

SBN SAP Conference 2026

Beyond the Hype: AI is Redefining How Businesses Operate

Richard Grandpierre, VP Head of Product Management SAP
Business AI

2026/10/20



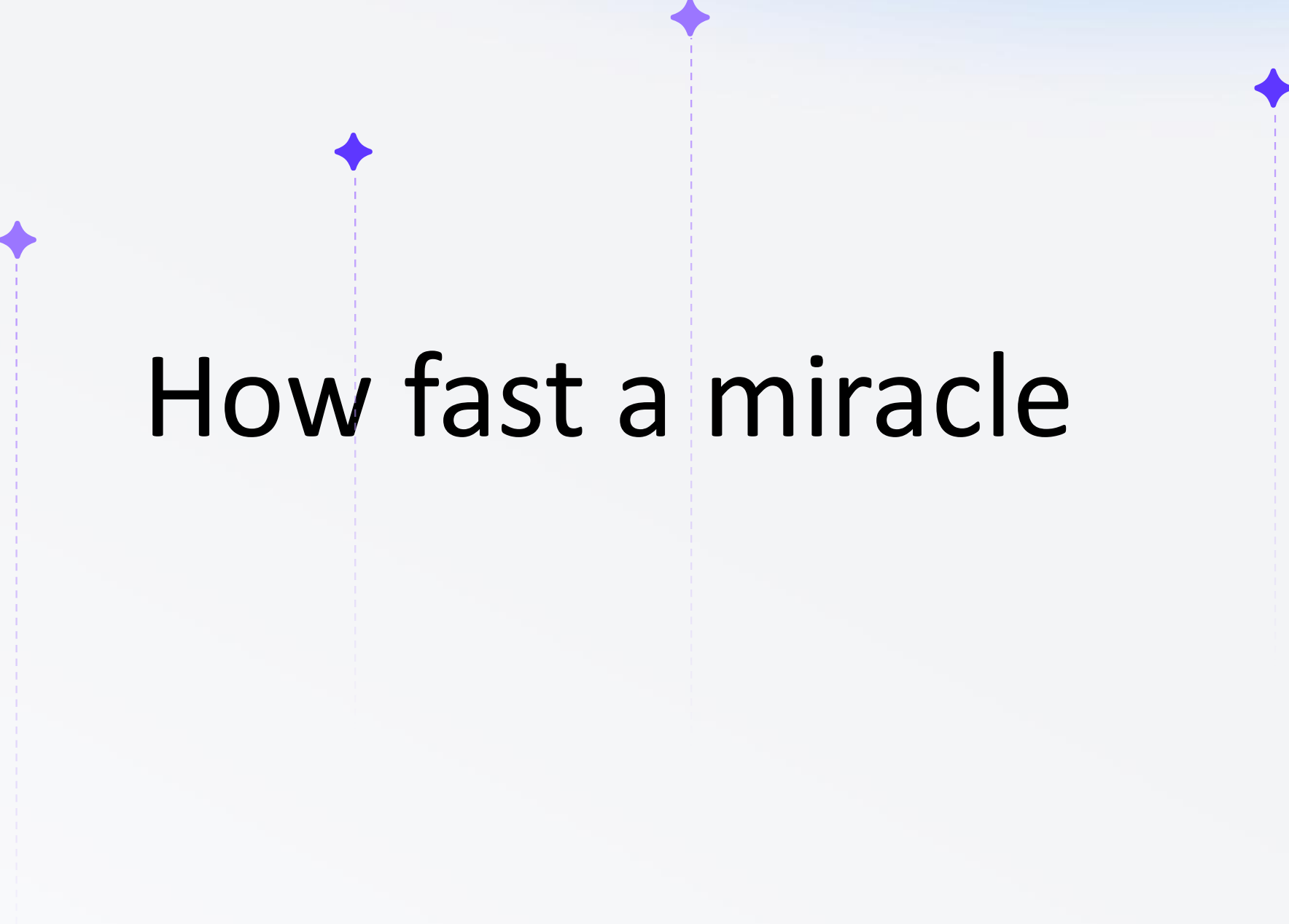
PUBLIC





| Hello Oslo





How fast a miracle

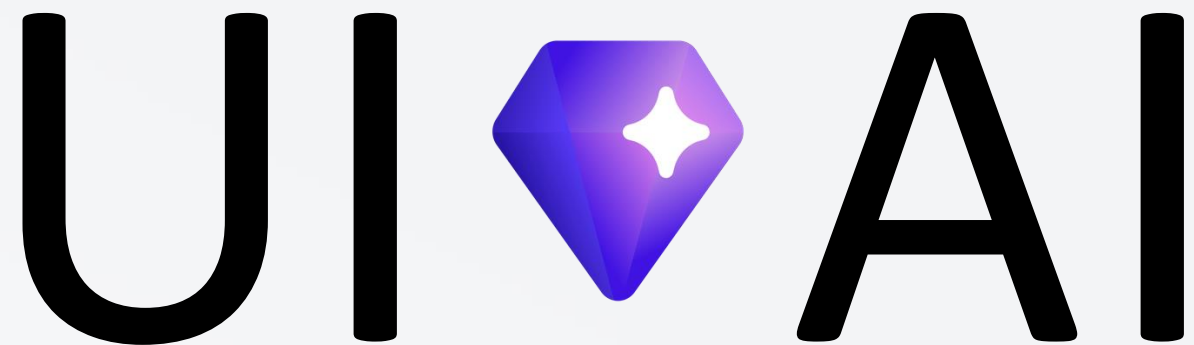
Becomes the baseline ✨

SAP
Autonomous
Suite





Joule Work



a new UI for AI



Conversations

Spaces

Joule Studio



Which warehouses are driving the South America return rate?

Two of nine warehouses are driving it. Warehouse 8 (20%) and Warehouse 2 (18%) are running at roughly twice the regional average of about 10%, while the other seven sit between 6% and 9%.



Brazil has the highest return volume in every quarter, so it moves the regional rate the most. Colombia is the one to watch: its rate has climbed steeply since May.

Create a Space for this

South America Returns · Q3 2026

Created 2 hours ago

5 cards created

[View Space](#)

Sources 3

Message Joule...

+ @ @ Receiving Assistant x



Conversations





Overview



South America Returns · Q3 2026

Refreshed just now

Overview ...

Bring South America Returns Under 10%

Return rates across Brazil, Colombia and Bolivia are above target this quarter. Return Insights Agent reviews all 9 warehouses every week and brings you in only when a decision is needed.

Created by



Receiving Assistant

Job



Weekly Return Rate Review
Next run Mon, Oct 5, 9:00 AM

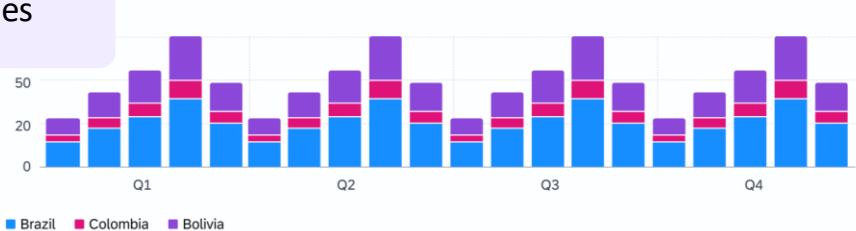
Return Rates ...



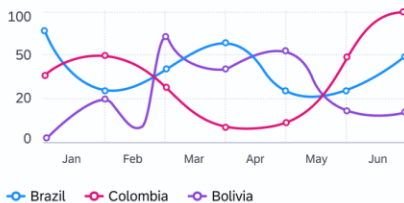
Spaces



by Country



Return Rate by Warehouses in South America
Last 6 months



Warehouses (9) ...

Return Rate by Warehouse
Last 6 months



Return Rate Drivers



Two of nine warehouses are driving it. Warehouse 8 (20%) and Warehouse 2 (18%) are running at roughly twice the regional average of about 10%, while the other seven sit between 6% and 9%.

Warehouse 2
Brazil

18%

Return Rate

↑ 9% Above Average

Warehouse 8
Brazil

20%

Return Rate

↑ 11% Above Average

Brazil has the highest return volume in every quarter, so it moves the regional rate the most. Colombia is the one to watch: its rate has climbed steeply since May.

Create a Space for this



South America Returns · Q3 2026
Created 2 hours ago

5 cards created

View Space

Pull the open return items into this Space so I can review them.

Added Return Items Summary to the Space for Return Order 13034557.

All 3 items (12 pieces) are still open and not yet confirmed. Want me to draft a follow-up for the warehouse teams?



Message Joule...



Joule uses AI, verify results.



Solution Preview

Onboarding Agent

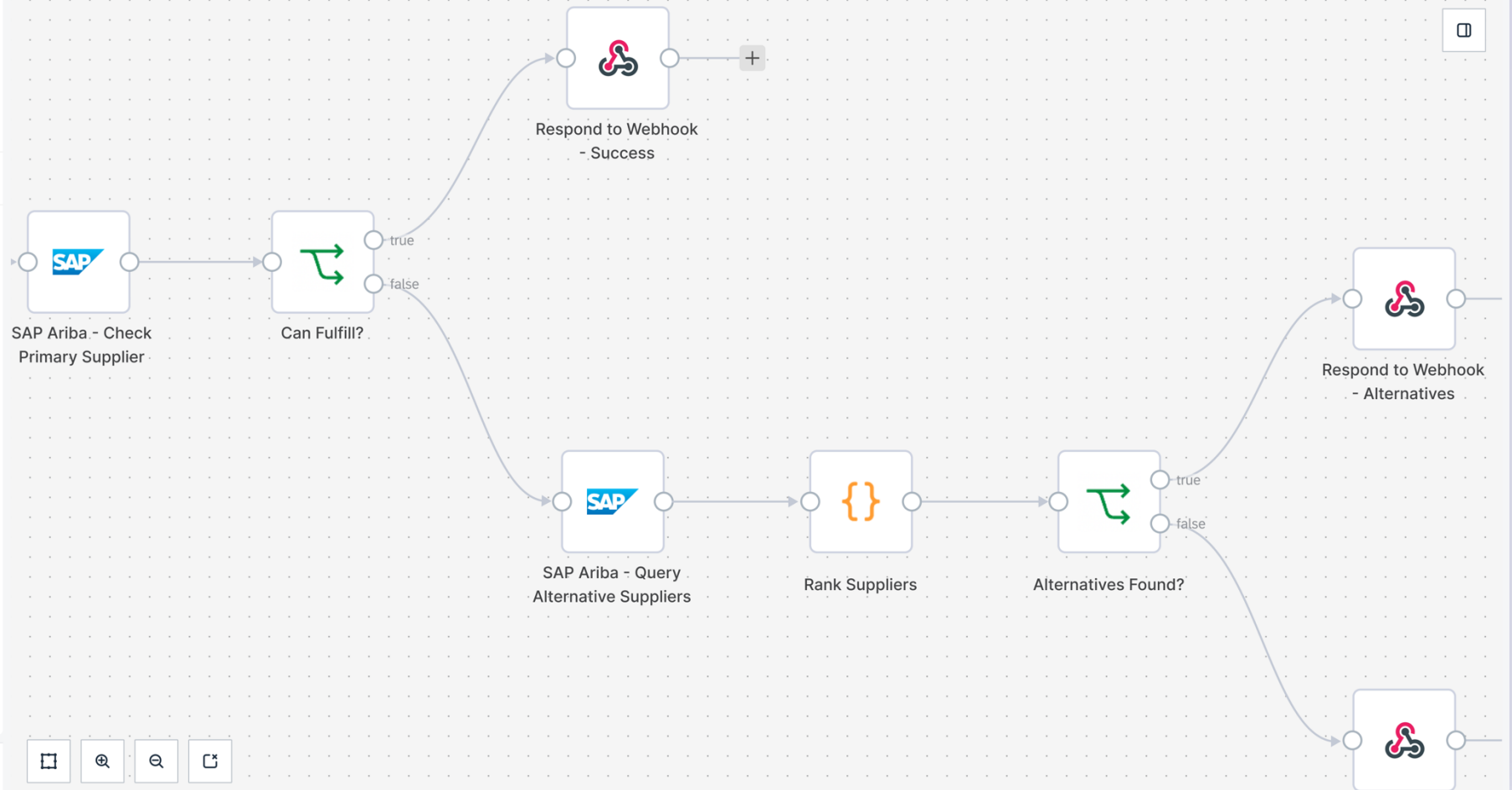
Solution Artifacts

Files ⌵



Joule Studio

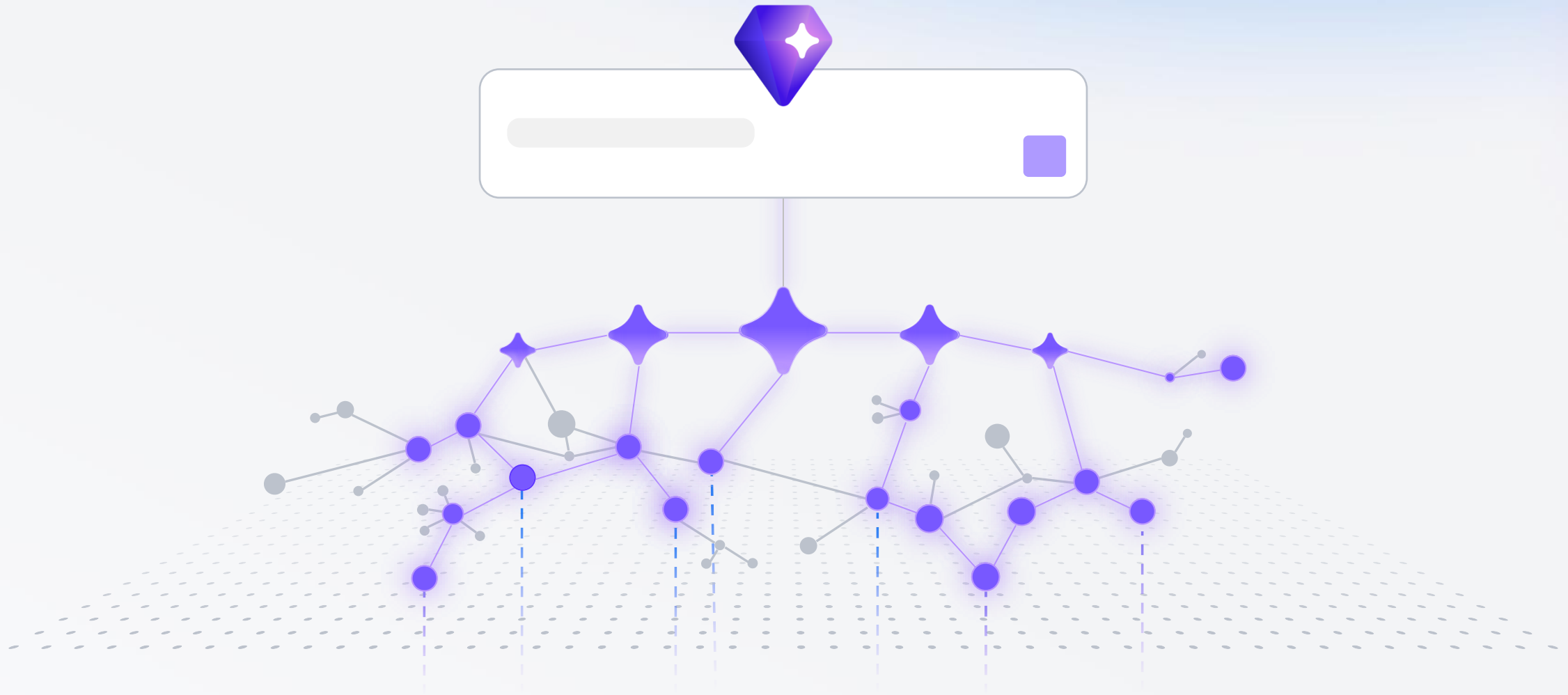
Supplier Validator - Pre-Hook





Your powerful Business AI engine





SAP Knowledge Graph



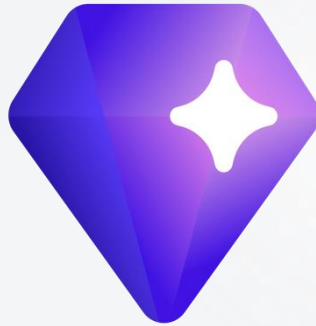
7M
fields

500k
tables

50k
public
APIs

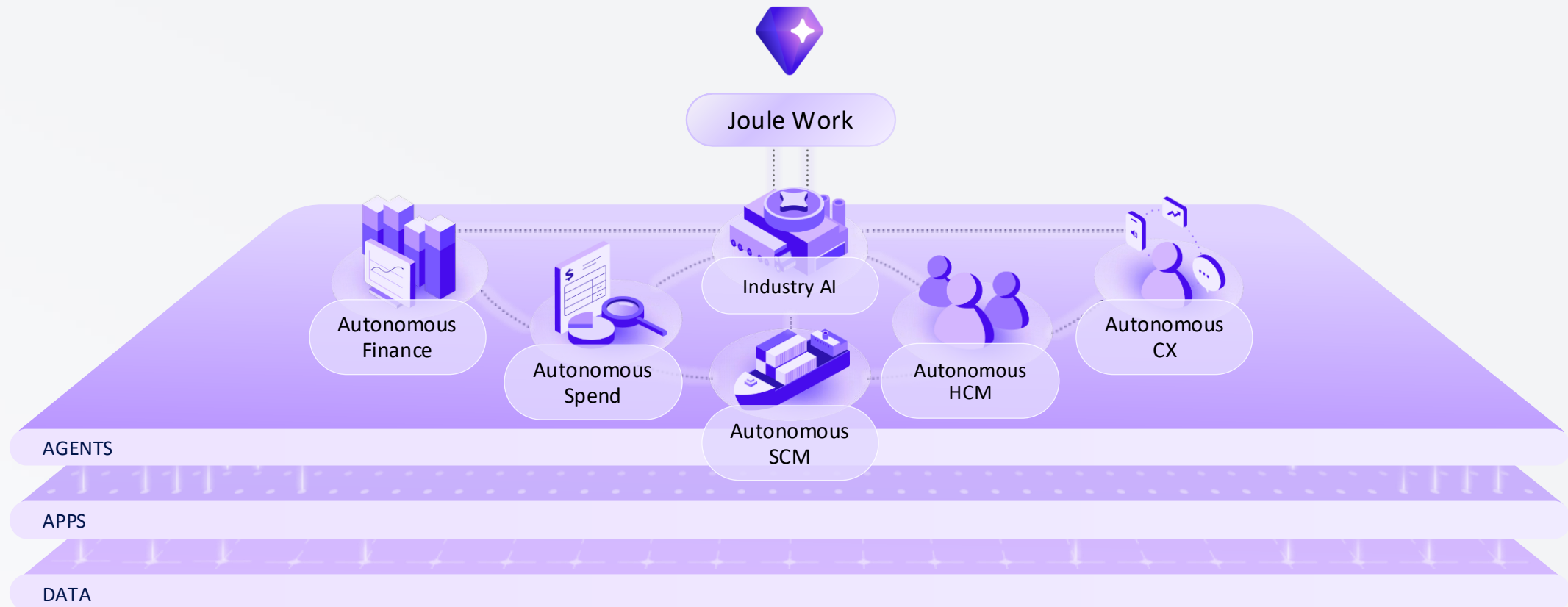
400
data
products

SAP Knowledge Graph



Understands your
business
context

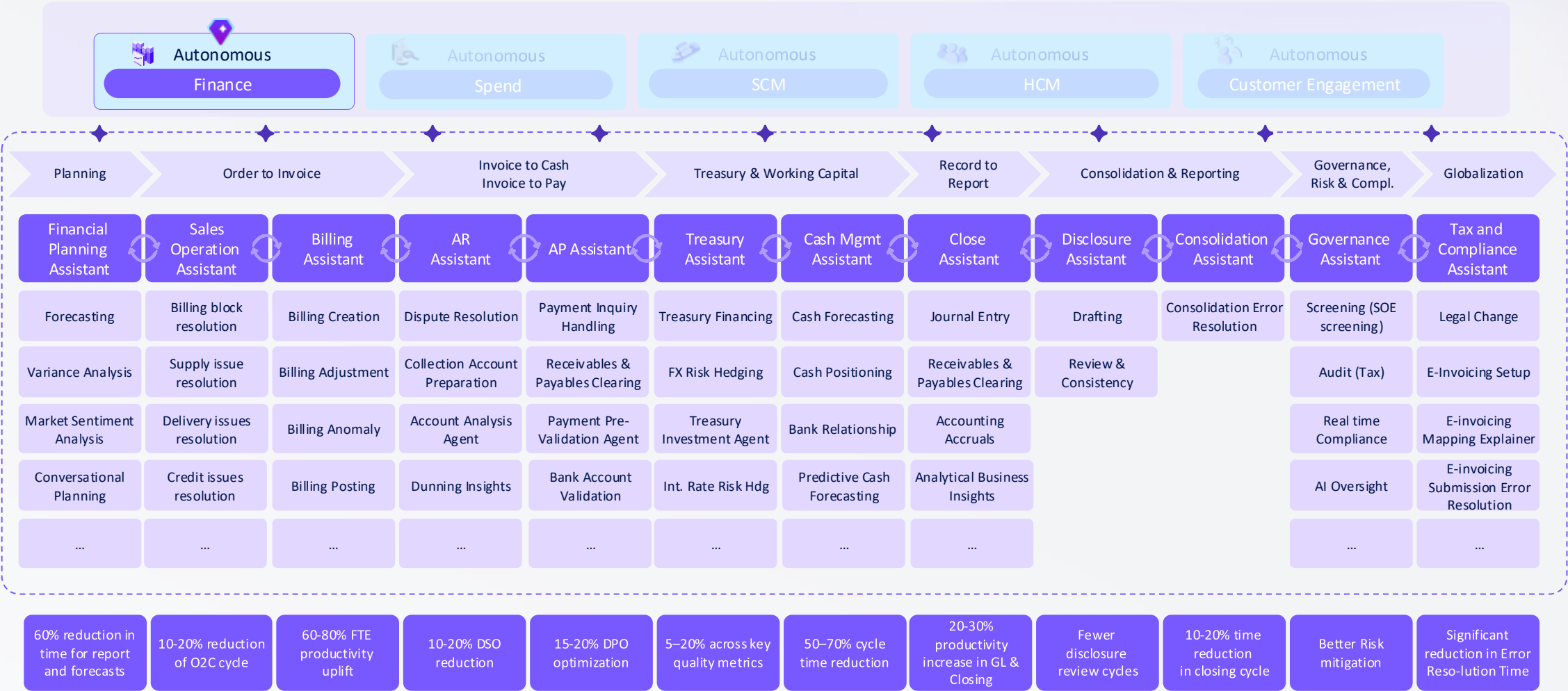
SAP Autonomous Suite



Autonomous Domains: 69 Assistants and 430 Agents



AI Assistants and Agents reinvent finance processes



1. Showing core impact per Assistant, there are additional impact categories not displayed. The KPIs shown are modeled on a billion-dollar enterprise operating at \$100M+ ACR scale. KPI ranges should be adjusted to reflect the size and context of other organizations



Financial Closing Assistant

Accounting Accruals Agent

Analytical Business Insights Agent

Asset Accounting Anomaly
Detection Agent

Financial Consistency Analysis
Agent

Intercompany Matching and
Reconciliation Agent

Journal Entry Agent

10–20%

cut to close cycle time,
every period

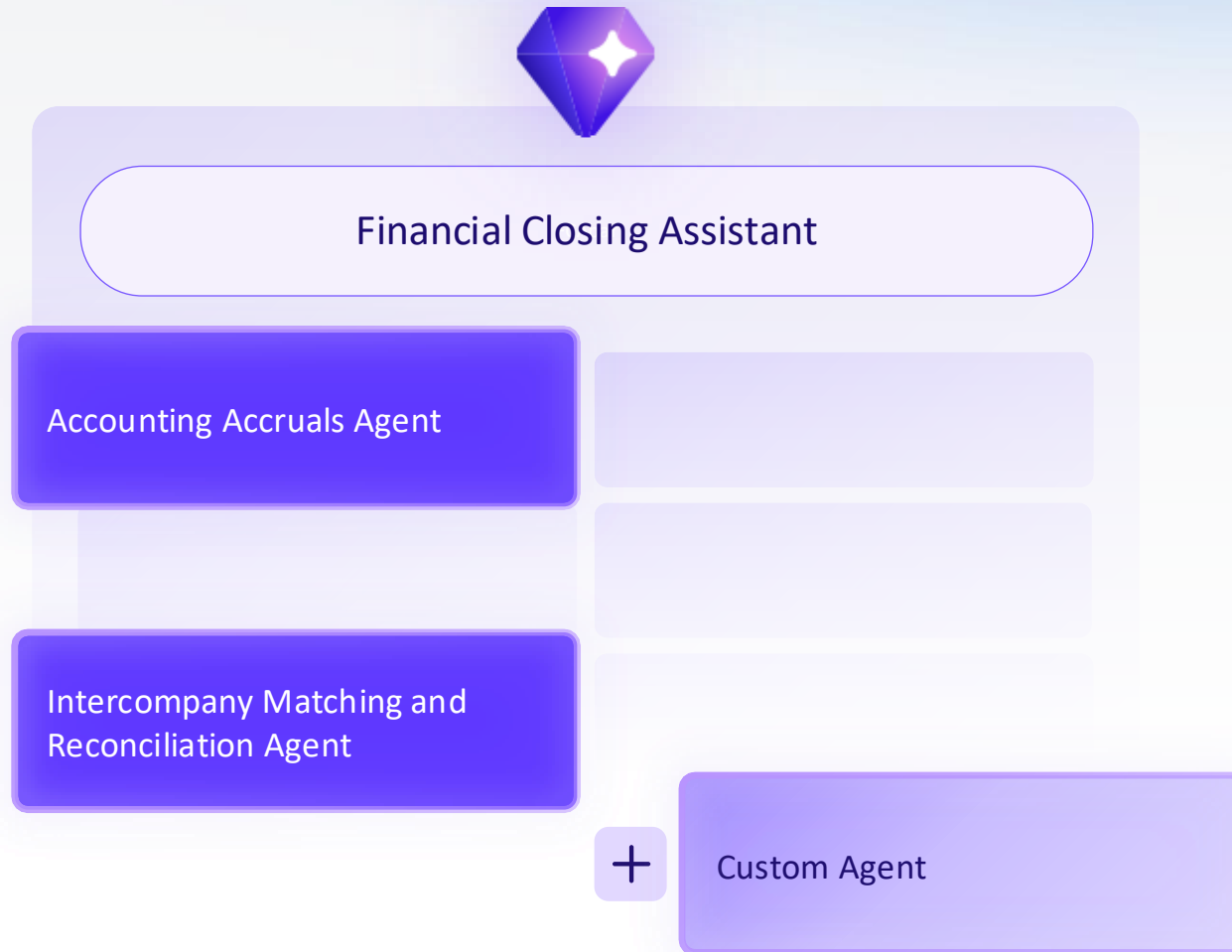
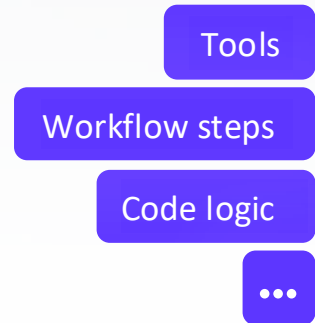
100%

progressive achievement in
close accuracy with zero
reporting and
closing errors

20–30%

productivity gains across
General Ledger and close
operations

Joule Studio 2.0

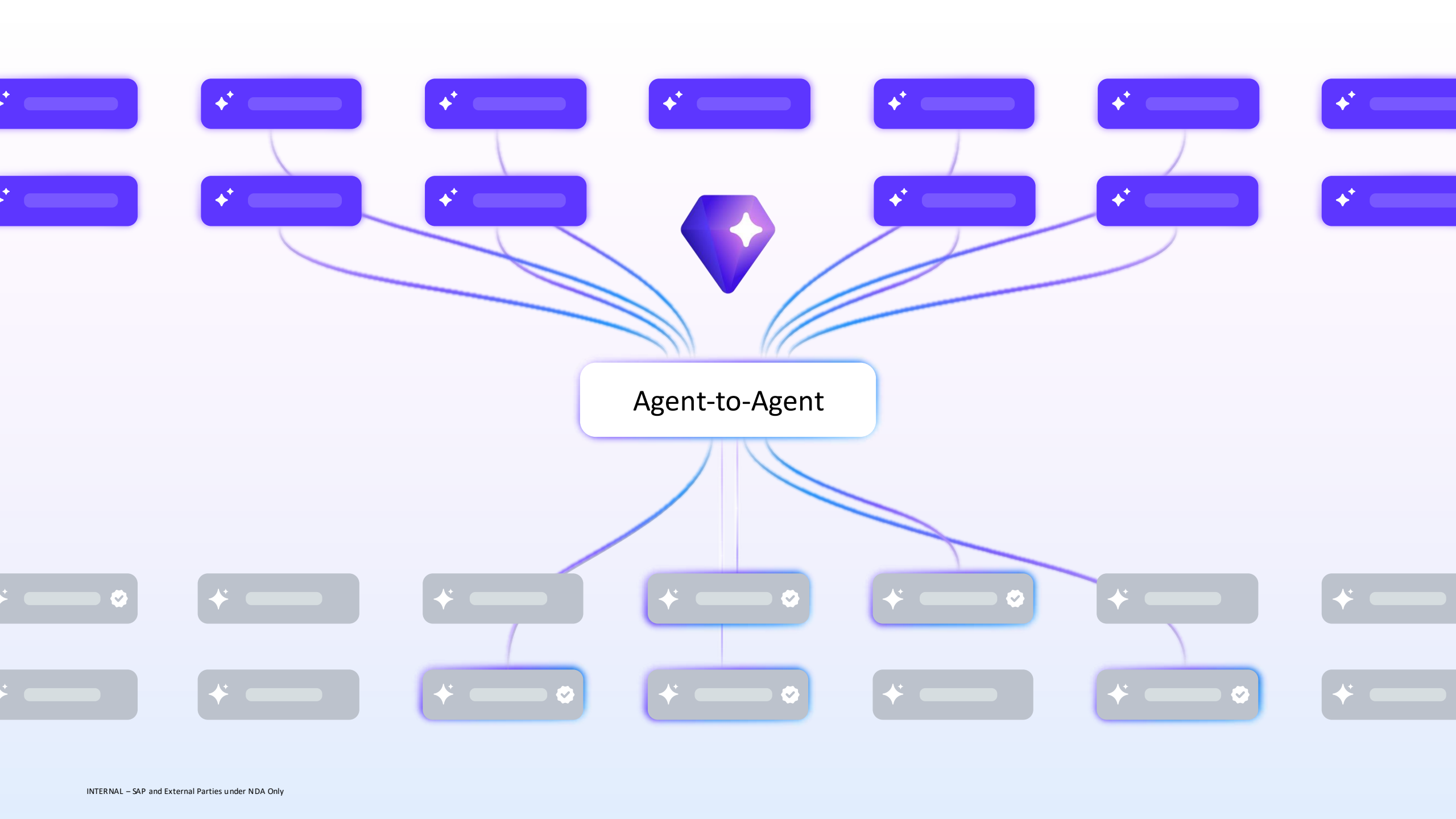


Extensible by design



Agent-to-Agent





Let's see it in action!





New Conversation



What would you like to work on?

Helping you compile resources and edit along the way.

Message Joule...

+ @



[View full prompt library](#)

Mon, Apr 20 | 57°F 

Good morning, Melanie

Products



SAP Ariba Homepage



SAP IBP Dashboard

To-Dos



Source New Supplier

Eric Garcia

1 day ago

Source a new supplier for Indigo Denim
May 3rd - 5th

Review



Request Approval

Bobby Morena

1 month ago

Travel to Orlando for SAP Sapphire
May 11th - 13th

3,954.00 USD

Review



Procurement Purchase Request

Mya Cooper

1 month ago

PR74 - Company Car Order

63,950.00 USD

Review



Complete Your Profile

Aizad Siddique

2 months ago

Complete Your Employee Profile
Nov 15 – 30, 2025

Review

Insights

Recent Purchase Orders

...

Top 10 Most Recent

Fabric Supply (4500000031)

12/1/26, 1:00 AM

Diana King (CB9980000094)

Fabric Supply (4500000028)

12/1/26, 1:00 AM

Kim Walker (CB9980000010)

Denim Bag Handles (4500000029)

12/1/26, 1:00 AM

Kim Walker (CB9980000010)

Purchasing

...

Purchase Requisitions and Guided Buying

Comfort Easy

32 GB Digital Assistant with high-resolution co...

ITelO Vault

Digital Organizer with State-of-the-Art Encryp...

Notebook Professional 15

Notebook Professional 15 with 2,80 GHz qua...

Ergo Screen E-I

Optimum Hi-Resolution max. 1920 x 1080 @...

Fabian Lehmann (CB9980000010)

List of Open Sales Orders

...

9

Domestic US Customer 21 (17100021)
7500

11

Domestic US Customer 21 (1710001)
2000

12

BR Mart (BRMART)
1000

Sales Orders

...

1

Domestic US Customer 65 (17100065)
4500.00 USD

2

Domestic US Customer 2 (17101002)
39.00 USD

3

Domestic US Customer 11 (17101011)
25000.00 USD

▼ Pinned

AB August Bergman 1:20 PM
I haven't checked available times...

▼ Recent

MB Marie Beaudouin
Sounds good?

 Kian Lambert Yesterday
Have you run this by Beth? Mak...

Reviewers Yesterday
Darren: That's fine with me

vity

Marie Beaudouin 11:14 AM

Hi Melanie, do you have a minute?

I was reviewing the Q3 supplier risk dashboard.

Marie Beaudouin 11:14 AM
Apex Components moved from "medium" to "high risk" last week.
That's one of our top suppliers in electronics.

Marie Beaudouin 11:14 AM

Do we know if this is temporary or structural?

Marie Beaudouin 11:14 AM

That's concerning. What's our current exposure?

Yes — I was just looking at that as well. What caught your eye?

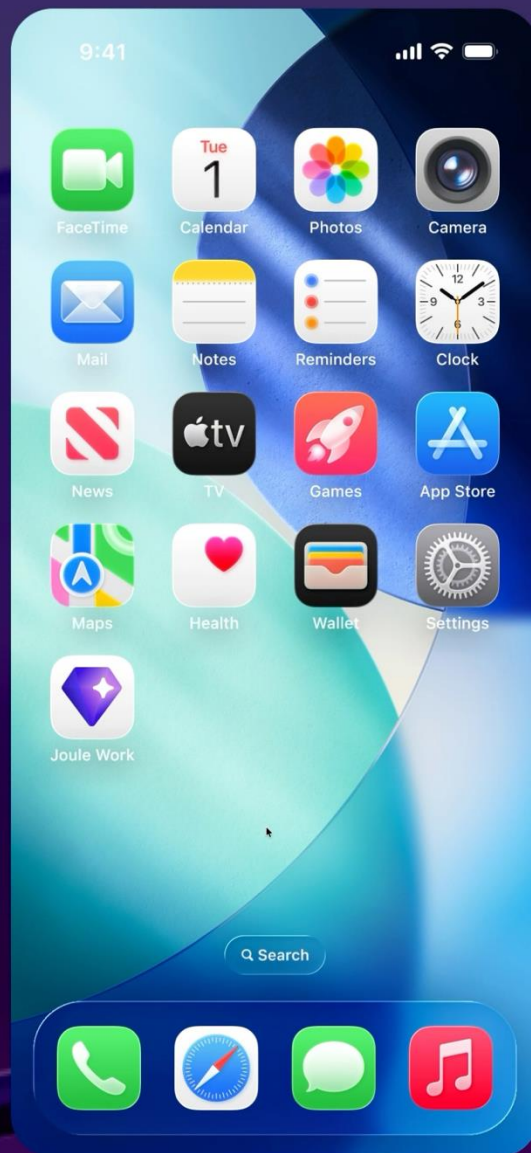
Correct. Two things triggered it:
deteriorating delivery reliability and a negative credit signal from our external data feed.

Hard to say yet. Their lead times slipped by 18% over the last two months, and they requested revised payment terms from another customer.

Roughly 22% of spend in that category, and they're a single-source supplier for two critical components.

Type a new message







Supply-Demand Imbalance

Overview ... ▾

Unfulfilled purchase orders

23

↓ 9.52% vs last week

Demand spikes this week

12

↓ 2.8% 8 commodities

Constrained suppliers

7

↓ 1.7%

Open mitigation actions

31

↓ 3.3%

Unfulfilled purchase orders ... ▾



Unfulfilled purchase orders summary

Supplier	SKU/Commodity	Demand Qty	Supply Qty	Shortage	Earliest shortfall	Mitigation
Atlas Indigo Works	Indigo Denim	10,000 m	7,500 m	-2,500 m	Nov 4, 2026	Alt source
Verte Materials	Rivets	100,000 ea	95,000 ea	-5,000 ea	Dec 10, 2026	Expedite
Pacific Cloth Ltd	Cotton - Unbleached	24,000 m	22,500 m	-1,500 m	Oct 12, 2026	Reschedule
SteelBridge Fibers	Cotton 95 Spandex 5	35,000 m	32,000 m	-3,000 m	Dec 1, 2026	Allocation
BrightWeft	Cotton - Bleached	48,000 m	47,000 m	-1,000 m	Nov 9, 2026	Expedite
Allo Recycled Fiber Ltd	Cotton - Recycled	27,000 m	26,750 m	-250 m	Nov 27, 2026	Monitoring
Precision Thread	Denim Thread 20482	100,000 m	98,250 m	-1,750 m	Nov 30, 2026	Monitoring

Exception alerts

- Atlas Indigo Works — ECU shortfall
10% below committed · Nov 4 Critical
- Verte Materials — Roll delay
3-week lead time extension confirmed Critical

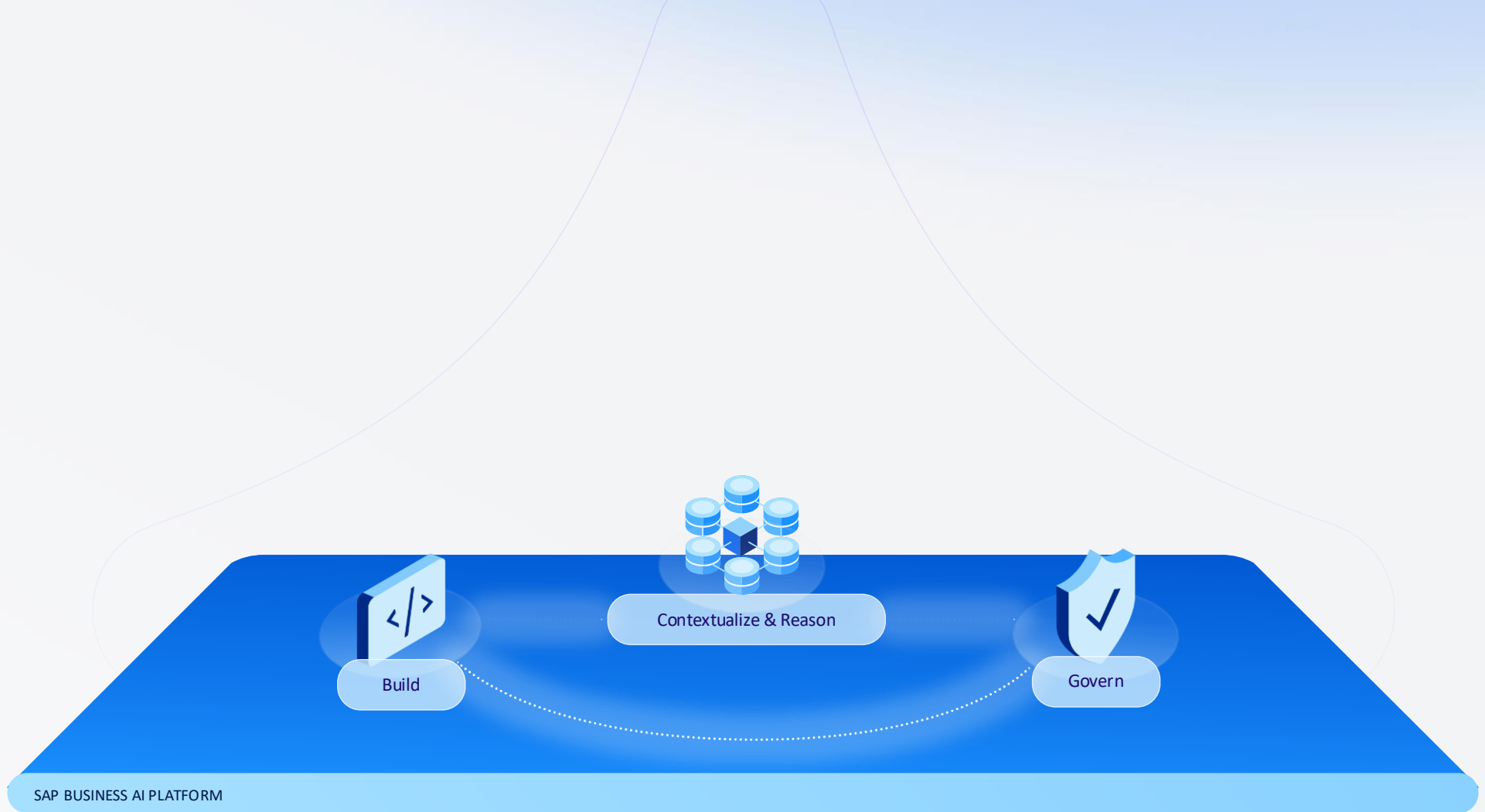
Message Joule...

+ @

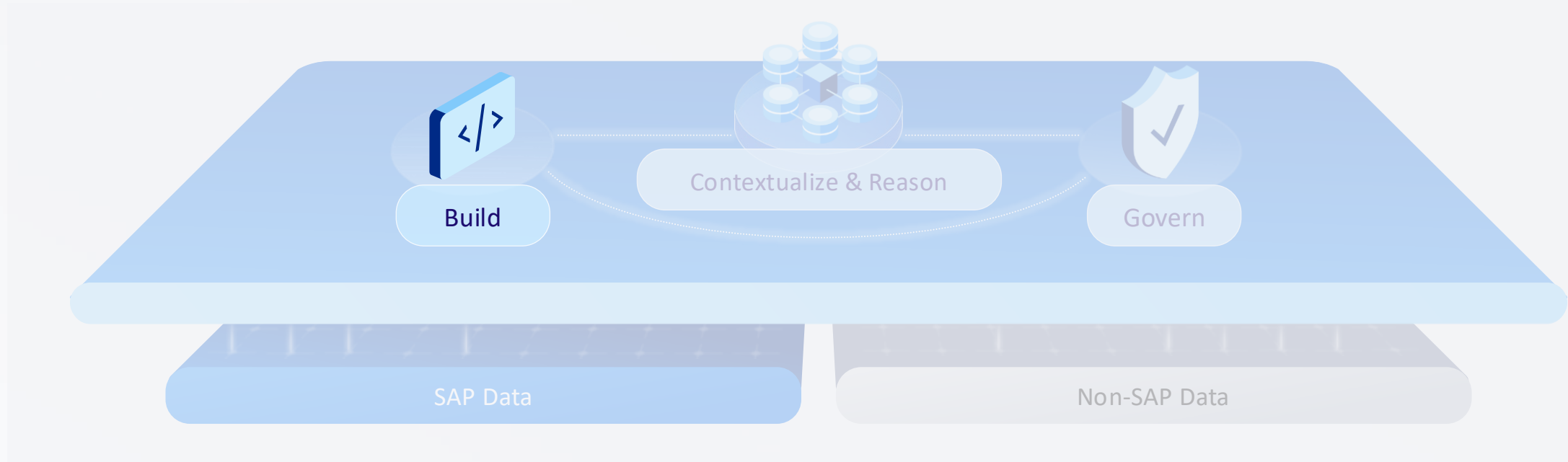


SAP
Autonomous
Suite





Best model
for every agentic
use case





Create a new solution

Create, test, and deploy solutions instantly in a ready-to-use environment designed to keep you building.



Agent

Create and deploy Joule-powered or n8n agents tailored to your SAP landscape and business processes.

Create



n8n Workflow

Automate repetitive tasks with agentic workflows connected to your SAP system, without writing code.

Create



Application

Build a CAP application with frontend UI where users can manage business data from SAP systems.

Create



Extension

Develop custom solutions such as agent extensions, data model extensions, and agent skills.

Create

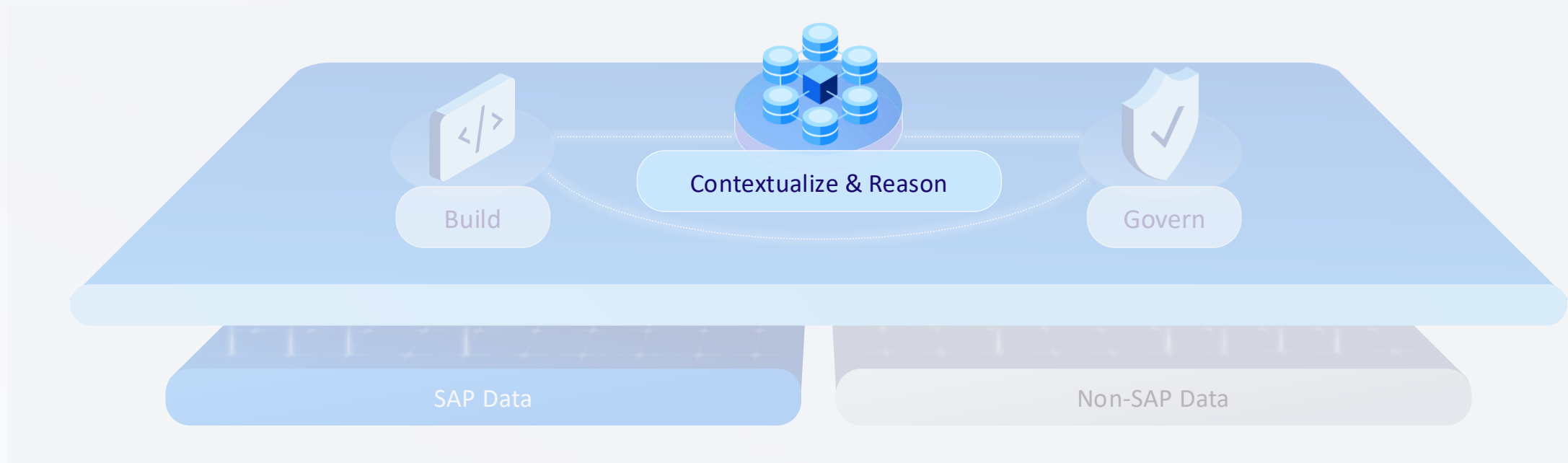
Describe the solution you want to build with Joule Studio

+ Quick Create



Best model
for every agentic
use case

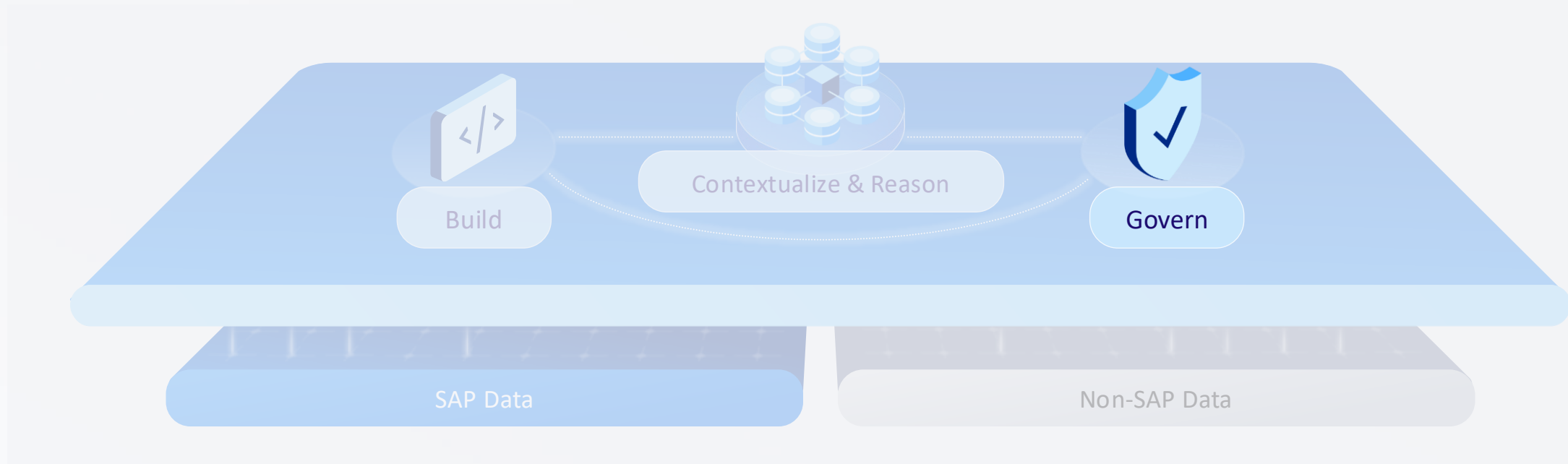
Deepest
out-of-the-box
business context



Best model
for every agentic
use case

Deepest
out-of-the-box
business context

**SAP-
managed
governance**

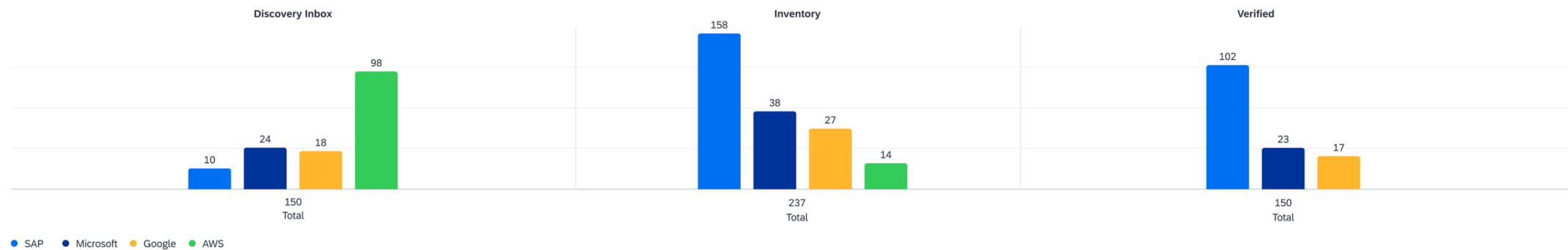


AI Agent Hub

AI Landscape Overview

AI Pipeline

Provider ▾



SAP Connections

SAP solutions connected to the AI Agent Hub

SAP Joule Studio Runtime

Active

Synced 2 min ago

SAP Cloud ALM

Active

Synced 2 min ago

SAP Signavio

Active

Synced 3 hours ago

SAP Integration Suite

Active

Synced 42 min ago

SAP S/4HANA Cloud

Active

Synced 11 min ago

AI Agent Discovery Items Status

Review Action Needed Items

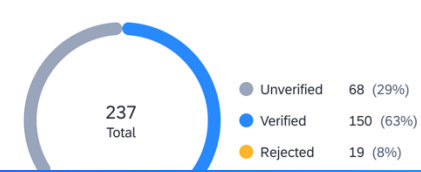
Action Needed	Review Needed	Linked	Rejected
82	17	43	8



Verification

Review Unverified

Verified	Rejected	Unverified
150	19	68



Predictions

Sales Quotation Conversion Rate Prediction

Sales Fulfillment Delay Prediction

Intelligent Product Recommendation

Material Group Prediction

Goods Receipt/Invoice Receipt Reconciliation

Return Order Auto-completion

Payment Anomaly Detection

Commodity Code Prediction

Tax Code Prediction

Mid-term Cashflow Forecasting

Spend Categorization

Incoming Payment Delay Prediction

Intelligent Accruals

Sale Order Auto-completion

Recommendation of Destination Bins

Damage Code Proposal

Guided System Configuration

Dynamic Stock Level Optimization

Advanced Returns Management

Identification of Failure Modes

Product Upselling Recommendation

Project Cost Forecasting

Lead Time Prediction for Demand-driven Replenishment

Delivery Delay Prediction

Credit Risk Prediction

Estimate Emissions Factor

Sustainability Taxonomy Classification

Self-healing Master Data

Guided System Migration

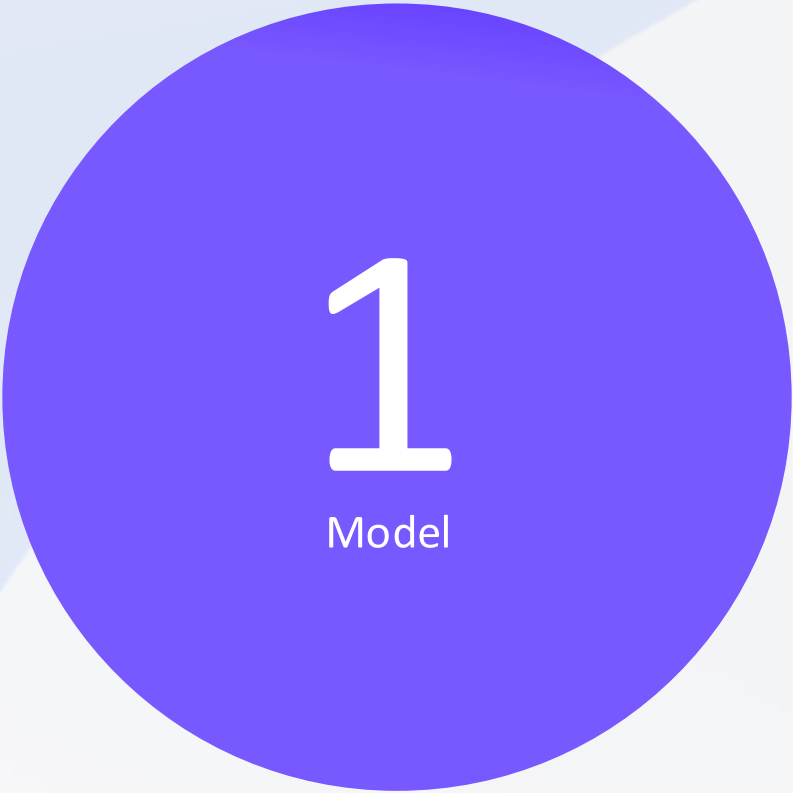
Invoice Object Recommendation

10 Predictive tasks

10 Company codes

100 Models





1

Model

SAP-RPT- 1

SAP-RPT- 1.6

 Equipment Sourcing

Welcome to your **Equipment Sourcing** table!
You've got **50 rows** spanning diverse products, suppliers, and destinations.

Two things stood out to me right away: **Laptop** is your most popular product, making up **24%** of all orders, while **Electronics** dominate with **48%** of the total product groups. Also, the **CO2e** emissions have a wide spread, varying from **24.8** to a high of **189.5**, which could indicate significant differences in supply chain efficiency.

Would you like me to predict the **CO2e** for the rows marked as **[PREDICT]**, or perhaps explore what contributes to such a wide range in emissions?

QUICK ACTIONS

Use quick actions or type your own message.



Joule uses AI, verify results.

Equipment Sourcing ⓘ

[Start Tour](#)  Reset  Export  Predict

Rows (50)

 Set Predict  K or Shift Click  Add Row  Add Column Columns

☐	OrderID ↑↓	CO2e ↑↓	Product ↑↓	Group ↑↓	Urgency ↑↓	Quantity ↑↓	Destin +
☐	ORD92	58.1 	Printer Toner	Supplies	Urgent	12	Chicag
☐	ORD39	85.1 	Keyboard	Electronics	Standard	8	New Yc
☐	ORD25	78.6 	Paper Ream	Supplies	Urgent	27	Tokyo
☐	ORD14	70	Office Chair	Furniture	Standard	4	New Yc
☐	ORD46	115.4	Laptop	Electronics	Urgent	7	Detroit
☐	ORD42	136.1	Desk	Furniture	Urgent	4	Singap
☐	ORD28	118.3	Monitor	Electronics	Standard	9	Berlin
☐	ORD24	70.9	Printer Toner	Supplies	Standard	18	London
☐	ORD80	40.8	Keyboard	Electronics	Urgent	6	Chicag
☐	ORD22	46.8	Paper Ream	Supplies	Standard	22	Paris
☐	ORD86	184.5	Laptop	Electronics	Urgent	10	Tokyo
☐	ORD65	97.1	Laptop	Electronics	Standard	6	Chicag

Showing 1–50 / 50 rows

Previous Page 1 / 1 Next (← → keys) Show 100

Talk to your tabular data

| rpt.cloud.sap



Thank you.