



AI and ML scenario for SAP S/4HANA Cloud (public and private) **What's available and what's coming**

Alessandro Sabidussi

#SITBCN

2-3 November

7th edition

BARCELONA 2023

SAP INSIDE TRACK

SOLD OUT →

Agenda



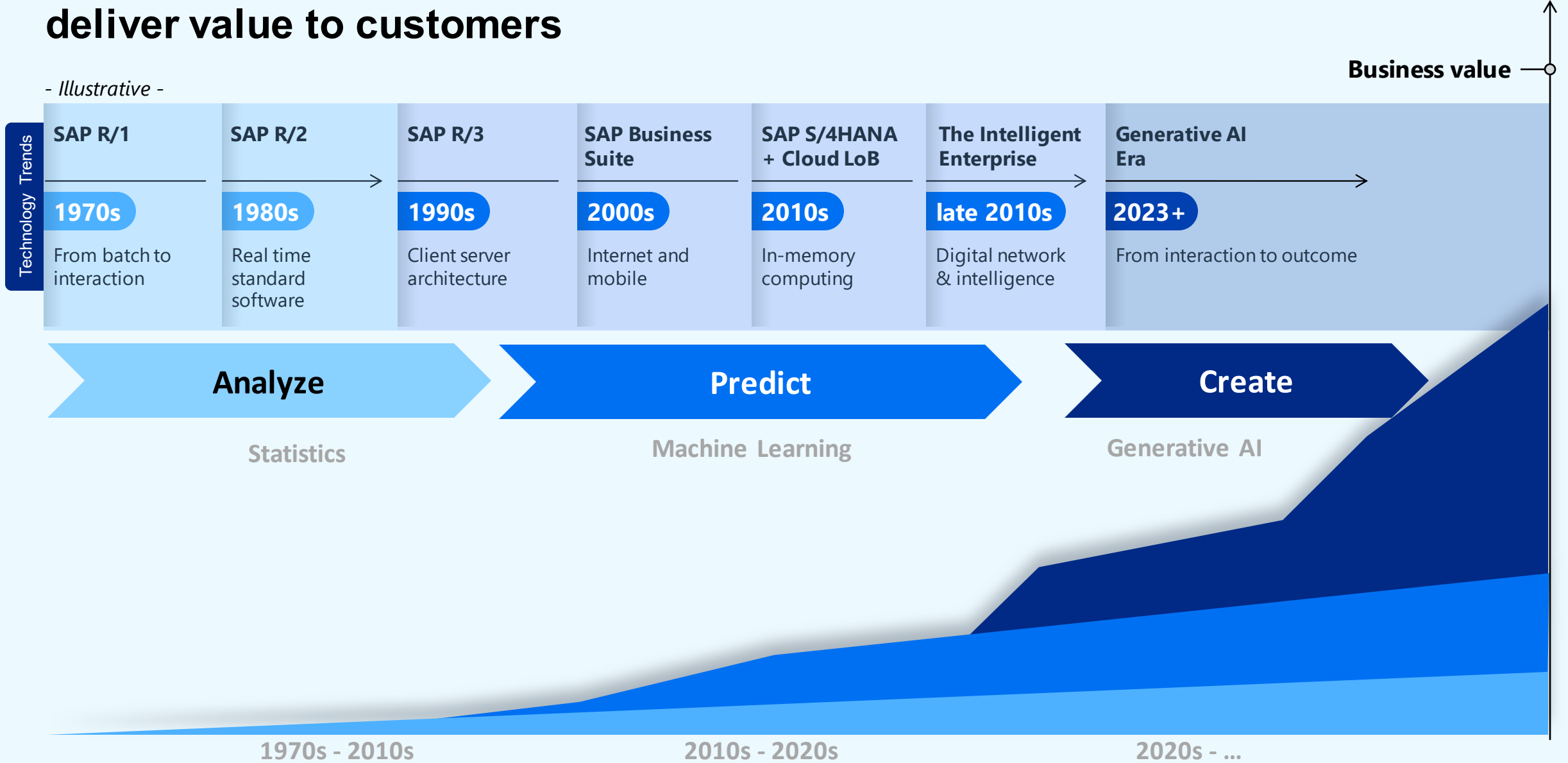
SAP Business AI Strategy

Embed AI into SAP S/4HANA Cloud

Intelligent Scenario Lifecycle Management

Recent technology advancements mark a paradigm shift in how SAP will deliver value to customers

- Illustrative -





Relevant

The most relevant AI delivered in the context of your business processes.



Reliable

Uniquely reliable AI trained on the industry's broadest business data sets.



Responsible

AI built on leading ethics and data privacy standards.



Real business results

Relevant AI capabilities delivered through 50 years of deep understanding of business and processes



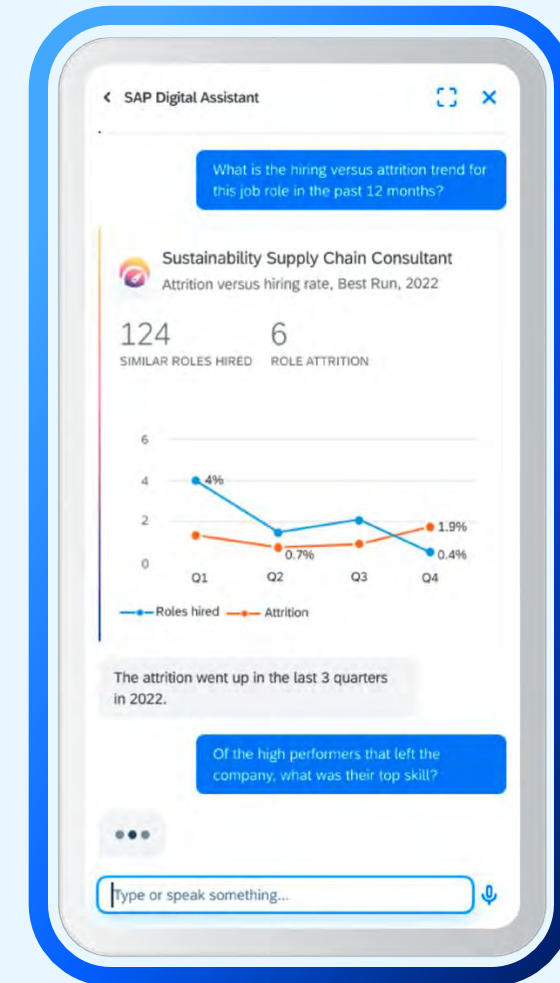
RELEVANT

Empower every employee to interact with SAP application in the most natural way possible

Benefit from AI embedded in your applications that improves and optimizes your desired business outcomes

AI trained from real data that learns and adapts from your utilization

Accelerate your cloud journey with automated code generation and migration tools



Artificial intelligence built on leading ethics and privacy standards



RESPONSIBLE

Guiding principles and policies that steer the development and avoid biases

AI designed for people to get their most valuable work done while keeping humans in the loop

Governance model with external AI ethics advisors and cross-functional operationalization

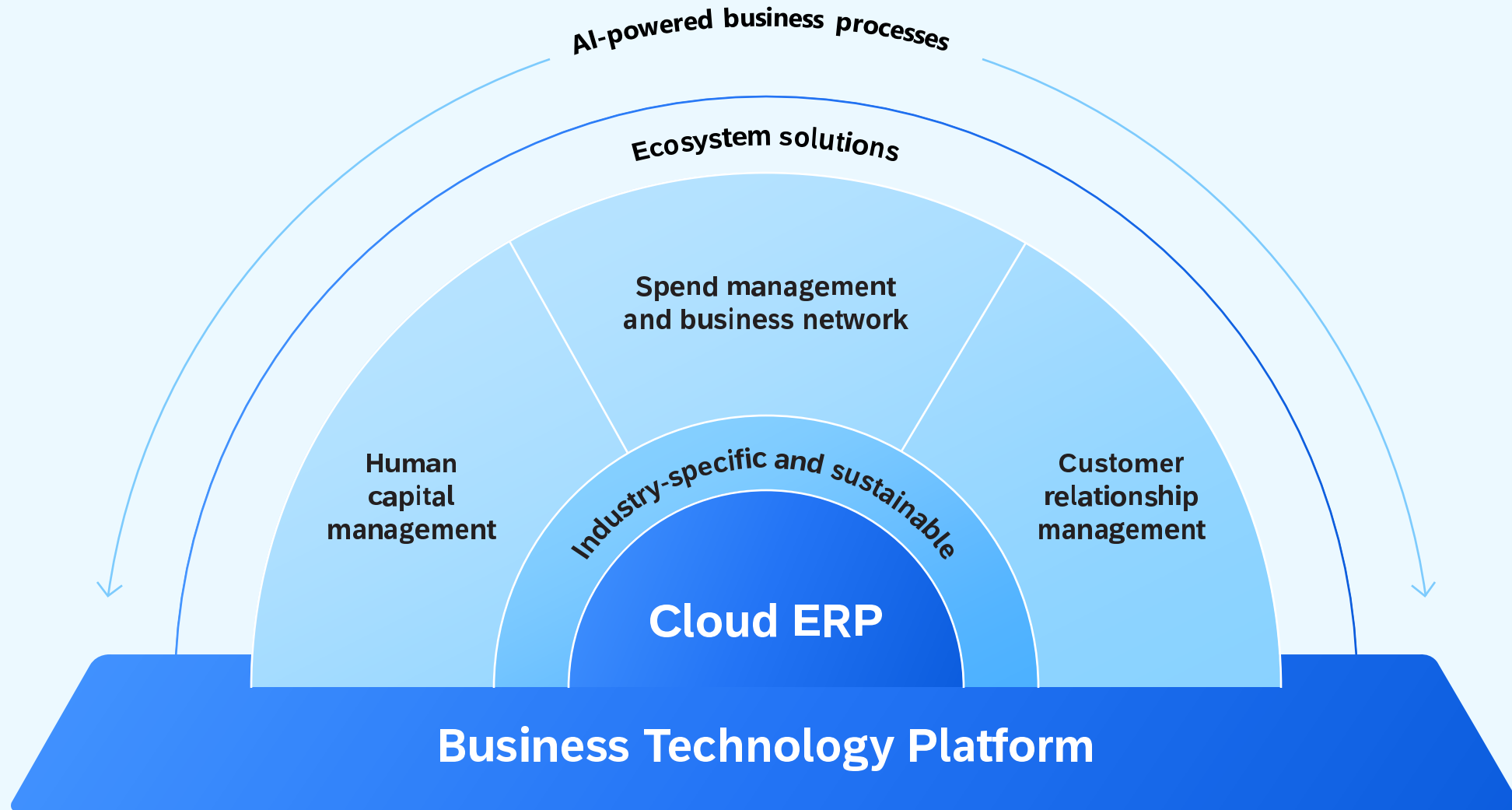
The AI Ethics Policy.

The AI Ethics Policy clarifies how SAP's Guiding Principles for Artificial Intelligence relate to AI use cases. The policy applies to SAP and all its employees worldwide. It defines intent, expectations and obligations for employees involved in development, deployment and sale of AI systems.

The Pillars of the Policy.



SAP Portfolio



What is SAP Business AI?

Customers already benefit from AI capabilities in SAP's cloud applications and will soon be able to unlock new premium features

SAP BUSINESS AI

	What?	Where?
Premium AI	Unlock premium AI capabilities applicable to your preferred scenarios across your SAP Cloud applications	Includes generative AI use cases.
Base AI	Access AI capabilities as part of your existing SAP Cloud applications	AI delivered in SAP cloud applications. Includes talent intelligence hub, Job Analyzer, Career Explorer, and more.
BTP AI Services	Build custom AI solutions and integrate them into your SAP landscape	AI development capabilities delivered through SAP Business Technology Platform.
Ecosystem AI	Procure best-of-breed AI solutions from SAP's partner ecosystem	Partner solutions available from SAP Store .

SAP Business AI approach

Relevant | Reliable | Responsible



Joule

A copilot that truly understands your business

Embedded AI capabilities

Cloud ERP

Human capital management

Spend management & business network

Customer relationship management

Business Technology Platform

AI Foundation

on Business Technology Platform

AI ecosystem partnerships and investments



ANTHROPIC

cohere

databricks

DataRobot

Google Cloud



Hugging Face

IBM

Microsoft



Agenda



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Intelligent Scenario Lifecycle Management

Embedded best practices | Delivering on Artificial Intelligence

Finance

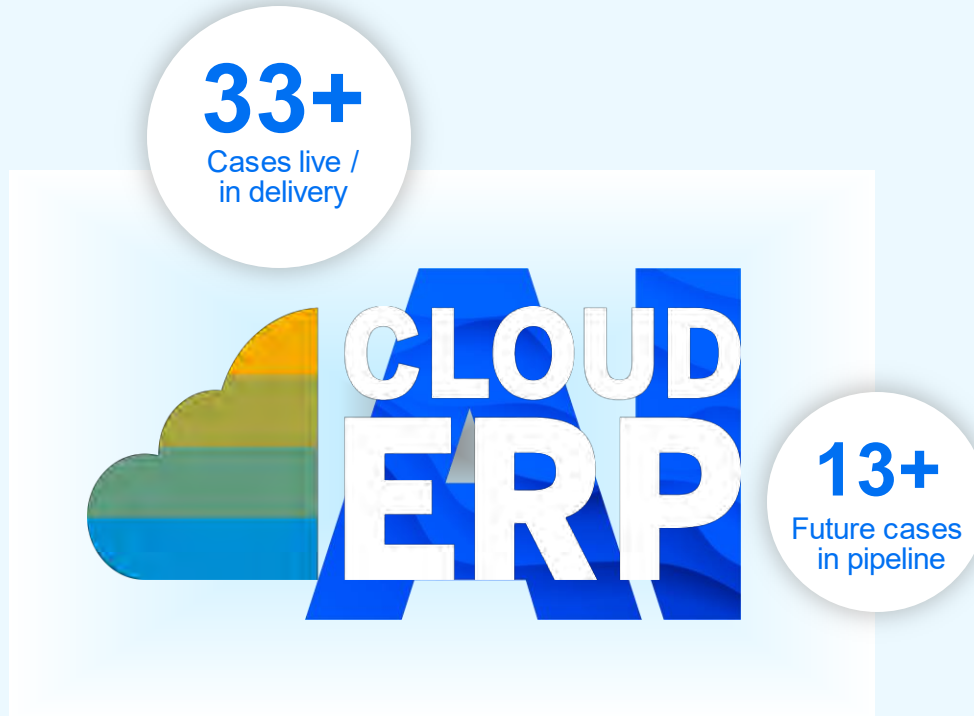
- Cash Application
- Goods Receipt / Invoice Receipt Reconciliation
- Intelligent GRC / Business Integrity
- Intelligent Collections Mgmt.
- Intelligent Accrual Recommendation
- Intelligent Intercompany Reconciliation
- Behavioral Insights
- Tax compliance
- Handling of email-based dispute claims
- Intelligent Accounts Receivables
- Smart Data Load for Green Ledger
- Dynamic Generation of Reports

Sales

- Quotation Conversion Probability Rate
- Delivery Performance / Delivery in Time
- Sales Performance Prediction
- Create Sales orders from Unstructured data
- Intelligent Business partner creation using business scan
- Auto-completion of Sales Order data
- AI for Sales Management

Procurement*

- Contract Consumption
- Supplier Delivery Prediction
- Quantity contract consumption
- OCR processing for CIM



- Generative AI / LLM use case
- Ideation
- In process
- Done

- Selected Examples -

Digital Supply Chain

- Stock in transit (Logistics)
- Detection of Slow / Non-moving Stocks (Inventory/Supply Chain)
- Digital Twin (Catena-X)
- Failure Curve Analysis

Integrated Business Planning

- Demand Forecasting with External Algorithms
- Intelligent Lead Time Prediction
- Master Data Anomaly Detection
- Automated Determination of Segmentation Thresholds
- Demand forecasting that supports trends
- Outlier Detection in Batch Jobs
- Demand-Driven Replenishment
- Next Generation Inventory Optimization
- Automated sales curve cluster forecasting
- Lead Time Prediction
- Intelligent Goods Receipt Analysis in Transportation Management
- Automated Outlier Correction Logic

Digital Manufacturing Cloud

- Visual Inspection / AI-enabled Visual Inspection

EPPM

- Project Resource Matching

Others

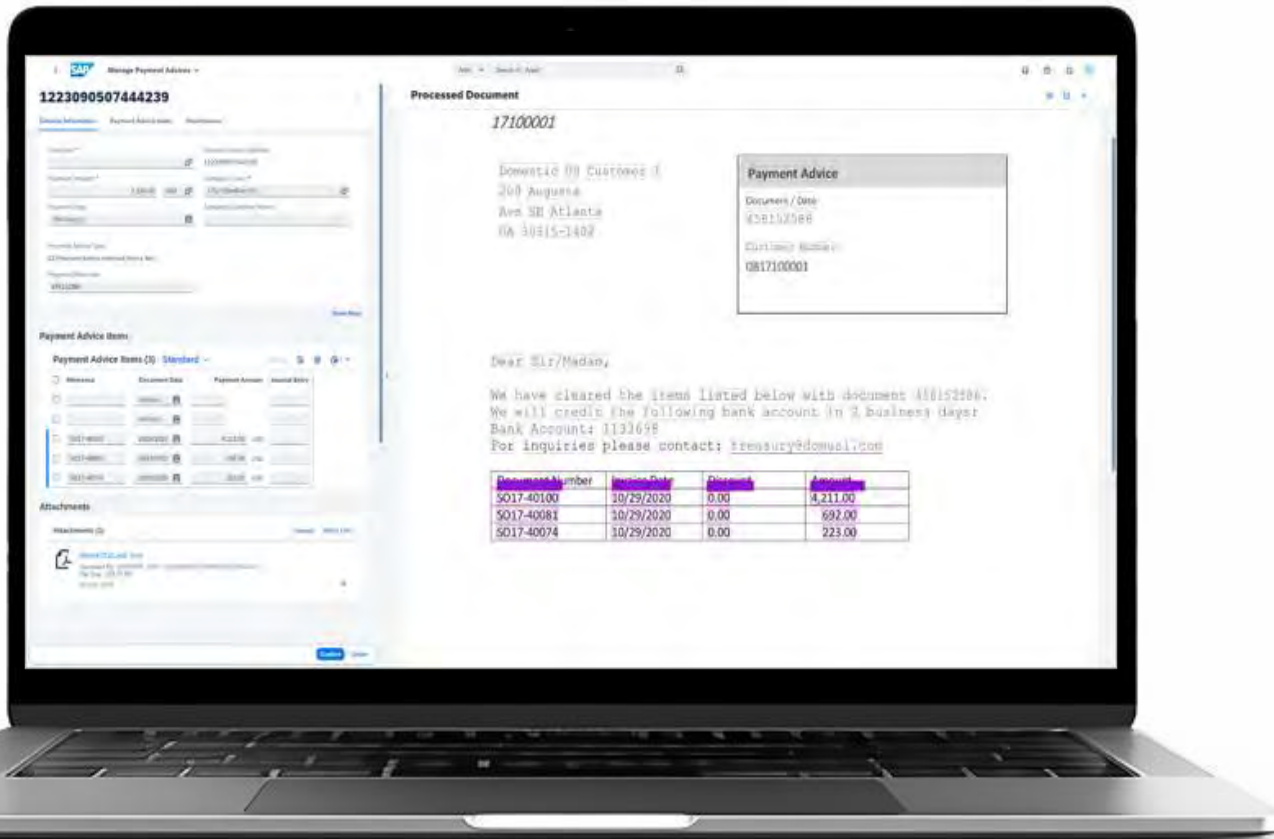
- Business Rule Mining (Master Data Management)
- Project Cost Forecast (Project System)
- Intelligent Content Processing (PLM)
- Process Outsourced Billing Documents (Utilities)
- Process Implausible Meter Reading Results (Utilities)

Reduce financial risk through intelligent invoice matching

AI-powered automation ensures efficient exception handling and reduces costs

SAP Cash Application

AI-powered receivables line-item matching



Increase efficiency and reduce errors in finance



Reduce Days Sales Outstanding (DSO)



Improve scale and speed of shared services team

Outcome*

Reduce up to 60% of manual receivable matching effort

Automate matching of up to 70% of receivable items

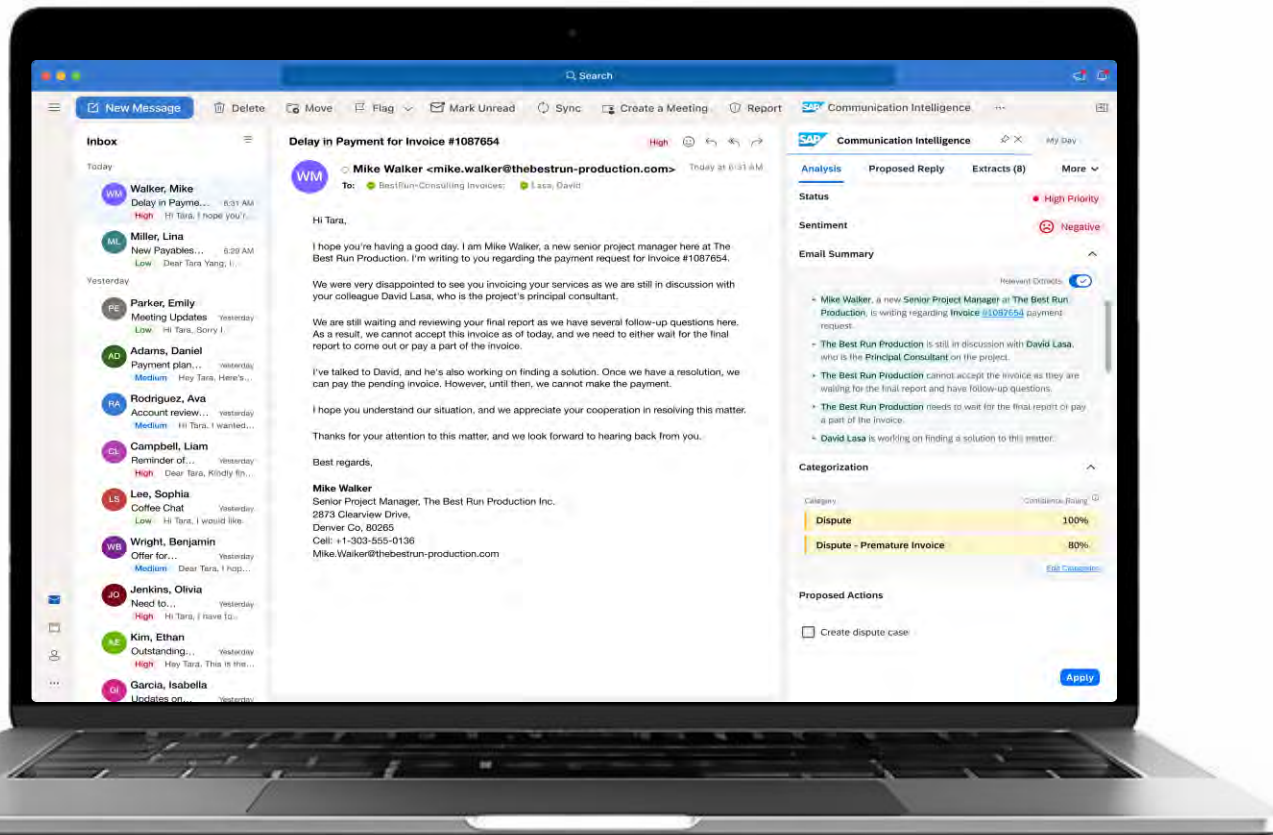
Note: This is current state of planning and may be changed by SAP at any time without notice.

Automate communication-heavy business processes

Reduce manual activities, speed up clearing, and optimize the overall customer experience

Communication Intelligence

AI-powered correspondence for receivables management



Automate categorization, prioritization and follow-up actions for business correspondence



Reduce working capital through DSO reduction



Reduce time to clear overdues

Outcome*

Reduce Days Sales Outstanding up to 10%

Reduce over-due items by up to 50%

Note: This is current state of planning and may be changed by SAP at any time without notice.

Accelerate good receipt processing

Achieve significantly shorter handling times in truck logistics with AI-powered checks and releases

Transportation Management

AI-powered document processing for goods receipts



Increase accuracy and document processing of delivery notes



Reduce manual delays at the gate



Improve yard logistics

Outcome*

Reduce processing time for paper-based delivery notes by up to 50%

Reduce manual pre-gate truck delivery processing costs by up to 50%

Note: This is current state of planning and may be changed by SAP at any time without notice.

Agenda

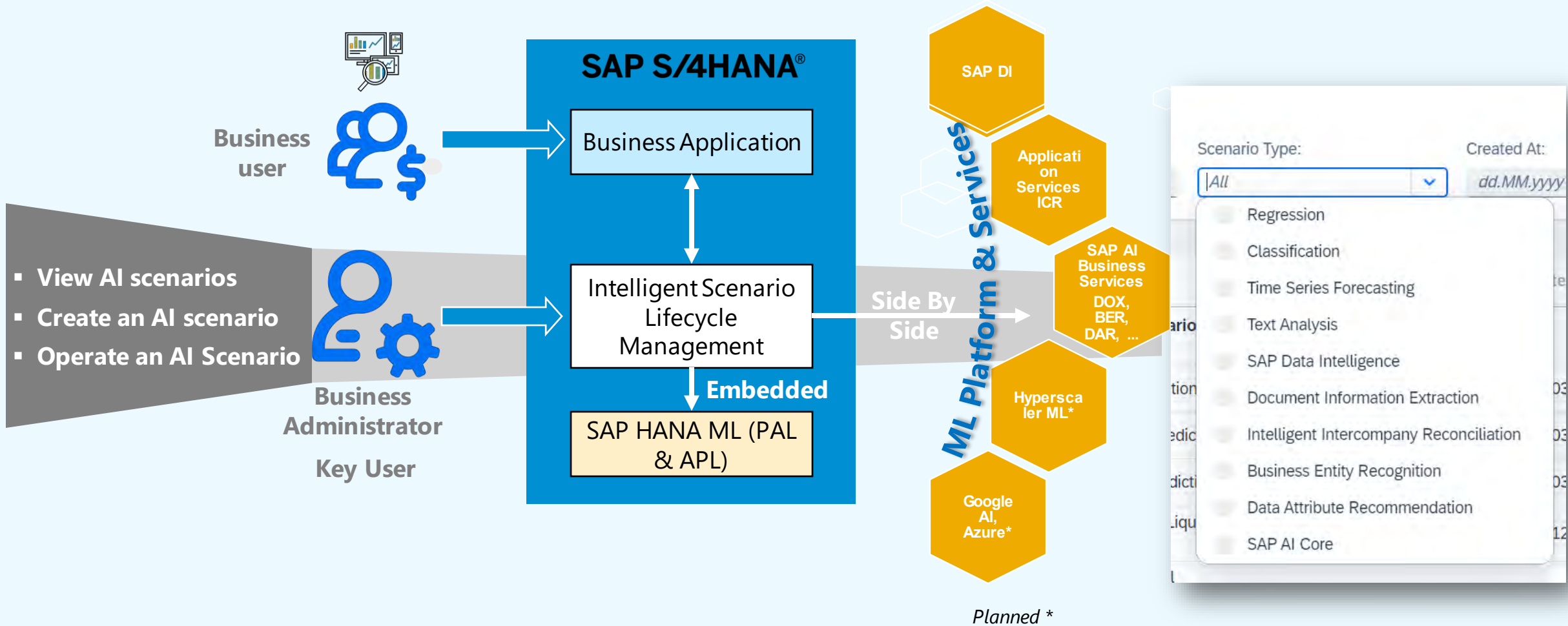


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Intelligent Scenario Lifecycle Management

Standardized integration of AI in SAP S/4HANA

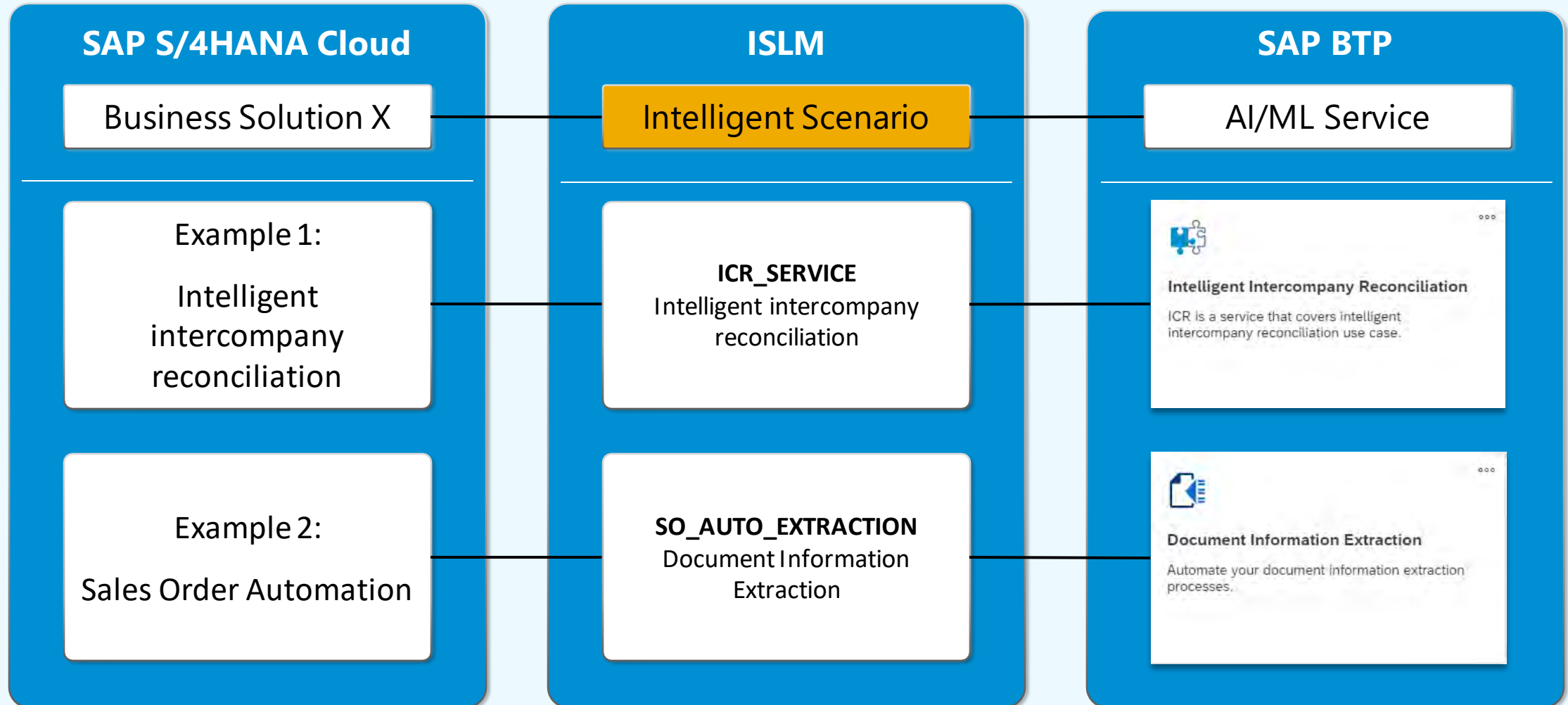


Intelligent scenario: the binding entity



- ISLM introduces a new entity called **intelligent scenario** per use case.
- Intelligent scenarios are **based on one intelligent scenario type** where the behavior is defined.
- For SAP S/4HANA shipped scenarios, **intelligent scenarios are ABAP objects** in your package shipped together with your solution.
- An intelligent scenario **binds** the business application to its consuming ML service such as in SAP BTP.
- ISLM provides customers control over productive usage with an additional step “activate”. This step enables to specify the appropriate trained model to be used in the consuming application.

Examples of intelligent scenarios released with SAP S/4HANA



To Dos

Tasks (2) Situations (3)


8 min. ago

Approve Purchase Requisition 10065798 00010
 Medium Priority
 Created By: SAP Workflow Runtime
 Task created 2 days ago

Approve Purchase Requisition 10065797 00010
 Medium Priority
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Pages

Manage Pages



Manufacturing
 Discover the new features and changes in this release
 SAP S/4HANA Cloud 2308 [Read](#)

Internal Sales Overview
Internal Sales

Overview
Solution Order Management

Supplier Evaluation
Purchasing

Purchase Requisition Processing
Purchasing

Overview
Sourcing and Contracting

Source of Supply Management
Sourcing and Contracting

Sales Processing
Internal Sales

Processing and Analysis
Solution Order Management

Apps and Activities

Favorites Recently Used Frequently Used

Create Group Add Apps

Purchasing **Create Sales Orders** Automatic Extraction **Monitor Recommendations for Sales Document Completion** **Track Sales Orders** **My Sales Overview**

Create Purchase Requisition Advanced **Sales Order Fulfillment** Analyse and Resolve Issues **Manage Sales Order** **Customer - 360° View** **Manage Sales Orders** Version 2

General Ledger Overview **Monitor Settlement** **Procurement Overview** **Sales Management Overview** **Manage Billing Documents**

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Advanced

Sales Order Fulfillment
Analyse and Resolve Issues

Manage Sales Order

Customer - 360° View

Manage Sales Orders
Version 2

General Ledger Overview

Monitor Settlement

Procurement Overview

Sales Management Overview

Manage Billing Documents

Hello Jones,
How can I help you?

Talk to me naturally. For example, "what are my tasks for today?"

Get started

Create purchase order Create new position

Change name

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Joule

Today 8:00 AM

How can I create a sales order most efficiently?

Type or speak something...

To Dos


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 Advanced Analyse and Resolve Issues Version 2

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Joule

Today 8:00 AM

How can I create a sales order most efficiently?

Here's a summary of what I have found for you:

To create a Sales Order efficiently, you can use the Create Sales Order – Automatic Extraction application. It allows you to create sales orders from unstructured data like purchase order files in PDF or image formats by automatically extracting the relevant information into a sales order request.

Do you want to get more detailed information? Check out the search results.

[Show search results](#)

[Open Create Sales Orders – Auto...](#)

Type or speak something...

To Dos


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Joule

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Show search results

These are the results that I found.

Search Results 3 of 3

[SAP Help Portal](#)
 Create Sales Orders – Automatic Extraction Open in new Tab

[SAP Fiori Apps Reference Library](#)
 Create Sales Orders – Automatic Extraction Open in new Tab

[Blog Post](#)
 A Day in the Life of an Internal Sales Representative Open in new Tab

- App Extensibility: Custom Proposal for Sales Order Request Fields (BAAdI)
 - Data Not Extracted for Order Creation
 - Data Incomplete for Order Creation
 - > Import Sales Orders
 - > Change Sales Orders - VA02
 - > Display Sales Orders - VA03
 - List Sales Orders - VA05
 - Intelligent Product Proposal
 - Schedule Intelligent Product Proposal
 - Schedule Update of Down Payment Status - Sales Orders
 - Alternative-Based Confirmation in Sales Orders
 - Solution Order: Specifics for Sales Orders
- > Feature Comparison for Sales Orders
 - FAQ for Sales Order Management and Processing
- > Sales Billing
- > Solution Billing
 - Sales Rebate Management
- > Incentive and Commission Management
- > Claims, Returns, and Refund Management
- > Sales Monitoring and Analytics
- > Output Management for Sales Documents and Billing Documents
- > Solution Business Management

Create Sales Orders - Automatic Extraction

App ID: F4920

With this app, you as an internal sales representative can create sales orders from purchase order files in PDF or image formats (unstructured data). After a file is uploaded, the system automatically extracts file information into a sales order request and proposes values for sales order request fields (for example, by determining the sold-to party based on extracted data). You can later convert the sales order request into a sales order.

Term Definition

A sales order request is basically a sales order draft that serves the purpose of preparing a sales order. It represents a preceding document of the sales order, but is not part of the document flow from the business perspective.

Note

In this app, a sales order request is created for each uploaded file.

Processing Flow

The following figure displays the overall processing flow in this app.



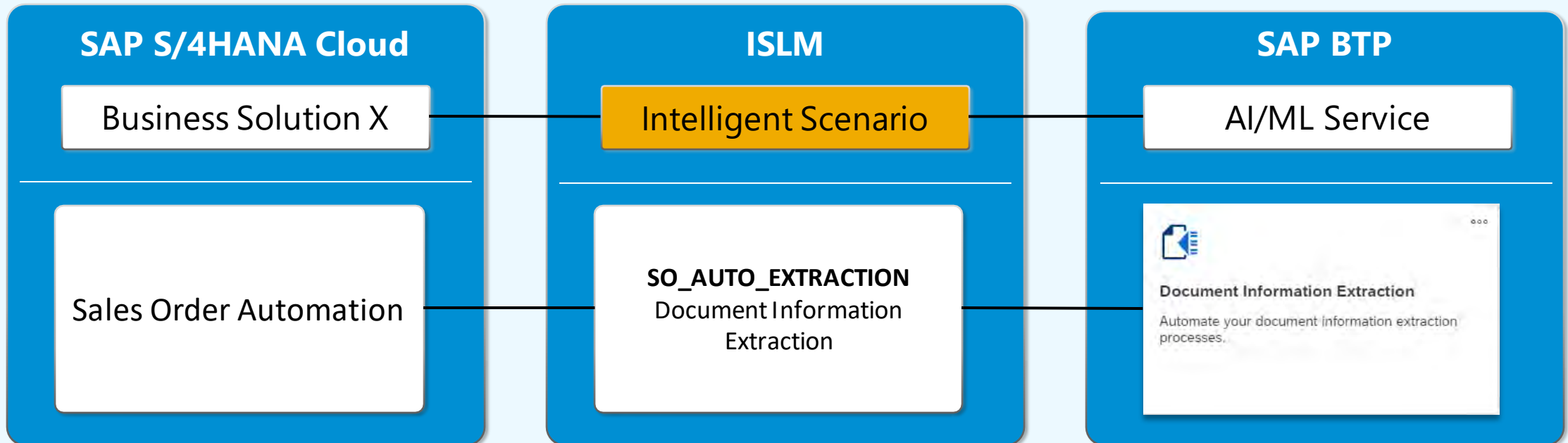
On this page

- [Term Definition](#)
- [Processing Flow](#)
- [Prerequisites](#)
- [Key Features](#)
- [SAP-Predelivered Proposal Rules for Sales Order Request Fields](#)
- [Multiple Address Handling for Sold-to Party and Ship-to Party](#)
- [Situation Handling](#)
- [Supported Device Types](#)
- [Related Information](#)

Was this page helpful?



Demo: Create Sales Orders from Unstructured data



Machine Learning with SAP S/4HANA

Some other examples

Use Case	LOB	Scope Item	Scenario Type
Create Sales Orders from Unstructured data	Sales	4X9	Side-By-Side in SAP BTP
Intelligent Intercompany Reconciliation	Finance	4LG	Side-By-Side in SAP BTP
Detect Trends of Purchase Contract Quantity Consumption	Sourcing & Procurement	1QR	Embedded
Supplier Delivery Prediction	Sourcing & Procurement	3FY	Embedded
Predict Time-frame for Stock in Transit	Supply Chain	20N	Embedded
Early detection of slow & non-,moving stock	Supply Chain	20N	Embedded
Sales Performance Prediction	Sales	2YJ	Embedded

 Find out more about the scenario from this [SAP Community Blog](#)





Explore more on
[SAP.com/ai](https://www.sap.com/ai)

Thank you

Alessandro Sabidussi

SAP S/4HANA Cloud Partner Adoption lead

alessandro.sabidussi@sap.com

