



SAP® Business Technology Platform

Customer Success Stories

Accelerate innovation to unlock your business potential

EXTERNAL

SAP Business Technology Platform (SAP BTP)

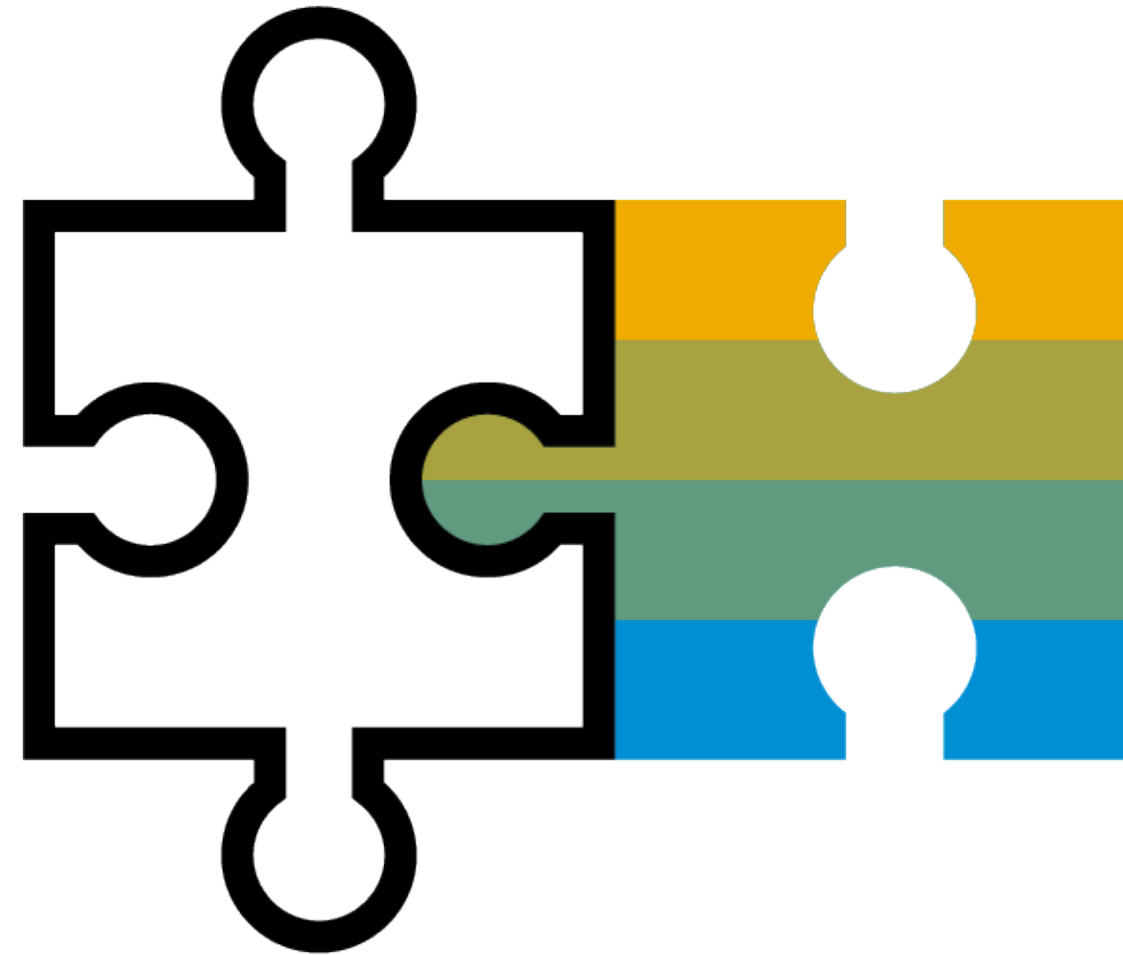
Accelerate innovation to unlock your business potential

What is SAP BTP?

The platform that brings together application development, data and analytics, integration, and AI capabilities into one unified environment optimized for SAP® applications

It is a comprehensive solution with:

- An intuitive, modern development environment for both IT and citizen developers
- Prebuilt data models, integrations, workflows, app templates, and AI business services
- Self-service data discovery, modeling, planning and analytics for business users in a governed environment
- Availability on Microsoft Azure, Amazon Web Services, Google Cloud, and Alibaba Cloud



CONSUMER INDUSTRIES

Agribusiness

&ever GmbH

Germany

The Royal Eswatini Sugar Corporation Limited

Eswatini

Consumer products

Ferrara

United States

FRoSTA AG

Germany

Natura Cosméticos S/A

Brazil

Ottogi Corporation

South Korea

Royal Greenland A/S

Greenland

Life sciences

Daewoong Pharmaceutical Co. Ltd.

South Korea

PAUL HARTMANN AG

Germany

Wholesale distribution

ITOCHU Corporation

Japan

DISCRETE INDUSTRIES

Automotive

Exide Industries Ltd.

India

Toyota Motor Corporation Australia Ltd. (TMCA)

Australia

High tech

Chongqing Hold Hope Technology Co. Ltd.

China

Hewlett Packard Enterprise (HPE)

United States

PCI Private Limited

Singapore

Sanan Optoelectronics Co. Ltd

China

Industrial manufacturing

Ansaldo Energia S.p.A.

Italy

BITZER

Germany

Endress+Hauser AG

Switzerland

Hyundai Elevator Co. Ltd.

South Korea

KAESER KOMPRESSOREN SE

Germany

ENERGY AND NATURAL RESOURCES

Chemicals

ALBIS PLASTIC GmbH
Germany

Clariant AG
Switzerland

Evonik Industries AG
Germany

Mill products

Arpa Industriale S.p.A.
Italy

Steinbeis Papier GmbH
Germany

Mining

Newcrest Mining Limited
Australia

Oil, gas, and energy

**Motor Oil (Hellas) Corinth
Refineries S.A.**
Greece

Utilities

FARYS
Belgium

Uniper SE
Germany

FINANCIAL SERVICES

Banking

Banco Atlántida S.A.
Honduras

Coöperatieve Rabobank U.A.
Netherlands

PUBLIC SERVICES

Healthcare

Heidelberg University Hospital
Germany

Moroccan Ministry of Health
Morocco

**Parkland Health &
Hospital System**
United States

Regional, State, and Local Government

**Taronga Conservation
Society Australia**
Australia

SERVICE INDUSTRIES

Cargo transportation and logistics

**La Poste S.A., Services Mail
Parcels Branch**
France

Engineering, construction, and operations

Costain Group PLC
England

**Shapoorji Pallonji and
Company Private Limited**
India

VINCI Energies S.A.
France

Professional services

**Delaware Consulting
International CVBA**
Belgium

Kakao Enterprise Co. Ltd.
South Korea

**Randstad Deutschland GmbH &
Co. KG**
Germany

Schnellecke Logistics SE
Germany

Sports and entertainment

DAIMANI AG
Switzerland

National Hockey League
United States

San Francisco 49ers
United States

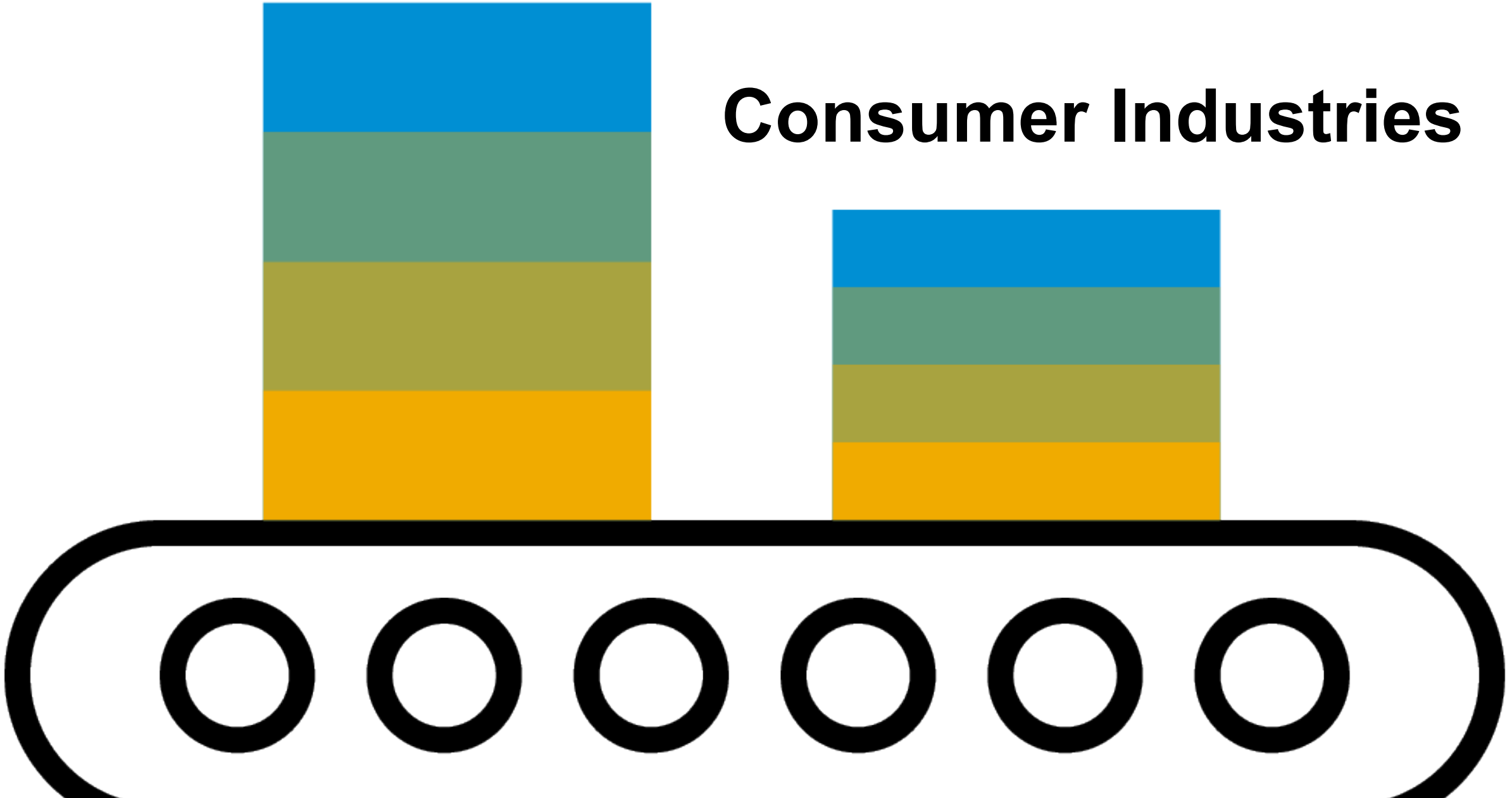
San Jose Sharks
United States

Telecommunications

Proximus Group
Belgium

Swisscom AG
Switzerland

Consumer Industries



&ever: Building the Farm of the Future with SAP® Solutions

Before: Challenges and Opportunities

- Plans to open a new indoor, climate-controlled vertical farm, which uses 90% less water and 60% less fertilizer than a traditional farm
- Need to monitor and control production planning throughout the farm

Why SAP and IBsolution GmbH

- Potential for custom-built applications that can meet unique business needs
- Intelligent data warehousing capabilities from the SAP HANA® Cloud database
- Seventeen years of experience working with SAP solutions, with a special focus on SAP Business Technology Platform

After: Value-Driven Results

- Created applications for data analysis, production planning, and logistics on SAP Business Technology Platform with SAP Fiori® launchpad
- Gained new insight into plant health and indoor farm conditions including airflow, CO₂, and other factors vital to crop growth
- Integrated IoT-enabled sensors, AI, and machine learning algorithms from SAP BTP
- Enabled new efficiencies and greater productivity at the new indoor farm site

“SAP solutions enable us to monitor the health and production of the crops grown at our revolutionary farms. Today, we can provide people in the desert or the city with fresh food, **without the waste of traditional farming**.”

Dr. Jan-Gerd Frerichs, CTO, &ever GmbH

Hundreds 90%

Of data points per indoor farm, gathering insights on plant health, light, CO₂, and more

Less water used at &ever's vertical farms compared to traditional farms

Find out more

[Business transformation study](#)

&ever GmbH
Hamburg, Germany
www.kalera.com

Industry
Agribusiness

Products and Services
Leafy vegetables and herbs grown in indoor vertical farms

Employees
25

Featured Solutions
SAP BTP (including SAP HANA Cloud) and SAP Fiori launchpad



The Royal Eswatini Sugar Corporation: Delivering Business and Societal Benefits Using SAP Solutions

Before: Challenges and Opportunities

- Compete more effectively in the face of volatile worldwide commodities prices
- Manage water, crop, and postharvest logistics more holistically
- Augment the SAP ERP application that supports farm and factory operations with insights informed by the Internet of Things (IoT)

Why SAP and Britehouse

- Integrated solutions for ERP, analytics, and the IoT
- Expertise in design thinking and business transformation
- Ecosystem of experienced partners to facilitate organizational evolution

After: Value-Driven Results

- Deep insights into all business and operational areas
- Real-time responsiveness enabled by intelligent integration of sensors, control systems, and dashboards
- Improved ability to compete in volatile commodity markets

“You can’t go digital in silos. It must be done holistically. That’s why we’re engaging with a small ecosystem of firms with broad capabilities. SAP can help us do things in an **integrated fashion**.”

Rob Coombe, CIO, The Royal Eswatini Sugar Corporation Limited

80%

Reduction in no-cane mill stoppages

Increased

Efficiency as a result of greater operational insight

Find out more

[Business transformation study](#)

The Royal Eswatini
Sugar Corporation
Limited
Simunye, Eswatini
www.res.co.sz

Industry
Agribusiness

Products and Services
Grower and producer of
refined sugar and potable
ethanol

Employees
3,500

Featured Solutions
SAP BTP (including SAP Internet of Things
and SAP Analytics Cloud solutions), SAP ERP
powered by SAP HANA, and SAP Farm
Management application by Vistex



Ferrara: Speeding Insight with SAP HANA and SAP Analytics Solutions

Before: Challenges and Opportunities

- Provide the right information to the right person at the right time
- Respond quickly in a fast-paced, consumer-driven business
- Speed mergers and acquisitions

Why SAP

- Strong partnership and innovation in data management and analytics
- Better customer experience management with Qualtrics® XM Platform
- Single source of truth with a native enterprise data warehouse in SAP HANA, enterprise edition
- No batch data loads or aggregate tables
- Real-time access to any data with combined transactional and analytic workloads
- Rapid custom development with SAP HANA extended application services
- Self-service data access with SAP Analytics solutions

After: Value-Driven Results

- Rapid insight into action across business silos
- Faster integration (from years to days) of systems acquired through mergers and acquisitions
- 90% reduction in time to build data models
- Data access in seconds – compared to minutes for its legacy database
- Solid data foundation for machine learning and predictive analytics with SAP HANA
- New abilities to uncover consumer preferences and predict market trends

“SAP HANA and SAP Analytics allow us to move quickly when it comes to analyzing information and making decisions, and that’s really our biggest differentiator. SAP has been **a great partner for us.**”

George Lesko, Vice President and CIO, Ferrara

50%

Increase in overall efficiency

70%

Reduction in development cost

Find out more

[Business transformation study](#)
[Customer testimonial video](#)

FRoSTA: Gaining Full Transparency Along the Supply Chain with SAP S/4HANA and SAP Business Technology Platform

Before: Challenges and Opportunities

- Provide more transparency for customers to learn more about food provenance and processes
- Centralize data and operations to track ingredients
- Automate as many processes as possible, making them more efficient and effective, while enabling the integration of intelligent technologies such as the IoT, artificial intelligence, and blockchain
- Offer new services and gain supplier confidence using data insights to create new opportunities and business models

Why SAP

- Software that meets established criteria for a platform to support end-to-end processes, allowing the business to access data enterprise-wide to serve customers and form stronger customer relationships
- Ability to unify operations and support foundational services using SAP S/4HANA and SAP HANA
- Access to standard and custom SAP Fiori apps connected through SAP Business Technology Platform to transmit agricultural and other types of data along the entire supply chain

After: Value-Driven Results

- Automated multiple processes on SAP S/4HANA, leading to increased efficiency within the company
- Enabled faster access to data and insights, allowing the firm to make data-driven decisions
- Facilitated total ingredient and carbon footprint transparency
- Established a single technology source, helping ensure system synergy and integration

“Customers want to know everything about a product and its ingredients so they can be sure it aligns with their values. We want to give them that level of transparency, which means gathering an enormous amount of data and making it **available in real time**. That’s what we’re doing with our new platform based on SAP S/4HANA and SAP BTP.”

Ben Windhorst, DTO and IT Director, FRoSTA AG

30%

Faster throughput, thanks to better-integrated business planning

Faster

Product calculations, now taking just eight minutes, down from eight hours

Find out more

[Business transformation study](#)

FRoSTA AG
Bremerhaven,
Germany
www.frosta-ag.com

Industry
Consumer
products

Products and Services
Food processing and
foodservice

Employees
>1,800

Revenue
€523 million

Featured Solutions
SAP BTP (including SAP HANA),
SAP S/4HANA, and SAP Fiori



Natura: Connecting with Customers and Leading in Sustainability with SAP Business Technology Platform

Before: Challenges and Opportunities

- Connect group companies while meeting unique company needs
- Provide an omnichannel buying experience online, through consultants, and in stores
- Meet its commitment to sustainable sourcing while also meeting product demand

Why SAP

- Unified data management, access, and visibility
- Real-time reporting analytics
- Standardized and transparent sourcing and procurement
- Greater customer visibility and better relationships
- Geospatial capabilities to track orders from the factory to delivery
- Continuous employee goal management and tracking

After: Value-Driven Results

- Greater automation and insight across group companies
- Simplified data management and complete operational visibility, enabling targeted action when and where required
- Faster, more-transparent procurement, leading to faster order fulfillment while still meeting sustainability requirements
- Real-time customer dashboards that allow sales managers to meet immediate customer needs

“As Natura becomes a global beauty company, SAP is helping us become an intelligent enterprise by **connecting our businesses, our customers, and our suppliers** in a meaningful, socially responsible way.”

João Paulo Ferreira, CEO, Natura Cosméticos S/A

360°

View of data – increasing efficiency across operations

200

Purchase requests made per minute using SAP software

Find out more

[Business transformation study](#)

Natura Cosméticos S/A
São Paulo, Brazil
www.naturabrasil.com

Industry
Consumer products

Products and Services
Beauty products

Employees
40,000

Revenue
US\$10.9 billion

Featured Solutions
SAP BTP (including SAP HANA),
SAP S/4HANA, SAP Sales Cloud,
SAP Ariba® solutions, and
SAP SuccessFactors® solutions



Ottogi: Gaining Important Insights About Market Share with SAP Analytics Cloud and SAP HANA Cloud

Before: Challenges and Opportunities

- Establish a sustainable analytical process to accelerate data-driven innovation
- Meet demand for more-accurate and segmented analysis to create a competitive edge
- Eliminate manual work in Microsoft Excel that disrupts analysis and decreases employee productivity

Why SAP

- SAP Business Technology Platform (SAP BTP) to provide a foundation for integrated intelligent technologies, including the SAP HANA Cloud database and the SAP Analytics Cloud solution
- Ability to analyze patterns in market share, enabling the company to develop more-segmented, differentiated marketing strategies
- Machine learning models to improve the accuracy of market share predictions
- Intuitive dashboards to monitor and share data in real time
- Capabilities that empower nontechnical business personnel to run analyses on SAP BTP

After: Value-Driven Results

- Shortened prediction cycle from monthly to weekly and replaced full-day manual work with a few clicks
- Improved forecasting accuracy, optimized the forecasting cycle, and gained the ability to generate five weeks of predictions
- Shifted toward a strategic approach based on granular insight
- Provided more employees and user groups with access to information on market share
- Leveraged an architecture blueprint that can be applied to other analytics use cases

“We needed analytics that could help put Ottogi ahead of the competition. SAP Analytics Cloud and SAP HANA Cloud empower our employees to **make better, data-driven decisions** based on intelligent predictions.”

Chang-Kyu Lee, Lead of Corporate Strategy Analytics Team, Ottogi Corporation

5 weeks

Of predictions generated with each forecasting cycle

Fewer

Clicks to retrieve business insights and generate analytics

Find out more

[Business transformation study](#)

Ottogi Corporation
Anyang, South Korea
www.ottogi.co.kr

Industry
Consumer products

Products and Services
Curry powders, spices, condiments, noodles, tea, and other food product

Employees
3,045

Revenue
₩2 trillion (US\$1.7 billion)

Featured Solutions
SAP BTP (including SAP HANA Cloud and SAP Analytics Cloud)

Royal Greenland: Strengthening Relationships with Local Fishermen Using Solutions from SAP BTP

Before: Challenges and Opportunities

- Offer simple digital tools to ease procurement and support local fishermen and their communities
- Digitalize the catch registration process to more easily capture the data needed to fulfill legal and customer quality control and product-traceability requirements
- Eliminate paper-based, error-prone processes that make it difficult to determine staff levels for procurement centers and require procurement teams to manually key in procurement data

Why SAP and Trifork Smart Enterprise A/S

- Co-innovation and collaboration with SAP AppHaus Network member, Trifork, to explore and develop intuitive apps using SAP Extension Suite and SAP BTP SDK for iOS, both part of SAP BTP
- Ease of integration between the apps, SAP HANA, the SAP ERP application, and the SAP Integrated Business Planning for Supply Chain solution for a completely digitalized process
- Trifork's expertise and design thinking approach to creating consumer-grade apps using SAP BTP

After: Value-Driven Results

- Ability for fishermen to quickly submit catch data with a simple, consumer-grade mobile app
- Digitalization of data that used to be submitted on paper, improving the documentation of goods, reducing the risk of error and noncompliance, and helping fishermen get the best price
- Optimized catch registration process and better allocation of procurement staff to handle incoming loads
- Simplified accounting and tax review for fishermen and the company
- Stronger market position and a competitive advantage among the region's fishermen

“With these **groundbreaking apps** built using SAP BTP, we are strengthening our supplier loyalty, optimizing internal processes, and helping local fishermen document that they have fulfilled the sustainability requirements that allow them to obtain higher prices for their catch.”

Lars Bo Hassinggaard, Corporate IT Manager, Royal Greenland A/S

2,200

Fishermen using Royal Greenland mobile apps

70,000

POs converted from paper-based to digital processing

Find out more

[Business transformation study](#)

Royal Greenland A/S
Nuuk, Greenland
www.royalgreenland.com

Industry
Consumer products

Products and Services
Seafood

Employees
2,800

Revenue
DKr 7.10 billion
(€95 million)

Featured Solutions and Services
SAP BTP (including SAP Extension Suite, SAP BTP SDK for iOS, and SAP HANA)



Daewoong: Supporting Future Growth and a Mission to Become a Top-50 Healthcare Brand with SAP S/4HANA

Before: Challenges and Opportunities

- Digitally transform to meet increased customer needs and expanding global operations
- Update ERP software to support future growth with intelligent and predictive business operations

Why SAP and idsTrust Co. Ltd.

- SAP Predictive Analytics software, which estimates profit and loss for products to improve forecasting
- SAP Intelligent Robotic Process Automation (RPA) services to download external open-market order information and create sales orders
- Support from idsTrust as well as a partner managed cloud approach to moving from the SAP ERP application to SAP S/4HANA

After: Value-Driven Results

- Improved sales policies, products, and channels based on more-accurate profit-and-loss information informed by fully digital processes powered by intelligent technologies
- More-strategic distribution of resources, thanks to Big Data insights supported by predictive analytics
- Advanced performance of risk management activities that enable managers to act ahead of time
- Optimized, company-wide value chain comprising order, production, sales, and closing processes
- Improved foundation for employees' work processes, including a personalized dashboard that provides individual task performance analysis and feedback
- Integration of data from five subsidiary companies of the parent group Daewoong Co., Ltd.
- Real digital transformation with data managed in the cloud

“We laid the foundation for becoming a global pharmaceutical company in 1997 by introducing the SAP ERP application. Today, we are responding to the new challenges of Industry 4.0 by integrating **agile and modern** SAP technology.”

Young Ho Park, Director of Global SCM Innovation,
Daewoong Pharmaceutical Co., Ltd.

5,720

Person-hours saved by
launching 22 projects with
SAP RPA services

1,820

Person-hours saved
through better customer
management processes
and improved workforce
productivity

Find out more

[Business transformation study](#)

Daewoong
Pharmaceutical Co. Ltd.
Seoul, South Korea
www.daewoong.com

Industry
Life sciences

Products and Services
Pharmaceuticals

Employees
1,500

Revenue
US\$868 million

Featured Solutions and Services
SAP BTP (including SAP Intelligent RPA),
SAP S/4HANA, and SAP Predictive Analytics

PAUL HARTMANN AG: Keeping Medical Supplies Stocked with SAP Business Technology Platform

Before: Challenges and Opportunities

- Simplify healthcare operations and improve patient lives
- Create a digital health platform to support connected, intelligent, and predictive care
- Drive automation and provide services at lower cost

Why SAP

- SAP Business Technology Platform to provide integration with core SAP databases, analytics tools, and applications, including SAP Business Suite applications
- Unification of internal and external data sources and data pipelining using the SAP Data Intelligence Cloud solution
- Scalable data modeling and persistence with the SAP HANA Cloud database
- Machine learning capabilities that leverage the predictive analysis library in SAP HANA
- Self-service and predictive analytics with the SAP Analytics Cloud solution
- Project run by a team from SAP AppHaus, applying SAP's human-centered approach to innovation

After: Value-Driven Results

- Single source of truth for customer, supplier, and operational data
- Operational insights to optimize production and inventory
- Simpler access to data through single sign-on and an intuitive user interface
- Integration of data from stock sensors with manufacturing and supply
- Customer insight to help develop new services that increase revenue
- Ability to incorporate additional external data to better predict demand

“SAP Business Technology Platform helps us **maximize the potential of our data** to optimize manufacturing and supply chain processes.”

Alexandra Fibitz, Senior Manager Technology Leader,
PAUL HARTMANN AG

One

Source of truth to inform
business decisions

Up to 20%

Potential increase in automated
ordering

Find out more

[Business transformation study](#)

PAUL HARTMANN AG
Heidenheim, Germany
www.hartmann.info

Industry
Life sciences

Products and Services
Wound care, incontinence,
and disinfection products;
surgical supplies; personal
care products

Employees
>11,000

Revenue
€2.2 billion

Featured Solutions
SAP BTP (including SAP HANA
Cloud, SAP Data Intelligence Cloud,
and SAP Analytics Cloud) and
SAP Business Suite



ITOCHU: Maximizing Data with “HANABI” Built on SAP Business Technology Platform

Before: Challenges and Opportunities

- Upgrade legacy IT systems to enable unified data and real-time business insight
- Reduce dependence on the skills of individual employees
- Reduce the time and cost of implementing new IT and business requirements
- Ensure business users take full advantage of available business intelligence (BI) tools

Why SAP and ITOCHU Techno-Solutions Corporation

- Long-time user of the SAP ERP application and early adopter of SAP S/4HANA
- In-memory computing capabilities of SAP HANA – making it possible to quickly amass and aggregate large volumes of data
- Real-time reporting and analytics capabilities of SAP BusinessObjects™ business intelligence solutions

After: Value-Driven Results

- Central source of data that helps meet immediate information needs
- Automated data consolidation and aggregation that reduces the risk of errors
- Faster reporting and analytics across the business, saving time and lowering costs
- Five-fold increase in the number of users taking advantage of BI tools

“Aiming to reinvent our business and work styles, we are utilizing SAP HANA, which can **amass a large volume of data while responding at fast speeds** in order to promote data analysis.”

Zenichiro Urakami, General Manager of Corporate Application Systems Department, IT Planning Division, ITOCHU Corporation

Up to 92% 5x

Decrease in time to create monthly reports (from four hours to 20 minutes)

Increase in the number of users taking advantage of BI tool

Find out more

[Business transformation study](#)

ITOCHU
Corporation
Tokyo, Japan
www.itochu.co.jp

Industry
Wholesale
distribution –
trading

Products and Services
Domestic trading, import
and export, and overseas
trading of various products

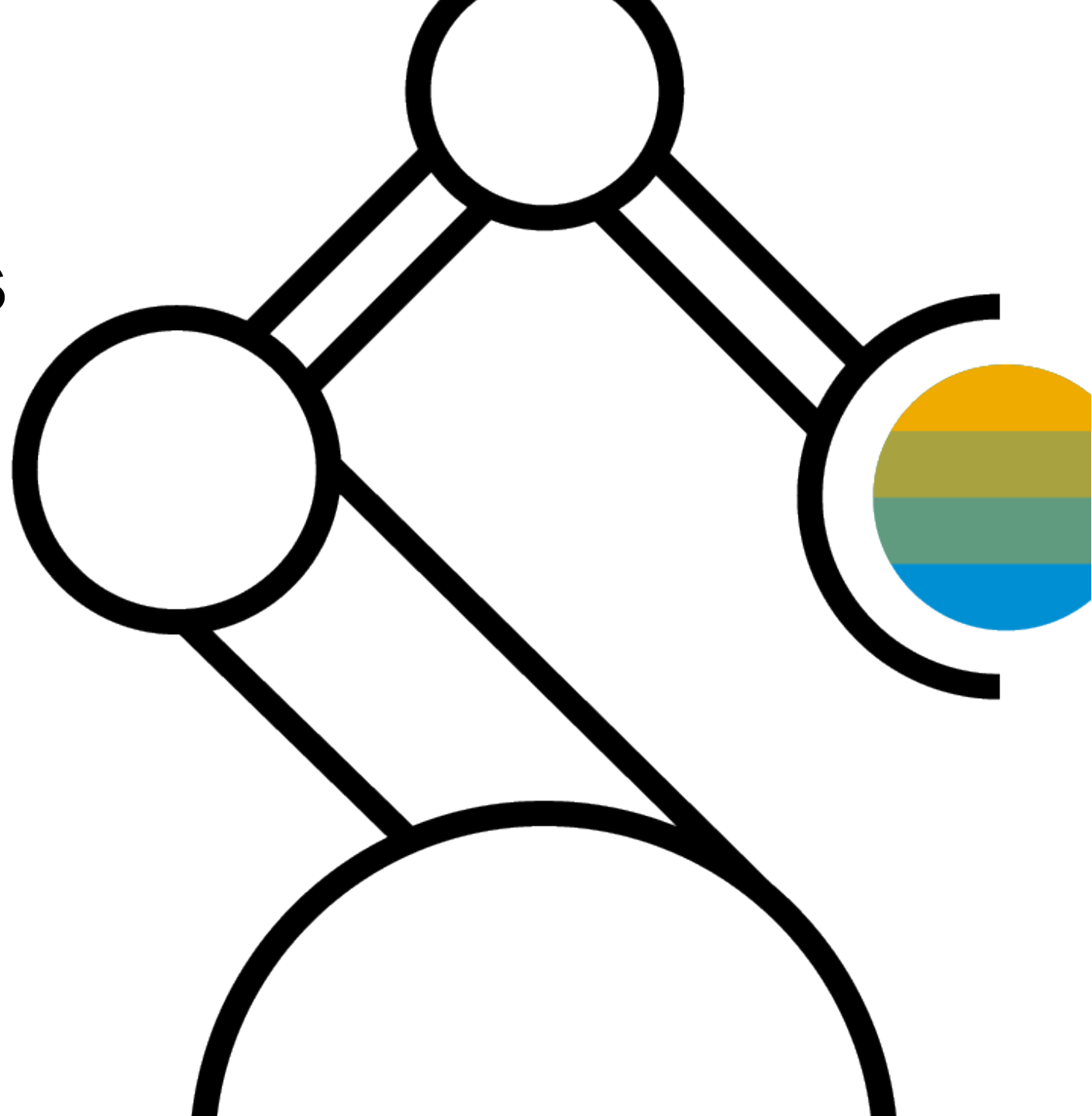
Employees
119,796

Revenue
US\$44.63 billion

Featured Solutions
SAP BTP (including SAP HANA and
SAP BusinessObjects BI solutions) and
SAP S/4HANA



Discrete Industries



Exide Industries: Transforming the Customer Experience to Stay Ahead of the Competition

Before: Challenges and Opportunities

- Improve customer experience by launching a smart battery service
- Diagnose battery failure faster and resolve issues quickly
- Reduce warranty claims and related costs
- Get insights into operating conditions to inform future product development

Why SAP

- Existing relationship with SAP as a trusted advisor
- Exploration of use cases during an SAP Design Thinking workshop
- Managed cloud environment using SAP HANA Enterprise Cloud

After: Value-Driven Results

- Faster issue detection and resolution for 20,000 connected batteries, with alerts that pinpoint faults
- Improved customer experience and loyalty, thanks to a more reliable power supply and longer battery life
- Reduction in warranty claims and improved job satisfaction for engineers
- Optimized development cycles, thanks to in-depth analysis of usage

“Enabled by SAP technology, we are transforming the battery storage industry, improving customer experiences, and **gaining significant competitive advantage.**”

Gautam Chatterjee, Chief Executive Officer, Exide Industries Ltd.

15%

Longer anticipated
battery life

25%

Improvement in customer
retention expected

Find out more

[Business transformation study](#)

Exide Industries Ltd.
Kolkata, India
www.exideindustries.com

Industry
Automotive –
battery

Products and Services
Lead-acid storage batteries
for home, automotive, and
industrial use

Employees
3,900

Revenue
Rs 91.86 billion
(US\$1.3billion)

Featured Solutions and Services
SAP BTP (including SAP Analytics
Cloud), SAP HANA Enterprise Cloud,
and SAP S/4HANA



TMCA: Creating More Innovative Mobility Solutions with Integrated SAP Solutions

Before: Challenges and Opportunities

- Need for a business solution to manage the Lexus extended loyalty program for customers
- Complex, disparate processes across the SAP ERP application and third-party IT systems
- Desire to offer employees an intuitive, real-time dashboard and create a better experience for customers

Why SAP and Bourne Digital

- Robustness of SAP BTP to address complex business processes across IT landscape
- End-to-end integration of lead-to-cash and source-to-pay processes across SAP and third-party systems using the Cloud Integration capability within SAP Integration Suite
- SAP HANA Cloud database and SAP Business Application Studio to create services for TMCA's applications using SAP Cloud Application Programming Model
- Business rules capability to provide decoupled business logic to integration services and SAPUI5
- SAP Cloud Portal service to provide the single-entry point to access all applications
- Bourne Digital to provide solution development and user experience design and delivery services

After: Value-Driven Results

- One integrated IT landscape supporting TMCA's employees and customers
- Streamlined account management activities
- Automation of end-to-end transactions from dealers and customers
- Delightful user experiences, with integrated SAPUI5 applications providing real-time dashboards
- Fast implementation time, speeding up the digital transformation of TMCA's business processes

“Using SAP Integration Suite allows us to leverage our existing investment in SAP Business Technology Platform and enabled us to **rapidly deploy a robust solution** in a highly complex landscape of systems that included legacy and modern applications.”

Krishna Patil, Solution Architect, Toyota Motor Corporation Australia Ltd.

50%

Reduction in integration costs using SAP Integration Suite

30%

Faster time to market due to quicker development time frame

Find out more

[Business transformation study](#)

Toyota Motor Corporation
Australia Ltd. (TMCA)
Melbourne, Australia
www.toyota.com.au

Industry
Automotive

Products and Services
Manufacture of cars,
trucks, SUVs, hybrids,
and vans

Employees
1,421

Revenue
US\$5.53 billion

Featured Solutions and Services
SAP BTP (including SAP Integration Suite and SAP HANA Cloud)
SAP Cloud Portal service,
SAP Business Application Studio,
SAP ERP, and SAP Workflow Management service



Chongqing Hold Hope Technology: Creating a Joint Innovation Platform for Smart Manufacturing to Empower Digital Transformation

Before: Challenges and Opportunities

- Better incorporate partner expertise
- Support joint innovation projects
- Break new ground in smart manufacturing

Why SAP

- Support platform development based on SAP Business Technology Platform (SAP BTP), the SAP Analytics Cloud solution, and SAP HANA, while reducing workload and shortening the development cycle with a robust and stable development process
- Develop more-competitive, industrial-grade, and connected solutions by leveraging a design thinking approach and methods, technologies, and tools from the SAP Innovative Business Solutions organization

After: Value-Driven Results

- Form a comprehensive Industry 4.0 solution that integrates hardware technology resources with SAP software to greatly improve efficiency and reduce costs while meeting customers' individual needs
- Enable users to access and share insights into business scenarios, technology areas, and business functions in real time
- Provide shared systems, mechanisms, and market opportunities to help build a joint innovation ecosystem

“Thanks to SAP BTP and SAP Innovative Business Solutions, we have created an **integrated platform for interactive cooperation** to provide advanced products and services for smart manufacturing and bring new digital vitality to the company.”

Qing Song, President, Chongqing Hold Hope Technology Co. Ltd.

Real-time Complete

Insights

Industry 4.0 solution

Find out more

[Business transformation study](#)

Chongqing Hold Hope
Technology Co. Ltd.
Chongqing, China
www.holdhope.com.cn
(Chinese)

Industry
High tech

Products and Services
Manufacturing solutions for
R&D, production
management, service, and
diagnosis

Employees
30

Featured Solutions and Services
SAP BTP (including SAP Analytics
Cloud and SAP HANA) and
SAP Innovative Business Solutions



Hewlett Packard Enterprise: Automatically Resolving IT Issues to Enable Smooth Landscape Operations with SAP Solutions

Before: Challenges and Opportunities

- Quickly and efficiently remove costly and ineffective work processes across the enterprise
- Improve the overall quality of customers' end-user experiences

Why SAP

- SAP Business Technology Platform, providing prepackaged and preintegrated solutions, including analytics and machine learning capabilities
- Support for automation with a comprehensive, prepackaged AI platform enabled by SAP Intelligent Robotic Process Automation (RPA), SAP Conversational AI, and Service Ticket Intelligence services
- Business operations self-healing service, part of SAP MaxAttention services, to simplify IT processes

After: Value-Driven Results

- Enable an unmatched customer experience where issues are automatically fixed and customers are provided with intelligent, near-seamless, and effortless interactions with core processes as end users
- Integrate chatbots with SAP governance, risk, and compliance solutions, which makes it more convenient for users to request authorizations and reset passwords
- Categorize and route tickets to the right department through a chatbot
- Gain the ability to restart systems 100% autonomously using chatbots and RPA
- Achieve a proof of concept in just 55 days and deploy the full portfolio of IT use cases for the business operations self-healing service in as little as four weeks
- Implement the new technology during the COVID-19 pandemic with successful off-site delivery

“The business operations self-healing service is self driven, orchestrates on demand, and integrates with our IT systems. It **addresses tomorrow's needs** as we transition to running next generation IT on SAP solutions.”

Ashwin Somasundaram, Director SAP Basis and Middleware, Global IT, Hewlett Packard Enterprise (HPE)

100%

Off-site delivery of new technology

Simpler

Business processes

Find out more

[Business transformation study](#)

Hewlett Packard
Enterprise (HPE)
San Jose, California
www.hpe.com

Industry
High tech

Products and Services
Cloud platform as a service

Employees
61,600

Revenue
US\$29.1 billion

Featured Solutions and Services
SAP BTP (including SAP Intelligent RPA and SAP Conversational AI), SAP MaxAttention; business operations self-healing service; SAP governance, risk, and compliance solutions; and Service Ticket Intelligence



PCI: Driving Growth Through Intelligent Planning and Process Automation with SAP Solutions

Before: Challenges and Opportunities

- Seize opportunities for accelerating business growth by simplifying the software landscape and increasing IT efficiency and scalability
- Enhance productivity, responsiveness, and customer service by digitalizing processes
- Provide management with faster feedback through real-time visibility of key performance indicators (KPIs)
- Increase agility to enable PCI to react more quickly to changing market conditions

Why SAP

- Optimization of demand planning with the SAP Integrated Business Planning for Supply Chain solution
- Smarter sales order entry by adopting SAP Intelligent Robotic Process Automation technology
- User-friendly dashboards for management team provided by the SAP Analytics Cloud solution
- Partnership for ongoing digital transformation initiatives to digitalize warehouse management, supplier network integration, and plant maintenance processes

After: Value-Driven Results

- Automated order fulfillment simulation, enabling PCI to confirm delivery schedules to customers faster
- Optimized supply chain planning, with plans based on prioritized demands, allocations, and constraints
- Increased productivity by streamlining processes such as sales order entry, helping ensure that operations can scale efficiently as business volumes increase
- Improved transparency by giving managers immediate access to company-wide data and insight, helping them continue to make smart decisions as the business grows

“Partnering with SAP is helping us **drive digital transformation** and ensure our processes will scale as PCI prepares for the next level of business growth. Improved planning will help us respond to customers more quickly and win new business.”

Teo EngLin, CEO, PCI Private Limited

2.5x

Faster to commit to order delivery dates compared to client expectations

90%

Employee satisfaction with robotic process automation

Find out more

[Business transformation study](#)

PCI Private Limited
Singapore
www.pcilttd.com

Industry
High tech

Products and Services
Electronics design and manufacturing services for telematics, smart home, industrial, and specialty equipment

Employees
>3,200

Featured Solutions
SAP BTP (including SAP Intelligent Robotic Process Automation and SAP Analytics Cloud) SAP Integrated Business Planning for Supply Chain



Sanan Optoelectronics: Fueling Integrated Operations Management for 25 Branches with SAP S/4HANA and SAP BTP

Before: Challenges and Opportunities

- Isolated business and financial data and multiple legacy systems that didn't allow for timely control
- Lack of systematic management, unified data standards, real-time tracking, and decision-making data
- Reliance on manual work
- Need for collaboration between supply, production, and sales for comprehensive information sharing

Why SAP

- SAP's rich experience, dedication, services and support, and strong partner ecosystem
- Compatibility, integration, and functionality of SAP S/4HANA
- Powerful data management and analysis capabilities of SAP Business Technology Platform, including the SAP Analytics Cloud solution, along with SAP BusinessObjects business intelligence (BI) solutions, the SAP Business Planning and Consolidation application, and the SAP NetWeaver® Master Data Management component

After: Value-Driven Results

- Built a robust finance-business integration platform, established standard procedures, and improved delicacy management
- Significantly enhanced cost control and established a multidimensional, visualized, and traceable finance system
- Enhanced supply chain agility and intelligence with comprehensive supply chain standards
- Improved business intelligence using timely, accurate, and visualized operational data insights

“To benefit from the industry boom, we launched the ‘Sanan Core Manufacturing’ plan, in which SAP solutions play a crucial role. Thanks to SAP S/4HANA and SAP Business Technology Platform, Sanan has **greatly improved data quality**, its level of operational standards, and delicacy management.”

Gao Yucong, Head of IT Center, Sanan Optoelectronics Co. Ltd.

30%

Shorter cycle for accounting and settlement

20%

Increase in order on-time delivery rate

Find out more

[Business transformation study](#)

Sanan Optoelectronics Co. Ltd.
Xiamen, China
www.sanan-e.com
(Chinese)

Industry
High tech

Products and Services
LED, chip, and semiconductor products

Employees
13,000

Revenue
¥8.45 billion
(US\$1.31 billion)
(2020)

Featured Solutions
SAP BTP (including SAP Analytics Cloud, SAP BusinessObjects BI solutions, and SAP Business Planning and Consolidation), SAP S/4HANA, and SAP NetWeaver Master Data Management



Ansaldo Energia: Embarking on a Smart Factory Transformation with SAP Solutions

Before: Challenges and Opportunities

- Optimize, integrate, and standardize global processes
- Increase supply chain and inventory efficiency and visibility
- Create situational awareness on health and performance of plant equipment and field assets

Why SAP

- Digital foundation to connect manufacturing, supply chains, and warehouse management
- SAP Business Technology Platform for integration of field-sensor data flows with back-end systems and extended, IoT-enabled business processes
- Expertise of the SAP Innovation Services organization and experts covering SAP Services and Support offerings

After: Value-Driven Results

- Greater process integration across lines of business and group companies
- 40% more suppliers expected to digitally share quality control data
- 80% less time and effort to onboard new customers in the services portal
- Simplified and streamlined supply chain and warehouse management
- Product performance insight related to manufacturing to improve quality and customer service
- Expected substantial increase in services revenues

“Success lies in technology, people skills, adoption, and cooperation with partners. With SAP, we defined the vision and the path, built key capabilities, and **brought early value through quick wins.**”

Luca Manuelli, Chief Digital Officer, Ansaldo Energia S.p.A.

75%

Reduction in paper-based quality controls

5%–8%

Drop expected in the cost of equipment maintenance

Find out more

[Business transformation study](#)

Ansaldo Energia S.p.A.
Genoa, Italy
www.ansaldoenergia.com

Industry
Industrial manufacturing

Products and Services
Turbines, generators, power plant construction, and related services

Employees
4,086

Revenue
€1.17 billion

Featured Solutions
SAP BTP (including the SAP Internet of Things solution), SAP S/4HANA®, SAP Edge Services, SAP Predictive Asset Insights solution, and SAP Innovation Services



BITZER: Developing a Customer-Centric Experience Through Digital Transformation with SAP Solutions

Before: Challenges and Opportunities

- Build an asset network to help customers manage compressors and digitalize their own enterprises
- Create an infrastructure to support BITZER's future growth by transforming it from a compressor manufacturer to a provider of compressor-enabled services

Why SAP

- SAP Business Technology Platform (SAP BTP), including the SAP Internet of Things (SAP IoT) solution for sensor readings that enable tailored customer alerts, status reports, and predictive maintenance services, and SAP Integration Suite for speedy connection of applications, processes, and people
- SAP Asset Intelligence Network to accelerate deployment using software-as-a-service capabilities
- SAP Services and Support, supporting an agile approach to creating a new asset network

After: Value-Driven Results

- Complete, real-time overview of a customer's product portfolio and product history, from the initial order throughout the entire lifecycle of the compressor, through the BITZER Digital Network, which connects all BITZER products to the cloud
- Increased ability to break down information and departmental silos, operate as a single company focused on customer outcomes, and serve customers while growing the business
- Basis provided for BITZER's partners to transform their business model into a provider of refrigeration as a service, creating a sustainable way to be step ahead in their markets
- Increased customer satisfaction as they digitalize and tap into new product and service opportunities

"You can't buy digitalization, but you can simplify the way toward it. Working with SAP Services and Support helped us combine SAP software, business know-how, and customer-focused innovation to **create instant value** for our customer."

Christian Stenzel, Director of Organization and IT, BITZER

Increased

Energy efficiency as customers optimize their systems themselves by adjusting machine parameters using BITZER know-how

Reduced

Compressor downtime thanks to predictive service capabilities, giving customers – and BITZER – a competitive advantage

Find out more

[Business transformation study](#)

BITZER
Sindelfingen,
Germany
www.bitzer.de

Industry
Industrial
manufacturing

Products and Services
Refrigeration and air-
conditioning technology

Employees
3,800

Revenue
€808 million

Featured Solutions and Services
SAP BTP (including SAP IoT and
SAP Integration Suite), SAP Asset
Intelligence Network, and
SAP Services and Support



Endress+Hauser: Innovating with Intelligent Data Management Enabled by SAP Business Technology Platform

Before: Challenges and Opportunities

- A strong need for one central view of asset data across the entire lifecycle – from engineering and production commissioning to maintenance – to gain data insights through machine learning algorithms to create new, innovative service offerings
- Existing fragmented technology landscape that prevents collaborative, data-driven innovation

Why SAP

- Collaborative tools for the creation, training, and deployment of machine learning models, including tools for data governance
- Excellent expert support from SAP MaxAttention services to successfully implement SAP Data Intelligence and other solutions powering SAP Business Technology Platform, along with third-party applications

After: Value-Driven Results

- Innovative platform for the creation of various new services for customers to gain insights from assets
- Experienced ease of prototyping and deployment of machine learning models
- Empowered, informed decision-making through intuitive data visualizations and simplified data access

“The SAP Data Intelligence solution is a **strategic cornerstone** in our digital transformation architecture. We drive innovations for our customers based on a new level of data insights.”

Jürgen Schrempp, Director Applications, Endress+Hauser InfoServe

7,800

Patents and patent applications filed to date

67

Years of innovation in instrumentation development

Find out more

[Business transformation study](#)
[Customer testimonial video](#)

Endress+Hauser AG
Reinach, Switzerland
www.endress.com

Industry
Industrial manufacturing

Products and Services
Supplier of process and laboratory instrumentation tools and services

Employees
13,900

Revenue
€2.65 billion (2019)

Featured Solutions and Services
SAP BTP (including SAP Data Intelligence and SAP Analytics Cloud), SAP S/4HANA, and SAP MaxAttention



Hyundai Elevator: Simplifying the Data Landscape with One Source of Truth Using SAP Data Warehouse Cloud and SAP Analytics Cloud

Before: Challenges and Opportunities

- Complex data landscape with data scattered across regions, flat files, databases, and systems
- Unreliable data that could not be updated across ERP and supply chain management systems
- Data sharing through e-mail and spreadsheets, requiring manual consolidation prior to analysis
- Departmental data silos, error-prone duplicates, and delays in analytics projects

Why SAP

- Integration, data to value, and extensibility of SAP and third-party applications, data, and business processes on SAP Business Technology Platform (SAP BTP)
- Data unification across business divisions and systems using the SAP Data Warehouse Cloud solution
- AI and machine learning that allow business users to model data and uncover trends and insights
- Business builder that represents entities and relationships using clear business language
- Real-time, self-service dashboards in the SAP Analytics Cloud solution, powering SAP BTP and offering dynamic visualizations, analysis, and reporting that can be used without prior data analysis experience

After: Value-Driven Results

- One enterprise-wide access point to data that is accurate and up to date
- Self-service access to data and analytics tools that are clear and simple to understand
- Elimination of data silos – empowering business units with deeper business insights
- Better understanding of the supply chain – from orders to manufacturing, sales, and maintenance
- Ability to start new analytics projects instantly and run them quickly without burdening ERP systems

“Simplification was our goal. We needed to empower our employees with a **single point of access to data and analytics**. SAP Data Warehouse Cloud and the integrated SAP Analytics Cloud solution were perfect for our use case.”

Jeansu Byun, IT Innovation Manager, Hyundai Elevator Co. Ltd.

Real-time Accurate

Data access for management and for employees in the field

Data that is consistent and up to date across business units

Find out more

[Business transformation study](#)

Hyundai Elevator Co. Ltd.
Icheon, South Korea
www.hyundaielevator.co.kr

Industry
Industrial
manufacturing

Products and Services
Elevators, escalators,
moving walkways, and
related services

Employees
2,667

Revenue
₩1.87 billion
(US\$1.66
billion)

Featured Solutions
SAP BTP (including SAP Data
Warehouse Cloud and
SAP Analytics Cloud)

KAESER KOMPRESSOREN: Streamlining Design, Planning, Manufacturing, Delivery, and Operations with SAP Solutions

Before: Challenges and Opportunities

- Go to market quickly with tailored air-compression solutions
- Offer air as a service to cost-effectively meet unique customer needs
- Proactively service machines to help ensure maximum uptime and lower costs

Why SAP

- SAP S/4HANA to integrate systems and data enterprise-wide
- SAP Asset Intelligence Network for asset data access and sharing
- SAP Intelligent Product Design solution to automate engineering and design-document sharing
- SAP Predictive Asset Insights solution to connect data to the back end and improve equipment maintenance
- SAP Business Technology Platform, including the SAP Internet of Things (IoT) solution to gather and aggregate sensor data from customer machines, the SAP Data Intelligence solution for use in data orchestration and engineering, and the SAP Analytics Cloud solution to gather insights

After: Value-Driven Results

- Streamlined design process
- Faster time to market
- More-efficient collaboration with suppliers
- Proactive service and maintenance that reduces downtime and lowers costs
- Higher customer satisfaction

“Our goal is to **run as an intelligent enterprise from product design to operating our assets**. SAP technology helps develop and deliver tailored products quickly and then proactively ensure they are running at peak performance.”

Falko Lameter, CIO, KAESER KOMPRESSOREN SE

Minutes

For IoT data ingestion time – down from days

One

Data source for engineers, suppliers, service teams, and technicians

Find out more

[Business transformation study](#)

**KAESER
KOMPRESSOREN SE**
Coburg, Germany
www.kaeser.com

Industry
Industrial
manufacturing

Products and Services
Compressed-air products
and services

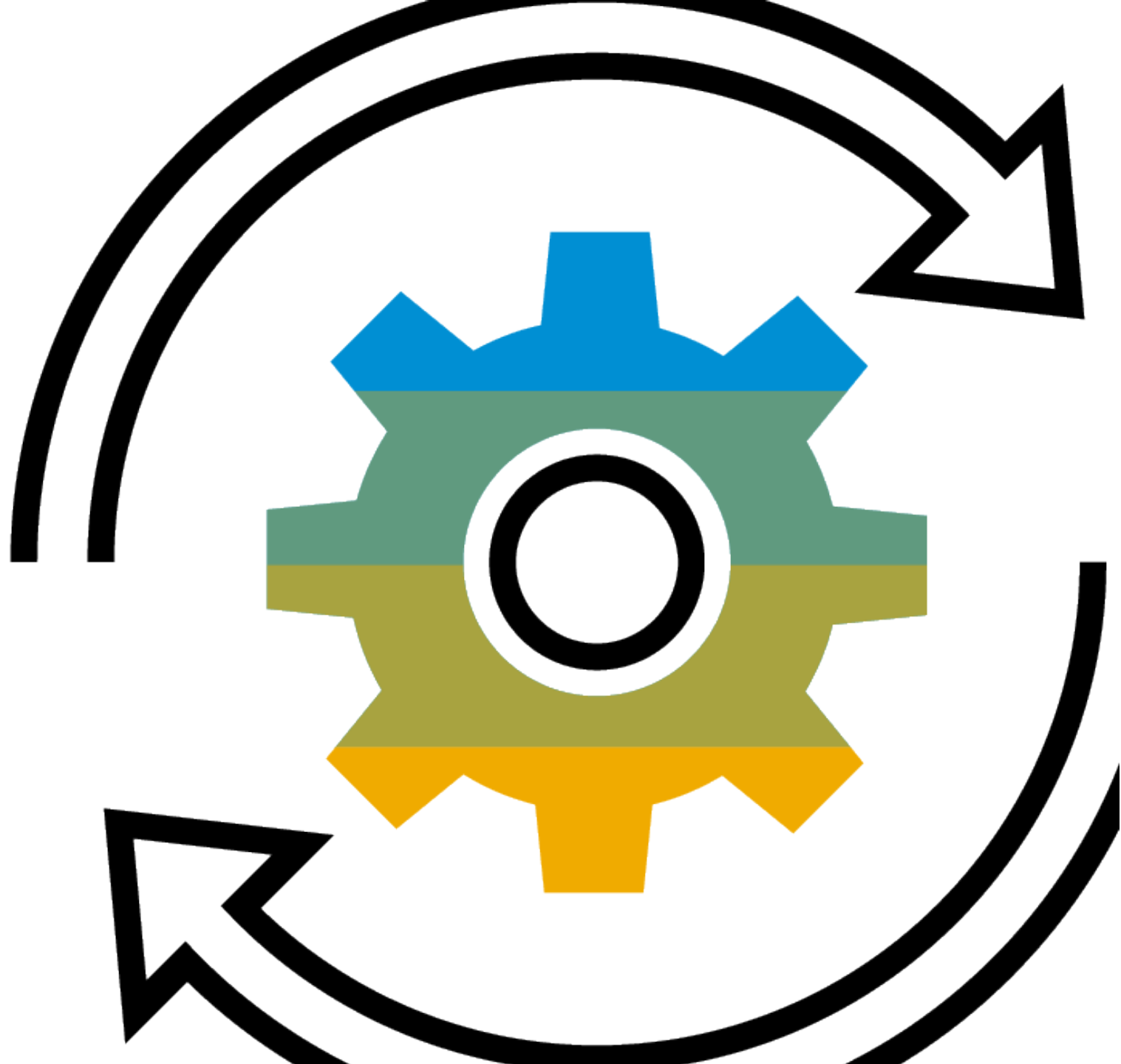
Employees
6,500

Revenue
>€1 billion

Featured Solutions and Services
SAP BTP (including SAP IoT, SAP Data Intelligence, and SAP Analytics Cloud), SAP S/4HANA, SAP Asset Intelligence Network, SAP Intelligent Product Design, SAP Predictive Asset Insights, SAP Engineering Control Center integration tool, SAP 3D Visual Enterprise applications, and SAP Services and Support



Energy and Natural Resources



ALBIS: Using Advanced Analytics to Enable Quality Improvements with SAP Business Technology Platform

Before: Challenges and Opportunities

- Analyze quality risk patterns across manufacturing locations
- Understand where quality issues are most likely to occur
- Direct resources to improve product and process quality

Why SAP and ISR Information Products AG

- Single, centralized solution for predictive quality analysis running on SAP Business Technology Platform
- Integration of process data from multiple instances of the SAP ERP application with machine data from production lines using SAP Big Data Services
- Real-time collection of machine data using the SAP Internet of Things solution
- Expertise in data science, technology, and application development provided by partner ISR

After: Value-Driven Results

- Improved visibility and analysis of production line performance
- An architecture blueprint that can be reused for other Big Data analytics use cases
- Minimal system maintenance requirements thanks to cloud-based software as a service

“By analyzing key risk areas in our production processes, we can take necessary steps to improve manufacturing efficiency, thus increasing profitability and **giving customers higher-quality products.**”

Matthias Schulz, Head of Digitalization, ALBIS PLASTIC GmbH

~5 TB

Of machine data integrated with data from SAP ERP

50

Real-time sensor updates per second for each connected machine

Find out more

[Business transformation study](#)

ALBIS PLASTIC GmbH
Hamburg, Germany
www.albis.com

Industry
Chemicals

Products and Services
Distribution and compounding of thermoplastic

Employees
1,400

Revenue
€1.1 billion

Featured Solutions and Services
SAP BTP (including SAP Internet of Things and SAP Big Data Services)



Clariant: Simulating Detailed, Dynamic Product Costs for Complex Bills of Materials Using SAP Software

Before: Challenges and Opportunities

- Complexity of costing bills of materials (BOMs) and finished products for multiple group companies and currencies based on tens of thousands of raw materials from across the globe and volatile markets
- Static legacy solution allowing only a single simulation that took several weeks to process manually and was often outdated by the time it reached the business

Why SAP and MIBCON NDC s.r.o.

- Production benchmarking and simulation engine from MIBCON NDC built on SAP HANA and the SAP Analytics Cloud solution
- Robust data processing, system stability, and user-friendly dashboard reporting and analytics that come with SAP S/4HANA and offerings on SAP Business Technology Platform, including SAP HANA, SAP Business Warehouse (SAP BW) powered by SAP HANA, and SAP Analytics Cloud

After: Value-Driven Results

- Near-real-time simulation of impacts caused by volatile supply trends – with time development and in different scenarios, and the capability to manage finished-goods costing across complex setups
- Ability to evaluate and verify the accuracy and quality of data inputted by procurement teams
- User-friendly dashboard reporting that allows business users to quickly see evolving cost drivers by location and how they are impacting prices for specific customers in particular locations
- High data security through adaptable, customized access management
- Minimal effort to update BOMs, finished products, raw materials and their prices and usage, and more

“We can **run forecasts almost immediately and provide updated pricing quickly** to match volatile market factors. This shows up in higher margins and better product volume, differentiating us from the competition.”

Markus Mirgeler, Head of Procurement, Clariant AG

3 minutes Instant

To run cost scenarios through the BOM to finished goods for raw materials, global entities, recurring BOMs, and more

Forecasting in different scenarios, compared to only one simulation once per quarter previously

Find out more

[Business transformation study](#)

Clariant AG
Muttenz, Switzerland
www.clariant.com

Industry
Chemicals

Products and Services
Specialty chemicals

Employees
17,000

Employees
SF 6.53 billion
(€5.96 billion)

Featured Solutions
SAP BTP (including SAP HANA and SAP Analytics Cloud), SAP BW powered by SAP HANA, and SAP S/4HANA

Evonik: Reducing Manual Data Entry, Increasing Staff Productivity and Improving Data Quality

Before: Challenges and Opportunities

- Streamline the management of complex materials data
- Help highly qualified purchasing personnel gather key characteristics to describe the steel drums that are used to store specialty chemicals

Why SAP and Camelot ITLab GmbH

- Process automation enabled by machine learning using the SAP Data Intelligence solution
- Self-learning capabilities and scalability of SAP Business Technology Platform
- Proof-of-concept project conducted by SAP and Camelot ITLab, leading to the deployment SAP Data Intelligence on SAP Business Technology Platform

After: Value-Driven Results

- Increase accuracy of product specification data in SAP ERP application by minimizing manual data entry
- Establish a self-learning solution that can trace back errors in materials classification
- Speed the processing of complex packaging specification information from vendors by a factor of seven
- Free expert staff to focus on value-added tasks, such as nurturing supplier relationships
- Reduce out-of-stock situations with more accurate orders based on correct packaging specifications in SAP ERP
- Improve compliance with the General Data Protection Regulation by maintaining critical data centrally
- Establish an architectural blueprint that builds expert know-how into machine learning and is ready for reuse in at least 10 other use cases with minimal IT effort

“We have witnessed efficiency improvements for data management as well as higher data quality. Using SAP Data Intelligence, we will continue our journey to **streamline the handling of complex materials data** across our business.”

Frank Schmalte, Head of Enterprise Data Management, Global IT, Evonik Industries AG

50%

Reduction in time needed for system maintenance tasks

20%

Reduction in time needed for integration with enterprise solutions

Find out more

[Business transformation study](#)

Arpa Industriale: Enabling Innovation Through Green Manufacturing and a High Level of Quality with SAP Solutions

Before: Challenges and Opportunities

- Build an innovative factory from scratch to help make a new production line highly successful
- Combine employee best-practice knowledge with operations data for constant innovation
- Improve product quality while meeting sustainability targets for water, energy, and waste reduction
- Stabilize and optimize a highly complex and waste-intensive production process

Why SAP

- Innovative capabilities enabled by SAP Business Technology Platform
- Direct, no-latency connection between the factory's 1,600 sensors and its core SAP software operations, and resource efficiency with predictive analytics from SAP HANA
- Real-time monitoring of factory sensor data with customized performance dashboards from the SAP Analytics Cloud solution
- Automation through the SAP Manufacturing Execution, SAP Manufacturing Integration and Intelligence (SAP MII), and SAP Extended Warehouse Management (SAP EWM) applications

After: Value-Driven Results

- Energy and water reductions through smart, automated consumption fine-tuning
- Reduction of scrap waste almost down to zero by using best-practice machine learning algorithms
- 24x7 production cycle leveraging autonomous, laser-guided vehicles (LGVs) controlled by SAP EWM
- Best-practice model and solution template for factory operations company-wide

“By using dashboards, predictive analytics, and embedded automation in SAP solutions, we can identify best practices and **teach those practices to the factory's machines, systems, and people.**”

Stefano Rossetti, Production Manager, Arpa Industriale S.p.A.

80%

Reduction in water, energy, and other resources used

€750,000

Production cost savings in the first year

Find out more

[Business transformation study](#)
[Customer testimonial video](#)

Arpa Industriale S.p.A.
Bra, Italy
www.arpaindustriale.com

Industry
Mill products –
building products

Products and Services
Premium surface materials
and high-pressure
laminates

Employees
575

Featured Solutions
SAP BTP (including SAP HANA and
SAP Analytics Cloud), SAP Manufacturing
Execution, SAP MMI, and SAP EWM

Steinbeis Papier: Transforming Data into Knowledge with SAP Business Technology Platform

Before: Challenges and Opportunities

- Improve operational efficiency, minimize manual processes, and gain access to real-time insights
- Integrate data from 25,000 sensors in factory and commercial systems into one database
- Maximize value from operations, automating production and enabling tools for monitoring KPIs in real time

Why SAP and avato consulting AG

- Comprehensive capabilities of SAP Business Technology Platform, integrating solutions for data and database management, analytics, application development, and intelligent technologies
- Powerful and agile analytics using the SAP Analytics Cloud solution
- High performance and extreme data-compression capabilities of SAP HANA
- Partner avato's proven experience in delivering rapid value realization and ROI optimization using SAP solutions

After: Value-Driven Results

- Established one source of data truth, consolidating IT and operations technology environments
- Gained actionable insights, aggregating and compressing the huge volume of data streaming in from IoT sensors on machines across the factory floor and contextualizing this information with data from its instances of the SAP ERP application
- Created real-time dashboards on the production line, with digital assistants for production monitoring and alerting, and self-service tools to access business intelligence

“Using SAP Business Technology Platform, we are turning factory sensor information into insight in seconds, and we are using that insight to **gain strategic and operational benefits.**”

Ulrich Feuersinger, CEO, Steinbeis Papier GmbH

50,000

Metrics transmitted per second

4 years

Of production and ERP data available for instant analysis

Find out more

[Business transformation study](#)

Steinbeis Papier GmbH
Glückstadt, Germany
www.stp.de

Industry
Mill products

Products and Services
Manufacturer of high-quality recycled paper

Employees
343

Revenue
€204 million

Featured Solutions and Services
SAP BTP (including SAP HANA and SAP Analytics Cloud)

Newcrest Mining: Creating Safer, More Efficient Mining Operations with SAP Extension Suite

Before: Challenges and Opportunities

- Simplify business processes and increase productivity with mobile technology
- Improve safety management and access to controls and safety information
- Access back-office applications from the field, online or offline
- Get real-time visibility into transactions and data for better decision-making

Why SAP and Bourne Digital Pty Ltd.

- Fast, simpler app development, running apps on SAP HANA and SAP Extension Suite using SAP Mobile Services and the Identity Authentication service
- Secure cloud computing environment of SAP Business Technology Platform (with SAP Integration Suite and SAP Extension Suite), including integration of data and business applications
- Intuitive, consistent user experience (UX) across devices with SAPUI5 using SAP Fiori UX
- SAP Cloud Portal service to build a custom-designed site and a Web site with SAP Fiori launchpad
- App development and UX design expertise of Bourne Digital

After: Value-Driven Results

- Ability to complete administrative tasks from the field – saving time and improving productivity
- Reduction in unplanned outages, costly equipment downtime, and safety hazards
- Smoother, safer, and more efficient shutdown processes
- Optimized inventory and warehouse processes

“Our mobile apps on SAP Extension Suite help us keep staff in the field, away from their desks. They allow **proactive equipment monitoring** to avoid costly repairs, unplanned downtime, and safety risks.”

Gavin Wood, Chief Information and Digital Officer,
Newcrest Mining Limited

~105,000

Hours saved each year

~36,000

Mobile transactions per month

Find out more

[Business transformation study](#)

Motor Oil Group: Using Machine Learning and Predictive Analytics to Reduce Unexpected Downtime with SAP BTP

Before: Challenges and Opportunities

- Avoid unexpected and costly shutdowns of critical refinery equipment
- Enhance standard preventative maintenance processes with data-driven predictive maintenance
- Lower maintenance costs by addressing potential problems before they occur so equipment and components can be fixed rather than replaced

Why SAP and Accenture plc

- Collaborative approach that included a data value workshop and a proof of concept to understand the potential use cases and business value enabled by SAP Business Technology Platform (SAP BTP)
- Successful pilot for an end-to-end process – from building predictive models for abnormal events based on sensor data to providing results through user-friendly dashboards and e-mail notifications – using the SAP HANA Cloud database, SAP Extension Suite, and the SAP Analytics Cloud solution, all part of SAP BTP, as well as consulting and implementation services from Accenture's Applied Intelligence unit in Greece

After: Value-Driven Results

- Real-time equipment health and performance monitoring as well as the ability to predict future behavior
- Sensor-level time-series forecasting that helps predict a sensor's behavior over the coming 24 hours
- Strong predictability for abnormal events across groups of equipment
- Holistic view of equipment that provides a better understanding of event triggers and overall decomposition
- Deep-dive equipment analysis that reveals hidden patterns and insight
- System that learns from its own data so that predictions become more accurate and effective over time

“Our initial predictive maintenance pilot is **very accurate**. With SAP Business Technology Platform, we have a complete view of our refinery equipment that will help us reduce unexpected downtime and lower maintenance costs.”

Dimitrios Michalopoulos, Industrial Applications Head of IT Division, Motor Oil (Hellas) Corinth Refineries S.A.

>77%

Accuracy in explaining abnormal events from 120 to 20 hours in advance using root-cause analysis of historical data

24x7

Forward-looking time-series forecasting that enables accurate prediction of future sensor measurements

Find out more

[Business transformation study](#)

Motor Oil (Hellas)
Corinth Refineries S.A.
Marousi, Greece
www.moh.gr

Industry
Oil, gas,
and energy

Products and Services
Crude oil refining and
marketing of petroleum
products

Employees
>2,900

Revenue
€9.37 billion

Featured Solutions and Services
SAP BTP (including SAP HANA Cloud,
SAP Analytics Cloud, and SAP Extension
Suite)

FARYS: Increasing IT and Innovation Agility with SAP Business Technology Platform

Before: Challenges and Opportunities

- Unify and innovate IT to help ensure sustainable and economical water use
- Lower costs without sacrificing quality
- Expand the business and engage customers

Why SAP and Capgemini

- Dual perspective from trusted partners with proven success
- SAP S/4HANA to unify operations and data and support processes for water utilities
- Future-proof SAP Business Technology Platform to ease integration, innovation, and development, including the following technologies:
 - SAP Fiori UX and apps for an enhanced user experience (UX)
 - SAP Extension Suite to create new applications and extend existing ones
 - SAP Internet of Things and SAP Analytics Cloud solutions for deep data insights from smart meters
- SAP Cloud for Energy solution for the collection and validation of smart meter data as well as for integration of that data with the SAP S/4HANA Utilities solution for billing purposes

After: Value-Driven Results

- Greater efficiency that lowers total cost of ownership
- Closing transactions that went from days to hours
- Better intelligence access and deeper insights with mobile, on-the-go access for staff
- Self-service customer portal that saves time, lowers costs, and improves customer satisfaction

“With SAP Business Technology Platform, **everything is integrated**. Our data is in one place. It unlocks intelligence, simplifies innovation, and lowers our total cost of ownership compared to our peers.”

Inge Opreel, CIO, FARYS

Up to 10x **92%**

Faster reporting

Automation of customer interactions on the self-service portal – lowering costs and increasing customer satisfaction

Find out more

[Business transformation study](#)

FARYS
Ghent, Belgium
www.farys.be
(Dutch)

Industry
Utilities

Products and Services
Water and wastewater

Employees
950

Revenue
€436 million

Featured Solutions and Services
SAP BTP (including SAP Extension Suite, SAP Analytics Cloud, and SAP Internet of Things), SAP S/4HANA, SAP S/4HANA for Utilities, and SAP Cloud for Energy



Uniper: Running Faster and More Efficiently with SAP Business Technology Platform

Before: Challenges and Opportunities

- Build an innovative architecture and new business models that streamline operations
- Focus on accessibility, automation, and a cloud-first approach

Why SAP

- Expert support through the SAP ActiveAttention™ offering, enabling co-design of innovative solutions that are part of SAP Business Technology Platform
- One basic cloud infrastructure that can be extended from central ERP
- Mobile apps that can be easily adapted to various roles and scenarios
- SAP Extension Suite to support end-to-end processes
- Road map for robotic process automation with built-in capabilities planned for SAP S/4HANA

After: Value-Driven Results

- Three months to roll out new bots without additional user training
- Mobile app for plant technicians that cuts inspection time in half
- Mobile invoice review and approvals, enabling payments in half the time
- Streamlined process for requesting and approving time off
- Quicker role authorization, registration, and authentication
- Faster rollout of new apps and easier system maintenance
- Automation of job-requisitioning process, with a 90% savings in the pilot phase
- Promising pilot to automate data entry for risk calculation

“SAP Business Technology Platform gives us the **unified look and feel and integrated architecture** we need. Leveraging it for building end-to-end processes is a key advantage.”

Achim Löbke, Head of Architecture and Optimization, Uniper SE

50%

Time savings on plant inspections

10x

Faster data entry for job requisition

Find out more

[Business transformation study](#)

Uniper SE
Düsseldorf, Germany
www.uniper.energy

Industry
Utilities

Products and Services
Power generation and energy sales, trading, storage, and services

Employees
11,000

Revenue
€78.18 billion

Featured Solutions and Services
SAP BTP (including SAP Intelligent Robotic Process Automation and SAP Conversational AI services), SAP Fiori apps, SAP ActiveAttention, and SAP Services and Support



Financial Services



Banco Atlántida: Unlocking Valuable Insights from Flexible Data Tiering with the SAP HANA Cloud Database

Before: Challenges and Opportunities

- Ease access to and retrieval of customer data to meet customer requests for information within data compliance regulations
- Optimize data storage costs and utilize data tiering capabilities to manage a fast-growing data volume
- Lay the groundwork for future Big Data innovation

Why SAP

- Flexible and scalable data management capabilities offered by the SAP HANA Cloud database
- Advanced data tiering functionality that supports the bank's data management strategy
- Ability to securely store up to a petabyte of both new and old compliance data using the managed data lake component for SAP HANA Cloud
- Support from SAP MaxAttention™ services to configure the SAP Single Sign-On application for the SAP Analytics Cloud solution and multiple data sources

After: Value-Driven Results

- Heightened data governance and compliance, strengthening control of its Big Data landscape by extending its on-premise SAP HANA database with SAP HANA Cloud
- Optimized data management costs thanks to the speed and convenience offered by the data lake
- Eased data access and enabled queries to be performed on both structured and unstructured data
- Readied the bank to deploy machine learning to unlock essential insights from its data by connecting SAP HANA Cloud and the SAP Data Intelligence solution for a better understanding of which customers will be the most reliable

“With SAP HANA Cloud, we have been able to save many hours of data retrieval work, which is invaluable for us since we have to deal with a fast-scaling data volume. This has **freed our people to focus on delivering Big Data innovation** that helps improve the customer experience.”

Yesenia Maria Sosa Medina, Data Warehouse Manager,
Banco Atlántida S.A.

16 TB

Of compliance data
managed by SAP HANA
Cloud

Instant

Access to data that once
took a week to retrieve

Find out more

[Business transformation study](#)

Banco Atlántida S.A.
Tegucigalpa, Honduras
www.bancatlan.hn
(Spanish)

Industry
Banking

Products and Services
Commercial banking
services for businesses
and individuals

Employees
2,300

Revenue
US\$5 billion

Featured Solutions and Services
SAP BTP (including SAP HANA Cloud,
data lake component for SAP HANA
Cloud, SAP Data Intelligence, and
SAP Analytics Cloud), SAP Single
Sign-On, and SAP MaxAttention



Coöperatieve Rabobank U.A.: Responding Quickly to Invoice Queries from Suppliers with Chatbot “Billy” Built Using SAP Conversational AI

Before: Challenges and Opportunities

- Identify repetitive functions that can be automated using intelligent technologies such as chatbots
- Deploy a chatbot based on artificial intelligence (AI) technology to answer standard, repetitive invoice queries from suppliers
- Reduce the workload of service-desk teams so they can focus on answering more-complex inquiries

Why SAP

- SAP Conversational AI service, in SAP Extension Suite, for outstanding customer and employee experiences using chatbots
- Ability to connect SAP Conversational AI with systems such as the SAP ERP application
- Trusted partner for data privacy and security as the cloud chatbot collects company internal data
- Assistance with implementation of chatbot “Billy,” which fields standard invoice queries such as when a supplier’s invoice will be paid

After: Value-Driven Results

- Lighter workloads for service-desk teams, including when working from home during the COVID-19 pandemic
- Better service for suppliers, with the chatbot available to answer invoice queries 24 hours a day and staff able to focus on more-specific, nonstandard questions, supporting them during the COVID-19 lockdown when the number of such inquiries surged

“SAP Conversational AI helps us stay **resilient and agile** by connecting powerful chatbots with existing systems. This lets service teams focus on adding value to the business and has lightened their workload during the COVID-19 pandemic.”

Robert van Uden, Senior Solution Engineer,
Coöperatieve Rabobank U.A.

Higher

Employee and supplier satisfaction, with the chatbot taking over repetitive functions 24x7

100–150

Conversations handled every day by chatbot Billy in the initial weeks after go-live

Coöperatieve Rabobank
U.A.
Utrecht, The Netherlands
www.rabobank.com

Industry
Banking

Products and Services
Cooperative bank with
international operations

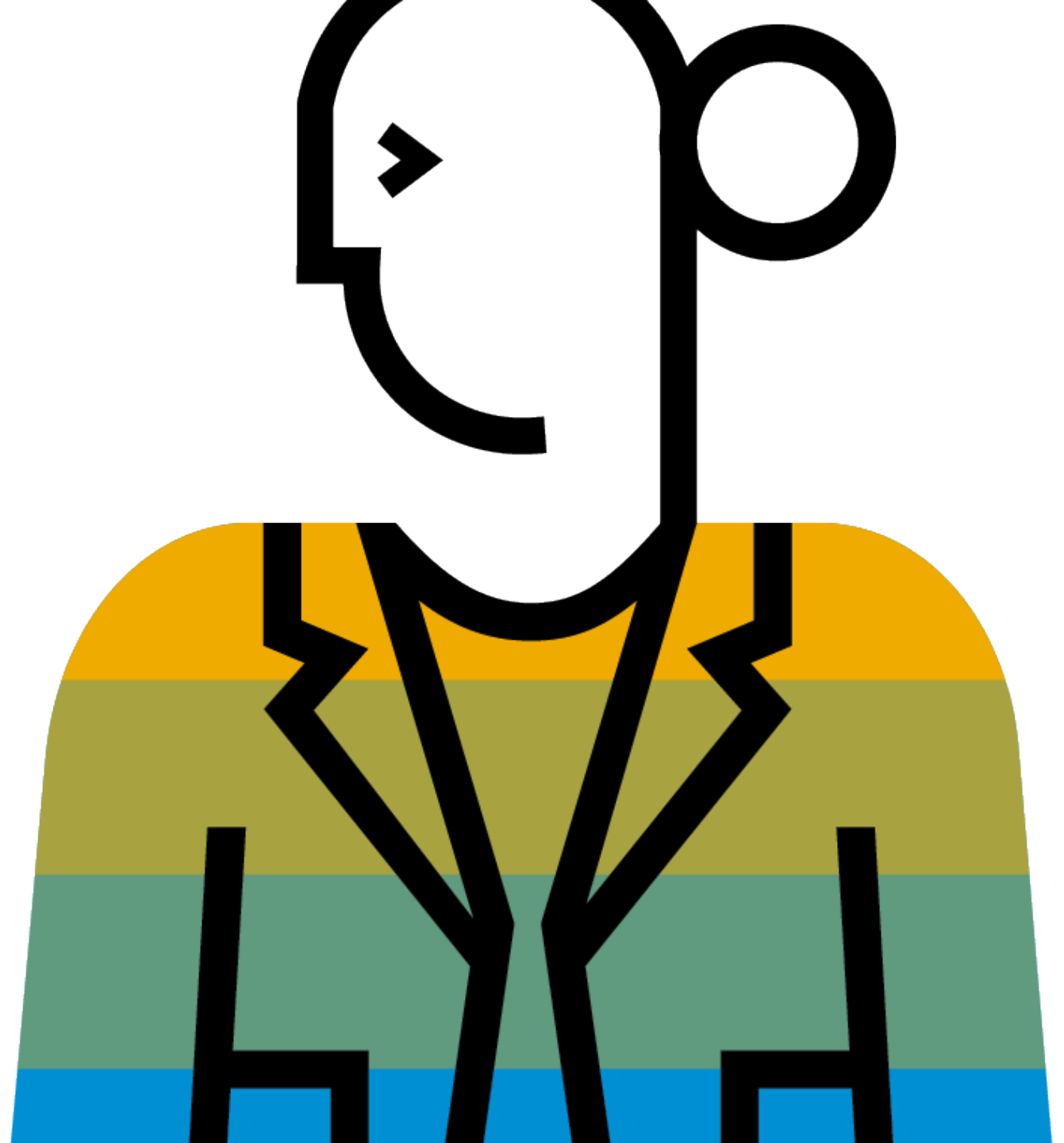
Employees
43,822

Revenue
€11.2 billion

Featured Services
SAP BTP (including
SAP Conversational AI
and SAP Extension Suite)



Public Services



Heidelberg University Hospital: Managing COVID-19 Hospital Bed Capacity and Availability with SAP BTP and the SAP Fiori UX

Before: Challenges and Opportunities

- Need for emergency services in the city of Heidelberg to route ambulance transports with COVID-19 patients to clinics with appropriate capacities, replacing current manual and time-consuming processes
- Hospitals missing a transparent, real-time overview of fully functional beds available throughout the Rhein-Neckar-Kreis (RNK) region

Why SAP

- Trusted partnership with SAP – proven through many successful projects in the past
- Ability to deliver a scalable and extendable solution built exactly for Heidelberg University Hospital's use case on short notice using SAP Business Technology Platform (SAP BTP)
- Agile development model that can be easily adjusted, enhanced, and changed
- Use of the modern, intuitive, and browser-based SAP Fiori user experience (UX), which supports all necessary device types

After: Value-Driven Results

- Lightweight cloud application developed by SAP to manage capacity and availability of different fully functional bed types – including information about protective gear, staff, doctors, ventilators, and more – in the designated COVID-19 departments of all hospitals across the RNK region in Germany
- Accurate, real-time data to help ensure the timely routing of ambulance transports
- Central coordination and distribution of patients across all 45 wards in the county's 25 clinics
- Sophisticated user concept and role access logging to ensure transparent tracking of performed changes

“It is important to centrally coordinate the distribution of patients and bed occupancy in Heidelberg and the region. In this way, existing structures, which reach their limits in the event of a crisis, can be efficiently relieved. The new solution helps ensure that the necessary **data is always available** and up to date.”

Professor Dr. Ingo Autenrieth, Chief Medical Director and Chairman of the Board, Heidelberg University Hospital

Reduced

Hospital staff workload through digital support of fulfilling the ongoing notification obligation of available ICU beds

Increased

Efficiency in coordinating medical care amid a global pandemic

Find out more

[Business transformation study](#)

Heidelberg University Hospital
Heidelberg, Germany
www.heidelberg-university-hospital.com

Industry
Healthcare

Products and Services
Hospital offering medical care and services across more than 40 specialist departments

Employees
10,700

Featured Solutions
SAP BTP (including the SAP Analytics Cloud solution) and SAP Fiori UX



Moroccan Ministry of Health: Enabling Quick and Fact-Based Decision-Making with a Countrywide Monitoring System

Before: Challenges and Opportunities

- Enable real-time monitoring of KPIs during the COVID-19 pandemic, such as confirmed and active cases, recoveries, deaths, mortality rate, growth factor, and stock of drugs
- Provide a user-friendly application to help manage patients and medicine and match both to optimize the prescription process, increase treatment effectiveness, and boost transparency
- Quickly launch a cost-efficient, real-time management reporting and monitoring system that can be intuitively used by different actors in the health system and is available on many devices

Why SAP and ALGO Consulting Group

- SAP HANA as an in-memory platform that enables real-time data collection and analysis
- SAP Analytics Cloud solution and SAP Digital Boardroom, powering SAP Business Technology Platform, to give health decision-makers, up to the minister of health, a real-time overview of the situation through role-specific dashboards
- ALGO for deep analytics expertise, a quick response at the beginning of the COVID-19 pandemic, and enablement that helped get users up to speed just four hours after go-live using training videos

After: Value-Driven Results

- Provided one source of truth for quick and informed decision-making, enabling better crisis management and helping save more lives
- Allowed test capacity to be scaled, helping the government deliver tests to where they are needed most
- Enabled better management of medicine stock used to treat COVID-19 and targeted medicine allocation

“Thanks to data and analytics solutions from SAP and our partner ALGO, we were able to create a countrywide, real-time source of truth, increase test capacity, and manage drug stocks more efficiently, **helping us succeed in the COVID-19 crisis.**”

Ahmed Rguig, Director of the Centre of Moroccan Epidemiology,
Moroccan Ministry of Health

100x

Increase in laboratory test capacity, from 100 to 10,000 COVID-19 tests per day

Speedy

Implementation, from initial discussions to go-live

Find out more

[Business transformation study](#)

Moroccan Ministry of Health
Rabat, Morocco
www.sante.gov.ma/Pages/Accueil.aspx
(French)

Industry
Public sector

Products and Services
Preparation and implementation of government health policy

Featured Solutions
SAP BTP (including SAP HANA and SAP Analytics Cloud) and SAP Digital Boardroom



Parkland: Delivering Better Patient Care and Improving Clinical Outcomes with SAP Solutions

Before: Challenges and Opportunities

- Replace layers of manual decision-making processes based off nightly reports with day-old data with critical insights in real time
- Improve ER wait times, hospital throughput, and access to quality care for vulnerable population

Why SAP

Collaboration to develop the ER Greaseboard dashboard using the SAP Analytics Cloud solution, which is powered by SAP HANA, and SAP Business Technology Platform

After: Value-Driven Results

- Gain complete visibility of patient volumes, bed utilization, and ER team assignments and workflows
- Increase productivity in the ER department – optimizing ER volume management, workflow, and patient care using a powerful one-glance solution throughout the emergency department (ED)
- Empower leaders and the ER team to make better decisions, leveraging SAP Digital Boardroom to drill down on data with real-time contextual information and actionable insights
- Improve clinical outcomes by more-efficiently managing ER volumes, serving more patients every day, and enhancing patient satisfaction with reduced wait times for admittance, care, and discharge
- Stratify and predict ED volumes by seasonal and community factors, weather, day, and service type
- Reduce “boarder” patients who meet the criteria for hospital admission but are waiting for a bed
- Lower workplace violence against ER staff by reducing high-volume, high-stress environments
- Identify community-based initiatives for vulnerable populations

“Our dashboards using SAP Analytics Cloud, which are powered by SAP HANA, have helped our clinical staff at Parkland **deliver better patient outcomes**. By efficiently managing ER volumes, our ED physicians are serving more patients each day and ultimately saving more lives.”

Scott Harrison, VP IT and Chief Data Officer,
Parkland Health & Hospital System

24x7

Insights on ER volumes, arrivals, bed utilization, and discharges every three minutes

10

Large-screen digital displays with near-real-time data for a critical one-glance solution

Find out more

[Business transformation study](#)
[Customer testimonial video](#)

Parkland Health &
Hospital System
Dallas, Texas
www.parklandhospital.com

Industry
Healthcare

Products and Services
Hospitals

Employees
12,500

Revenue
US\$2 billion

Featured Solutions
SAP BTP (including SAP HANA
and SAP Analytics Cloud) and
SAP Digital Boardroom



Taronga: Digitalizing the Business to Improve Efficiency and Decision-Making with SAP Business Technology Platform

Before: Challenges and Opportunities

- Continually improve its animal habitats while enhancing experiences for visitors
- Overhaul aging legacy systems, cumbersome processes, and paper-based reporting
- Improve the efficiency of its operations

Why SAP

Future-ready platform, allowing the business to replace its legacy planning tools with SAP S/4HANA Cloud and the SAP Analytics Cloud solution to perform scenario analyses, create forecasts, and predict growth

After: Value-Driven Results

- Business value through an accelerated data transformation
- Enterprise-wide information governance for general ledger accounts, providing an optimal user experience and greater transparency for admissions revenue and expense management
- Automated financial and management reporting, thanks to embedded analytics across the business
- Near-real-time and data-driven decisions

“With the support, guidance, and expertise of SAP and Bluetree, we successfully deployed SAP S/4HANA Cloud and SAP Analytics Cloud, which have enabled streamlined financial reporting, data-driven decision-making, and **a superior user experience.**”

Leonard Lek, Finance Manager, Taronga Conservation Society Australia

Up to 5 hours

Saved on administration each month by eliminating manual processes involved in creating monthly reporting for consolidated financial results and salary and wages information

Find out more

[Business transformation study](#)

Taronga Conservation Society Australia
Sydney, Australia
www.taronga.org.au

Industry
Public sector – regional, State, and local government

Products and Services
Animal conservation

Employees
600

Revenue
US\$90 million

Featured Solutions and Services
SAP BTP (including SAP Analytics Cloud), SAP S/4HANA Cloud, and SAP Workflow Management service





**Service
Industries**

La Poste: Achieving a 360-Degree View of Operations with SAP HANA

Before: Challenges and Opportunities

- Improve visibility across postal delivery activities and increase data reliability and customer satisfaction
- Support expansion into emerging markets and enable the development of new service offerings with rapid delivery on new reporting requirements
- Consolidate multiple, disparate reporting solutions and allow data analysis from various data sources

Why SAP

- Ability to establish a single unified data management platform based on SAP HANA
- Scalable platform that will support future growth
- Enhanced data warehousing capabilities provided by the SAP Business Warehouse application powered by SAP HANA and advanced business intelligence tools offered by the SAP BusinessObjects Business Intelligence platform
- Fruitful partnership with SAP teams, allowing rapid implementation within seven months through an agile deployment methodology

After: Value-Driven Results

- 360-degree view of business objects such as parcels and letters
- Faster issue response to maintain high service quality, thanks to timely updates on deliveries
- More than 80% reduction in IT costs after consolidating reporting solutions
- Rapid response to fulfill a range of business reporting requirements in an agile manner, drawing on a single data platform

“By providing our employees with a holistic view of the progress of deliveries, SAP HANA is enabling La Poste to run **more-efficient operations and better serve our customers.**”

Eric Brun, Head of Business Intelligence Solutions, Services Mail Parcels Branch, La Poste S.A.

40%

Reduction in time to value, thanks to agile methodology and safe working guidelines

10 seconds

To produce an operational report that previously could be delivered only twice a year

Find out more

[Business transformation study](#)

La Poste S.A., Services
Mail Parcels Branch
Paris, France
www.groupe laposte.com

Industry
Cargo
transportation
and logistics

Products and Services
Mail and parcel deliveries,
banking services, and retail

Employees
260,000

Revenue
€23.29 billion

Featured Solutions
SAP BTP (including SAP HANA and
SAP BusinessObjects Business
Intelligence platform) and SAP Business
Warehouse powered by SAP HANA



Costain: Unifying Infrastructure Project Data with SAP Business Technology Platform

Before: Challenges and Opportunities

- Consolidate infrastructure project data for the UK transportation sector
- Maximize data value by improving transparency and analytics

Why SAP and Keytree, a Deloitte Business and member of SAP AppHaus Network

- Design-led development of an intelligent infrastructure control center based on SAP's human-centered approach to innovation and SAP Business Technology Platform
- SAP HANA Cloud database and SAP HANA smart data integration for a real-time database and data virtualization
- SAP Analytics Cloud and SAP Data Intelligence Cloud solutions for analytics, data visualization, and machine learning
- SAP Integration Suite to integrate SAP and third-party data sources

After: Value-Driven Results

- Faster, data-driven decisions to maximize the economic, environmental, and social benefit of each project
- 80% of all data accessible – up from 30%
- Data virtualization that eliminates siloed data warehouses and reduces the need for data centers
- Increased data security
- Predictive analytics to lower risk, increase efficiency, and cut costs

“Our goal is to **digitalize the infrastructure sector**. SAP Business Technology Platform helps drive innovation that optimizes existing infrastructure, development, and the UK's net-zero carbon journey.”

Charlie Davies, Strategic Growth Manager, Costain Group PLC

30%

Increase in machine efficiency as measured by idle machine time, helping lower emissions and costs

66%

Lower IT infrastructure costs, thanks to data virtualization in SAP HANA

Find out more

[Business transformation study](#)

Costain Group PLC
Maidenhead,
England
www.costain.com

Industry
Engineering,
construction, and
operations

Products and Services
Digital technology solutions
for the infrastructure sector

Employees
3,400

Revenue
£1.16 billion
(€1.31 billion)

Featured Solutions and Services
SAP BTP (including SAP HANA
Cloud, SAP HANA smart data
integration, SAP Analytics Cloud,
SAP Data Intelligence Cloud, and
SAP Integration Suite)



Shapoorji Pallonji: Digitally Transforming to Drive Sustainable Growth with SAP Business Technology Platform (SAP BTP)

Before: Challenges and Opportunities

- Heavily customized legacy ERP solution lacking the integration and scalability required to expand
- Static reports that took days to generate, offering little insight without significant manual analysis
- Mundane tasks and paper-based processes that reduced employee productivity and process efficiency

Why SAP

- Advanced analytics using the SAP Analytics Cloud solution and the SAP BW/4HANA® solution
- Digitalization of HR processes with SAP SuccessFactors solutions
- Faster, more efficient development of SAP Fiori apps using SAP BTP and SAP Web IDE

After: Value-Driven Results

- Increased efficiency in reporting by removing manual intervention and the ability to give critical regional insights for faster, more-informed decision-making across the business
- Faster monthly financial close process, from 25 days to 7 days, and a near-real-time view of financial performance, providing more timely reports to the CFO
- Improved visibility of project health and delivery of quarterly cost-to-complete analysis (as opposed to every six months) to better understand cash flows, forecasts, and profitability
- Increased employee productivity by reducing mundane and paper-based tasks
- Single source of truth with a state-of-the-art technology platform that integrates business processes
- Analytics across the entire procure-to-pay cycle, which provide greater visibility leading to smarter procurement decisions and reduced inventory levels

“Today, **decision-making is based on the analytics that we are providing**. Previously, we were not able to create a regional comparison, and we now have that information. That is the kind of drastic change that we are having.”

Manoj Bhoota, Vice President of IT, Shapoorji Pallonji and Company Private Limited

15%

Increase in application development productivity

20%

Reduction in annual effort of the access management team in resetting passwords across various applications

Find out more

[Business transformation study](#)

Shapoorji Pallonji and Company Private Limited
Mumbai, India
www.shapoorjipallonji.com

Industry
Engineering, construction, and operations

Products and Services
Engineering and construction, infrastructure, real estate, water, energy, and financial services

Employees
70,000

Revenue
US\$7.4 billion

Featured Solutions
SAP BTP (including SAP Analytics Cloud and SAP BW/4HANA), SAP SuccessFactors solutions, SAP Business Suite powered by SAP HANA, SAP S/4HANA, SAP Fiori apps, and SAP Enterprise Support services



VINCI Energies S.A.



Engineering, construction,
and operations

VINCI Energies S.A.

Montesson, France

www.vinci-energies.com

Featured Solutions

- SAP BTP (including SAP Analytics Cloud)
- SAP Customer Experience
- SAP Fiori UX
- SAP Services and Support



Helping VINCI Transform Its Business to Better Serve Its Customers

Find out how VINCI Energies worked with SAP Services and Support to consolidate more than 40 systems and create a single source of truth for its business. Learn how centralized data and integrated processes help VINCI deliver new services to its customers and continue its innovation journey.

delaware: Using a Cloud-Based Integration Suite to React Quickly to Future Business Changes

Before: Challenges and Opportunities

- Enable a real-time exchange of data from multiple cloud systems
- Switch from on-premise to cloud middleware while preserving the same level of monitoring and transparency
- Build a digital integration hub to prepare for scalability and flexibility in the future

Why SAP

- Future-proof integration architecture built on SAP S/4HANA Cloud and the SAP Analytics Cloud solution
- Optimal implementation of the design-to-operate process using the Cloud Integration and API Management capabilities within SAP Integration Suite, as well as the SAP Event Mesh capability
- Monitoring capabilities, complemented by SAP Solution Manager, for application lifecycle management
- SAP Integration Solution Advisory Methodology to define and govern the integration strategy within the enterprise

After: Value-Driven Results

- Comprehensive prebuilt content from SAP that helps accelerate future integrations
- Secure onboarding of partners in its software landscape, supporting new business streams
- Ability to detect potential error situations before they impact business users with proactive IT
- Centralized view of all information relevant for application support in one application
- Single message flows that help reduce integration layer complexity

“The architecture built out of components from SAP Integration Suite is exactly what we needed to react quickly to business **demands and optimize our internal processes.**”

Pieterjan De Schrijver, Solution Lead Integration,
Delaware Consulting International CVBA

One

View of all information
needed for application
support

Proactive

IT that detects errors before
they happen

Find out more

[Business transformation study](#)

Kakao Enterprise: Expanding Business Functionality and Use Cases Using SAP Business Technology Platform

Before: Challenges and Opportunities

- Innovate a way for users of the SAP ERP application to conduct frequently used business processes through its Kakao Work mobile app
- Identify and prioritize the development of use cases that are highly beneficial to business users
- Create an optimal user experience that delights end users
- Align with SAP's technical support team to help ensure quality performance

Why SAP

- Business process expertise, identifying verified business scenarios to help expand the functionality of the mobile app
- User research capability, identifying and prioritizing the top use cases
- User experience design expertise and a human-centered approach to innovation, designing the user flow for the three use cases
- SAP HANA Cloud database and SAP Extension Suite, part of SAP Business Technology Platform, providing a technical foundation to safeguard the stability and performance of the solution

After: Value-Driven Results

- Developed and implemented three new use cases for the mobile app, which was launched on the SAP Store site in June 2021
- Designed the app's future functionality road map, having acquired 68 verified use cases from SAP

“Through collaboration with SAP AppHaus Korea, we were able to empathize with the real-world pain points of corporate customers and use a **human-centered design approach** to develop solutions to address them through the Kakao Work app.”

Ju-Young Chung, Executive Director Consulting Team,
Kakao Enterprise Co. Ltd

68

Verified business scenarios identified to expand the mobile app's functionality

3

Business scenarios prioritized, with the user flow designed and implemented

Find out more

[Business transformation study](#)

Kakao Enterprise Co. Ltd.
Seoul, South Korea
www.kakaoenterprise.com
(Korean)

Industry
Professional services

Products and Services
IT platform operator

Employees
900

Revenue
€49.6 million

Featured Solutions and Services
SAP BTP (including SAP Extension Suite and SAP HANA Cloud)



Randstad: Improving Customer Insights and Competitive Edge with SAP Analytics Cloud and SAP Analytics Hub

Before: Challenges and Opportunities

- Help branch managers offer superior customer service by providing easy access to the information they need
- Simplify business analytics and empower branch managers to make intelligent, sound decisions anytime, anywhere
- Pursue a cloud- and mobile-first strategy

Why SAP

- Ability to combine data from the SAP ERP application, SAP Business Warehouse powered by SAP HANA, and a third-party CRM system to make detailed reports available in the cloud using live data
- Reuse of reporting models previously created for SAP Business Warehouse within the SAP Analytics Cloud solution
- Creation of customized reports using the analytics designer capability for SAP Analytics Cloud

After: Value-Driven Results

- Improved productivity through the use of a central entry point provided by the SAP Analytics Hub solution to give access to role-based cockpits for intuitive, real-time insights on customers, opportunities, employees, and candidates
- An increase in staff use of reports, thanks to a great user experience and continuous enhancements
- A hybrid analytics architecture that integrates smoothly with both cloud and on-premise systems

“SAP Analytics Cloud enables our staff to **understand customer requirements better** and match them with ideal candidates faster. And its analytics designer capability helped us create a fully customized app to achieve enthusiastic adoption.”

Andreas Foerger, Manager of Analytics and Reporting Applications,
Randstad Deutschland GmbH & Co. KG

5x

Increase in staff use
of reports

Higher

Productivity

Find out more

[Business transformation study](#)

Randstad Deutschland
GmbH & Co. KG
Frankfurt am Main, Germany
www.randstad.de (German)

Industry
Professional
services

Products and Services
HR services provider

Employees
58,000

Revenue
€2.38 billion

Featured Solutions
SAP BTP (including SAP Analytics
Cloud), SAP Analytics Hub, SAP ERP,
and SAP Business Warehouse
powered by SAP HANA



Schnellecke Logistics: Achieving Real-Time Transparency with a Digital Control Center

Before: Challenges and Opportunities

- Implementation of a digitalization strategy for future innovation and business success
- Lack of real-time transparency into logistics processes
- High manual effort to see actual status and operational data
- Need for a shift among employees toward a more digital mindset

Why SAP

- Extension capabilities of SAP Business Technology Platform to help ensure a standardized yet flexible approach to innovation and integration with the existing SAP ERP and third-party applications
- SAP Business Technology Platform, including SAP Extension Suite, SAP Integration Suite, SAP HANA, and SAP Fiori apps, to help unify data sprawl and build a digital boardroom for logistics
- Integration with existing IoT-based smart container technology enabled by SAP solutions

After: Value-Driven Results

- Developed a digital control tower for real-time insight into operational data and automated KPI reporting
- Enabled substantial improvements in operational excellence and customer satisfaction
- Increased productivity with readily available, relevant information on KPIs on desktops and mobile devices
- Provided new and improved data insights, such as predictive analytics, that calculate how much stock is left by the minute
- Created a streamlined IT landscape that can be leveraged for additional digital use cases without changing the core systems

“With SAP Business Technology Platform, we have built a digital boardroom for logistics that provides us with a **complete view by role and product** to see what is happening on the shop floor from procurement to line feeding.”

Denis Wirries, Head of Competence Center IoT, LOGIS GmbH, a subsidiary of Schnellecke Logistics SE

Fewer

Stops on the production line

Reduced

Number of customer complaints

Find out more

[Business transformation study](#)

Schnellecke Logistics SE
Wolfsburg, Germany
www.schnellecke.com

Industry
Professional services

Products and Services
Automotive supplies and logistics

Employees
17,000

Revenue
€1.15 billion

Featured Solutions and Services
SAP BTP (including SAP Extension Suite, SAP Integration Suite, and SAP HANA), SAP Fiori apps, and SAP ERP



DAIMANI: Using Cloud Solutions from SAP to Deliver Unique VIP Hospitality Customer Experiences

Before: Challenges and Opportunities

- Lack of a single marketplace for VIPs to find and book tickets to events
- Need to provide customers with one-stop access to the world's most exciting experiences
- Desire to create a cloud-based platform that integrates event management, finance, and sales and removes language and pricing barriers

Why SAP

- Comprehensive, integrated capabilities of cloud solutions from SAP to support a VIP hospitality marketplace
- SAP S/4HANA Cloud, providing a data back office and integrating financial system processes
- SAP Customer Experience solutions, providing personalized experiences and real-time interactions
- SAP Extension Suite to quickly design and improve applications and processes along the value chain
- Cloud Integration and API Management capabilities within SAP Integration Suite for optimal implementation and integration of lead-to-cash and source-to-pay processes
- SAP Analytics Cloud solution for business intelligence, as well as augmented and predictive analytics
- SAP Concur® solutions to provide transportation management and travel agency support

After: Value-Driven Results

- Worldwide portfolio of VIP hospitality events and a digital-ticket access pass that enables global fulfillment
- Diverse range of personalized services available in a real-time purchasing marketplace
- Transactional API integration to third-party systems, real-time data integration, and white-label solutions
- Integrated technologies, delivering a unique customer experience and smooth purchasing processes

“Our vision at DAIMANI is to be the first global marketplace for VIP hospitality so that every customer in the world can have access to every VIP experience they want to buy or attend. SAP Integration Suite enables **integration of event management, finance, and sales.**”

Max Müller, CEO, DAIMANI AG

>70

Currencies, 30 payment methods, and seven languages supported

One

Platform for booking events on six continents

Find out more

[Business transformation study](#)

DAIMANI AG
Zurich, Switzerland
www.daimani.com

Industry
Sports and
entertainment

Products and Services
VIP hospitality tickets and
services

Employees
30

Featured Solutions
SAP BTP (including SAP Extension Suite,
SAP Integration Suite, and SAP Analytics Cloud),
SAP S/4HANA Cloud, SAP Customer Experience
solutions, and SAP Concur solutions



National Hockey League: Delivering Real-Time Player Performance Data with SAP Business Technology Platform

Before: Challenges and Opportunities

- Statistics and analytics communicated using paper-based reports during intermissions
- On-bench coaching environment that was void of technology except for video replay
- Vibrant market in which technology is becoming more and more of a requirement and differentiator
- Desire to evolve product offerings and capture market share

Why SAP and Apple

- SAP Business Technology Platform to create the SAP-NHL Coaching Insights app for iPad
- Subject-matter experts from SAP Preferred Success services to build a success plan for app testing and deployment
- Accelerated project development in time to meet tight deadlines
- Insights with the SAP Analytics Cloud solution into the performance and detailed usage of the app to analyze user behavior and help develop feature enhancements
- Application development tools and processing power of the SAP HANA Cloud database to translate all in-game hockey data from the rink to the app

After: Value-Driven Results

- Reliable, mission-critical system, which facilitates rapid incident reporting and management
- Real-time information at coaches' fingertips during a game to make tactical decisions about players' time-on-ice on the fly

"SAP has proven to be a great partner in working with us on the development of the SAP-NHL Coaching Insights app. SAP technologies, along with expert guidance from SAP Preferred Success, allowed us to **quickly and effectively roll out the app** with overall buy-in from everyone involved. We couldn't ask for a better partner."

Dave Lehanski, SVP of Business Development and Innovation,
National Hockey League

Reliable

System

Real-time

Information at coaches'
fingertips

Find out more

[Business transformation study](#)

National Hockey
League (NHL)
New York, New York
www.nhl.com

Industry
Sports and
entertainment

Products and Services
Ice hockey clubs

Featured Solutions and Services
SAP BTP (including SAP HANA Cloud
and SAP Analytics Cloud) and
SAP Preferred Success



San Francisco 49ers: Redefining the Fan Experience with Real-Time Data and “Executive Huddle” Technology from SAP

Before: Challenges and Opportunities

- Provide real-time guidance to fans about things like where to park on game day and which concessionaires have the longest lines
- Offer exceptional services to season-ticket holders, such as hot dogs delivered right to their seats
- Unify software standards and systems to deliver on the 49ers’ vision of recreating fan experiences

Why SAP

- Testing for fan satisfaction at its new stadium with kiosks from HappyOrNot
- New insight that enabled an increase in the data inputs analyzed from one to nine
- “Executive Huddle” technology from SAP that makes it possible to crunch data collected from parking lots, entryways, food and beverage concessionaires, retail kiosks, and even lavatories – all in real time
- Coordination with other companies, including Micros and Ticketmaster, which owned a great deal of the data collected around Levi’s Stadium

After: Value-Driven Results

- Greater insight into what’s going on inside and outside the stadium than almost any other sports franchise in the world
- Data collection that does not violate customer privacy, regulatory compliance, or social responsibility
- Ideal positioning to fulfill business objectives, which include enhancing fan experiences, optimizing retail sales, generating new revenue, and expanding the 49ers’ brand

“An NFL football team has just 10 – maybe 12 – days a year to amaze its fans in person. To achieve this, the 49ers must coordinate the work of 3,500 people and dozens of vendors under unpredictable conditions. Because of our investment with SAP, we can do this – and help **redefine fan experiences** for all sports organizations around the world.”

Moon Javaid, Chief Strategy Officer, San Francisco 49ers

>98%

Of season-ticket holders that renew subscriptions annually despite a venue change, economic vagaries, and the rise in at-home entertainment

1,500

Wi-Fi access points installed at Levi’s Stadium, providing failover LTE speed to more than 40,000 fans simultaneously

Find out more

[Business transformation study](#)

San Francisco 49ers
Santa Clara, California
www.49ers.com

Industry
Sports and
entertainment

Products and Services
Entertainment,
concessions, and souvenirs

Employees
650

Featured Solutions
SAP BTP (including SAP Analytics
Cloud solution, SAP Integration
Suite, and SAP HANA service for
SAP BTP)



San Jose Sharks: Improving Marketing Campaigns and the Fan Experience with SAP Solutions

Before: Challenges and Opportunities

- Measure marketing campaign impact and ROI
- Incorporate fan behavior and experience data into marketing campaigns
- Identify season ticket holders at risk of not renewing

Why SAP

- SAP Business Technology Platform (SAP BTP) to support intelligent enterprise transformation
- SAP Data Warehouse Cloud solution to integrate the SAP Sales Cloud and SAP Marketing Cloud solutions with third-party ticketing systems
- SAP Integration Suite to pull in social media and Web site data
- SAP Analytics Cloud solution for self-service data modeling and visualization
- Prebuilt and ad hoc reports to identify patterns in consolidated data sets
- Cost-effective, cloud-based solutions that can be deployed quickly

After: Value-Driven Results

- Unified sales, marketing, e-mail, social media, Web site, and ticket data
- Real-time fan insights that improve marketing and the fan experience
- Real-time fan feedback tracking and campaign optimization
- Targeted up-selling and cross-selling, higher opt-in rates, and fewer empty seats

“Deploying intelligent technologies from SAP was fast, and our team easily manages them. We now have one source of truth and deep insight that allow us to **better connect with fans.**”

Neda Tabatabaie, VP, Business Analytics and Technology,
San Jose Sharks LLC

12%

Expected increase in ticket revenue

37%

Expected increase in campaign effectiveness (click-throughs)

20%

Projected reduction in season ticket holder churn

Find out more

[Business transformation study](#)

San Jose Sharks
San Jose, California
www.nhl.com/sharks

Industry
Sports and
Entertainment

Products and Services
Hockey club

Revenue
US\$118 million

Featured Solutions
SAP BTP (including SAP Data Warehouse Cloud, SAP Integration Suite, and SAP Analytics Cloud), SAP Sales Cloud, and SAP Marketing Cloud



Proximus: Using Intelligent Technologies to Improve Supply Efficiency and Keep Customers Connected to What Matters

Before: Challenges and Opportunities

- Desire to modernize and expand its extensive cable network
- Views of the status and location of reels of cable used to build the network that were lacking
- Need for insight into where the reels were or how much cable had been consumed
- High inventory costs, late fines, and project delays due to contractors turning reels in late

Why SAP and Ordina

- SAP Internet of Things solution, SAP Integration Suite, and SAP Extension Suite, powering SAP Business Technology Platform
- Support in developing a sensor-based smart application

After: Value-Driven Results

- Gained the ability to track cable reels from the warehouse to the installation site
- Increased visibility into valuable inventory
- Reduced fines for late reel returns
- Enabled accurate documentation of field asset status thanks to the smart application's integration with the SAP ERP application and third-party contractor systems
- Improved reporting of loss and damage, increased project quality, and reduced delays
- Optimized cash flow and asset lifecycles
- Built a custom solution that can be applied to other uses at Proximus and commercialized with external customers

“The smart reel project is a dream come true. Intelligent technologies are a central part of our sensor-based solution that is integrated with back-end systems. Now, we have visibility into decentralized stock, and that means **higher profitability and better service.**”

Hans Schurmans, Director Logistics Operations, Proximus Group

15%

Decrease in inventory levels

Increased

Top-line revenues

Find out more

[Business transformation study](#)

Proximus Group
Brussels, Belgium
www.proximus.com

Industry
Telecommunications

Products and Services
Provider of information and communications technology

Employees
>10,000

Revenue
€1.12 billion

Featured Solutions and Services
SAP BTP (including SAP Internet of Things, SAP Integration Suite, and SAP Extension Suite)

Swisscom: Simplifying Real Estate Operations with SAP Analytics Cloud

Before: Challenges and Opportunities

- Improve reporting and analytics for the Central Real Estate Management team
- Reduce the number of front-end errors experienced with the previous analytics system
- Harmonize and simplify the data and analytics architecture
- Increase flexibility, improve governance, and reduce cost

Why SAP

- User-friendly, intuitive cloud analytics with the SAP Analytics Cloud solution
- Success with unifying Swisscom's data warehouse on the SAP BW/4HANA solution and SAP HANA
- Desire to run a pilot project with a domain data warehouse before upgrading the corporate data warehouse to the newest version of SAP HANA

After: Value-Driven Results

- Simpler, more intuitive reporting that is context based and requires fewer steps to build a dashboard
- Better collaboration among the real estate team by enabling comments in another user's dashboard
- 12x faster ramp-up time with business – from six months to two weeks
- Lower operational costs and an option to phase out servers by moving to the cloud
- Simplified IT operations by leveraging support, security, and governance best practices for other projects, such as the planned upgrade of the enterprise data warehouse

“SAP Analytics Cloud offers a **much simpler solution – both for IT and for users**. The interface is very user friendly, so we spend a lot less time supporting users. And this project is going to serve as a model for larger database upgrades in the future.”

Tim Giger, Analytics Consultant, Swisscom AG

2x

Faster report creation by the business – from two weeks down to one week

90%

Reduction in issues related to the front end, saving time and allowing the IT team to focus on strategic tasks

Swisscom AG
Bern, Switzerland
www.swisscom.com

Industry
Telecommunications

Products and Services
Telecommunications and
IT services

Employees
19,845

Revenue
€20.15 billion

Featured Solutions
SAP BTP (including SAP Analytics Cloud,
SAP BW/4HANA, and SAP HANA)

Thank you.

For more information, please visit us [online](#).

Customer Success Stories Featuring SAP ERP and SAP S/4HANA

ALBIS PLASTIC GmbH
Chemicals – Germany

Ansaldo Energia S.p.A.
Industrial manufacturing – Italy

BITZER
Industrial manufacturing – Germany

Clariant AG
Chemicals – Switzerland

DAIMANI AG
Sports and entertainment – Switzerland

Daewoong Pharmaceutical Co. Ltd.
Life sciences – South Korea

Delaware Consulting International CVBA
Professional services – Belgium

Endress+Hauser AG
Industrial manufacturing – Switzerland

Evonik Industries AG
Chemicals – Germany

Exide Industries Ltd.
Automotive – India

FARYS
Utilities – Belgium

FRoSTA AG
Consumer products – Germany

ITOCHU Corporation
Wholesale distribution – Japan

KAESER KOMPRESSOREN SE
Industrial manufacturing – Germany

Kakao Enterprise Co. Ltd.
Professional services – South Korea

Natura Cosméticos S/A
Consumer products – Brazil

Randstad Deutschland GmbH & Co. KG
Professional services – Germany

Royal Greenland A/S
Consumer products – Greenland

Sanan Optoelectronics Co. Ltd
High tech – China

San Jose Sharks
Sports and entertainment – United States

Schnellecke Logistics SE
Professional services – Germany

Shapoorji Pallonji and Company Private Limited
Engineering, construction, and operations – India

Taronga Conservation Society Australia
Public sector – Australia

The Royal Eswatini Sugar Corporation Limited
Agribusiness – Eswatini

Toyota Motor Corporation Australia Ltd. (TMCA)
Automotive – Australia

Uniper SE
Utilities – Germany

Asia Pacific Japan

Chongqing Hold Hope Technology Co. Ltd.
China

Daewoong Pharmaceutical Co. Ltd.
South Korea

Exide Industries Ltd.
India

Hyundai Elevator Co. Ltd.
South Korea

Kakao Enterprise Co. Ltd.
South Korea

Newcrest Mining Limited
Australia

Ottogi Corporation
South Korea

PCI Private Limited
Singapore

Shapoorji Pallonji and Company Private Limited
India

Taronga Conservation Society Australia
Australia

Toyota Motor Corporation Australia Ltd. (TMCA)
Australia

Europe, Middle East, and Africa

&ever GmbH
Germany

ALBIS PLASTIC GmbH
Germany

Ansaldo Energia S.p.A.
Italy

Arpa Industriale S.p.A.
Italy

BITZER
Germany

Clariant AG
Switzerland

Coöperatieve Rabobank U.A.
Netherlands

Costain Group PLC
England

DAIMANI AG
Switzerland

Delaware Consulting International CVBA
Belgium

Evonik Industries AG
Germany

FRoSTA AG
Germany

Heidelberg University Hospital
Germany

KAESER KOMPRESSOREN SE
Germany

La Poste S.A., Services Mail Parcels Branch
France

Europe, Middle East, and Africa continued

Moroccan Ministry of Health
Morocco

Motor Oil (Hellas) Corinth Refineries S.A.
Greece

PAUL HARTMANN AG
Germany

Proximus Group
Belgium

Randstad Deutschland GmbH & Co. KG
Germany

Royal Greenland A/S
Greenland

Schnellecke Logistics SE
Germany

Steinbeis Papier GmbH
Germany

Swisscom AG
Switzerland

The Royal Eswatini Sugar Corporation Limited
Eswatini

Uniper SE
Germany

VINCI Energies S.A.
France

Latin America

Banco Atlántida S.A.
Honduras

Natura Cosméticos S/A
Brazil

North America

Ferrara
United States

National Hockey League
United States

Parkland Health & Hospital System
United States

San Francisco 49ers
United States

San Jose Sharks
United States

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