



SAP Business AI

Business AI is here – what to do now?

Kay Kretschmer, Business Development Manager, CSS MEE



SAP's Cloud-first Strategy

“ *It's also very important to emphasize that SAP's newest **innovations** and capabilities will **only be delivered in SAP public cloud and SAP private cloud** using **RISE with SAP** as the enabler.*

*This is how we will deliver these innovations with **speed, agility, quality** and **efficiency**. Our new innovations will not be available for on-premise or hosted on-premise ERP customers on hyperscalers.*



Artificial intelligence has arrived everywhere in our lives.

ChatGPT: I want a new tattoo: Design one for me!

ChatGPT: Summarize this article for me!



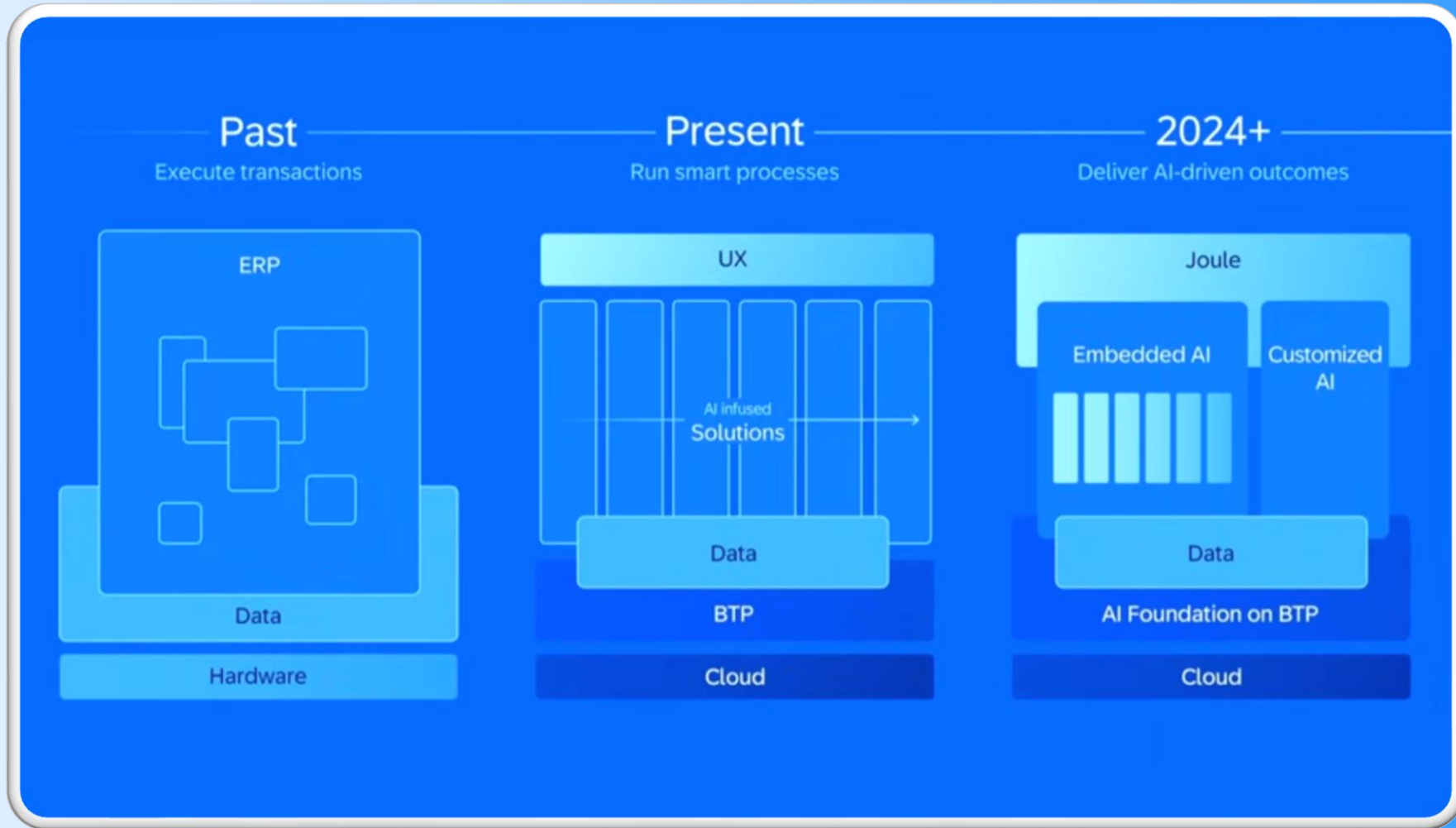
ChatGPT: Write my Application, make it sound cool!

What can I cook, when I have x, y, z in the fridge?

“AI is a natural part of our software – and **intuitively integrated** into processes, data and applications.”

Thomas Saueressig, Board Member, SAP

Evolution to a modular Cloud ERP with built-in AI



However...

**Not all problems are
“nails” requesting to be
hammered ...**



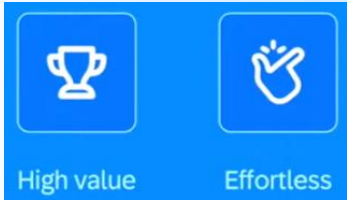
No ChatGPT: Jon Bon Jovi is not a founder of SAP!

Responsible

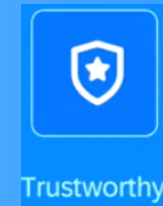


What? The revenue in the region West has tripled since yesterday...???

Relevant



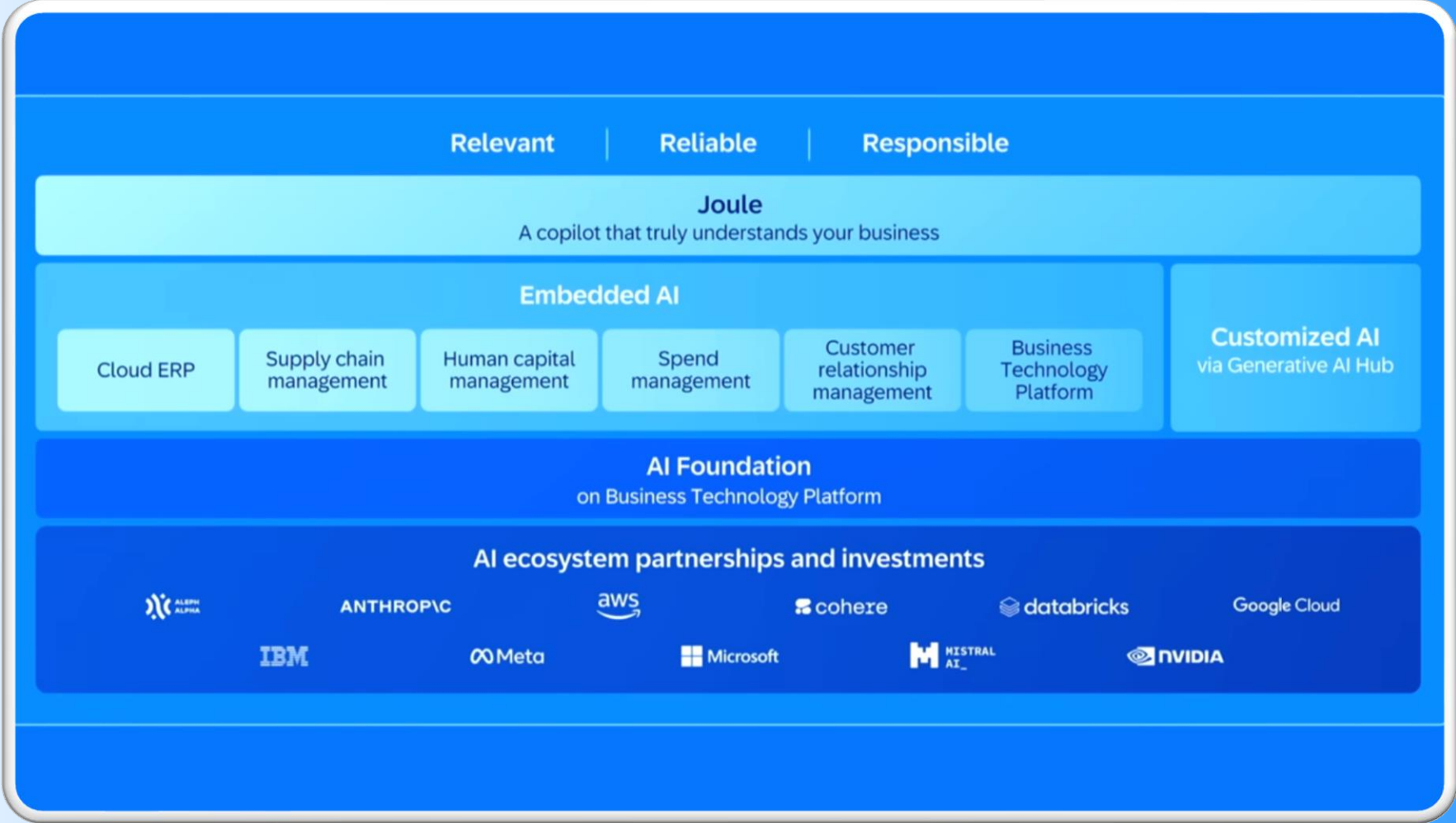
Reliable



“The use of GenAI in Business Processes is much **more complex** than in personal context. There is little or **no margin for error**”

Kay Kretschmer, SAP CSS MEE

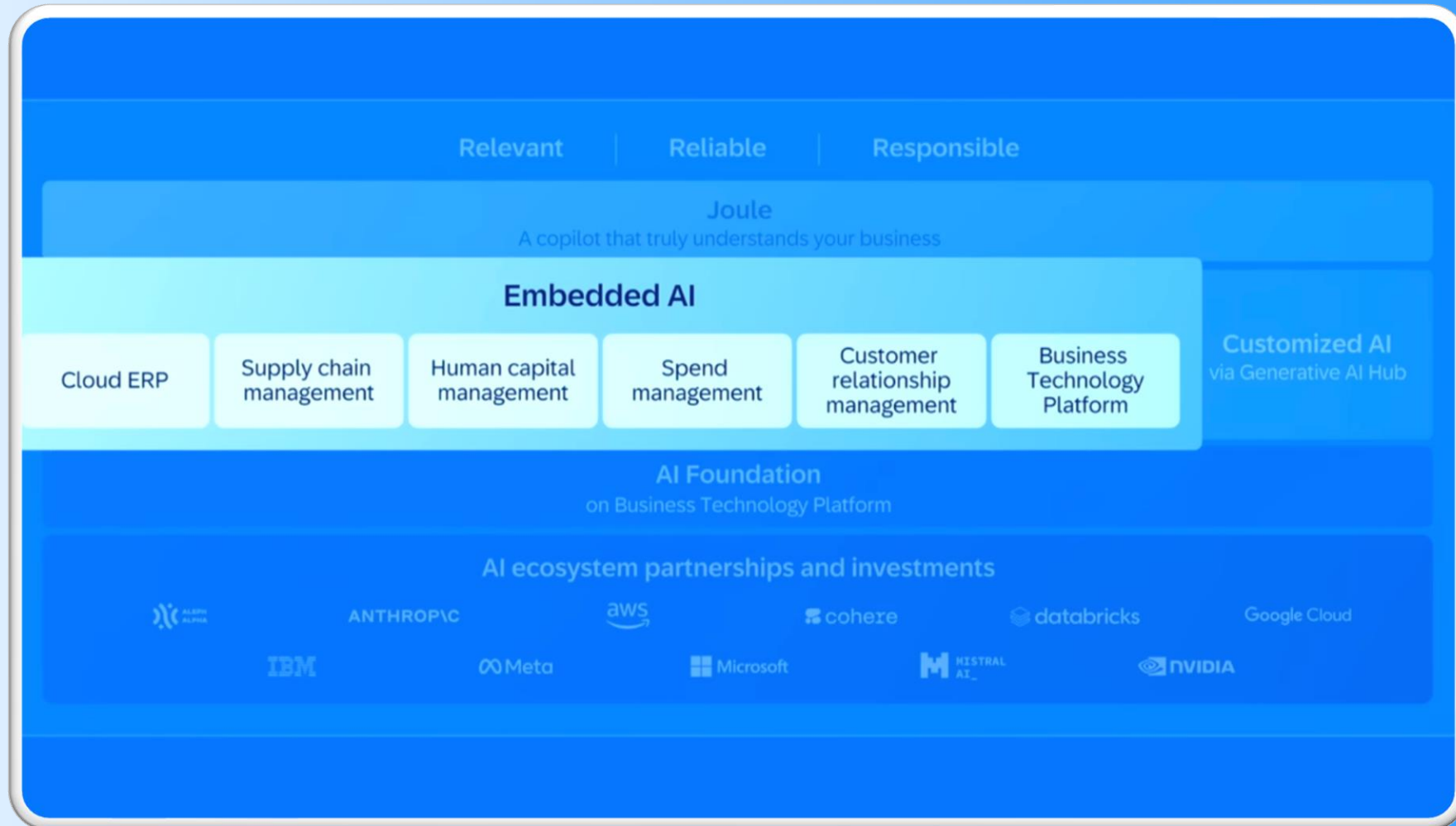
Our business AI is embedded across the portfolio



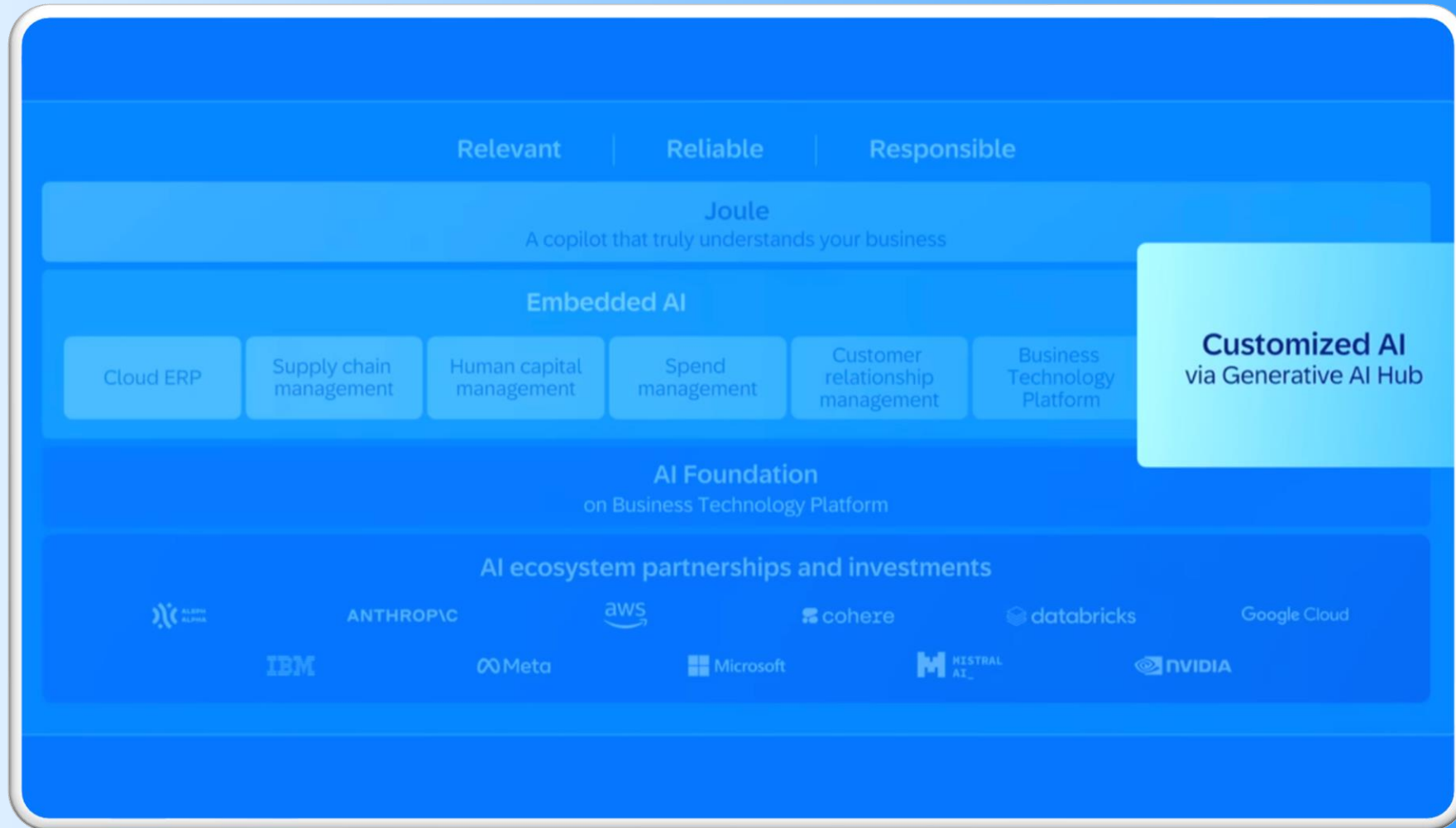
Joule - AI copilot that truly understands your business



Achieve real-world results with embedded AI



Build your own AI scenarios via Generative AI Hub



SAP's AI approach addresses various areas and roles

Enterprise Application



Analytics



Software Development



**Natural user experience
and automation of repetitive tasks**

**Unlock insights with AI-infused
SAP Data & Analytics Portfolio**

**Supercharge Development
with Business AI**

“With generative AI we can completely rethink and redesign the user experience and develop real intelligent applications.”

Mark von Kopp, SAP BTP AI

Joule: Revolutionizes how you interact with business systems

Transactional

< Joule [Close] [Fullscreen]

Project Expert
San Francisco, CA

Liam Samuel

Okay! Here are the new position details based on **Liam Samuel**:

Key Position Details

Position Name	Sustainability Supply Chain Consultant
Job Code	010405
Job Title	Sustainability Supply Chain Consultant
Regular / Temporary	Regular
Company	Best Run
Location	Orlando, FL
Department	Product Engineering
Cost Center	25ef

Which position detail would you like to amend? You can say something like "change location to Florida."

Say "done" to bypass this step.

Position Name Job Code Job Title

Regular / Temporary Company Location

Department Cost Center Done

Type or speak something...

Navigational

< Joule [Close] [Fullscreen]

Key Position Details

Position Name	Sustainability Supply Chain Consultant
Job Code	010405
Job Title	Sustainability Supply Chain Consultant
Regular / Temporary	Regular
Company	Best Run
Location	San Francisco, CA
Department	Product Engineering
Cost Center	25ef

You can change something else or send the position for approval. You can also say "cancel" to exit the flow at any time.

Send for approval

Position sent for approval!

Arya Smart is approving your request for Sustainability Supply Chain Consultant. View more in Org Chart.

Go to Org Chart

Type or speak something...

Informational

< Joule [Close] [Fullscreen]

same as first-time candidates

Hiring resources 3 of 3
Found in "policy documents"

San Francisco hiring guide 2023

Joule [Close] [Fullscreen]

October 26th, 2023

The person is interested in learning more about SofaShield fabric mentioned in a previous meeting and is considering starting an order with it since they are looking to offer more performance fabrics.

Can you send me more information about the SofaShield Fabric? Action

SofaShield from the AJ Performance Plus Collection is a versatile fabric that can be used for a variety of home décor projects, including drapery, curtains, cornice boards, pillows, cushions, table toppers, bedding, headboards, and furniture upholstery. It is a woven cotton, linen, and polyester fabric with a Nanoclean soil and stain repellent finish. It is also abrasion resistant, making it a good choice for everyday use.

Sources (3): [Sources]

Type or speak something...

Analytical

< Joule [Close] [Fullscreen]

Was this helpful? [Feedback]

What is the hiring versus attrition trend for this job role in the past 12 months?

Sustainability Supply Chain Consultant
Attrition versus hiring rate, Best Run, 2022

124 SIMILAR ROLES HIRED 6 ROLE ATTRITION

Quarter	Roles hired	Attrition
Q1	4%	0.7%
Q2	0.7%	1.9%
Q3	1.9%	0.4%
Q4	0.4%	1.9%

The attrition went up in the last 3 quarters in 2022.

Of the high performers that left the company, what was their top skill?

Type or speak something...

Roadmap for Q3/24

SAP Enterprise Service Management with Joule

The screenshot displays the SAP Enterprise Service Management dashboard. At the top, the header includes the SAP logo, 'Enterprise Service Management', a search bar with the text 'Search everything', and various utility icons. Below the header, a blue banner shows the date 'Tue, Sep 19' and temperature '57°F', along with a personalized greeting 'Good morning, Anne'. The main content area is titled 'My Cards' and contains several widgets:

- ESM Rollout Announcement:** A card with a bokeh background, dated '12:16', 'Employee Update', and 'Jul 27, 2023'.
- Procure to Pay Essentials Training:** A card with a photo of people, dated '12:16', 'Training', and 'Jul 25, 2023'.
- Learning Content:** A list of training items:
 - AP Invoice Posting (Employee Update, Aug 25, 2023)
 - Supplier Communication (Training, Jul 10, 2023)
 - Payment Run Schedule (Training, Jun 18, 2023)
 - Cases (Employee Update, Jun 8, 2023)
 - SLA Agreements (Training, Jun 6, 2023)
- Recent Cases:** A bar chart showing 59 cases over the last 7 days. The data points are: Mon (3), Tue (8), Wed (12), Thu (6), Fri (5), Sat (10), Today (15).
- Cases By Priority:** A donut chart showing 165 total cases. The distribution is: Urgent (58), High (40), Normal (58), and Low (24).
- My Case Summary:** Shows 13 Active cases. Status breakdown: Open (22), In Process (13), Completed (8).
- Quick Links:** A list of actions: Create Case, Overdue Payable Today, AP Dashboard, Create Supplier, and Approval Inbox.
- Performance Metrics:**
 - Avg Resolve Time:** 22 h (+5.2%), 2% below team average.
 - Avg CSAT:** 85% (-6%), 3% above team average.
 - Avg Response Time:** 1.5 h (-7.2%), 4% above team average.
 - Automation Success Rate:** 32% (+3%) Total. This card is highlighted with a blue border.

Joule with Microsoft Copilot for a Unified Work Experience



Sapphire June 2024



AI is neither a solitary solution, nor a hammer for all types of nails

Business AI is a journey

We take it – step by step - together with our customers

How can SAP help to find your use cases?

AI exploration

Where will AI bring the most benefit?

Translating business needs into solutions, resulting in a roadmap with prebuilt and custom AI models

Result:

- Prioritized AI cases and/or roadmap
- On demand: High-level architecture/prerequisites for adoption of top AI use cases

AI implementation

What is the architecture and which capabilities are needed?

Implement/ activate pre-build AI cases (often on BTP) +
Build and deploy custom AI models on BTP

Result:

- Adoption of Business AI
- Quick start implementation
- Activated embedded AI use cases
- Built/deployed new AI models

AI/data strategy

How to scale and adopt to the future

Establishing AI/data strategy with use case evaluation, prototyping factory, value estimation, enablement

Result:

- Depending on the scope
- Examples:
- Business case(s) for AI
- Skill / enablement plan
- AI ethics guidelines
- Data strategy

Proposed next step: AI Exploration

What we do:

Define key goals and focus areas

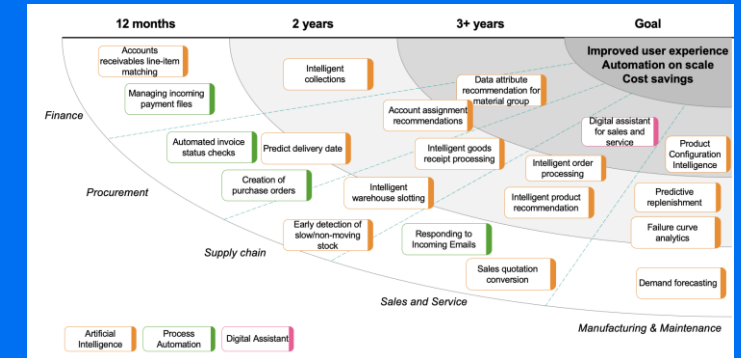
Processes:
Technologies: (Gen)AI, process automation, situation handling.

Run process workshops

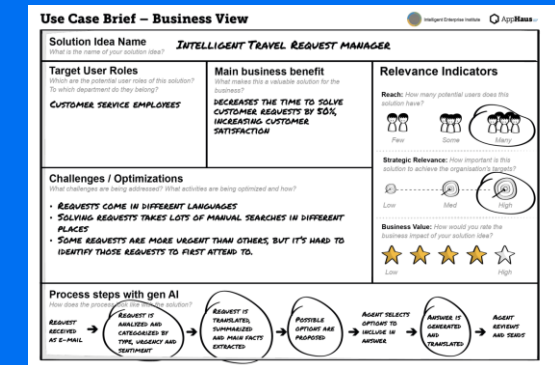
Explore suitable AI scenarios with your experts to create a final AI roadmap. Afterwards we define a suitable setup (e.g. AI stream in S/4HANA project) for AI funnel and define pre-requisites for prioritized scenarios.

Define implementation prerequisites

Identify key prerequisites for activating/building prioritized cases, including necessary BTP services and integrations



We develop an AI roadmap featuring pre-trained/ embedded SAP Business AI models – and needs for custom ones



We detail out custom AI cases to define necessary prerequisites (technical and commercial)

P

Increase Productivity:

Use Embedded AI use cases or AI empowered business processes, to do more in less time

Example: Natural Language processing capability of Joule speeds up all system interactions and removes thresholds for using complex systems

E

Gain Efficiency: Utilize the analytical and complexity pattern crunching capabilities of Business AI to outpace repetitive tasks

Example: Use **Document Extraction Pro** to automatically process invoices, delivery notes etc.

A

Improve Availability:

Easier system interaction increase number of possible users.
End-to-end-AI infused processes provide higher availability across the whole process landscape

Example: More possible users, more automated processes, autonomous processes

Q

Advance Quality: Be reactive when customer need changes. Fast and easy tailoring for customer requirements

Example: Utilize the capability of SAP Business AI Hub, embedded uses cases, SAP Build, SAP Build Code to be able to react fast to changing requirements

SAP Business AI on SAP BTP

Thank you.



Kay Kretschmer

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