SAP BTP

Beyond the Basics
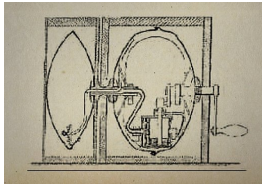
Think SAP Think Mygo

Our Agenda

- **SAP BTP Basics**

- **Open Connectors Use Case**

  - **Elkjop**

- **Order Management Use Case**

  - **Border States Industries**

- **Enhanced Workflows Use Case**
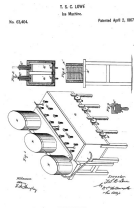
  - **Blitzer**

- **White paper findings**

- **Q & A**

Refrigeration – A Brief History

Scottish physician and chemist William Cullen demonstrates the principle of artificial refrigeration by evaporating ether in a vacuum.
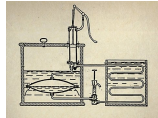
Jacob Perkins, a British inventor, designs a vapor-compression refrigeration system using ether.
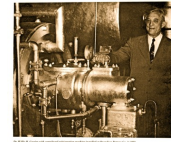
Carbon dioxide is used as a refrigerant for the first time, but it is not widely adopted due to safety concerns.

Coca-Cola was first formulated by John Pemberton in Atlanta, Georgia.

Pepsi-Cola was first created by Caleb Bradham in New Bern, North Carolina.

American inventor Willis Carrier develops the first modern air conditioning system, which uses a mechanical refrigeration unit to cool air.
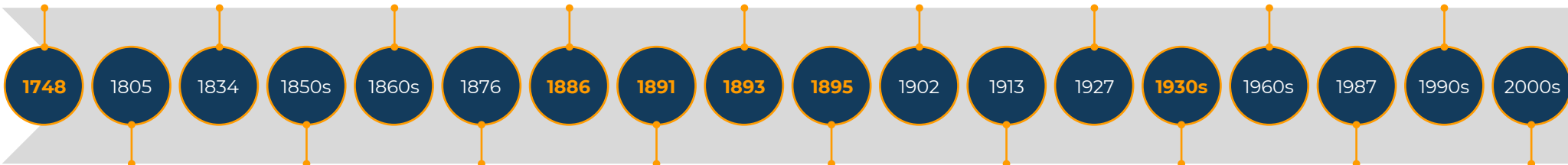
The first refrigerated truck is built, allowing for the transportation of perishable goods over shorter distances.

The widespread use of air conditioning in homes and businesses leads to increased energy consumption and concerns about environmental impact.

The development of more efficient refrigeration systems, including those using natural refrigerants, helps to reduce energy consumption and environmental impact.

| 1748 | 1805 | 1834 | 1850s | 1860s | 1876 | 1886 | 1891 | 1893 | 1895 | 1902 | 1913 | 1927 | 1930s | 1960s | 1987 | 1990s | 2000s |

American inventor Oliver Evans designs a refrigeration machine, but it is not practical for commercial use.
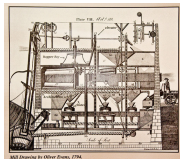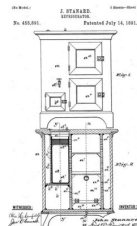
Ice harvesting becomes a major industry in the United States, providing a way to keep food and drinks cool in the summer.
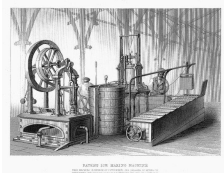
German engineer Carl von Linde develops a practical refrigeration system using ammonia as a refrigerant.
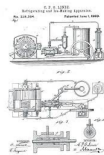
The first electrically powered refrigeration unit is developed by General Electric.

Soft drink companies like Coca-Cola and Pepsi-Cola begin using mechanical refrigeration to keep their products cold and improve their taste. This leads to a significant increase in demand for refrigeration technology.

Refrigerated railroad cars become widely used, allowing for the long-distance transport of perishable goods.

Refrigerators become common household appliances, greatly improving food storage and reducing spoilage.
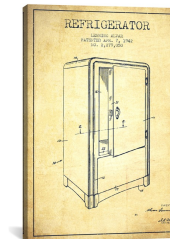
The Montreal Protocol is signed, phasing out the use of ozone-depleting refrigerants such as chlorofluorocarbons (CFCs).

The growth of the global cold chain industry, which includes refrigerated storage, transportation, and distribution, supports the increasing demand for fresh and frozen food and pharmaceuticals.

BTP and the Clean Core Concept
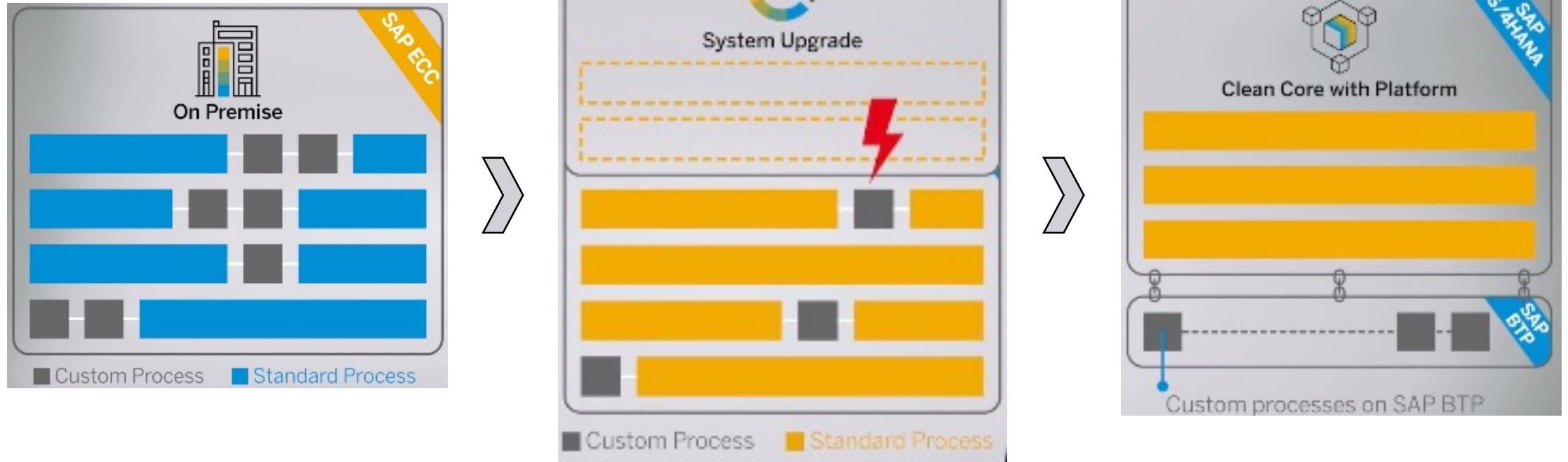
Why keep your core clean?

A clean core enables you to future proof your ERP system by ensuring faster deployment and smooth upgrades

How is BTP involved?

Custom processes are built outside the SAP standard suite on SAP BTP

Pillars of BTP

App Development & Automation

Create apps faster, automate processes, and scale without limits.

Extended Planning & Analysis

Take enterprise planning to the next level by connecting all people and plans.
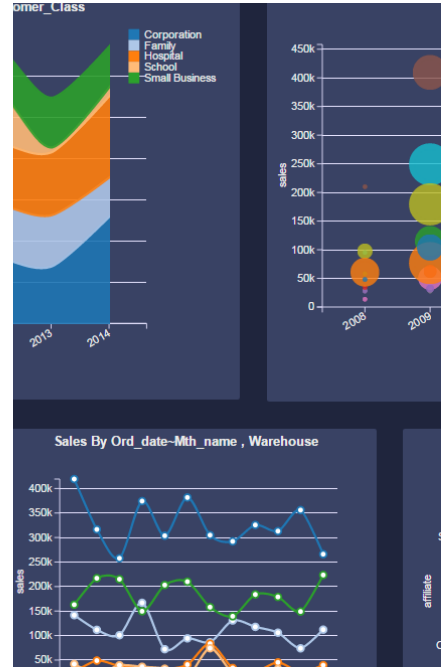
Data Analytics

Give data purpose with our data and analytics solutions.

Integration

Connect and automate your processes business-wide.
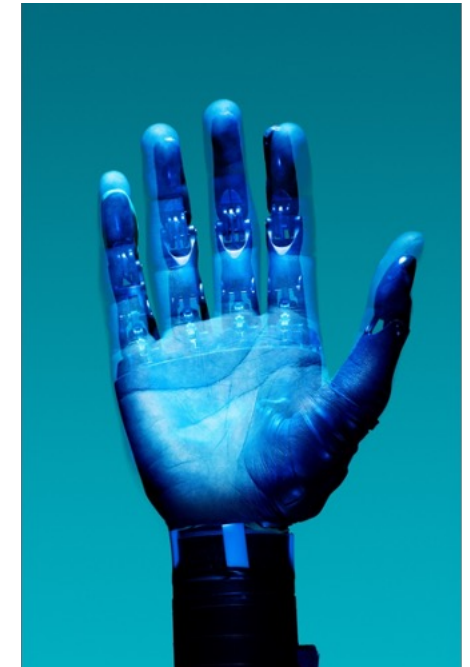
Artificial Intelligence

Infuse artificial intelligence in your apps in a scalable and responsible fashion.

Simplify connectivity to any application with Open Connectors

Achieve seamless integration

- Use prebuilt connectors to simplify, standardize, and accelerate connectivity with third-party cloud applications

- Take advantage of open RESTful APIs and JSON data format, regardless of underlying third-party service architecture

- Apply common resource definitions to transform data fields from one or more third-party applications into a normalized form

- Support bulk data upload and download data in a normalized way, regardless of the underlying service architecture

- Leverage common resources for building a canonical data model for extending pre-built connectors

Why SAP BTP?

Why use Open Connectors

Open Connectors is a core component of SAP Integration Suite that provides prebuilt and feature-rich connectors to simplify the connectivity and seamless integration to non-SAP cloud applications.

- **Unify the Developer Experience**
  Regardless of the application's backend – REST, SOAP, proprietary SDK, database, etc – Open Connectors creates a unified API layer and standards-based implementation across every environment to ensure integration users, and their use cases are decoupled from the backend services on which they rely.

- **Open Connectivity**
  With over 160 pre-built connectors to some of the most popular third party applications, Open Connectors makes it easy and fast to integrate across your entire IT landscape.

- **Accelerate Integration**
  Benefit from connectivity to third-party APIs via harmonized RESTful APIs, with built-in interactive API documentation in Open API specification and normalized authentication. Leverage built in security capabilities for safe connectivity to third-party applications.

Elkjøp: Helping Everyone Enjoy Amazing Technology with Integrated Customer Experience

Elkjøp Nordic AS is a consumer electronics retailer in the Nordic region, selling its products and services directly to consumers and businesses. Elkjøp is an omnichannel retailer and serves its customers both online and through more than 400 stores. The company has a customer-first corporate culture with a relentless focus on the customer and efficiency.

Elkjøp had 12 different legacy systems that could not support the company's vision for a **next-generation retail customer experience**. Systems serving critical processes were sunsetting, which forced the decision to reevaluate all systems. The next-generation customer experience needed to support mobility, unified channels, and a seamless customer journey.

Elkjøp Nordic AS
Oslo, Norway
www.elkjopnordic.com

Industry
Retail

Products and Services
Consumer electronics retail

Employees
>12,000

Revenue
€4.2 billion

Featured Solutions
SAP ERP, SAP Customer Experience, SAP Customer Activity Repository, SAP Integration Suite, SAP Forecasting and Replenishment, SAP Transportation Management, SAP Event Management, SAP Extended Warehouse Management, SAP Fiori, and SAP SuccessFactors solutions

Elkjøp: Delivering the Retail Experience of the Future with SAP® Customer Experience Solutions and SAP Integration Suite

Before: Challenges and Opportunities
Need for a next-generation customer experience and smooth integration of 12 legacy systems

Why SAP

- SAP® ERP application as a core component managing all transactional and financial processes and serving as a hub for the business systems

- SAP Customer Experience solutions (including SAP Service Cloud, SAP Marketing Cloud, SAP Commerce Cloud, and SAP Sales Cloud solutions), supporting customer-facing processes such as marketing, commerce, service, customer care, store, and others

- SAP Customer Activity Repository application, delivering a unified view of customer activity across channels to improve omnichannel order management and support planning applications

- Optimal implementation of the lead-to-cash process by leveraging the Open Connectors, Event Mesh, API Management, and Cloud Integration capabilities in SAP Integration Suite with prepacked content

- SAP Forecasting and Replenishment, SAP Transportation Management, SAP Event Management, and SAP Extended Warehouse Management applications, as well as SAP Fiori® apps and

- SAP SuccessFactors® solutions to support Elkjøp's "Next Generation Retail" (NGR) platform

"Building our 'Next Generation Retail' platform with the core based on **SAP Customer Experience solutions and SAP Integration Suite** gives us a sustainable foundation for flexibility and rapid innovation in a highly competitive market."

Bjørn Dalen, Program Director NGR, Elkjøp Nordic AS

500
Interfaces connected through SAP Integration Suite

5 million
Messages processed on average daily through the Cloud Integration capability in SAP Integration Suite

50 million
API calls per month through the API Management capability in SAP Integration Suite

Elevating the Retail Experience with SAP Customer Experience Solutions and SAP Integration Suite

100%
Of 460 stores implemented the solution in one year with improved sales, productivity, and cycle times

Boosted
Agility and scalability

Highest
Security of systems

>12,000
Employees trained so far in the 460 stores that have been implemented

90%
Of Elkjøp's services now in the cloud

Satisfied
Customers and employees

100%
Mobile-enabled staff in retail store use cases

100%
Control

Increased
Profit through efficiency gains and improved revenue and margin

SAP Software Architecture at Elkjøp Nordic AS
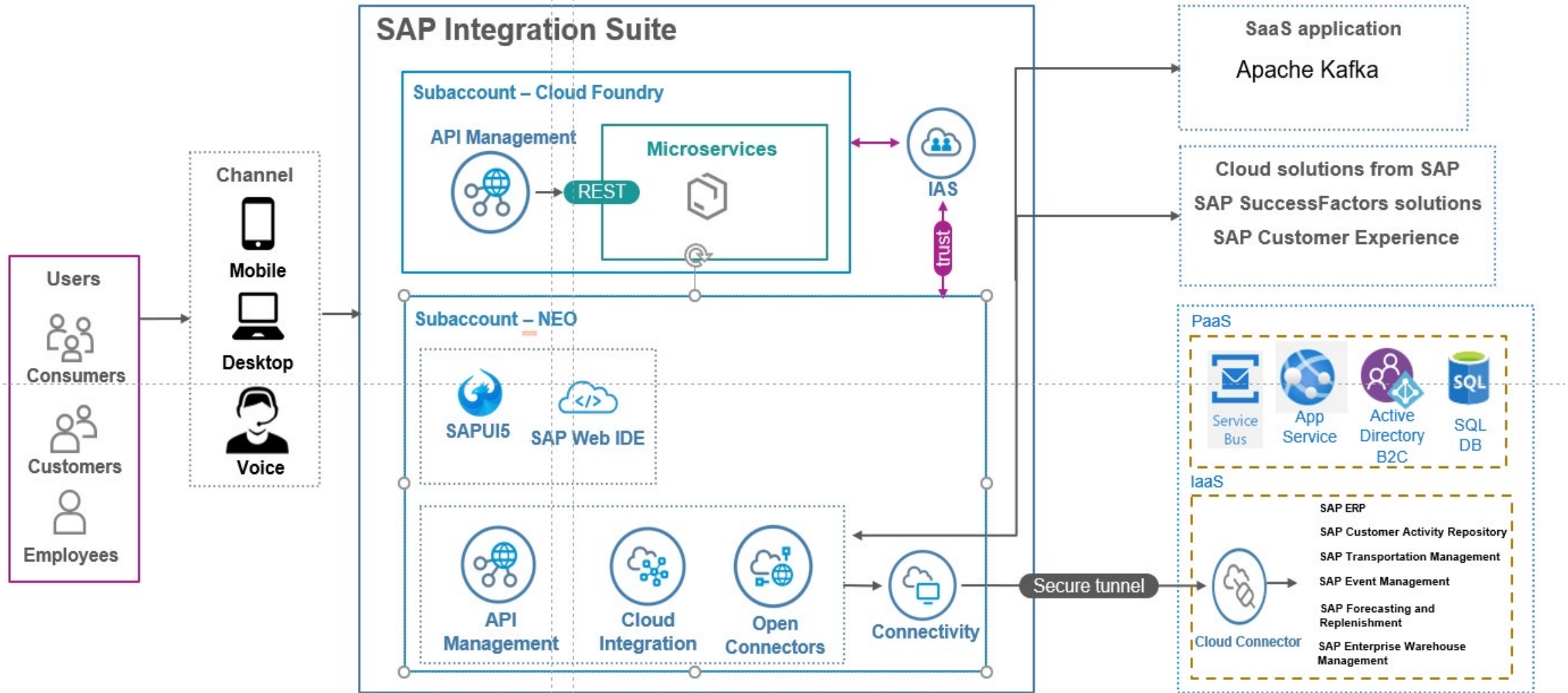
Tackle supply chain disruptions with one view for everyone

Solving purchase and sales order problems

Consolidate systems, increase visibility, and reduce duplicate work with a unified view of purchase and sales orders accessible to all relevant teams.

Reduce purchase and sales order processing delays

- Enable procurement, customer service and engineering experts to collectively handle delays and escalations

- Improve on-time delivery and better customer experience through greater transparency on urgent or expedited delivery requests

- Increase efficiency and eliminate duplicate work with instant and direct communication

- Improve product availability, on-time delivery and revenue

Order Management Cockpit on SAP BTP

BORDER STATES

Border States Industries Inc.
Wholesale Distribution

Customer Facts
- Seventh largest electrical distributor in the United States with headquarter in Fargo, North Dakota
- 100 percent employee-owned
- more than 2,300 employee-owners
- 98 branch locations in 22 states

Challenge
As COVID-19 impacted supply chains, Border States needed to optimize and streamline their purchase and sales order management to specifically manage delayed and escalated orders. It was critical to consolidate disjointed systems and tools, increase cross team visibility, and reduce the duplication of work.

Solution
The Integrated Order Management Cockpit on SAP Business Technology Platform provides end-to-end and real-time visibility into sales and purchase orders and enables colleagues from procurement, customer service, and application engineering to collaborate in order to handle material delays, escalations, and other issues.

Outcome
The expected outcome of the solution is an improved customer experience (e.g. on-time delivery), an optimized and streamlined order management with clear line of sight for all stakeholders, a reduction of duplicate work, the facilitation of hand-offs and material escalations, and increased visibility and accountability.
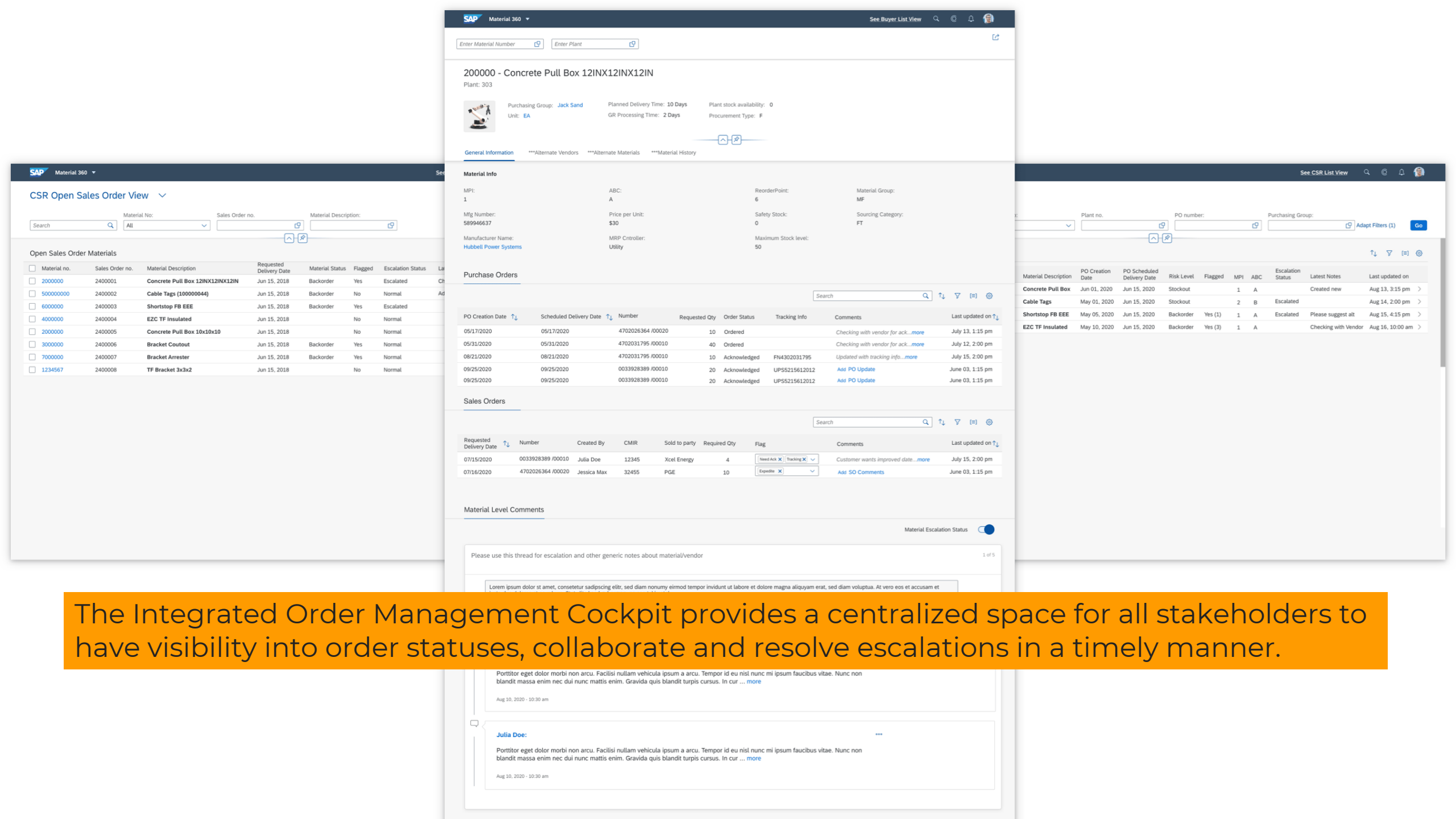
Order Management Cockpit on SAP BTP

Results

- About 16,000 hours saved annually for customer service representatives (CSR) and buyer roles

- Estimated 2% productivity gained for CSR and buyer roles

- About 1% improvement on material availability, improved on-time delivery and CX, higher revenues

Enter Material Number   Enter Plant

200000 - Concrete Pull Box 12INX12INX12IN
Plant: 303

| Purchasing Group: Jack Sand | Planned Delivery Time: 10 Days | Plant stock availability: 0 |
| Unit: EA | GR Processing Time: 2 Days | Procurement Type: F |

General Information   ***Alternate Vendors   ***Alternate Materials   ***Material History

Material Info

MPI: 1	ABC: A	ReorderPoint: 6	Material Group: MF
Mfg Number: 589946637	Price per Unit: $30	Safety Stock: 0	Sourcing Category: FT
Manufacturer Name: Hubbell Power Systems	MRP Controller: Utility	Maximum Stock level: 50	

Purchase Orders

Search

PO Creation Date	Scheduled Delivery Date	Number	Requested Qty	Order Status	Tracking Info	Comments	Last updated on
05/17/2020	05/17/2020	4702026364 /00020	10	Ordered		Checking with vendor for ack...more	July 13, 1:15 pm
05/31/2020	05/31/2020	4702031795 /00010	40	Ordered		Checking with vendor for ack...more	July 12, 2:00 pm
08/21/2020	08/21/2020	4702031795 /00010	10	Acknowledged	FN4302031795	Updated with tracking info...more	July 15, 2:00 pm
09/25/2020	09/25/2020	0033928389 /00010	20	Acknowledged	UPS5215612012	Add PO Update	June 03, 1:15 pm
09/25/2020	09/25/2020	0033928389 /00010	20	Acknowledged	UPS5215612012	Add PO Update	June 03, 1:15 pm

Sales Orders

Search

Requested Delivery Date	Number	Created By	CMIR	Sold to party	Required Qty	Flag	Comments	Last updated on
07/15/2020	0033928389 /00010	Julia Doe	12345	Xcel Energy	4	Need Ack X Tracking X	Customer wants improved date...more	July 15, 2:00 pm
07/16/2020	4702026364 /00020	Jessica Max	32455	PGE	10	Expedite X	Add SO Comments	June 03, 1:15 pm

Material Level Comments

Material Escalation Status ⬤

Please use this thread for escalation and other generic notes about material/vendor   1 of 5

Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et

Porttitor eget dolor morbi non arcu. Facilisi nullam vehicula ipsum a arcu. Tempor id eu nisl nunc mi ipsum faucibus vitae. Nunc non blandit massa enim nec dui nunc mattis enim. Gravida quis turpis cursus in cur ... more

Aug 10, 2020 - 10:30 am

Julia Doe: ...

Porttitor eget dolor morbi non arcu. Facilisi nullam vehicula ipsum a arcu. Tempor id eu nisl nunc mi ipsum faucibus vitae. Nunc non blandit massa enim nec dui nunc mattis enim. Gravida quis turpis cursus. In cur ... more

Aug 10, 2020 - 10:30 am

CSR Open Sales Order View ▾

Search   All   Sales Order no.   Material Description:

Open Sales Order Materials

Material no.	Sales Order no.	Material Description	Requested Delivery Date	Material Status	Flagged	Escalation Status
2000000	2400001	Concrete Pull Box 12INX12INX12IN	Jun 15, 2018	Backorder	Yes	Escalated
500000000	2400002	Cable Tags (100000044)	Jun 15, 2018	Backorder	No	Normal
6000000	2400003	Shortstop FB EEE	Jun 15, 2018	Backorder	Yes	Escalated
4000000	2400004	EZC TF Insulated	Jun 15, 2018	No	Normal	
2000000	2400005	Concrete Pull Box 10x10x10	Jun 15, 2018	No	Normal	
3000000	2400006	Bracket Coutout	Jun 15, 2018	Backorder	Yes	Normal
7000000	2400007	Bracket Arrester	Jun 15, 2018	Backorder	Yes	Normal
1234567	2400008	TF Bracket 3x3x2	Jun 15, 2018	No	Normal	

Plant no.   PO number: Purchasing Group: Adapt Filters (1)   Go

Material Description	PO Creation Date	PO Scheduled Delivery Date	Risk Level	Flagged	MPI	ABC	Escalation Status	Latest Notes	Last updated on
Concrete Pull Box	Jun 01, 2020	Jun 15, 2020	Stockout		1	A		Created new	Aug 13, 3:15 pm
Cable Tags	May 01, 2020	Jun 15, 2020	Stockout		2	B	Escalated		Aug 14, 2:00 pm
Shortstop FB EEE	May 05, 2020	Jun 15, 2020	Backorder	Yes (1)	1	A	Escalated	Please suggest alt	Aug 15, 4:15 pm
EZC TF Insulated	May 10, 2020	Jun 15, 2020	Backorder	Yes (3)	1	A		Checking with Vendor	Aug 16, 10:00 am

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The Integrated Order Management Cockpit provides a centralized space for all stakeholders to have visibility into order statuses, collaborate and resolve escalations in a timely manner.

Purchase Orders

| Search | ↑↓ ▽ [=] ⚙ |

...ation Date ↑↓	Scheduled Delivery Date ↑↓	Number	Requested Qty	Order Status	Tracking Info	Comments	Last updated on ↑↓
...2020	05/17/2020	4000000000 /00020	10	Ordered		*Checking with vendor for ack...more*	July 13, 1:15 pm
...2020	05/31/2020	4000000000 /00010	40	Ordered		*Checking with vendor for ack...more*	July 12, 2:00 pm
...2020	08/21/2020	4000000000 /00010	10	Acknowledged	FN43020000000	*Updated with tracking info....more*	July 15, 2:00 pm
...2020	09/25/2020	0300000000 /00010	20	Acknowledged	UPS5000000000	Add PO Update	June 03, 1:15 pm
...2020	09/25/2020	0300000000 /00010	20	Acknowledged	UPS5000000000	Add PO Update	June 03, 1:15 pm

...Orders

| Search | ↑↓ ▽ [=] ⚙ |

...sted ...y Date ↑↓	Number	Created By	CMIR	Sold to party	Required Qty	Flag	Comments
...2020	0300000000 /00010	Julia Doe	12345	Energy	4	Need Ack ✕ Tracking ✕ ⌄	*Customer w...*
...2020	4000000000 /00020	Jessica Max	56789	PXV	10	Expedite ✕ ⌄	Add SO Co...

Need Ack
Need Tracking
Expedite
Other

...rial Level Comments

...e Flag feature allows CSR (customer service ...presentatives) teams to request specific actions ...m the procurement teams. They are also able ...post comments on order status updates.

Purchase Orders

PO Creation Date ↑↓	Scheduled Delivery D...
05/17/2020	05/17/2020
05/31/2020	05/31/2020
08/21/2020	08/21/2020
09/25/2020	09/25/2020
09/25/2020	09/25/2020

PO Update - 4000000000 /00010

Bob Young: Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Aug 10, 2020 - 10:30 am ...

Bob Young: Sit amet mattis vulputate enim nulla.
Aug 10, 2020 - 10:30 am ...

Bob Young: Lorem ipsum dolor sit amet, consectetur adipiscing elit.
Aug 10, 2020 - 10:30 am ...

Submit   Close

Sales Orders

Requested Delivery Date ↑↓	Number	Create...
07/15/2020	0300000000 /00010	Julia D...
07/16/2020	4000000000 /00020	Jessica...

Material Level Comments

Need Tracking
Expedite
Other

Material Escalation St...

With an escalation toggle, the subject matter experts can proactively help resolve escalated orders. The stakeholders can provide material level updates, too.

Enhance workflows to manage the full asset lifecycle

Extend SAP Intelligent Asset Management with SAP Business Technology Platform

Maximize asset health and performance with workflows tailored to your business.

- Deploy personalized workflows, such as adding approvals to equipment template creations

- Create personalized user interfaces for Equipment, Models, Locations, Spare Parts, Systems, Failure Modes

- Deploy personalized visualizations based on existing master data or transactional data

Why SAP BTP?

Expand SAP Intelligent Asset Management (IAM) with [SAP Integration Suite](#) and [SAP BTP Cloud Foundry Runtime](#).

Manage the full lifecycle of your company's assets by:

- Enabling IAM business processes for personalized workflows as required

- Extending existing IAM business objects with personalized data fields

- Adapting existing IAM apps and adding additional business functionality or visualizations as needed
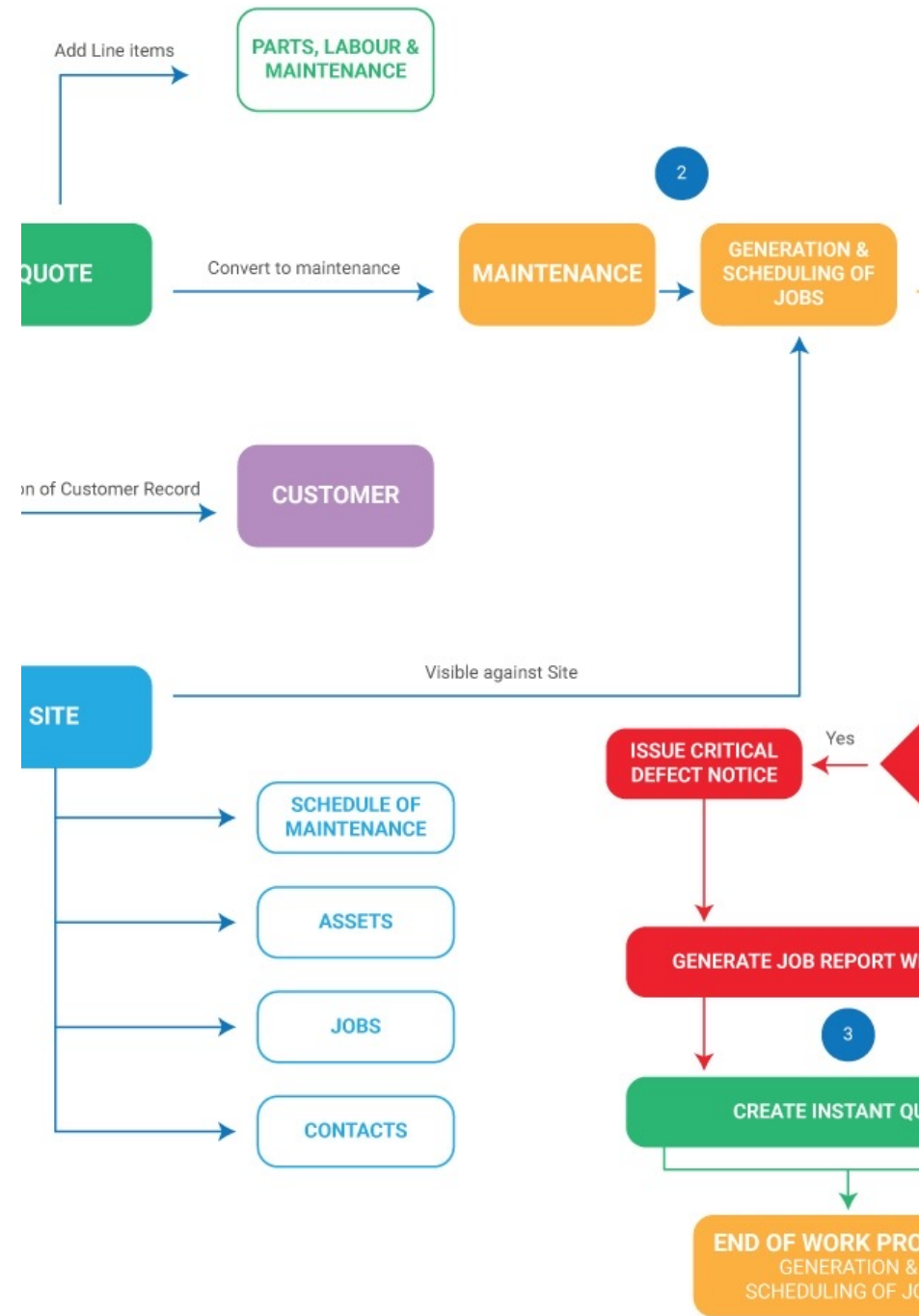
How Can a **Digital Asset Network** Create Instant Value for Both Manufacturer and Customer?

Transforming to a provider of **compressor-enabled services** to aid customers and gain competitive edge

You may not see BITZER's products, but you can feel their effects everywhere, from   fresh foods to pleasantly air-conditioned buildings and reliably cooled industrial complexes. The refrigeration and air-conditioning technology leader set out to **digitally connect its compressors** to let customers monitor real-time status, access configuration data and documentation, and review operational reports. This network would also enable predictive maintenance to help keep machines running efficiently – while helping BITZER transform its business model and future-proof the enterprise against changing market dynamics.

BITZER	**Industry**	**Products and Services**	**Employees**	**Revenue**	**Featured Solutions and Services**
Sindelfingen, Germany	Industrial machinery and components	Refrigeration and air-conditioning technology	3,800	€808 million	SAP BTP, SAP IoT, SAP Integration Suite, SAP Business Network Asset Collaboration, and SAP Services and Support,
www.bitzer.de					

Developing a Customer-Centric Experience Through Digital Transformation with **SAP® Solutions**

Before: Challenges and Opportunities

- Build an asset network to help customers manage compressors and digitalize their own enterprises
- Create an infrastructure to support BITZER's future growth by transforming it from a compressor manufacturer to a provider of compressor-enabled services

Why SAP

- SAP® Business Technology Platform (SAP BTP), including the SAP Internet of Things (SAP IoT) solution for sensor readings that enable tailored customer alerts, status reports, and predictive maintenance services, and SAP Integration Suite for speedy connection of applications, processes, and people
- SAP Business Network Asset Collaboration to accelerate deployment using software-as-a-service capabilities
- SAP Services and Support supporting an agile approach to creating a new asset network

After: Value-Driven Results

- Complete, real-time overview of a customer's product portfolio and product history, from the initial order throughout the entire lifecycle of the compressor, through the BITZER Digital Network, which connects all BITZER products to the cloud
- Increased ability to break down information and departmental silos, operate as a single company focused on customer outcomes, and serve customers while growing the business
- Basis provided for BITZER's partners to transform their business model into a provider of refrigeration as a service, creating a sustainable way to be step ahead in their markets
- Increased customer satisfaction as they digitalize and tap into new product and service opportunities

"It's important to be close to your customers, be creative, and provide solutions to their needs.
With SAP Business Technology Platform and SAP Business Network Asset Collaboration, we can provide 360-degree information that enables an **outstanding customer focus**."

Eugen Bonelis, Digital Solution Manager, BITZER

Increased
Energy efficiency as customers optimize their systems themselves by adjusting machine parameters using BITZER know-how

Reduced
Compressor downtime thanks to predictive service capabilities, giving customers – and BITZER – a competitive advantage

Enhanced
Customer satisfaction, with customers regarding BITZER as a valuable partner

Increased
Revenue with new services spanning equipment monitoring, operational reports, and instant troubleshooting assistance

The Business Value of SAP BTP with SAP S/4HANA Cloud

Study Demographics

TABLE 1

Demographics of Interviewed Organizations

	Mean average	Median
Number of employees	11,581	1,550
Number of IT staff	225	36
Number of business applications	113	29
Revenue per year	$3.54B	$650.00M
Countries	United States (4), Belgium, Switzerland	
Industries	Manufacturing (2), consumer, pharmaceutical, retail, utilities	

n = 6; Source: IDC In-depth Interviews, November 2022

TABLE 2

SAP BTP with SAP S/4HANA Cloud Use by Interviewed Organizations

	Mean average	Median
Data size, TBs	301	77
Number of applications	19	10
Number of internal users of applications	585	150
Percent of revenue supported	57%	63%
Number of sites/branches	30	7
Number of manufacturing facilities supported	2	0

n = 6; Source: IDC In-depth Interviews, November 2022

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

FIGURE 1

Average Annual Benefits per 100 Users

($ per 100 users)
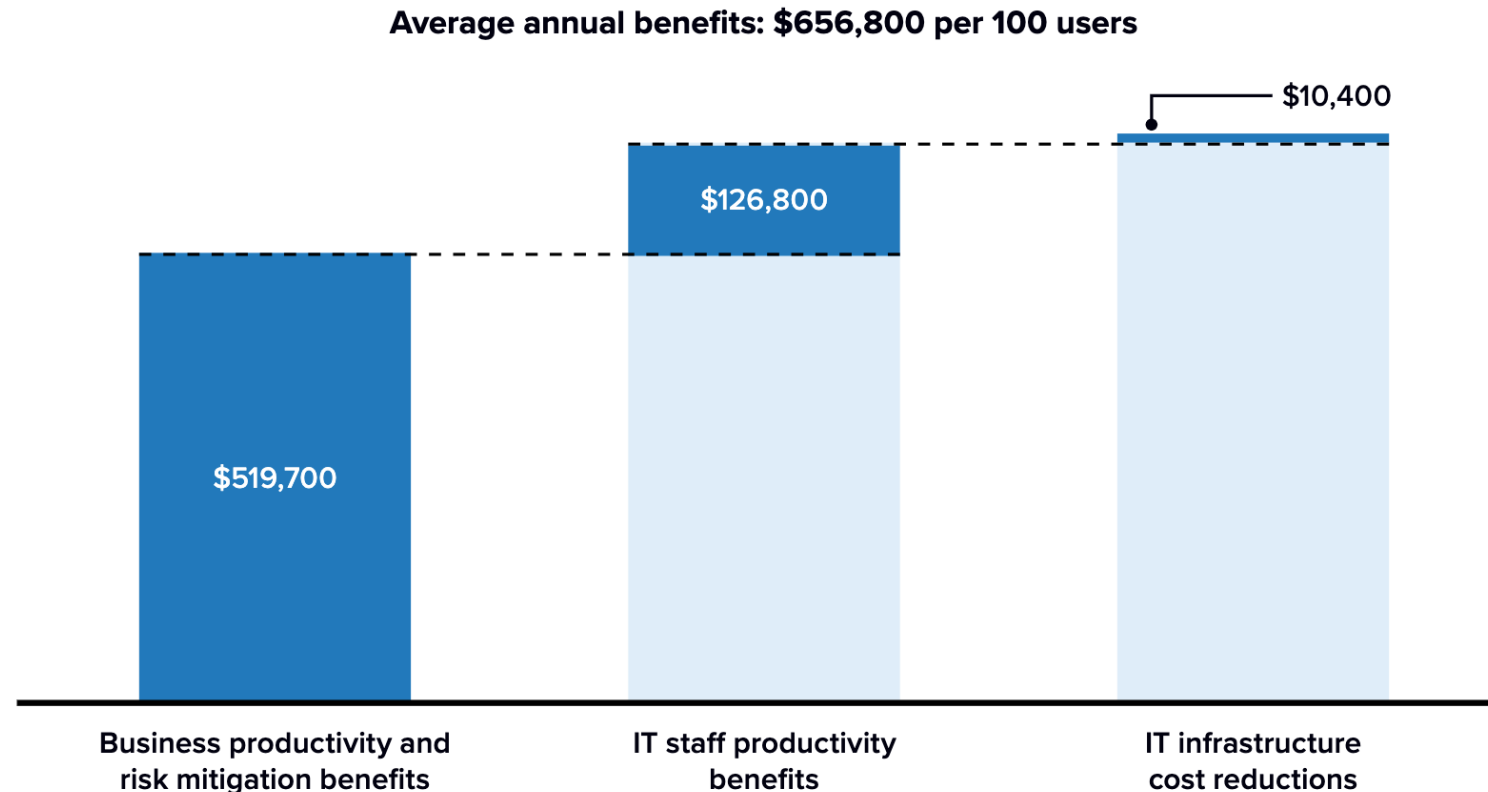
Average annual benefits: $656,800 per 100 users

$10,400

$126,800

$519,700

Business productivity and risk mitigation benefits

IT staff productivity benefits

IT infrastructure cost reductions

n = 6; Source: IDC In-depth Interviews, November 2022

For an accessible version of the data in this figure, see **Data from Figure 1** in Appendix 3.

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

TABLE 3

Data Reporting Impact
(Average per organization)

	Before/Without SAP BTP with SAP S/4HANA Cloud	With SAP BTP with SAP S/4HANA Cloud	Difference	Benefit
Average number of reports run per week	149	175	26	15%
Time required per report to run, minutes	11.8	4.3	7.6	64%

n = 6; Source: IDC In-depth Interviews, November 2022

TABLE 5

Data Quality and Governance Benefits
(Average per organization)

	Before/Without SAP BTP with SAP S/4HANA Cloud	With SAP BTP with SAP S/4HANA Cloud	Difference	Benefit
Percent of transactions/ reports with poor data quality	20%	8%	13%	62%
Time to complete per data audit, days	12.2	5.3	6.9	57%

n = 6; Source: IDC In-depth Interviews, November 2022

TABLE 4

Impact on Productivity of Analytics Teams

	Before/Without SAP BTP with SAP S/4HANA Cloud	With SAP BTP with SAP S/4HANA Cloud	Difference	Benefit
Equivalent productivity level in FTEs per organization	9.7	11.8	2.1	21%
Value of productive time per organization per year	$680,200	$824,100	$144,000	21%

n = 6; Source: IDC In-depth Interviews, November 2022

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

TABLE 6

Unplanned Downtime and Performance Impact

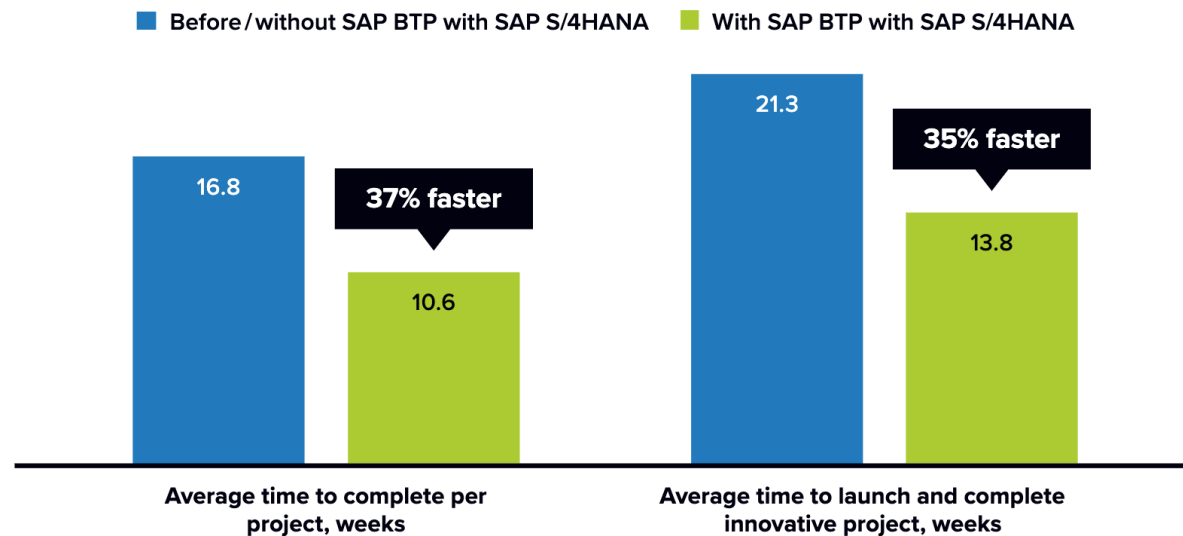|	Before / Without SAP BTP with SAP S/4HANA Cloud	With SAP BTP with SAP S/4HANA Cloud	Difference	Benefit
Number of outages / performance issues per year	90.9	39.8	51.1	56%
MTTR, hours	2.8	1.4	1.4	51%
Productive time lost per year, FTEs	1.8	0.4	1.4	79%
Productive time lost per year, hours per user	5.8	1.2	4.6	79%
Value of lost productive time per year	$126,700	$27,100	$99,600	79%
Total revenue lost per year	$2.53M	$0.82M	$1.70M	67%
Total net revenue lost per year	$379,200	$124,200	$255,100	67%

n = 6; Source: IDC In-depth Interviews, November 2022

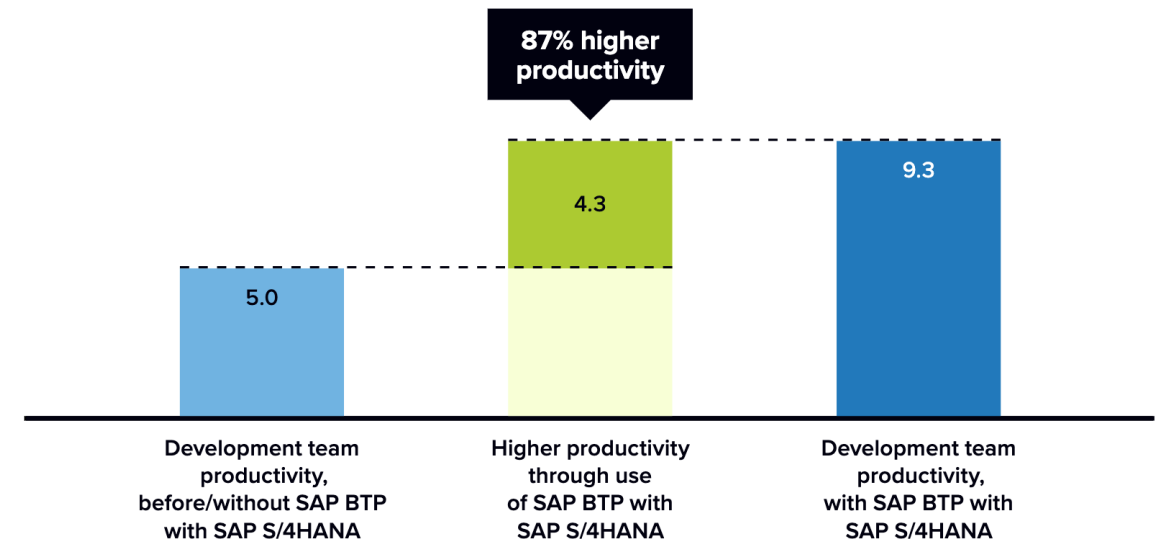# The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

FIGURE 2

Time to Complete Projects and Innovate
(Number of weeks)

■ Before / without SAP BTP with SAP S/4HANA   ■ With SAP BTP with SAP S/4HANA

- 16.8
- **37% faster**
- 10.6
- **Average time to complete per project, weeks**

- 21.3
- **35% faster**
- 13.8
- **Average time to launch and complete innovative project, weeks**

n = 6; Source: IDC In-depth Interviews, November 2022

For an accessible version of the data in this figure, see **Data from Figure 2** in Appendix 3.

FIGURE 3

Impact on Development Team Productivity
(Equivalent productivity, FTEs per organization)

- **87% higher productivity**
- 5.0
- 4.3
- 9.3

- Development team productivity, before/without SAP BTP with SAP S/4HANA
- Higher productivity through use of SAP BTP with SAP S/4HANA
- Development team productivity, with SAP BTP with SAP S/4HANA

n = 6; Source: IDC In-depth Interviews, November 2022

For an accessible version of the data in this figure, see **Data from Figure 3** in Appendix 3.

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

FIGURE 4

Data Automation Benefits
(Percent benefit with SAP BTP with SAP S/4HANA)

Percent fewer business processes with error	63%
Reduced time to address per error	56%

TABLE 7

Impact on Business Processes
(Business process-related efficiencies)

	Per organization	Per 100 users
Efficiencies realized (time savings, FTEs)	13.4	2.3
Value of time savings	$937,000	$160,200
Number of hours saved per year	25,165	4,302

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

TABLE 8

Impact on Line of Business Productivity Gains

	Before / without SAP BTP with SAP S/4HANA Cloud	With SAP BTP with SAP S/4HANA Cloud	Difference	Benefit
Equivalent productivity level in FTEs per organization, impacted LOB teams	141.3	156.2	14.8	10%
Value of productive time per organization per year	$9.89M	$10.93M	$1.04M	10%
Number of productive hours per impacted user per year	1,880	2,077	197	10%

n = 6; Source: IDC In-depth Interviews, November 2022

TABLE 9

Business Productivity Benefits, Higher Revenue

	Per organization	Per 100 users
Higher revenue per year	$7.44M	$1.27M
Assumed operating margin	15%	15%
Higher net revenue per year	$1.12M	$190,700
Operational cost savings	$200,000	$34,200

n = 6; Source: IDC In-depth Interviews, November 2022

The Business Value of SAP BTP with SAP S/4HANA Cloud

Business Value & Quantified Benefits

TABLE 10

Three-Year ROI Analysis

	Average per organization	Average per 100 users
Benefit (discounted)	$9.02M	$1.54M
Investment (discounted)	$1.47M	$0.25M
Net present value (NPV)	$7.55M	$1.29M
ROI (NPV/investment)	514%	514%
Payback period	8 months	8 months
Discount rate	12%	12%

n = 6; Source: IDC In-depth Interviews, November 2022

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Thank you!

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