



SAP Process Automation

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Business Technology Platform**

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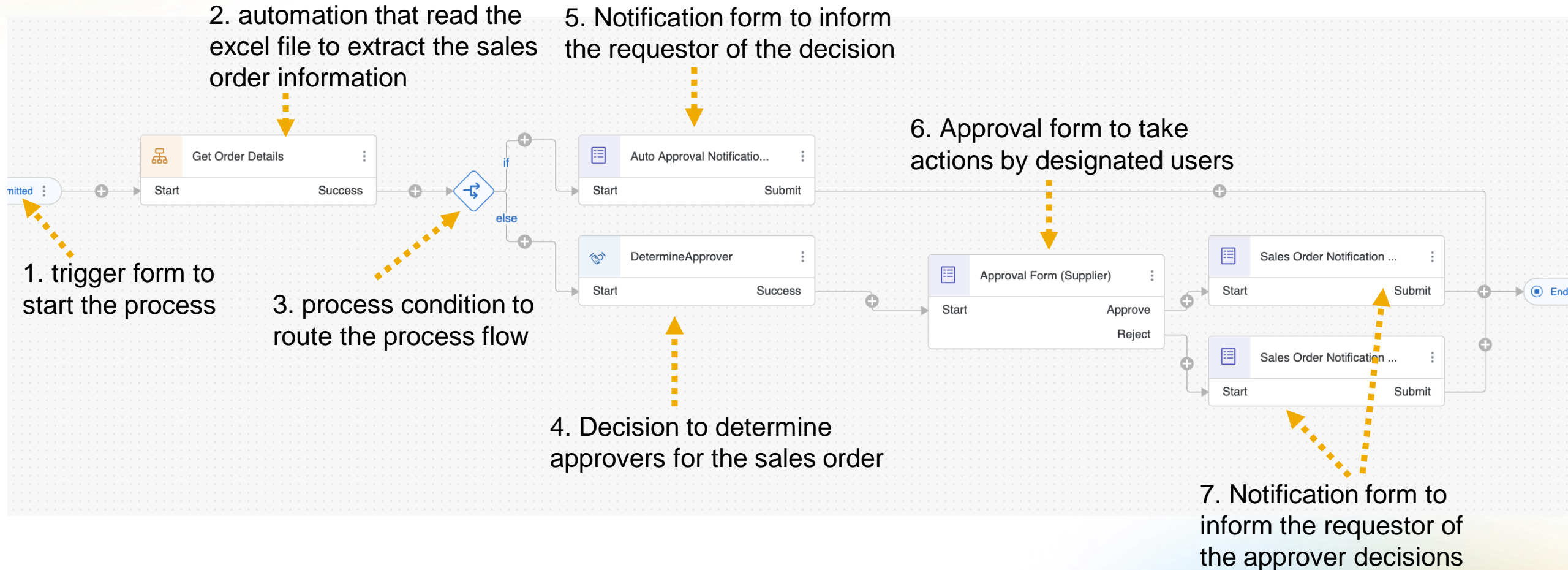
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- 01** SAP's Strategy with Low Code / No Code capabilities
- 02** SAP Process Automation Introduction
- 03** SAP Process Automation use cases
- 04** Q&A

Scenario – Sales Order Management



Critical Digitalization Challenges

Organizations Fail to Innovate at the Speed the Business Demands



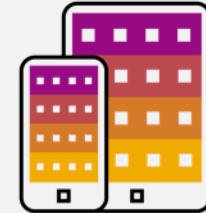
Rapidly evolving customer requirements accelerating demand for cloud solutions

“The pandemic is accelerating cloud demand, with 59% of enterprises expecting cloud use to exceed plans due to COVID-19.”¹



Limited development resources, inhibiting digitalization

“Lack of skills was cited as the number-one challenge in a recent Gartner Research Circle survey, and CIOs identified the ‘lack of skills and resources’ as the biggest barrier to success.”²



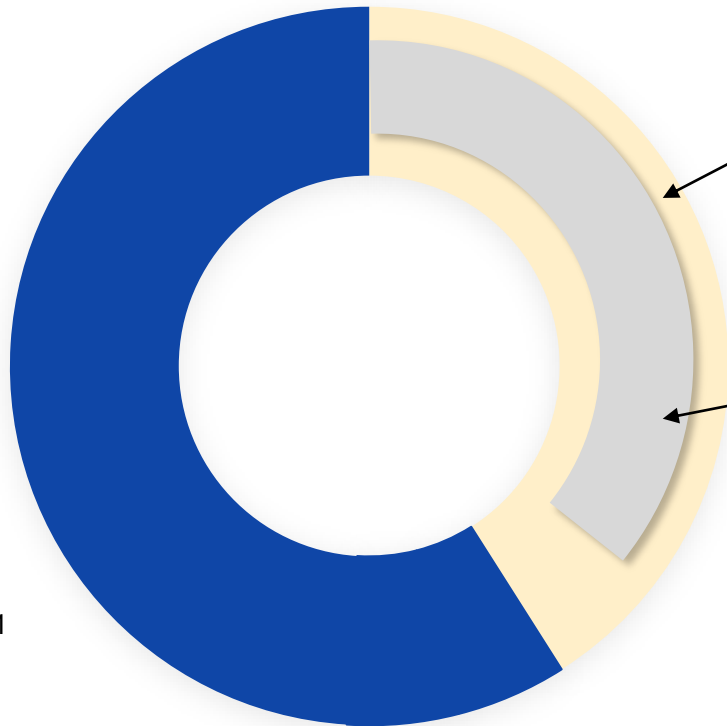
Complex IT landscapes, with a growing number of applications maintained by companies

Large companies maintain 129 different applications on average, with the total number increasing by 68% since 2015.³

1. “Maximizing the Impact of Technology Investments in the New Normal,” CIO Insider, Deloitte, 03 February, 2021, Khalid Kark, Jagjeet, Gill, and Tim Smith.
2. “Forecast Analysis: Low-Code Development Technologies,” 22 January 2021, Fabrizio Biscotti, Paul Vincent, Jason Wong, Laurie Wurster. GARTNER is the trademark and service mark of Gartner Inc., and/or its affiliates and has been used herein with permission. All rights reserved.
3. “Employees Are Accessing More and More Business Apps, Study Finds,” The Wall Street Journal, 07 February, 2019, Angus Loten.

Low-Code/No-Code unleashes hidden workforce in companies

Enabling Citizen Development in organizations to increase business resilience



IT Technologists¹

Gartner®, 2021

“In the 2021 Gartner Reimagining Technology Work Survey, respondents indicated that — on average — **business technologists** make up **41%** of their organization’s workforce.”¹

Gartner®, 2021

“About **80%** of these users are **citizen technologists** who create technology output as part of (or in addition to) their full-time roles (...). These non-IT personas can independently use **low-code and no-code** technologies to improve business efficiency, efficacy and agility.”¹

Gartner®, 2021



Low-Code/No-Code *increases* the number of people in an organization that can tackle business challenges

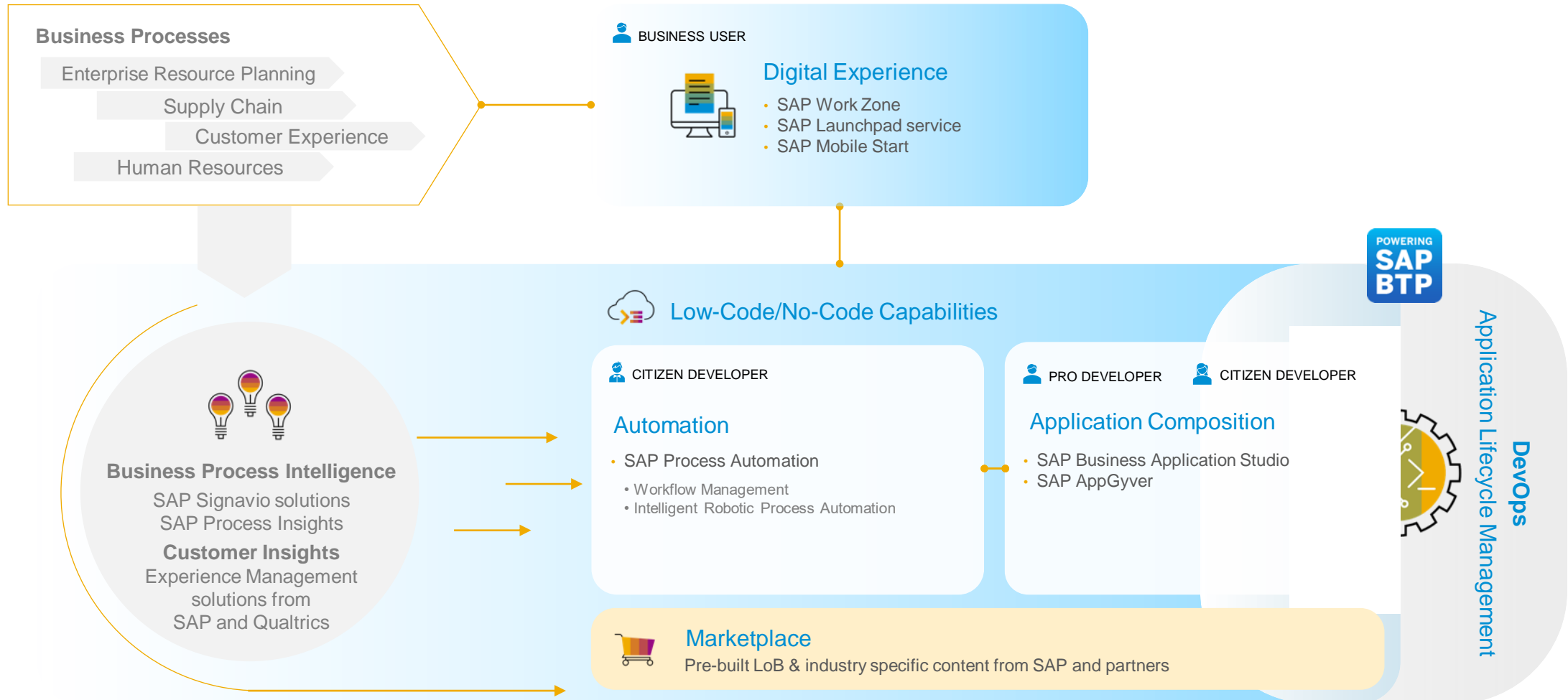
1. Gartner, Innovation Insight for Citizen Automation and Development Platforms, Keith Guttridge, Saikat Ray, Jason Wong, 24 September, 2021.

Charts/graphics created by SAP based on Gartner research. Source: Gartner, Inc., Innovation Insight for Citizen Automation and Development Platforms, Keith Guttridge, Saikat Ray, Jason Wong, 24 September, 2021.

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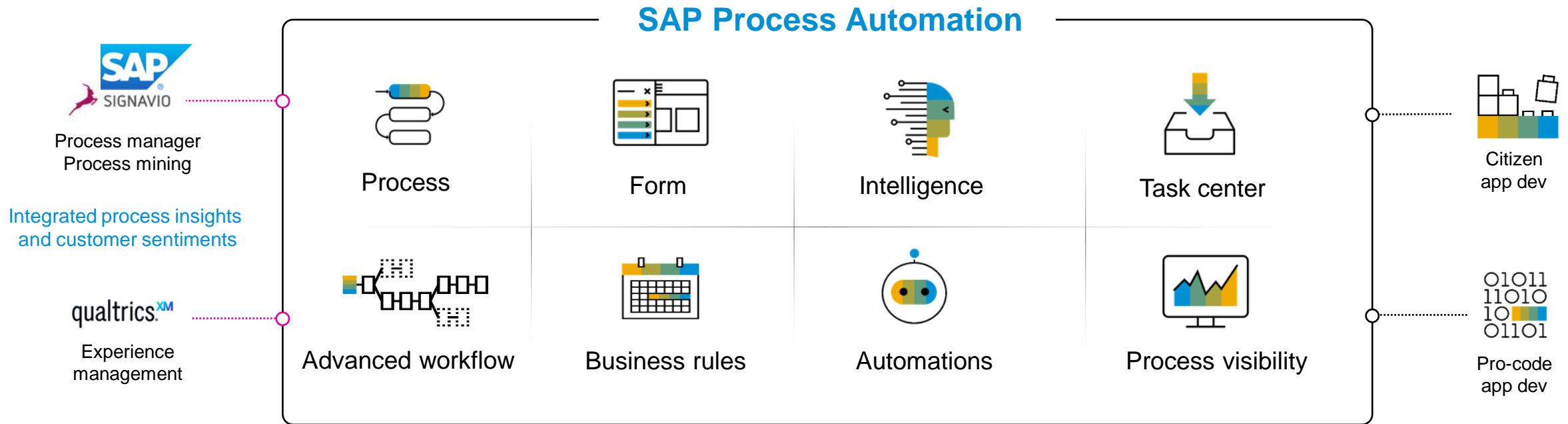
Accelerated time to value with low-code/no-code

Unified offering across app development, process automation, and digital experience



Introducing SAP Process Automation

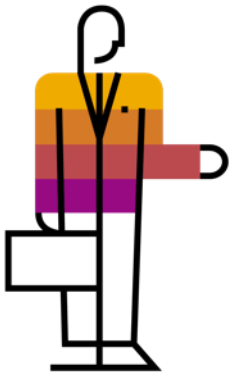
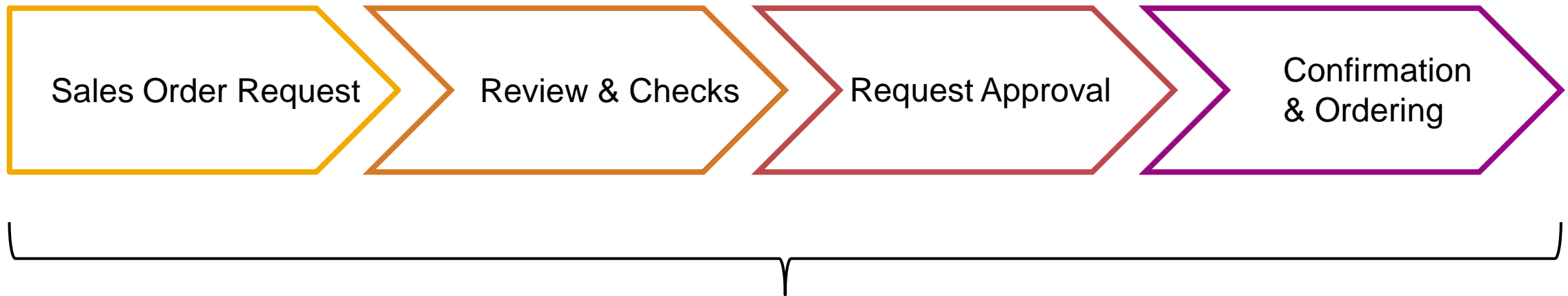
Capabilities: citizen automation for line of business builders



- New **citizen automation user experience** (process builder, forms builder)
- All **advanced workflow management** capabilities available (rules, process visibility, process flexibility, AI)
- Embedded **RPA capabilities** to readily combine bot automations with workflows
- Content and **reusable artifacts** (such as bots, workflow components, process steps, actions)
- **Unified launchpad and task center** for citizen developer applications and automations

SAP Process Automation

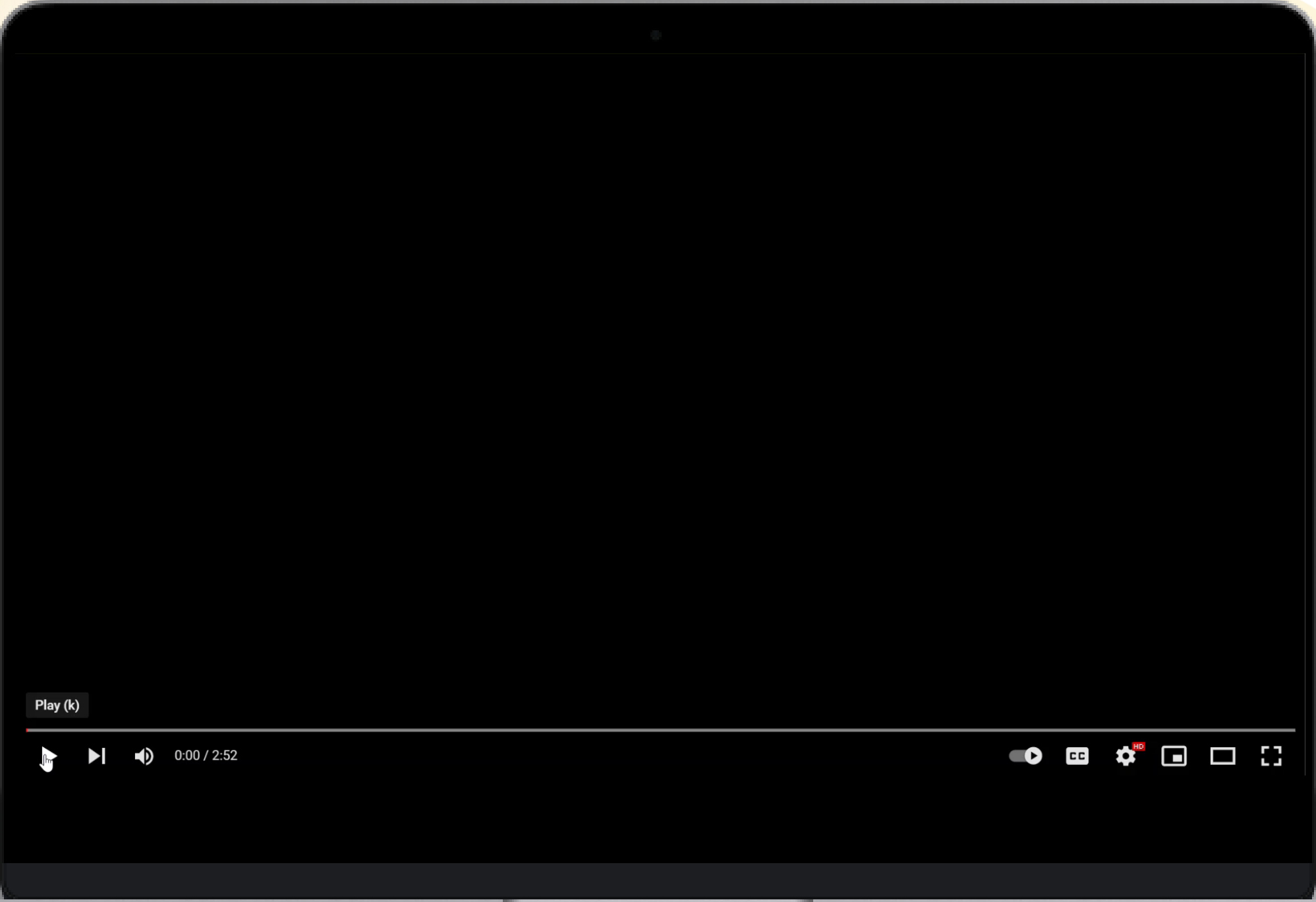
Demo



Improvement: Automate whole process with clear responsibilities, short time to value and improved user experience

[What is Sales Order Processing and Why Automate It?](#)

[How to Build Your Process with SAP Process Automation?](#)



Play (k)



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Use Cases

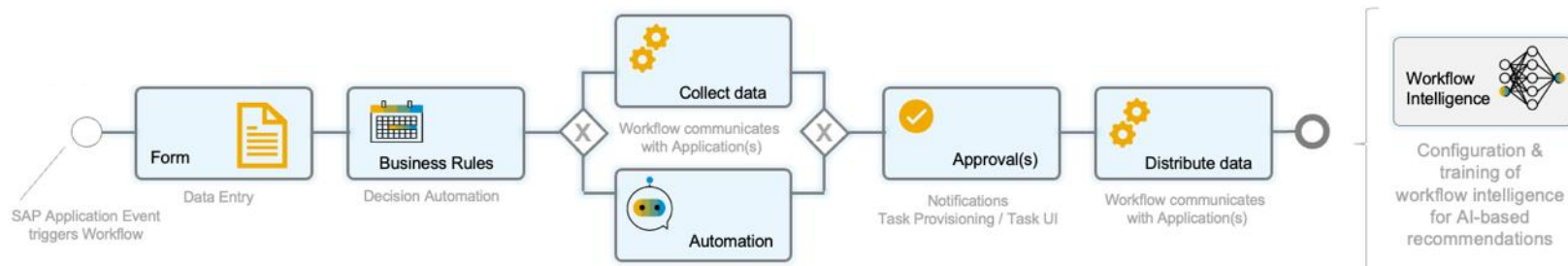
Get inspired, pick yours and start today



Process Automation is at the core of cloud business applications

Expanding from embedded to cross-LoB is an imperative to serve customer needs

SAP Process Automation combines established Workflow Management and Robotic Process Automation capabilities to enable processes with automated **application service invocations** or event handlers, **manual forms-based steps** for data collection and multi-step **approvals**. A process can utilize **automated bots**, dynamic **business rules** and **embedded intelligence** from AI Services.



Embedded Application Process

Line of Business Application

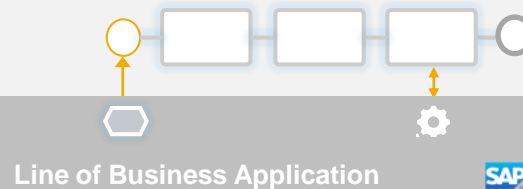


Examples:

One-step sales order approvals

...

Extension Process



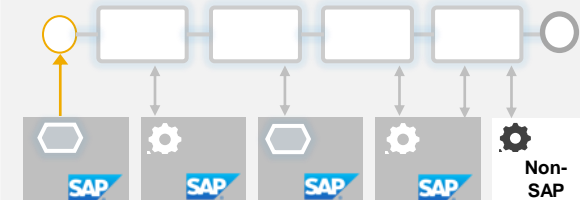
Examples:

Automatic creation of Sales Orders from XLS

Multi-step approval of Sales Orders

Multi-approval steps to manage Credit Block on Sales Orders (S/4HANA)

Cross LoB Process



Example:

Lead-to-Order Workflow: orchestration of lead creation, opportunity conversion, sales quotation creation in SAP Configure, Price, Quote (CPQ) to posting the newly created order in S/4HANA Sales Cloud.

Where SAP Process Automation can help



Data Collection

Consolidate and manipulate data & documents from multiple data sources, e.g., employees, vendors, websites, applications



High Volume Transactions

Handling process steps multiple times, like copy & paste e.g., data entry, report generation, data migration



Extended Core Business Processes

Digitize the entire journey across multiple applications during process execution e.g. web application, SAP S/4HANA, and non-SAP systems



Approvals

Dynamic workflows for various processes that help collect necessary approvals, update system of records and manage initiatives & budgets



Simplify New Processes

Elevate employee experience by creating new extended digitized processes with seamless integration with SAP and non-SAP applications



Process Visibility

Get visibility of live process journey, time taken at each step & entire process, where are requests, SLAs breached, escalations

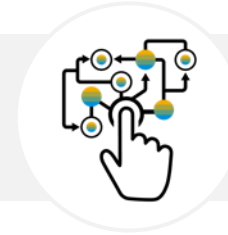
SAP Process Automation use cases



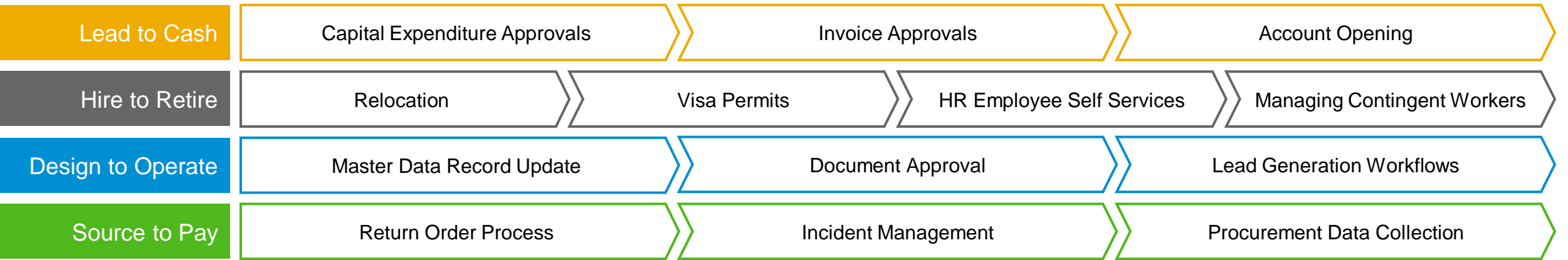
Automate manual, repetitive tasks



“Lights-out” automation of high-volume process steps



Automatically aggregate data from multiple systems



Digitalize manual & semi-automated processes



Extend and adapt standard application flows



Automate end-to-end cross-application workflows

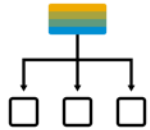
The path to **SAP Process Automation**



The path to SAP Process Automation

Move to process automation at your own speed or make a fresh start

SAP Workflow Management



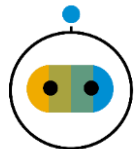
Starting from

- All workflow management capabilities, same runtime – no migration
- Workflow components, process steps, and business rules as reusable artifacts
- Side-by-side usage with reuse of existing content and workflow editor (LCAP)

Looking for

- Additional **citizen developer user experience** including native RPA/process builder
- **Live process content** plus growing new content artifacts (templates, skills)

SAP Intelligent Robotic Process Automation



Starting from

- All automation capabilities, same runtime – no migration efforts
- Automation components, application, data, automations as reusable components
- Side-by-side usage with reuse of existing bot content

Looking for

- Additional **citizen developer experience** for automating **E2E business processes**
- **Additional artifacts** such as forms, business decision rules, and process visibility
- **RPA content** plus growing new content artifacts (templates, skills)

New customers



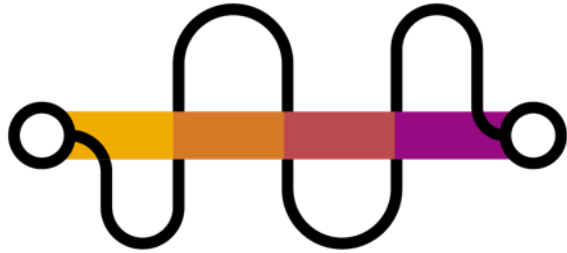
- Explore **no-code process automations** with a **citizen developer experience**
- Build simple forms and **departmental process improvements**
- Benefit from a growing list of **prebuilt business content** and new skills



SAP Process Automation

SAP Process Automation

A simpler and faster way to enhance business efficiency and agility with confidence



Build with Simplicity

Simplify automation with visual drag-and-drop tools and industry specific content



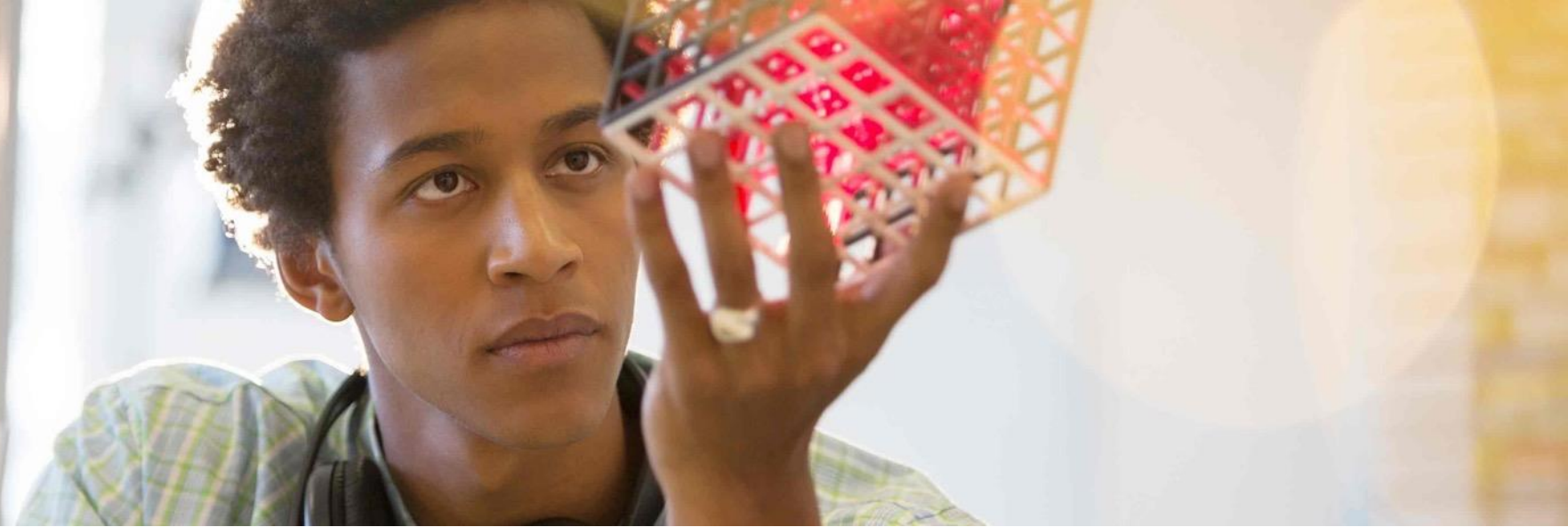
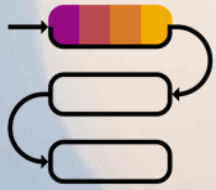
Automate Faster

Automate faster with business context in a unified workflow management and robotic process automation solution



Operate Confidently

Operate confidently on a trusted, enterprise-grade multi-cloud platform



For More Information on SAP Process Automation:

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