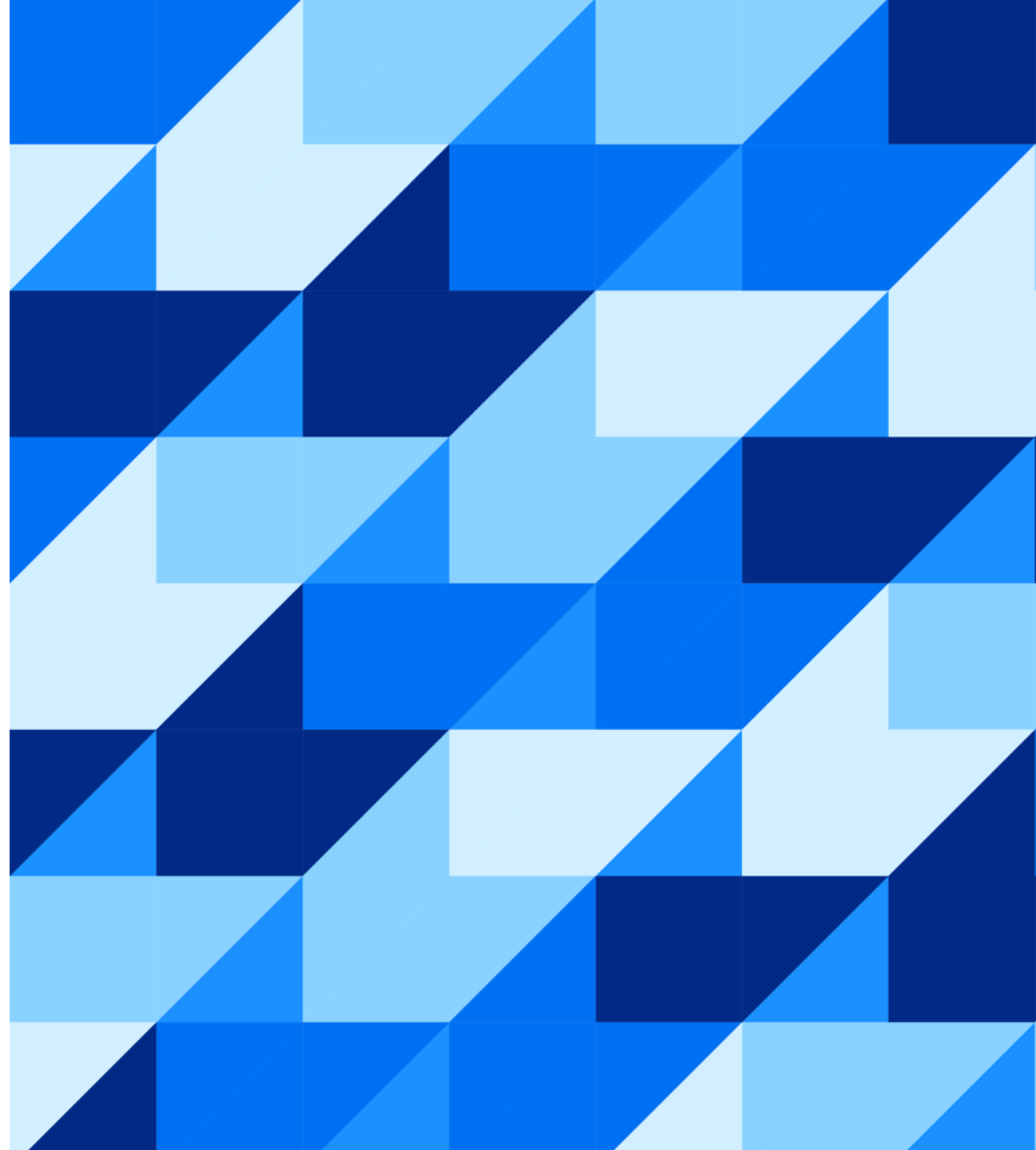




# SAP S/4HANA Cloud Overview & Update

Brijesh Patel, SAP  
March 14, 2024

Public



# Agenda

## **Evolution of SAP ERP – from Past to Present**

### **What Makes S/4HANA Different from Legacy ERP**

- New Capabilities & Innovations
- Where is R&D Going?
- Current Adoption

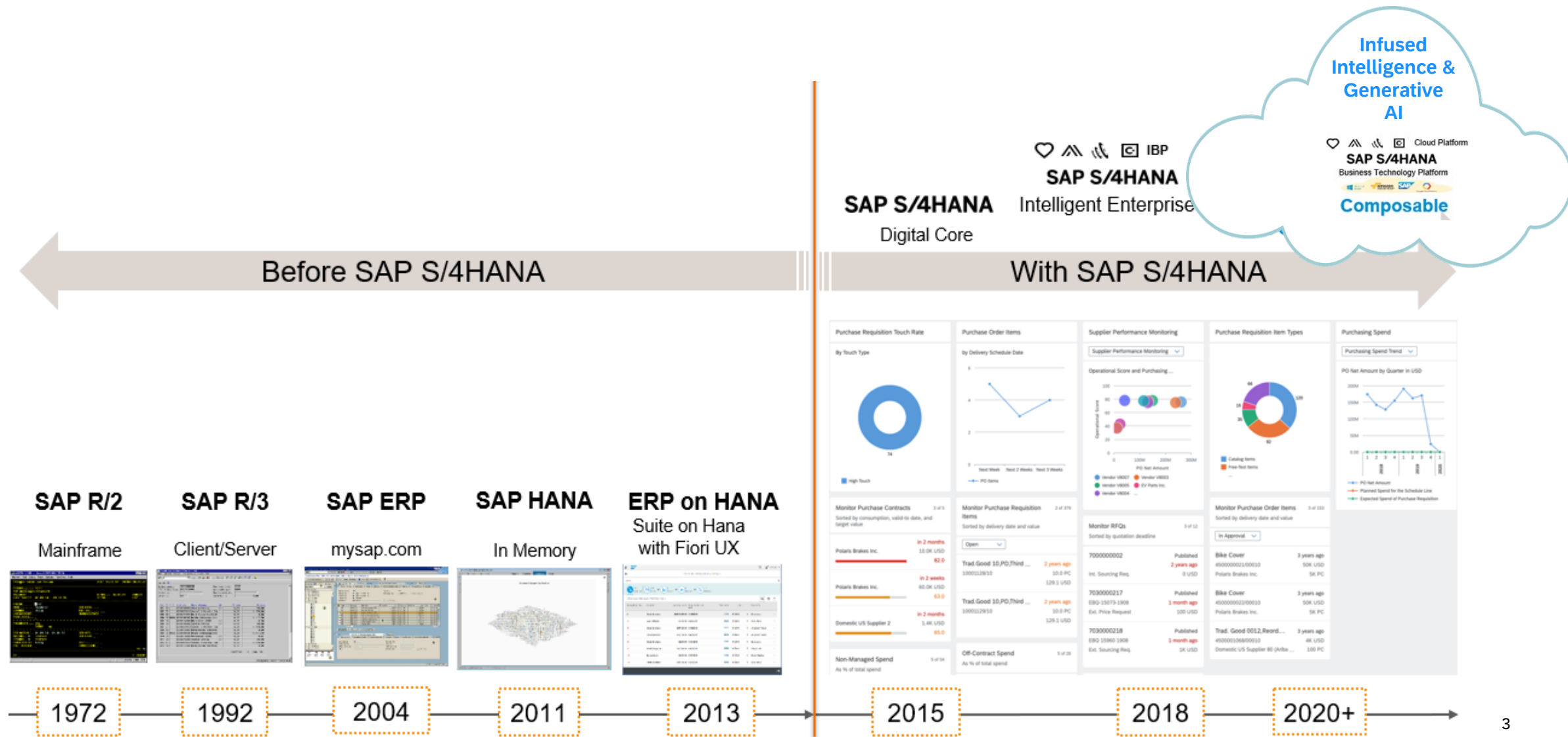
### **What Makes SAP S/4HANA Cloud Unique**

- Cloud First Strategy
- Grow with SAP (Public Edition) and RISE with SAP (Private Edition)
- Gen AI @ SAP

## **Planning Tools & Education Offerings**

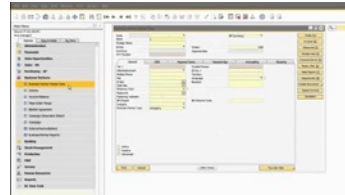
## **Q&A**

# History & Evolution of SAP ERP

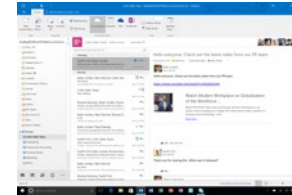


# Business Activities & Essentials

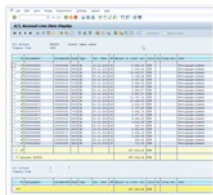
**Transact**



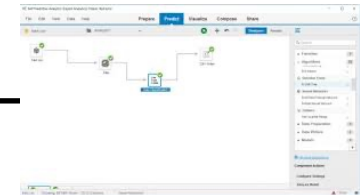
**Collaborate**



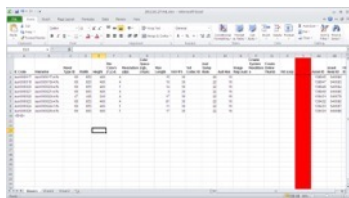
**Forecast**



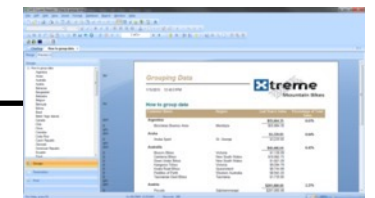
**Predict**



**Consolidate**

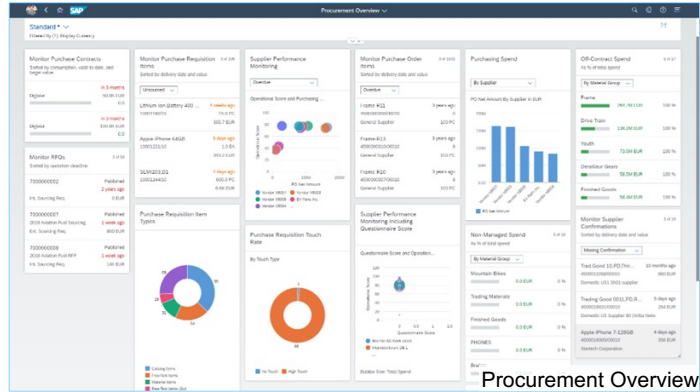


**Analyze**



# SAP S/4HANA: What is different compared to SAP Business Suite (ECC)?

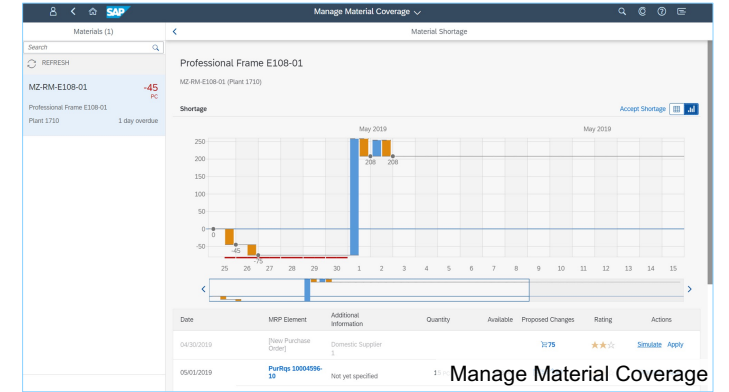
**Role-based Applications**  
for user and task related optimization



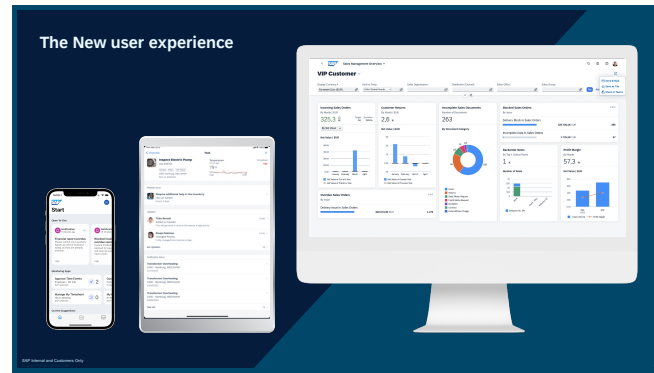
Procurement Overview

**Embedded Analytics**

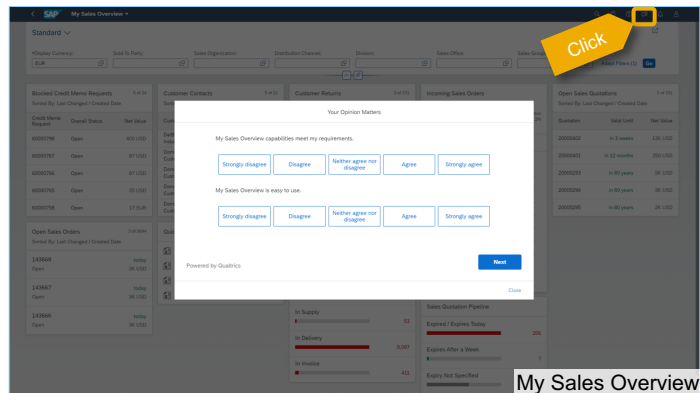
for simulation, prediction & insight to action



Manage Material Coverage

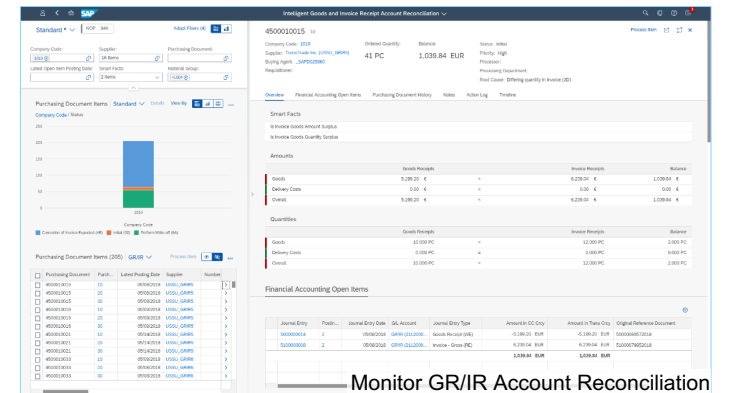


**Mobile UX with Digital Assistance**  
for device independent use



My Sales Overview

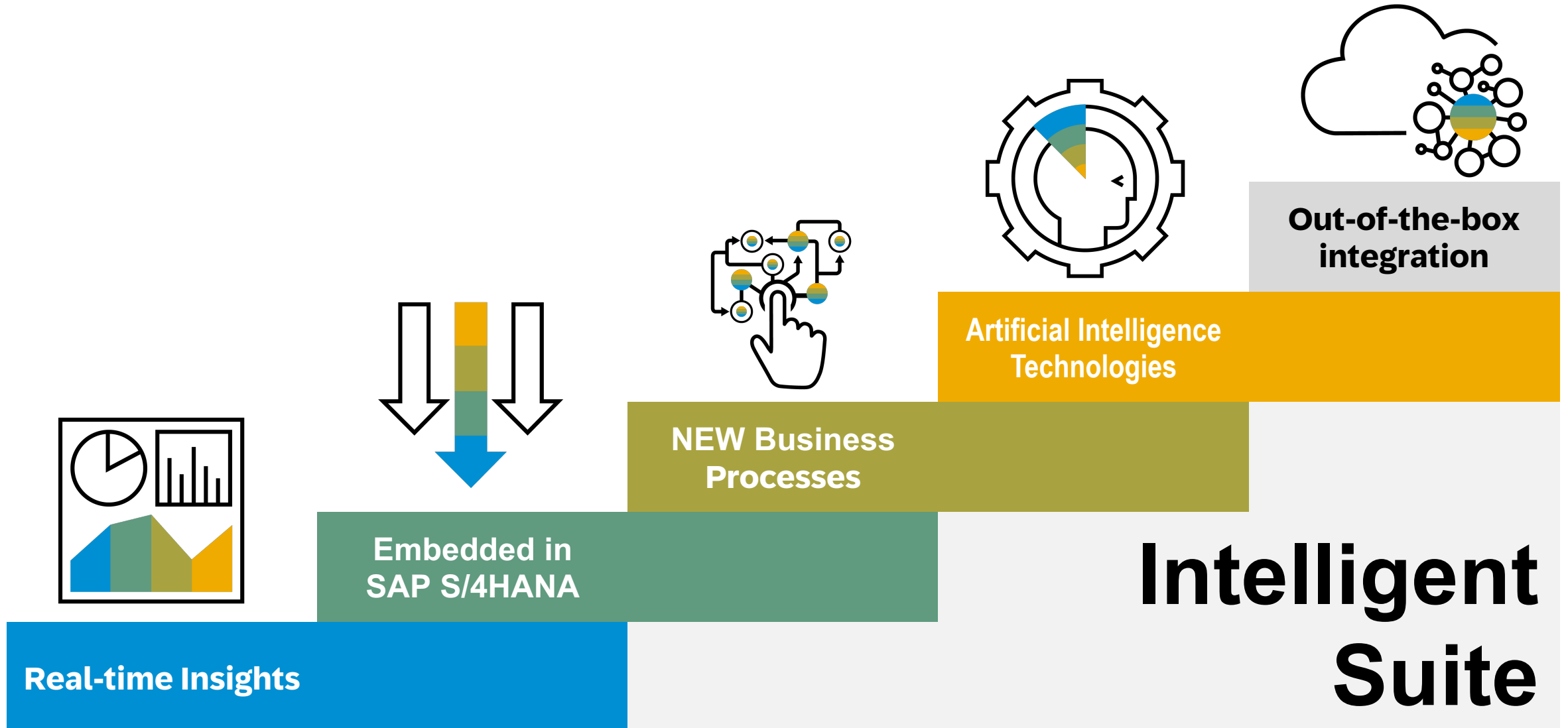
**Embedded Experience Management**  
for real-time feedback



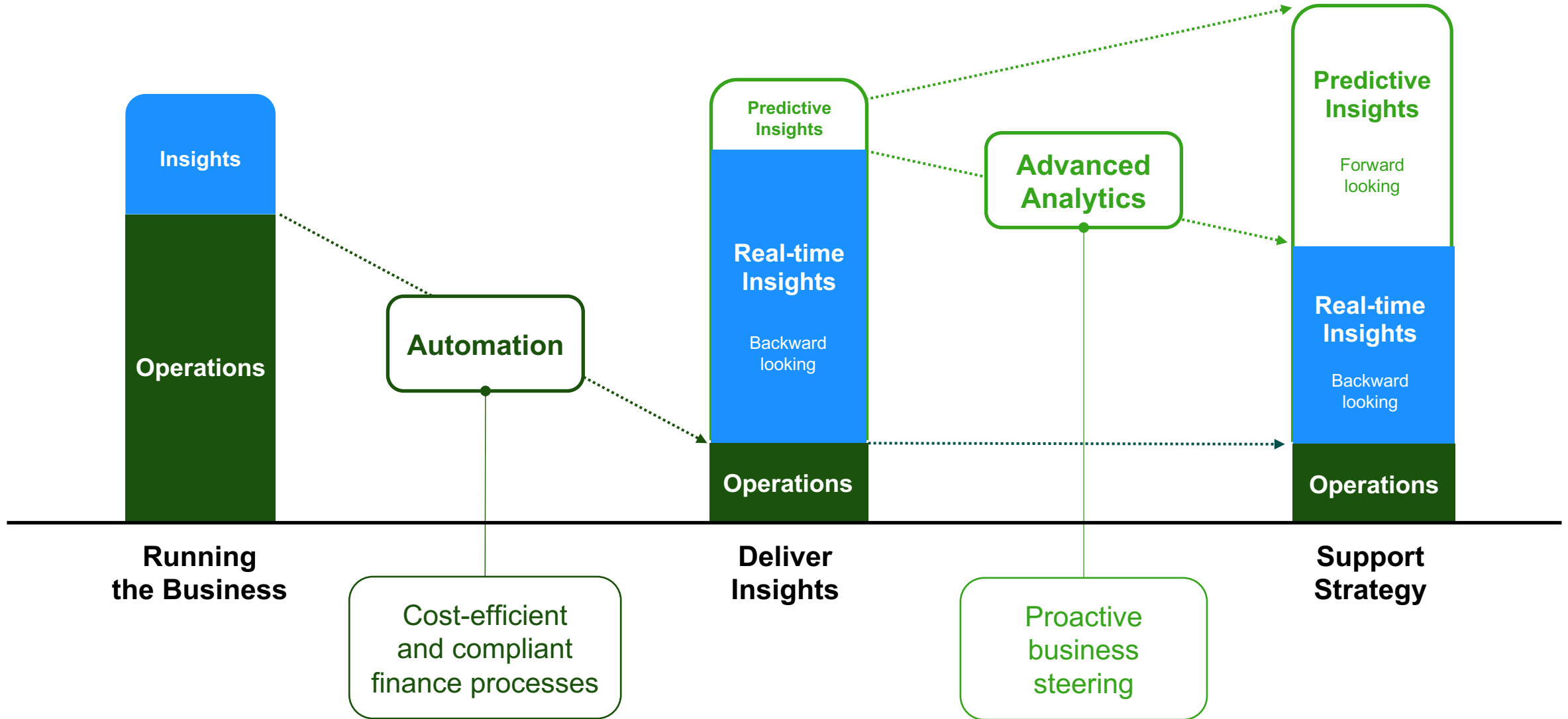
Monitor GR/IR Account Reconciliation

**Machine Learning**  
for automation and decision support

# Value Realization is Dependent on Company Goals & Objectives








# SAP's Vision for Transformation



# Intelligent Capabilities for the Intelligence Era

## SAP S/4HANA: The most comprehensive, intelligent ERP suite

 <h3>Procurement</h3> <ul style="list-style-type: none"> <li>• Overview Page &amp; Analytics</li> <li>• Procurement Hub</li> <li>• Predictive Contract Consumption</li> <li>• GR/IR Reconciliation</li> </ul>	 <h3>Sales</h3> <ul style="list-style-type: none"> <li>• Order Fulfillment &amp; Delivery Performance</li> <li>• One Single Invoice</li> <li>• International Trade</li> <li>• Predictive Delivery Perform.</li> <li>• Auto Sales Order Creation</li> </ul>	 <h3>Supply Chain</h3> <ul style="list-style-type: none"> <li>• Realtime Inventory</li> <li>• Embedded TM</li> <li>• Embedded EWM</li> <li>• Advanced ATP</li> <li>• Predictive Stock in Transit</li> </ul>	 <h3>Manufacturing</h3> <ul style="list-style-type: none"> <li>• Live MRP</li> <li>• Detailed Scheduling Optimizing with PPDS</li> <li>• Demand Driven MRP</li> <li>• Complex Manufacturing</li> </ul>	 <h3>R&amp;D</h3> <ul style="list-style-type: none"> <li>• Commercial Project Mgmt.</li> <li>• Project &amp; Portfolio Mgmt.</li> <li>• Variant Configuration</li> <li>• Recipe Dev &amp; MGT</li> </ul>
--	---	--	---	---

## SAP S/4HANA

 <h3>Finance</h3> <ul style="list-style-type: none"> <li>• Realtime Finance (UGL)</li> <li>• Group Reporting &amp; Consol.</li> <li>• Commodity Mgmt.</li> <li>• Compliance Framework</li> <li>• Cash App</li> <li>• Intelligent Intercompany Rec</li> </ul>	 <h3>Service</h3> <ul style="list-style-type: none"> <li>• New Customer Management, Service Core Option</li> <li>• Multi-Channel Interaction Center</li> <li>• Service Ticket Automation</li> </ul>	 <h3>Asset Mgmt.</h3> <ul style="list-style-type: none"> <li>• New Geographical Enablement</li> <li>• Report &amp; Repair Malfunction</li> <li>• Asset Mgmt. for Resource Scheduling</li> </ul>	 <h3>Cross Functions</h3> <ul style="list-style-type: none"> <li>• Legal Content Management</li> <li>• GDPR Tools</li> <li>• Conversational AI as Digital Assistant</li> </ul>	 <h3>25 Industries</h3> <ul style="list-style-type: none"> <li>• Key Industry functions embedded (Retail etc)</li> <li>• GxP Services</li> <li>• ATTP</li> <li>• Material Segmentation</li> </ul>
---	--	--	---	--



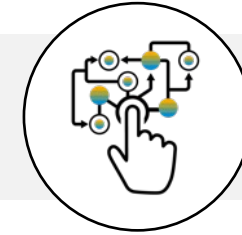
# SAP Process Automation Use Cases



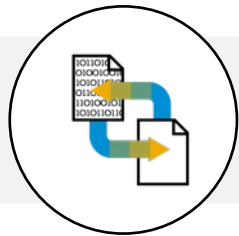
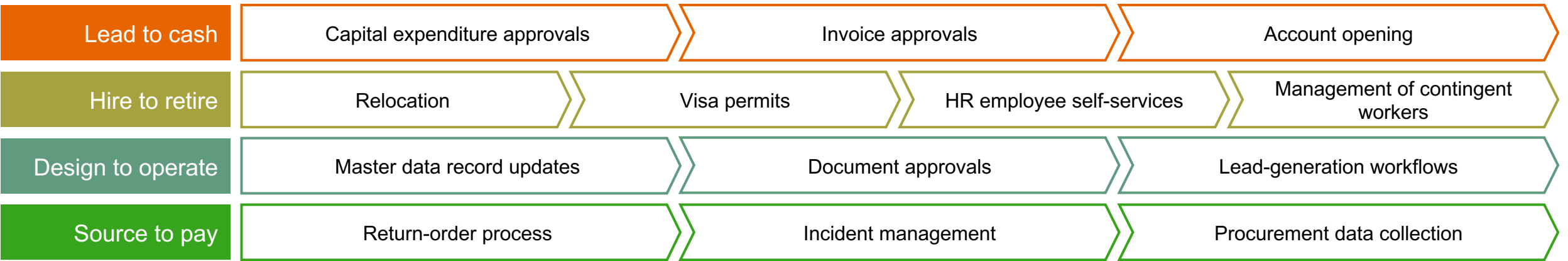
Automate manual, repetitive tasks



Enable "lights-out" automation of high-volume process steps



Automatically aggregate data from multiple systems



Digitalize manual and semi-automated processes



Extend and adapt standard application flows



Automate comprehensive cross-application workflows

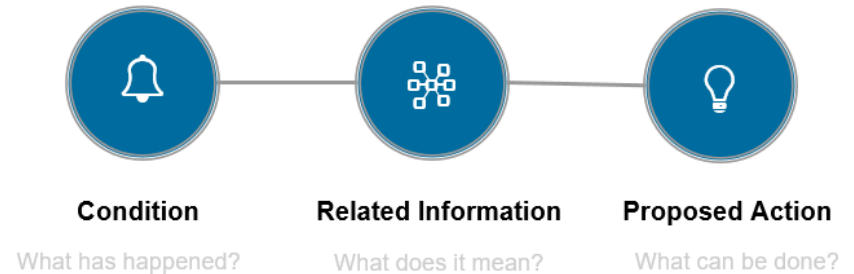
77% of the world's transactions run through SAP systems

#1 ERP | #1 Procurement | #1 Supply Chain | #1 Human Capital | #2 CRM

# Situation Handling

... makes SAP S/4HANA intelligent by simplifying interaction and increasing automation

- Automatically identify urgent and important issues
- Bring situations to the right groups of users
- Intelligent support to make the right decisions
- Monitor and adjust the situations
- Integrate for automation



**New Purchase Order Requisition** ✕

Requested 35 pc of material LED Taillight 420 mm to prevent a material shortage in two weeks.

2 hours ago Approve

Project	Responsible
Meliva	Michael Adams
Fluid IX 2020	
Mystique	
Fiori Elements	
MDM Taskforce	

Staff: Emma Franklin  
Junior Developer

Missing Coverage: **8 weeks**

Details

**“Situation” captures a current business situation, its circumstances, and results.**

# Undiscovered Issues in Business Situations and their Potential Consequences

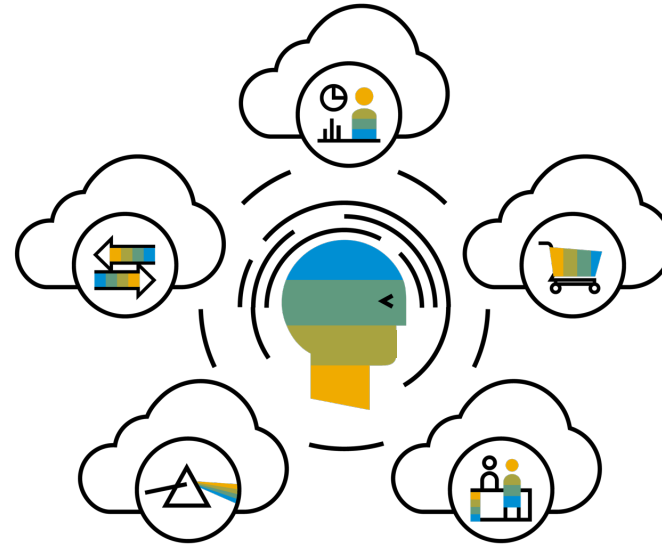
Pending confirmations

Exceeding budgets

Deviating turnover rates

Material exceptions

...



Nearing deadlines

Missing approvals

Expiring contracts

Diverging demand planning

...

→ Manual user checks & recall of situations

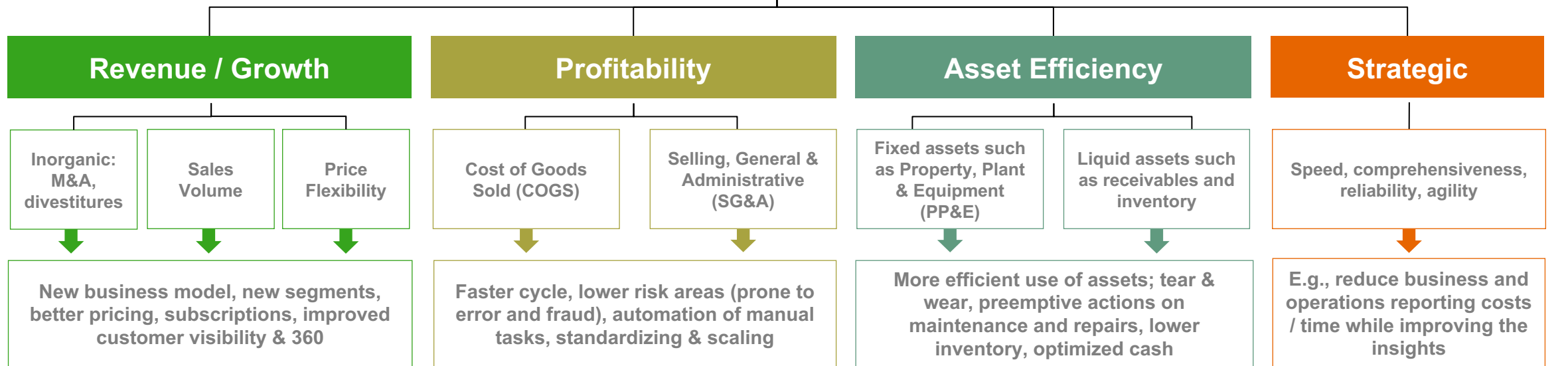



**Possible consequences:**  
(cascading effects)

- Avoidable costs (overpriced material, overstaffed processes, contract penalties)
- Frustrated staff (cumbersome/lengthy processes, missing decision support)
- Loss of customers (inappropriate product portfolio decisions, overpriced products)

# Actual Value Realized by Customers who moved to SAP S/4HANA


## Key Stakeholder Value Levers



**Sales** 


**7x** increase in order processing capacity

**Reduced** administrative burden by applying robotic process automation in billing

**R&D/ Engineering** 


**Improved** processes for product development

**Reimagined** contact-to-cash process to improve project profitability

**Procurement** 


**\$2 million** saved by reducing duplicate purchase orders

**Standardizing** procurement processes and minimizing human intervention, helping to reduce costs and efficiently manage suppliers

**Finance** 


**84%** reduction in time required to release invoices, freeing up employees for core business processes

**1.5x** more payment transactions managed by the same number of employees

**Asset Management** 


**50%** reduction in lead time, more accurate assessment of asset capacity and potential for overload work

**Manage** assets more efficiently, eliminating a daily three-hour manual asset MGT process and removing human errors

**Supply Chain** 


**97%** Of deliveries made on-time – up from 90%, increasing customer satisfaction

**Increase** the inventory turnover rate by 30%, shorten the turnover time from 30 to 20 days, and reduce inventory cost by 10%

**Manufacturing** 

**100%** traceable production from raw materials to finished parts

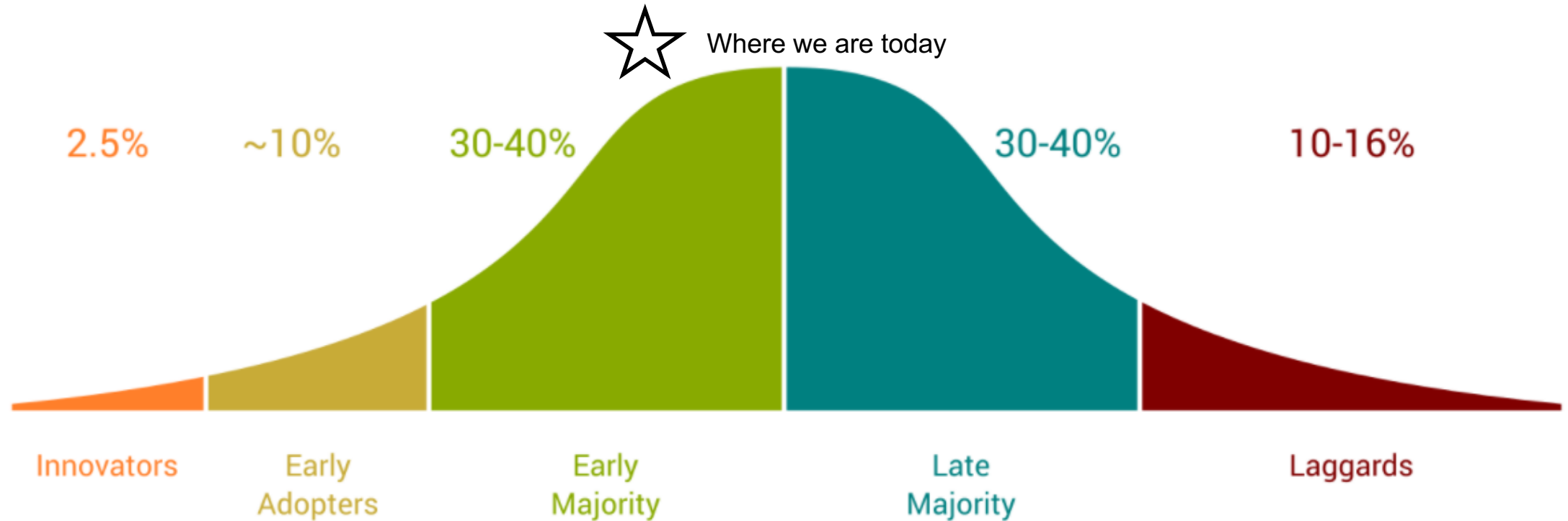
**Improve** production and management efficiency and increase the rate of on-time completion to more than 95%

**IT** 

**Lower** total cost of ownership with reduced IT costs, minimized risk, and a path for future enterprise growth

**Savings** of approximately one million in hardware maintenance costs and a 10% improvement in IT operations

# SAP S/4HANA Adoption within SAP ERP (ECC) Installed Base



# SAP's Cloud-first Strategy

Our customers require greater agility, so they can transform and grow new businesses and run operations in the most cost-effective way. This is why every company today has a cloud-first technology strategy. Only through the rapid delivery of technology innovation that the cloud enables can customers stay competitive in their industry.

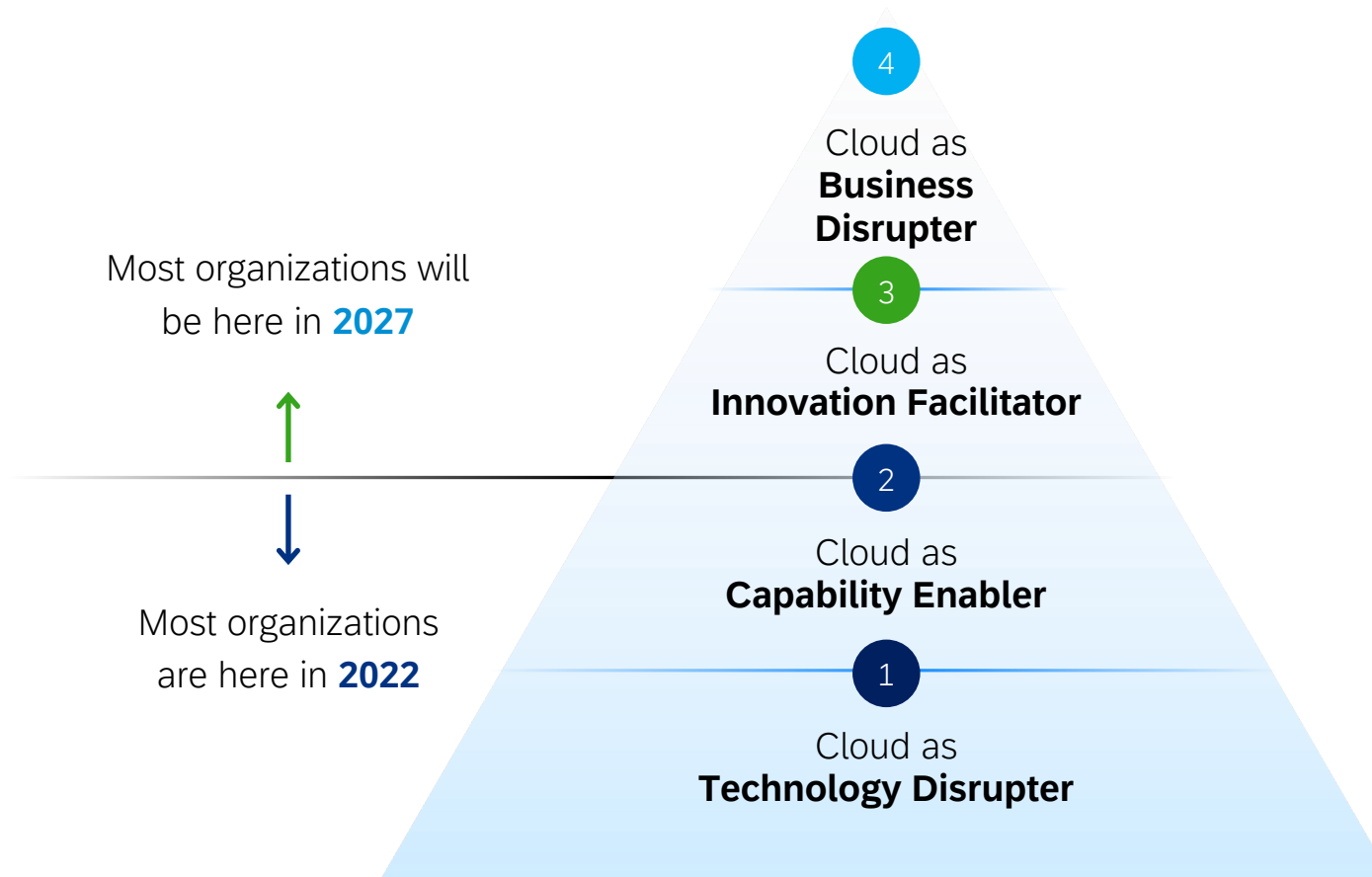
SAP's strategy is also cloud-first and aligned to this, as we are delivering our future innovations with our cloud ERP. This is the only way for SAP to continue delivering market-leading ERP solutions that our customers count on.



# Cloud in 2027

## From Technology Disruptor to Business Disruptor

“It’s clear that there’s tremendous value enabled by adopting cloud—more than \$3 trillion by 2030. Almost all of that value comes from business innovation and optimization rather than IT cost reduction.” – McKinsey 2023



# Technical Wealth Drives More Business Innovation

CONTINUOUS INNOVATION | EASILY EXTENSIBLE | CYBERSECURITY | CLOUD ECONOMICS

**SAP Business Technology Platform**  
Integration and extensibility



**SAP Signavio solutions**  
Business process transformation

**Cloud solutions from SAP**  
Applications from SAP and partners

**Industry cloud solutions from SAP**  
Applications from SAP and partners

**Cloud ERP for every business need**

**SAP S/4HANA Cloud,  
public edition**

**Public + Private  
= Hybrid**

**SAP S/4HANA Cloud,  
private edition**



# Two Editions – Targeting two distinct markets



## SAP S/4HANA Cloud, **public edition**

Ready-to-run cloud ERP that delivers the latest industry best practices and continuous innovation

### Run on the industry standard

- **Deliver results right away** with ready-to-work processes built on **proven industry best practices**
- **Quickly tackle your top business priority** and expand as your needs change

### Keep innovation moving

- **Stay ahead** by always getting the **latest process and technology** innovations
- **Build your own breakthroughs** with a fully extensible platform

## SAP S/4HANA Cloud, **private edition**

Tailored-to-fit cloud ERP that adapts to your organization's unique transformation

### Run on your own standard

- **Maximize your differentiation** by tailoring business processes to your **unique requirements**
- **Protect your investment** and move to the **cloud at your speed**

### Keep the control

- **Manage the pace of change** by rolling out **innovations on your timeline**
- **Choose the cloud infrastructure** based on your landscape and preferences

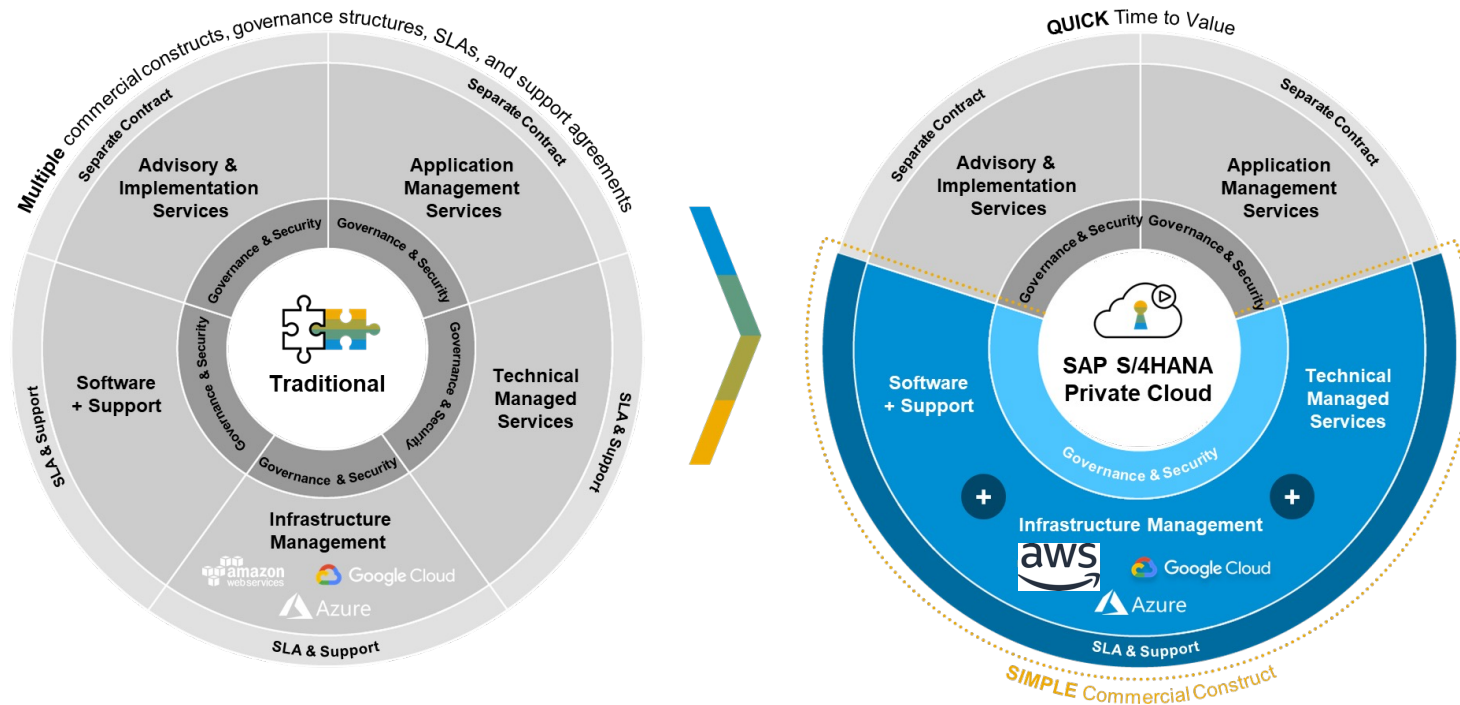
Business processes

Speed of innovation

Desired cloud service

# One Commercial Construct: ERP, Infrastructure, and Technical Services

**RISE  
WITH  
SAP**



**One  
Governance**

---

**One Security**

---

**One SLA**

---

**One Support**

## SAP Software + Enterprise Support Cloud Editions

- SAP Software
- SAP Software Support

## Infrastructure + Infrastructure Management

- Infrastructure based on Hyperscaler or SAP Data Center
- Infrastructure Management
- High Availability & Disaster Recovery
- Reference Architecture

## Technical Managed Services

- Technical System Operations including OS, Storage, Network, Database, SAP Basis
- Technical Landscape Deployment
- Technical Upgrade Installation
- Business Continuity Services
- Security Management Services incl. SIEM
- Continuous Service Planning & Review

## Outcomes

- **Subscription fee** for software, infrastructure and technical managed services
- **SLA commitment** for full solution stack
- Technical flexibility to **right-size SAP systems landscape**
- **Commercial flexibility**
- **Technical Upgrades are included**

## Single SLA

- **System availability SLA** – 99.7% for Prod
- **System availability SLA** – 99.5% for Non-Prod
- **DR RTO:** up to 4 hrs and **RPO:** up to near 0 min
- **Support Hours** 24x7 PROD, 24x5 Non-PROD

# The Big Picture: SAP S/4HANA Cloud, Private Edition includes Services on top of IaaS to Run SAP Reliably & Cost-Effectively with One-Stop-Shop

Access 100% of these embedded value elements right from the start, even for small systems.

Technical Systems Operations	High Availability & Business Continuity	Service & Release Planning	Advanced Technical Operations
<ul style="list-style-type: none"> <li>\$\$\$ Hyperscaler Enterprise Support</li> <li>\$ Hyperscaler Mandatory components for SAP</li> <li>\$ Security - Patch Management</li> <li>\$ Security - OS/DB/App hardening</li> <li>\$ Security - SIEM &amp; Incident management</li> <li>\$ Security - Admin Access via WTS</li> <li>\$ Monitoring – Hyperscaler Log Streaming</li> <li>\$ Monitoring – Hyperscaler Log Analytics</li> <li>\$ Monitoring – Hyperscaler Logging</li> <li>\$ Monitoring - Audit</li> <li>\$ Monitoring - Dashboards/Reporting</li> <li>\$\$ Application Monitoring</li> <li>\$\$ Database Monitoring</li> <li>\$\$ Infrastructure Monitoring</li> <li>\$\$ SAP Application Admin/Config</li> <li>\$\$ SAP Database Admin/Config</li> <li>\$\$ Infrastructure Admin/Config</li> <li>\$\$ Security Admin/Config</li> <li>\$ Hyperscaler Invoice Management</li> <li>\$\$\$ Landscape Manager / Engagement Lead</li> <li>\$ Provide CIFS share on LINUX</li> <li>\$\$ Security – Manage Trust / SAML Providers</li> <li>\$ SFTP Daemon setup</li> </ul>	<ul style="list-style-type: none"> <li>\$ DR Designing and SLA Definition</li> <li>\$ Business Continuity Planning (SAP)</li> <li>\$ Annual DR Drills</li> <li>\$\$\$ Backup Storage (Primary &amp; Offsite)</li> </ul>	<ul style="list-style-type: none"> <li>\$ Governance &amp; Technical Oversight</li> <li>\$\$ Release planning for the landscape</li> <li>\$\$ App Version Upgrade – Technical Execution</li> <li>\$\$ DB Version Upgrade – Technical Execution</li> <li>\$ OS Upgrade – Technical Execution / Validation</li> </ul>	<ul style="list-style-type: none"> <li>\$ Operational Readiness Testing</li> <li>\$ DR Implementation</li> <li>\$ Networking - Subnetting</li> <li>\$ Networking - Proxy</li> <li>\$ Networking - Gateway Servers</li> <li>\$ Networking - DNS</li> <li>\$ Security – RBAC / Subscription Management</li> <li>\$ Security - MFA</li> <li>\$ Security - Pen Testing</li> <li>\$ Security - Securing Endpoints / Integration</li> <li>\$ Security - App/DB Encryption</li> </ul>
<p><b>Included services in SAP Private Edition</b></p> <p>\$\$\$ Large Costs Item</p> <p>\$\$ Significant Costs Item</p> <p>\$ Moderate Costs Item</p> <p>Check <a href="#">Roles &amp; Responsibilities</a> for all services and more information</p>			
	Best Practice Architecture	Technical Landscape Deployment	Add. Services with SAP Private Cloud
	<ul style="list-style-type: none"> <li>\$ SAP Reference Architecture Design</li> <li>\$ Compliance / Certifications</li> <li>\$ Audits</li> <li>\$ Capabilities Realignment</li> <li>\$ Hyperscaler Trainings</li> </ul>	<ul style="list-style-type: none"> <li>\$ Deployment Automation</li> <li>\$ OS Licenses</li> <li>\$\$ Server Tools Licenses</li> <li>\$\$ Landscape Management - LaMa</li> <li>\$\$ Solution Manager FRUN</li> <li>\$ Load Balancing</li> <li>\$ End Point Protection / SSL cert exchange</li> </ul>	<ul style="list-style-type: none"> <li>\$\$ Customer initiated DB Restore</li> <li>\$ Create indices for application tables</li> <li>\$ Setup skeleton system for Model Company</li> <li>\$ Install ODBC Drivers for external DB's</li> <li>\$\$\$ System Refresh / Homogeneous Copy</li> <li>\$ CSR Handling / SSL Configuration</li> <li>\$\$ Client Creation / Deletion / Export - Import</li> <li>\$\$ Setup Fiori Launchpad</li> <li>\$ Activate Cloud Platform Services (ADS)</li> <li>\$\$\$ ... and 64 other services ...</li> </ul>

# Organizational Advantages & Commercial Benefits for Customers



Eliminate need to create security frameworks, operating models, and so on



Reduce third-party software costs (operating system, antivirus, resource management, monitoring)



No technical knowledge gap in supporting new SAP solutions as you move to SAP S/4HANA (the private edition includes technical managed services)



Avoid painful learning curve & ping pong b/t infra, support & operations in the case of issues



Fix first, ask later: SAP runs your SAP systems with a proactive approach



Ability to reallocate maintenance OpEx from on-premise to cloud subscription



Full Usage Equivalents (FUE) licensing based on a formula that balances costs more fairly by calculating heavy and light usage

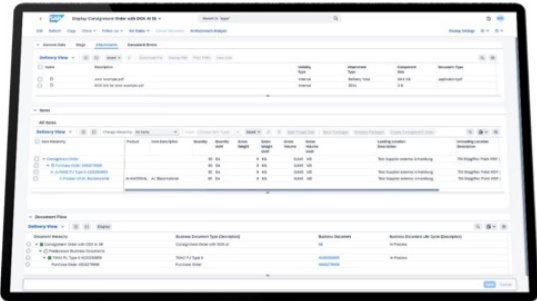


No surprises – predictable subscription

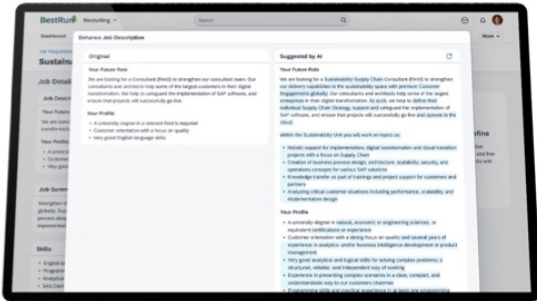


Flexibility to cover future cloud demand

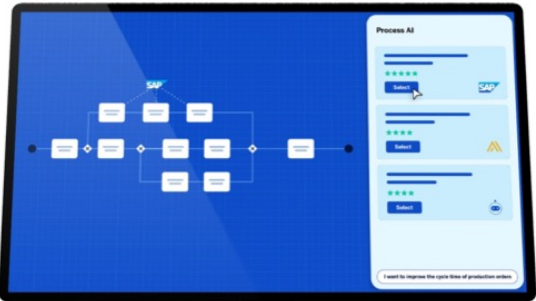
# Generative AI Roadmap



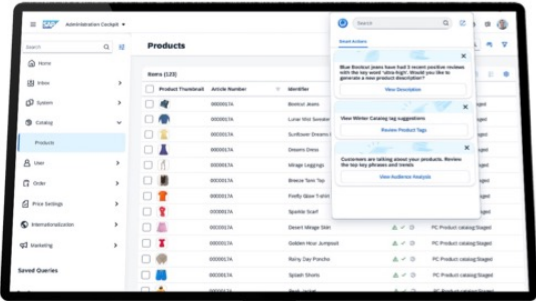
Expedite freight verification and documentation



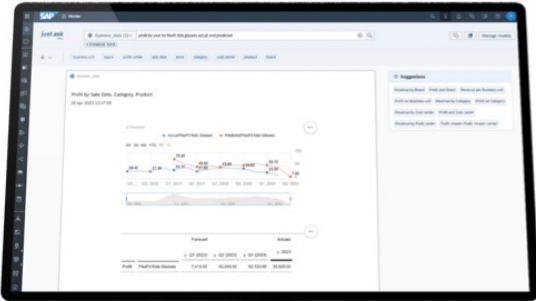
Create compelling job descriptions and interview questions



Generate ready-to-use process models and KPI recommendations



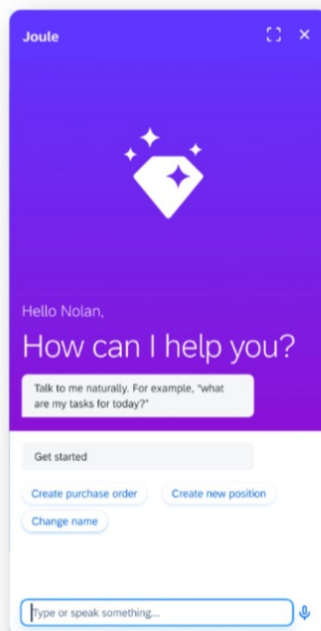
Enhance employee and customer experience



Get insights faster using natural language



# Joule – SAP’s Generative AI Copilot



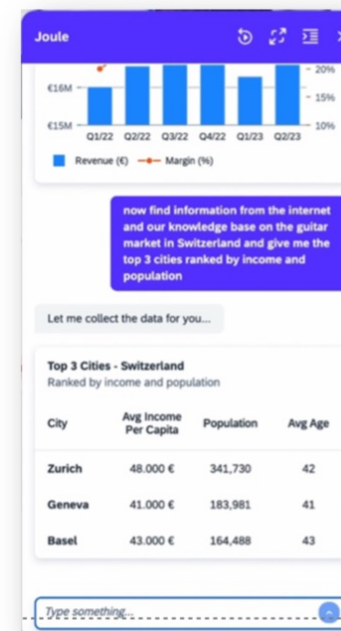
## Faster work

- Streamline tasks with an AI assistant that knows your unique role and acts as your work copilot across SAP applications.



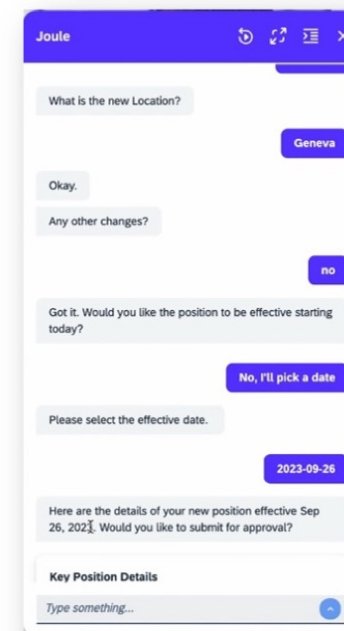
## Smarter insights

- Get quick answers and smart insights on-demand, facilitating faster decision-making without bottlenecks.



## Better outcomes

- Just ask and get tailored content to jumpstart your work. Generate job descriptions, receive coding assistance, and more.



## Full control

- Maintain full control over decision-making and your data privacy while accessing generative AI in a safe environment.

# +5,500 Total RISE with SAP Customers and Growing!

moderna

 **Ballance**  
agri-nutrients

MERCK

GameStop

TEVVA

  
ARC'TERYX

  
ZURICH

PPG

 **KLIMASAN**

FINN

LOCKHEED MARTIN 

**AAF**  
INTERNATIONAL

ExxonMobil

[SAP Customer Story Finder](#)

# SAP Enterprise Cloud Services (ECS)



**SAP Enterprise Cloud Services** ∞

SAP Enterprise Cloud Services (ECS) supports customers throughout their cloud transformation and SAP S/4HANA adoption journey.

Drive innovation and reduce complexity with Enterprise Cloud Services: Your fastest path to the Intelligent Enterprise.

Our portfolio of SAP Managed Private Cloud and SAP Cloud Application Services turns SAP products into a solution-as-a-service on customer's preferred infrastructure, including Hyperscalers, as one SAP.

**120+**  
Data Centers Worldwide

**99,000+**  
Managed Systems by ECS  
80% on Hyperscalers

**99,99%+**  
System Availability

**108,000+**  
Servers with a total  
Memory of ~16,200 TB

**~ 3,700**  
ECS Customers  
on S/4HANA

**~ 3,100**  
Customers on Hyperscalers

**~ 34,000**  
Processed Service  
Requests per Month

**2,500+**  
System builds per month

**~4,000**  
ECS Private Cloud  
Customers

**2,500+**  
Employees Globally in  
> 20 locations



# SAP S/4HANA Value Exploration Workshop (ERPSim) – (Free!)

The Value Exploration Workshop is a business simulation that runs on a live SAP S/4HANA environment. Participants make real-time decisions by sharing information and collaborating in a fast-paced competitive session.



## Customer Testimonials

“A fun way to get a first look at S/4HANA”

“Every company evaluating S/4 should include this in their discovery process.”

“Great workshop to see the benefits of S/4HANA.”

[Register Here!](#)

Open, virtual sessions available twice a month in 2024

Single customer sessions are available

3 hours for each session



# SAP Hands-on Bootcamps / Workshops (Free!)

## 10 Steps to SAP S/4HANA

- Americas Region: April 4<sup>th</sup> – 30<sup>th</sup>, 2024
- Please read this [blog](#) and [program information](#)

## 5 Steps to Fiori

- Next date: June 3<sup>rd</sup> to 21<sup>st</sup> 2024
- Please read this [blog](#) and [program information](#)

**10 Steps to S/4HANA Bootcamp for Customers**  
Brought to you by S/4HANA Regional Implementation Group (RIG)

**Boost your knowledge and confidence by executing an end-to-end system conversion from SAP ERP to SAP S/4HANA.**

S/4HANA RIG Experts explain step-by-step how to convert a system to SAP S/4HANA in ten virtual classroom sessions distributed over a one-month period.

Every customer enrolled in this program performs the system conversion activities in a dedicated SAP ERP system provided by SAP.

RIG experts will provide activity documents for each step and will be available to answer questions and assist you through the entire duration of the bootcamp.

If you, as an SAP ERP customer, are planning to move to S/4HANA, this is a great opportunity to get hands-on experience and come out with confidence and a good understanding of what it takes to convert your system. We expect you to participate as a team (Basis, Finance, and Logistics) and complete all the steps. It comes FREE from SAP to you.

© 2021 SAP SE or an SAP affiliate company. All rights reserved. | CUSTOMER

**5 Steps to Fiori Bootcamp for Customers**  
Brought to you by the S/4HANA Regional Implementation Group (RIG)

**Boost your knowledge and confidence by executing a FREE guided end-to-end implementation of SAP Fiori in SAP S/4HANA\***

- ✓ Gain **Hands-On Experience**
- ✓ **Participate as a Team**  
Technical/Basis, Security, Functional/Application Expert, ABAP Developer
- ✓ **Learn in Your Own System**  
SAP S/4HANA Sandbox or Cloud Appliance Trial\*\*
- ✓ **Guided by live sessions from SAP S/4HANA RIG experts** with step-by-step exercises and forum-based support for the entire duration of the bootcamp.

This bootcamp comes **FREE** from SAP to you.  
Please go to pages [4](#), [5](#) and [6](#) to get details on the available schedules per region.

\*\*Deploying and S/4HANA Cloud Appliance System incurs hosting costs from your preferred cloud provider (AWS, GCP, Azure) for the duration of the training.

PUBLIC

**\*Enrollment for customers is now open for SAP S/4HANA 2022 and SAP S/4HANA 2021**

# Why MOVE to SAP S/4HANA Cloud?

## Customer Flip Book



- Why SAP S/4HANA Cloud?
- What's the value?
- Overview Demonstration
- Why transition NOW
- Hear from our Customers
- Test Drive SAP S/4HANA Cloud
- Build the Business Case & Plan the Path Forward
- [Start exploring today!](#)



# Additional Resources

- SAP S/4HANA Cloud, private edition 2023 Highlights [Video](#)
- 2023 Release Highlights by LoB - [Link](#)
- What's New in SAP S/4HANA 2023 – [PDF](#) or [What's New Viewer](#) (interactive)
- AI Use Cases – [Excel](#)
- SAP Roadmap Explorer – [Link](#)

# Thank you.

Contact information:



Brijesh Patel  
NA S/4HANA Cloud Center of Excellence – East Region

[brijesh.patel@sap.com](mailto:brijesh.patel@sap.com)

