THE DIGITAL ENTERPRISE

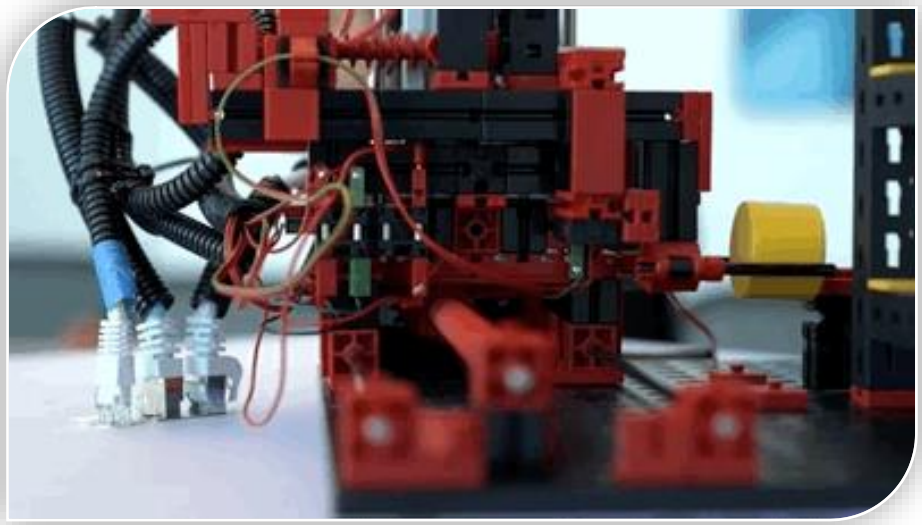
A Manufacturer's SAP Innovation Journey

ASUG Carolinas | June 23, 2023

Cagdas Izgu
SAP Solution Architect
CNT Management Consulting Inc

Session Highlights

- An SAP Story about how a Manufacturing Company is running completely on 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, ...)



The Digital Enterprise Showcase is also available as Live Demonstration

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ASUG

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**
- Takeaways, Q&A

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CNT Management Consulting

SAP Gold Partner

SAP Pinnacle Awards 2021 Winner

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CNT Portfolio

SAP Business Transformation

- #rise2s4 conversion package to RISE with SAP
- #run2s4 conversion package ECC to SAP S/4HANA
- SAP S/4HANA pre-studies and roadmaps
- SAP S/4HANA greenfield implementations
- SAP S/4HANA brownfield conversions

SAP Consulting

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

SAP Cloud Solutions

- SAP S/4HANA Cloud and RISE with SAP PCE
- SAP Ariba / Spend and SAP Business Networks
- SAP CX, CS / Customer Experience, Service Cloud
- SAP IBP/ Integrated Business Planning
- SAP SuccessFactors and Concur
- SAP DMC/ Digital Manufacturing Cloud
- SAP BTP/ Business Technology Platform

SAP Industry Best Practices

- Industry-specific end-to-end processes
- Plug-in solutions for industrial manufacturing
- Industries: Manufacturing, Industrial Manufacturing, Regulated Industries, and various others

CNT is an SAP implementation firm covering the complete SAP spectrum

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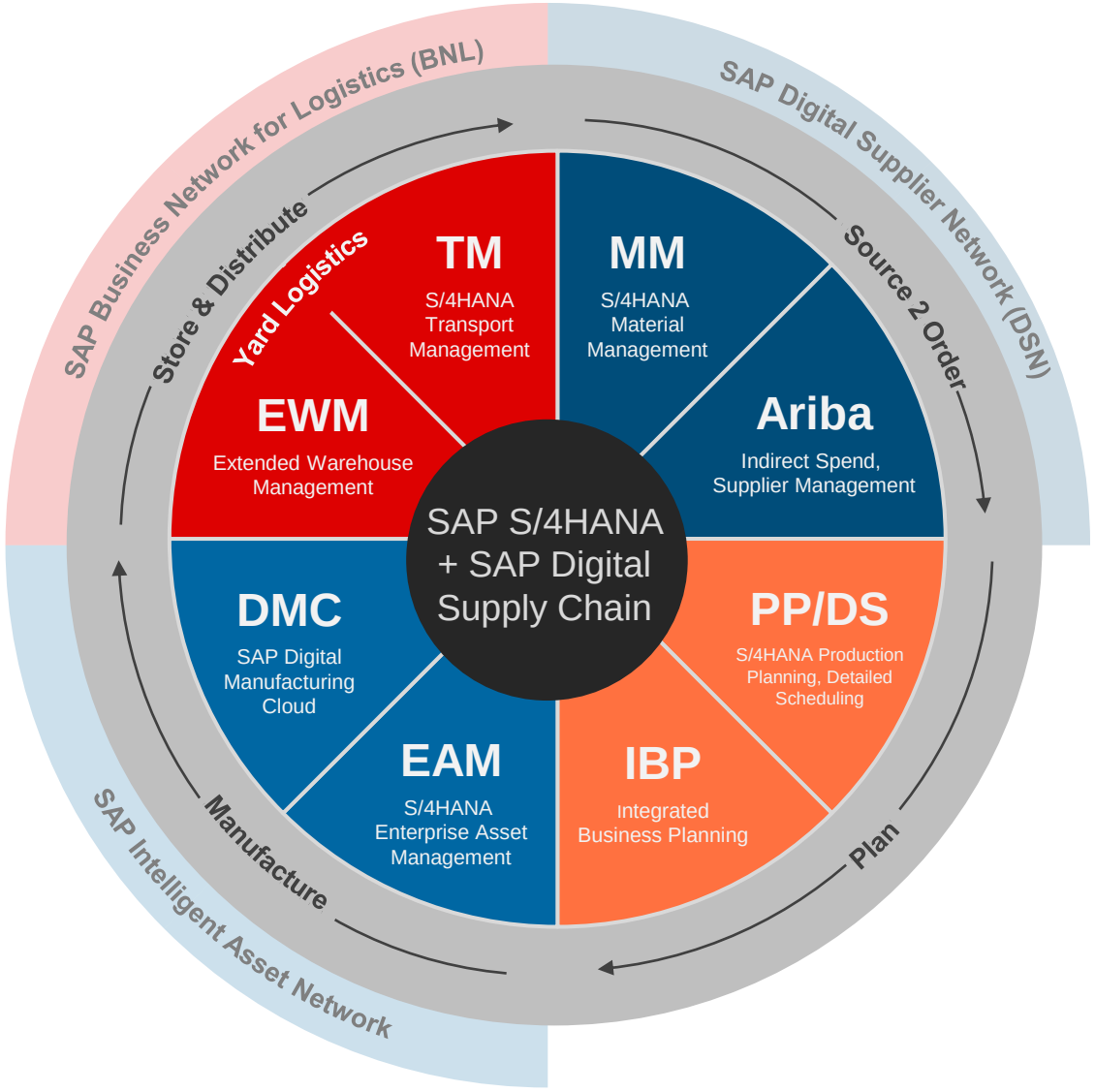
Integrated Digital Supply Chain with and around SAP S/4HANA



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.

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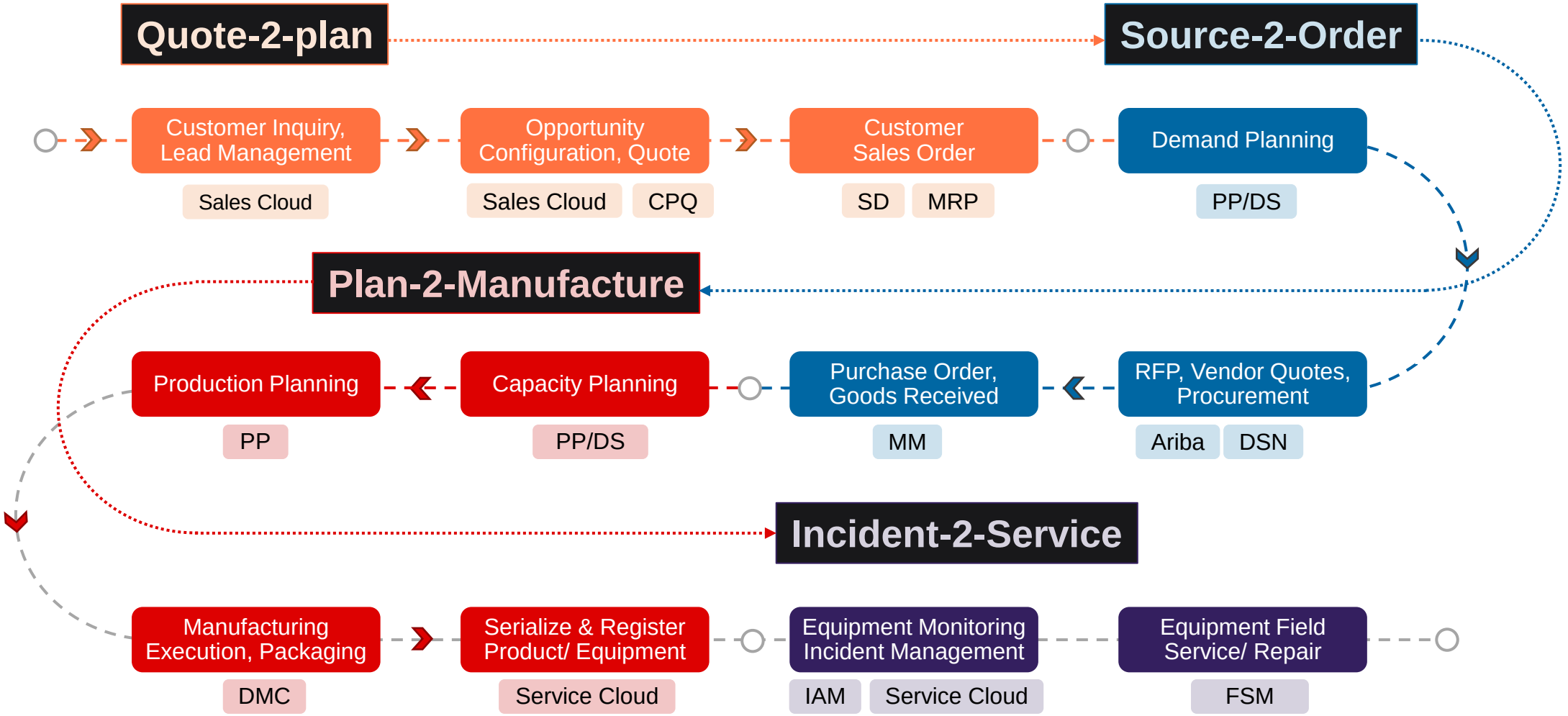
The Digital Enterprise Processes



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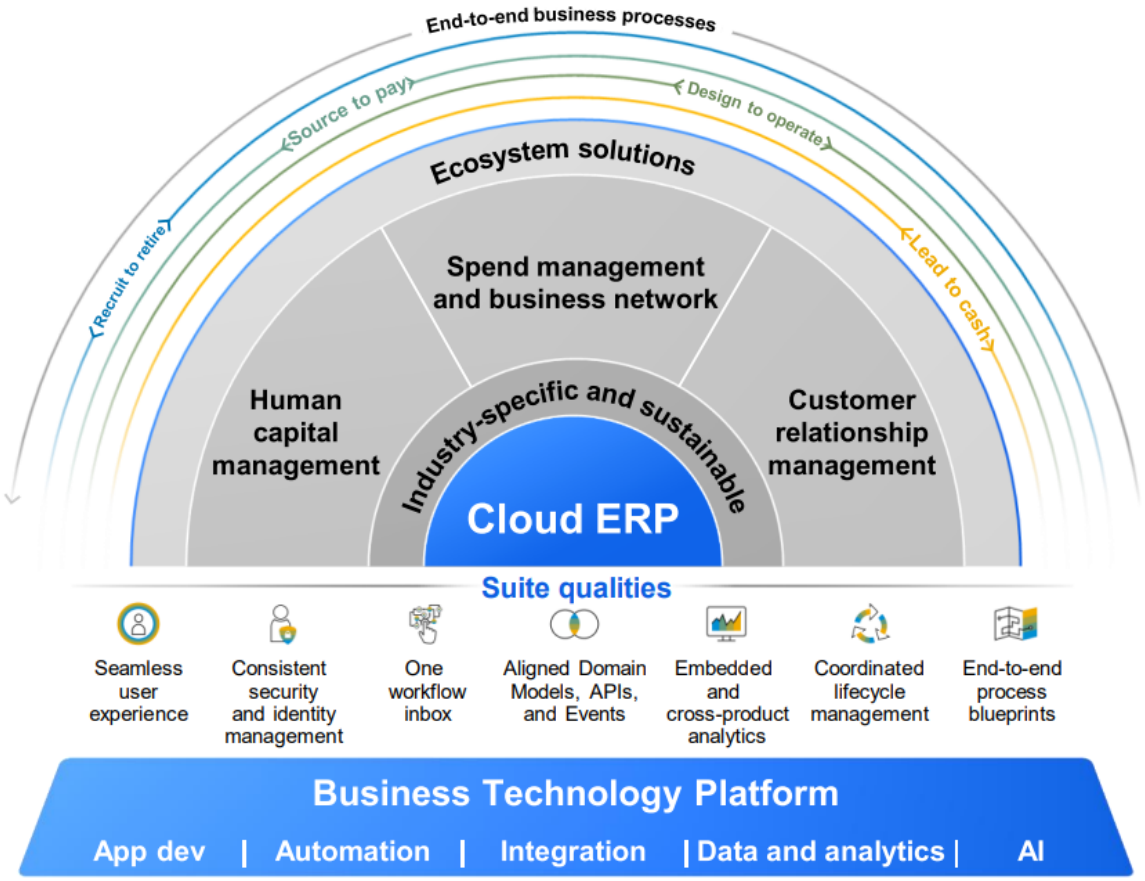
Powered by SAP Business Technology Platform



Unified Platform

- Innovation along end-to-end processes
- Embedded in SAP's LoB and industry solutions
- Seamlessly integrated services

Openness

- Interoperability with open-source and best-of-breed
- Easy integration to 3rd party apps & data
- Flexibility for multi-cloud deployment

Business Centricity

- Actionable use cases
- Semantic data access
- Pre-built content
- Ease of use

Source: www.sap.com'

BTP is the current and future technological foundation for all SAP applications and enables 'keeping the core clean' paradigm with S/4HANA.

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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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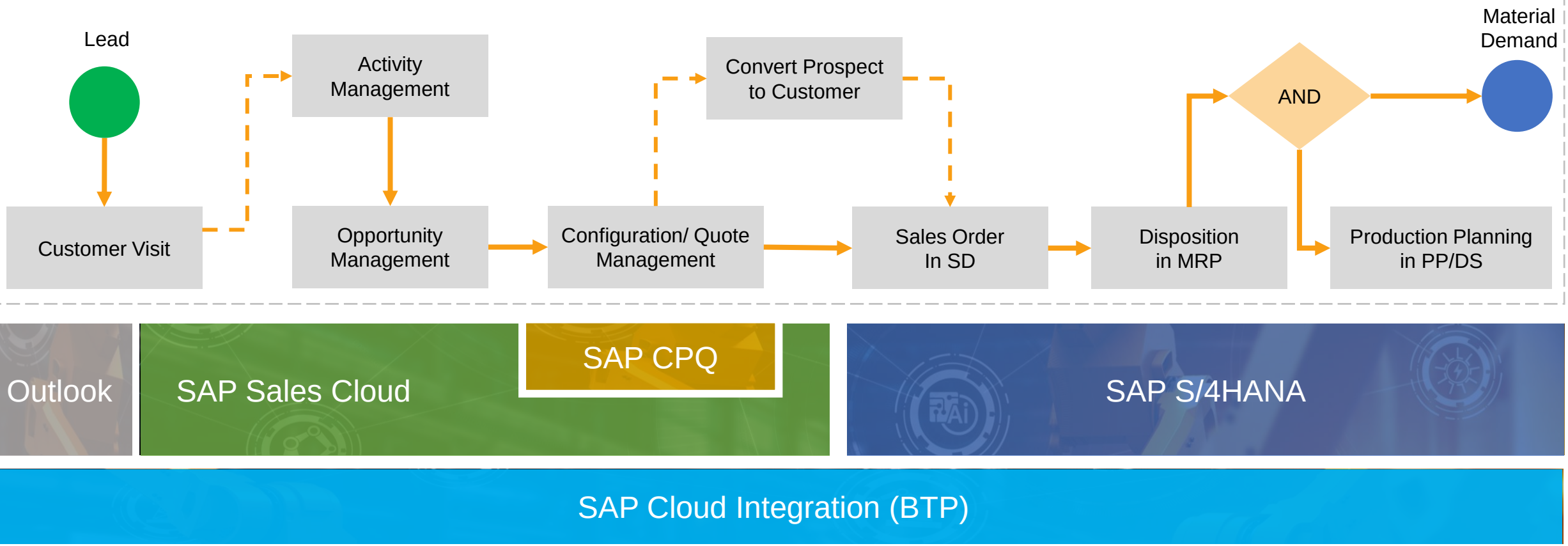
The Sales Story – Workflow

Quote-2-Plan



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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/HANA 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

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CNT MAKES YOUR CRM AND CX RUN

Startseite
Kalender
Feed
Analyse
Kunden
Wettbewerber
Aktivitäten
Besuche
Verkauf
Tickets
Verträge
Produkte
Installation
Bibliothek
Vertreter

Produkte

Alle Produkte - CNT IoT Showcase (8)

CNT IoT Lagerroboter C1X
1377

Externe Nummer	000000000000001377
Sparte	Maschinenbau
Kategorie	Fertigungskomponente

CNT IoT Zahnrad Z40/32, schwarz
1382

Externe Nummer	000000000000001382
Sparte	Allgemein
Kategorie	Elektronisches Bauteile

CNT IoT Robotic proSo
1387

Externe Nummer	00
Sparte	Ma
Kategorie	Ele

CNT IoT Motor XS 9V, schwarz
1380

Externe Nummer	000000000000001380

CNT IoT - Querträger 10er Bohrung
1563

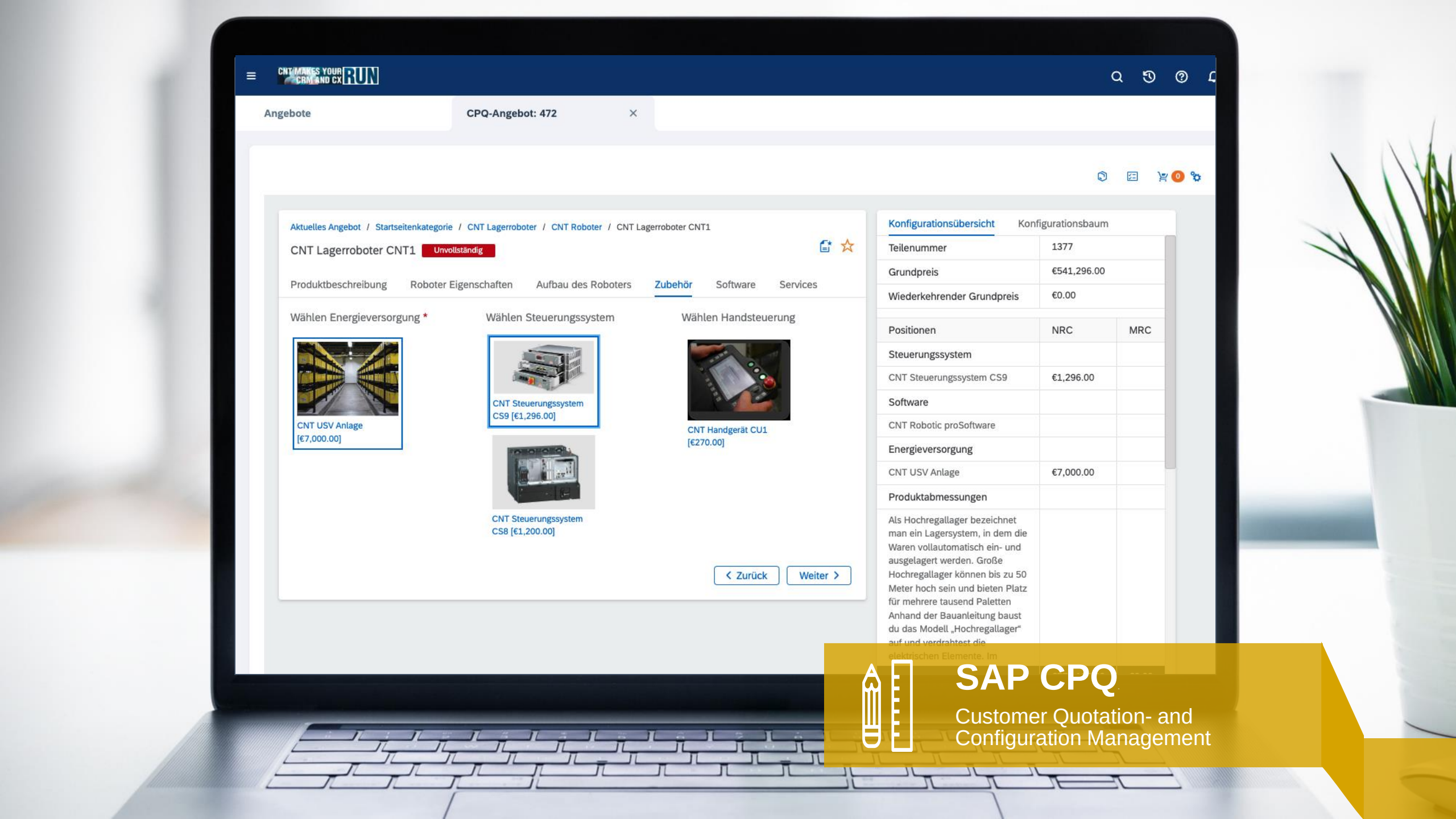
Externe Nummer	000000000000001563

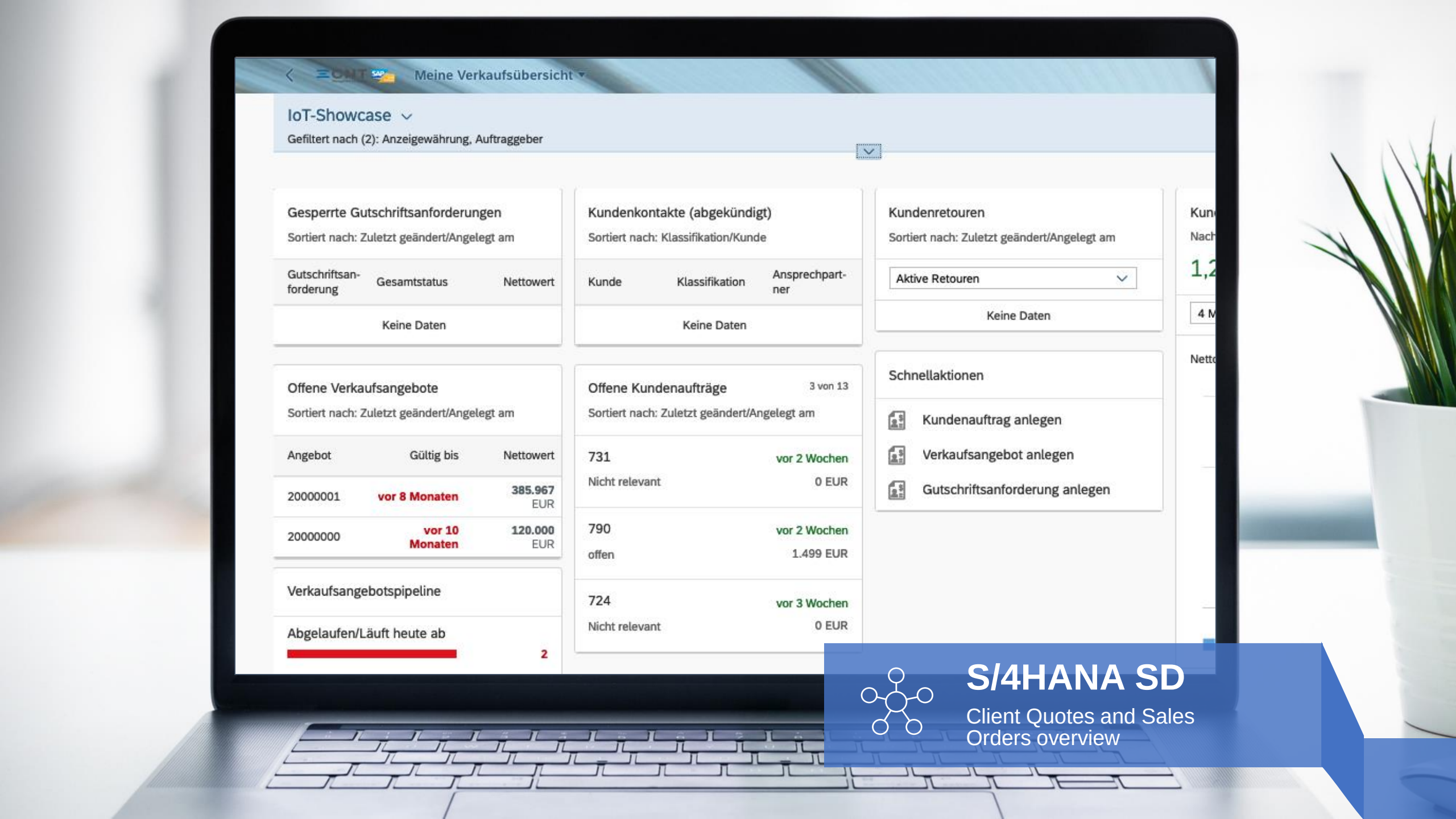
CNT IoT - Längsträger 2
1562

Externe Nummer	00

SAP Sales Cloud

With product data from
the S/4HANA backend


CNT MAKES YOUR CRM AND CX RUN
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 *
CNT USV Anlage [€7,000.00]
Wählen Steuerungssystem
CNT Steuerungssystem CS9 [€1,296.00]
CNT Steuerungssystem CS8 [€1,200.00]
Wählen Handsteuerung
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



S/4HANA SD

Client Quotes and Sales Orders overview

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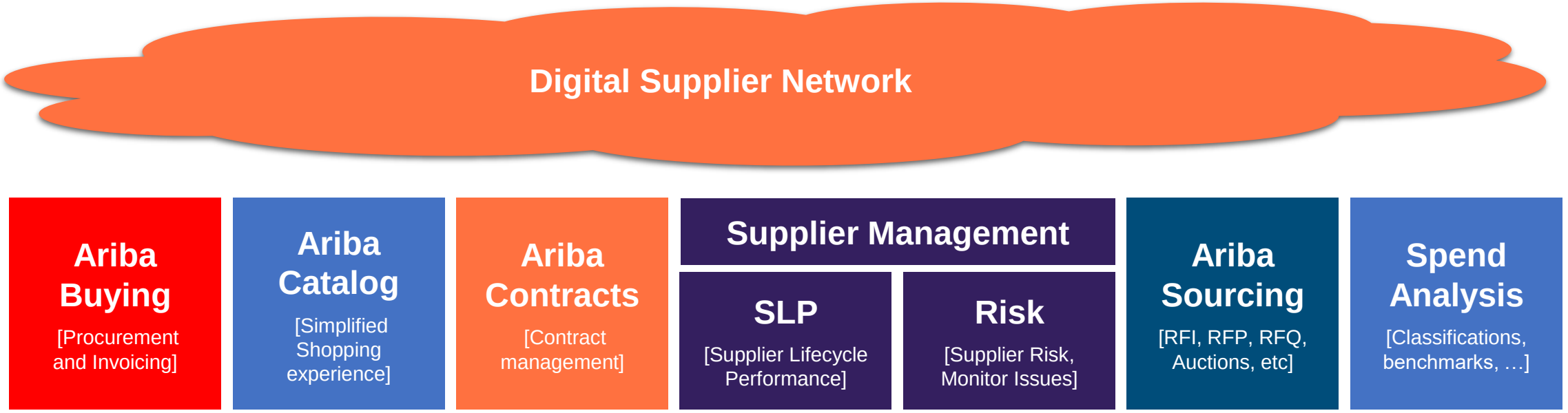
SAP Ariba Components



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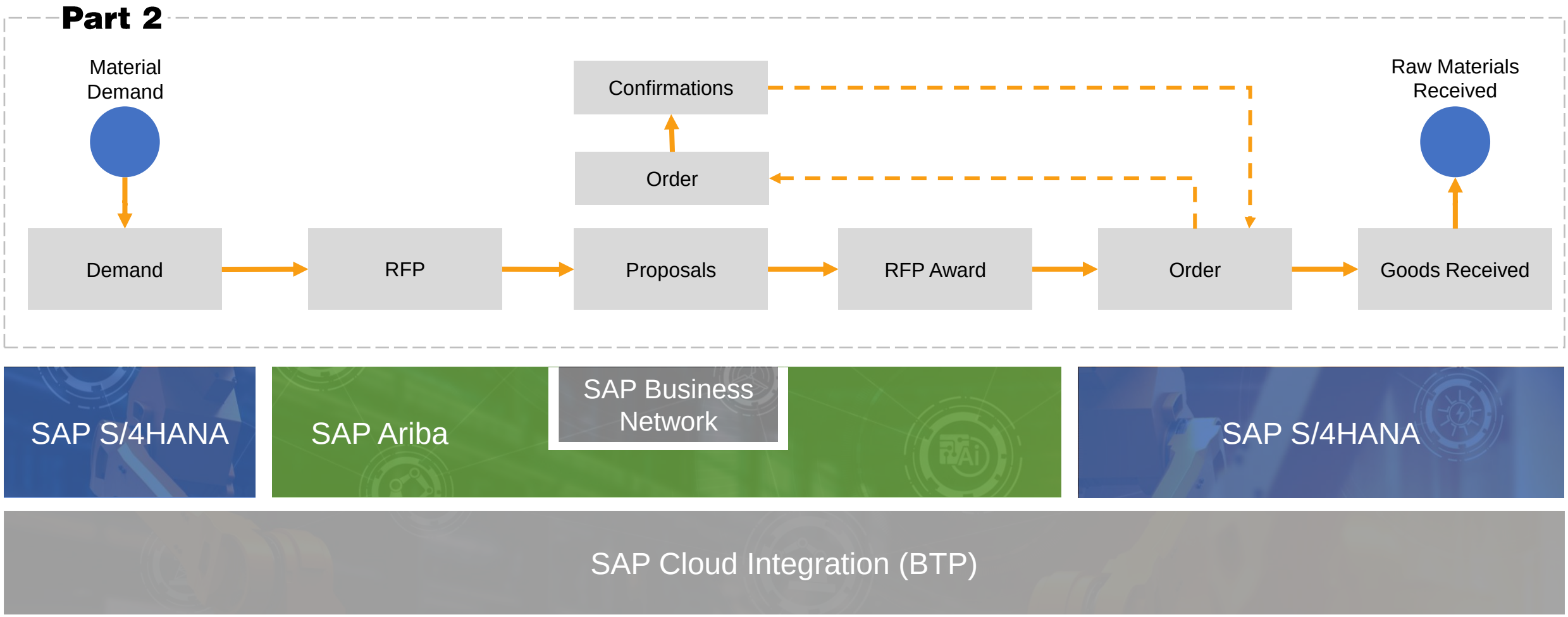
The Procurement Story – Workflow



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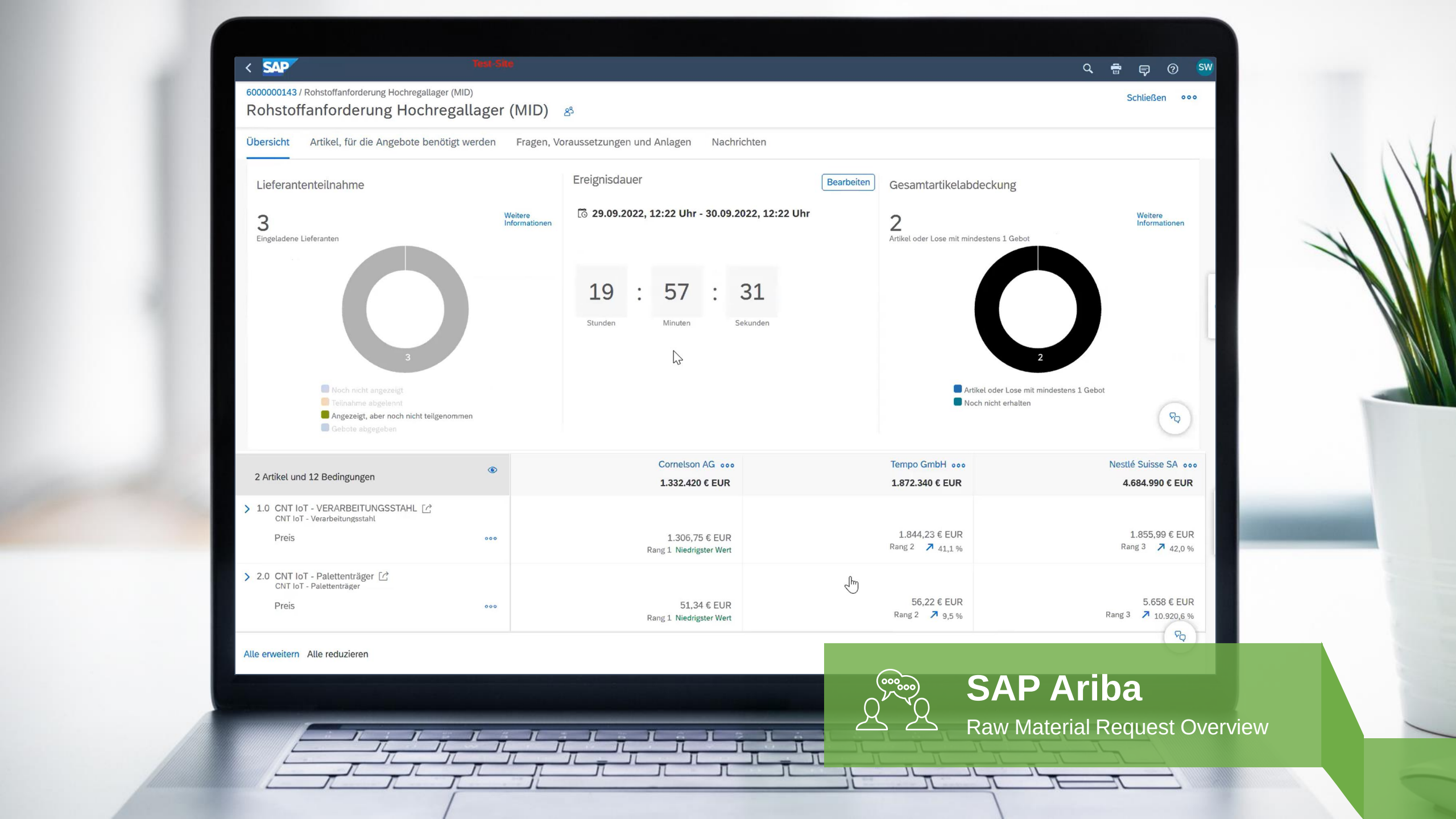
Test-Site
6000000143 / Rohstoffanforderung Hochregallager (MID)
Rohstoffanforderung Hochregallager (MID)
Schließen
Übersicht
Artikel, für die Angebote benötigt werden
Fragen, Voraussetzungen und Anlagen
Nachrichten
Lieferantenteilnahme
3
Eingeladene Lieferanten
Weitere Informationen
Noch nicht angezeigt
Teilnahme abgelehnt
Angezeigt, aber noch nicht teilgenommen
Gebote abgegeben
Ereignisdauer
Bearbeiten
29.09.2022, 12:22 Uhr - 30.09.2022, 12:22 Uhr
19 : 57 : 31
Stunden
Minuten
Sekunden
Gesamtartikelabdeckung
2
Artikel oder Lose mit mindestens 1 Gebot
Weitere Informationen
Artikel oder Lose mit mindestens 1 Gebot
Noch nicht erhalten
2 Artikel und 12 Bedingungen
Cornelson AG
1.332.420 € EUR
Tempo GmbH
1.872.340 € EUR
Nestlé Suisse SA
4.684.990 € EUR
1.0 CNT IoT - VERARBEITUNGSSTAHL
CNT IoT - Verarbeitungsstahl
Preis
1.306,75 € EUR
Rang 1 Niedrigster Wert
1.844,23 € EUR
Rang 2 41,1 %
1.855,99 € EUR
Rang 3 42,0 %
2.0 CNT IoT - Palettenträger
CNT IoT - Palettenträger
Preis
51,34 € EUR
Rang 1 Niedrigster Wert
56,22 € EUR
Rang 2 9,5 %
5.658 € EUR
Rang 3 10.920,6 %
Alle erweitern
Alle reduzieren
SAP Ariba
Raw Material Request Overview

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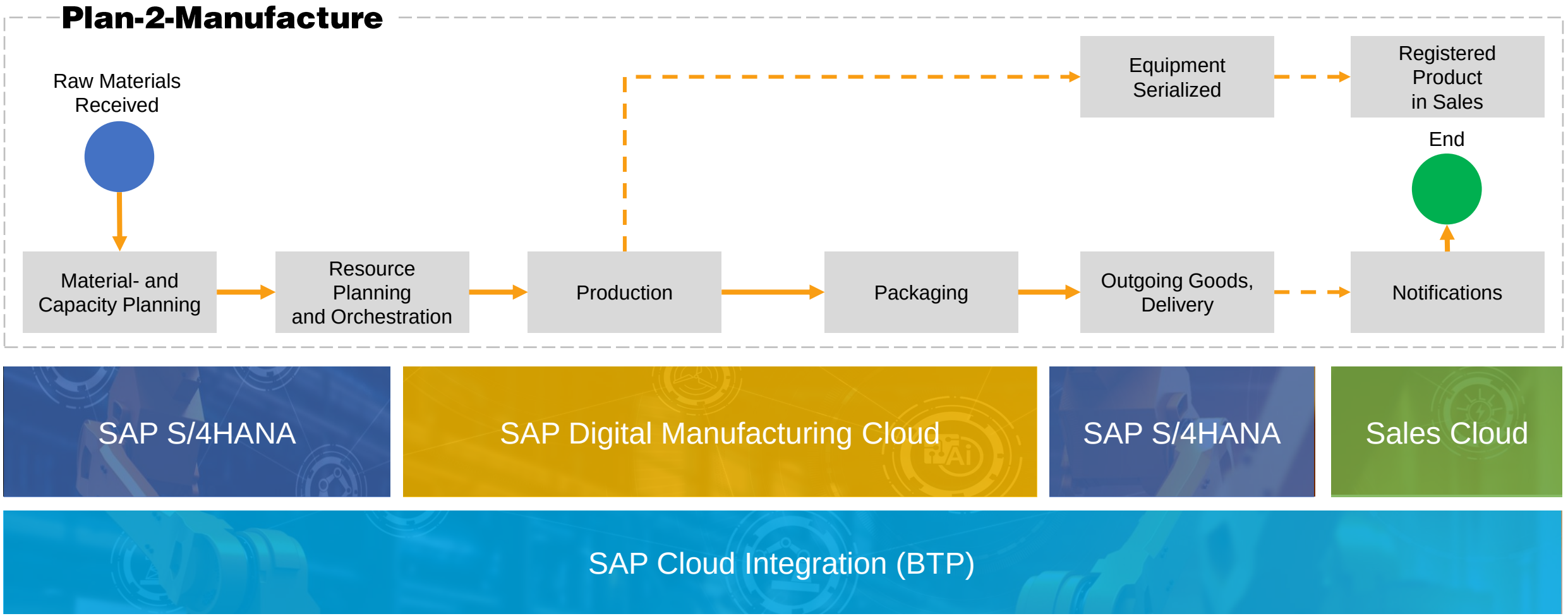
The Manufacturing Story - Workflow



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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

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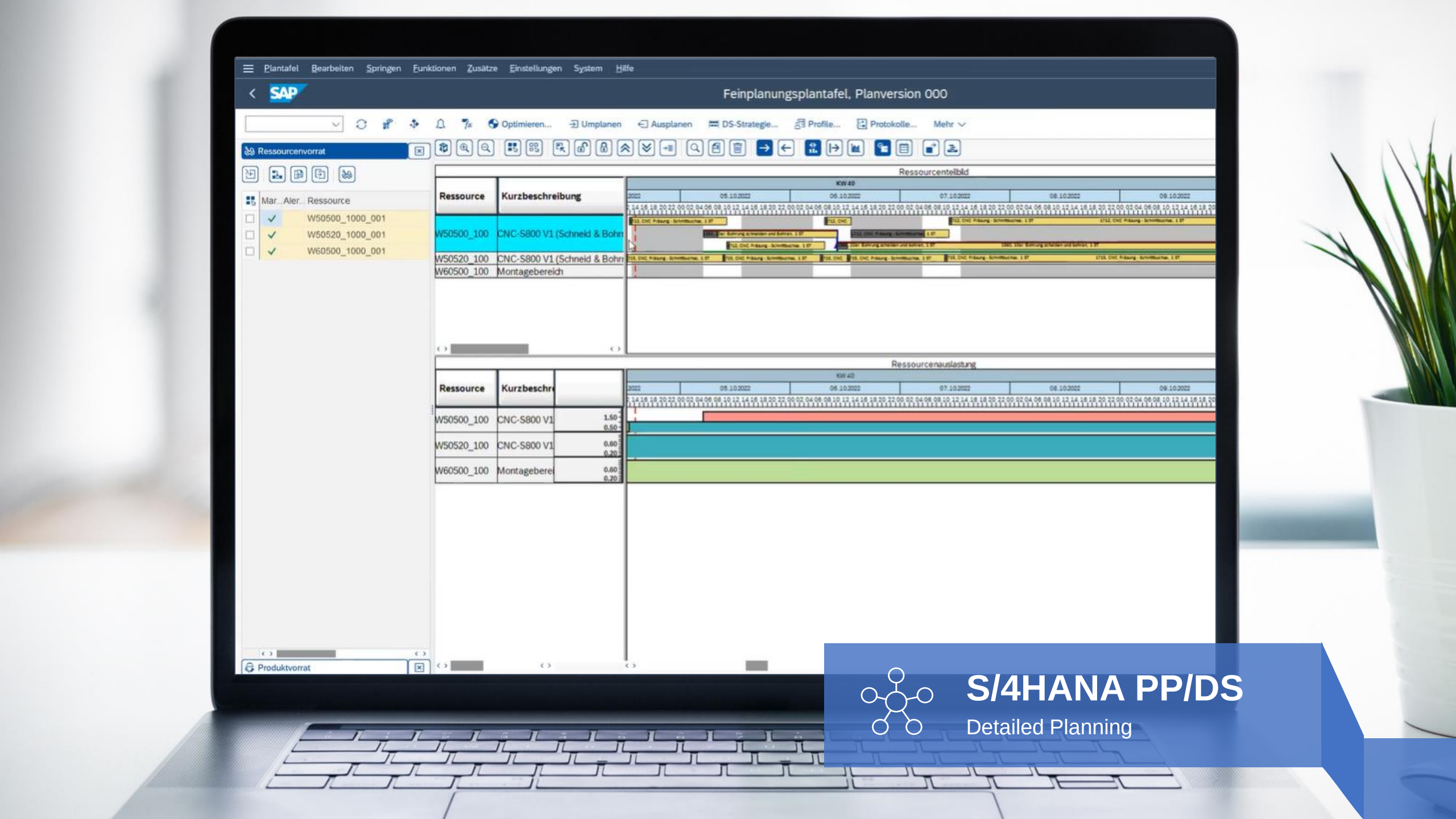
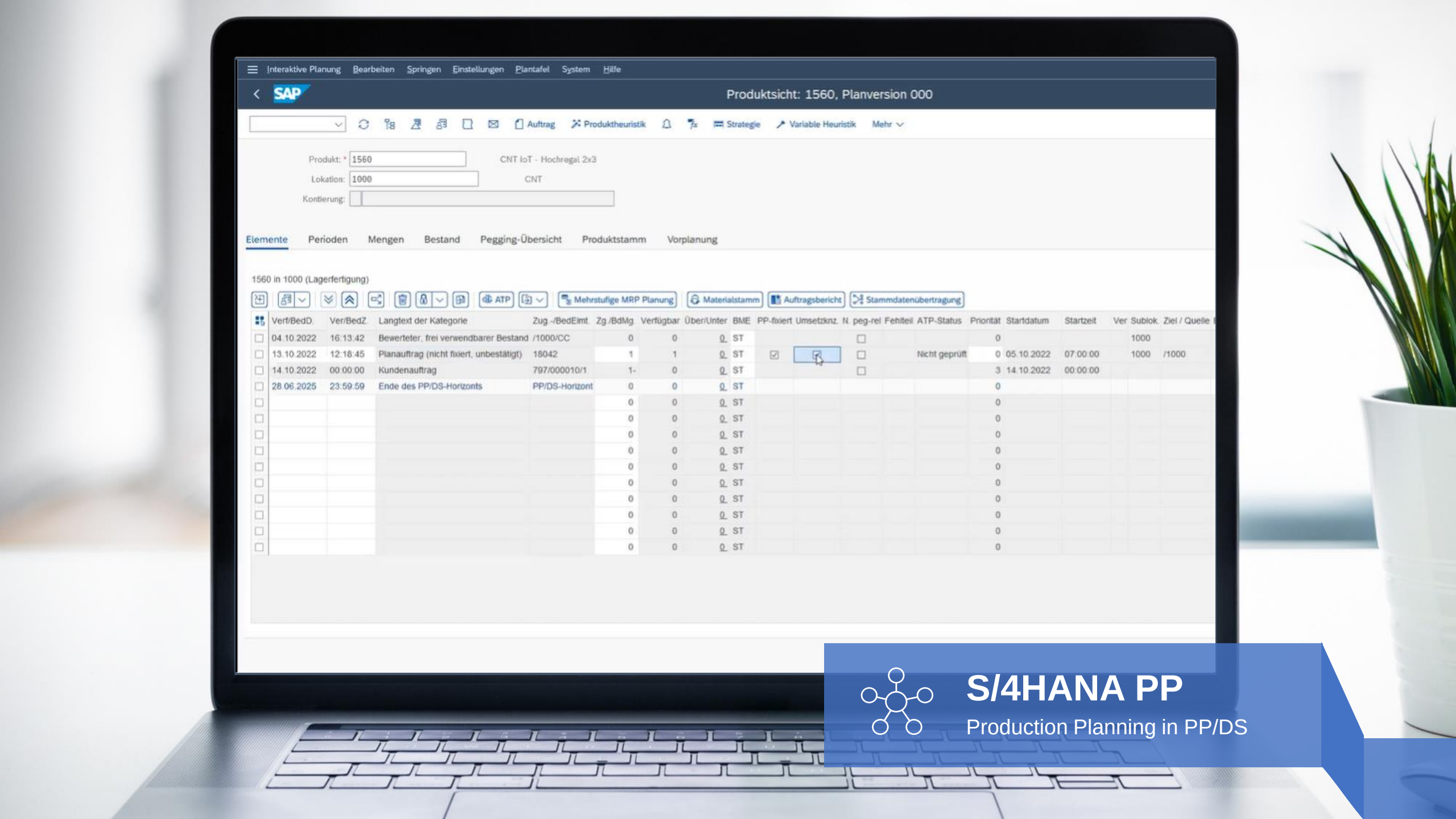
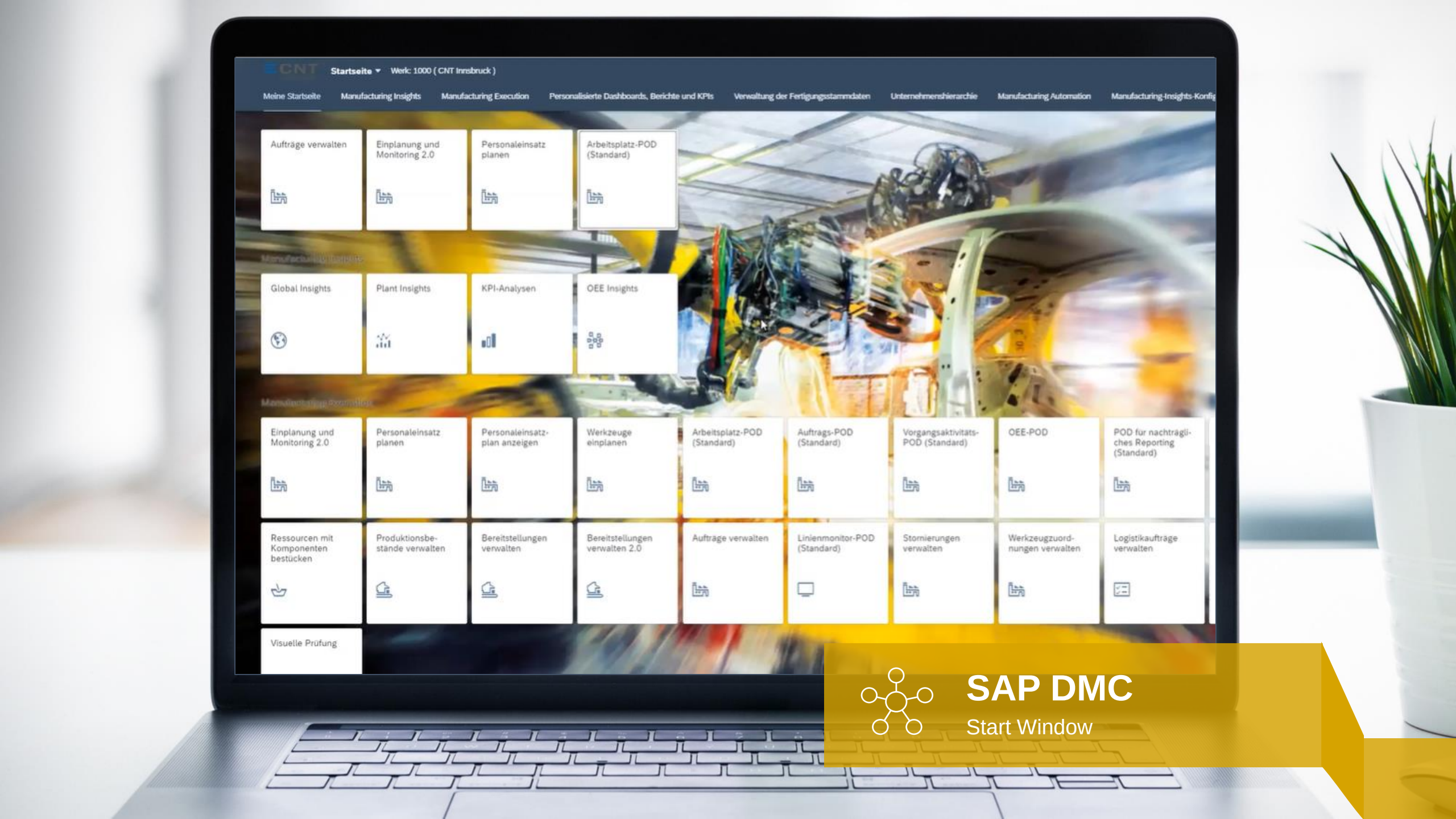
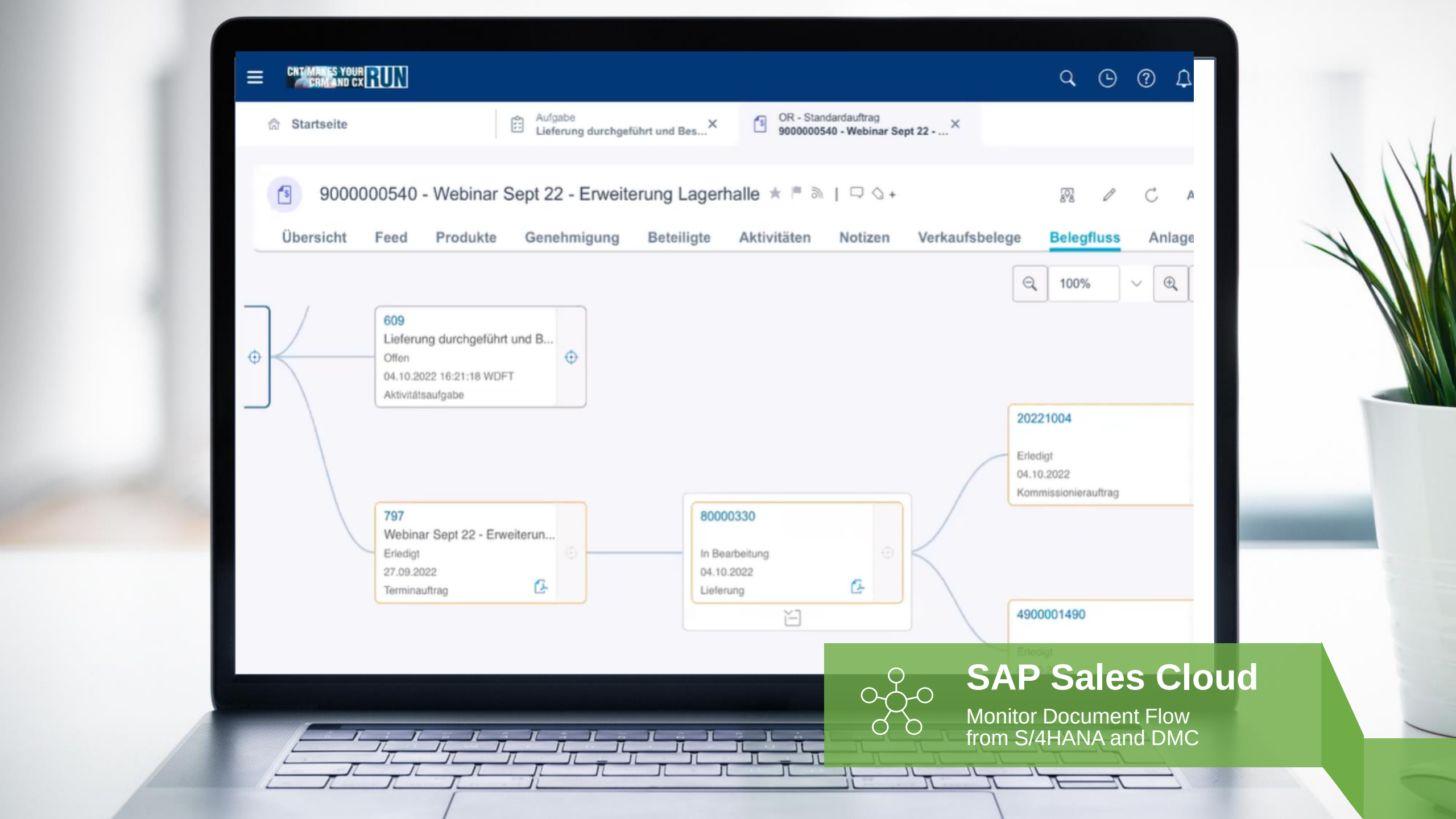

Plantafel Bearbeiten Springen Funktionen Zusätze Einstellungen System Hilfe
Feinplanungsplantafel, Planversion 000
Optimieren... Umplanen Ausplanen DS-Strategie... Profile... Protokolle... Mehr
Ressourcenvorrat
Mar... Aler... Ressource
W50500_1000_001
W50520_1000_001
W60500_1000_001
Produktvorrat
Ressourcenteilbild
Ressource
Kurzbeschreibung
W50500_100
CNC-S800 V1 (Schneid & Bohr
W50520_100
CNC-S800 V1 (Schneid & Bohr
W60500_100
Montagebereich
KW 40
Ressourcenauslastung
Ressource
Kurzbeschr
W50500_100
CNC-S800 V1
1.50
0.50
W50520_100
CNC-S800 V1
0.60
0.20
W60500_100
Montageberei
0.60
0.20
S/4HANA PP/DS
Detailed Planning


Interaktive Planung Bearbeiten Springen Einstellungen Plantafel System Hilfe
SAP
Produktsicht: 1560, Planversion 000
Auftrag Produktheuristik Strategie Variable Heuristik Mehr
Produkt: 1560 CNT IoT - Hochregal 2x3
Lokation: 1000 CNT
Kontierung:
Elemente Perioden Mengen Bestand Pegging-Übersicht Produktstamm Vorplanung
1560 in 1000 (Lagerfertigung)
ATP Mehrstufige MRP Planung Materialstamm Auftragsbericht Stammdatenübertragung
Verf/BedD. Ver/BedZ. Langtext der Kategorie Zug.-/BedElmt. Zg./BdMg. Verfügbar Über/Unter BME PP-fixiert Umsetzknz. N. peg-rel Fehlteil ATP-Status Priorität Startdatum Startzeit Ver Sublok Ziel / Quelle
04.10.2022 16:13:42 Bewerteter, frei verwendbarer Bestand /1000/CC 0 0 0 ST 0 1000
13.10.2022 12:18:45 Planauftrag (nicht fixiert, unbestätigt) 18042 1 1 0 ST Nicht geprüft 0 05.10.2022 07:00:00 1000 /1000
14.10.2022 00:00:00 Kundenauftrag 797/000010/1 1- 0 0 ST 3 14.10.2022 00:00:00
28.06.2025 23:59:59 Ende des PP/DS-Horizonts PP/DS-Horizont 0 0 0 ST 0
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
100%
609
Lieferung durchgeführt und B...
Offen
04.10.2022 16:21:18 WDFT
Aktivitätsaufgabe
797
Webinar Sept 22 - Erweiterun...
Erledigt
27.09.2022
Terminauftrag
80000330
In Bearbeitung
04.10.2022
Lieferung
20221004
Erledigt
04.10.2022
Kommissionierauftrag
4900001490
SAP Sales Cloud
Monitor Document Flow
from S/4HANA and DMC

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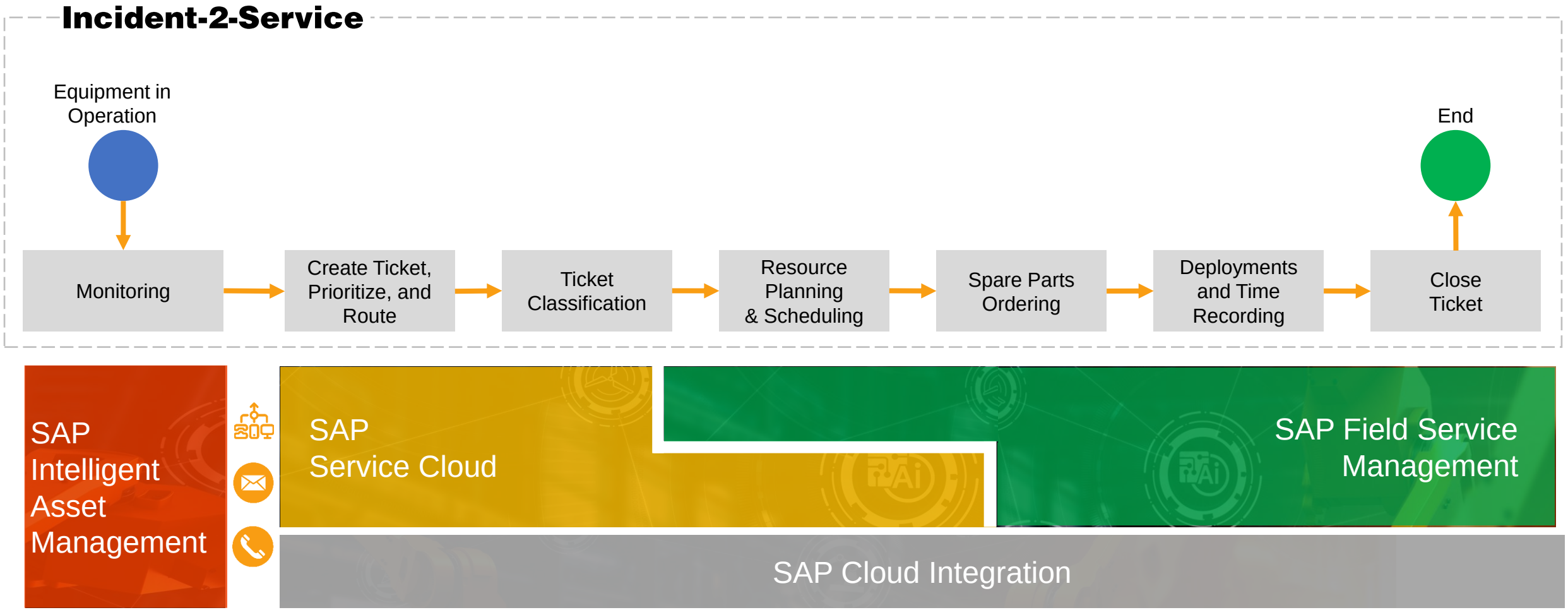
The Service Story - Workflow



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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

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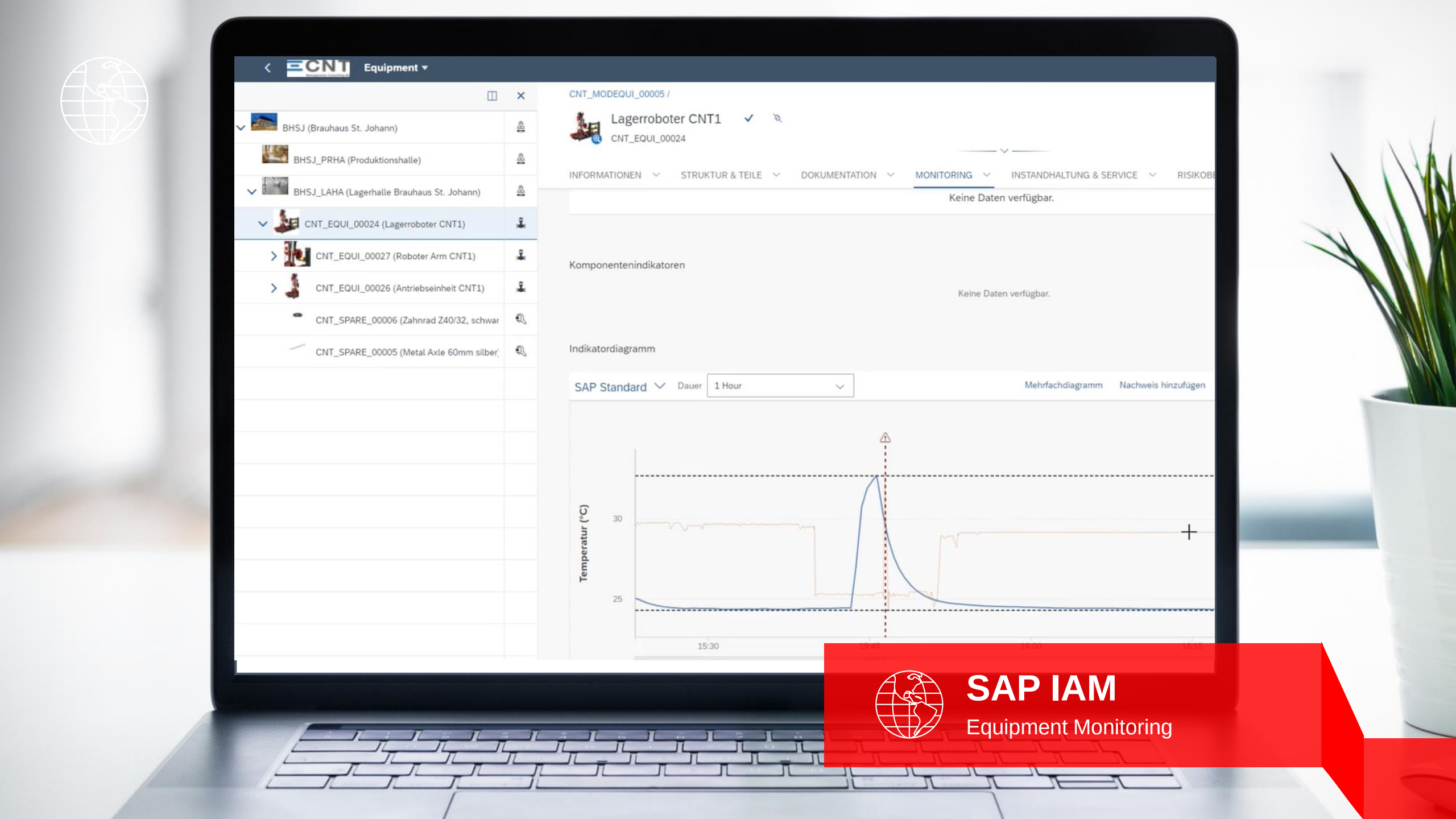
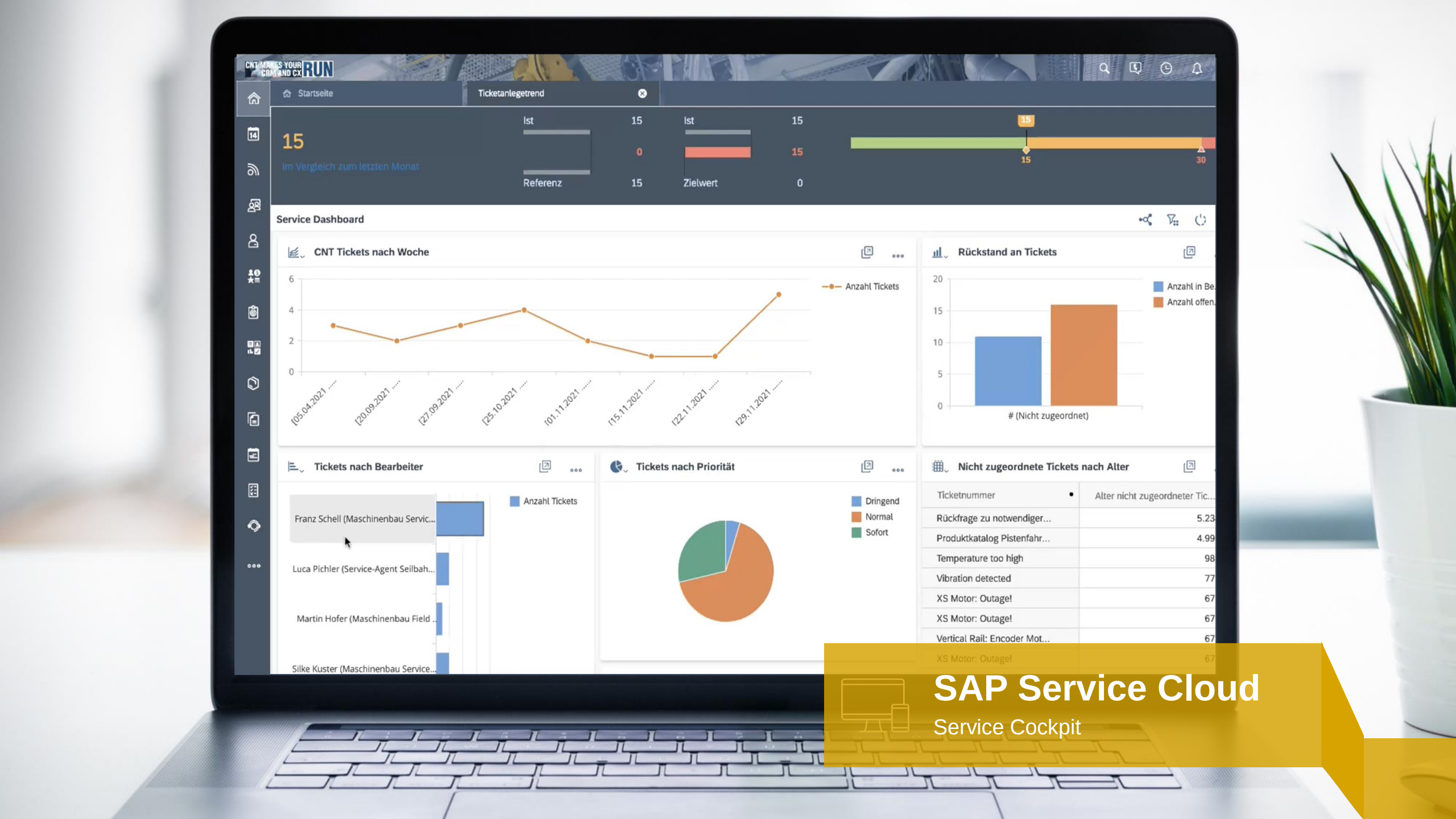


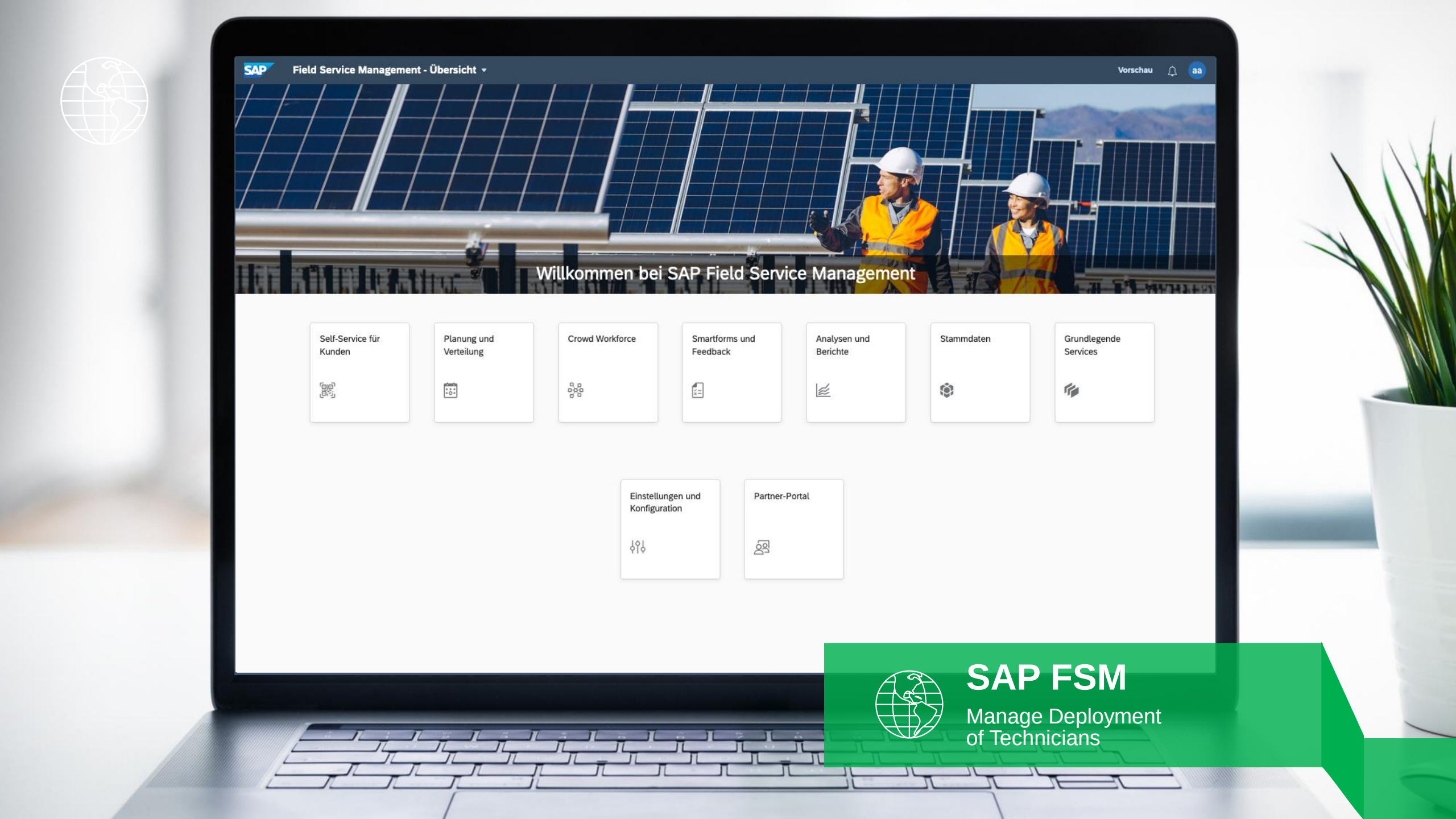
SAP IAM

Equipment Monitoring



SAP Service Cloud

Service Cockpit



SAP FSM

Manage Deployment of Technicians

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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.

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

Get on the CNT distribution list to reserve your spot!

Questions?

For questions after this session, contact us at

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Thank you.

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