



Week 1: Introduction

Unit 1: SAP Intelligent RPA in a Nutshell

Robotic Process Automation (RPA) accelerates the digital transformation of business processes by automatically replicating tedious actions that have no added value.



Intelligent Robotic Process Automation (Intelligent RPA) goes further: Conversational AI makes interaction natural. APIs and metadata make bots more robust. Machine learning & AI improve RPA processes.

SAP Intelligent RPA in a Nutshell

From manual tasks to automation



- 20th century – Industry era
 - Automated product factory
 - Humans co-working with physical robots
- 21st century – Service era
 - Automated service center
 - Humans co-working with software robots



- IT and the service industry sector
 - All applications provided
 - Working fine? What about the links between them?
- Users' repetitive actions
 - What about clicking, copying, pasting...?
 - Customer experience? Quality of service?



Improve Operation

- Remove manual tasks
- Mobilize resources for high-value tasks
- Allow parallelization



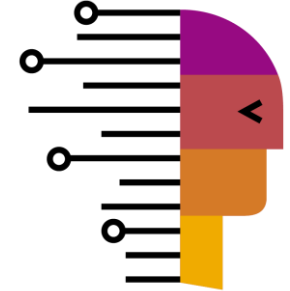
Reduce Cycle Times

- Improve overall process efficiency
- Cut process execution time
- Generate immediate savings



Increase Compliance & Service Quality

- Reduce human errors
- Gain efficiency with bots running 24/7
- Focus on valuable error-handling



Gateway to AI

- Support unstructured data
- Self-healing bots
- Exception-handling history

SAP Intelligent RPA in a Nutshell

Typical use cases

Extract data through various connectors e.g. Excel, pdf, external apps, Web sites, 3rd-party apps and enter in a finance system

Log in to 15 SAP instances, collect purchase requisitions and distribute to SSC teams



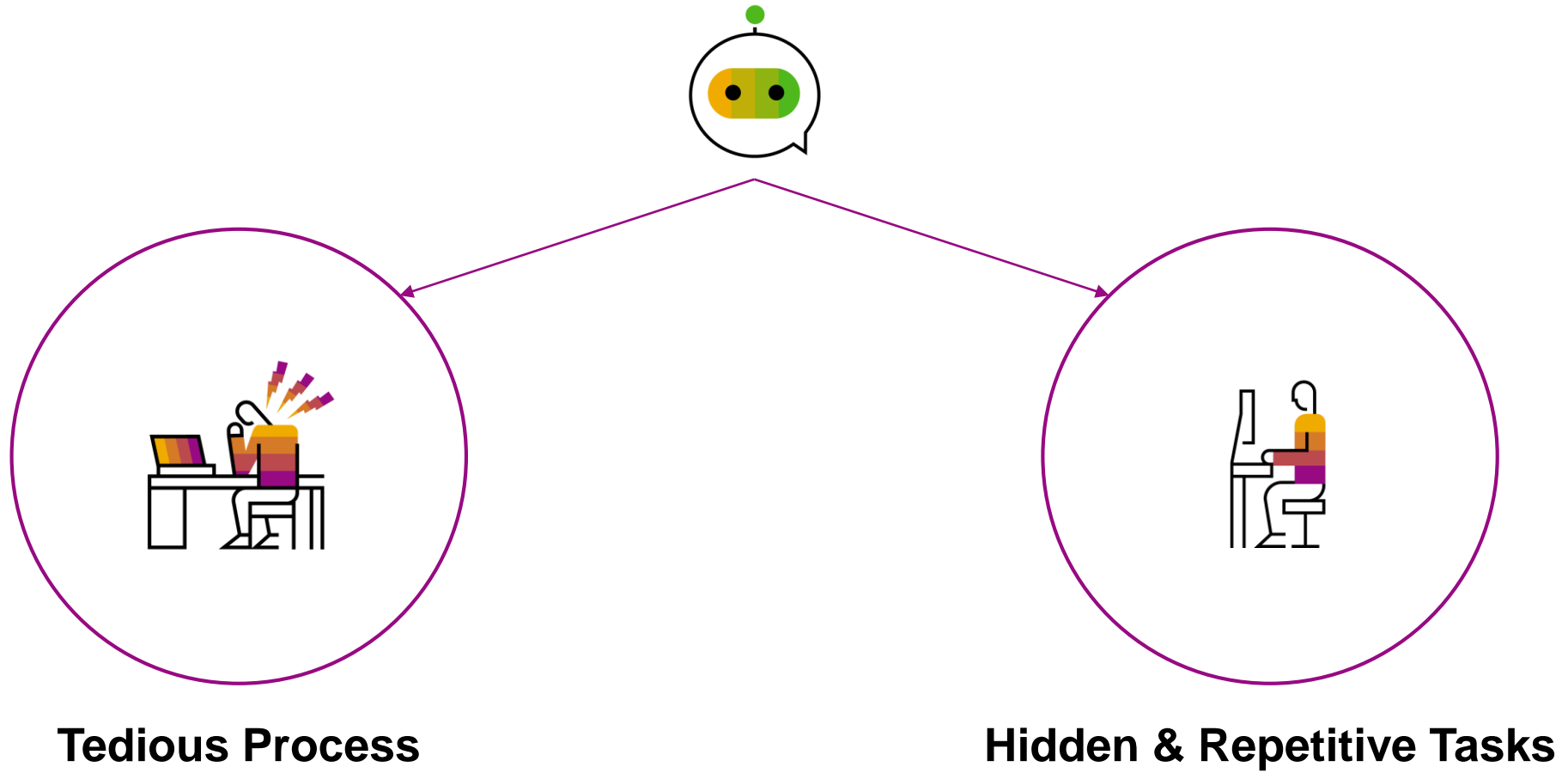
Download various reports, collate and save in shared drive

Check ticket inbox in a shared service center and route to bots

Search invoices by reference number in various ERP instances

SAP Intelligent RPA in a Nutshell

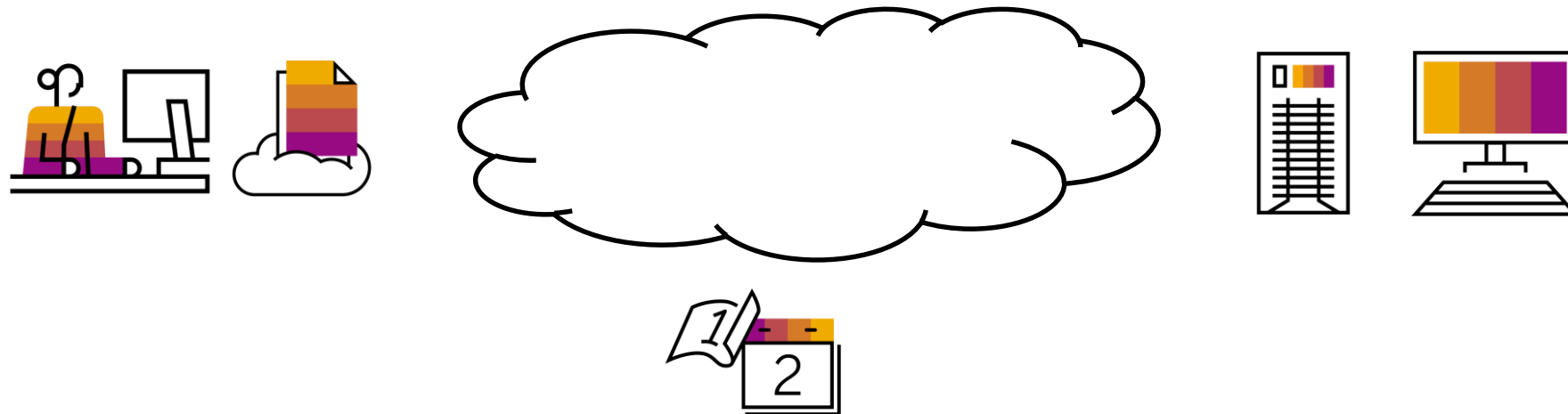
Use cases typology



SAP Intelligent RPA in a Nutshell

Use case without robot

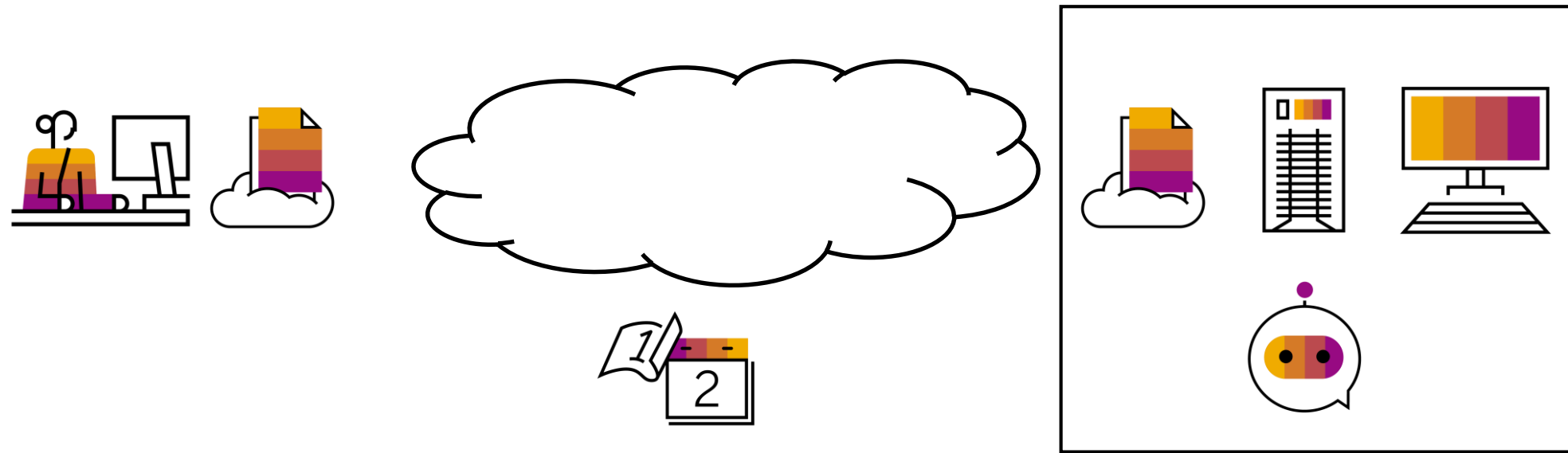
... a process that needs to copy and paste information from one application to another every morning.



- User fills in form on internal site from local desktop
- Support team gets the request
- Support team inputs data manually in the asset management system
- Just two-day SLA to acknowledge the request

SAP Intelligent RPA in a Nutshell

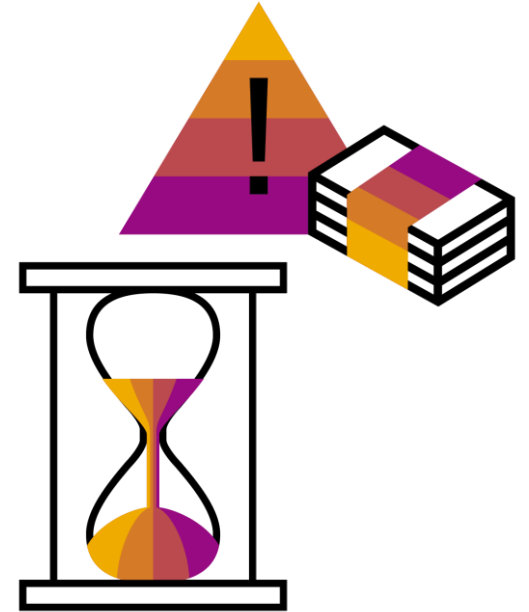
Use case with robot



- User still fills in the form on the internal site from the local desktop
- Robot takes charge of reading the 100+ forms and inputs the information in the destination system
- Support team follows up the requests, quietly but efficiently

Use case constraints

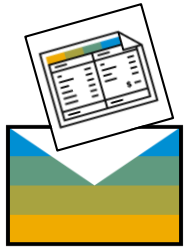
- Too expensive to add a user-friendly interface in the asset management system
- No time to add Web service between the two applications
- No time for migration: planned, but some years from now



Purchase order creation – Manual steps



Incoming purchase orders



You receive tons of purchase orders via email every day.

You need to identify and filter them.

Analyzing and extracting the content



You need to understand the information and extract the relevant data from the documents and store it in a task list.

Entering in ERP



You need to manually record the purchase order in your ERP system, navigating through different screens and typing the order information.

Repetitive order creation



Manual, tedious, repetitive, error-prone task leads to long queues and frustrated employees and customers.

SAP Intelligent RPA in a Nutshell

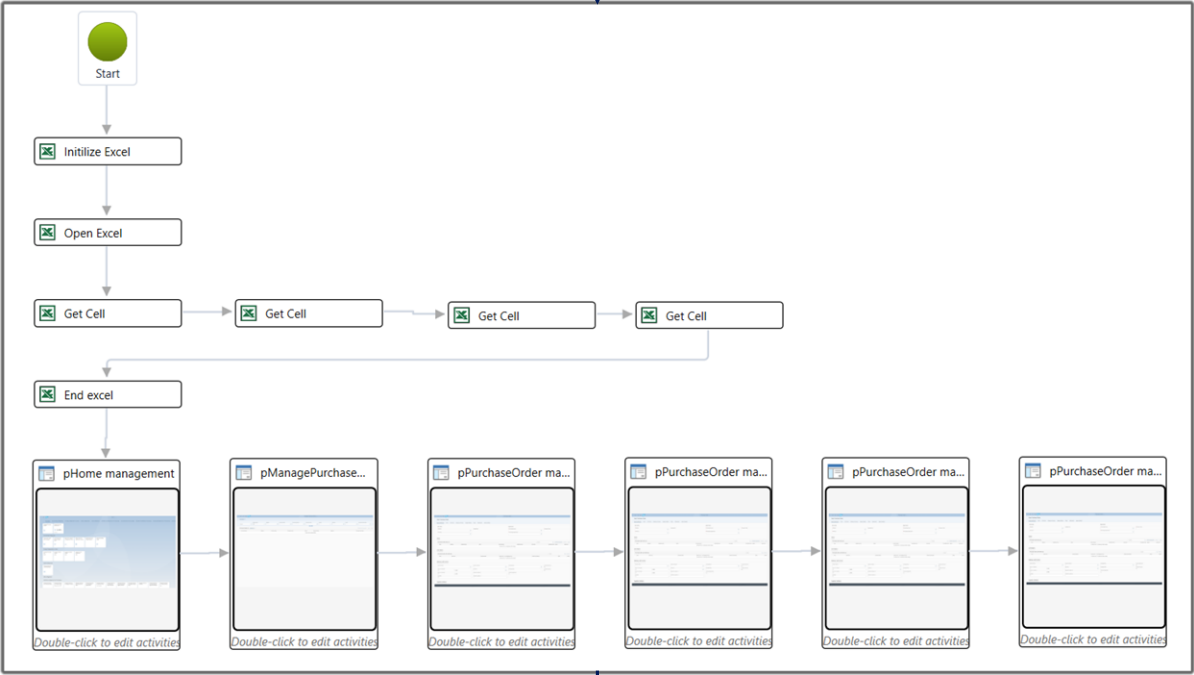
Purchase order creation – Automated



Spreadsheet

The screenshot shows an Excel spreadsheet with columns: Supplier, Material, Plant, Quantity, Purchasing group, Net Price, Currency, and Unit. It contains 21 rows of data representing different purchase order items.

Supplier	Material	Plant	Quantity	Purchasing group	Net Price	Currency	Unit
11500080	TG-DATP	1210	450	001	1	USD	1210
27900045	TH-UIDI	1210	10	001	2	USD	3490
52300042	HK-DSLJ	1210	490	001	3	USD	3904
40200125	WX-PORG	1210	1	001	4	EUR	6861
74800046	WX-PORG	1210	45	001	5	USD	1009
27900045	WX-PORG	1210	720	001	6	EUR	3940
96000215	WX-PORG	1210	1294	001	7	USD	4082
68000170	TG-DATP	1210	20	001	8	EUR	1683
27900045	TH-UIDI	1210	45	001	9	EUR	1383
40200125	TG-DATP	1210	39	001	10	EUR	5655
96000215	TH-UIDI	1210	600	001	11	EUR	9953
74800046	TG-DATP	1210	3000	001	12	USD	8922
52300042	TH-UIDI	1210	1	001	13	USD	2942
27900045	TH-UIDI	1210	450	001	14	USD	6815
74800046	TG-DATP	1210	500	001	15	EUR	3593
37900109	HK-DSLJ	1210	30	001	16	USD	3733
27900045	HK-DSLJ	1210	30	001	17	EUR	9574
55800090	HK-DSLJ	1210	40	001	18	USD	7249
99100095	TG-DATP	1210	2	001	19	USD	4938
27900045	TG-DATP	1210	2000	001	20	EUR	1195



SAP S/4HANA®

The screenshot shows the SAP S/4HANA 'New Purchase Order' interface. It includes sections for 'Basic Data' (with fields for Supplier, Material, Plant, and Quantity), 'Items' (with a table for Purchase Order Items), 'Limit Items' (with a table for Purchase Order Limit Items), 'Delivery and Invoice' (with fields for Payment Terms, Net Price, and Currency), and 'Supplier Address' (with fields for Street, Postal Code, City, and Telephone). The interface is designed for creating and managing purchase orders within the SAP system.

SAP Intelligent RPA in a Nutshell

Use case criteria

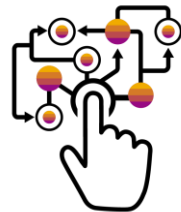
Manual & repetitive



High volume



Multiple systems



Workaround for native integration



SAP Intelligent RPA in a Nutshell



Thank you.

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