

Joule Never Be Lonely

How SAP Joule and specialized AI agents bring trusted enterprise content into the flow of work

Miguel Hånberg-Alonso

SBN Oslo

20 October 2026



Data records a life. Content explains its impact.

Dates and figures can describe a career.

Stories, interviews, photographs, books and recordings explain why that career mattered.

Enterprise AI faces the same context challenge.

**Structured data tells us what happened.
Governed content helps explain why it mattered.**



1936-
2026

Margaret Hamilton

Software team lead for the Apollo 11 Space Mission
Image: Wikimedia Commons

**How many of you asked Joule a question
where the answer was not fully available
in **SAP data alone?****

What was missing?

A contract? An email?

A policy document? An amendment?

Nobody has all the context. Not even Joule!

SAP business context

- ✓ Employee
- ✓ Role
- ✓ Organization
- ✓ Country
- ✓ Business object
- ✓ Process
- ✓ Transaction
- ✓ Workflow status

Enterprise content context

- ✓ Employee documents
- ✓ Policies
- ✓ Contracts
- ✓ Correspondence
- ✓ Certificates
- ✓ Supporting evidence
- ✓ Archived records

SAP can tell us what is happening. Content Management explains why, what was agreed, and which rules apply.

The Opportunity: **Complete the Context** for SAP AI

SAP BRINGS THE PROCESS INTELLIGENCE

SAP, the SAP Business Data Cloud and the SAP Knowledge Graph describe the transaction: Business semantics, master data and process relationships.

Joule and SAP agents act on that structured picture and explain what happened.

THE GAP

The evidence that explains the transaction - contracts, invoices, email, employee files, technical documents and records sits outside the structured layer.

OPENTEXT ADDS THE DOCUMENT REALITY

OpenText link governed content to SAP business objects, so documents inherit the process context.

Permissions, retention and audit travel with the content, and OpenText Content AI searches, summarizes and extracts across it.

KEY TAKEAWAY

Combining structured SAP data with governed content managed by OpenText improves the context available to users and agents.

A simple question can have a surprisingly distributed answer

An HR representative asks Joule

“What parental-leave conditions apply to this employee?”

Employee and
organizational data

Applicable HR policy

Employing country

Employment terms

Current process status

Previously approved
documentation

The HR representative asks one question. The organization may need several sources to answer it.

When the transaction tells you what happened, but not what was agreed

“What are the termination conditions in purchase contract 4600001234?”

WHAT SAP KNOWS

Purchase contract or order • Supplier • Company code • Procurement process • Related business object

WHAT THE DOCUMENTS HOLD

Executed contract • Amendments • Terms and conditions • Procurement correspondence • Supporting documents

1
A procurement user asks Joule inside SAP



2
Joule connects the question to the business object



3
A configured capability finds the business workspace



4
Content Aviator analyzes the authorized contracts



5
Joule presents the grounded result

Less manual contract searching • Faster access to relevant clauses • SAP transactions connected with the agreements behind them

Joule can find the purchase order. The content specialist knows what everyone actually agreed.

The work order is in SAP. The instructions may not be.

“What documentation and safety information should I review before carrying out this maintenance order?”

WHAT SAP KNOWS

Equipment or asset • Functional location • Work order • Plant or facility • Scheduled activity

WHAT THE DOCUMENTS HOLD

Technical drawings • Equipment manuals • Standard operating procedures • Safety instructions • Inspection certificates • Earlier service reports

- 1 A maintenance user asks Joule about a work order
- 2 Joule connects it to the equipment and order context
- 3 A specialized capability locates the authorized content
- 4 Content Aviator summarizes the relevant documentation
- 5 Joule presents it or points to the required documents

Less time locating technical content • Documentation connected to the active SAP process • Active and archived information in the flow of work

Joule understands the work order. The content specialist remembers where the manual went.

The transaction may be complete. The evidence still has a job to do.

“What documents support this completed transaction, and are any records still subject to retention?”

WHAT SAP KNOWS

Transaction identifier • Supplier or customer •
Company code • Posting date • Business object •
Process status

WHAT THE DOCUMENTS HOLD

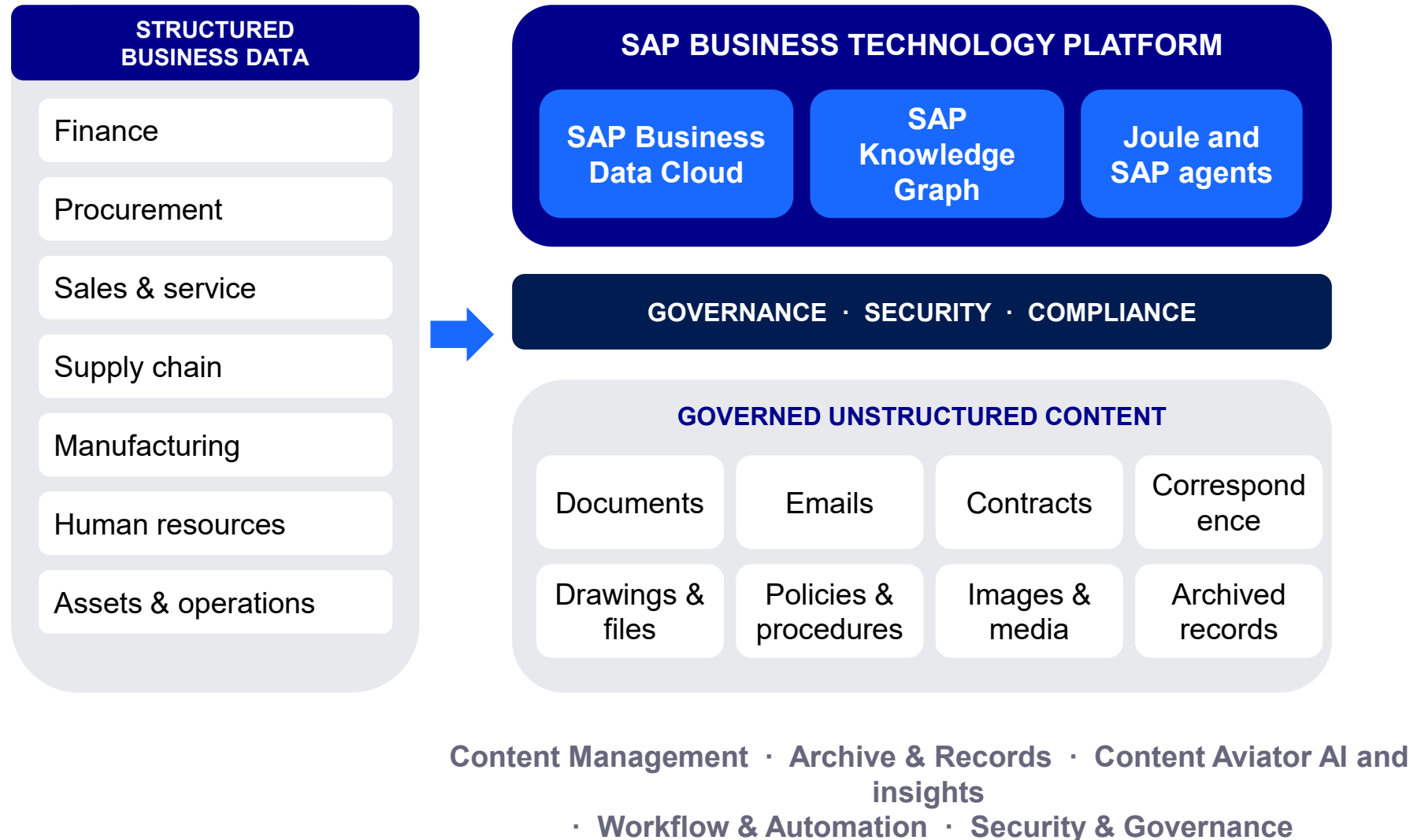
Original transaction document • Invoice
documentation • Approval evidence •
Correspondence • Archived attachments •
Retention information

- 1 A finance or audit user asks Joule about a transaction
- 2 Joule uses the transaction and business object context
- 3 A specialized capability locates the retained content
- 4 Content Aviator summarizes the supporting information
- 5 Joule returns the result or points to the evidence

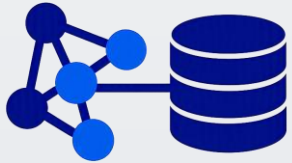
Faster access to transaction evidence • Archived content connected to the business context • Less dependence on knowing the repository

Authorized users can locate and understand retained information. Records decisions stay with the governance process.

One Intelligent Enterprise: Structured SAP data, Governed Content



One story, two complementary strengths



SAP intelligence layer

Business transactions and master data in SAP Business Data Cloud, described by the SAP Knowledge Graph and acted on by Joule and SAP agents.

This layer explains what happened.



OpenText content layer

Contracts, invoices, email, employee files, technical documents and records are stored in OpenText with permissions, workflow, retention and audit built in.

Content AI agents explain why it happened.



Joint business outcome

Answers grounded in fuller context, insight in the flow of SAP work, content-aware decisions and trusted customer communications.

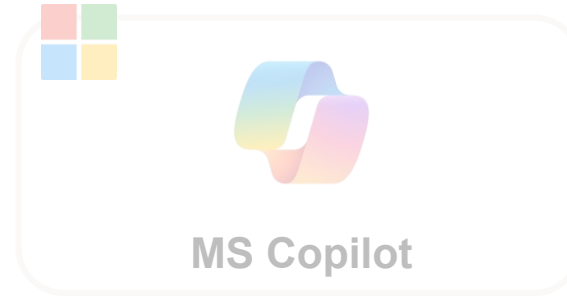
What to do and say next.

AI-to-AI: Enterprise AI Interoperability Built on Governed Information

BUSINESS APPLICATIONS



COLLABORATION APPLICATIONS



OpenText



A2A
MCP
API Calls

OpenText - The AI Governance & Control Layer

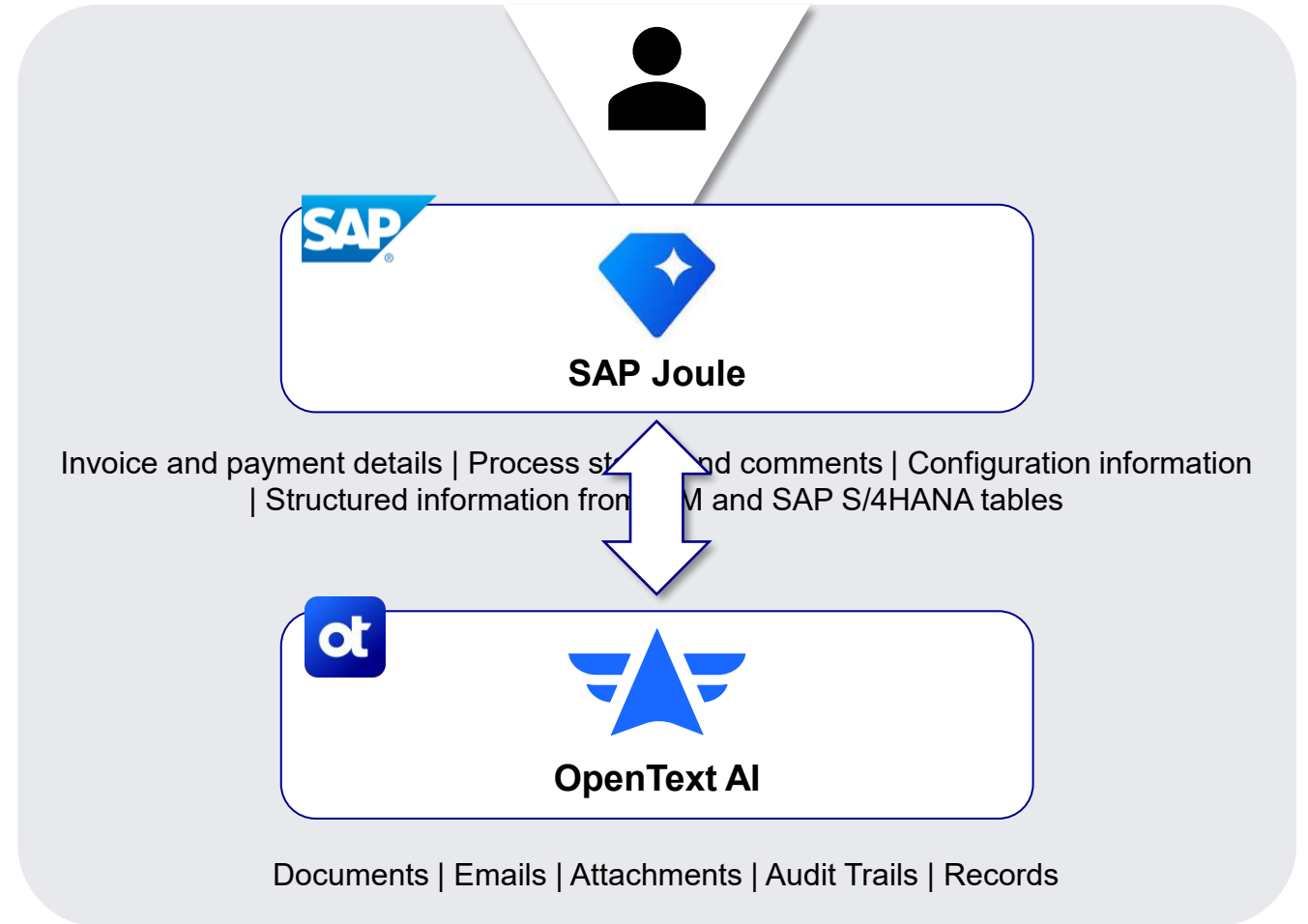
How Joule and OpenText AI work together **today**

Joule is the user entrance.

SAP provides the business context.

OpenText AI provides trusted enterprise information.

Together we deliver trusted business outcomes.



OpenText AI contributes document knowledge in the background, and Joule presents the result or triggers the action. **Experience stays 100% SAP-native.**

OpenText AI + SAP Joule: Embedded agents

AI agents working together where the user is



AVIATOR AGENT

Plant Maintenance

THE CHALLENGE

A field technician is servicing a machine and needs a summary of maintenance history, what's going wrong and what to do about it.

WHAT THE AGENT DOES

Provides a complete, trustworthy maintenance summary, grounded in governed content without ever leaving S/4HANA. Brings AI to the content.

WHAT THE AVIATOR AGENT CAN DO

The screenshot displays the SAP S/4HANA Cloud user interface. At the top, the navigation bar includes the SAP logo, 'S/4HANA Cloud', and a 'Home' dropdown. Below this, the main content area is divided into sections: 'My Home' (with a message 'You do not have any news.'), 'Maintenance Planning' (with a dropdown arrow), and 'Maintenance Execution' (with a button labeled 'Maintenance Execution'). A section titled 'Apps' with a dropdown arrow shows a list of recommended applications under the 'Recommended' tab. These include: 'Manage Product Master Data', 'Maintain Bill Of Material' (with subtext 'Create, change & display BOMs'), 'Manage Service Entry Sheets' (with subtext 'Lean Services'), 'Find Maintenance Orders and Operations', 'Find Maintenance Orders and Ope...' (with subtext 'Dispatching'), 'Find Technical Object', 'Find Maintenance Orders Completion', and 'Find Maintenance Orders Scheduling'. At the bottom, there is a section for 'Insights Tiles' with a question mark icon. Overlaid on the right side of the interface is a chat window for 'Joule'. The chat window has a title bar with a close button and a search icon. It features a purple diamond icon and the text 'Good morning. What can we tackle together?'. Below this, a message box contains the text 'create a summary report for the field technician about the maintenance history of machine P-3000-N001'. A cursor is pointing at the bottom right corner of the chat window, which also contains the text 'Joule uses AI. Verify results.'

Same anatomy, two brands — Joule and Aviator as a team

Assistant & LLM

Joule: the AI assistant users talk to in SAP applications.

Aviator: AI chat on OpenText Business Workspaces and documents.

Tools, skills, agents

Joule agents bundle actions (API calls).

Aviator delivers content-grounded answers from the documents.

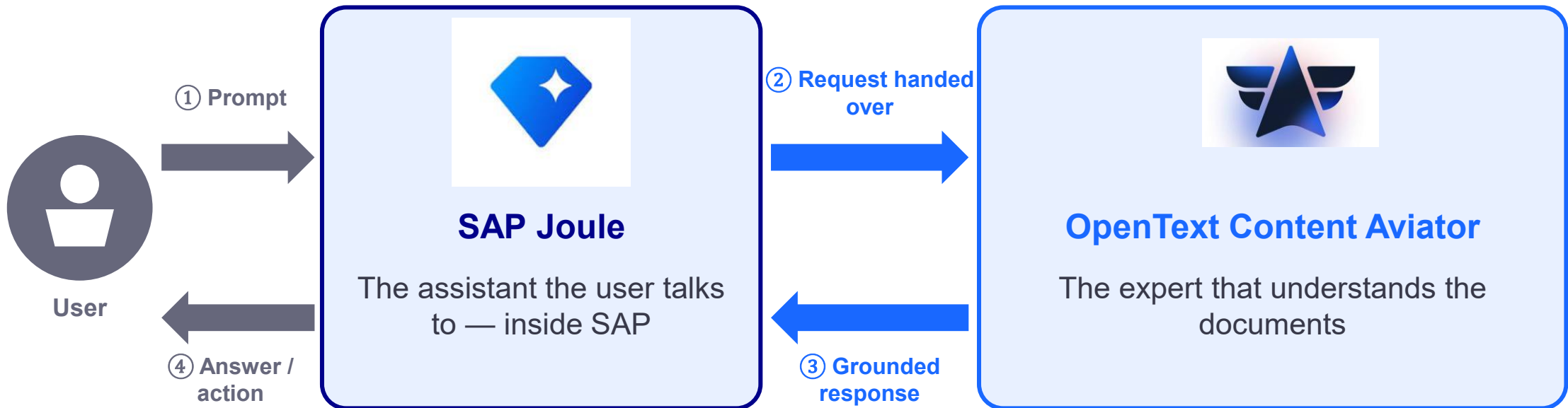
Studios & protocols

Configured in Joule Studio (SAP Build) and Aviator Studio.

MCP and A2A: supported or rolling out on both sides.

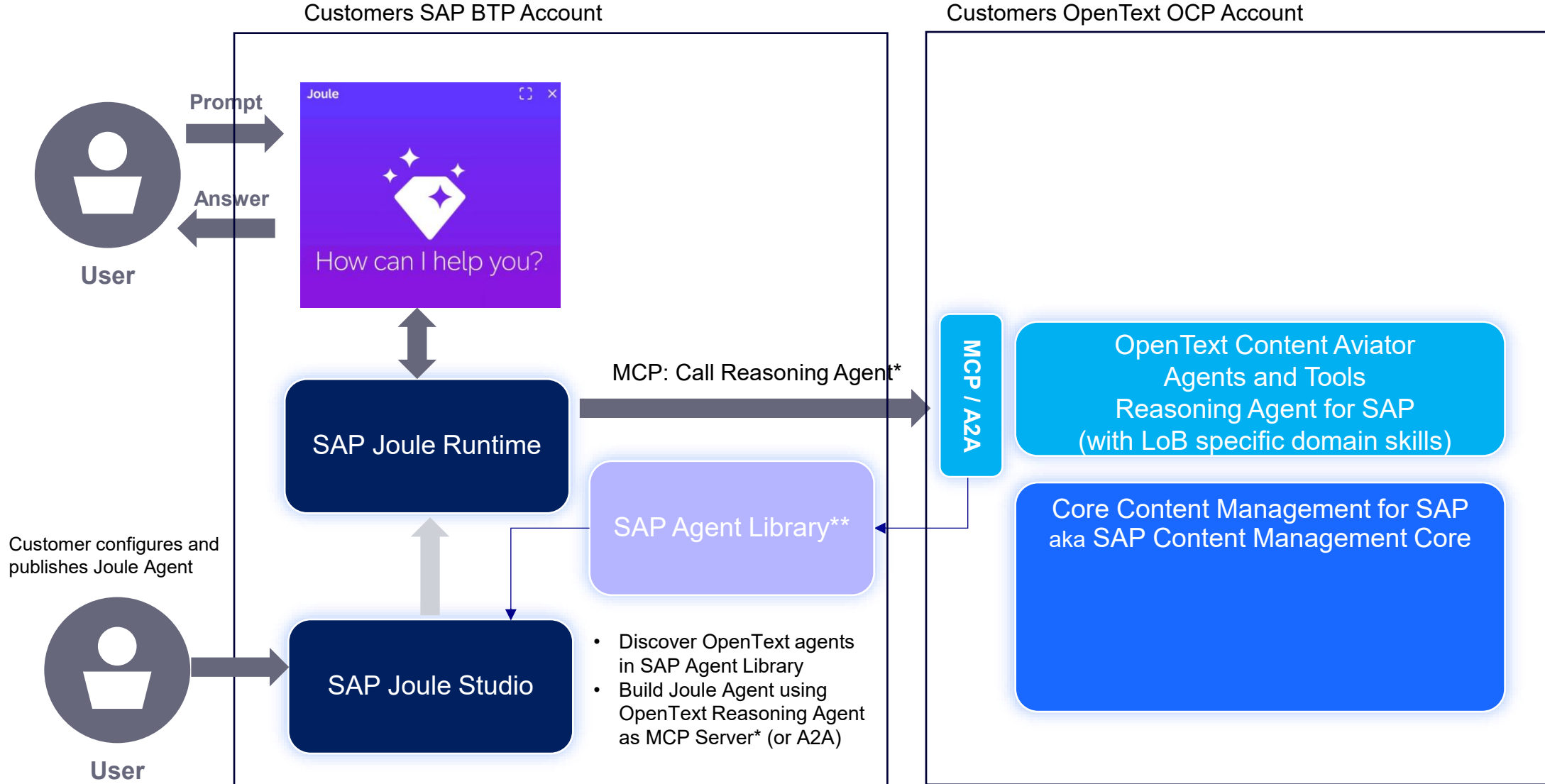
How Joule and Aviator work together today

It starts and ends in SAP Joule — one round trip to OpenText Content Aviator in between.



The experience stays 100% SAP-native — Content Aviator contributes the document knowledge in the background, and Joule presents the result or triggers the action.

Integration via MCP and A2A – an emerging model

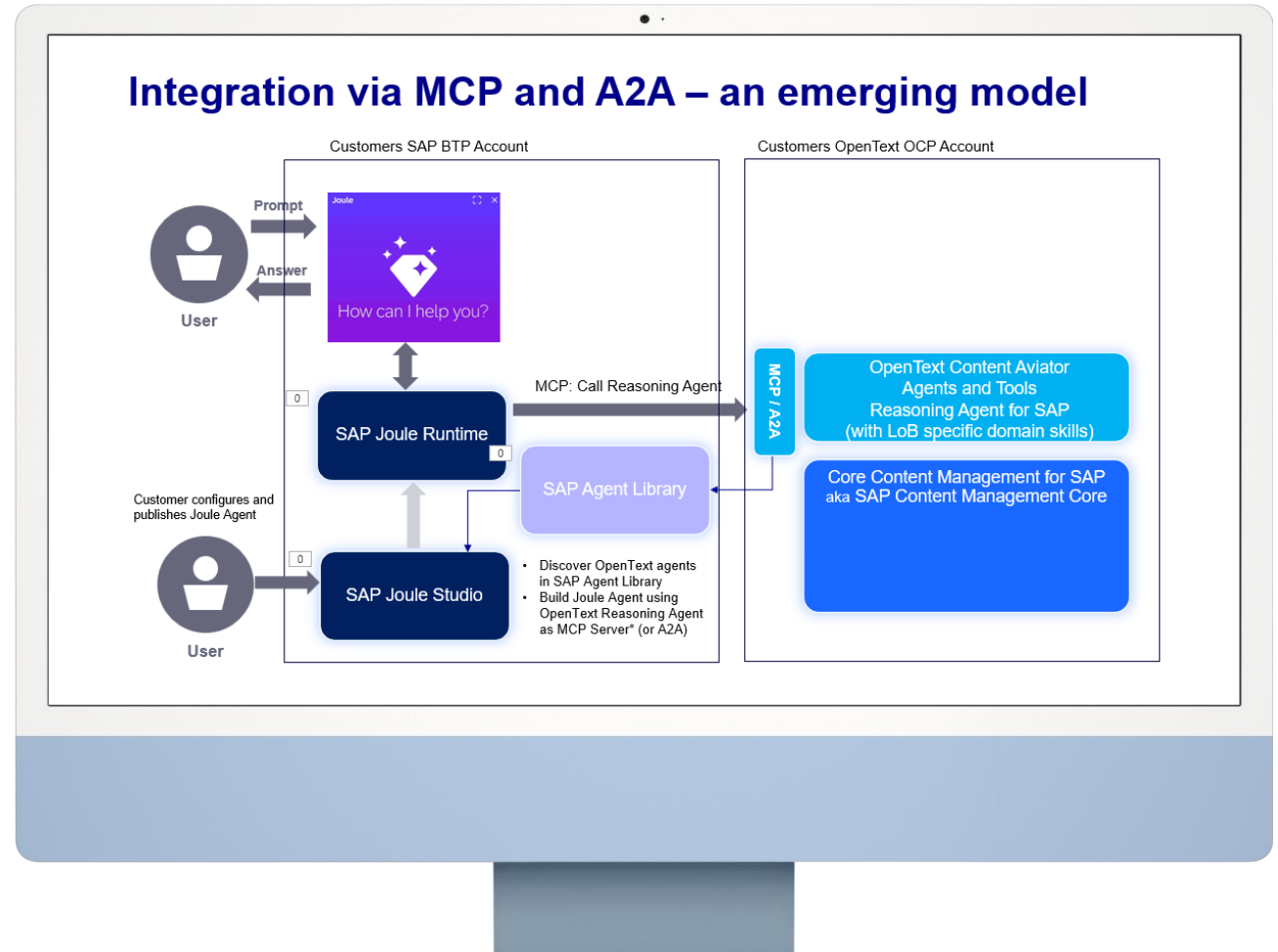


* Aviator Agents and Tools are intended to be callable via MCP / A2A – subject to product and release

** Partner agent listing requires SAP confirmation to list partner agents

Baby-Steps with AI and Prompt Engineering

1. ELI5 (Explain it Like I am 5)
2. For Dummies
3. Give me a Primer on x
4. Socrates
5. First Principles
6. Make Visual Study guide
7. Quiz Me
8. Make MindMap
9. Feynman Technique
10. 80/20





MARGARET HAMILTON

The engineer who helped software earn its place beside hardware

- Led the MIT team that developed the on-board flight software for NASA's Apollo missions.
- Championed “software engineering” as a rigorous engineering discipline.
- Received the U.S. Presidential Medal of Freedom in 2016.

“I began to use the term ‘software engineering’ to distinguish it from hardware ... yet treat each type of engineering as part of the overall systems engineering process.”

— Margaret Hamilton