



Unleash Business Expertise with SAP Build Apps

Develop Enterprise Apps with Drag-and-Drop Simplicity

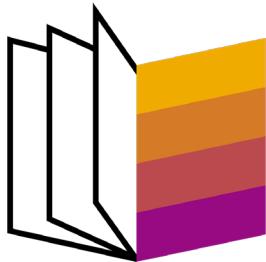
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Executive Summary

The key to impactful business transformation lies in unleashing the expertise of those who know your business best – the people who drive business processes and deliver business outcomes. Putting low-code solutions into the hands of your business users helps you face the challenges of rapidly evolving customer requirements, developer scarcity, and complex IT landscapes.

In this e-book, we explore how **SAP® Build Apps** can make it easier for your business experts to deliver the solutions they need while simultaneously boosting the productivity of your professional developers. You can achieve your business goals by furthering the next wave of your digital transformation while improving visibility and transparency across your organization.



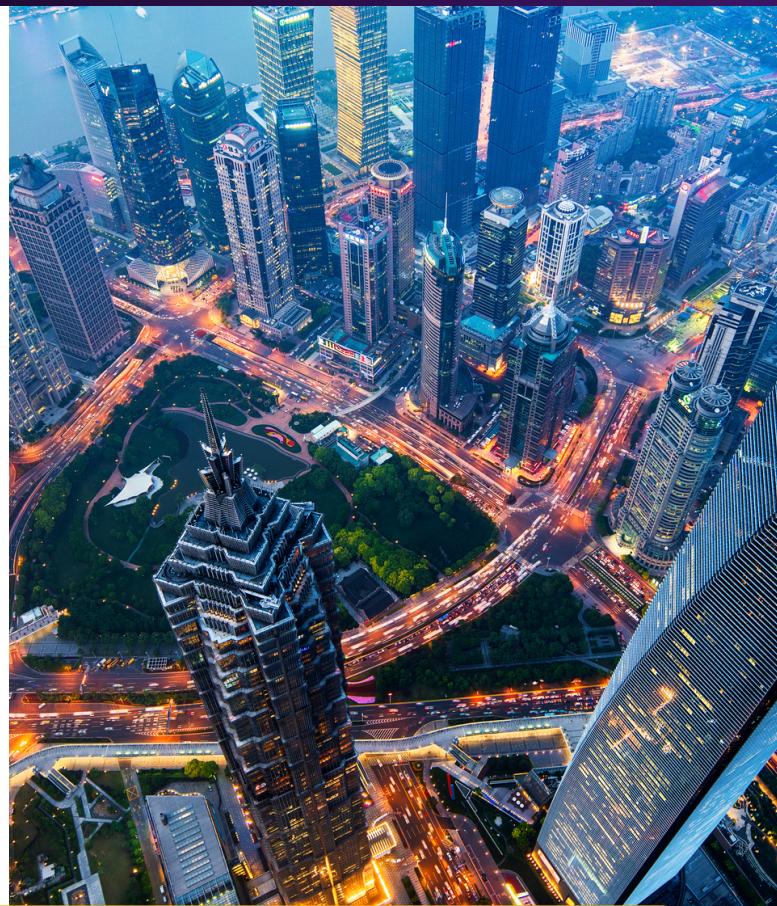
This e-book also examines scenarios using SAP Build Apps across lines of business (LoBs), including sourcing and procurement, supply chain management, sales and customer service, human experience management, IT, and finance.



Unleash Your Organization's Business Expertise

Organizations around the globe face the same challenges to remain competitive. They must keep up with rapidly evolving customer requirements. Innovation is essential, though this is inhibited by limited resources and developer scarcity. Plus, organizations must navigate increasingly complex IT landscapes.

Compounding these business challenges are the technological hurdles tied to each of them. For example, while customer requirements are in constant flux, the demand for technology solutions accelerate to suit these needs.



By 2025, there will be a **15% shortage** of full-time developers worldwide compared with demand.¹



Developer capacity hasn't been able to meet these demands. Companies are under increasing pressure to deliver more with less to help ensure resilience and future growth, despite a real talent gap. Because they have limited developer resources available to them, many organizations are looking for ways to increase developer productivity by using low-code/no-code solutions.

Enterprises need to ensure that their applications and IT assets can be effectively managed and quickly delivered to users. Yet making the most of their IT investments while innovating remains a challenge.

The answer to these complex challenges? Simplifying your development process so that your business experts create solutions themselves.

¹ "The Low-Code Development Imperative." IDC, Doc # US48361121, November 2021.

How SAP Build Low-Code Solutions Help

SAP Build low-code tools enable everyone – no matter their skill set – to create and accelerate development and automation. SAP Build Apps, SAP® Build Process Automation, and SAP® Build Work Zone enable your business experts to create and augment enterprise apps, automate processes, and design business sites with drag-and-drop simplicity.

Empowering your business experts through SAP Build can help change your overall approach to development. Business experts are the heart of your organization. They create value, run processes, and solve problems. By making it easier for your business experts to deliver the solutions they need, you can allow them to bring their specialized knowledge to these solutions.

The diagram illustrates the three main components of SAP Build low-code solutions:

- SAP Build Apps**: A screenshot of the SAP Build Apps interface, showing a drag-and-drop canvas for creating mobile apps. A callout bubble labeled "Create Apps" points to this screen.
- SAP Build Process Automation**: A screenshot of the SAP Build Process Automation interface, showing a workflow editor for creating business processes. A callout bubble labeled "Automate Processes" points to this screen.
- SAP Build Work Zone**: A screenshot of the SAP Build Work Zone interface, showing a dashboard for designing business sites with widgets. A callout bubble labeled "Design Business Sites" points to this screen.

In addition, SAP Build boosts your developers' productivity. Developers can collaborate with business experts and easily contribute complex logic to low-code projects. Plus, pre-built industry and LoB content can expedite development for many business scenarios.



**Top reasons for code-less adoption,
according to full-time developers²**

43% Accelerates development

36% Simplifies development experience



Let's now look at SAP Build Apps specifically and how this intuitive solution can transform application development in your organization.

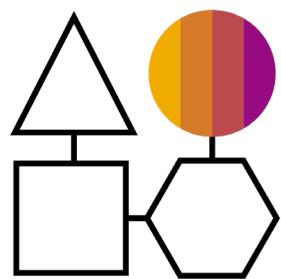
Introducing SAP Build Apps

With SAP Build Apps, anyone can quickly create enterprise apps for the Web and mobile devices. Using a powerful visual development environment that's extraordinarily user-friendly, business users without coding skills can build sophisticated applications that work seamlessly across operating systems without writing code.

Meanwhile, professional developers can significantly boost their productivity by working on the higher abstraction levels provided by the visual tooling.

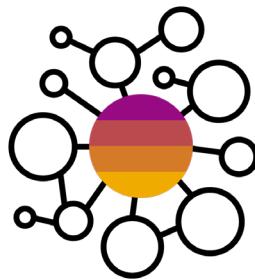
SAP Build Apps can be used to create apps that extend the capabilities and modernize the entire user experience of enterprise software, such as SAP® S/4HANA® or SAP® SuccessFactors® solutions, and also to empower business experts to create prototypes, build, and run secure and compliant innovative apps that deliver consumer-grade digital experiences.

With SAP Build Apps, your business can:



Build simpler and faster

Empower everyone to build and customize enterprise applications visually.



Integrate seamlessly

Connect to SAP and non-SAP solutions with pre-built components, connectors, and integrations.



Scale without compromise

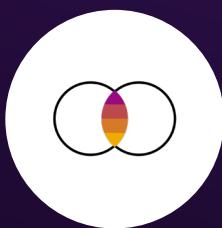
Scale innovation by fostering collaboration between fusion teams.

Powerful Features for Full-Stack, No-Code Development



Drag-and-drop interface

Simplify creation of your user interface (UI), make changes easily, preview results in real time, and speed up the design process with the smart and reusable theme patterns included in SAP Build Apps' extensive component library.



Visual app logic

Build your app logic visually, no matter how intricate the functionality. User interaction and app lifecycle events, access to native device features, data manipulation, and error handling – it's all covered in SAP Build Apps. More than 400 formula functions allow you to perform calculations, format texts, manipulate lists and objects, create dynamic styles, and more. The formulas are executed against your app's data just-in-time, so you get just the output you need, when you need it.



Visual cloud functions

Visually build serverless application business logic and data models, without the need to provision or manage underlying compute infrastructure. This enables your business experts to visually build powerful applications that utilize the elastic nature of the cloud.



Seamless connection to SAP and non-SAP solutions

Connect SAP Build Apps to the SAP® Business Technology Platform (SAP BTP) destination service, which allows you to securely access SAP solutions like SAP S/4HANA. Expose one or more OData services and the SAP® Sales & Service Cloud using content from these solutions in your apps. Use SAP® Integration Suite to easily connect with non-SAP enterprise solutions.



Integration with APIs

Rapidly integrate modern APIs, including external APIs, with the REST integration wizard. Easily compose APIs with the same no-code paradigm as for the front end.

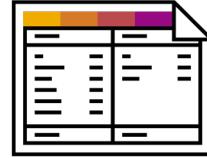


Multi-platform native performance

Build your app once and run it. Apps developed with SAP Build Apps work out of the box on the Web, iOS, and Android, with a native runtime optimized for each platform to ensure the smoothest experience.

Benefits From SAP Build Apps Across Your Organization

SAP Build Apps can unlock advantages including:



Accelerating business innovation

Through increased business agility, gain the ability to adapt to changing market conditions faster. Speed doesn't sacrifice quality either, but rather allows you to develop superior, enterprise-class apps.

Reducing development backlogs

Enable nontechnical personnel to quickly create their own solutions while shifting projects away from your professional developers and allowing them to focus on more complex tasks.

Empowering business experts with intuitive tools

Increase your governance and collaboration between IT and other LoBs. Integrate and extend LoB apps without leaving the context of the app experience, with extensions seamlessly embedded.

Who Benefits From SAP Build Apps?



Business experts

Business experts understand the business processes that need to be improved. Using SAP Build Apps, they can imagine, create, and publish applications as well as customizations with close links to business contexts.



Professional developers

Professional developers can build apps much faster by taking advantage of the low-code development experience, including complex business applications. They understand the concept of a development lifecycle, testing, versioning, permissions, and roles.



IT admins

IT admins are responsible for governance, operations, upgrades, technical monitoring, and control. Activities range from basic checks of processes and apps to publishing to coordination of the overall process to getting assets into productive environments.



End users

End users who don't have a role in creating apps still benefit. They consume information and complete business tasks using apps built for their specific needs and that simplify and transform the way they work.

Evolving Your Approach to Development

With SAP Build Apps, you can change your organization's approach to development, fostering fusion development between professional developers and business experts. Everyone can collaborate securely, with project artifacts shared with team members and across projects.

Business experts can build without prior programming experience, creating enterprise-grade custom apps with drag-and-drop ease, designing beautiful UIs without coding, and creating data models and business logic visually. Through more than 400 pre-built UI and business logic components, they can accelerate development of mobile and Web apps.



Your professional developers can also work faster as a result of the unified development experience. They can rapidly build reusable cloud serverless functions and a pixel-perfect user experience using drag-and-drop capabilities.

Finally, your fusion teams can operate with confidence. Maintain compliance and provide transparency with audit log capabilities while ensuring secure user management with identity authentication, authorization, and provisioning capabilities.

Using SAP Build Apps Across LoBs

Now let's examine six scenarios using SAP Build Apps across LoBs, including:



Sourcing and Procurement



Supply Chain Management



Sales and Customer Service



Human Experience Management



IT



Finance



Each of these scenarios demonstrate different ways SAP Build Apps can be used to create new efficiencies in your business, reducing manual work to resolve issues faster while enabling better experiences for customers and employees.



Sourcing and Procurement

Accessing master data with SAP S/4HANA integration

At a glance

Procurement specialists need access to the latest business partner information whenever and wherever they are, including when meeting with a supplier face-to-face and trying to reference information from a mobile

app. Yet the procurement specialist can't always connect to the company's intranet or virtual private network (VPN) to view the relevant business data at the moment they need it (see Figure 1).

Challenges

- Business partner data only available with VPN access and not outside the company intranet
- Special authorizations required to view data from the SAP S/4HANA or on-premise system

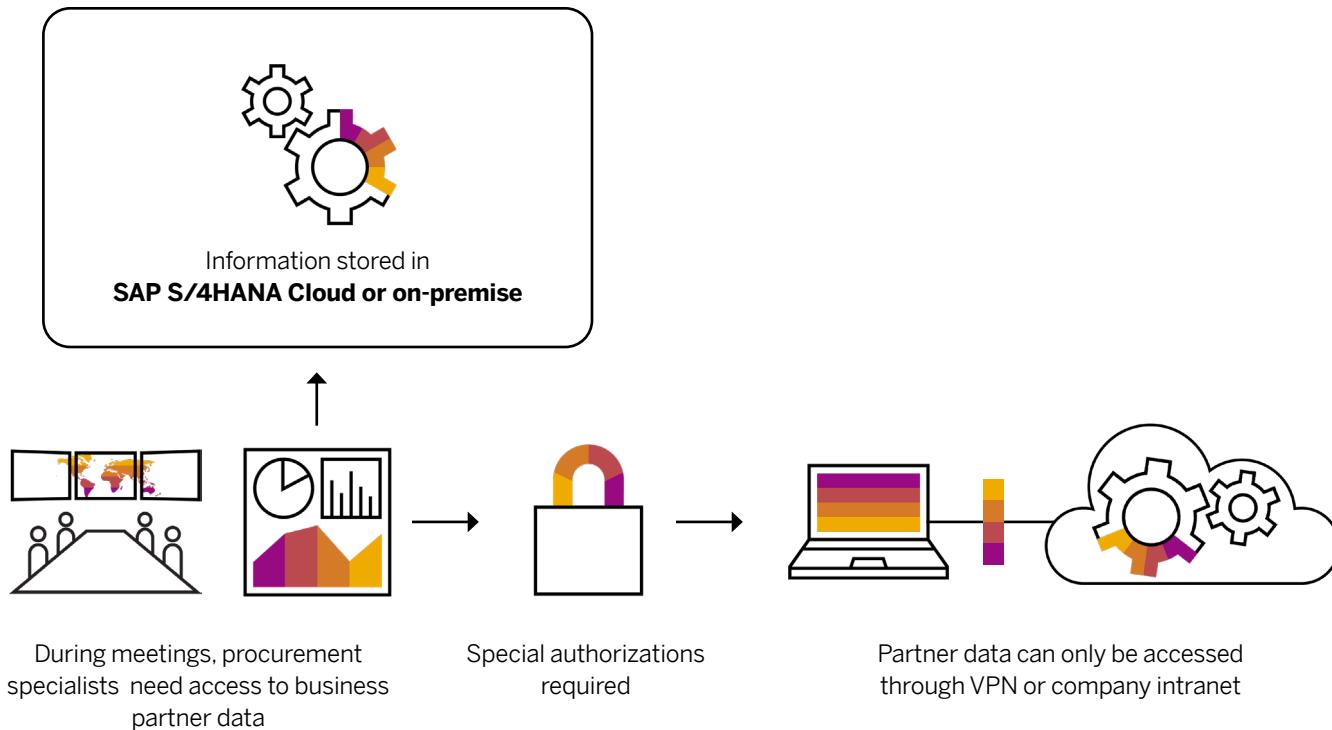


Figure 1. Sourcing and Procurement Scenario Before SAP Build Apps

Solution

Using SAP Build Apps, business users in the sourcing and procurement department can facilitate a new UI extension of SAP S/4HANA. Then, they can create a page listing all available business partners from the SAP S/4HANA system, with another page that lists partner

details. This extension allows sales groups to easily access information from their mobile devices or tablets in a secure manner without having to access the VPN (see Figure 2).

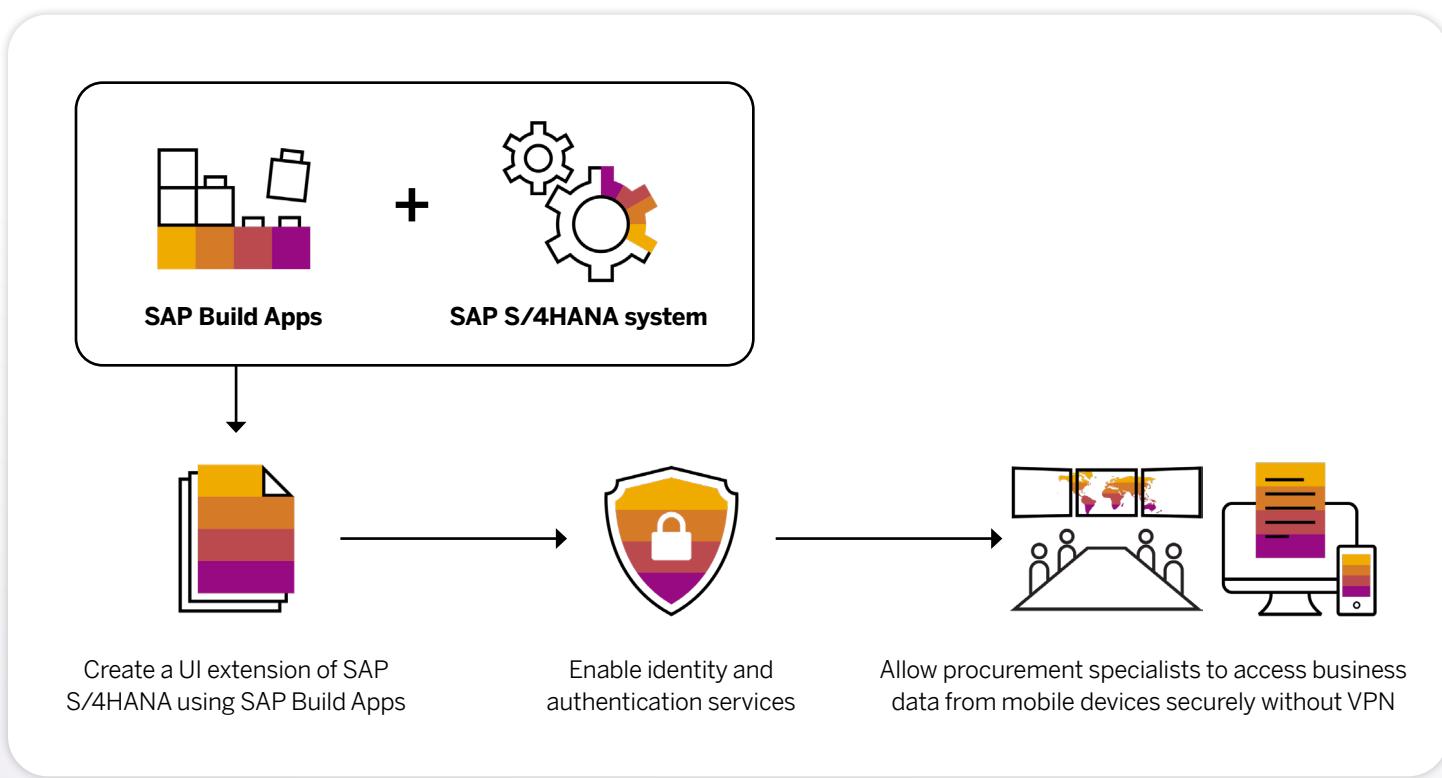


Figure 2. Sourcing and Procurement Scenario With SAP Build Apps

Benefits

- Removes barriers to the information sales executives need, without sacrificing security
- Increases efficiency of existing business processes and models

Dig deeper

Visit the SAP Discovery Center to explore **building side-by-side UI extensions for SAP S/4HANA**.





Supply Chain Management

Collecting and resolving feedback on customer orders more efficiently

At a glance

When a customer receives a product, it has passed along several checkpoints to reach its final destination. This delivery process can be prone to error and time-

consuming, with information entered manually and not updated in real time (see Figure 3).

Challenges

- Manual effort to document missing or damaged products
- Delays and inefficiency due to paper documents

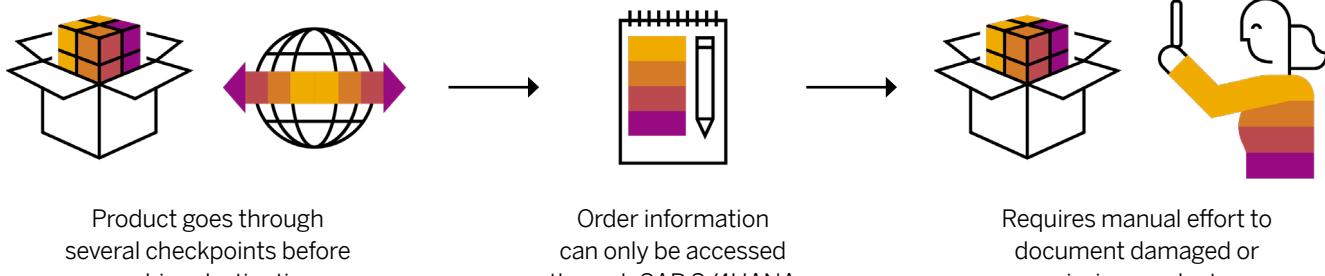


Figure 3. Supply Chain Scenario Before SAP Build Apps

Solution

Using SAP Build Apps, supply chain specialists can enable goods receipt clerks to scan the delivery number using a mobile app to retrieve real-time delivery information. In checking shipments, the goods receipt

clerk can document discrepancies through a user-friendly UI, with information stored in the back end (see Figure 4).

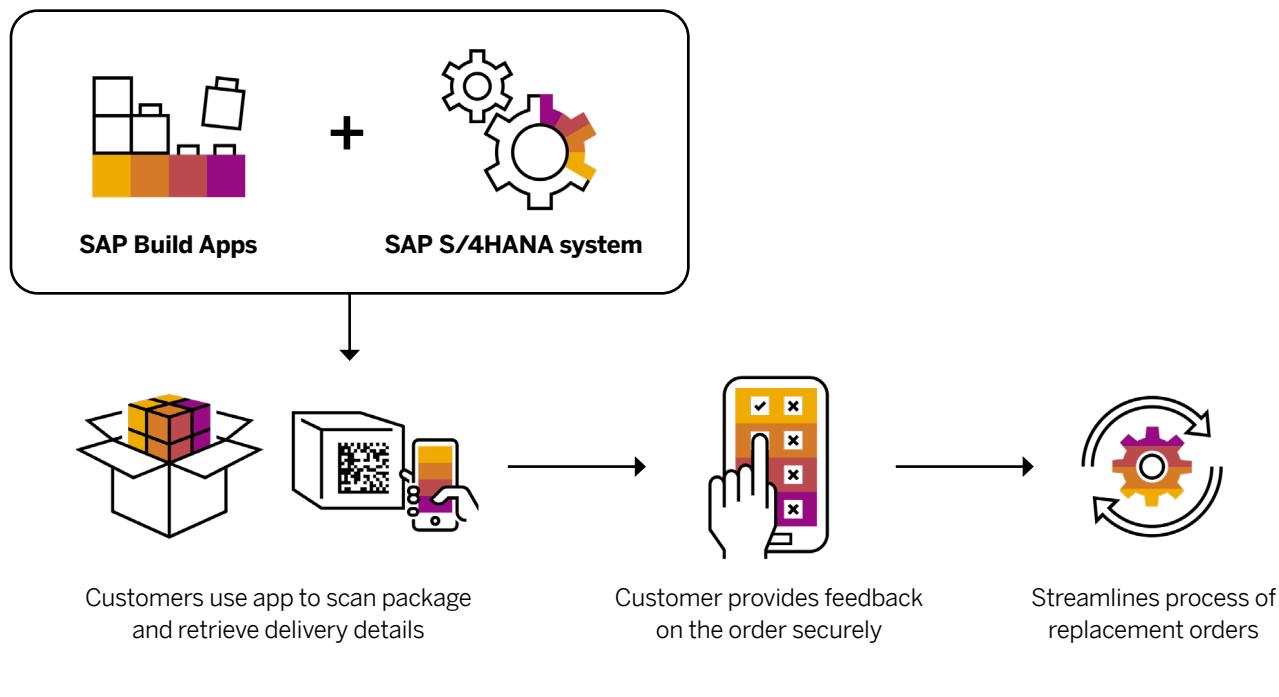


Figure 4. Supply Chain Scenario With SAP Build Apps

Benefits

- Resolves customer issues faster, reducing time to replace defective goods
- Streamlines the process of replacement orders and investigation of root causes
- Insight from customer feedback allows for continuous improvement

Dig deeper

Visit the SAP Discovery Center to learn **how to implement your use cases on the SAP Business Technology Platform**.





Sales and Customer Service

Connecting manufacturers with their customers and third-party retailers

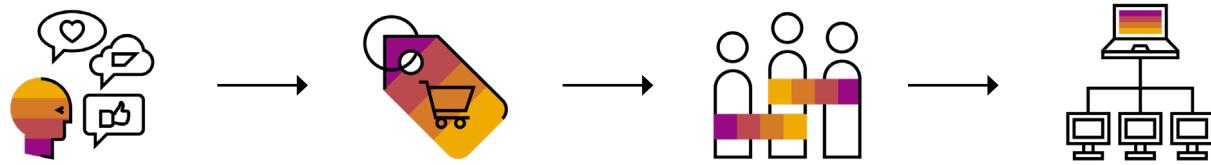
At a glance

Manufacturers want to increase brand awareness while establishing a direct channel of communication with their customers and third-party retailers. Yet bringing the capabilities they need into a single

engagement platform can stretch their developer resources or skills of sales and customer service specialists, whether creating a new app or extending an existing platform (see Figure 5).

Challenges

- Creating a sophisticated app quickly with limited IT resources
- Enhancing core functionality without impairing existing system functionality



Manufacturers want to increase brand awareness

Third-party retailers play vital role

Marketing teams want to foster customer communications

Secure access to SAP systems is needed

Figure 5. Sales and Customer Service Scenario Before SAP Build Apps

Solution

Using SAP Build Apps, sales and customer service specialists can create an enhanced mobile app experience where consumers can interact with third-party retailers and other customers. Plus, customers can use the app to perform functions like logging in with an email or social media account, saving user preferences,

and scanning product QR codes. On the back end, the manufacturer can connect multiple SAP systems to handle login and consent processes, track loyalty points, facilitate marketing campaigns, manage communications among retailers, track registered products, and house the manufacturer's online store (see Figure 6).

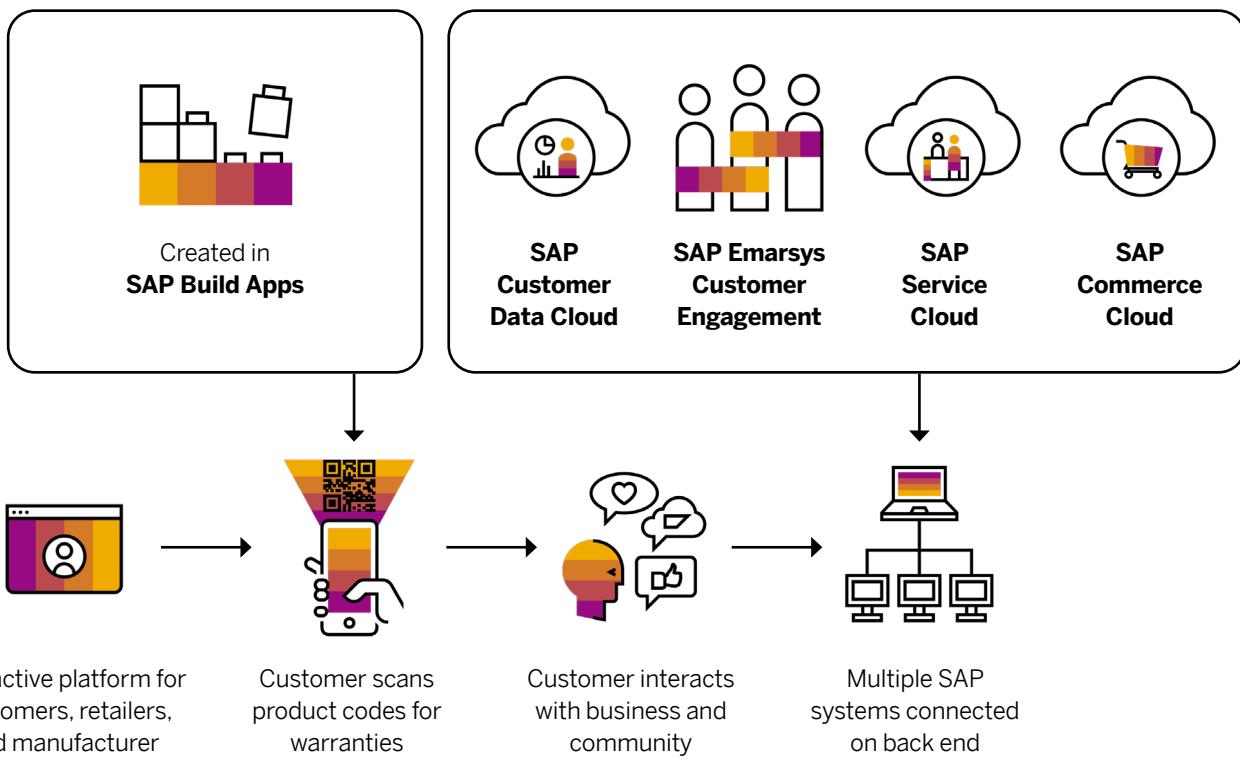


Figure 6. Sales and Customer Service Scenario With SAP Build Apps

Benefits

- Creates an interactive platform for customers, retailers, and manufacturers to engage
- Utilizes multiple data sources on the back end to serve different business needs securely

Dig deeper

Explore how **marketing teams can connect their business, customers, and third-party stakeholders**.





Human Experience Management (HXM)

Creating guided experiences for new hires

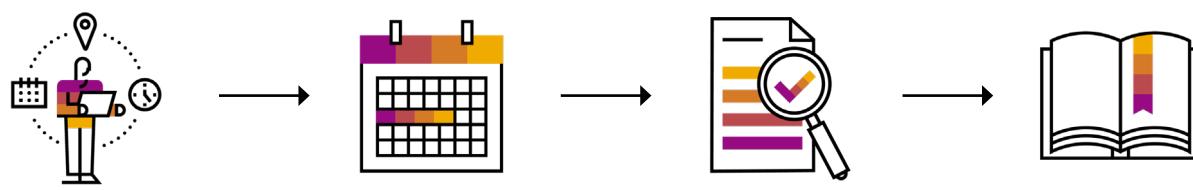
At a glance

Onboarding is a critical process for integrating a new hire into an organization. As a new hire, it can be overwhelming to understand what processes to follow,

which trainings to receive, and where they are in the process (see Figure 7).

Challenges

- Providing improved experiences for employees from the day they begin
- Clearly identifying what should be done in every phase of the onboarding process



Onboarding is complex and overwhelming for new hires

Difficult to make a positive experience from day one

Need to identify all required steps in each onboarding phase

Proper training must be provided

Figure 7. HXM Scenario Before SAP Build Apps

Solution

With SAP Build Apps, HR specialists can create a guided experience orchestrated from beginning to end with both system and human interactions while providing an excellent user experience and clear management

visibility. The app shows the status of every task, next steps, and due dates, helping employees to be more organized in their onboarding process (see Figure 8).

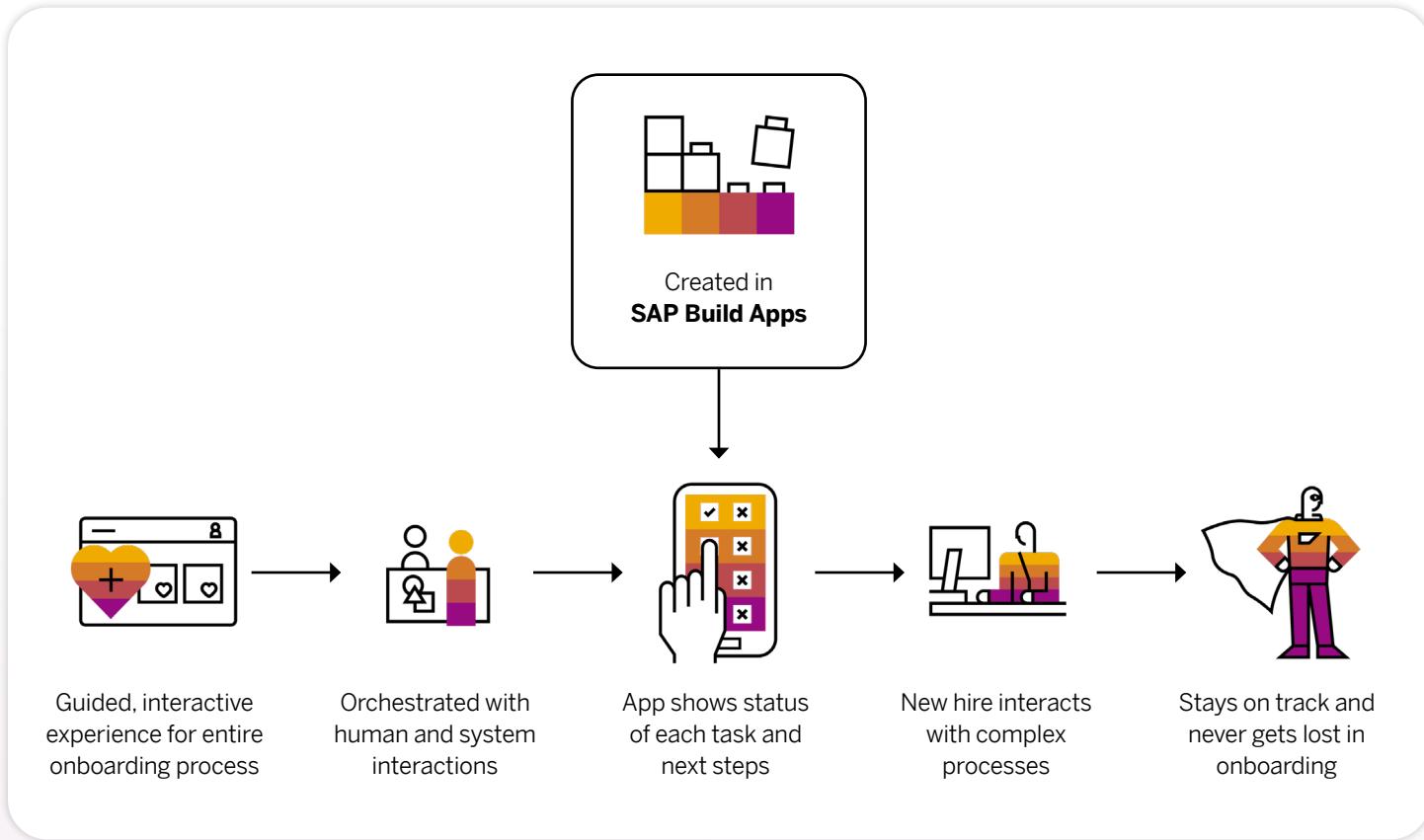


Figure 8. HXM Scenario With SAP Build Apps

Benefits

- Allows new hires to interact with complex automated and manual processes
- Helps new hires stay on track and never get lost in the onboarding process

Dig deeper

Explore another scenario where SAP Build Apps supports HXM, in this case around **application management for job candidates**.





IT

Simplifying the IT equipment ordering process

At a glance

Whether working in the office or from home, employees often need new IT equipment to replace existing equipment when they have a problem with their devices or need an upgrade.

From an IT department perspective, organizational approvals, equipment availability, and other factors make this process time-consuming and challenge the resources they have available (see Figure 9).

Challenges

- Process involves multiple parties, such as HR, IT specialists, hiring or department managers, and equipment users
- Limited capacity of resources in IT department to handle requests



Employees in need of new equipment face complex approval process

Involves multiple parties, such as IT, HR, and managers

Employees lack awareness of inventory availability

Long queue times and lack of IT resources to handle all requests

Figure 9. IT Scenario Before SAP Build Apps

Solution

With SAP Build Apps, IT specialists can develop a user-friendly app that gathers information from the back-end system to show what equipment is available. The app

is also connected to the procurement system, allowing required roles to receive notifications about equipment orders to trigger necessary approvals (see Figure 10).

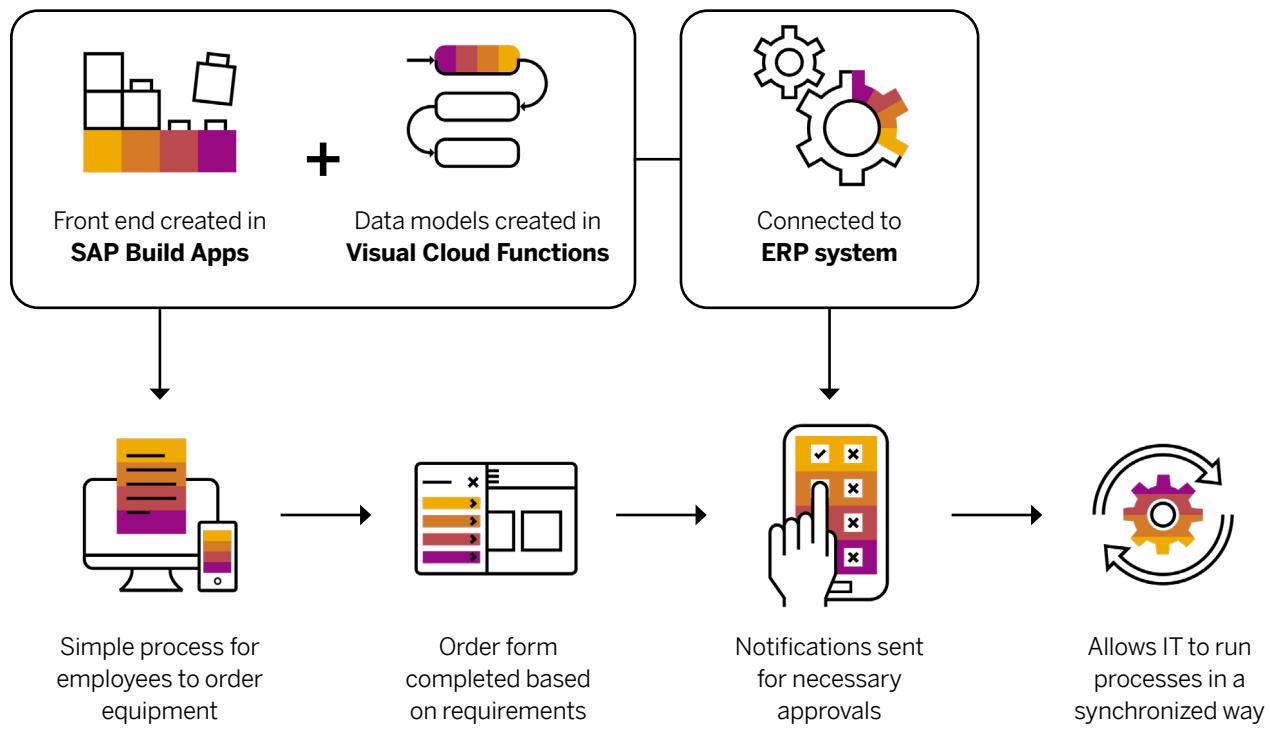


Figure 10. IT Scenario With SAP Build Apps

Benefits

- Creates a simple process for employees to order IT equipment based on their requirements
- Allows IT to run synchronized processes

Dig deeper

Learn more about how **IT teams can streamline the equipment ordering process**.





Finance

Devising a low-touch, continuous closing process

At a glance

Invoice management is a common business process in any organization. Yet challenges exist with customer invoices needing to be created in the SAP S/4HANA system manually and users are unable to upload

invoices using mobile apps. The invoice then needs to go through a series of validations and approvals before the payment is made, all of which adds up to a manual, time-consuming process (see Figure 11).

Challenges

- Process for uploading invoices and entering details includes repetitive steps
- Complex approval chains before invoices are processed

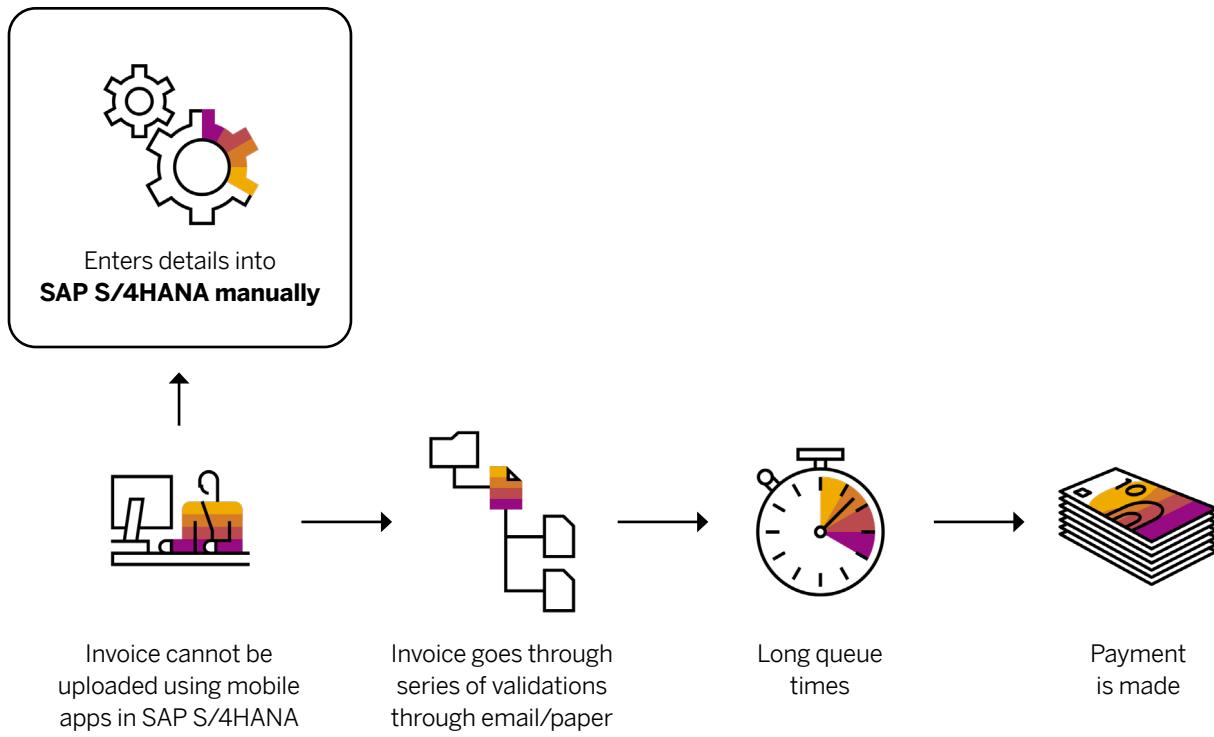


Figure 11. Finance Scenario Before SAP Build Apps

Solution

Finance specialists can allow users to enter data and upload invoices through the mobile or Web application using SAP Build Apps. Through SAP Build Process

Automation, data can easily be extracted from the invoices, whether it's a PDF or an image, and trigger the invoice approval process (see Figure 12).

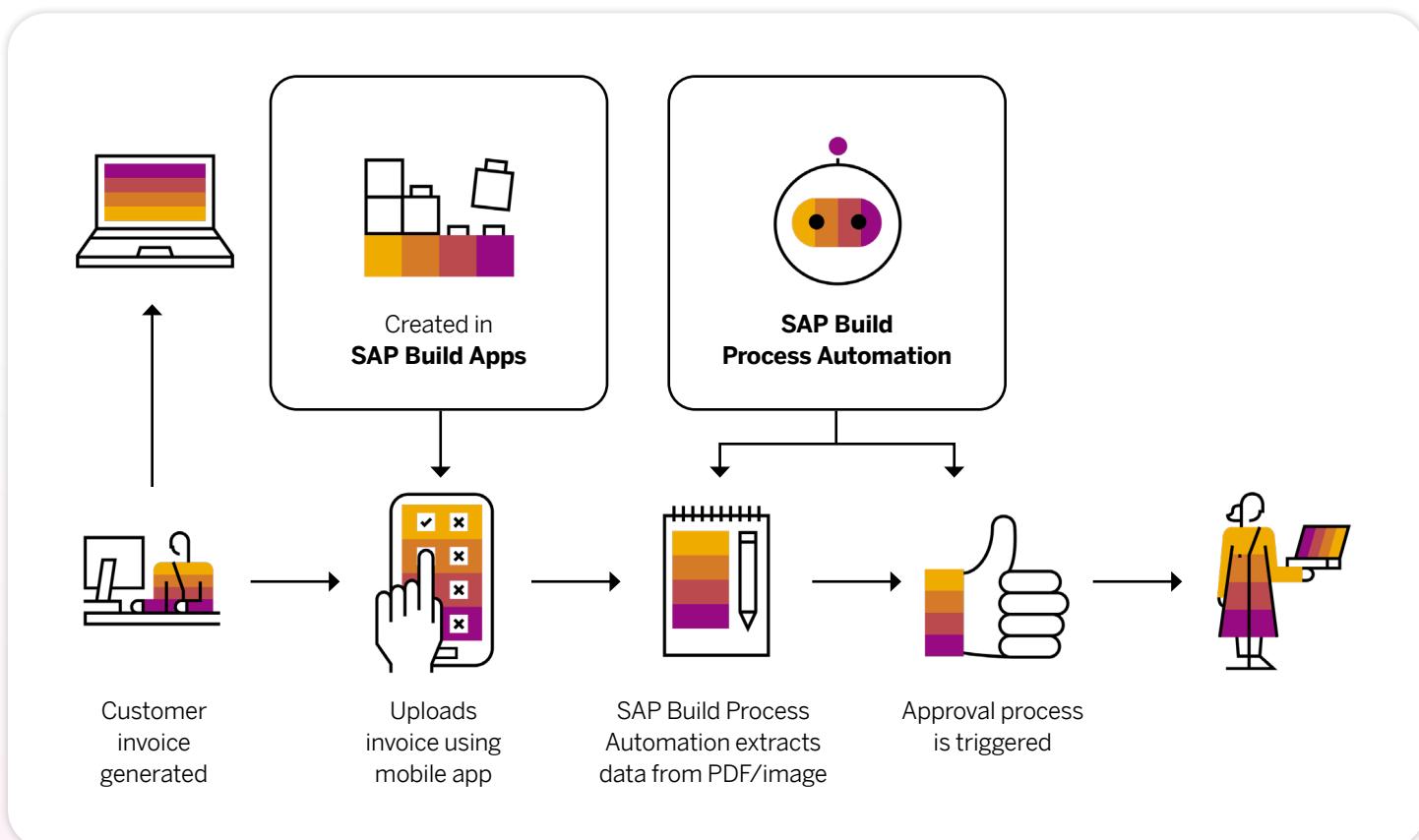


Figure 12. Finance Scenario With SAP Build Apps

Benefits

- Simple to upload invoices on any device
- Reduces manual and repetitive work to provide error-free results

Dig deeper

Learn how to **automate invoice processing with SAP Build Process Automation and SAP Build Apps**.



Getting Started with SAP Build Apps

For more information, visit sap.com/build-apps, where you can request a demo and contact an SAP representative.

Join our [SAP Build community](#) to take advantage of great learning opportunities, stay informed about events, and connect with other SAP Builders.

THE BEST RUN 