

From Complexity to Simplicity:

Enhancing SAP with Power Platform and Copilot AI



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## Booth #313

# Last Slide First

Yes, Slides will be shared: [jason.m@hcltech.com](mailto:jason.m@hcltech.com)

Power Platform is a beautiful complement to SAP



# Last Slide First

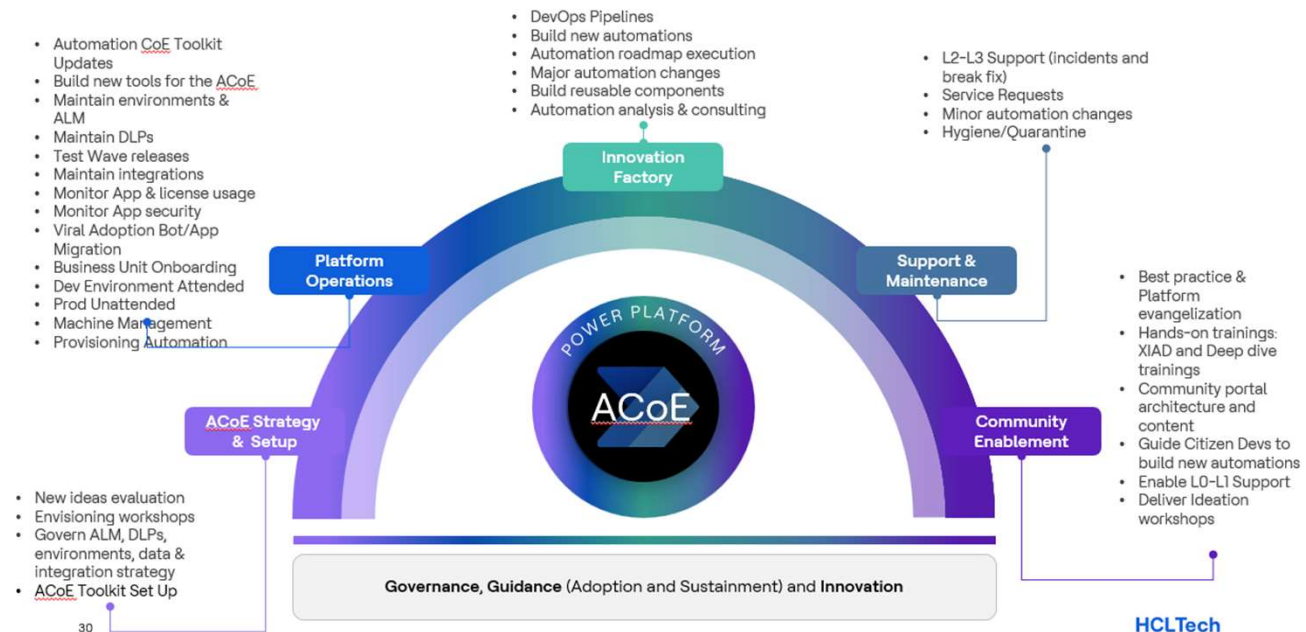
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Power Platform is a beautiful complement to SAP



Other Topics We Suggest you Deep Dive in:

## 1. Establish a Powerful Center of Excellence



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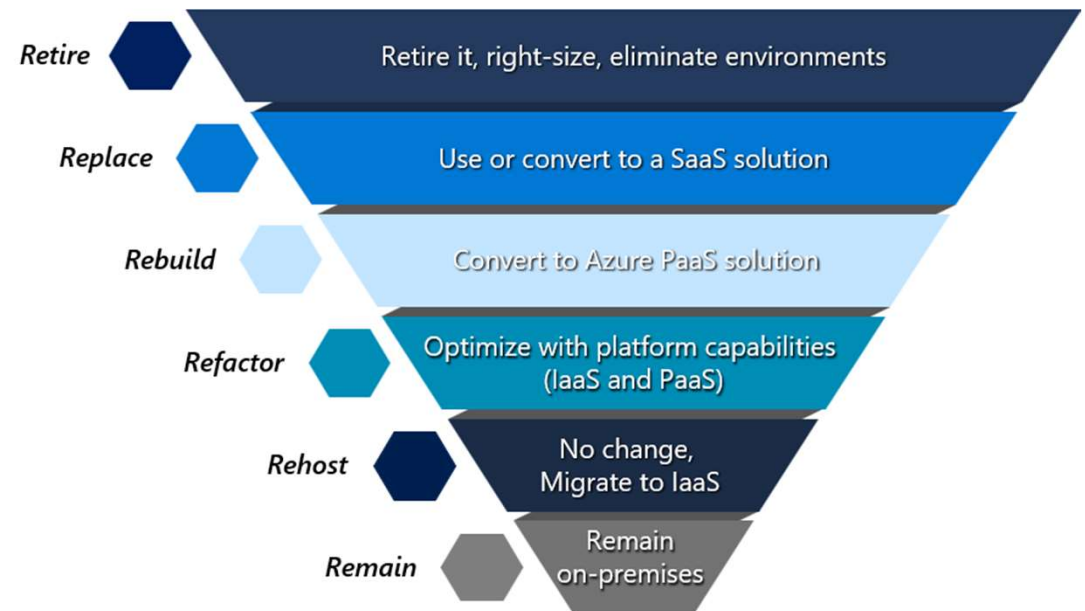
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1. Establish a Powerful Center of Excellence
2. Legacy App Modernization



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2. Legacy App Modernization

3. XitForce: Salesforce Migration tool

## XitForce: Salesforce to D365 Migration

Simplify your CRM with a seamless Salesforce to Dynamics 365 migration

- Though APIs XitForce connects to Salesforce, pulls the metadata (table and columns) and gets a record counts.
- Identifies anything custom (table or field).
- Using prebuilt maps, it connects the table to the corresponding tables in Dynamics. It uses maps to link OOTB SFDC fields to OOTB Dynamics fields

A Normal Project takes weeks to do this. XitForce reduces this to hours

1. Development team has to build those in Dynamics (2 sprints of 2 weeks, 4 weeks)
2. Data team has to map and build migration packages.
3. If these integration points, the team has to build the integration to the tables

Salesforce	Dynamics 365
Page Layout	Form
Object	Entity / Table
Record ID	GUID
Lightning Component	Embedded Canvas App
Path	Business Process Flow
Org	Environment
Sandbox	Environment
Junction Object	Intersect Table
Related List	Subgrid
Validation Rules	Business Rules
Profiles	Security Groups

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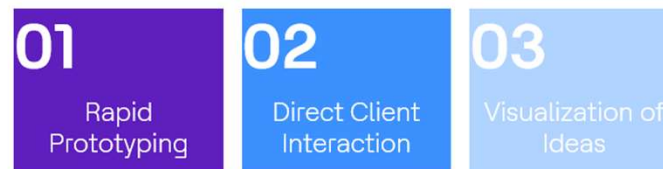
1. Establish a Powerful Center of Excellence
2. Legacy App Modernization
3. XitForce: Salesforce Migration tool
4. AI POC Pop-up Lab to explore

## Pop-up Lab: Bringing Innovative Ideas to Life

### Process



### Benefits



Real Time ideation of new GenAI solutions which could transform your business



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2. Legacy App Modernization



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Power Platform Solution  
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4. AI POC Labs



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## Audience Poll

Who are you and what is your level of maturity?

- **Have you attended the Power Platform conference before?**
- **Would you consider yourself Business? IT?**
- **On a Scale of 1-5, what is your individual knowledge of Power Platform?**
- **On a Scale of 1-5, what is companies' maturity of Power Platform?**
- **Are you specifically a SAP person?**
- **If your company is using SAP, have you connected to Power Platform yet?**





## SAP is the lifeblood of your organization

e.g., Finance & Control, HR, Materials Management, Product Planning, and Sales & Distribution.



## SAP alone can't meet all line of business needs

Constant challenges supporting different roles, tasks, and devices. Processes span beyond core SAP.

# Challenges with SAP Extensibility



## Scope Boundaries

SAP tools primarily focus on optimizing SAP processes



## Resource Constraints

SAP agility relies on specialist resources



## Rising TCO

Keeping the core clean is crucial to lower upgrade costs



## Shadow IT

Incomplete SAP processes fuel the risk of shadow IT



+

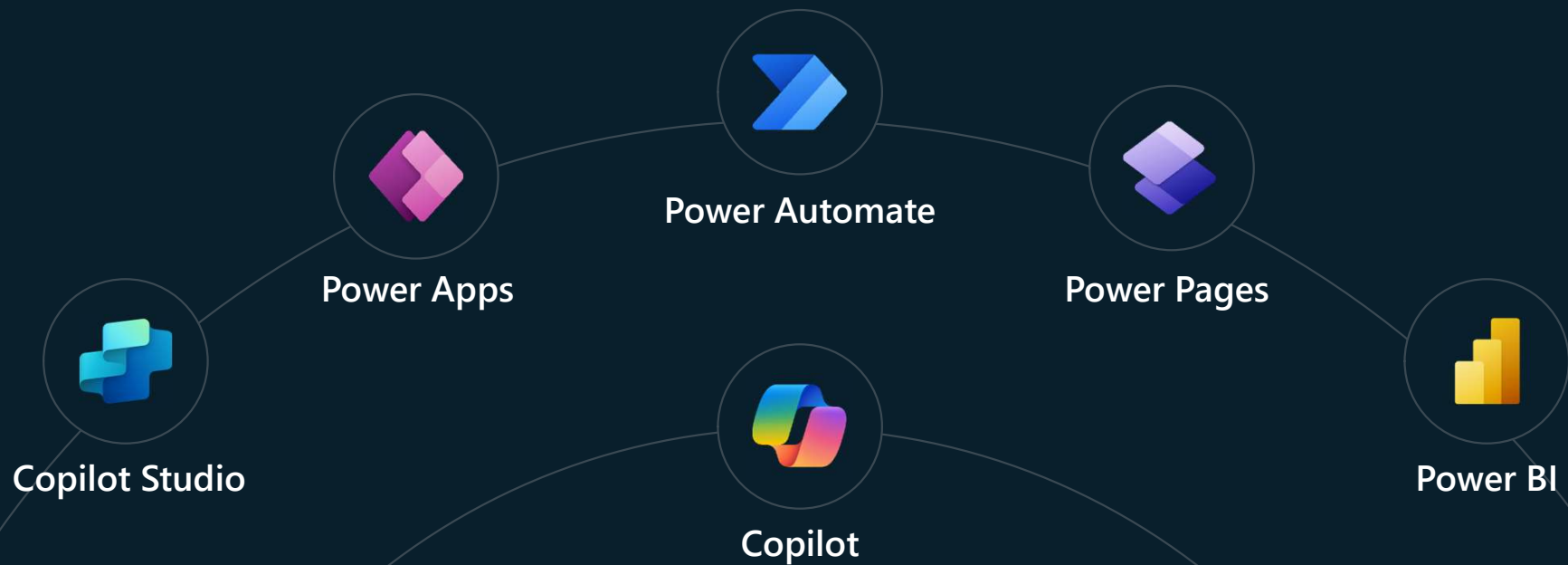


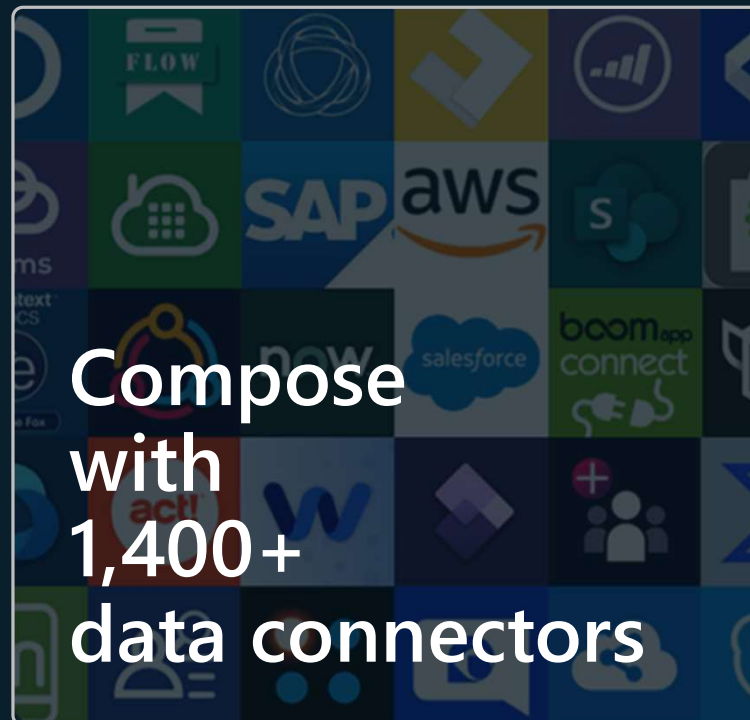
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# Microsoft Power Platform + Copilot

Enterprise Automation & AI Platform

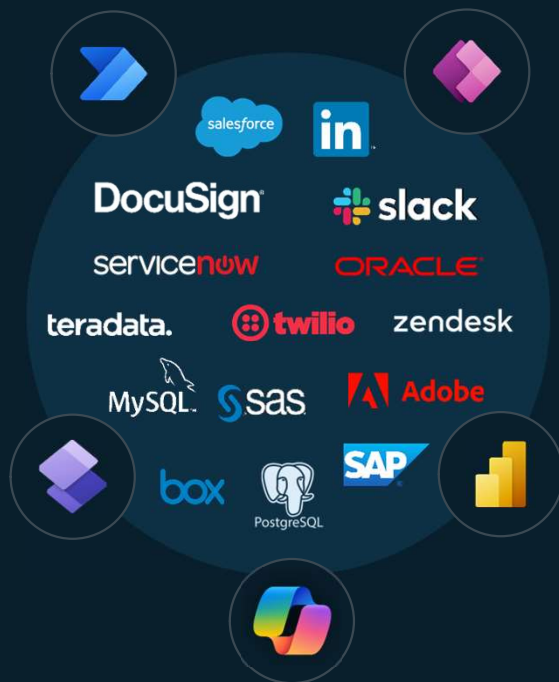




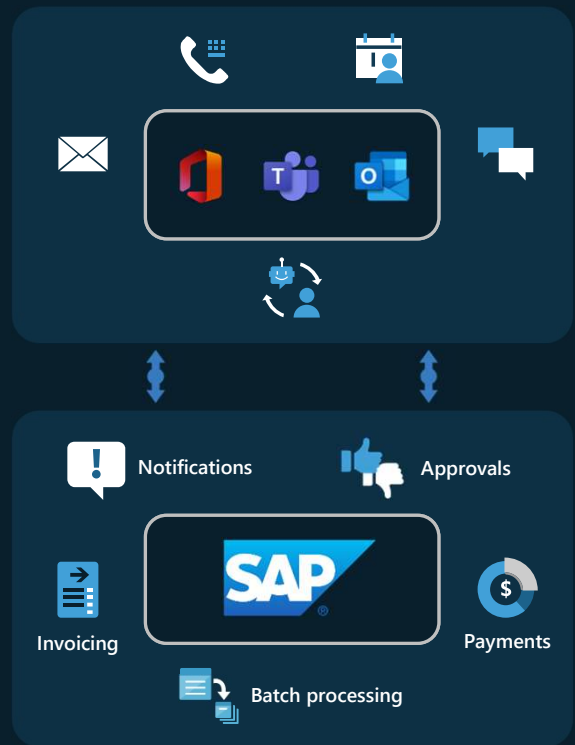
Compose  
with  
1,400+  
data connectors

# Driving Value with SAP + Power Platform

## AI-Driven Agility Layer

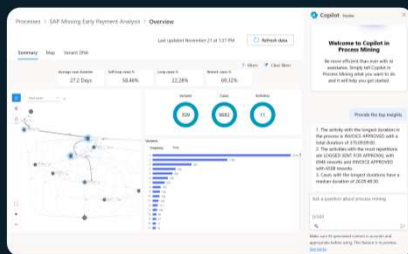


## Collaborative Experiences



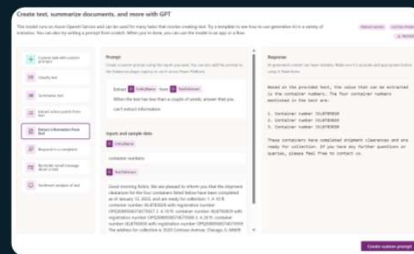
## Hyperautomation





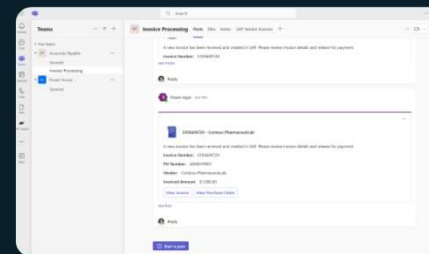
## Actionable process insights

analyzed by Copilot and immediately actionable using Power Platform



## Powerful automation

using AI implemented in low-code, including custom GPT prompts



## Intelligent user experiences

bring custom Copilots and tailored apps directly where users are working in M365

Process: SAP Document Processing - Overview

Last updated: November 21 at 1:17 PM

Summary: SAP

Key Metrics:

- Documents: 10
- Processed: 5
- Failed: 2

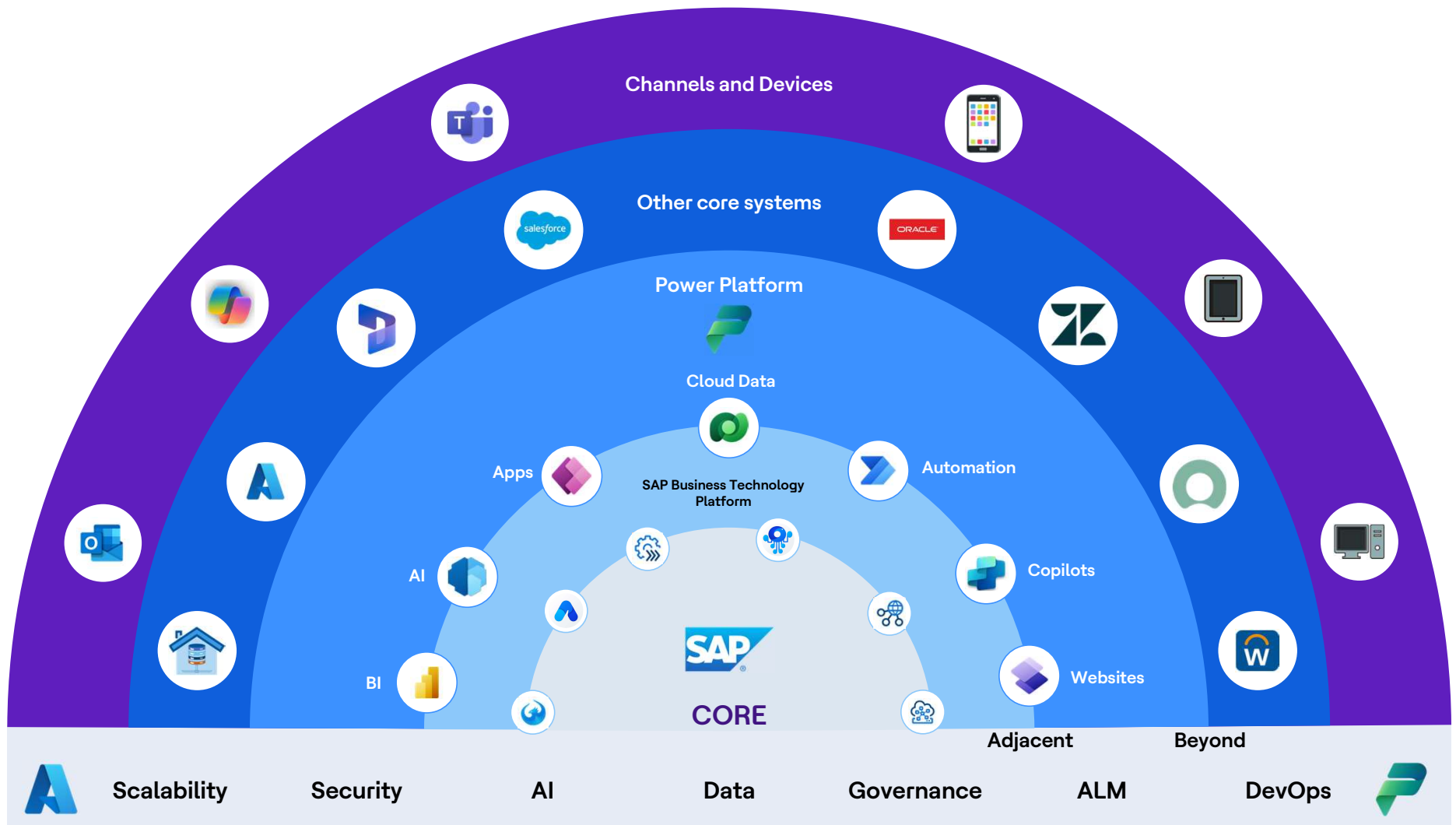
Document list table:

Document ID	Document Name	Document Type	Document Status
1	Invoice	Invoice	Processed
2	Invoice	Invoice	Failed
3	Invoice	Invoice	Processed
4	Invoice	Invoice	Failed
5	Invoice	Invoice	Processed

## Single pane of glass

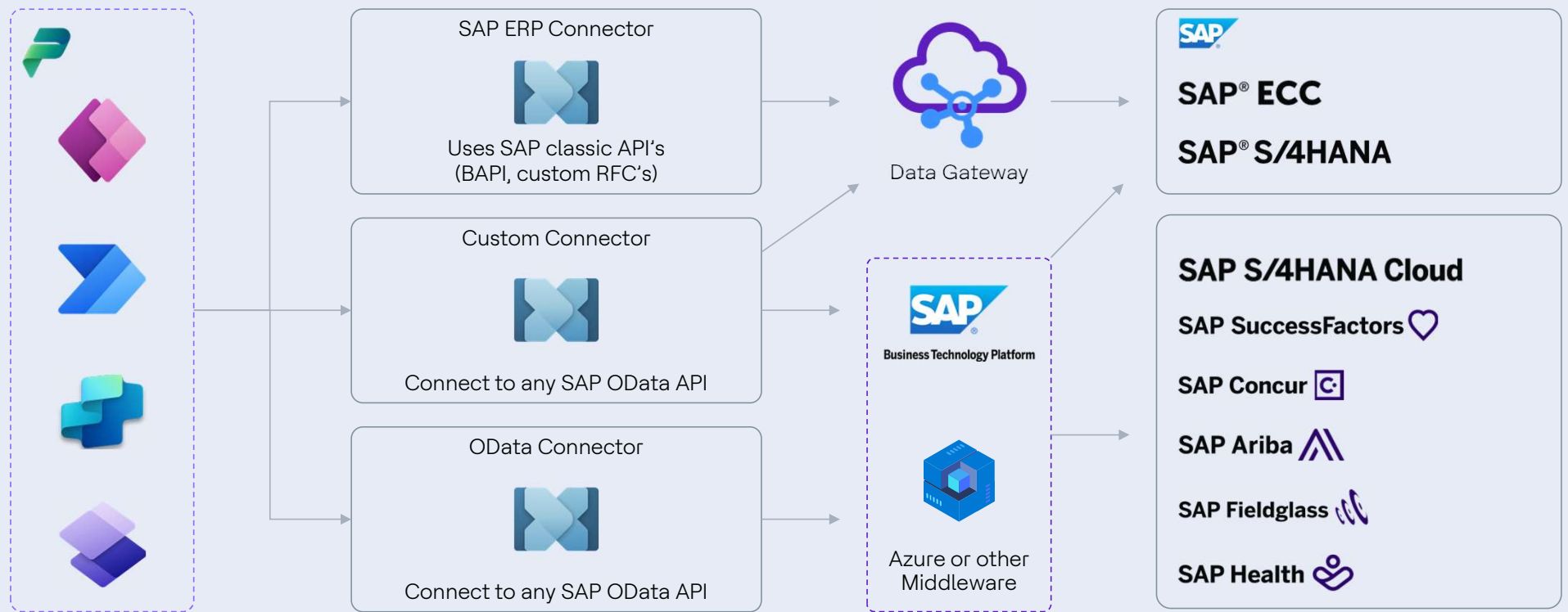
integrate any CRM system, 1400+ more connectors, and any API or RPA bot





# Flexible by design

(Using SAP developed and supported interfaces)



# Common patterns with SAP + Power platform

## Challenges



### Frontline workers

Replace paper or Excel and manual data entry. Take SAP to where the process is.



### Incomplete data

Capture operational data (e.g., photos) where SAP is complex and expensive to extend.



### Shared mailboxes

Eliminate tedious review of email attachments (e.g., PO's, invoices) followed by manual data entry.



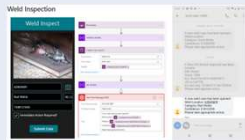
### Complex UX

Reduce time to review SAP data (e.g., case or invoice status) and drive action (e.g., approve PO)

## Opportunity with Power Platform

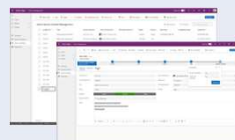
### Simple apps

Simplify processes such as inspections with role and task-specific Power Apps.



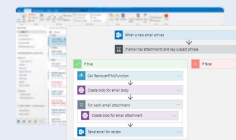
### Process enrichment

Store related operational data in Dataverse to capture end to end data for a process.



### Document intelligence

Use AI Builder to analyze emails and attachments to update SAP and trigger processes.



### Custom copilots

Copilots in Microsoft Teams enable users to "talk to" SAP and trigger actions.



## Value

Faster, richer, simpler digital processes with vastly lower error rates.

Enrich process data without complex, time-consuming SAP system extensions.

Faster processing with fewer errors. Employees can focus on higher value work.

Faster access to real-time SAP data and processes enables better decision making.

# Top challenges for organizations with frontline workers

**Less  
than 25%**  
of Frontline workers have  
the right tools to do their  
jobs<sup>1</sup>



## Disconnected workforce

A disengaged workforce and difficulty accessing information impact productivity.



## Manual processes

Manual processes and outdated digital tools hinder efficiency.



## Inefficient onboarding & low retention

Organizations face challenges onboarding, training, and retaining a distributed workforce.



## Lack of purpose-built devices

Workers use multiple devices and workarounds to complete tasks.



## Staying protected & compliant

Uneven security practices, outdated IT, and information silos increase risk.

<sup>1</sup>Equip Frontline Workers with Better Tools to Drive Engagement, Forrester Opportunity Snapshot: A Customer Study Commissioned by Microsoft, December 2018

# Challenges facing distributed sales teams

## Low-Code Solutions to common Sales and Customer Service problems



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A disengaged workforce and difficulty accessing information impact productivity.



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### Lack of purpose-built applications and automations

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# Sales/Purchase order use cases

Improve efficiency/Reduce errors

01

Simplify order entry

02

Include related data from CRM, Customer Service and other LOB systems

03

Mobile and offline scenarios

04

Incorporate Copilot, Gen-AI and Hyperautomation

The screenshot displays the HCLTech 'Purchase orders' interface. The top header includes the HCLTech logo, 'Supercharging Progress™', and the user name 'Kunal Sethi'. A left sidebar contains navigation options: Sales, Purchasing, All Purchase Orders, Purchase Orders, and Business Partners. The main area shows a table of purchase orders with columns for Order, Vendor, Vendor Name, Type, and Action. A 'New Item' modal form is open, allowing users to enter details for a new item. The modal includes fields for Item, Material, Description, Plant, Quantity, Unit, Unit Price, and Total Price. It also has tabs for Requisition, Goods Receipt, Vendor Invoice, and Payable, and a 'Save' button at the bottom.

Order	Vendor	Vendor Name	Type	Action
4500019671	3000	C.E.B. New York	EC	
4500019672	3000	C.E.B. New York	EC	
4500019673				
4500019674				
4500019675				
4500019676				
4500019677				
4500019678				
4500019679				
4500019680				
4500019681				
4500019682				

**New Item**

Item: 1, Material: 100-200, Description: Actuation

Plant: 3000, Quantity: 20, Unit: ST, Unit Price: 30, Total Price: \$ 0.00

Requisition, Goods Receipt, Vendor Invoice, Payable

Item text

Save, Cancel

# Intelligent document processing framework

Improve efficiency/Reduce errors

01

Streamlined and automated document processing

02

Include related data from CRM, Customer Service and other LOB systems

03

Emails, cloud-based integrations, RPA, or manual upload file sources

04

Incorporate Copilot, Gen-AI and Hyperautomation

The screenshot displays the 'Invoice Capture' application interface. At the top, a header bar shows the title 'Invoice Capture' and a subtitle 'Select an invoice to process it'. Below this, a navigation bar contains four tabs: 'Pending to review', 'Verified', 'Approved', and 'Paid'. The 'Approved' tab is currently selected, showing a list of invoices on the left. The main area displays a detailed view of invoice 'INV-00088'. The invoice summary states: 'Summary: Invoice file from Contoso to Fabrikam for services rendered, totaling \$2550.00.' The 'Status Reason' is 'Verified', 'SAP Status' is 'Not synchronized', 'Vendor ID' is '32.302', and 'Invoice Type' is 'PO Invoice'. The 'Messages' section lists two messages: 'Vendor not found in SAP' and 'Purchase order not found in SAP', with a green status icon and the text 'Total amount is 2550 US Dollar'. The 'Invoice Header' section contains fields for 'Invoice Number' (556), 'Bill-to address' (564 Venture St Vigo, 36203), 'Vendor name' (Contoso), 'Vendor ID' (32.302), 'Due date' (6/11/2024), 'Purchase order' (2.165), and 'Total taxes' (350). The 'Invoice Lines' section shows a table with columns 'Name', 'Quantity', 'Unit price', and 'Total'. The table contains one line item: 'Plotter RTX-750' with a quantity of 1, a unit price of 2200, and a total of 2200.

Name	Quantity	Unit price	Total
Plotter RTX-750	1	2200	2200



# Power apps for SAP mobile operations

Bring low-code Power Apps capabilities to manufacturing and industrial applications

## Security

Leverage Power Platform security and deployment

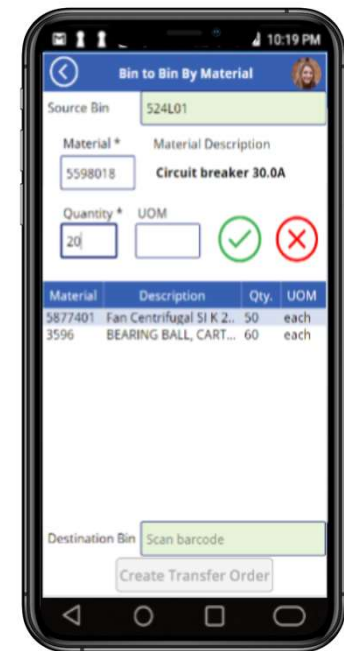
## Optimization

Design more efficient material movement processes with Canvas Apps pixel-perfect flexibility

## Extend

Expand beyond the bounds of SAP transactions with multi-system connectivity and hyper-automation

Modern UI/UX look and feel in Power Apps



Simplify workflows with intuitive role-specific screens and processes. Add in-app help and guidance for fast onboarding and adoption.

# Power apps for SAP mobile sales teams

Bring low-code Power Apps capabilities to distributed sales teams

## Security

Leverage Power Platform security and deployment

## Optimization

Design more efficient order review, product and invoice inquiry screens

## Extend

Expand beyond the bounds of SAP transactions with multi-system connectivity and hyper-automation

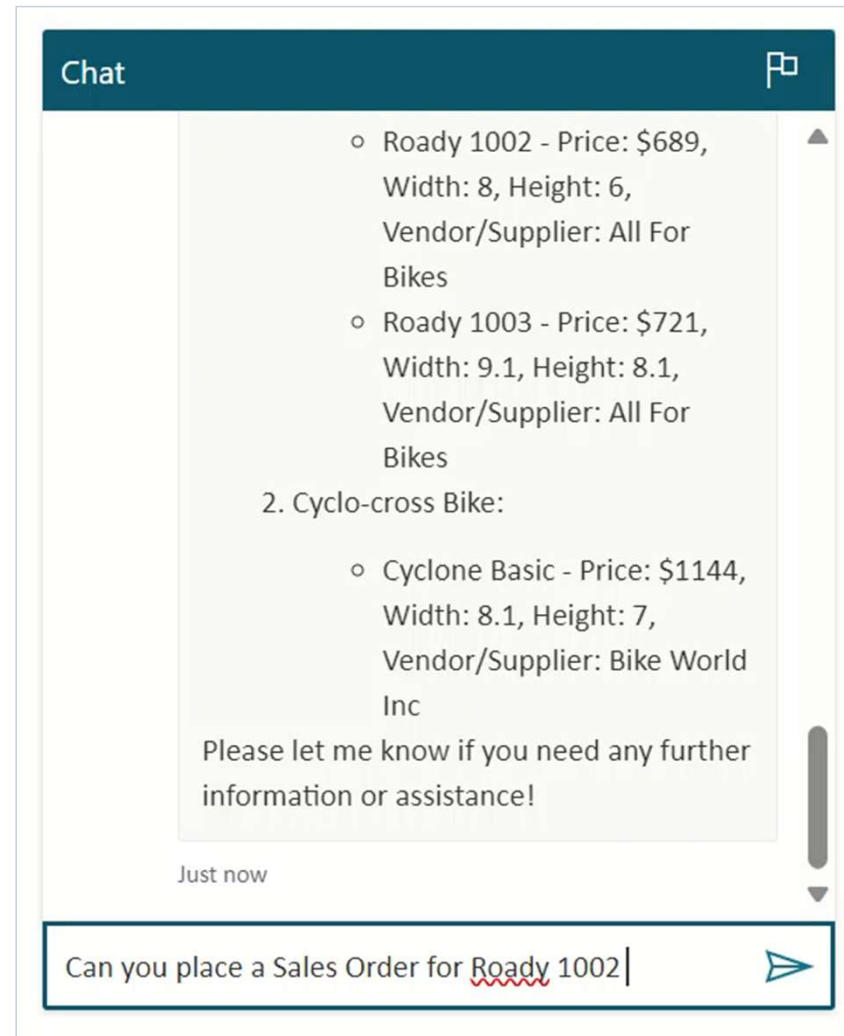
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# Copilot studio

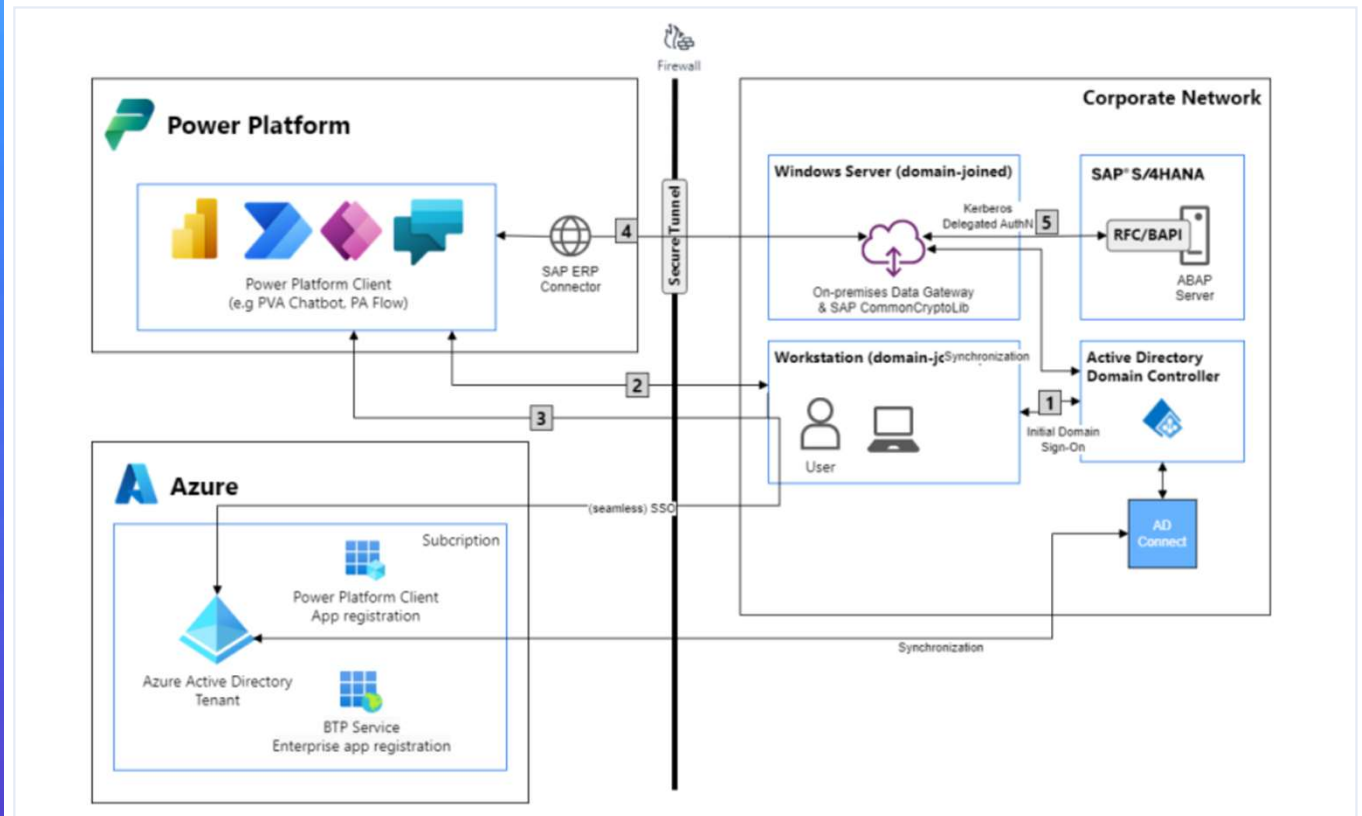
Build bots that can answer frequently asked questions, handle complex business processes, and integrate with other systems and applications.



# SAP surround architecture

## SAP ERP Connector

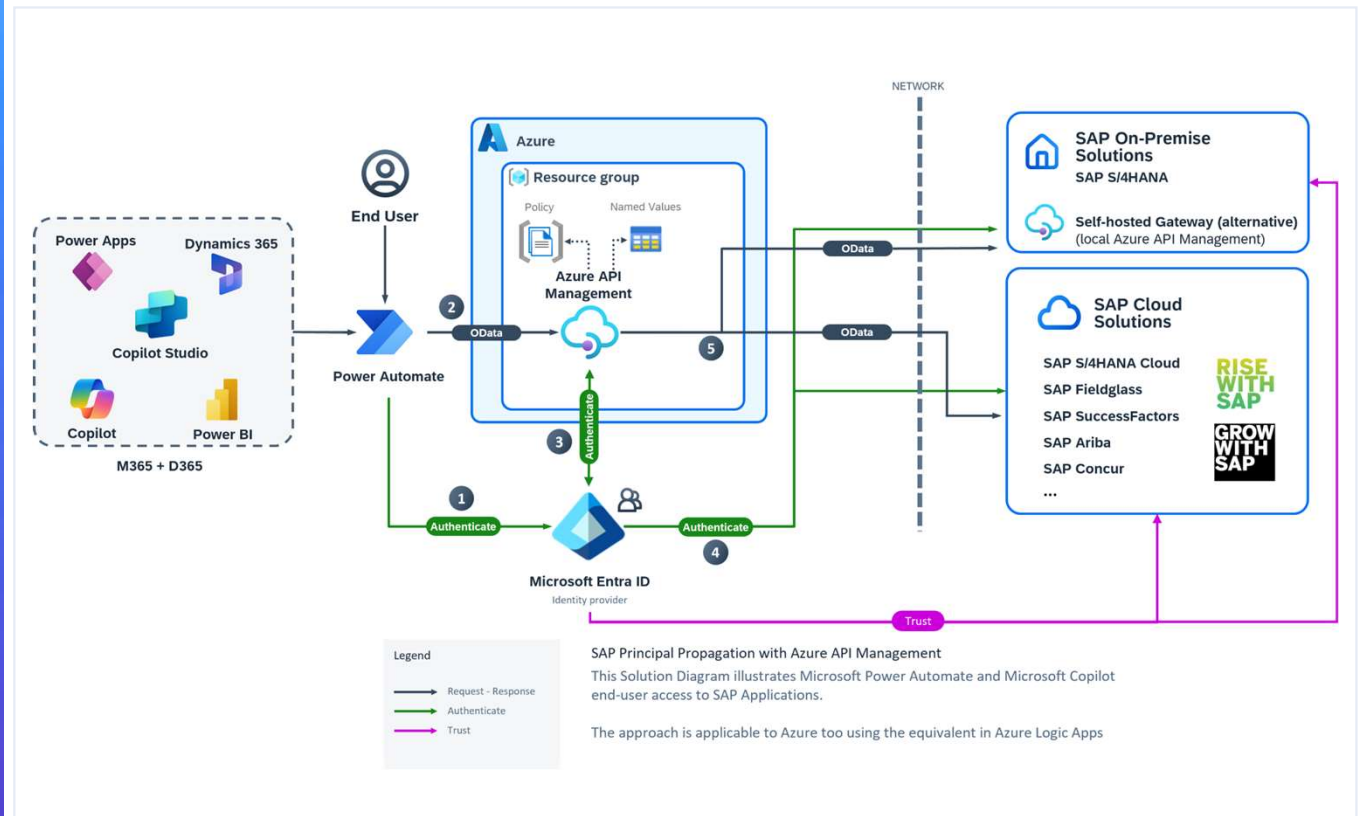
- Low-Code extension of SAP
- Call any SAP RFC/BAPI
- User-level authentication for security and auditing
- Four authentication types supported:
  - Azure AD Authentication
  - SAP Authentication
  - Windows Authentication
  - Certificate-based Single Sign-On (public preview)



# NEW – SAP principal propagation

## SAP OData Connector SSO Option

- Works with SAP OData endpoint
- User-level authentication for security and auditing
- SAP endpoint not exposed
- SSO ease of use
- SAP S/4 HANA
- SAP Cloud (HANA, Fieldglass, SuccessFactors, Ariba, Concur...)



# The opportunity with Power Platform + SAP

Deeply integrated to help you get more out of your SAP investment

## Build

low-code apps with ease to read and update SAP data.

## Automate

SAP business processes with pre-built connectors and UI automation.

## Interact

with SAP data through AI-infused chat experiences.

## Extend

your SAP solutions with Microsoft 365 and Azure.



## Control

access to apps, flows and SAP connectors.

## Prevent

exposure of SAP data through DLP policies.

## Monitor

users and developers through a central admin console.

# Project Stories



# Mastering Production Efficiency: The Smart Order Scheduler Transformation

Smarter Planning. Optimized Scheduling. Maximized Production.



## Program Highlights

- **Program Name:**  
ECC Elevate Norman Scheduling Automation
- **Business Requirement:**
  - > Integrate CTB and order priority data with standardize rules to streamline order scheduling process
  - > Automate distribution of weekly orders into daily schedules within set constraints, enhancing planner's productivity
  - > Apply consistent and efficient rules across production process
  - > Enable mass changes to delivery dates for purchase orders, reducing the need for multiple systems login
  - > Provide a unified platform for all planners and buyers for streamlining and managing scheduling and procurement planning effectively
- **Business Challenges:**
  - > Demand Allocation Takes Too Long
  - > Frequent Frozen Period changes
  - > Data Fragmentation
  - > Lack of Capacity Load Visualization
  - > Difficulty Performing Scenario Analysis
  - > Manual Order Processing
- **Systems & Technologies in-scope:**  
MS PowerApps, SAP ECC PP & MM, ABAP
- **Duration:** 16 Weeks Design, Build, Test & Deploy + 1 Week Hyper-care



## Solution Approach

HCLTECH's innovative approach to scheduling automation:

- **UI/UX Excellence:**
  - > Simplified UI/UX design using Microsoft PowerApps
  - > Configurable scheduling rules for user customization
- **Integration with SAP ECC:**
  - > Adjust Planned Orders based on material availability
  - > Convert adjusted planned orders to production orders and integrated with SAP
- **Rapid Agile Deployment:**
  - > Applied design thinking in fast MVP modeled agile deployments
  - > Optimized Resource Model, cross boarding two projects (RF and NSA) simultaneously
  - > Conducted rapid "show-and-tell" demos to gather feedback from both business and IT stakeholders
- **The Key Product Features:**
  - > Planner Workbench: Automatic weekly-to- daily order distribution
  - > Manage Planned Order Schedule: Optimize production planning
  - > Maintain Finished Goods Line Capacity: Efficient resource utilization
  - > Configurable Scheduling Rules: Adapt to changing needs
  - > Buyers Workbench: Edit purchase order dates
  - > Fabrication Work Center Utilization: Enhance production efficiency
  - > Reports: Gain meaningful insights
  - > User Privilege Control: Secure access



## Benefits Delivered

Smart Scheduler Key Benefits:

- **Omni Platform for Finished Goods Scheduling:**
  - > A unified platform for all finished goods order scheduling processes
- **Streamlined Scheduling Rules:**
  - > Standardized and optimized rules, eliminating tedious manual work
- **Productivity Leap:**
  - > Scheduling effort slashed from hours to minutes - a quantum leap in efficiency
- **Seamless User Onboarding:**
  - > Intuitive interface easy to adopt by New users
- **Accelerated Time to Value:**
  - > Rapid value realization through Agile implementation in just 16 weeks
  - > Our unique "show-and-tell" and feedback loops approach helped streamline processes and provided clear vision of end state



## Our Team

Senthil Sampath, Jairus Abraham, Carine Brewer, Cynthia Jain, Jamie Bess, Jeff Davis, Philip Campos, Aditya Varshney, Deepak Sharma, Mahendran Suryanarayanan, Naim Khan Babi, Lakshmi Narayana, Vinoth Kannan, Christo Joy, Vikneshwari, Saurabh Saxena, Vikas Goyal and Ramesh Jayachandran



# Reimagining Radio Frequency (RF) Simplification : Case Study

## A game changer in unlocking process and productivity efficiencies in warehouse operations



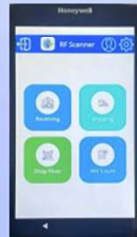
### Program Highlights

- **Program Name:** ECC Elevate RF Scanning Simplification and Improvements
- **Business Requirement:** Redesign, develop and implement a simplified role-based application for 5 existing shopfloor RF transactions screens as pilot at Norman, OK plant and subsequently we are also in process of implementing 14 shipping transactions as Phase 2 at Norman.
- **Challenges:** Old systems, Multiple screens navigation, poor UI, inefficient processes, high labor turnover at the plant, productivity and training issues.
- **Technologies in-scope:** SAP ECC WM, ABAP, MS Power Platform (Power Apps).
- **Duration:** Pilot - 6 Weeks Build, Phase 2 - 20 Weeks
- With improved UI/UX, JCI saw a lot of business value. JCI wants to roll out the same solution in 6-10 plants using a factory model.



### Solution Approach

- HCLTech leveraged its Microsoft Power Platform Suite offerings for UI/UX design and development of RF screens and device touch points.
- Standardized and re-purposed the warehouse functional modules on SAP ECC system and designed front end screens in Power Apps for making the transactions agile, simpler and with improved features.
- Our unique approach: Re-imagining business process and leverage design thinking and showcasing business benefits within short time. Delivered the CRP demo on day 1 and wow the customer with a unique show and tell approach.
- Deployment was done for 120 Shop floor users, across handheld devices (Honeywell tablets), Vehicle Mounted Units (Zebra tablets) and PCs in a phased user adoption model approach.



### Benefits Delivered

- Streamlined material and bin movements to mapped job roles.
- Improved Inventory accuracy while reducing downtimes.
- Optimized RF Device UX/usability with refined screens and touchpoints.
- RF Power Apps design mitigated SAP re- login and data loss issues due to Network connectivity drops in the warehouse.
- Accelerating warehouse efficiency and productivity: Delivering meaningful impact to plant managers and business users in an Agile 6-week timeline.



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