KI als Teil des intelligenten Unternehmens

DI Christina Wilfinger, Managing Director SAP Österreich

THE BEST RUN SAP

What do you see?

A concert?

Or a harvest field?

As amazing as human intelligence is, people are far from 100% accurate.

A computer can learn to execute tasks… often faster and more accurately than people,
but usually not with 100% accuracy.

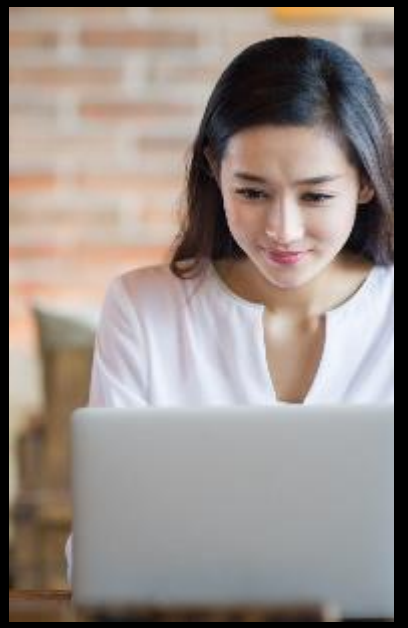
© 2021 SAP SE or an SAP affiliate company. All rights reserved.

AI is everywhere

“When did you last unlock your smartphone via face recognition?”

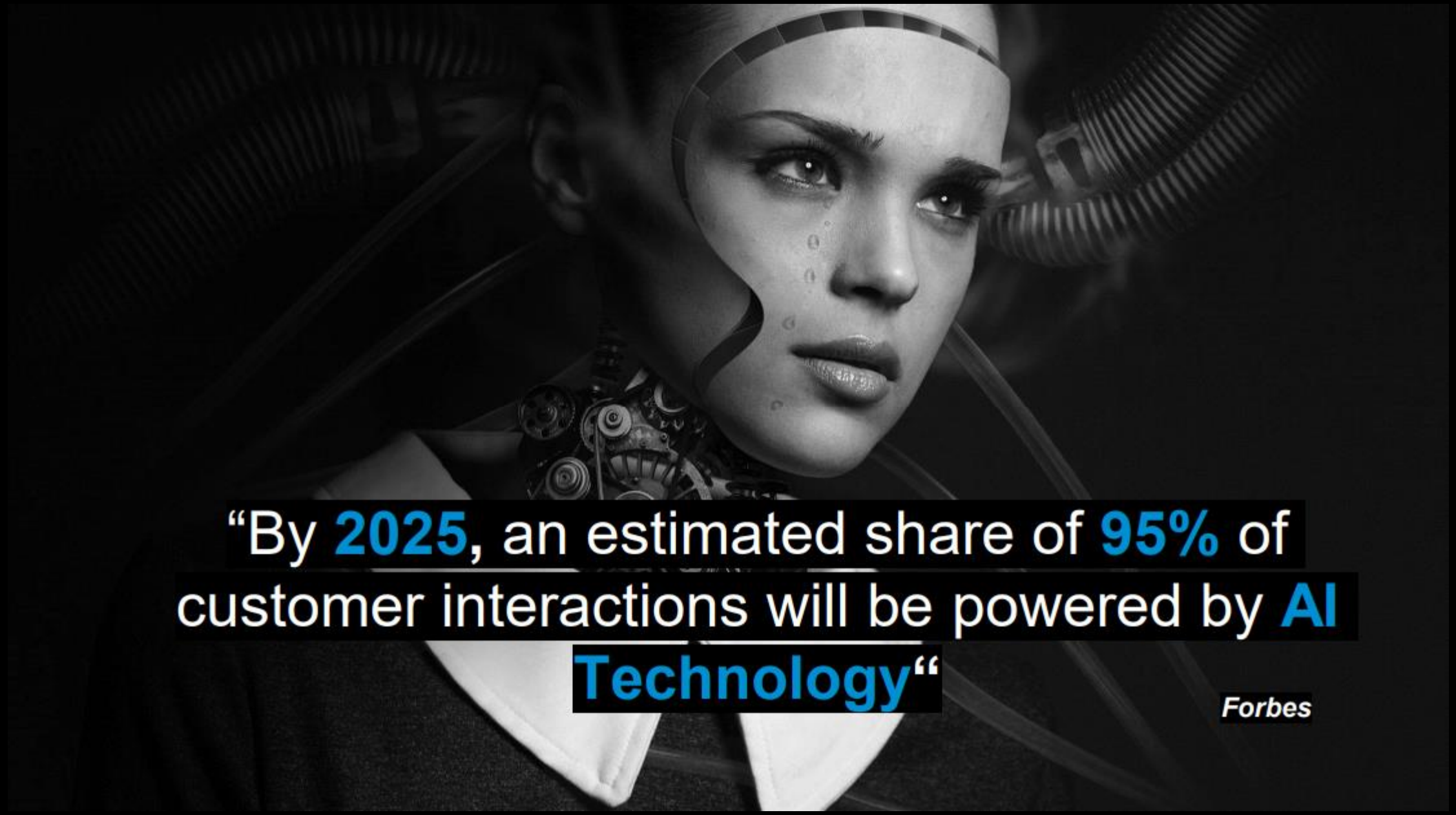
“Has your streaming service suggested you movies and series last night on the couch?”

Imagine machine spare parts would automatically be ordered right before maintenance by itself.



Imagine a system that automatically sorts and processes customer tickets.

© 2021 SAP SE or an SAP affiliate company. All rights reserved.



© 2021 SAP SE or an SAP affiliate company. All rights reserved.

70% of all worldwide transaction are linked to an SAP solution!

Algorithms are not decisive for AI adoption

What are the key criteria for your company when selecting a machine learning solution?

#1 Ease-of-use **40,3%**

#2 Explainability **40,3%**

… maintenance and operations costs, price, scalability, compliance, support…

#10 Algorithms **23,4%**

IDG-Studie Machine Learning 2020 (lufthansa-industry-solutions.com)

Customers use SAP data & systems to power AI projects

From which sources does the data of your machine learning project come from?

Crisp Research AG, 2018

59% SAP #1 ANSWER

From which provider(s) do your machine learning solutions come?

IDG Study on Machine Learning, 2020

36% Large Solution Provider (e.g. **SAP**, HP, IBM)
#2 ANSWER

Crisp Research 2018 – Studie: Machine Learning in deutschen Unternehmen
IDG-Studie Machine Learning 2020 (lufthansa-industry-solutions.com)

AI Ethics bei SAP

1. We are driven by our values.

2. We design for people.

3. We enable business beyond bias.

4. We strive for transparency and integrity in all that we do.

5. We uphold quality and safety standards.

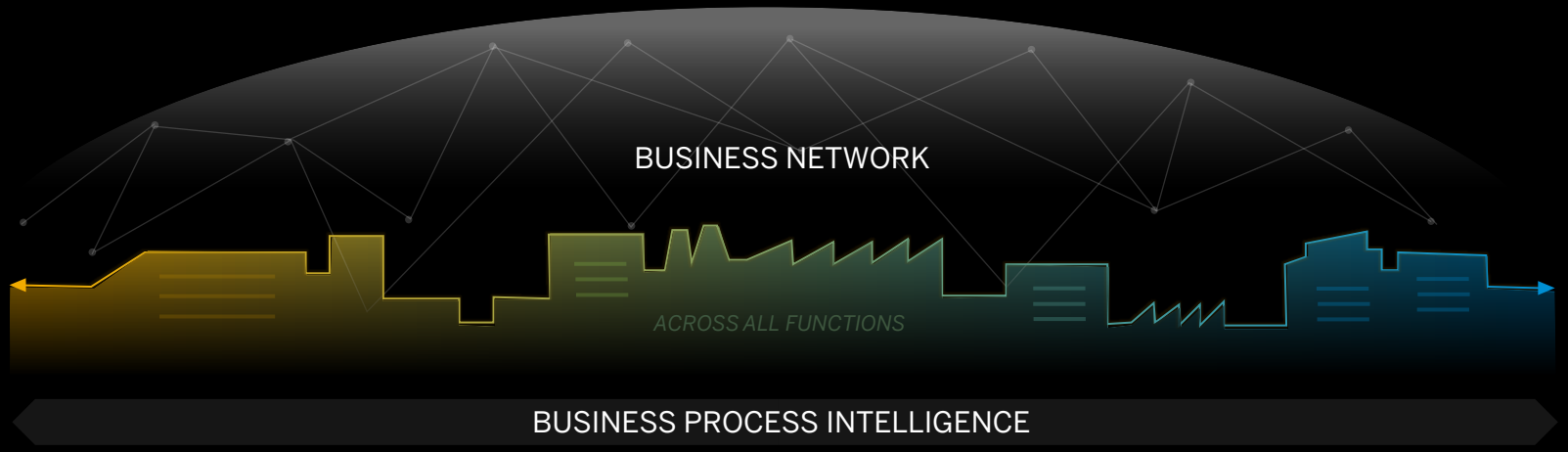
6. We place data protection and privacy at our core.

7. We engage with the wider societal challenges of AI.

INTELLIGENT ENTERPRISE

Evolved Vision.

BUSINESS PROCESS



BUSINESS PROCESS INTELLIGENCE

EXPERIENCE MANAGEMENT

APPLICATIONS

INTELLIGENT SUITE

INDUSTRY CLOUD

SUSTAINABILITY MANAGEMENT

TECHNOLOGY

BUSINESS TECHNOLOGY PLATFORM

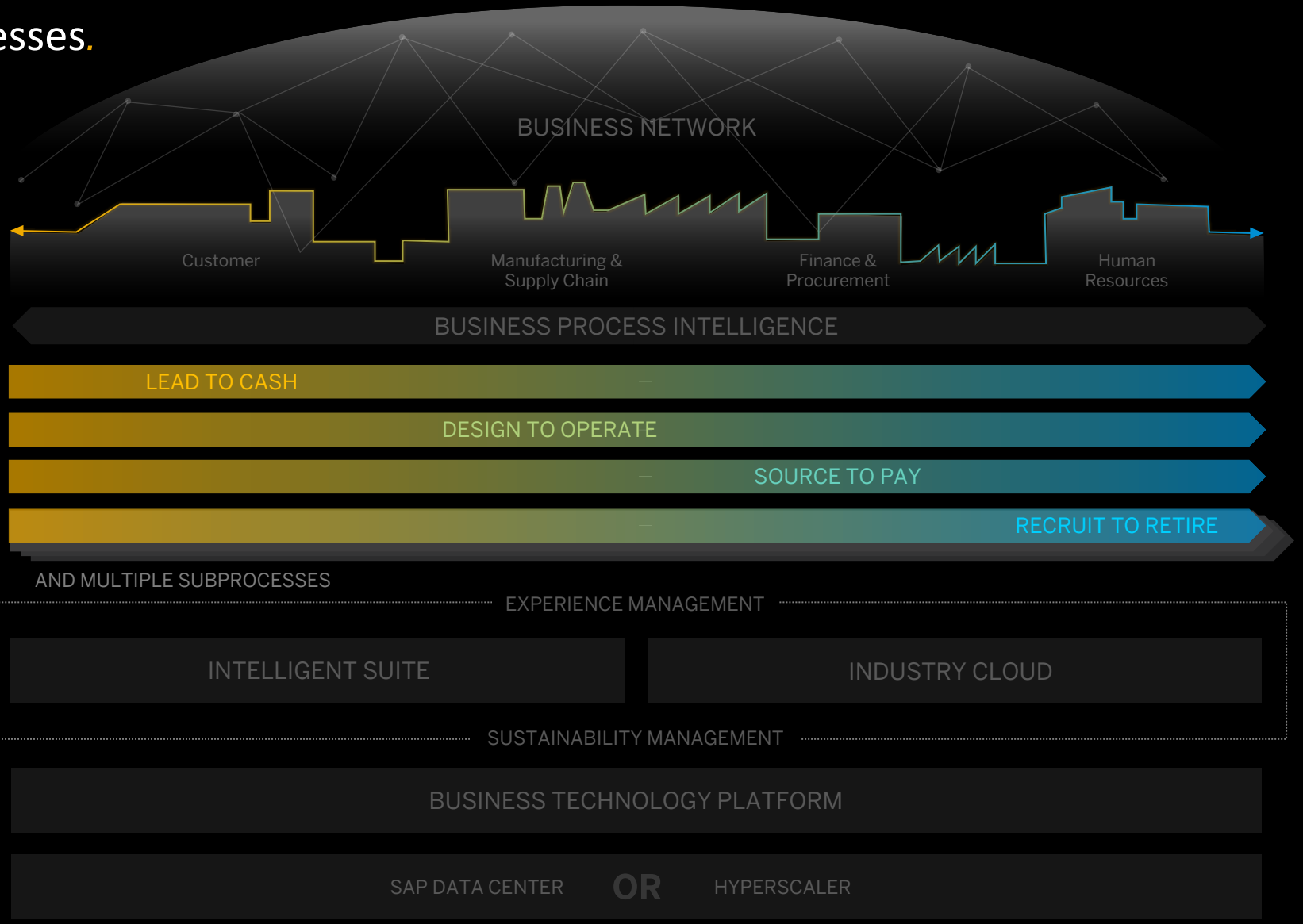
INFRASTRUCTURE

SAP DATA CENTER OR HYPERSCALER

© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

DEEP DIVE

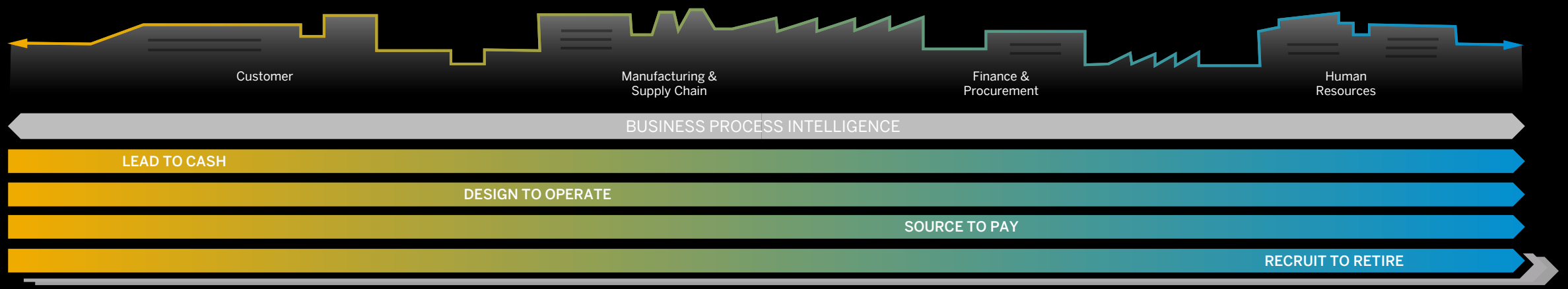
End-to-End Processes.



© 2021 SAP SE or an SAP affiliate company. All rights reserved. I PUBLIC

SAP Application Embedded AI

Matching in Returnable Packaging Management
Intercompany Reconciliation
Best sending time optimization
Context-driven search content
SPM commissions – Plan and team optimizer
Delivery performance
Intelligent invoice scanning
Spend analysis
ExpenseIt
Predictive forecasting
Tailor trend, set merchandizing
Product affinity e-mail
Supplier risk
Digital assistant
Offer recommendation
Buying propensity
Workflow Intelligence
Sales order automation
Sales performance
Personalized learning recommendations
Contextual product
Decision support for travel booking
Slow or nonmoving materials
Context-driven services
Solution intelligence
Channel affinity
Intelligent travel expense
Propose material group
Pipeline management
Job analyzer
Financial account reconciliation
HR service center ticket intelligence
Deal scoring (HugScore)
Job match
Service ticket intelligence
Automatic invoice processing
Product affinity web
Relationship intelligence
Automatic audit processing
Product and pricing recommendations
Flight risk
Resource planning and scheduling optimization
Up-sell and cross-sell offers
Resume match
SPM territory and quota
Next-sell recommendation
Career explorer

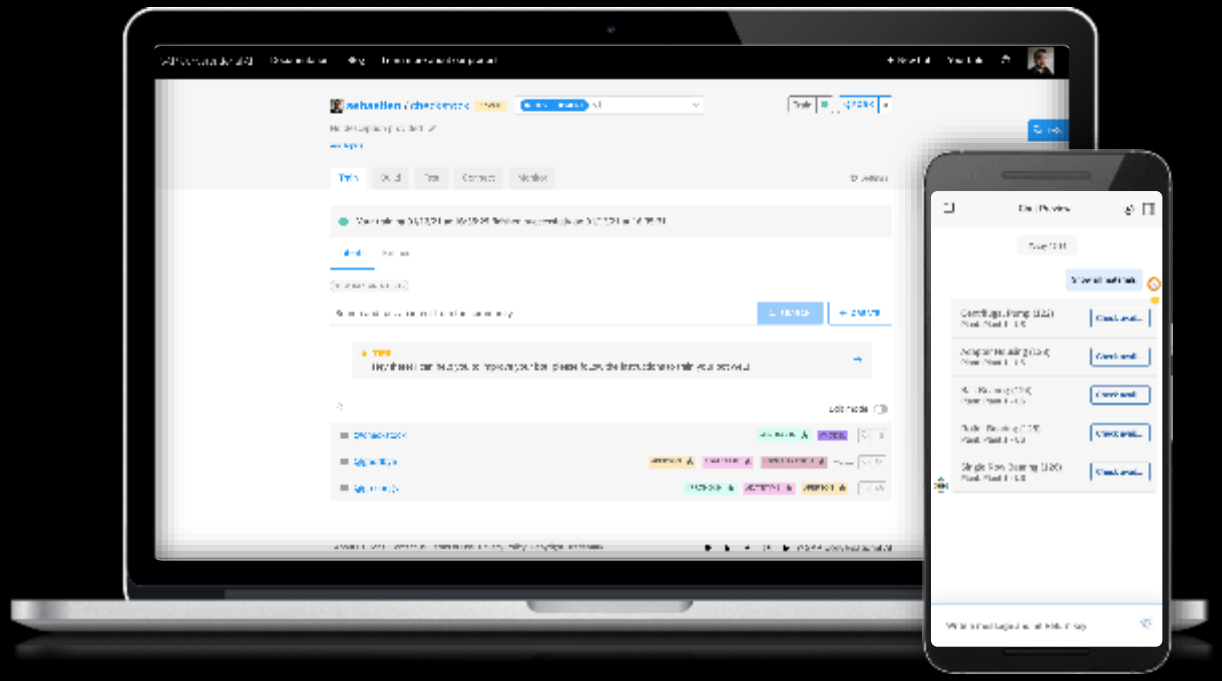


© 2021 SAP SE or an SAP affiliate company. All rights reserved.

* Selection of available scenarios with embedded artificial intellligence

SAP Conversational AI

Build conversational interfaces with end-to-end chatbot building platform



Low code platform integrated with SAP Extension Suite

Allow users to deploy chatbots in no time in both SAP and non-SAP solutions with low code capabilities like API connections, SAP Single Sign-On, dialog building, and many others.

High-performance natural language processing (NLP) technology

Build human-like chatbots in any language by using world-class NLP to analyze text inputs and enrich data.

Easy-to-use UI for both developers and non-developers

Enable developers and non-developers to build and deploy chatbots as teams by leveraging enterprise-grade features in an intuitive interface.

Deliver personalized human-like conversations at scale anytime, anywhere, and on any device with multilingual chatbots, and reduce development efforts and costs.

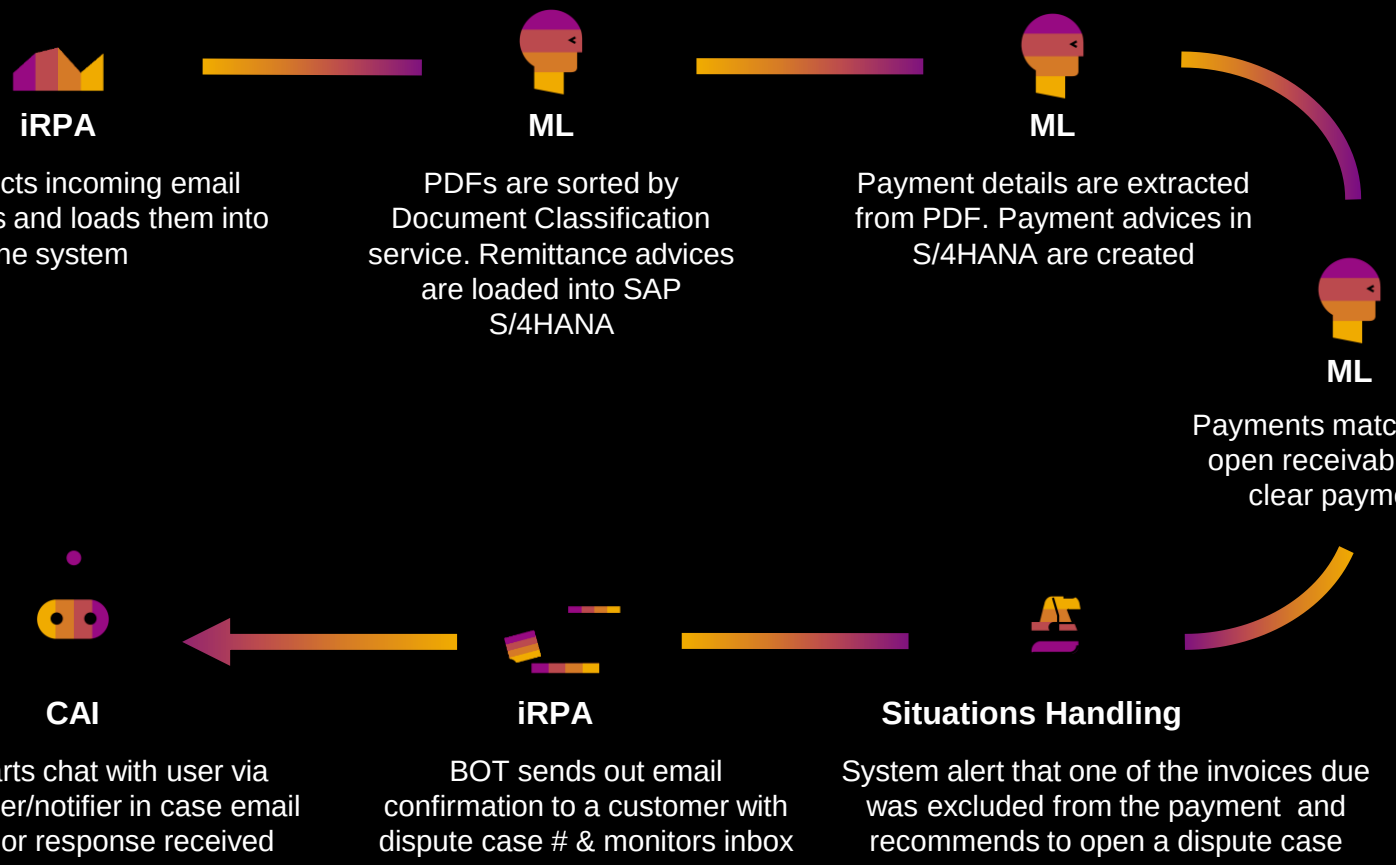
Automate time-consuming and tedious tasks from business processes and focus your staff resources on value-added tasks.

Launch powerful enterprise chatbots quickly with a low-code chatbot development suite and full integration with the SAP ecosystem.

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

SAP combines natively embedded and purpose-built AI services to handle increasingly complex tasks *along a business process*

Example: Manage Open Receivables in O2C



iRPA

BOT detects incoming email attachments and loads them into the system

ML

PDFs are sorted by Document Classification service. Remittance advices are loaded into SAP S/4HANA

ML

Payment details are extracted from PDF. Payment advices in S/4HANA are created

ML

Payments matched with open receivables and clear payments

Situations Handling

System alert that one of the invoices due was excluded from the payment and recommends to open a dispute case

iRPA

BOT sends out email confirmation to a customer with dispute case # & monitors inbox

CAI

iRPA starts chat with user via native trigger/notifier in case email bounces or response received

Villeroy & Boch 1748

External Reference
SAP Intelligent RPA, Document Classification, and Document Information Extraction

~10

Digital assistants, carrying out simple automated tasks in accounts, purchasing, and customer services

6,000

Documents checked, classified, and processed each year using one AI bot

SAP Blogs 2021/03/17/sap-intelligent-rpa-2.0-no-code-low-code-project-demo-for-pdf-data-extraction-using-conditions-and-loops/

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

Thank you!

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

List of external links

https://www.sap.com/products/artificial-intelligence.html

Auch die openSAP Seite hat einige Kurse zu AI

https://open.sap.com/

Die Conversational AI Seite ist sicherlich auch gut:

https://www.sap.com/products/conversational-ai.html

openSAP Podcast zu AI business services

https://podcast.opensap.info/sap-ai-business-services/

RPA webseite

https://www.sap.com/products/robotic-process-automation.html

SAP Community Seite zu AI

https://community.sap.com/topics/machine-learning

https://open.sap.com/courses/cai2 and
https://open.sap.com/courses/sapai1 and
https://open.sap.com/courses/rpa5

Artificial Intelligence | SAP Intelligent Technologies

Build an intelligent enterprise with machine learning software – uniting human expertise and computer insights to improve processes, innovation, and growth.

www.sap.com

© 2021 SAP SE or an SAP affiliate company. All rights reserved.