

SAP AppHaus:

Become an influencer and get hands-on experience with SAP Business Technology Platform (BTP)

August 3, 2022
Sally Lawler Kennedy, Frank Densborn AppHaus



Northern California Chapter



"77% of CEOs said their company will fundamentally change the way it engages and interacts with its customers."



Accenture's **Business of Experience** report:

https://www.accenture.com/us-en/insights/interactive/business-of-experience?c=acn_glb_salesforcecustomedium_12061904&n=smc_0321_

"87% of business leaders report that digitalization is their company's top priority. All too often, excessive focus on the technology itself means many leaders simply overlook the importance of planning and preparation with people in mind."

Source: THE PEOPLE BUSINESS: WHY SUCCESSEUL DIGITAL TRANSFORMATIONS RELY ON THE HUMAN FACTOR

SAP AppHaus

VISION

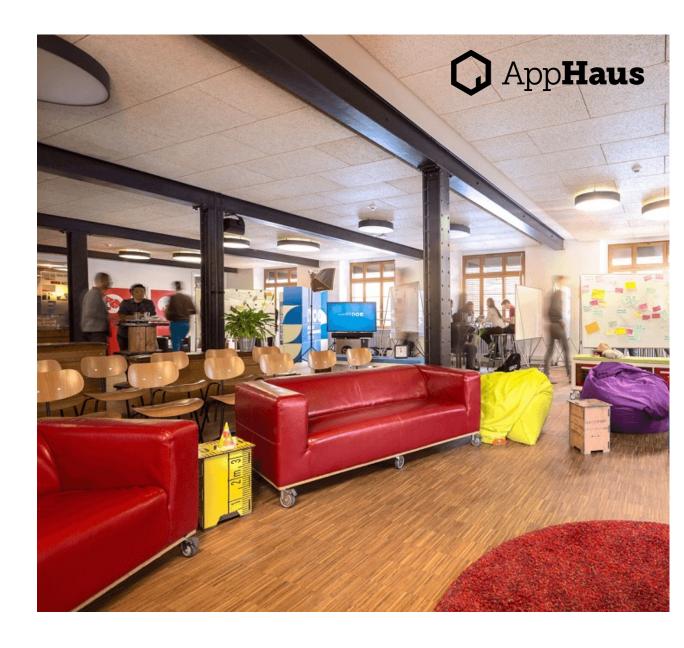
Deliver Human-Centered Innovation to ALL customers

MISSION

We apply a Human-Centered Innovation approach to transform business data into customer value with SAP Business Technology Platform

https://apphaus.sap.com

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What we do

Create BTP Customer
Success Stories and
References

Run Customer Projects on SAP BTP

Empower people with Innovation Toolkit



Scale via AppHaus Network
Partners

Validate actionable Use Cases with customers

Improve BTP based on direct customer feedback

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SAP AppHaus Network – 22 AppHaus Locations

5 SAP AppHaus & 17 SAP AppHaus Partners





USA















Bourne Digital Melbourne









Sovanta

Hamburg

USA



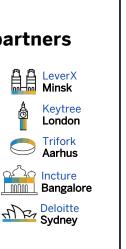














SAP AppHaus Network

81,000+ visitors

3,300+ workshops/events

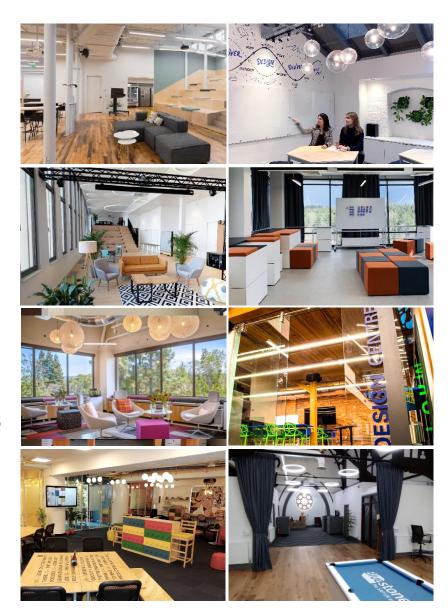
250+ customer success stories

40 awards and recognitions

1000+ customer projects

15,000+ people enabled in Design Thinking

12,000+ employees at partners

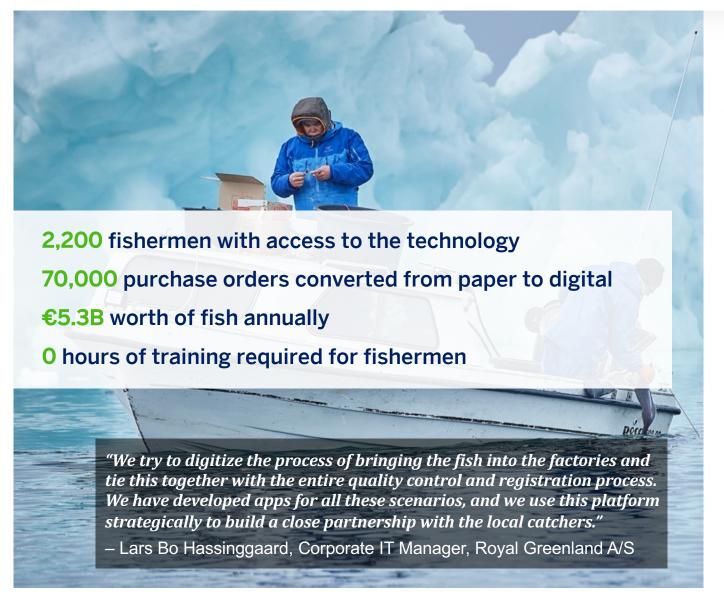




Royal Greenland Supporting Sustainable Fishing from Sea to Fishermen to Table





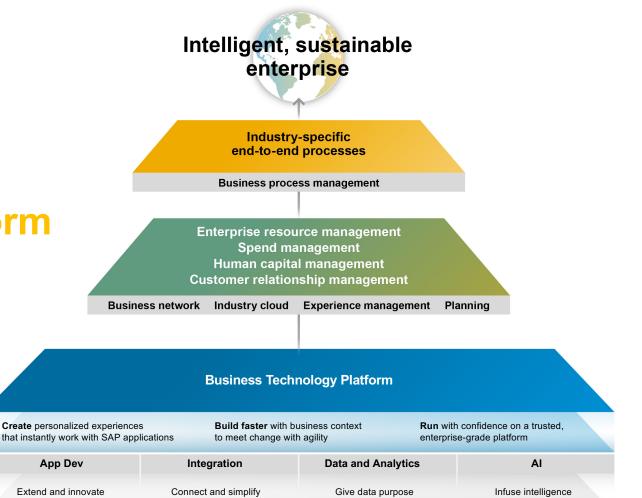




SAP BTP

SAP Business Technology Platform is the foundation of the Intelligent **Sustainable Enterprise**

App Dev



BTP Get Started



Pay-as-you-Go (PAYG) is a fast and easy way to jump start innovation with SAP BTP.

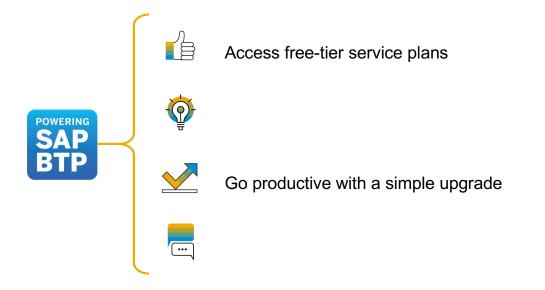


Cloud Platform Enterprise Agreement (CPEA) allows for the consumption of cloud credits based on actual usage.

Want to Try out SAP BTP?

Sign up for a PAYG account and start today with our free tier service plans!

Need ideas? Check out the "Free Tier" missions on SAP Discovery Center



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Sunrise Program

is a program to help our customers to make innovation real using SAP Business Technology Platform

Value Proposition

- We provide SAP experts to solve your business challenges
- We help identity high value innovation opportunities together with business, IT, and endusers
- We apply a human-centered innovation approach to enhance user experience and adoption
- We show you how to leverage SAP Business
 Technology Platform capabilities including prebuilt use case packages

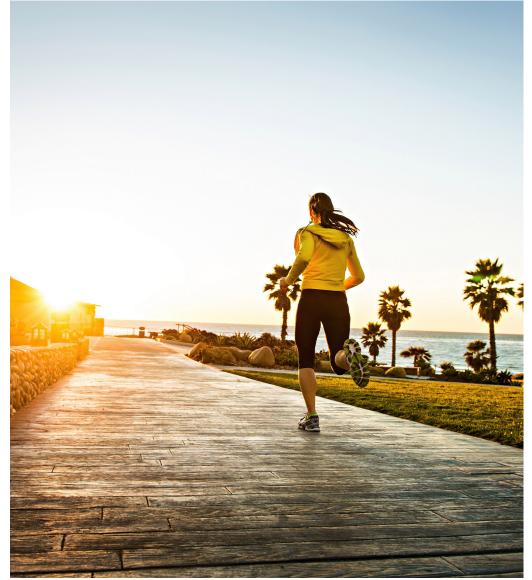


Sunrise Accelerator Program

is a program to accelerate your path to innovation with pre-built use case

Value Proposition

- Quick time-to-value applying pre-built Business
 Technology Platform (BTP) use cases
- Use case mission technical assets from the SAP Discovery Center are free of charge
- Sponsored support from SAP experts along each step of running use case mission



Use Case Missions

Process Automation:

Process and approve your invoices with SAP Process Automation (SAP S/4HANA, 3rd party Applications)

Integrated Financial Planning and Analysis:

<u>Create a Unified Vision with Operational & Strategic Planning</u> (SAP S/4HANA, SAP Analytics Cloud for planning)

<u>Plan and Predict Development of Workforce Demand and Supply</u> (SAP SuccessFactors, SAP Analytics Cloud for planning)

Procurement Insights:

Gain real-time visibility into SAP Ariba Procurement Operations (Ariba)

Mobile Workforce:

<u>Create a custom mobile app to extend HR capabilities (SAP SuccessFactors)</u>

IT Architecture Best Practices:

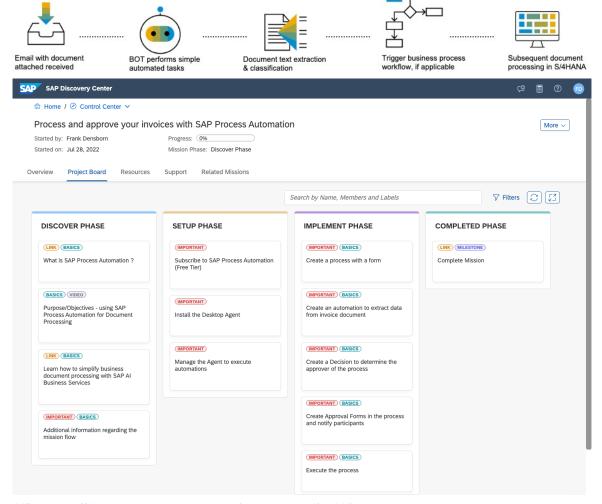
Route traffic between SAP Cloud Integration tenants (Microsoft Azure)

Safeguard key business processes with resilient applications on SAP BTP (SAP S/4HANA)

Setup for SAP S/4HANA Side-by-Side UI Extensions on SAP BTP (SAP S/4HANA)

Extend your business workflow with Microsoft Teams and Outlook (SAP SuccessFactors)

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URL: https://discovery-center.cloud.sap/missiondetail/3260/3344



Value driven results

6.000 documents

checked, classified, and processed each year using one AI bot.

~ 10 digital assistants

carrying out simple automated tasks in accounts, purchasing, and customer services.

91%

of 3,000 incoming emails with relevant attachments per year are automated

Customer Quote

'With our bot-building program, we can flexibly and quickly automate workflows in many functional areas. This enables us to improve efficiency and devote more time to delivering better customer service.'

Daniel Neuhaueser – Head of ERP Core Solutions, Villeroy & Boch

Welcome to the SAP Discovery Center

Learn how to adopt SAP Business Technology Platform and turn data into business value

Search for missions and services

0

OFFERINGS

Our Cosmos



Implement your use cases on SAP Business Technology

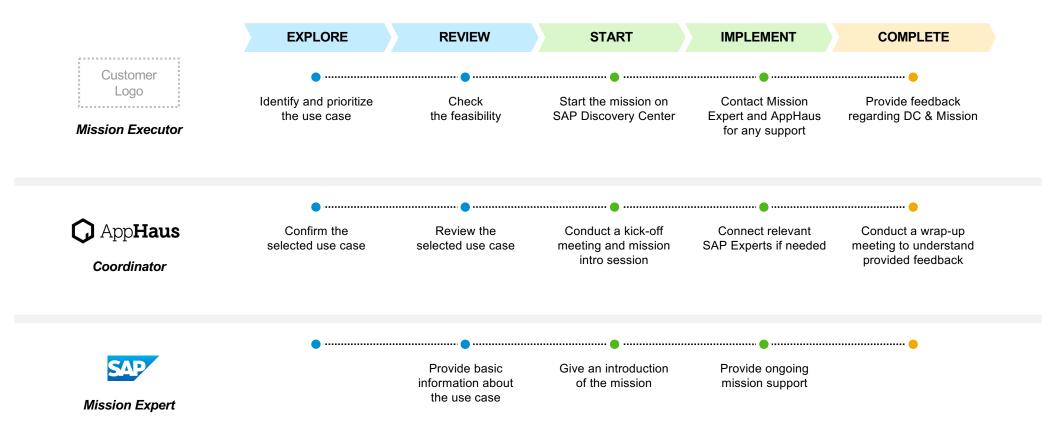
Platform, with step-by-step guidance and a well-established support from topic experts and SAP Community.



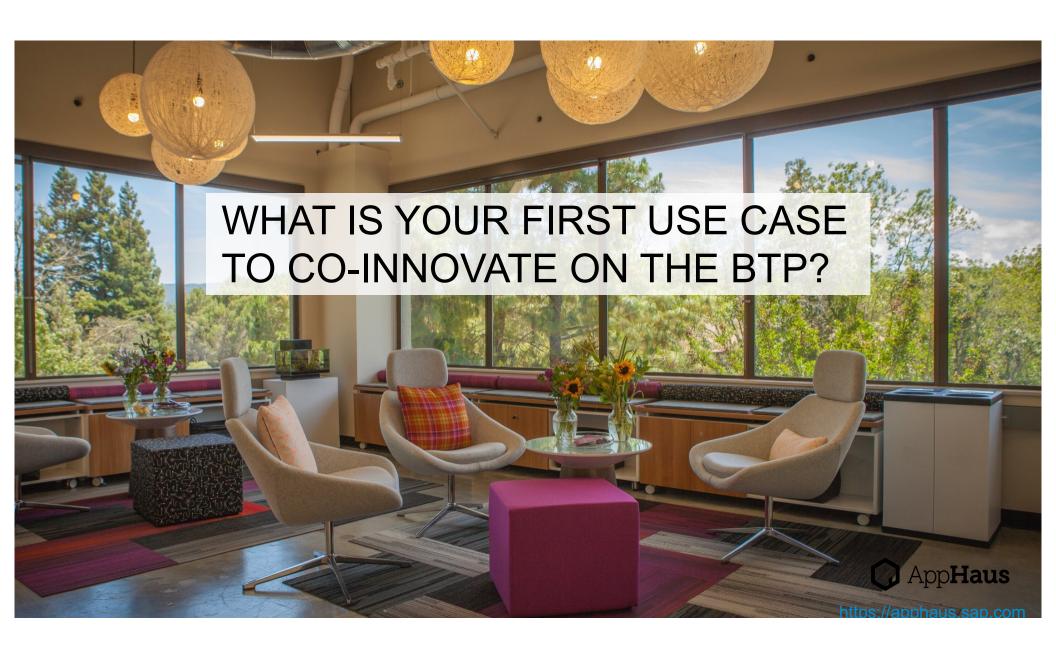
Services

Integrate and extend your solutions, optimize your business processes, and create an engaging digital experience using SAP Business Technology Platform services.

Use Case Validation Process



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Thank you

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APPENDIX

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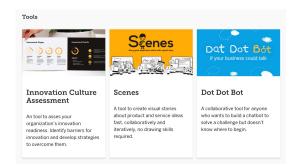
Innovation Toolkit

The Innovation Toolkit offers free resources to help organizations practice innovation on a daily basis. More than 50 different innovation methods to help and enable organizations apply the Innovation Framework and SAP's Human-Centered Approach to Innovation in their own projects, virtually or on-site.

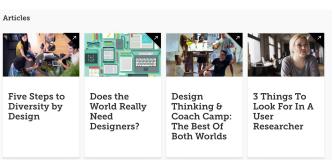


The toolkit will be enhanced on a regular basis with new content, for example Enterprise Architecture assets.

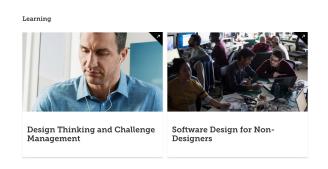
Innovation Methods



Publications



Courses



https://apphaus.sap.com/toolkit

Further Helpful Information

SAP's Human-Centered Approach to Innovation

https://apphaus.sap.com/approach

SAP Toolkit for Innovation

https://apphaus.sap.com/toolkit

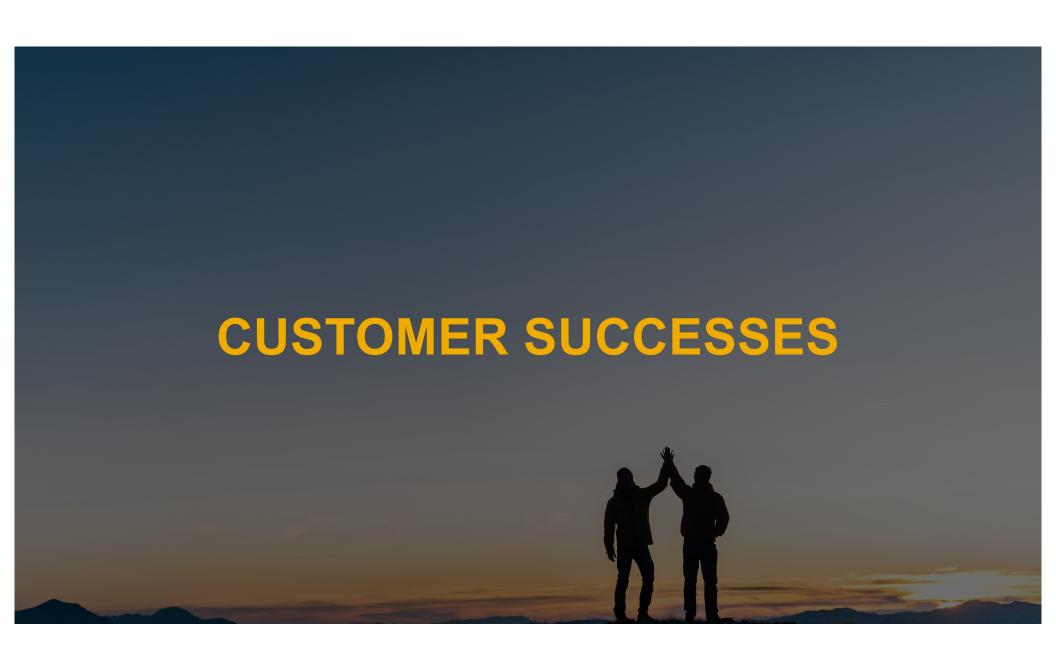
Discovery Center – Use Case Packages

https://discovery-center.cloud.sap/missionssearch/UCF*/

SAP Business Technology Platform – Use Cases

https://www.sap.com/products/business-technology-platform/use-cases.html?sort=title_asc_

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Based on experience of more than 1000 customer projects



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Building an Integrated Order Management Cockpit on SAP

Business Technology Platform

Before: Challenges and Opportunities

- Provide transparency between customer service and procurement teams for order management to improve customer experience (e.g., on-time delivery) and reduce duplication of work.
- Streamline and centralize disjointed systems and tools that procurement and CSR roles use to manage delays and escalations

After: Value-Driven Results

- An integrated order management cockpit that provides end to end visibility into sales and purchase orders with a centralized tool where colleagues from procurement, customer service, and application engineering collaborate to handle material delays, escalations, and other issues.
- A single source of truth for order status visibility for procurement teams and customer service representatives
- Increased transparency on urgency levels, expedited delivery requests and order updates resulting in improved on-time delivery and better customer experience
- · Efficient communication with conversation functionality eliminating duplication of work
- Future Proofing with ERP agnostic data models compatible with both SAP ECC and SAP S/4HANA



"The solution will improve collaboration and speed of information within our company, resulting in an improved experience and service for our customers!"

Toni Serati, Vice President of Procurement, Border States Electric

"I am very excited about the collaboration piece. It is an immediate way of communication and will make the life of a buyer much easier."

Christa Lavey, Purchasing Supervisor Border States

"This tool allows us to escalate and collaborate on orders to find alternatives and work with customers and suppliers to prevent impacts. It will enable us to better manage and communicate as challenges arise."

Lex Silbernagel, VP Alliances Border States

16k*

Hours saved annually for CSR and buyer roles

2%*

Productivity gained for CSR and buyer roles

* estimated

Customer Name Fargo, ND www.borderstates.com Industry Wholesale Distribution Products and Services SAP Integration Suite, SAP Extension Suite, SAP Fiori UI5, SAP HANA Cloud, SAP ECC Employees Not publicly available

Revenue Not publicly available BTP Value Drivers
Integration, Extensibility, Data-to-Value



Gain Visibility into Distributor Inventory with SAP Business

Technology Platform

Before: Challenges and Opportunities

When fulfilling customer orders through a global network of channel partners, suppliers often lose visibility into channel inventory as related to sales orders, which not only leads to inefficiency in supply chain planning but also a decrease in overall customer experience.

A supplier would need:

- Improved visibility into a channel inventory (via periodic stock updates), including ready-to-ship and in transit, so a net inventory can be calculated
- Improved visibility into sales orders and backorder statuses (for channel partner fulfilled orders)
- · Improved customer service and reduced escalations with transparency in channel inventory data

After: Clarity into Channel Inventory

- Visibility into channel inventory through matching sales orders, delivery tickets, and backorder statuses to gain insights and make better decisions on the supply chain
- A single source of truth on inventory level and order status, proactively preventing unnecessary customer service calls and escalations
- A cloud solution built with SAP Business Technology Platform (BTP) that will ease the future migration from SAP Central Component (ECC) to S/4HANA, and simplify integration to additional 3rd party products utilizing SAP BTP's standard API interfaces

"I've worked on other SAP projects previously. This is the first time I feel everything I said is heard, validated, and reflected on the designs. This SAP team takes our pain points seriously, and the final outcome provides the inventory visibility into the channel partners that we've been wanting for a long time."

Supply Chain Manager

70%

of sales order is fulfilled by channel partners. Visibility into channel inventory will significantly increase supply chain efficiency and improve customer service. 40%

Estimated reduction of time spent to investigate an order issue (fewer phone calls and emails back and forth to get the data needed from channel partners)

Customer Location United States Industry Automotive Products and Services SAP BTP, SAP HANA Cloud, SAP BTP Extension Suite - Kyma runtime, SAP BTP Extension Suite - Cloud Foundry runtime. **Employees** 5,000-10,000

Company Size Large BTP Value Drivers
Data-to-Value
Extensibility



Providing ML-Driven Recommendations with SAP® BTP and

Al Foundations Recommendation Service

Before: Challenges and Opportunities

- Opportunity to increase student satisfaction through personalized and machine learning-driven class recommendations based on students' goal setting.
- Limited access to students' goals and time-exhaustive process to understand their backgrounds and aspirations make it difficult for advisors to efficiently provide personalized and insightful academic recommendations.
- Disjoint sources of student information that are time-consuming for advisors to retrieve.
- Opportunity to streamline the connection between data sources and class recommendations and provide a single point of truth for advisors.

After: Value-Driven Results

- Have a richer experience when advising students on what courses to consider based on their goals & the enhanced, machine learning-driven insights.
- · Gain visibility to students' goals, interests, and aspirations on a single platform.
- Encourage trust around ML/AI technologies by providing transparency and visibility on the system logic behind each recommendation.
- Digital transformation of academic advising that builds a bridge between students' goals and interests with their future path.

"The SAP AppHaus has gone way beyond what I thought was possible. This is digital transformation at its best."

Executive (customer quote)

Increased

Visibility, flexibility & transparency for students to alter their paths and explore desirable recommendations

900+

Students in University's Business School that will benefit from the MVP release

Into rationale behind recommendations

Customer location United States

Industry
Higher Education
and Research

Products and Services SAP Business Technology Platform, SAP Fiori U15, SAP HANA, SAP BTP Cloud Foundry, SAP AI Business Services Employees ~100

Company Size Small BTP Value Drivers Data-to-value



Intelligent Truck Routing with SAP® Business Technology Platform

Before: Challenges and Opportunities

The transportation of wood from forest to processing plant is inefficient due to several factors:

- · no visibility on incoming truck loads,
- · unloading and rotation workflows are manual and error prone,
- · lack of flexibility in reacting to abnormal events, and
- ineffective use of machinery increases operating costs

After: Value-Driven Results

- SAP's Human-Centered Approach to Innovation was perfect for exploring the customer's data landscape, identifying the user pain points to be solved, and creating an intelligent, innovative solution.
- The new model routes trucks based on the following factors: calcium, density, cut date, and plant requirements.
- · Ability to better manage human resources for increased productivity.
- Solution reduces wood waste and improves machine efficiency, contributing to sustainability targets.

"Four months ago, we weren't sure if a project like this was feasible. But after working with the SAP team on this proof-of-concept we are confident that this model can be used to run operations at the plant. This project showed us the potential of what can be built with SAP Business Technology Platform."

COO. Customer

Less

Wood waste, improved machine efficiency to meet higher sustainability criteria

*100%

Accuracy thanks to intelligent truck routing with correct inputs

*estimated value

Customer location Uruguay

Industry Mill Products (Forestry) Products and Services SAP BTP SAP HANA Cloud SAP Analytics Cloud SAP BTP, Kyma runtime SAP Fiori, SAPUI5

Employees

Company Size (Small)

BTP Value Drivers
Data-to-Value



SAP Sunrise

... is a program to help our customers to make innovation real using SAP Business Technology Platform

Value Proposition

We invest SAP resource expertise and show how you can leverage SAP Business Technology Platform capabilities to solve your business challenges.

Efforts for 8-12 weeks of collaboration



Criteria for customer

- Built on SAP Business Technology Platform
- Integration to the Intelligent Enterprise Suite
- Follow human-centred innovation methodology
- Access to customer's time & resources
- Commitment for success story or testimonial
- Commitment to mutually agreed timeline
- Customer executive sponsorship given
- Agreement to use feedback for our products

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Customer quote:

"The solution will improve collaboration and speed of information within our company, resulting in an improved experience and service for our customers."

Tony Serati, VP Procurement Border States

" With the SAP Design Thinking approach, our people – the users of the solution – were truly involved and at the core of influencing function and design. This was clearly a success factor."

Gunilla Nilsson, Managing Director at SKF Sverige AB

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Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
- ✓ Use case mission technical assets from the SAP Discovery Center are free of charge
- ✓ Sponsored support from SAP experts along each step of running use case mission

SAP Discovery Center Missions:

- 1. Create a Mobile Employee App to Extend HR Capabilities (LCNC/SDK) (SAP SuccessFactors)
- 2. Create a unified vision with Operational and Strategic Financial Planning and Analysis (SAC-P, S/4HANA)
- 3. Extend your business workflow with Microsoft Teams and Outlook (SAP SuccessFactors, S/4HANA)
- 4. Gain real-time visibility into SAP Ariba Procurement Operations (SAP ARIBA)
- 5. Process and approve your invoices with SAP Process Automation (S/4HANA)
- 6. Route traffic between SAP Cloud Integration tenants (any SAP business application)
- 7. Setup for SAP S/4HANA Side-by-Side UI Extensions on SAP BTP (S/4HANA)
- 8. Plan and Predict Development of Workforce Demand and Supply (SAC-Planning, SAP SuccessFactors)
- 9. Safeguard key business processes with resilient applications on SAP BTP (S/4HANA)

Format:

- ✓ Mission Introduction
- ✓ Hands on support while using the mission: several hours over a period of 1-2 weeks
- ✓ Next steps assessment

Commitment:

✓ If successful, we would appreciate your commitment for a customer success story or testimonial

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- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Create a Mobile Employee App to extend HR capabilities

- ✓ Provide business users with the capability to infuse their process knowledge into an app
- ✓ Leverage real-time data from SAP SuccessFactors and SAP BTP to ensure relevant information for mobile workers
- ✓ Empower a mobile workforce with timely and contextual information to increase productivity and be more self sufficient
- ✓ Apply the best of pro-code and low-code together for ideal user experience

Timeline and efforts*:

Run mission Implement use case

- ✓ ~ 12h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ ~ 3-5 days effort over 3 weeks to implement this mission in your own business context
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and LoB application side

Contact: amir.bonakdar@sap.com james.rapp@sap.com



Accelerate your path to innovation with pre-built use case missions

Value Proposition

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- ✓ Use case mission technical assets from the SAP Discovery Center are free of charge.
- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Create a unified vision for operational and strategic Financial Planning & Analysis

- ✓ Finance semantics extending from SAP S/4HANA directly into SAP Analytics Cloud for reduced TCO
- ✓ Out of the box business content for 8 business processes such as Expense Planning, Product Cost Planning, and Investment Planning

Timeline and efforts*:



- √ ~ 8h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ ~ 8-10 days effort over 3 weeks to implement SAP Best Practice scope
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and SAP S/4HANA side

Contact: amir.bonakdar@sap.com



Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
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- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Extend your business workflow with Microsoft Teams & Outlook

- ✓ Connect Microsoft Teams and Outlook with SAP Line of Business applications such as SAP SuccessFactors
- ✓ Implement the leave request process with a chatbot and embedded adaptive cards for an end-to-end process driven entirely from productivity apps
- ✓ Ensure a contextual and secure experience for the user in SAP SuccessFactors, SAP BTP, and Microsoft applications

Timeline and efforts*:



- √ ~ 8h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ Optional: ~ 3-5 days effort over 3 weeks to support implementation partner if needed
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and SAP S/4HANA side

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Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built SAP Business Technology Platform (BTP) integration content
- ✓ Use case mission technical assets from the SAP Discovery Center are free of charge.
- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Gain real-time visibility into SAP Ariba Procurement Operations

- ✓ End-to-End Req-to-Order Process Visibility
- ✓ Track the Key Performance Indicators and provide the needed insights for the procurement organization or shared services center
- ✓ Plug and play integration content to extract Ariba Purchase Requisitions periodically
- ✓ Process Visibility scenario with pre-configured phases, performance indicators.

Timeline and efforts*:



- ✓ ~ 16h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ Optional: ~ 3-5 days effort over 3 weeks to support implementation partner if needed
- ✓ Persona: One business (procurement) and one IT expert. IT expert with development background that is able to understand integration architecture on SAP BTP and is knowledgeable on SAP Ariba APIs.

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Executive Sponsorship to foster innovation and adoption *Prerequisite: SAP Integration Suite, SAP Workflow Management, SAP Launchpad Service

Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
- ✓ Use case mission technical assets from the SAP Discovery Center are free of charge.
- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Invoice Processing and Approval using SAP Process Automation

- ✓ Automate your invoice processing to allow time for higher value tasks
- ✓ Improve accuracy of your documents recognition and system entry
- ✓ Increase speed of processing your documents
- ✓ Define the approval flow for the invoice processing with ease

Timeline and efforts*:



- √ ~ 4h effort over 1 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ Optional: ~ 3 days effort over 2 weeks to support implementation partner if needed
- ✓ One business process expert and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP side and support integration to S/4HANA

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Executive Sponsorship to foster innovation and adoption *Prerequisite: Initial Setup I SAP Help Portal (also covered in the mission)

Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
- ✓ Use case mission technical assets from the SAP Discovery Center are free of charge.
- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Route Traffic between SAP Cloud Integration Tenants

- ✓ Enable load balancing across BTP deployment regions to handle high traffic scenarios
- ✓ Reduce latency and improve throughput for optimal user experience at global scale
- ✓ Partner BTP and Hyperscaler services for intelligent routing of business traffic using a cloud native architecture pattern

Timeline and efforts*:



- ✓ ~ 8h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ ~ 3-5 days effort over 3 weeks to support productive go-live
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and SAP S/4HANA side

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Accelerate your path to innovation with pre-built use case missions

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- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Plan and Predict Development of Workforce Demand and Supply

- ✓ Interact with scenario-based plans for workforce planning
- Maintain plan drivers for hires, terminations, and retirements and see their impact on future workforce demands
- ✓ Try out pre-built content and sample data and import your own actuals from an SAP SuccessFactors tenant

Timeline and efforts*:



- √ ~ 8h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts
- ✓ ~ 8-10 days effort over 3 weeks to implement SAP Best Practice scope items
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and SAP S/4HANA side

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SAP Sunrise Accelerator - UI extensions

Accelerate your path to innovation with pre-built use case missions

Value Proposition

- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
- ✓ Technical assets of the use case from the SAP Discovery Center are free of charge.
- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Setup for SAP S/4HANA Side-by-Side UI Extensions on SAP BTP

- ✓ Extend your SAP S/4HANA business process quickly with a tailored UI
- ✓ Access your digital core anywhere without a direct VPN access and Single sign-on.
- ✓ Create your UI managed fully by SAP BTP and runs on mobile/tablets
- ✓ Integrate your new application in SAP Launchpad
- ✓ Learn how to setup your end-end productive landscape in a secure manner

Timeline and efforts*:

Run mission, Implement and Use Case Go Live

2 weeks

- √ ~ 10h effort to run and implement prebuilt mission over 2 weeks with the target of going live. Checkpoints with SAP experts during the 2 weeks.
- ✓ Persona: One business expert with basic cloud UI knowledge, one administrator for SAP BTP and SAP S/4HANA system.

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Executive Sponsorship to foster innovation and adoption *Prerequisite: SAP S/4HANA system with OData API covering customer scenario

Accelerate your path to innovation with pre-built use case missions

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- ✓ Quick time-to-value applying pre-built Business Technology Platform (BTP) use cases
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- ✓ Sponsored support from SAP experts along each step of running use case mission

Mission: Safeguard key business processes with resilient applications on SAP BTP

- ✓ Accelerate Time to Value through preconfigured Destination, Event Mesh, and Private Link for RISE customers and partners
- ✓ Apply the full software development lifecycle to a business application using with automation, continuous integration, and transport management capabilities
- ✓ Infuse enterprise qualities of resilience into SAP extension development Timeline and efforts*:

Run mission Implement use case

2 weeks

✓ ~ 8h effort over 2 weeks to run pre-built mission, checkpoints with SAP experts

3 weeks

- ✓ ~ 3-5 days effort over 3 weeks to apply these concepts to your own extension
- ✓ Persona: One business and one IT expert. IT expert with development background that is able to understand application architecture on SAP BTP and SAP LoB side

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