SAP Data Warehouse Cloud
- SAP Analytics Cloud
- ...

- SAP Integration Suite
- SAP Extension Suite
- ...

- SAP AI
- SAP Intelligent Robotic Process Automation

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NIMBL
Techedge Group

Leading manufacturer of power transmission belts and fluid power products achieves market disruption with a manufacturing

digital twin.

- $4.74B Market Capitalization.

- $3B Estimated Gross Revenue.

- Based in Denver, Colorado.

- 14,000 employees.

- 30 countries.

- 100+ Manufacturing Facilities.
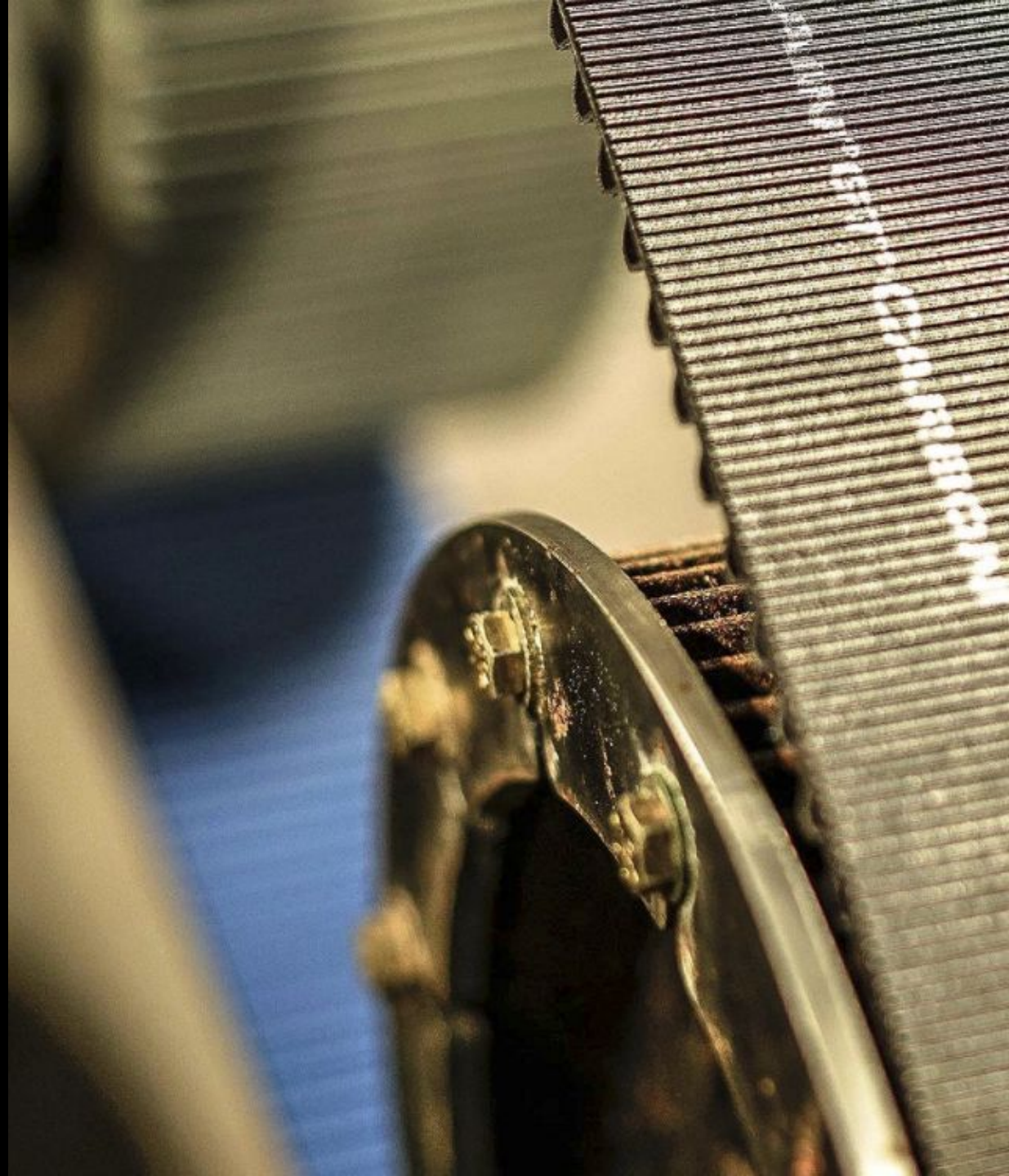
"*How do we provide* *real-time insights* *and data from our industrial machines, both from a customer usage perspective and to provide users important information when we launch new products?*" **

Jason Taylor,
Vice President, Global Digital & Innovation, Gates Corporation

** Paraphrased from conversations with internal team

The Technical Reality

Legacy on-premise database built on Microsoft Access

Had not invested in modernization of key industrial machinery

Lack of any real-time information or connectivity

*Unable to understand usage, status or whereabouts of machinery*

- The Gates Corporation manufactures hoses and couplings
- Couplings are attached (crimped) on the end of a hose
- Gates also manufactures the machines that crimp couplings onto hoses
- Over 40K machines dispersed worldwide

Gates *had little to no insight into demand, machine activity and location, or parts usage.*

Machine Operators *relied on paper manuals and technology that were decades old and in* dire need of modernization.
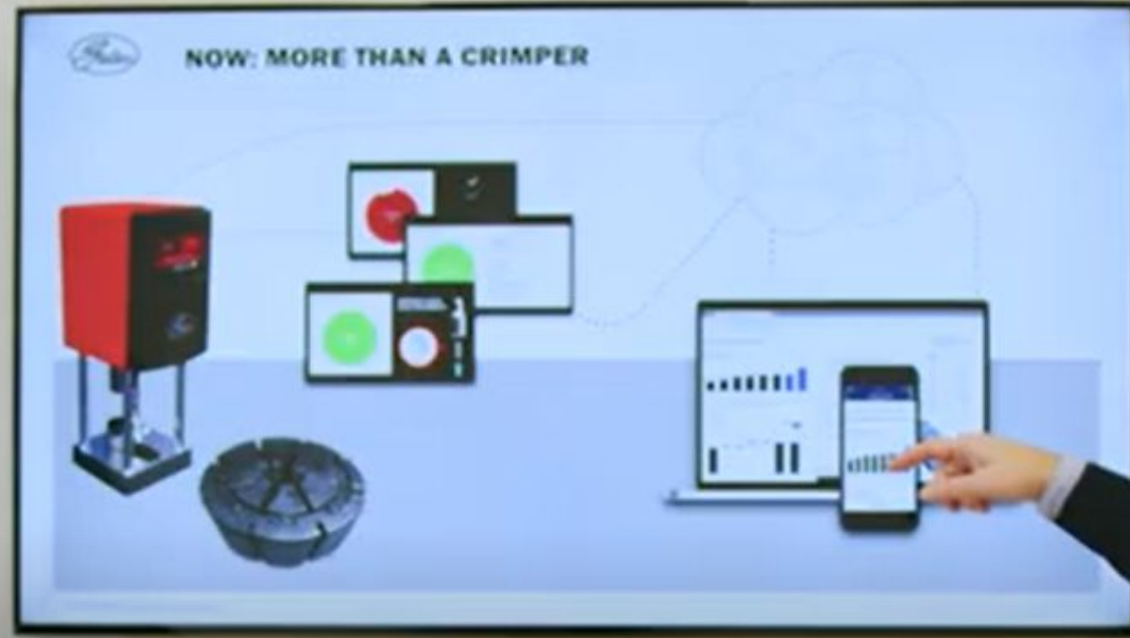
Action Plan:

- Found a great partner team – SAP & NIMBL

- It started with a conversation focusing on the problem

- "Art of the Possible" approach to push the boundaries of innovation

- Limitations and technical solutioning were not discussed

- UX focused design with consumer-grade adoption in mind

Art of the Possible

The team made use of Design Thinking to ideate on how Gates' most popular crimper could leverage connected technology to achieve project goals:

- Upgrade the PC707 model to leverage "connected" controls

- Provide an upgrade kit to modernize and connect existing PC707's in the field with enhanced industrial functionality

Back at NIMBL Headquarters:

- Decided to leverage SAP BTP to aggregate real-time machine data

- Determined BTP could visualize machine insights to meet reporting requirements

- Began screen design for a custom tablet application

- Engaged an engineering partner to solidify the iOT approach using sensors and a custom circuit board

The Engineered Prototype:

- 10 weeks to prove a BTP Manufacturing Digital Twin concept

- The machine is controlled via a custom tablet application over Bluetooth

- A "crimp" is performed within tolerance

- Data is aggregated, stored, and visualized using SAP BTP
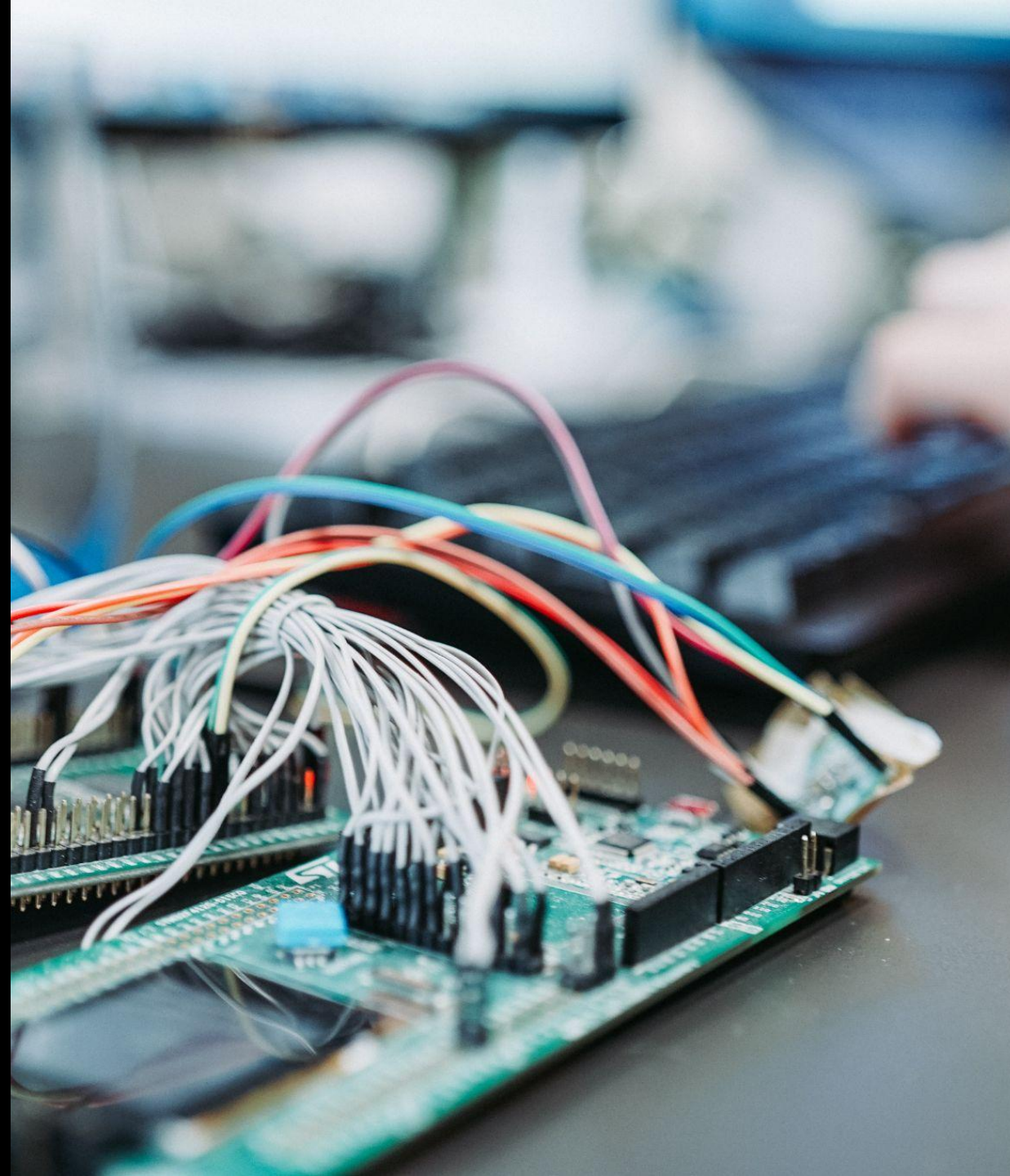
The Manufactured Prototype:

- Further testing and refinement of the custom tablet application

- Fiori applications for master data administration

- Finalized dashboards in SAP Analytics Cloud

- Completed final engineering and manufacturing activities

- **New crimper machines shipped**

Leverage Known Technologies & App Best Practices :

- Pre-installed application delivered with new Crimper or Retrofit kit

- Published on private Google App Store

- Automatic updates

- Intuitive design with Gates digital branding

- Wizard-based setup

- Developed to be machine agnostic to allow for ease of extension

PRESS HERE TO BEGIN SETUP

Register Crimper

Crimper Serial # (where do I find this?)

8334571235

Gates Account # (Optional)

543678

Yes, I Consent to Data Usage Reports

Business Name

This will be used for Crimper Service & Crimp Reports.
Please ensure spelling & punctuation are correct.

Acme Crimp

Business Address

123 Crimp Rd

Add a Building, Floor, Suite

City

PRESS HERE TO CONTINUE

- User and crimp data is accurately linked with the customer and location

- Connected information maximizes eCommerce opportunities and refines data

MACHINE

↕

CUSTOMER

↕

GPS LOCATION

Tablet Application:

- Large touch surface area

- Wizard-based hose + coupling selection

- Integrated with Gates' specifications catalog (in HANA)

- Crimp button and "dead man" safety switch

- All crimp operations logged

- Offline functionality supported
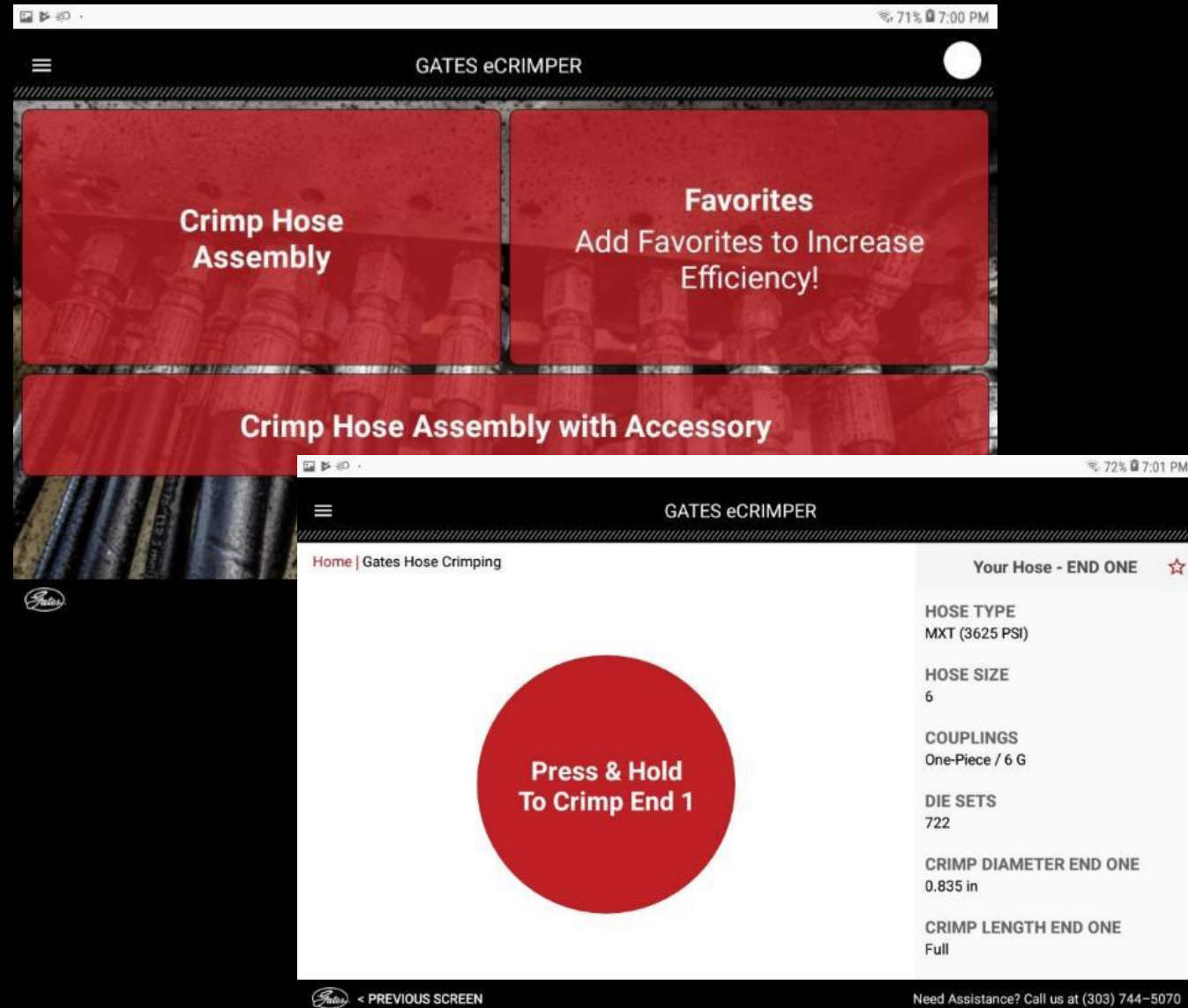
The Outcome:

- An innovative new Gates product offering.

- Connected technologies powered by BTP.

- Intuitive touch-screen application.

- Real-time insights, data and usage.

- A Digital Twin was born, laying the framework for demand generation and enhanced customer service.

" *Gates is providing the latest innovation in smart crimper technology. We are making connected technology available to every user in the market by including this innovation.*

We are able to provide our customers ways to always stay connected and be more efficient. The data that is now available provides Gates the ability to enhance the way we serve our customers providing an enhanced customer experience.

Jason Taylor
Vice President, Global Digital & Innovation

Gates Corporation

Watch the <u>SAP video case study here</u>!

Key Takeaways

1. Department Harmonization is key to ensure strategies are aligned with technology.

2. A "Culture of Innovation" propels digital transformation.

3. Commit to innovation - Drive a product to market vs. viewing a pilot as success.

4. Dramatic digital transformation and a new product offering can be realized in 12 months.

GATES® WINS 2020 LEAP AWARD GOLD

GC20™ WITH GATES® CORTEX™ INTELLIGENCE

NIMBL Key Differentiators

- **Our People:** 50+ full time professionals dedicated to SAP BTP in North America

- **Our Investments:** BTP Advisory Program, BTP Incentive Program, Apple/SAP Partner

- **Our Proven Success:** Multiple BTP success stories, 2021 Hack2Build winners

Awards & Recognition

#Hack2Build
WINNER
Award

SAP

SAP Innovation Awards 2019

SAP Pinnacle Awards 2019 Finalist

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