



TOWARDS PROCESS EXCELLENCE

AUTOMATE YOUR BUSINESS PROCESSES WITH SAP INTELLIGENT RPA

BORIS ANDREE | Solution Manager SAP Intelligent RPA

CUSTOMER



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**RPA ALONE IS NOT A STRATEGY.
IT IS A TOOL TO BE USED AS PART OF A
holistic approach to process
excellence.**

PROCESS EXCELLENCE COMBINING TECHNOLOGIES & PREBUILT CONTENT

Easy access to ML services

ML provides easy processing of documents and unstructured data to be embedded into RPA workflows

Use ML Services to improve RPA training

Conversational User Experience

Process Intelligence assistance with SAP Conversational AI

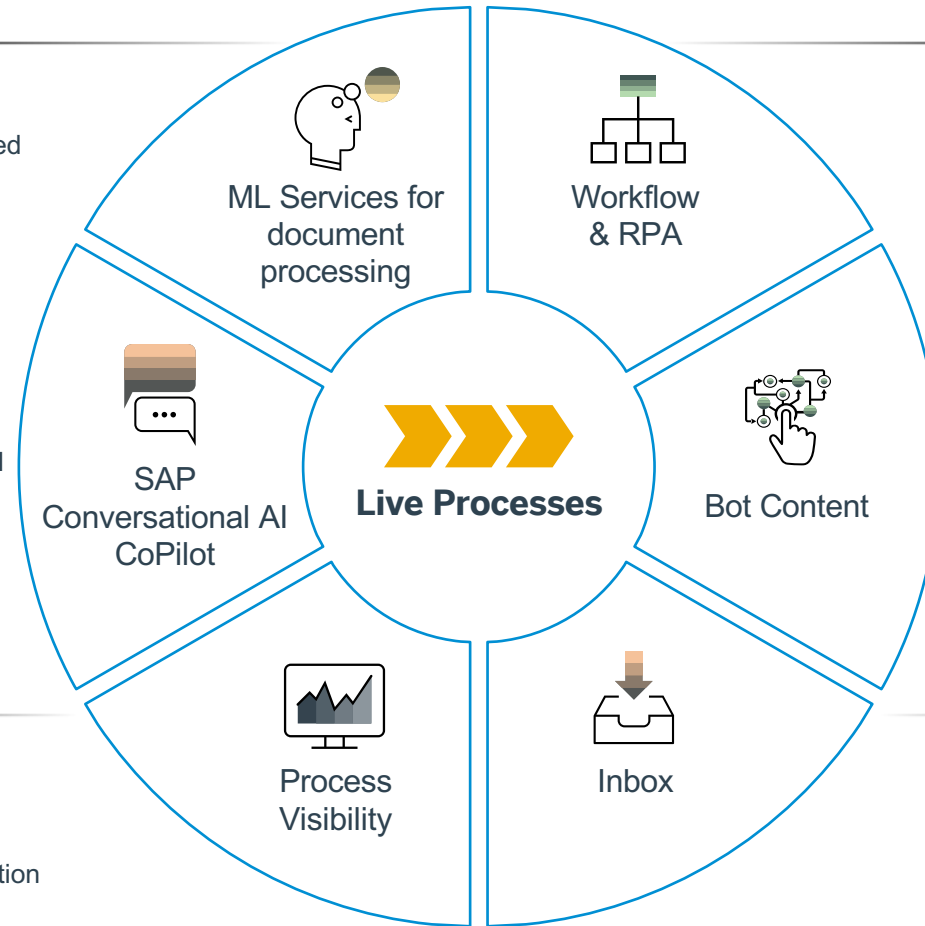
Natural user interaction with the bot

Monitoring & Process Intelligence

Integrated Monitoring and Process Visibility

Co-Offering with SAP Process Mining by Celonis, cloud edition

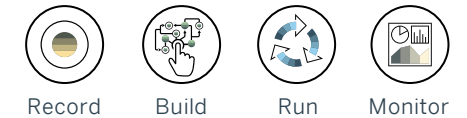
Stakeholder satisfaction using SAP Qualtrics at any stage



Robotic Process Automation

Intelligent Robotic Process Automation helps run repetitive, tasks that span across systems (SAP and non-SAP)

Intelligent RPA runs on SAP CP Workflow as bot runtime



Prebuild Content

Best practice content for S/4HANA

DBS, Industry packages

Digital Experience

Usage of Inbox for user interactions and decisions



ROBOTIC PROCESS AUTOMATION

Robotic Process Automation (RPA) is mimicking manual activities of an end-user, such as entering, fetching or copying data from one to one or several applications.



IMPROVE OPERATIONS

To mobilize resources



INCREASE COMPLIANCE

And analysis capabilities



INCREASE SERVICE QUALITY

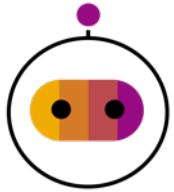
To reduce cycle times for revenue generating transactions



REDUCE HUMAN ERRORS

And gain speed and efficiency

Robotic Process Automation (RPA) is mimicking manual activities of an end-user, such as entering, fetching or copying data from one to one or several applications.



UNATTENDED:

Fully automated process, where robots are working autonomously with human supervision only



ATTENDED:

Partially automated process, where robots are co-working with humans, also called Robotic Desktop Automation (RDA)

CRITERIA FOR SELECTING PROCESSES FOR AUTOMATING WITH RPA

Collect Data

- Consolidate and manipulate data from multiple data sources, such as excel, vendor portal, SAP systems
- Multiple applications touched by the user during process execution. E.g. excel, outlook, web application, S/4HANA, ECC, non-SAP systems

Collaborate, trigger user action and communicate

- Approval follow-up with multiple stakeholders
- Workflow trigger
- Automatic service ticket resolution
- Monthly reports
- Email integration

Improve user productivity

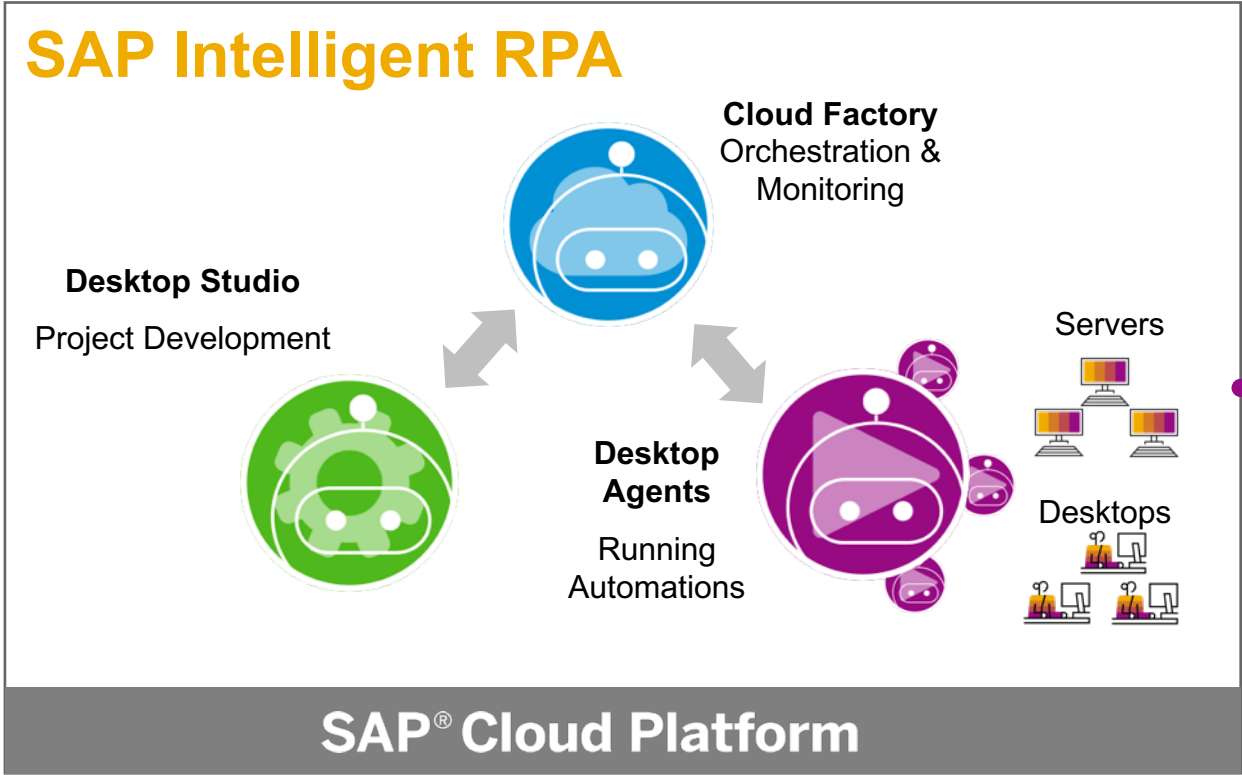
- Process can be accelerated and improved by a digital assistant. For example the integration of chat bots and RPA bots to perform operational work on user's behalf.
- Part of the processes are completely executed by bots, e.g. 24/7 execution

Manual & repetitive

High volume

Multiple systems

No native integration



SAP Applications

Digital Core

- SAP S/4HANA
- SAP C/4HANA

- SAP SuccessFactors
- SAP Ariba
- SAP Concur
- SAP Fieldglass

Intelligent Technologies & Business Technology Platform on SAP Cloud Platform

Interaction via APIs and UIs

Non-SAP Applications

Third-party tools
Legacy applications

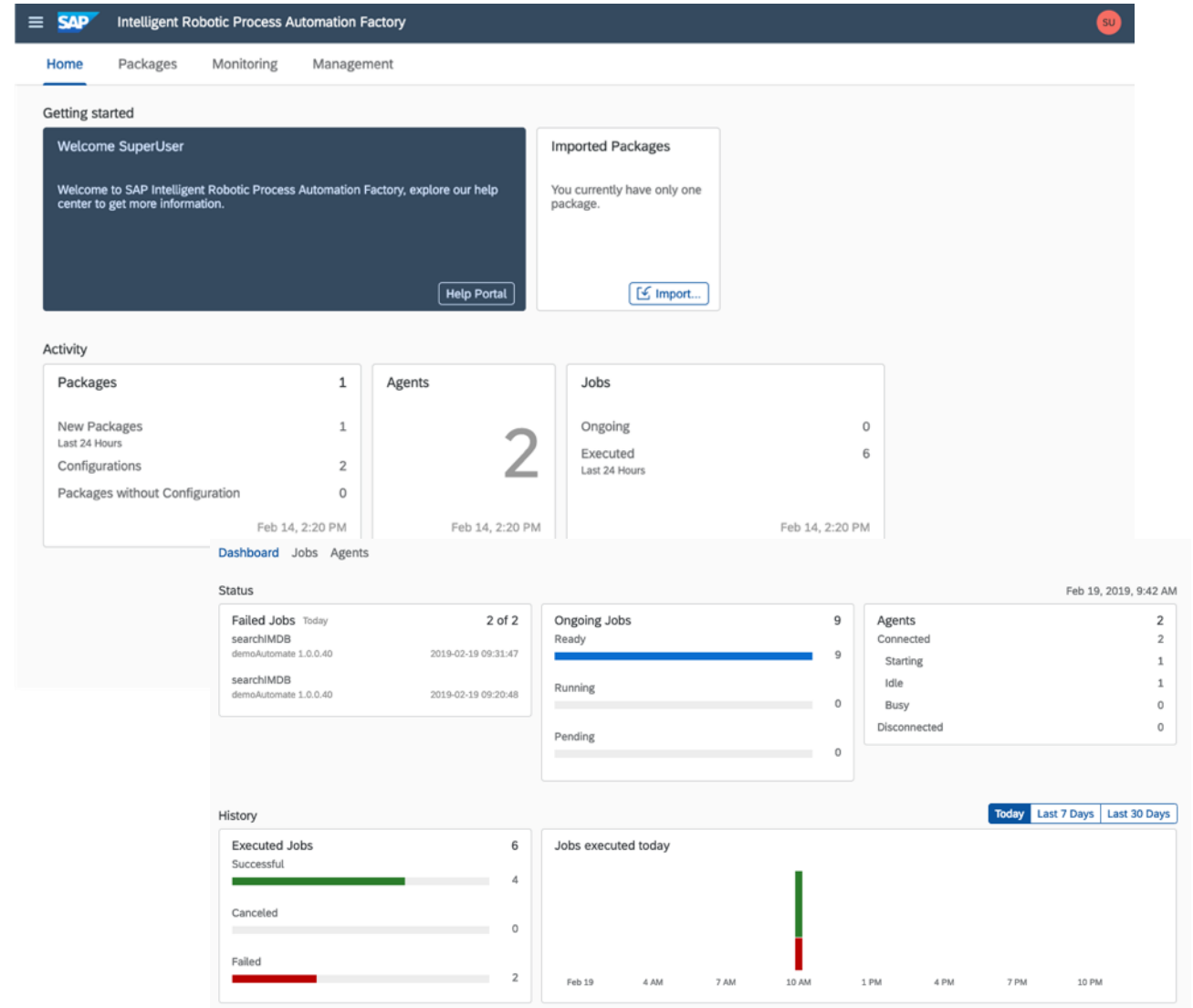
Web applications
Internet portals

Interaction via UIs and APIs



Dedicated for bot management:

- Manage customer landscapes and create test/dev/prod **environments**
- Manage **projects** and packages them for attended and unattended execution
- Distribute and orchestrate execution on agents
- Monitor execution



Desktop Agent



Runtime module on customer desktops and servers

- Multi-technology for UI automation
 - Web, Windows, Java, emulators, ...
- Same product and skills for attended / unattended
- Parallel or sequential execution on applications
- Scenarios with mix of UI and API automations,
- Fast and robust automations
- Secured connectivity with the Cloud Factory
- UI assistance for attended mode
 - Training / Contextual Help / 360° View / Quick Launch / ...

Available tasks

Launch and
activate
business apps

Visual feedback on
automated tasks

Keep human
interaction for
final approval

The screenshot displays a mobile application interface with the following sections:

- Ouverture de..**: A header bar with a back arrow and a close button.
- Ouverture de compte**: A list of tasks with checkboxes:
 - Créer compte profession (checked)
 - Créer compte niveau agence (checked)
 - Créer compte chèque (checked)
- Contrôles auto**: A grid of application icons (e.g., VS, FDC, FDCP, FICP, BCI, JNCSD) with a 'Lancer les contrôles auto' button below.
- Visual feedback**: A series of progress bars and status indicators for each application, with 'OK', '?', and 'KO' buttons for manual intervention.
- Décision**: A final decision screen with two buttons: 'Abandonner' (red) and 'Report dans l'agenda' (green).

Desktop Studio (1 / 2)

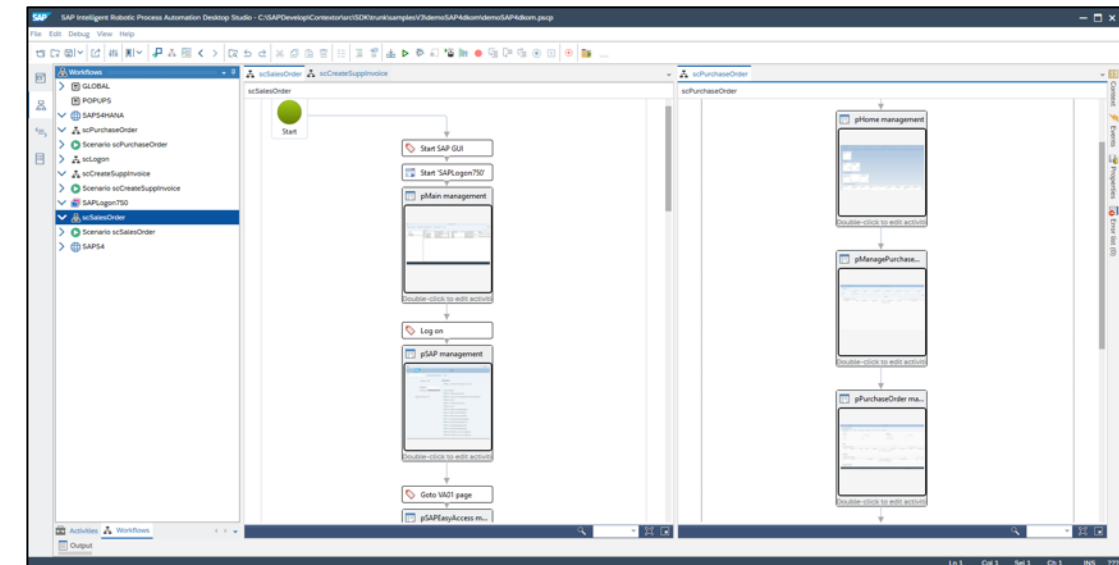
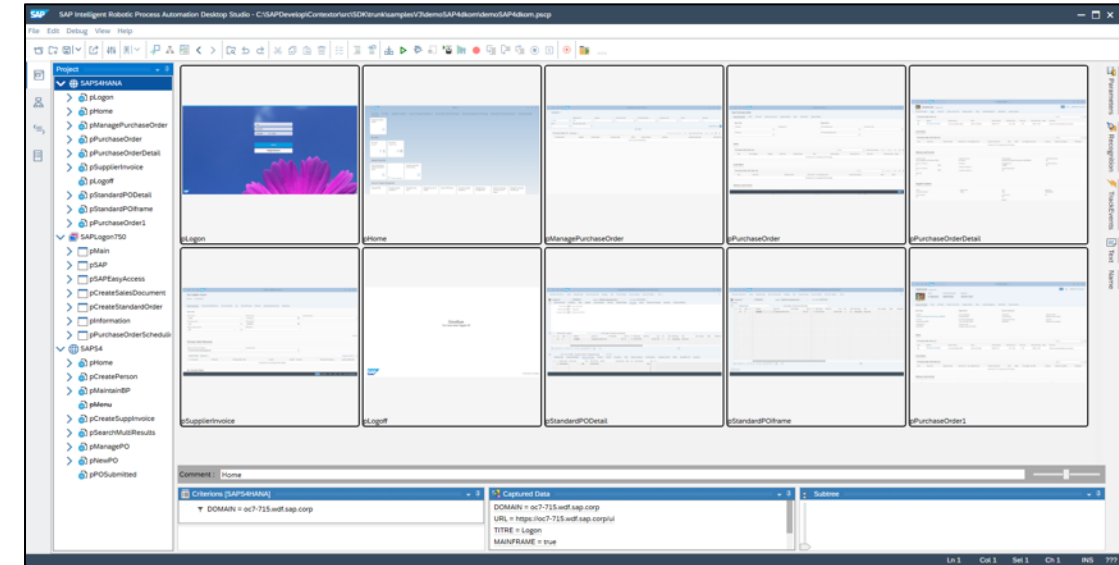
Suite of tools for process automation development

Application capture :

- Capture application pages for any technology (Web, Windows, Java, ...)
- Detect changes for easier maintenance

Workflow designer :

- Graphical designer for simple automations
- Generate JavaScript scenarios for runtime execution

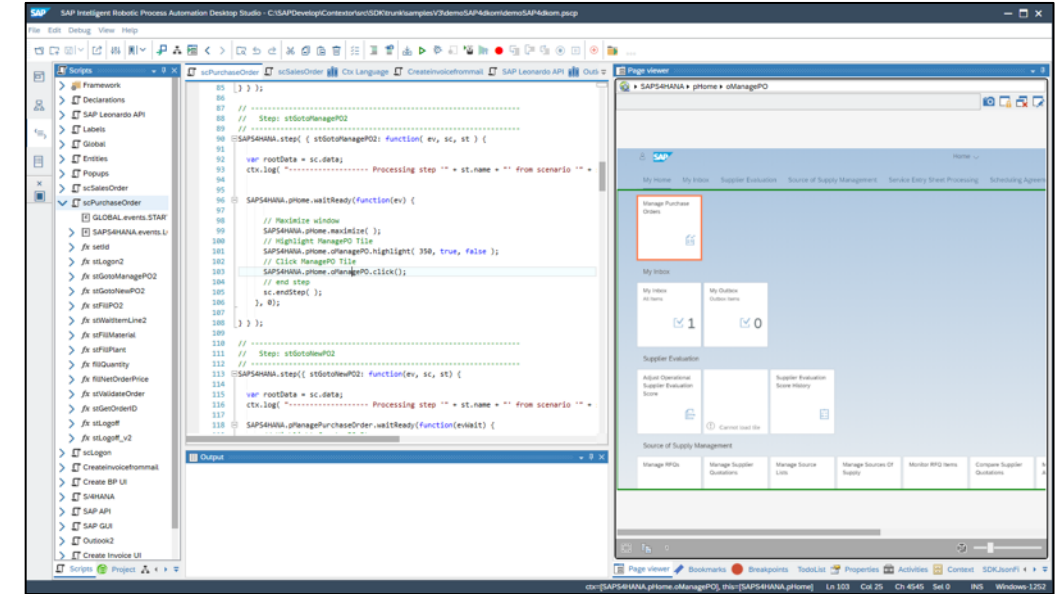


Desktop Studio (2 / 2)



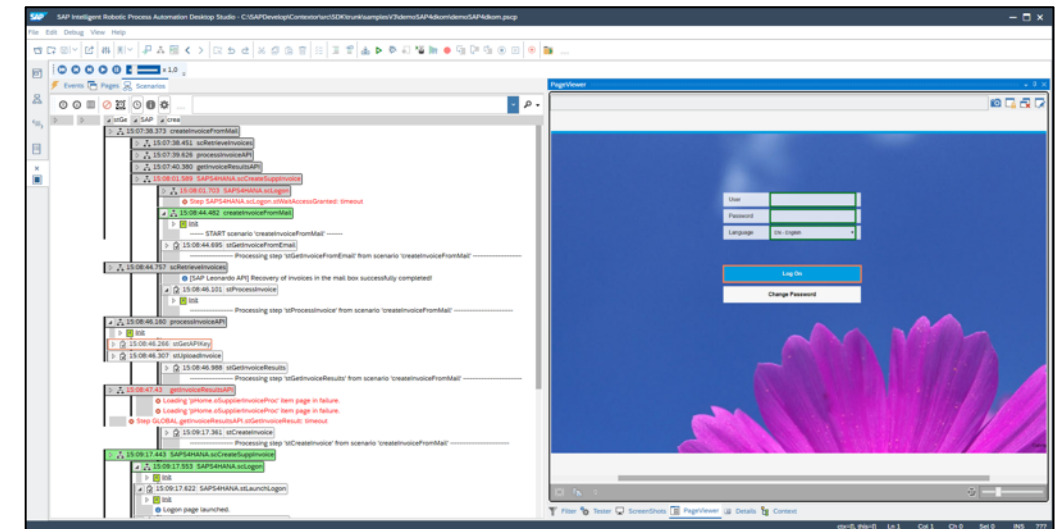
Advanced integration:

- JavaScript editor for advanced usage
- Enrich functionalities with libraries
- Easy navigation between script and graphical design
- Snippets and code generation



Test and validation:

- Local debugger (step by steps, watches, ...)
- Recorder / re-player for remote investigations and off-line analysis



REHAU automated its business workflows to boost efficiency and enable employees to **focus on fulfilling strategic goals**.

The SAP Innovation Services team enabled REHAU to implement **SAP® Intelligent Robotics Process Automation** (SAP Intelligent RPA) services on SAP S/4HANA® Cloud and:

- Become the first go-live of SAP Intelligent RPA and intelligent technologies packages in the Asia Pacific Japan region
- Achieve greater process efficiency through automatic billing workflows
- Upload 1,000 financial accounting documents automatically, turning four days of work into a 10-minute task
- Create a bot that automatically processes 3,000 production orders to be technically completed, and another 3,000 to be closed and deleted
- Process 500 orders per batch for improved order closing, transforming an entire day's work for one employee into a two-minute task for a bot

“We used SAP Intelligent RPA to automate use cases that required significant manual intervention and redundant work. This **saves us time and cuts down on human error**, and our employees are spending more time on innovative work.”

Chengbo Yu, CIO, Asia Pacific Region, REHAU Polymer China Co. Ltd



REHAU Polymer
China Co. Ltd
Taicang, China
www.rehau.com

Industry
Mill products

Employees
452

Revenue
US\$99.75 million
(2018)

Featured Solutions and Services
SAP Intelligent Robotic Process
Automation, intelligent technologies
packages, SAP S/4HANA Cloud, and
SAP Innovation Services



With routine tasks handled by bots, Villeroy & Boch can focus on **delivering great customer service and maximizing business value.**

By deploying **SAP® Intelligent Robotic Process Automation technology with SAP Cloud Platform**, Villeroy & Boch Group:

- Enabled tight process integration with the SAP ERP application and productivity solutions
- Created “attended” bots (under staff supervision) that complete simple, frequently occurring tasks such as responding to standard e-mail inquiries and making general ledger postings
- Helped customer service staff spend more time assisting wholesale customers with nonroutine inquiries
- Freed up finance and purchasing staff to focus on strategic tasks
- Began to evolve the bots to trigger tasks autonomously and leverage SAP Leonardo AI Business Services such as Document Classification and Document Information Extraction for automation of more complex tasks

“Although we’re just at the beginning of our journey with SAP Intelligent Robotic Process Automation, we are already realizing its potential to help us **work more efficiently, serve customers better, and gain competitive advantage.**”

Dr. Daniel Neuhäuser, Head of ERP Core Solutions, Villeroy & Boch Group



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FOOD FOR THOUGHT: USE CASES

FINANCE

Receivable automation

- Bank Statement Reconciliation
- Payment Advice Extraction
- Deductions Management
- Dispute Case Creation

Intercompany Reconciliation

- Intercompany Reconciliations
- Profit Center Reorganizations

AP automation

- Invoice automation
- Automated Upload of GL Entries
- Manage payment advise
- Process supplier down payment request
- Supplier Invoice Status Checks
- Generate Payment Run
- Manual AP process

Operational Finance & Accounting

- Daily P&L preparation (Financial Services)
- Regulatory Compliance and Reporting
- Lock unlock profit centers
- Execute Business Partner Master Data Check
- Fixed asset depreciation run

Shared Service Framework

- Supplier Invoice Status Inquiry

HR

- Employee onboarding
- Recruiting – Requisition Automation
- Referral of candidates & automate referral bonus
- Automated sync of Employee master data across applications
- HR Digital Assistant

IT

- IT access management
- IT equipment order processing
- Standard Change automation
- SAP S/4HANA conversion acceleration
- Test Automation
- Business operations Self-healing Service (BoSh)
- Onboarding of external staff

more in Procurement, Supply Chain...

Prebuilt content:

[SAP S/4HANA Best Practices](#)

Outlook

Further Enhancements on the SAP Intelligent RPA Roadmap

- Simplified cloud-based design studio accelerating bot development – closely integrated with other SAP SDKs
- Process Recorder for SAP applications
- Unstructured Document Information Extraction
- Using state of the art computer vision for Surface Automation
- Process insights and behavior analysis (Spotlight by SAP) to help the bot building process
- Integration into SAP Digital Boardroom for complete digital workforce management
- Further monitoring and auto balancing of bots to flexibly use resources



For details see [Official Product Roadmap](#)

7 key reasons to choose SAP Intelligent RPA to automate your business processes

- 1 **Best-in-class** integration with SAP applications
- 2 **Pre-defined** bots
- 3 **Reusable** components
- 4 **Comprehensive** bot development tools
- 5 **Fully attended and unattended** RPA capabilities
- 6 **Flexible pricing** using subscription-based pricing or SAP Cloud Platform Enterprise Agreement
- 7 **Embedded** AI and machine learning

Learn More

- Web page: sap.com/rpa
- openSAP courses (*available in self-paced mode*)
 - [SAP Intelligent Robotic Process Automation in a Nutshell](#)
 - [How to build Bots with SAP Intelligent RPA](#)
 - [Business Process Automation in SAP S/4HANA with SAP Intelligent RPA](#)
- Free Trial: [SAP Cloud Platform Trial](#) → SAP Intelligent RPA-trial
- SAP Help Portal: [Product Documentation](#)
- SAP S/4HANA predefined content bots on [SAP Intelligent RPA Bot Store](#)
- SAP Learning Hub: [Learning Journey](#)
- SAP Community Page: community.sap.com/topics/intelligent-rpa



Social Channels



[Twitter](#)

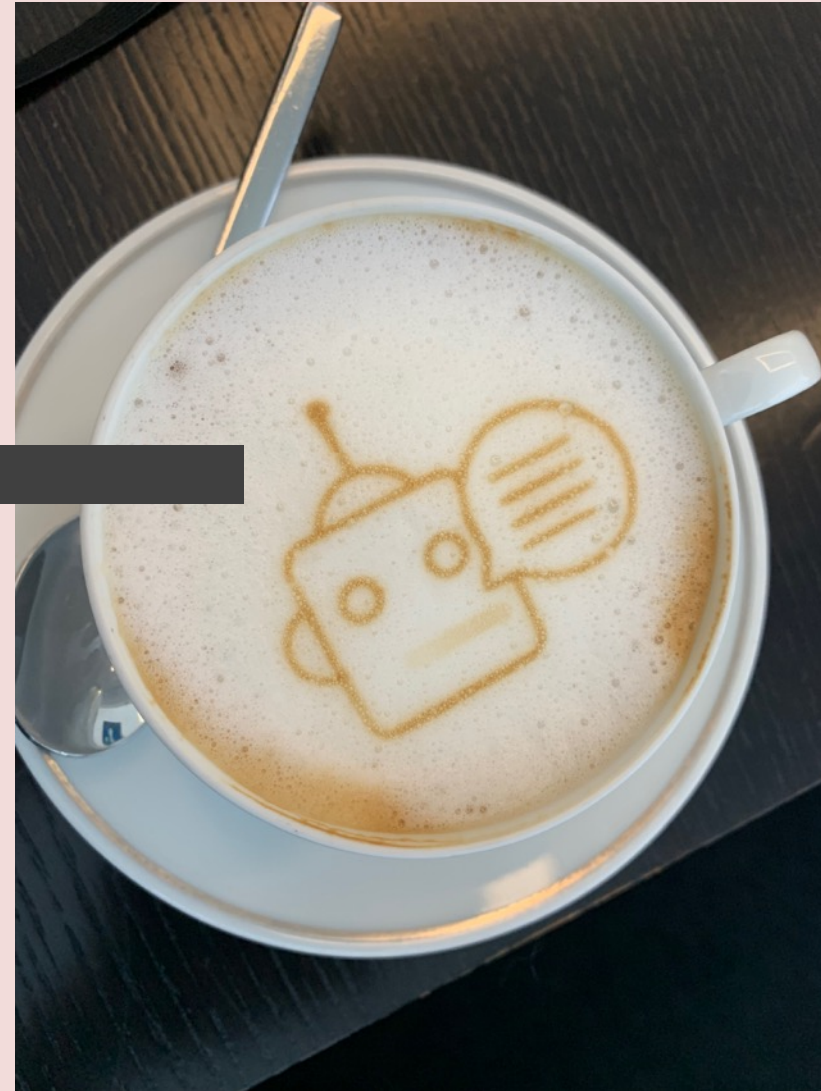


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```
bot.send ('Thank You!')
```



Contact information:

Boris Andree

Boris.Andree@sap.com

Solution Management SAP Intelligent RPA, SAP SE

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