

The logo for SAP S/4 HANA, featuring the word "SAP" in white on a blue background, followed by "S/4 HANA" in white on a dark blue background.

SAP S/4 HANA

Reimagine Business in the Digital Economy

Use Cases with SAP S/4HANA

SAP S/4HANA, The Digital Core

The Next Generation Business Suite for a Digital World

THE NEXT GENERATION BUSINESS SUITE FOR A DIGITAL WORLD

Reimagine business and run simple in the digital economy with SAP S/4HANA. This new suite is built on our advanced in-memory platform, SAP HANA, and offers a personalized user experience with SAP Fiori. Deployable in the cloud or on-premise, SAP S/4HANA is designed to drive instant value across all lines of business and industries.

- ✓ Instant, real-time insight for better decisions
- ✓ Reinvented processes for higher performance
- ✓ FIORI user experience for higher productivity
- ✓ Simplified Architecture for lower TCO





Digital Core
S/4HANA



**Ecosystem
Collaboration
Business
Networks**



**Customer
Experience
Omnichannel**

What SAP leaders are saying about **SAP S/4HANA**



PROF. DR. H.C. HASSO PLATTNER

SAP Co-Founder and Chairman of the SAP Supervisory Board

"We have a completely new system built on HANA, a completely new database, a completely new user experience, and a completely new customization. It's a new system"



BILL McDERMOTT

SAP CEO

"SAP S/4HANA is the biggest product launch in the last 23 years and perhaps in the company's history"



BERND LEUKERT

Products & Innovation, Member of the Executive Board

"Companies have to move from selling products to selling outcomes, and SAP S/4HANA is the only path to make this transformation"



WIELAND SCHREINER

Executive Vice President and Chief Product Owner for SAP S/4HANA

"With SAP S/4HANA, simplification and innovation are built in, providing the foundation for a business future that is defined by the massive amounts of information produced"



MARKUS SCHWARZ

SVP and General Manager, S/4HANA Go-to-Market

"SAP S/4HANA provides a foundation that our customers can use to ready themselves for the digital and networked economy, both on the IT side and the business side"

Why SAP?

We help the world run better

As the market leader in enterprise application software, we help organizations of all sizes and industries combat the damaging effects of complexity, generate new opportunities for innovation and growth, and stay ahead of the competition.

43-year history of innovation

In 1972, five entrepreneurs had a vision for the business potential of technology. With one customer and a handful of employees, SAP set out on a path that would not only transform the world of information technology, but also forever change the way companies do business. Now 43 years and 291,000 customers stronger, we're just getting started. Building on a track record of innovation and a vision proven true throughout every economic and IT shift, now more than ever, SAP is fueled by the pioneering spirit that inspired its founders to continually transform the IT industry.



Facts about SAP:

TODAY:

- More than **310,000** customers run SAP
 - **87%** of the Forbes Global 2000 companies
 - **80%** of SAP customers are SMEs
 - **76%** of the world's transaction revenue touches an SAP system
-

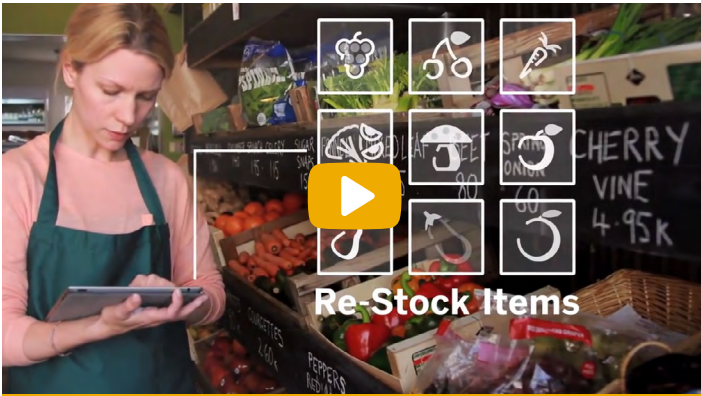
SAP CUSTOMERS INCLUDE:

- **98%** of the **100** most valued brands
 - **100%** of the Dow Jones top scoring sustainability companies
-

OUR CUSTOMERS PRODUCE...

- **78%** of the world's food
- **82%** of the world's medical devices

[→ More Facts...](#)



[▶ Watch Video: The SAP Story](#)

[▶ Watch Video: 40 Years of Innovation, Complete Version](#)

[→ Visit SAP.com](#)



SAP S/4HANA

Line of Business Solutions

SAP S/4HANA is the digital core – the nerve center – of your entire business. It consolidates internal and external elements into a single, living structure that goes beyond traditional ERP. In other words, it connects all of your processes, provides you with live information and insights, and seamlessly integrates your enterprise with the digital world at large.

Combining the core capabilities with the solutions in SAP portfolio for each line of business, **SAP S/4HANA Lines of Business (LoB)** solutions allow companies to go beyond traditional transactions and drive digitized operations across all LoBs based on a single source of information from planning, execution, prediction, simulation to analysis all in real-time with one system.

The Digital Core

The Digital Core



Watch Video: SAP S/4HANA, The Digital Core



Reimagined suite for reimagined business

Discover Business Digital Transformation Use Cases with **SAP S/4HANA**





Learn how SAP S/4HANA delivers
value across lines of business.

Select a LoB below to begin.

Finance

Human Resources

Sourcing and Procurement

Supply Chain

Manufacturing

Research and Development

Asset Management

Service

Sales

Marketing

SAP S/4HANA **Finance**

Transform Finance with Instant Insight

[→ Select a New LoB](#)

Finance on SAP S/4HANA is a set of comprehensive solutions designed to help the office of the CFO meet the demands of a digital economy. It is part of the market-leading, best-in-class finance solution portfolio from SAP, built on a modern digital core that harnesses the benefits of the SAP HANA platform.

[→ Learn More](#)

Key Capabilities

- Ensure one source of the truth for finance and operational data
- Real-time oversight into finance processes and finance and managerial accounting results
- Prediction, simulation, and what-if analysis for continuous finance and business planning

Benefits

- Enterprise-wide consistency and minimized errors need for reconciliation
- Instant insight to enable timely and relevant decisions, with no lag time
- Evaluation of the financial implications of strategic business decisions

Soft financial close anytime

USE CASE

Description: A traditional measurement of the finance organization is the speed at which a company closes its books. In benchmarking studies, the value engineering group of SAP found that the top quartile-performing companies achieve the annual financial close in 26% fewer days than their peers, resulting in 61% lower general ledger and closing costs.

Industry relevance: Cross-industry.



[→ Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- Drive one common view of financial data to help ensure **enterprise-wide consistency** to minimize reconciliation
- Enable **real-time processes** for instant insight to make timely, relevant decisions
- Use **prediction, simulation, and analysis** to evaluate financial implications of strategic business choices

TOP CAPABILITIES

- Universal journal for financial/controlling data
- On-the-fly aggregation of transactional tables
- Central finance to consolidate many back ends

BUSINESS INNOVATIONS

- Real-time oversight of close progress
- Real-time insight into financial results
- Continuous intramonth processes

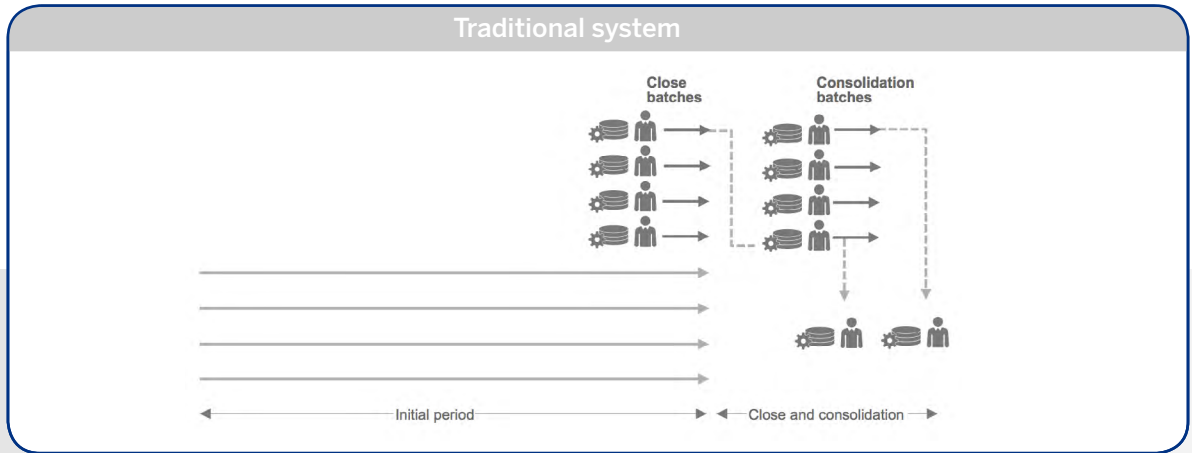
QUANTIFIABLE VALUE*

- 400 hours cut from period-end close
- 86% faster real-time analytics
- 2.5x faster cost postings

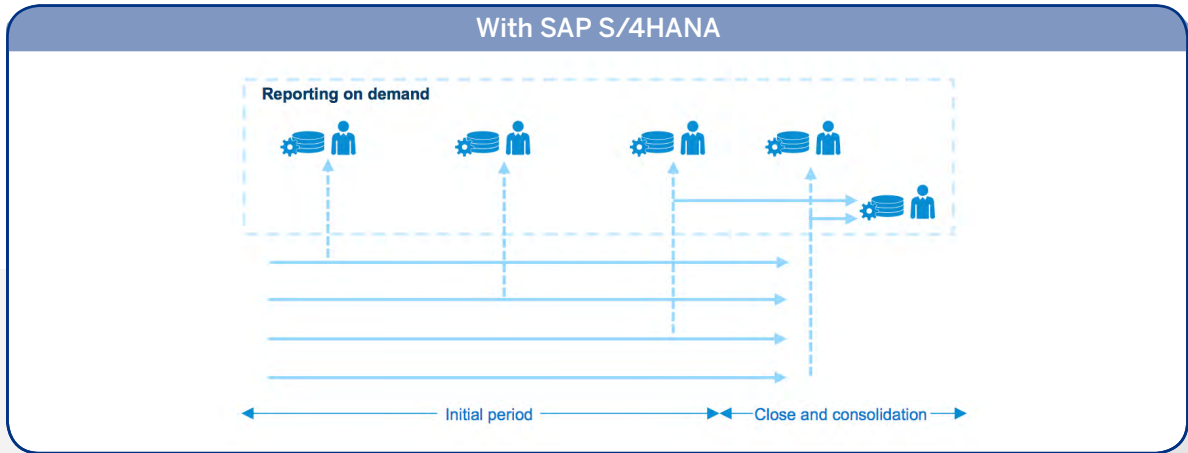
SOLUTIONS:

SAP Accounting
powered by SAP HANA

Soft financial close anytime



- Close activities that don't begin until period end
- Multiple batch-run dependencies
- Batch bottlenecks that delay downstream activities
- High error-correction efforts
- Complex issues that are postponed until after close
- Time-pressured resolutions
- Delayed visibility into reporting

[→ Select a New LoB](#)

- Real-time system with key performance indicators (KPIs) instantly refreshed
- Elimination of end-of-period batch bottlenecks
- Continuous intercompany reconciliation
- Continuous financial reporting visibility
- Profitability analysis and line-item detail reconciliation
- Automation for routine tasks
- Full management visibility of close tasks

Planning and predictive finance

USE CASE

Description: Obtain instant financial analytics across multiple dimensions of finance and operations. Employ modeling and prediction to evaluate the financial implications of strategic business options. Use planning and what-if simulations for both a backward- and a forward-looking perspective on your business.

Industry relevance: Cross-industry.



[→ Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- Build representations of the most likely business scenarios for **revenue, margin, and operational costs**
- Exploit patterns, trends, variances, and correlations that directly drive **financial business performance**
- Anticipate cash-flow issues and take **preventive action**

TOP CAPABILITIES

- Rapid building of models
- Real-time predictions and simulations
- Comparison of dimensions

BUSINESS INNOVATIONS

- Real-time revenue and cost analysis
- Real-time liquidity forecasts
- Continuous planning and forecasting

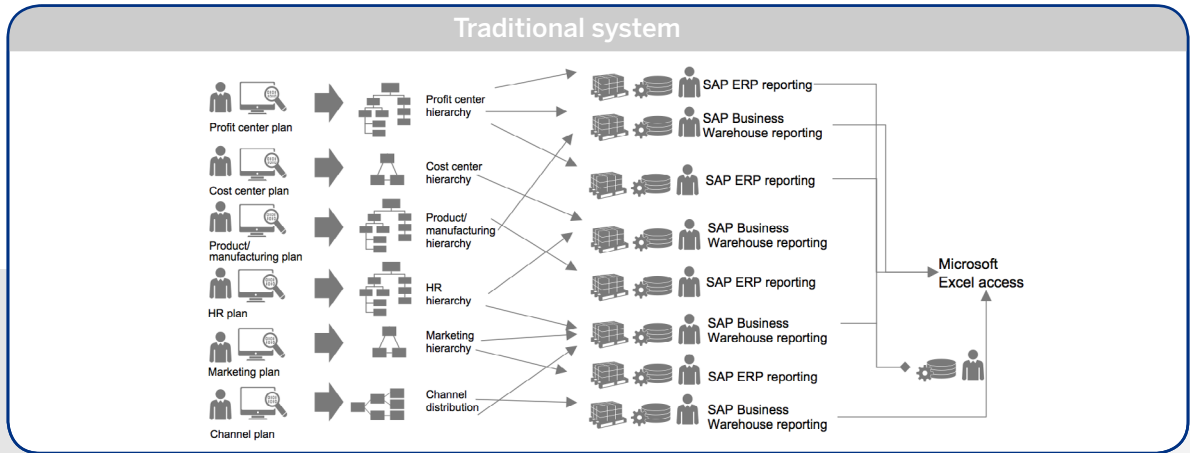
QUANTIFIABLE VALUE

- Increased forecast accuracy
- Improved margin
- Optimized cash flow

SOLUTIONS:

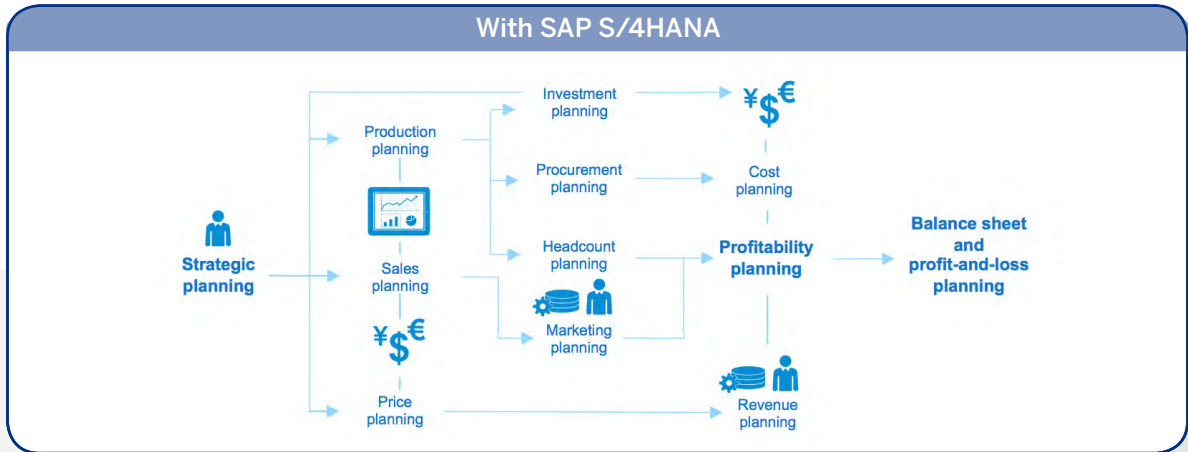
SAP Business Planning and Consolidation powered by SAP HANA

Planning and predictive finance



- Different planning processes and interfaces
- No consolidation of related plans between objects
- Lack of insight of operational planning into the financial bottom line
- Manual consolidation of planning across objects
- Inability to update plans and forecasts
- No what-if capabilities, resulting in guesswork

→ *Select a New LoB*



- Single consolidated view of all planning and forecasting information
- Rollup of planning from subsidiaries into corporate planning
- Rollup of planning from operations into financial planning to measure the financial impact of operational plans
- Leveraging of real-time information to immediately update plans and forecasts
- No lag time for updates across objects
- Predictive capabilities to model planning options

Real-time cash management and forecasting

USE CASE

Description: A recent study of treasury functions conducted by CFO Research has shown that cash management and forecasting have become more important than ever for a company's success, but they have also become more difficult to do well. With real-time insight, flexible interfaces, and intuitive user interfaces, SAP S/4 HANA Finance delivers the cash management capabilities that companies need to succeed.

Industry relevance: Cross-industry.



→ Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Drive **one common view** of cash data to help ensure enterprise-wide consistency
- Enable real-time processes for **instant insight** to make timely, relevant decisions
- Use **prediction, simulation, and analysis** to evaluate financial implications of strategic business choices

TOP CAPABILITIES

- Real-time information on all cash balances
- Integrated liquidity management, cash flow analysis, embedded planning
- Central bank account management

BUSINESS INNOVATIONS

- Unrivaled level of consistency to forecasting cash balances, cash requirements, and liquidity strategies
- Secure identification of drivers behind working capital leverage points to quickly impact key business metrics

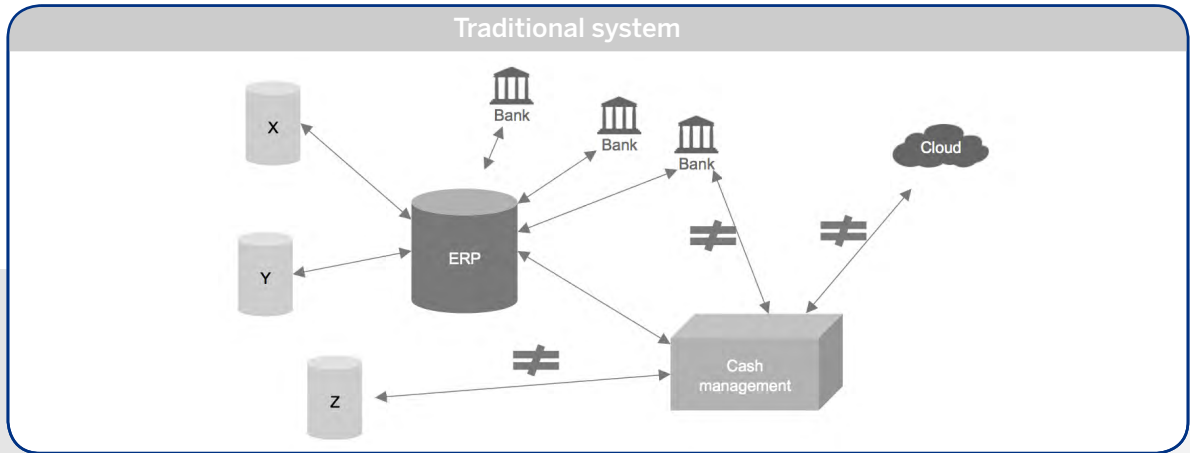
QUANTIFIABLE VALUE*

- 58% lower treasury/cash management cost
- 28% lower cost of capital
- 50% less time to gather data for reports

SOLUTIONS:

SAP Cash Management
powered by SAP HANA

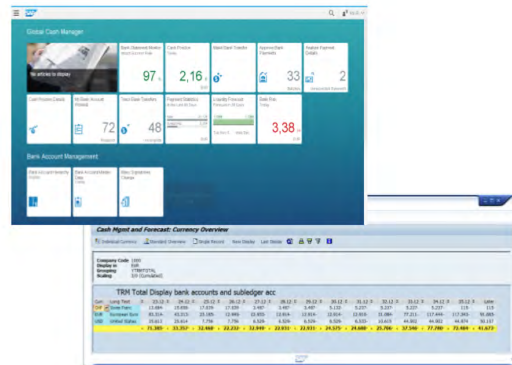
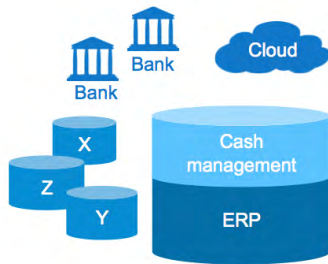
Real-time cash management and forecasting



- Only limited basic cash management functions
- Almost no analytical capabilities
- Liquidity planning function outside enterprise resource planning
- No bank account management available
- Limited capabilities to integrate data from other systems
- No option to run in the cloud

➔ *Select a New LoB*

With SAP S/4HANA



- New cash management solution combining analytical functions and related transactions
- SAP Fiori–embedded and KPI-based analytics available
- Including integrated bank account management for the central administration of bank accounts and signatories
- Integrated planning model embedded – benefiting from a synchronized and harmonized data model
- Flexible and non-disruptive cloud or on-premise deployment options

Budget management

USE CASE

Description: Define and monitor the financial budget regarding different accounting objects (for example, projects, internal orders, cost centers). Perform a fine-grained analysis of actual and future expenses. Make critical decisions regarding potential future expenses.

Industry relevance: Cross-industry.



→ Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Obtain **early insights** into future expenses before financial budget is exceeded
- Enable **simulation of manager decisions** regarding expenses and budget situation
- **Dynamically enhance** the reporting and planning model by leveraging the new tagging functionality

TOP CAPABILITIES

- Simulation of decision making
- Dynamic reporting and planning model
- Budget monitoring and control

BUSINESS INNOVATIONS

- Real-time forecast of future cost development
- Real-time insight into budget situation
- Recent overview of expense requests

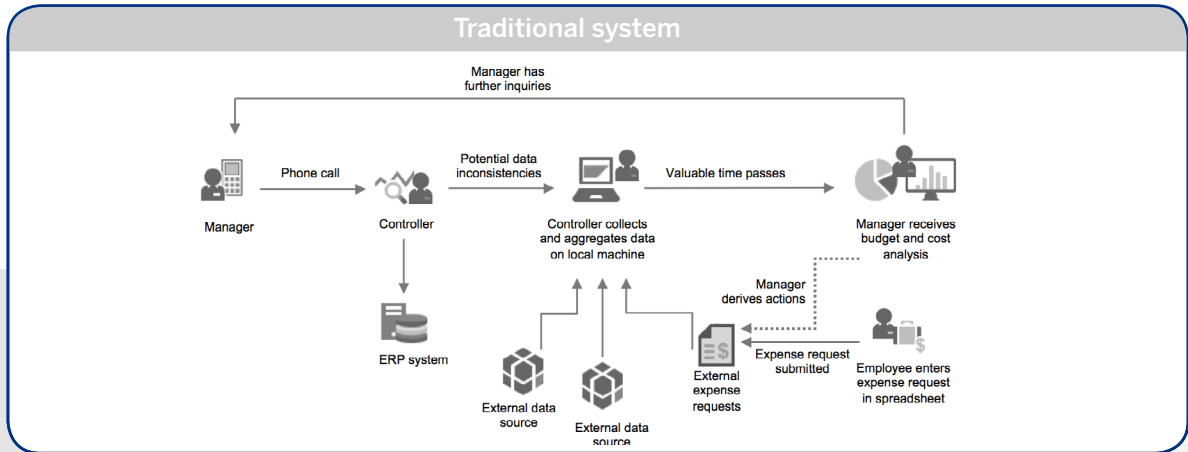
QUANTIFIABLE VALUE

- Simpler and faster decision making
- No budgets exceeded
- Unnecessary costs minimized

SOLUTIONS:

SAP S/4HANA, cloud
SAP Budget Management (beta)

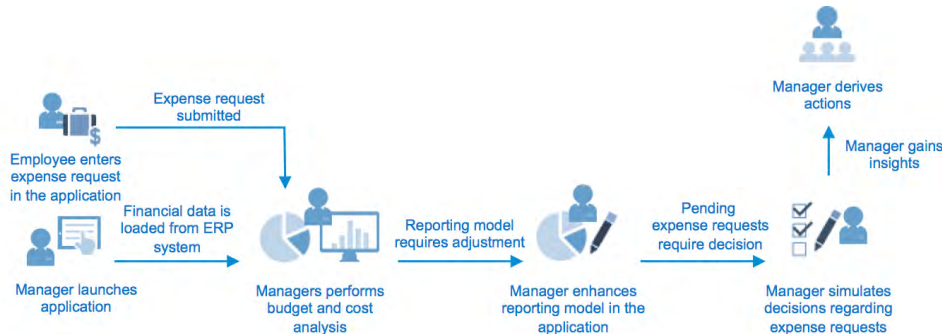
Budget management



- Manager calls controller asking for budget and cost analysis
- Controller exports financial data from ERP system and external data sources (for example, external expense requests) into Microsoft Excel spreadsheet
- Controller prepares and visualizes financial data in Excel
- Managers receives budget and cost analysis that is not recent anymore
- Delayed visibility into reporting
- No single source of truth
- Potential data inconsistencies due to data export

→ *Select a New LoB*

With SAP S/4HANA



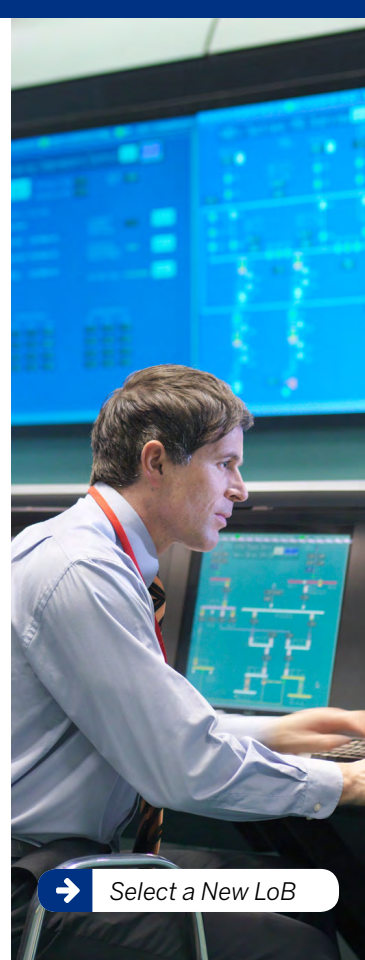
- Manager launches SAP Budget Management (beta)
- Manager performs cost and budget analysis on his or her own
- Manager adjusts reporting model according to his or her needs in the application
- Manager simulates decisions regarding expense requests
- Manager derives actions from simulated decisions
- Real-time reporting
- ERP is single source of truth
- Data consistency is ensured

Continuous cross-system control monitoring

USE CASE

Description: Control and compliance experts spend significant time performing and evaluating controls with primarily manual processes. The focus is historic, and the results are often obsolete when anomalies are detected. Our research indicates that control failure is seen as the second biggest risk to organizations over the next two years. Continuous control monitoring in the SAP Process Control application helps perform and test controls, identify issues, and resolve them sooner while minimizing effort and related costs.

Industry relevance: Cross-industry.



→ Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- **Monitors process and control data** from centralized repository using high-performance automated business rules
- Drives **one common view** of control effectiveness across the enterprise
- Expands the scope of control automation for **increased auditability and instant insight** to make timely, relevant decisions

TOP CAPABILITIES

- Continuous high-speed testing and monitoring across large data volumes
- Increased power and usability of automated testing and monitoring rules

BUSINESS INNOVATIONS

- Proactive monitoring to identify and resolve issues sooner
- Streamlined business processes with reduced effort and cost
- Increased auditability and reliability of processes and controls

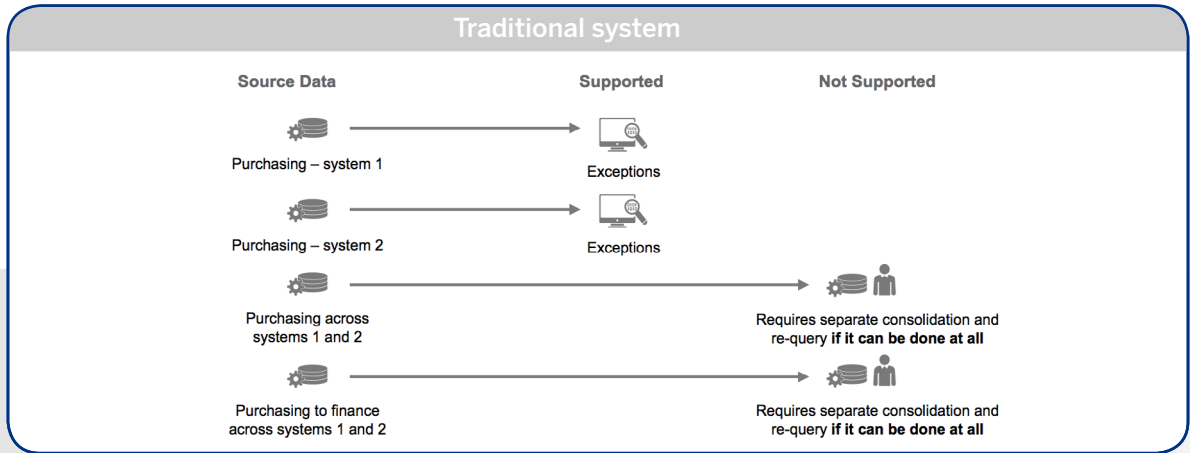
QUANTIFIABLE VALUE

- Reduced effort to perform and evaluate controls
- Increased auditability, which reduces audit costs
- Faster identification and resolution of issues

SOLUTIONS:

SAP Process
Control

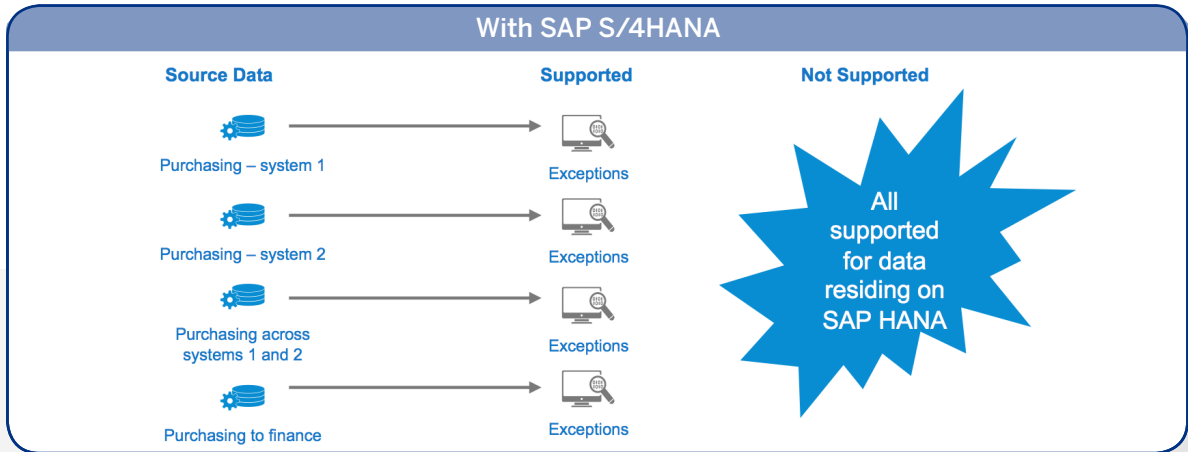
Continuous cross-system control monitoring



- Limited CCM view of only one source of data at a time
- No view of single process across multiple instances or systems
- No single view of end-to-end processes across multiple systems
- Unacceptable performance with very large transaction volumes
- Delayed issue identification, resolution, and reporting
- Limited options for business rule logic, leading to reduced scope and value from continuous control monitoring



→ Select a New LoB



- Resident data in SAP HANA available for views and CCM rules to support monitoring of complete processes
- High performance that supports very large transaction volumes
- Scheduled or ad hoc monitoring in real time for early issue identification, resolution, and reporting
- Robust views for CCM rules created via graphical interface or Structured Query Language, eliminating the need for ABAP programming for complex queries
- Allows expanding scope and hence value from CCM, especially in large global enterprises

Scanning high volumes of data for potential fraud

USE CASE

Description: As masses of data are analyzed by investigators and specialized analysts via spreadsheets, scattered reports, and piles of documents – also involving numerous phone calls and e-mails – there are still many misses and false positives and insufficient results for the effort. These processes are also not adequate to cope with fast-changing fraud patterns and the growth of data. Fraud risk is a high concern at the management level, as fraud cases are generally found too late, impacting revenue and companies' reputation.

Industry relevance: Financial services, public sector.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Detect **potentially fraudulent transactions** in real time, preventing further damages and protecting the business
- Minimize false positives to reduce investigation workload and **increase prevention effectiveness**
- Perform simulations and predictive analyses on high volumes of data to continuously **improve antifraud processes**

TOP CAPABILITIES

- Ultra-fast scanning of high volumes of data to detect and stop potential fraud
- Embedding fraud prevention into critical business processes
- Powerful, user-friendly analytics to optimize fraud fighting

BUSINESS INNOVATIONS

- Real-time alerts and blocks on suspicious transactions
- Fraud calibrator for multiple simulations (minimize false positives)
- Machine learning to adapt and improve fraud detection

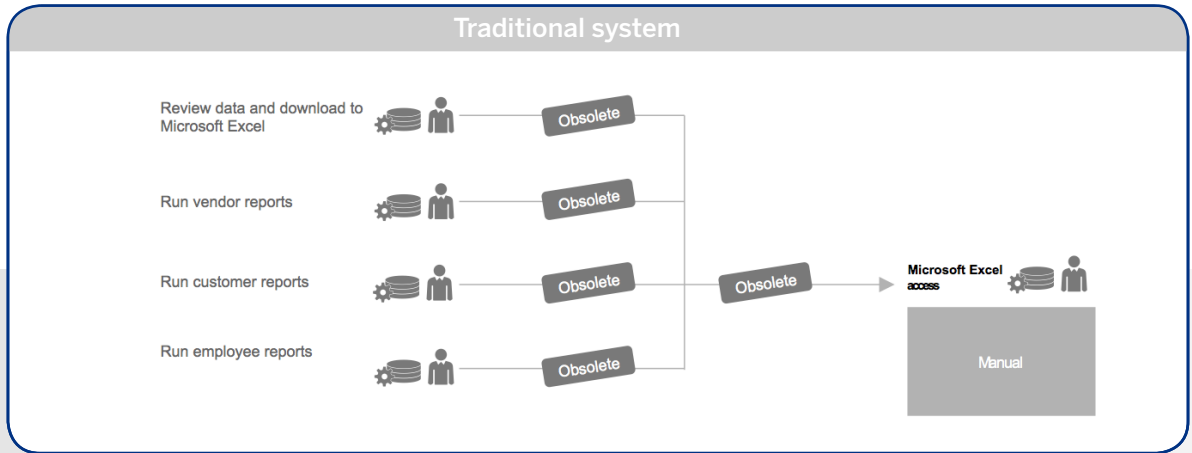
QUANTIFIABLE VALUE

- Loss reduction, ROI in less than a year
- New detections methods in seconds
- Decrease in fraud investigation

SOLUTIONS:

SAP Fraud
Management

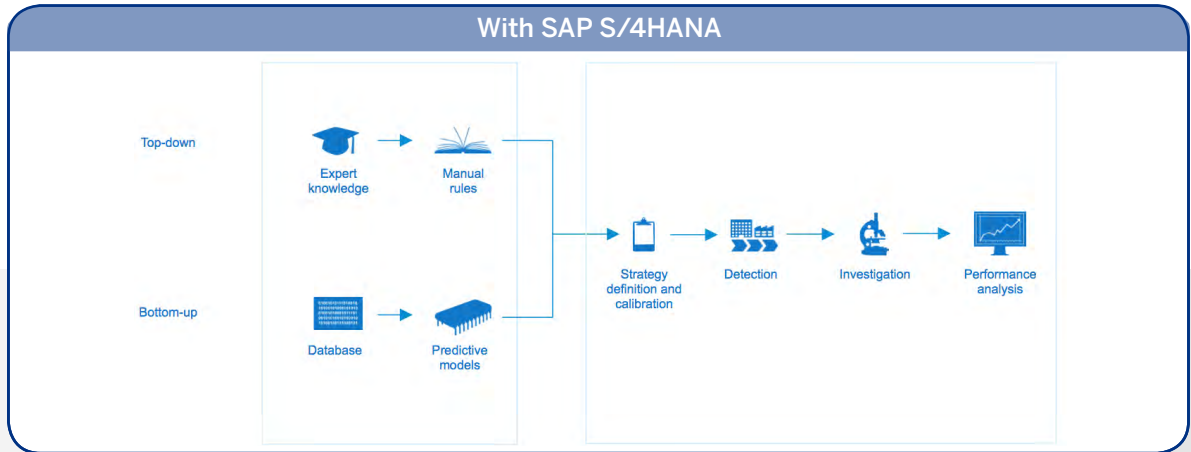
Scanning high volumes of data for potential fraud



- Manual consolidation of data, risking errors
- Disparate sources of data, which make it difficult to detect patterns
- No automated evaluation, requiring reliance on individual knowledge
- Lack of consolidated reporting and evaluation of the financial implications of fraud



→ *Select a New LoB*



- Top-down and bottom-up evaluation of data
- Configuration of rules to document expert knowledge
- Use of predictive models to detect patterns
- Predictive, interactive, real-time performance analysis
- Enablement of automated mitigation responses to fraud

SAP S/4HANA **Human Resources**

Success is Simply Human

→ *Select a New LoB*



Key Capabilities

- Managing your entire workforce, from employees to contingent workers, with a complete system of engagement
- Comprehensive suite of solutions across all talent processes: recruiting, onboarding, learning, performance and goals, compensation, succession, and development
- Workforce analytics to gain actionable insights for strategic workforce decisions

Benefits

- Higher employee engagement, from ensuring everyone in the organization has what they need, when they need it, to managing their careers and teams
- Ability to use HR data to link HR strategies with business strategies
- Uniting HR, business teams, and IT for better business performance

Engage talent across the organization

USE CASE

Description: The complexity of legacy technology shackles HR teams with multiple, fragmented HR tools and a lack of a global, actionable view of the entire workforce. By combining SAP SuccessFactors solutions with SAP S/4HANA, companies can combine people information with real-time financials and align business results, such as identifying future staffing needs from a contingent workforce and gaining new insights into strategic hiring decisions.

Industry relevance: Cross-industry.



Select a New LoB

UNIQUE VALUE OF SAP S/4HANA



HUMAN
RESOURCES

- Drives **operational alignment** between HR and finance to optimize capabilities and align with the business
- Enables consolidated access to real-time data to provide insights and **measure the business impact of HR**
- Integrates **end-to-end processes** across financials and HR to help manage budget and headcount planning

TOP CAPABILITIES

- Engaging user experiences across lines of business
- Integrated end-to-end HR and financials processes
- Consolidated HR and financials information and data

BUSINESS INNOVATIONS

- End-to-end processes and data
- Integrated workforce planning
- Direct business impact measurement for HR strategy and initiatives

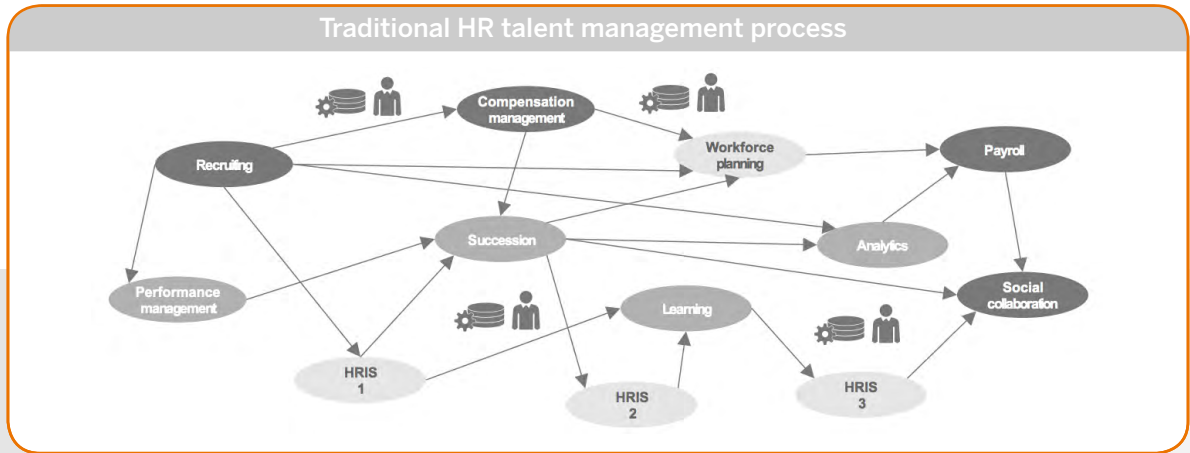
QUANTIFIABLE VALUE

- Reduced employee turnover
- Increased HR productivity
- Faster access to HR and financials data

SOLUTIONS:

SAP S/4HANA
Human Resources

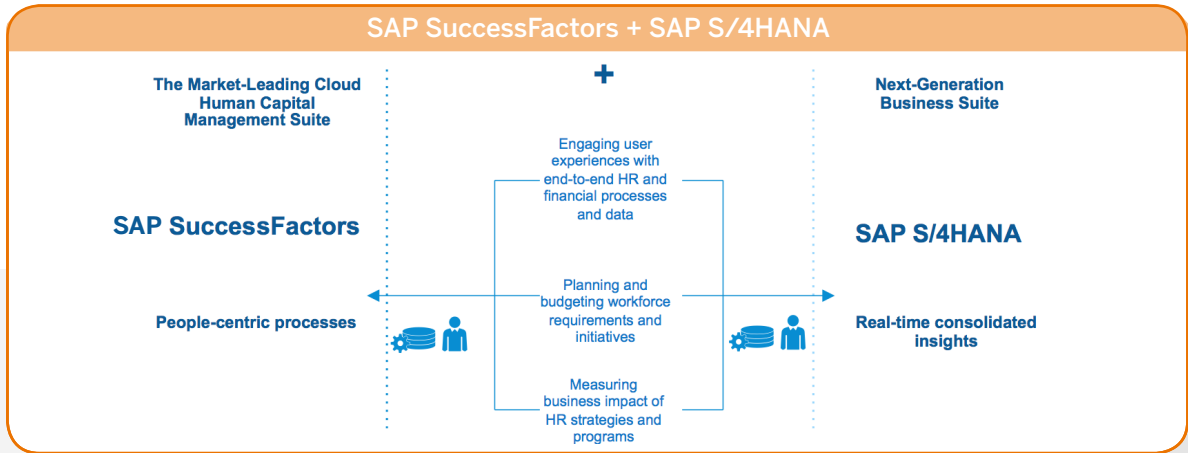
Engage talent across the organization



- Multiple legacy and disparate HR systems are costly, complex, and difficult to manage
- Employees are not engaged with their HR systems and find them difficult to use
- Financial data and people data are separated, making it difficult to align talent with business results



→ Select a New LoB



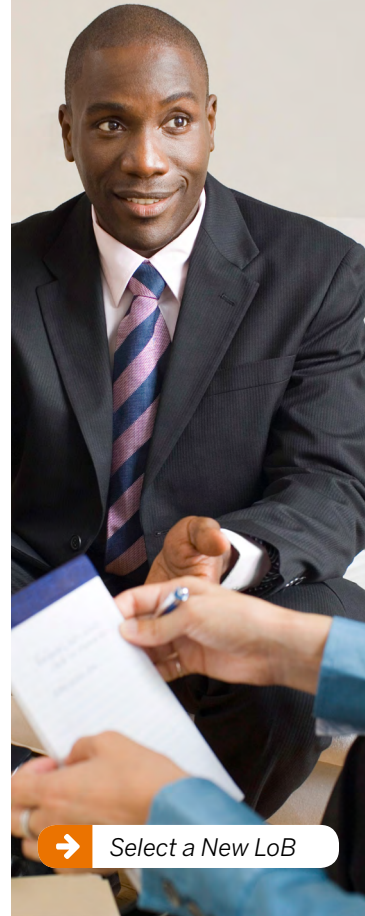
- Simplify HR processes through standardization across the organization
- Engage end users through an intuitive and beautiful user experience
- Enable better decisions for engaging talent by combining real-time financials with HR

Drive HR organizational compliance

USE CASE

Description: Workforce and organizational information is a key piece required to ensure compliance across the organization. SAP SuccessFactors solutions with SAP S/4HANA allows companies to utilize a strong foundation of information for people to drive compliance activities, such as ensuring only the right people with right skills access facilities, run production, and approve critical decisions. Health/safety, governance risk/control, and other areas depend on reliable, consistent representation of the workforce.

Industry relevance: Cross-industry.



Select a New LoB

UNIQUE VALUE OF SAP S/4HANA



HUMAN
RESOURCES

- Drives **operational alignment** between HR and operations to optimize legal and regulatory compliance within the company
- Enables consolidated overview of organizational structure to help ensure **consistent workflows and span of control**
- Integrates **end-to-end processes** on a strong HR foundation to manage governance, risk, and control as well as workforce health and safety

TOP CAPABILITIES

- Consistent single source of people and organizational information across lines of business
- Consolidated HR and organizational data

BUSINESS INNOVATIONS

- End-to-end processes and data
- Integrated company-wide processes on HR foundation
- Direct impact on legal and operational costs

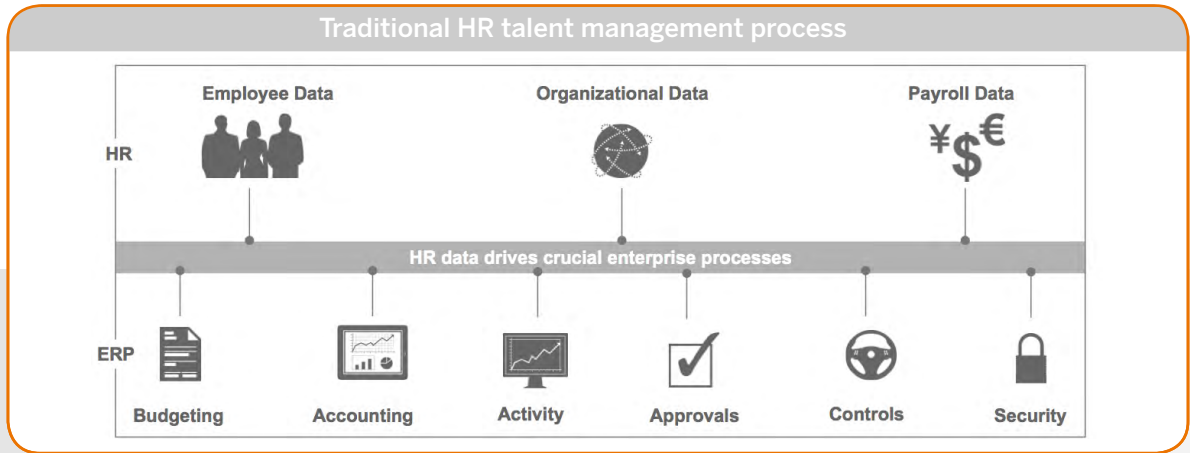
QUANTIFIABLE VALUE

- Reduced employee turnover
- Reduced compliance risk
- Consistent HR information in company

SOLUTIONS:

SAP S/4HANA
Human Resources

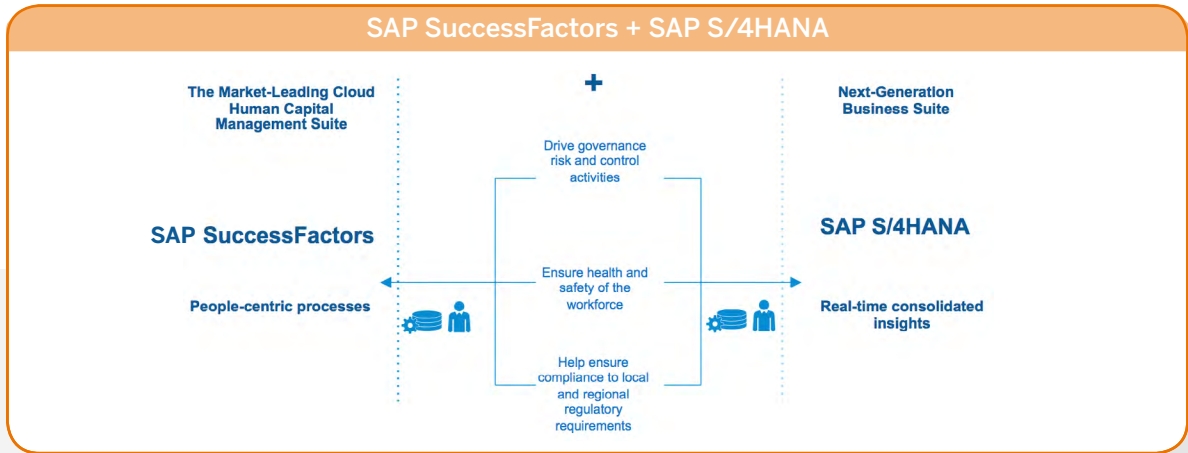
Drive HR organizational compliance



- Operational data and people data are separated, making it difficult to track
- No clear visibility over the organization, leading to compliance and governance disparity across the company



→ Select a New LoB




- Simplify HR processes through standardization across the organization
- Have consistent and up-to-date HR information throughout the organization
- Help ensure decision making by the right person through appropriate and up-to-date organizational data

SAP S/4HANA Sourcing & Procurement

Networked Commerce

→ *Select a New LoB*

A photograph of a male worker in a warehouse. He is wearing a white hard hat and a high-visibility yellow safety vest over a dark long-sleeved shirt. He is leaning over a pallet of goods, which appear to be boxes wrapped in clear plastic. The warehouse has a high ceiling with exposed steel beams and other pallets of goods in the background.

SAP S/4HANA, coupled with SAP Ariba and SAP Fieldglass solutions, enable companies to manage spend across every major category while reducing direct costs and administrative burden and shortening overall cycle time.

→ *Learn More*

Key Capabilities

- Secure many to many networked collaboration with trading partners
- Consumer-grade usability and mobility
- Full source to pay processes, including spend analysis, sourcing, contract management, supplier management, procurement, invoice management, and payables management
- Comprehensive solutions with deep category-specific capabilities
- Support for total supplier enablement, including new supplier discovery and ratings

Benefits

- Increased profitability derived from employee compliance and sustainable cost savings
- Effortless user experiences with unprecedented transparency into spend, enabling companies to Run Simple
- Reduced total cost of ownership (TCO) due to less data replication, reduced effort for system setup and operation, and lower data footprint
- Faster order and invoicing cycle times with fewer errors
- Improved management of supplier-based risks

Self-service procurement

USE CASE

Description: The self-service procurement process in SAP S/4HANA Sourcing and Procurement allows employees to search and request goods and services in a next-generation application with a consumer-grade user experience.

Industry relevance: All industries.



→ [Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- Search based on SAP HANA across **all catalog content**
- **Self-service process** highly integrated into the SAP S/4HANA processes and uses existing master data
- **Consumer-centric user experience**

TOP CAPABILITIES

- Searchable internal/external catalog content through one user interface
- One user experience for the whole process
- One-click order concept

BUSINESS INNOVATIONS

- Possibility to load catalog content into SAP HANA
- Cross-catalog search based on SAP HANA
- Shopping cart and purchase requisition simplified in one business object

QUANTIFIABLE VALUE

- High level of automation
- Faster process lead time
- Zero training effort

SOLUTIONS:

SAP S/4HANA
Sourcing & Procurement

Self-service procurement

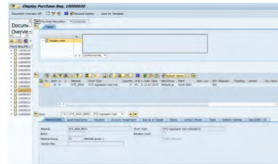
Traditional system



External catalogs



Internal materials

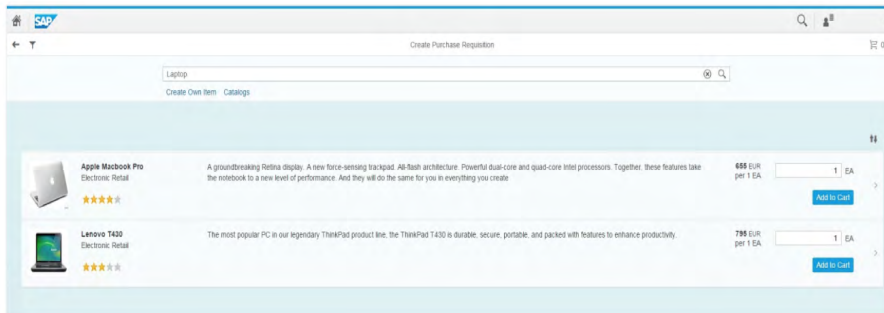


- External catalogs have to be accessed, which have a different look and feel than the self-service procurement application
- No central search across all catalog content or internal materials
- Business impact – low user acceptance; many requests to the purchasing department; maverick buying – no compliant self-service procurement process



→ Select a New LoB

With SAP S/4HANA



- Search based on SAP HANA across catalog content
- Everything in one UI – same user experience like in leading Internet shops
- Users able to easily find the goods and services they require
- No purchaser involvement required
- One business document for purchase requisition and shopping cart

Supplier evaluation

USE CASE

Description: Supplier transparency and performance monitoring through supplier evaluation are based on hard facts and soft fact–based questionnaires.

Industry relevance: All industries (generic functionality); manufacturing, automotive, high tech (higher value in industries with direct material procurement).



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Capability to combine **hard-fact and soft-fact supplier evaluation scores**
- Creating a single supplier score based on **all procurement activities**
- Classifying and segmenting suppliers based on scores to control **procure-to-pay (P2P) processes**

TOP CAPABILITIES

- Supplier evaluation based on procurement categories
- Availability of supplier scorecard throughout system
- Multilanguage question library for performance questionnaires by buyers

BUSINESS INNOVATIONS

- Combined questionnaire- and performance-based supplier tracking
- Event-based supplier evaluation
- On-the-fly supplier score calculation

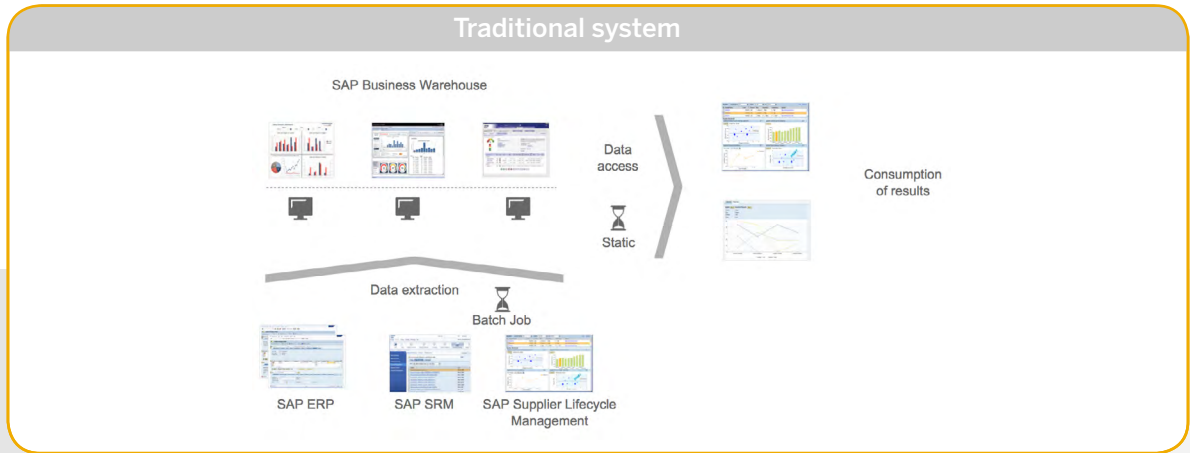
QUANTIFIABLE VALUE

- Ad hoc supplier performance transparency
- Only qualified suppliers in P2P processes
- Simple categorization of suppliers

SOLUTIONS:

SAP S/4HANA
Sourcing & Procurement

Supplier evaluation

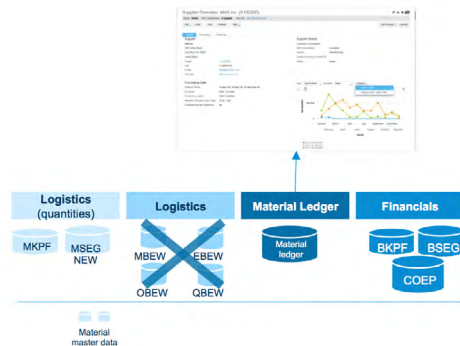


- Elapse time not allowing real-time transparency
- Cumbersome consolidation of different data sources
- Business impact – missing transparency and decision support on supplier-related procurement activities



→ *Select a New LoB*

With SAP S/4HANA



- Real-time system with key performance indicators (KPIs) instantly refreshed
- Joint and holistic view on operational and strategic procurement activities
- Ability to track supplier performance instantly and allow for ad hoc-triggered corrective actions
- Usage of supplier performance KPIs to control operational processes

Analytics in procurement

USE CASE

Description: Pressured to reduce supply costs, companies are seeking greater efficiencies and savings from their procurement operations. Purchasers get role-based and quick access to the procurement information they need to analyze purchasing spend, suppliers, and contracts in real time.

Industry relevance: Cross-industry.





UNIQUE VALUE OF SAP S/4HANA

- **Real-time calculation of KPIs** to analyze managed and non-managed spend, contracts, and suppliers
- **Dynamic supplier evaluation scoring** based on procurement documents in real time (no aggregation)
- Fast and highly configurable analytical reporting with **instant insight-to-action capabilities**

TOP CAPABILITIES

- Real-time calculation and analysis
- Support for decision processes in procurement
- Direct navigation to object pages and transactions

BUSINESS INNOVATIONS

- Real-time access to high volumes of data
- User-friendly user-interface
- Flexible configuration of KPIs

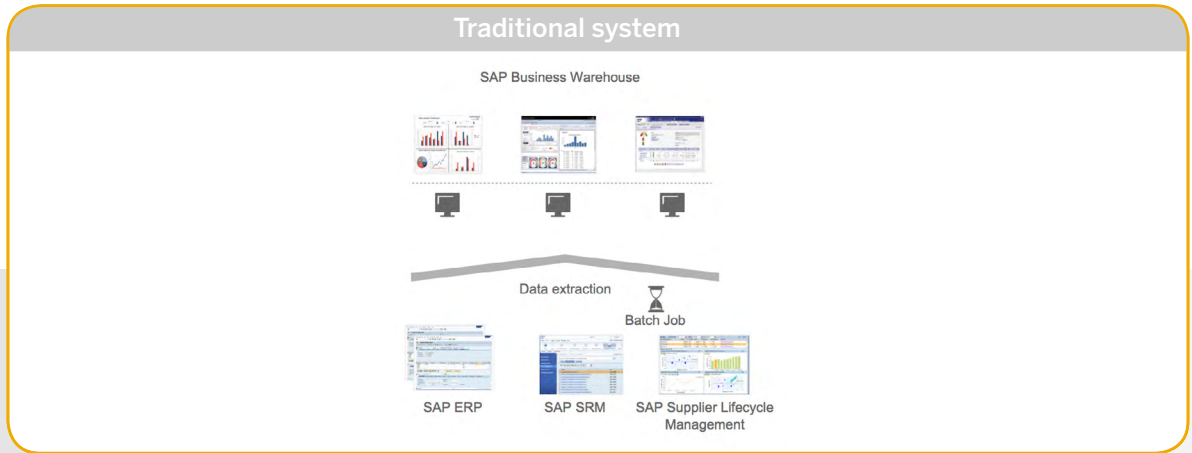
QUANTIFIABLE VALUE

- Increased process effectiveness
- Optimized working capital
- High end-user adoption

SOLUTIONS:

SAP S/4HANA
Sourcing & Procurement

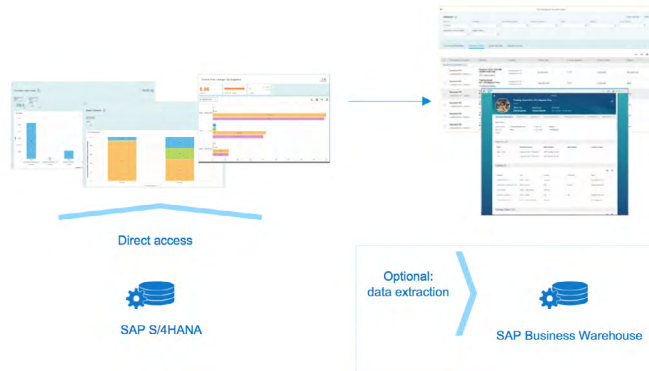
Analytics in procurement



- Elapse time not allowing real-time calculation and insights
- No real-time KPIs
- Decisions based on outdated data
- No navigation to procurement transactions

→ *Select a New LoB*

With SAP S/4HANA




- Real-time KPIs instantly refreshed
- Single source of truth with instant insight to action
- Real-time KPIs for purchasing and invoicing spend, contracts, purchase order average delivery time, and supplier evaluation

SAP S/4HANA **Supply Chain**

Building Customer Centricity and Responsive Demand Networks

→ *Select a New LoB*

A man wearing a white hard hat and a high-visibility safety vest is looking upwards and to the right. He is holding a clipboard. The background shows a warehouse or industrial setting with large cardboard boxes and blue and yellow structural elements.

SAP S/4HANA enables companies to integrate, embed intelligence, and visualize all supply chain processes from supplier to customer. Digital supply chain and mission-critical business processes are supported across the enterprise with one single source of live information.

→ *Learn More*

Key Capabilities

- Master uncertainty – support monthly supply and operations planning cycles with real-time data and what-if scenarios
- Be demand-driven – sense short-term demand, respond quickly with fast planning, replanning, and simulation
- Respond efficiently – real-time and adaptive freight planning, truck visibility, and warehouse automation

Benefits

- Higher inventory turns and revenues, reduced stock-outs, and revenue loss
- Higher on-time delivery, reduced order lead times, using inventory more efficiently to better buffer against uncertainty
- Reduced warehouse and transportation spend, improved flexibility, and lower customer order cycle times

Streamlined manufacturing planning and execution

USE CASE

Description: Throughout the SAP S/4HANA Enterprise Management solution, supply chain data and processes have been streamlined to enable faster planning and execution processes, resulting in more accurate information, reduced latency planning, and embedded analytics and decision support.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Respond more **quickly and accurately** to changes in demand and supply
- Incorporate **decision support** into day-to-day planning activities
- Achieve **fewer operational and fulfillment exceptions** due to data accuracy lags

TOP CAPABILITIES

- Material requirements planning (MRP) in minutes across large data sets to keep materials plans in sync with changes in supply and demand
- Fast backflushing to maintain accurate inventories and enable fast and accurate production release and order promising

BUSINESS INNOVATIONS

- Streamlined inventory management and material valuation
- Role-based MRP Cockpit for enhanced planner productivity
- Fast MRP
- Embedded analytics

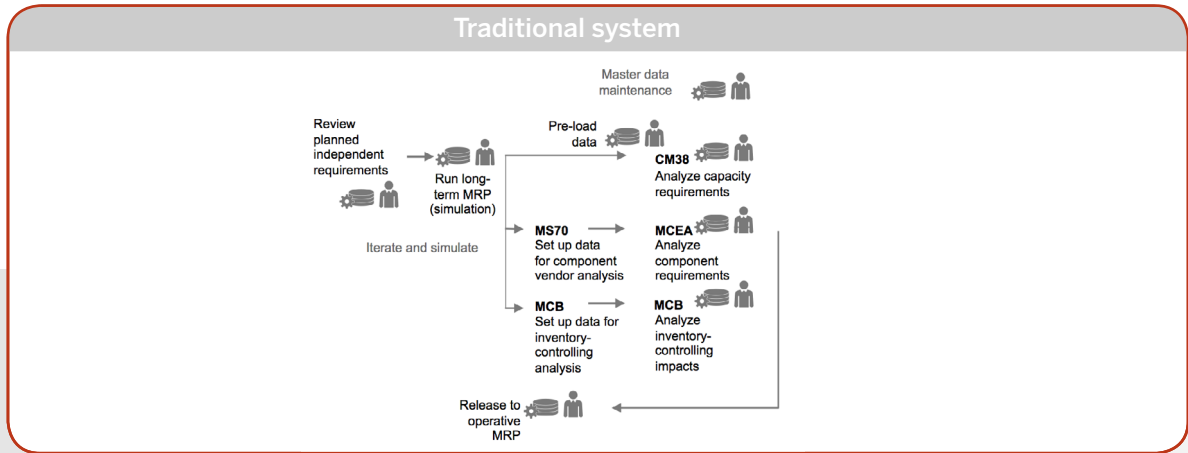
QUANTIFIABLE VALUE*

- 50% faster production planning operations
- 17% lower inventory costs when what-if scenarios are used to evaluate resolutions

SOLUTIONS:

SAP S/4HANA
Supply Chain

Streamlined supply chain planning and execution



- Elapsed time does not allow real-time planning
- Decisions based on “old” data, resulting in lower quality
- Business impact: lower forecast accuracy and attainment of promise date, and increase in inventory



→ Select a New LoB

With SAP S/4HANA

MRP run

Performance improvement:

- Scenario dependent up to 10 times faster
- New mode that supports procurement and in-house production, delivery schedules, and configurable materials
- Classic mode for subcontracting, capacity planning, and discontinuation

Step1: Read

Step2: Algorithm
Netting, lot sizing . . .

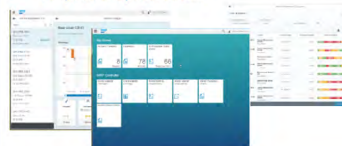
Step3: BOM explosion
In-house production, subcontracting

Step4: Write

MRP analysis

System analyzes the material flow of all materials in real time:

- Disruptions in the material flow
- Impact of these issues
- Solution proposals for decision support
- Remaining time-to-action
- Role-based KPI-driven entry
- Running on any device
- Adoptable and personalizable



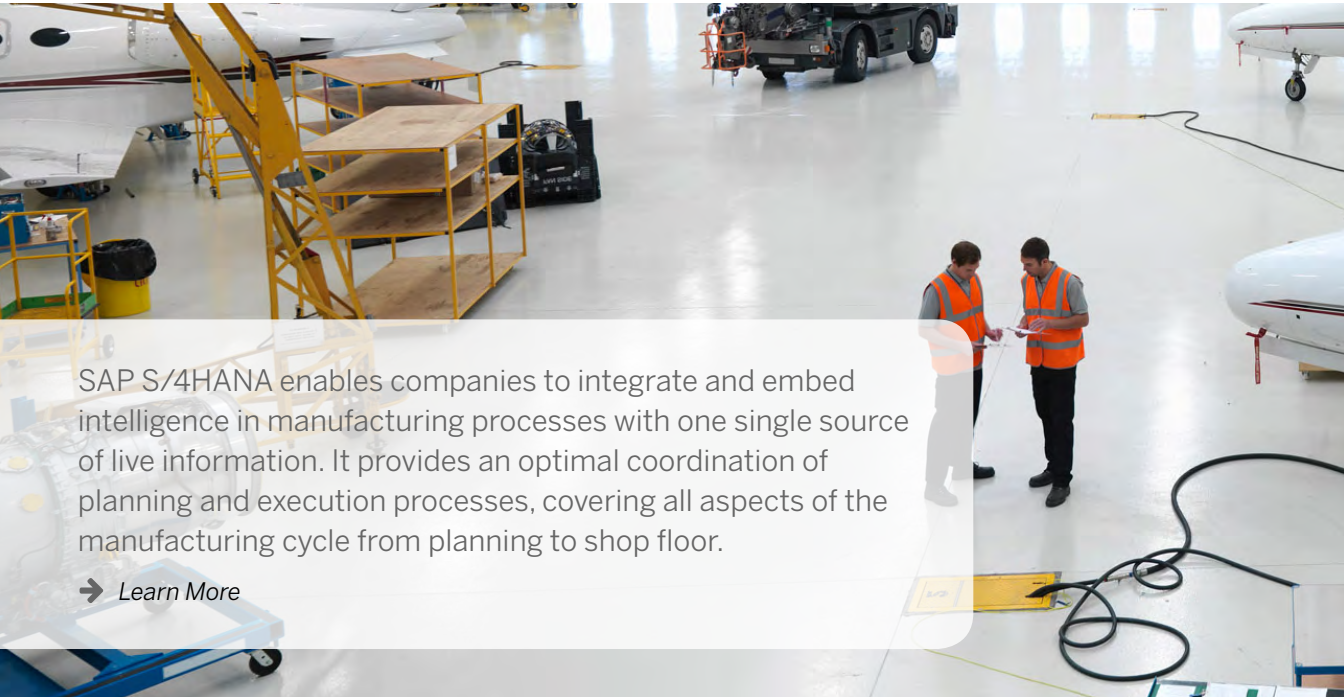
- Real-time system with KPIs instantly refreshed
- Segment of one that reduces lot sizes down to single items

- Focus on exception handling rather than standard processes

SAP S/4HANA Manufacturing

Accelerating the Material Supply Chain

→ *Select a New LoB*



SAP S/4HANA enables companies to integrate and embed intelligence in manufacturing processes with one single source of live information. It provides an optimal coordination of planning and execution processes, covering all aspects of the manufacturing cycle from planning to shop floor.

→ *Learn More*

Key Capabilities

- Identifies and prioritizes most critical material issues, options, and consequences
- Faster execution provides more current and accurate view of material situation
- Provides enterprise-wide visibility across supply, production, inventory, and demand

Benefits

- Faster reaction to demand changes
- Reduction of manufacturing costs and stock-outs
- Lower inventory and safety stocks

Embedded finite production scheduling

USE CASE

Description: Companies in capital-intensive industries or who are facing capacity constraints need to plan materials and production while taking into account production constraints in order to make feasible supply plans to meet demand and make accurate order commitments to customers. Embedding detailed production scheduling in SAP S/4HANA will enable companies to incorporate finite scheduling seamlessly with harmonized planning processes and user interfaces.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Plan **finite capacity and infinite capacity materials** within the same process and user experience framework
- Enable **fast and responsive production planning** and scheduling scenarios that are closely linked to manufacturing execution
- **Reduce total cost of ownership** with detailed scheduling co-deployed within the same system as ERP

TOP CAPABILITIES

- Constraint-based planning using various heuristics and optimizers
- Short-term capacity planning, delivering an optimized production plan

BUSINESS INNOVATIONS

- User interface (UI) harmonization using SAP Fiori across finite planning and classical MRP processes
- Master data harmonization and core interface (CIF) simplification

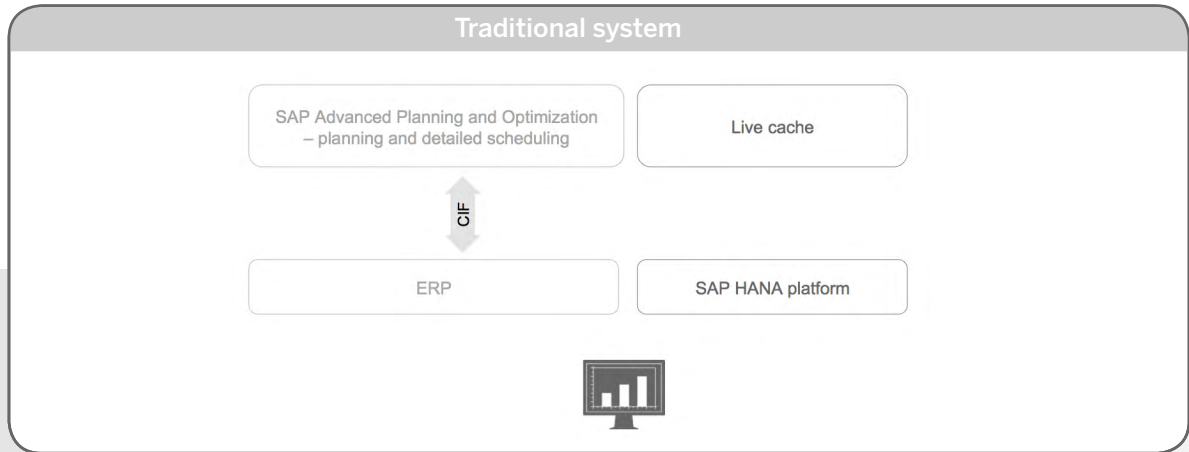
QUANTIFIABLE VALUE*

- 8% reduction in manufacturing cycle time
- 4% reduction in manufacturing costs
- 15% reduction in order lead times

SOLUTIONS:

SAP S/4HANA
Manufacturing

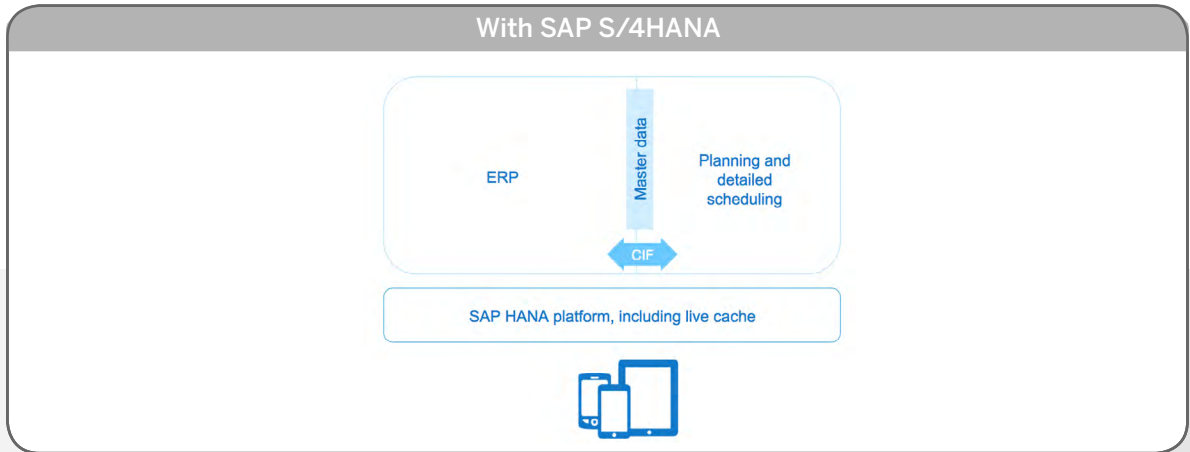
Embedded finite production scheduling



- Different master data in scheduling and ERP systems
- Different MRP processes and user tools in scheduling and ERP systems
- Data integration latency and errors



→ *Select a New LoB*



- Planning and detailed scheduling embedded on ERP system enables:
- UI harmonization
- Data integration (CIF) simplification
- Master data harmonization
- Analytics

Quality management

USE CASE

Description: Throughout SAP S/4HANA, quality management data and processes have been streamlined and integrated to enable end-to-end, closed-loop quality visibility and improvements across the entire enterprise as well as built-in quality and continuous improvement, from product design through after-market service.

Industry relevance: Cross-industry.



→ [Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- **On-premise** (large enterprises) and **cloud-based options** (small businesses and midsize companies, small plants)
- **Further integration of QM** into end-to-end enterprise processes and performance management
- Combination of **quality management (QM)** and **quality issue management (QIM)** capabilities with built-in Internet of Things (IoT) connectivity and predictive analytics

TOP CAPABILITIES

- Issue management integrated with simplified QM functions
- Cloud capability for planning and recording inspections, defects, and actions
- Feedback from customer to engineering and manufacturing

BUSINESS INNOVATIONS

- Collaborative capability for including third-party users in issue resolution (suppliers, customers, partners, and so on)
- IoT and predictive analytics for predicting quality issues and proactively influence production and maintenance plans

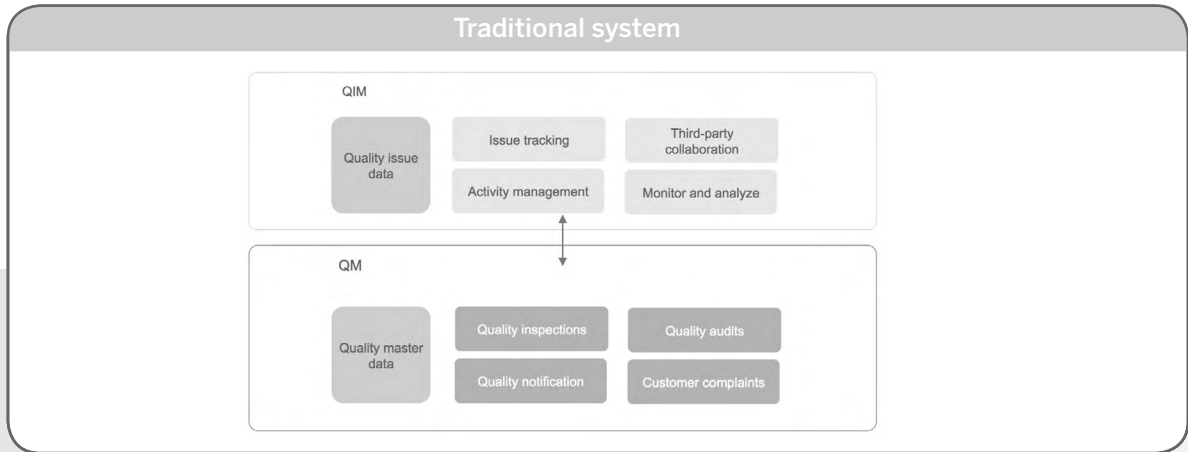
QUANTIFIABLE VALUE

- 21% less customer rejects rates
- 47% less scrap with closed loop quality planning

SOLUTIONS:

SAP S/4HANA
Manufacturing

Quality management

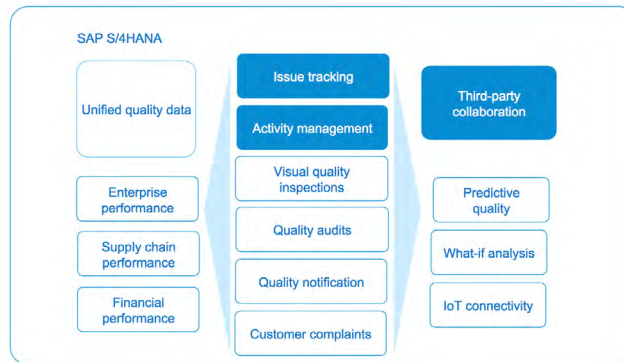


- Lack of end-to-end insight and visibility with disparate quality systems and processes
- Analysis based on past performance instead of proactively based on asset and production performance
- No real-time simulation or predictive capability



→ *Select a New LoB*

With SAP S/4HANA



- Simplified QM processes and SAP Fiori apps
- Role-based dashboards for all quality users
- Visual QM with Visual Enterprise and 3D diagrams
- Standardized complaint and corrective-and-preventive-action processes and integrated R&D and engineering

Manufacturing engineering and orchestration

USE CASE

Description: Manufacturing and production companies continue to invest in a diverse and disparate set of shop-floor systems across multiple plants that are disconnected from enterprise planning and business systems. SAP S/4HANA will continue to enable integrated enterprise planning and shop-floor execution systems for real-time coordination of planning and execution and also provide the ability to quickly react to demand changes, predict operational issues, and improve operational performance.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Integrated engineering to production product design and bill of materials
- 3D product visualization utilized for manufacturing and quality planning, visual work instructions, and quality inspections
- Streamlined, simplified, and integrated production planning and execution processes and visibility

TOP CAPABILITIES

- Visual manufacturing assembly/quality planning with configurable instructions
- Production planning integrated with scheduling and dispatching
- Shop-floor cockpit for real-time order dispatch and monitoring

BUSINESS INNOVATIONS

- Visual representation of product design for easier planning and instructions
- UI harmonization using SAP Fiori across finite planning, dispatching, monitoring
- Real-time, multi-level scheduling and rescheduling

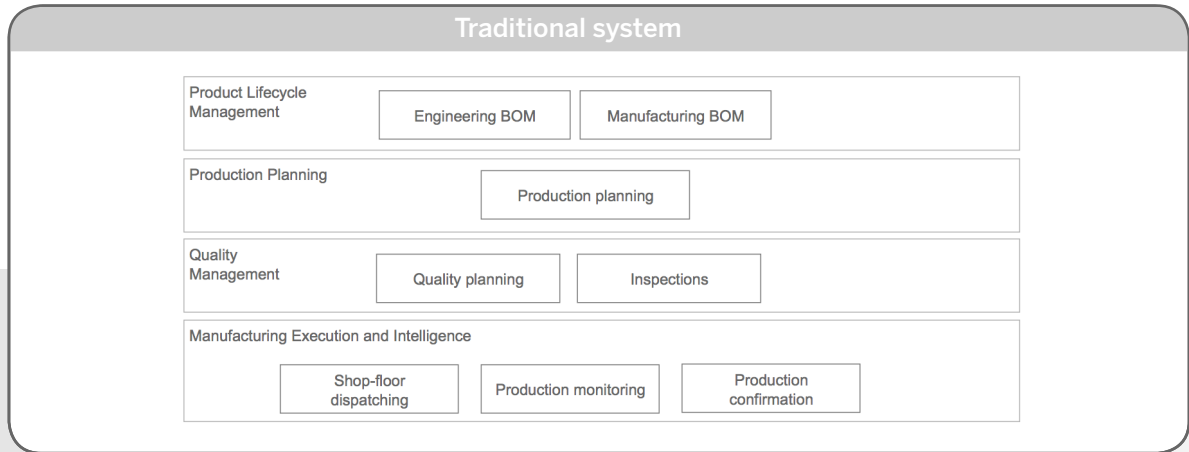
QUANTIFIABLE VALUE

- 8% reduction in manufacturing cycle time
- 11% higher adherence to production plan
- 10% higher labor utilization

SOLUTIONS:

SAP S/4HANA
Manufacturing

Manufacturing engineering and orchestration

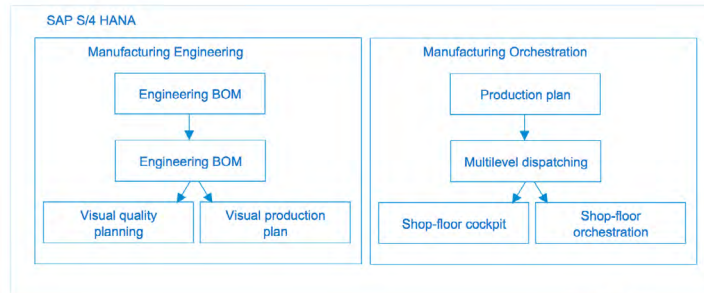


- Disconnected engineering and manufacturing BOMs
- Lack of 3D visualization in manufacturing and quality planning
- Limited order scheduling and dispatching at the plant
- Lack of real-time visibility to production process, status, and performance in enterprise systems



→ *Select a New LoB*

With SAP S/4HANA




- Fully integrated engineering and manufacturing BOM
- 3D visual production and quality planning
- Multilevel order scheduling and dispatch
- Shop-floor cockpit for real-time production visibility, orchestration, confirmation

SAP S/4HANA Research & Development

One Single Source of Live Product Information

→ *Select a New LoB*

A group of diverse people, including men and women of various ethnicities, are gathered around a table in a meeting room. They are looking at documents and laptops, appearing to be in a collaborative work environment. The background shows a window with a view of a building.

SAP S/4HANA enables companies to integrate, embed intelligence, and visualize the entire R&D process from idea to product to production. Smart new, individualized products can be developed with full compliance and shorter time to market.

→ *Learn More*

Key Capabilities

- Enabling a multidiscipline product definition
- What-if analysis and iterative design processes
- Real-time multilevel BOM exploration

Benefits

- Achieve transparency and real-time access to product information across disciplines and throughout the product lifecycle journey
- Make better design decisions using SAP HANA analytics
- Execute engineering changes with full knowledge of downstream costs

Product lifecycle management

USE CASE

Description: Making an accurate product development decision requires engineers to not only have access to the right data, but to be able to use it effectively. In addition, a common product definition is imperative to enable the coordination of efforts with downstream disciplines such as manufacturing, sales, quality, service, and others. Engineers need to be able to understand the impact of their decisions all while backing it up with complete, reliable data.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Feed real-time insight of customer needs and market opportunities into the design process
- Perform multi-level what-if analysis to drive better design decisions
- Execute engineering changes with full knowledge of downstream costs
- Enable a multi-discipline product development process with the mapping of engineering designs to downstream needs

TOP CAPABILITIES

- Context relevant product data display with real-time product analytics
- Complete product definition define by all departments
- Unique design handoff to enterprise process

BUSINESS INNOVATIONS

- Real-time change impact analysis
- Cross object/cross silo linking and searching
- Product lifecycle costing

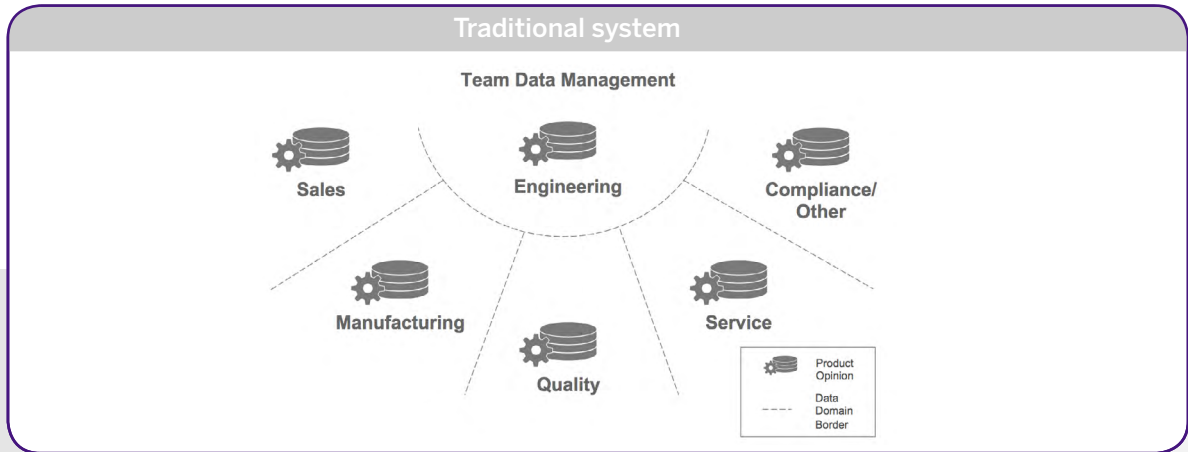
QUANTIFIABLE VALUE*

- 30% faster design process for new products
- 20% improvement in engineering
- 20% fewer engineering changes

SOLUTIONS:

SAP S/4HANA
Research & Development

Product lifecycle management



- Multiple silos of disconnected product “opinions”
- Data unintentionally hidden and left unused
- True product costs masked by lack of transparency
- Downstream change impact analysis simply ignored



→ *Select a New LoB*

With SAP S/4HANA

Product Lifecycle Management



- Full access to complete product data
- Real time multi-level BOM exploration
- What-if reporting and iteration
- Native SAP HANA search models for PLM
- Simplified product definition (materials, BOMs, etc.)
- Multi discipline product definition

Enterprise portfolio and project management

USE CASE

Description: Effective portfolio and project management strategies require enterprises to align products and services with the organizational vision and strategy. Enterprises initiate new projects to fill gaps and delivery business outcomes, while underpinning decisions with reliable analytics and integrated processes and supporting quality work on time and within budget. To make the right decision, they need to have insights into the financial and capacity demand to match this against the available resources.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Invest into projects for new product and service offerings based on sound investment decisions with corporate strategy
- Real-time insight into the performance of project portfolio enhanced with ERP information
- Improved resource utilization and efficiency of project teams

TOP CAPABILITIES

- Intuitive portfolio planning and monitoring of project budgets
- Collaborative project planning and execution
- Resource management

BUSINESS INNOVATIONS

- Real-time portfolio analytics leveraging HANA
- Simplified access to project information for stakeholders and team members
- Portfolio simulation and optimization

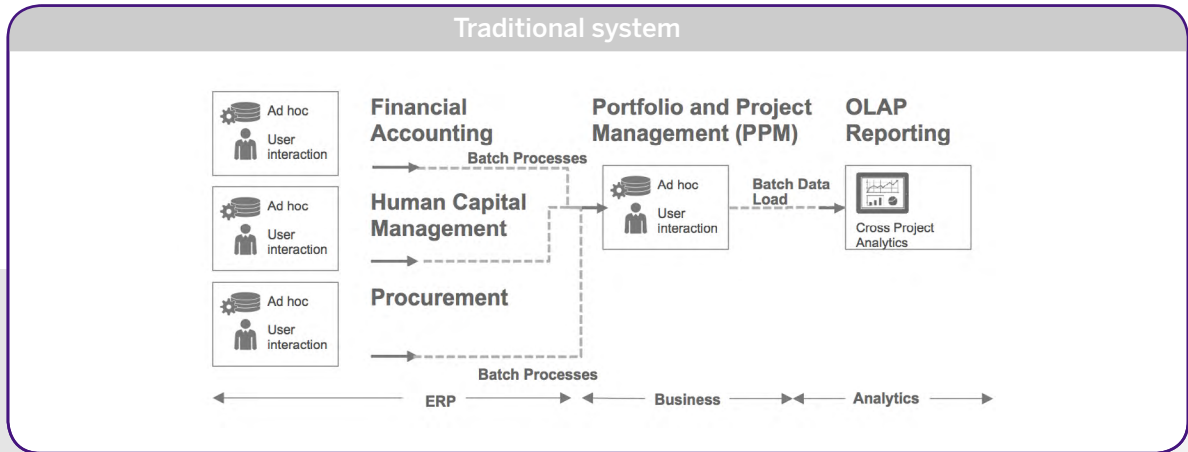
QUANTIFIABLE VALUE*

- 30% better resource utilization
- 13 % shorter time-to-market
- 14% higher new-product revenues

SOLUTIONS:

SAP S/4HANA
Research & Development

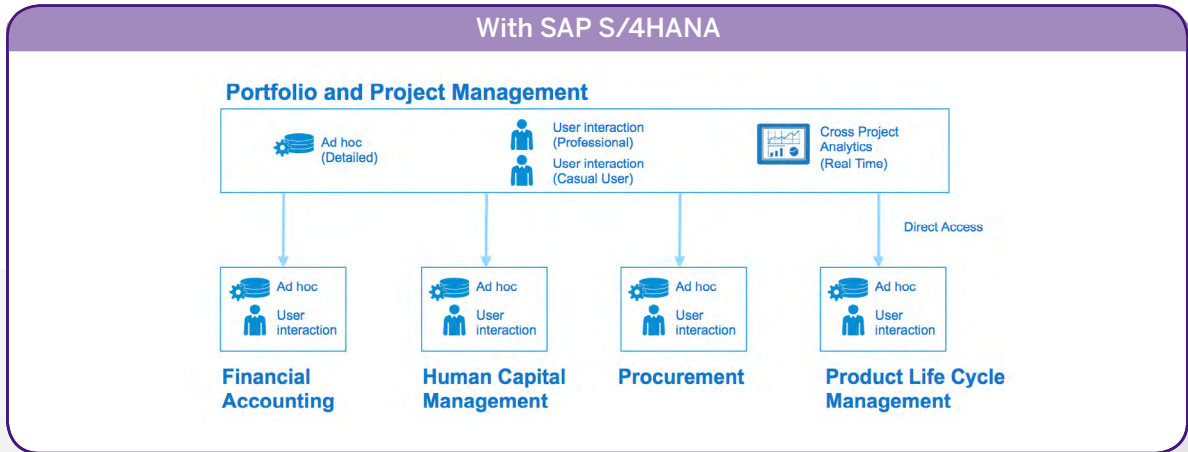
Enterprise portfolio and project management



- ERP information in PPM may be inaccurate due to batch load process
- Visibility into reporting of actual project costs requires multiple applications
- Original ERP details get lost due to aggregation in upload process
- Higher TCO due to integration scenarios
- Reporting of large project portfolio requires OLAP system
- Batch load process for OLAP reporting leads to further delays



→ Select a New LoB

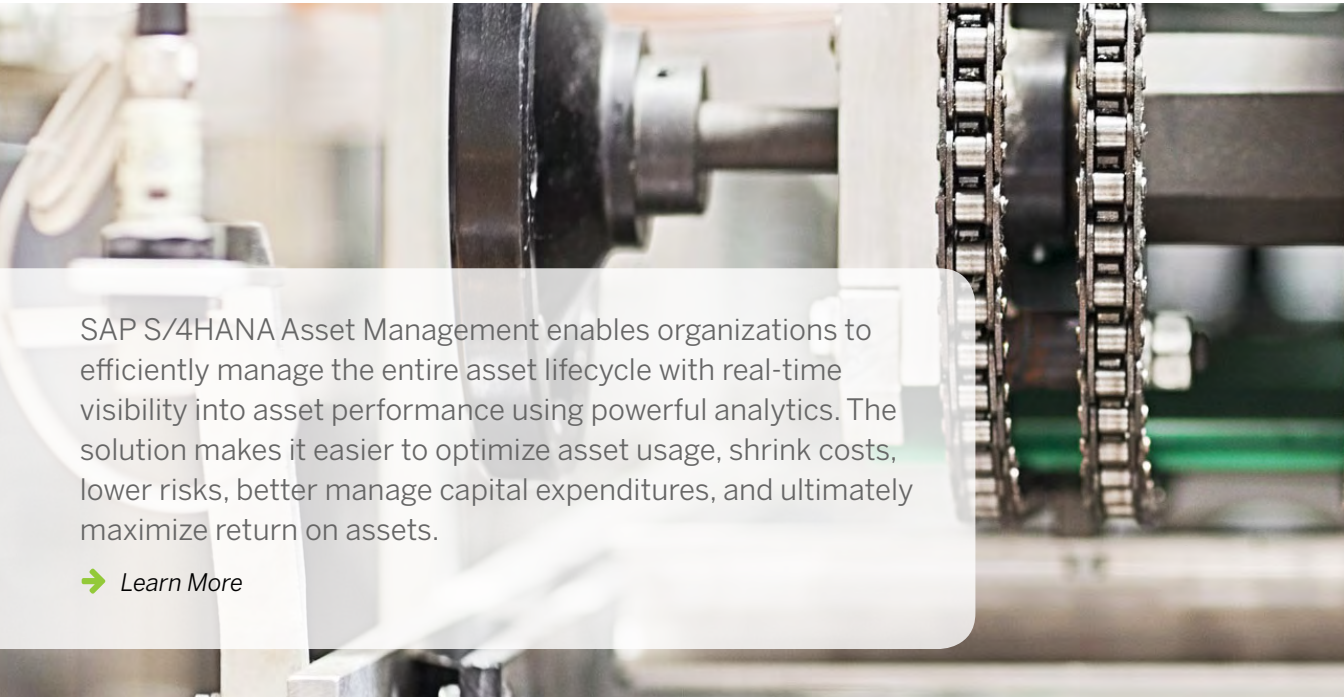


- Portfolio and project reporting enhanced with real time data from ERP
- No batch load process required to extract data from ERP
- Accurate analysis of project costs and resource availability
- Cross-project analysis embedded in PPM
- Drill-down into projects cost records due to direct access to ERP information
- Simplified interface reduces efforts for ERP integration
- Portfolio analysis capable to support a large number of projects and items in the PPM system

SAP S/4HANA **Asset Management**

Real-Time Visibility into Asset Performance

→ *Select a New LoB*



SAP S/4HANA Asset Management enables organizations to efficiently manage the entire asset lifecycle with real-time visibility into asset performance using powerful analytics. The solution makes it easier to optimize asset usage, shrink costs, lower risks, better manage capital expenditures, and ultimately maximize return on assets.

→ *Learn More*

Key Capabilities

- Simulation of maintenance strategies with respect to cost, risk, and performance
- Predict and prevent downtime by analyzing data generated by machines and sensors along with business data
- Proactively control risks and prevent incidents by leveraging analysis, simulation, and prediction techniques

Benefits

- Real-time insight into asset performance to make timely, relevant decisions
- Combined evaluation of information technology (IT) and operational technology (OT) data
- One common view of process risks related to workers, assets, or the environment

Asset operations and maintenance

USE CASE

Description: In order to increase return on assets and prevent unplanned downtimes, companies are moving more and more to proactive maintenance strategies. This includes the analysis of real-time asset data as well as predictive and other forecasting methods. With smarter prioritization of maintenance activities, budgets can be utilized more efficiently and asset availability and utilization can be optimized.

Industry relevance: Asset-intensive industries.



Select a New LoB





UNIQUE VALUE OF SAP S/4HANA

- Enable real-time insights of asset performance for timely, relevant decisions
- Use prediction, simulation, and analysis to evaluate asset behavior, plan budgets, and forecast maintenance cost
- Drive a common view of IT and OT data for a holistic asset management system approach and manage proactively asset-related risks to minimize disruption

TOP CAPABILITIES

- Simulate maintenance strategies with respect to cost, risk, and performance
- Analyze data by machines and sensors (OT) to predict and prevent downtime
- Prioritize maintenance activities for scheduling

BUSINESS INNOVATIONS

- Instant insight into asset system behavior
- Combined view of IT and OT data and simplified user experience
- Expanded asset analytics using prediction and simulation

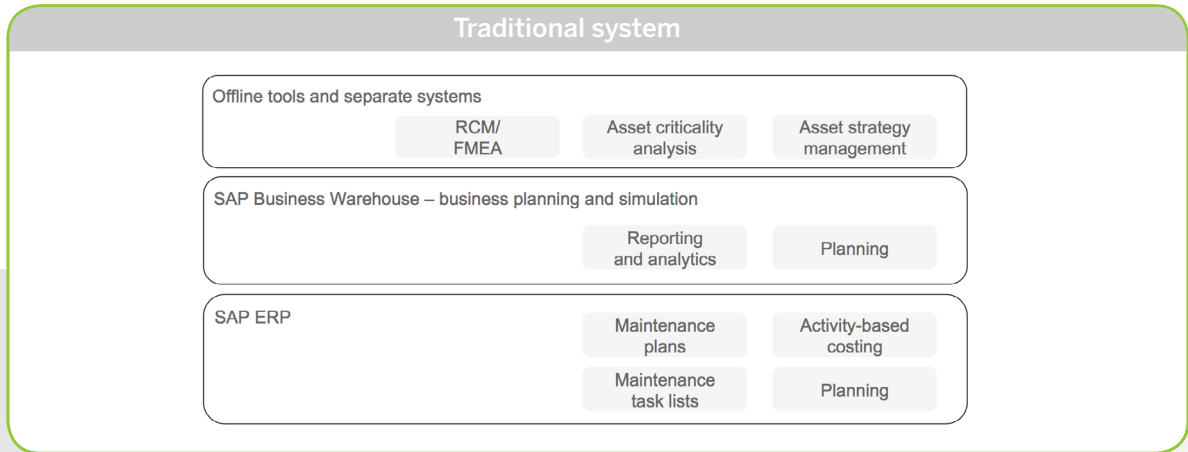
QUANTIFIABLE VALUE

- Increased return on assets
- Decrease in unplanned asset downtime
- Reduced maintenance cost

SOLUTIONS:

SAP S/4HANA
Asset Management

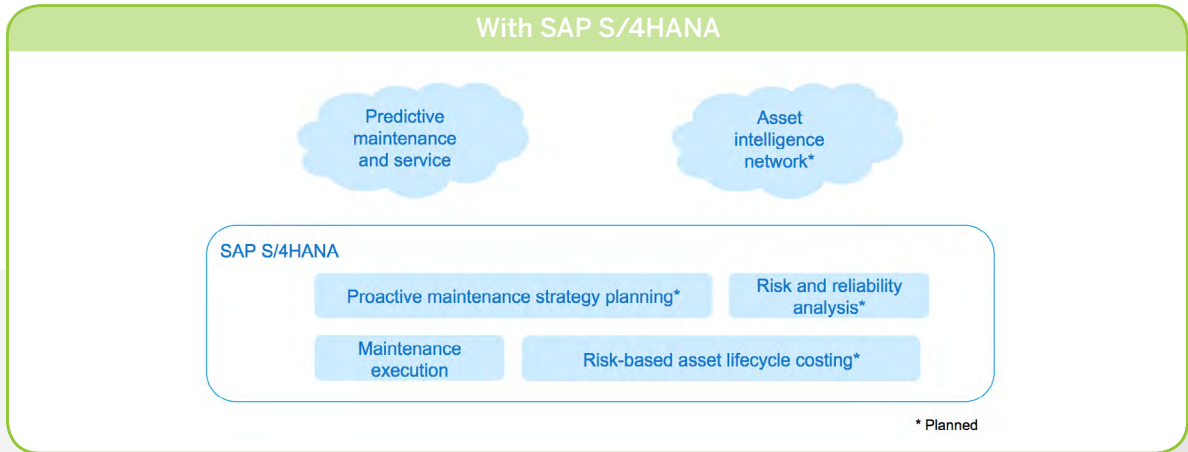
Asset operations and maintenance



- Lack of insight due to disparate systems and incomplete reporting capabilities
- Analysis based on past performance, not proactively driving asset strategies
- No real simulation and forecasting features
- Difficult to include OT data into condition-based maintenance plans
- Sophisticated analytics only available offline, hence losing transparency of strategy changes



→ Select a New LoB



- Insight into asset performance, KPIs instantly refreshed
- Real-time view into ongoing maintenance activities with the ability to re-plan schedules multiple times a day
- Developing maintenance strategies based on reliability centered maintenance (RCM) and failure modes and effects analysis (FMEA) and asset criticality
- Planning and budgeting for lifecycle costs (capital expenditure/operational expenditure) based on risk and performance
- Simulation, planning, and optimization of maintenance activities
- Process integration with predictive maintenance and service and asset intelligence network

Environment, health, and safety in asset management

USE CASE

Description: Environment, health, and safety (EHS) business processes need to be managed using the same people, assets, and chemical substance data that is used in other business processes. Simplified user interfaces and role-based home pages improve efficiency and effectiveness of the workforce and allow for quick access to information in the field. Improved analytics make it possible to analyze large data sets in order to improve EHS performance using predictive models.

Industry relevance: Cross-industry.



→ [Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- Have one common view on process risks related to workers, assets, or the environment
- Enable real-time processes for instant insight to make timely, relevant decisions
- Use prediction, simulation, and analysis to convert incident reporting and risk assessments into actionable knowledge

TOP CAPABILITIES

- Report and manage incidents, including investigations, root-cause analysis, and preventive actions
- Leverage predictive analysis on broad operational data sets to manage requirements within a risk framework

BUSINESS INNOVATIONS

- Combine risk framework with information from other lines of business
- Add prediction and simulation to traditional ex-post analysis
- Simplify the user experience

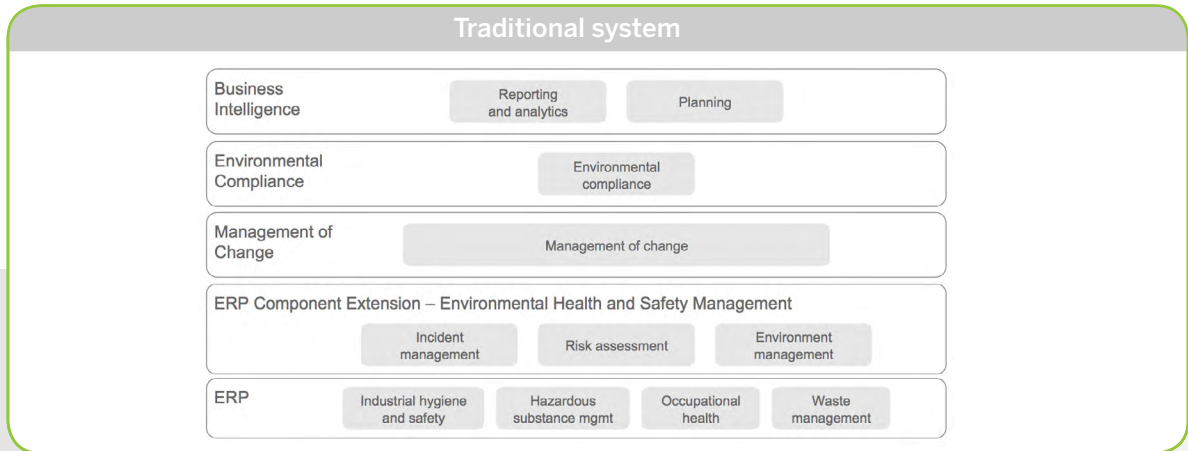
QUANTIFIABLE VALUE

- Reduced accidents and incident rate
- Lower risk level and cost of risk mitigation
- Reduced EHS penalties and fines

SOLUTIONS:

SAP S/4HANA
Asset Management

Environment, health, and safety in asset management

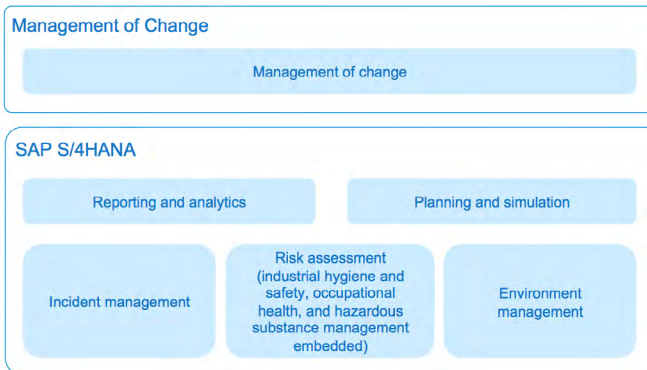


- Reduced insight because of disparate systems and incomplete reporting capabilities
- Analysis based on past performance, not proactively driving EHS risk reduction
- No real simulation and forecasting features
- Inconsistent user experience



→ Select a New LoB

With SAP S/4HANA



- Real-time system with data instantly refreshed
- Access to planning and simulation
- Simple and consistent user experience
- Simplified architecture now and continuing with future enhancements

SAP S/4HANA **Service**

Delivering Effortless Customer Service

➔ *Select a New LoB*



Key Capabilities

- Seamlessly transition between communication channels without losing context
- Easily leverage on-premise systems of record to resolve customer issues or execute service orders
- Provide in-person or on-site support via robust native mobile access

Benefits

- Boost customer satisfaction and the quality of the customer experience
- Increase operational efficiency by streamlining service operations
- Maximize profitability by creating and offering new services

Delivering effortless customer service

USE CASE

Description: Today's customers expect service with low effort and a quick turnaround across all communication channels. The solution enables complete customer service between communication channels. While leveraging the on-premise systems of records, customer issues are resolved and service orders can be executed. Whether through an engagement center agent or an on-site technician with native mobile access and built-in robust analytical capabilities, effortless customer service is delivered.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Drive **one common view** of service data to help ensure enterprise-wide consistency and minimize reconciliation
- Enable real-time processes for immediate insight to make **timely, relevant customer service decisions**
- Use **prediction, simulation, and analysis** to evaluate implications of strategic business choices

TOP CAPABILITIES

- Complete transition between communication channels
- More easily leveraging on-premise systems of record
- Provides virtual or on-site support via native mobile access

BUSINESS INNOVATIONS

- Unified customer view
- End-to-end integrated process automation
- Open framework to leverage solutions

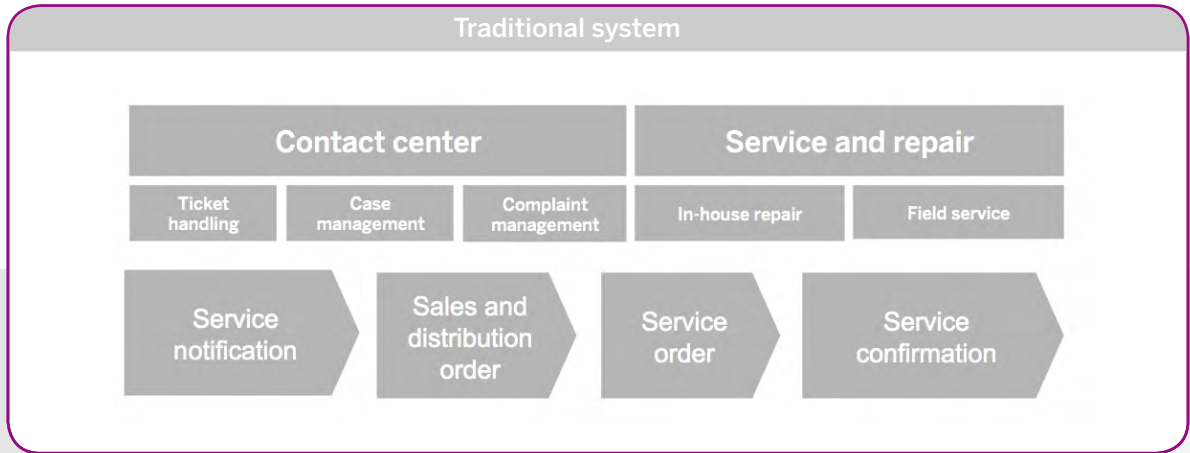
QUANTIFIABLE VALUE

- Boost customer satisfaction and experience
- Increase efficiency by streamlining operations
- Maximize profitability through new offerings

SOLUTIONS:

SAP S/4HANA
Service

Delivering effortless customer service

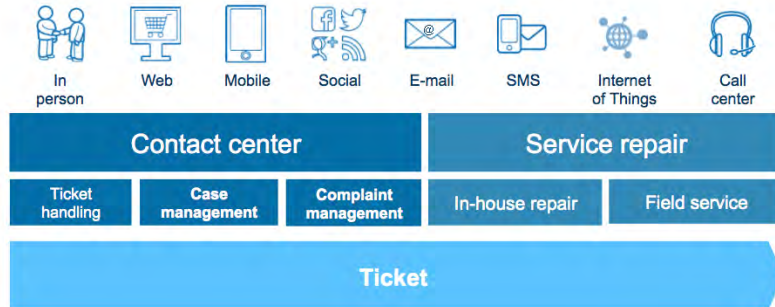


- Complex multistep processes to retrieve account and service data
- Lack of cross-channel execution coordination
- Little consolidation of customer information
- Inaccurate, outdated customer data and service updates
- Batch bottlenecks that delay downstream activities



→ Select a New LoB

With SAP S/4HANA



- Quick retrieval of account and contact data
- Complete coordination between channels without losing context
- Single consolidated view of customer information
- Native responsive mobile access included with offline
- Real-time updates of customer information and service requests
- End-to-end service execution with the elimination of bottlenecks

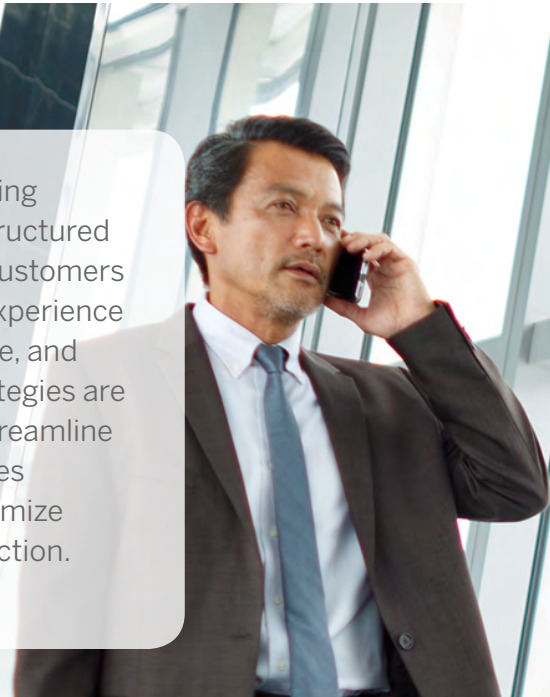
SAP S/4HANA Sales

Sell Smarter Anytime, Anywhere

→ [Select a New LoB](#)

The digital economy is changing your customers' buying behavior. Living in a world where sensor, and social structured and unstructured data flows are just one click away, customers expect individualized products and a unified buying experience on any device. Digital technology is changing the game, and companies that adopt new sales and distribution strategies are changing the rules. To succeed, companies need to streamline their complete digital value chain from marketing, sales and services, to billing, in order to drive value and optimize customers' experience across every channel of interaction.

→ [Learn More](#)



Key Capabilities

- Manage accounts, opportunities, and other activities, and leverage advanced analytics to gain insights
- Easy access to product catalogue, inventory, and pricing to create sales quotes and fulfill sales orders in real time
- Mobile-first approach with access to customer and business insight on any device

Benefits

- Know your customer and make each interaction relevant, meaningful, and impactful
- Sell and close from everywhere with real-time access to back-office information, simplifying the lead-to-cash process
- Gain business insights, discover hidden trends and real-time customer opportunities

Sales process performance analysis

USE CASE

Description: Help assure and increase process efficiency, and efficiently align and communicate with process stakeholders. Reduce lead and processing times as well as error rates. Monitor the quality of the process, and allow benchmarking between sales organizations.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Combines **analytical insights with navigation** to operational applications
- Offers the possibility to **visualize the progress** of the process
- Visualizes **key performance indicators**

TOP CAPABILITIES

- Accelerates decisions via instant communication and ad hoc collaboration
- Provides full insights into issues of the order-to-cash process
- Offers integration into the back-end system

BUSINESS INNOVATIONS

- Real-time oversight of entire order-to-cash process
- Real-time insight into process issues, regardless of process step

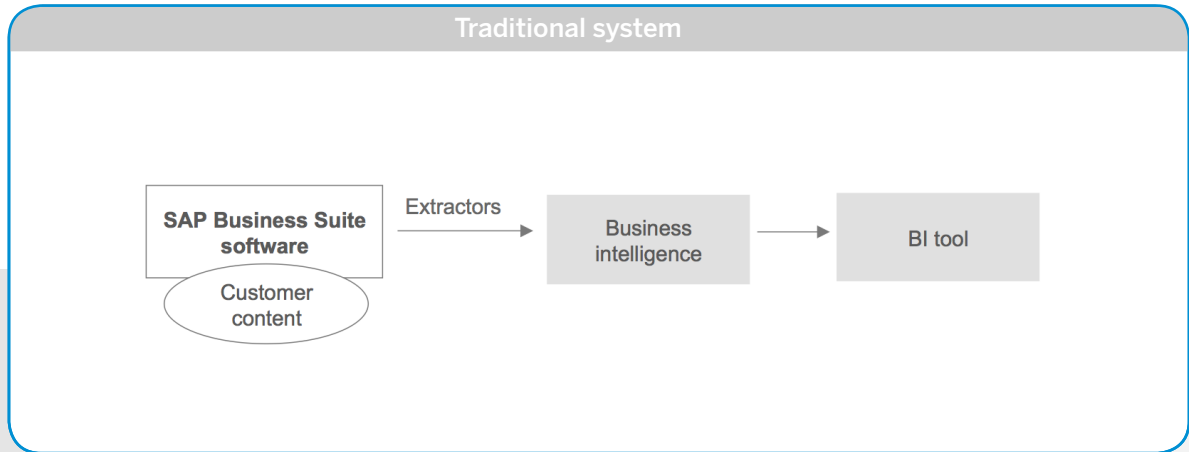
QUANTIFIABLE VALUE

- Higher throughput times and satisfaction
- Improved process quality and reduced blocking times

SOLUTIONS:

SAP S/4HANA
Sales

Sales process performance analysis

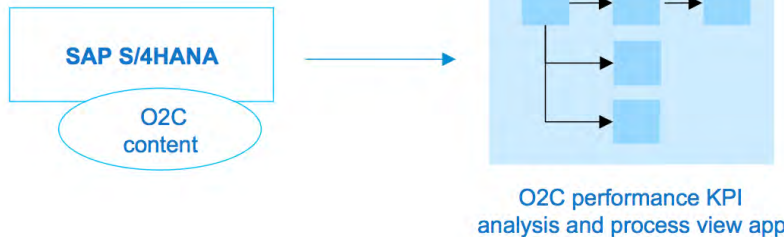


- Does not provide prebuilt content for O2C to track the performance of sales processes
- Extraction and analysis of process performance with BI tools
- Daily and weekly updates (extraction)



→ *Select a New LoB*

With SAP S/4HANA



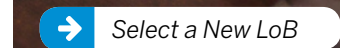
- Provides prebuilt content to monitor and analyze O2C process performance
- Instant real-time analysis possible
- Allows comparison between sales organizations and communicating issues with stakeholders
- Provides the process manager a current view of the sales order processing performance and quality
- Filter sales orders with issues, and take insight into process execution

Sell smarter anytime, anywhere

USE CASE

Description: The sales process is nothing like it used to be. Due to the evolution of technology, old techniques are fading for customers and sellers. SAP SAP/4HANA Sales meets increasing customer expectations by offering relevant, personalized interactions and real-time analytics anywhere, anytime, on any device.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- **Real-time and scalable data**
- **Simplified enhancement tools** for power users
- More easily extended for tailored **user experience and business processes**

TOP CAPABILITIES

- Fast and simple design across business processes
- Role-based engagement
- Instant access to business insights

BUSINESS INNOVATIONS

- Real-time forecasting and analytic capabilities
- Simplified business processes with reduced effort and expense
- Real-time, adaptive sales visibility, planning, and automation

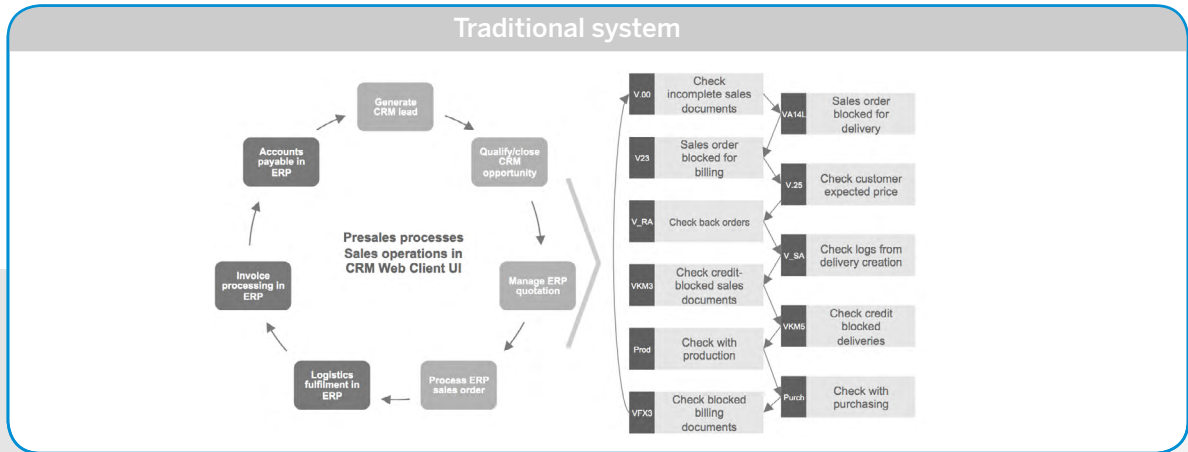
QUANTIFIABLE VALUE

- Improved process, reduced blocking times
- Analytical insights to operational applications
- Maximizing opportunities and wins

SOLUTIONS:

SAP S/4HANA
Sales

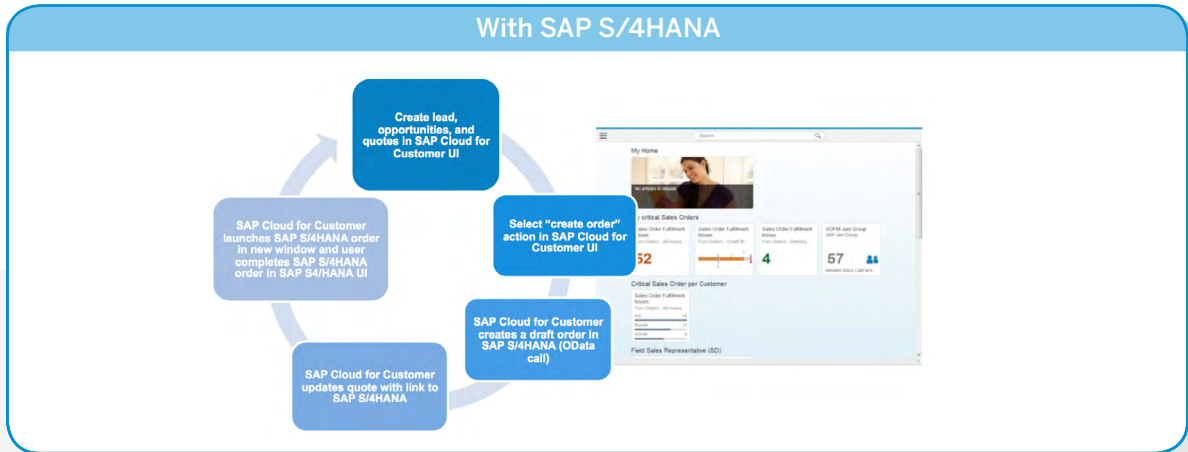
Sell smarter anytime, anywhere



- Responsible employee has to check multiple reports to get a holistic view of all process-related issues
- Multiple issues in one sales order cannot be detected in one step
- Higher risk of undetected exceptional situations
- Problem-related communication and decisions cannot be tracked in the system
- Reports need to be run multiple times



→ Select a New LoB



- Provides the internal sales representative a big picture on the current sales-order fulfillment situation
- Offers the internal sales representative a prioritized list with the key characteristics of the sales order with unfinished overdue fulfillment process, to focus on the most important first
- Supports the internal sales representative with the relevant insights, contacts, and collaboration features
- Enables the internal sales representative to run actions directly and document the solving progress via notes

Sales order fulfillment

USE CASE

Description: Monitor, manage, and collaborate on sales orders due to shipping and invoicing so that agreements between customer and company can be more easily fulfilled in time and quality.

Industry relevance: Cross-industry.



Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Offers the possibility to run actions directly in real time and **track the solution progress on the same screen**
- Combines **analytical insights with operational actions**
- **Visualizes KPIs**, including thresholds and alerts in real time

TOP CAPABILITIES

- Accelerates decisions via communication and collaboration with partners
- Provides insights into the order-to-cash process by showing critical issues
- Offers integration into the back-end system

BUSINESS INNOVATIONS

- Real-time oversight of entire order-to-cash process
- Real-time insight into process issues, regardless of process step

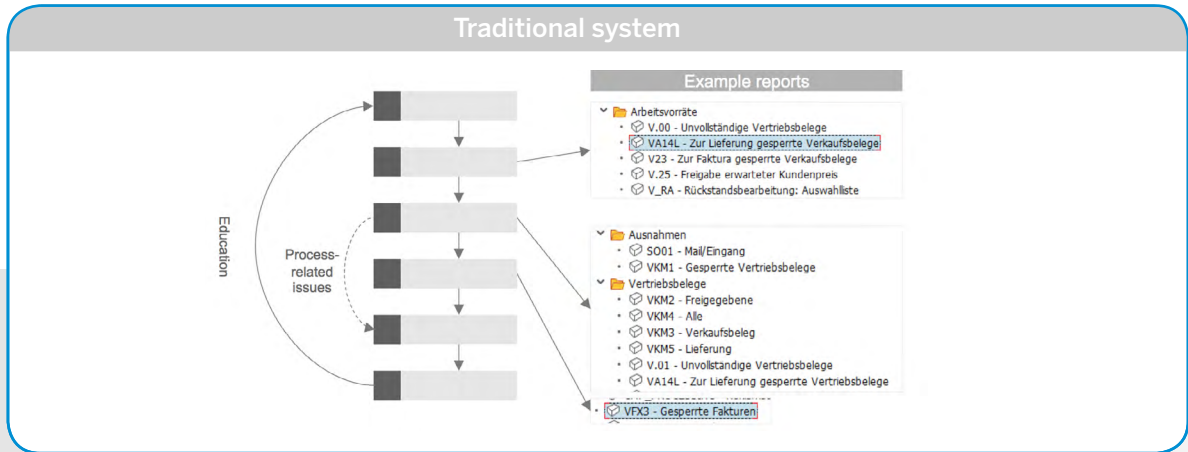
QUANTIFIABLE VALUE

- Higher customer satisfaction
- Reduced days sales outstanding
- Higher cash flow

SOLUTIONS:

SAP S/4HANA, on-premise
SAP S/4HANA, cloud

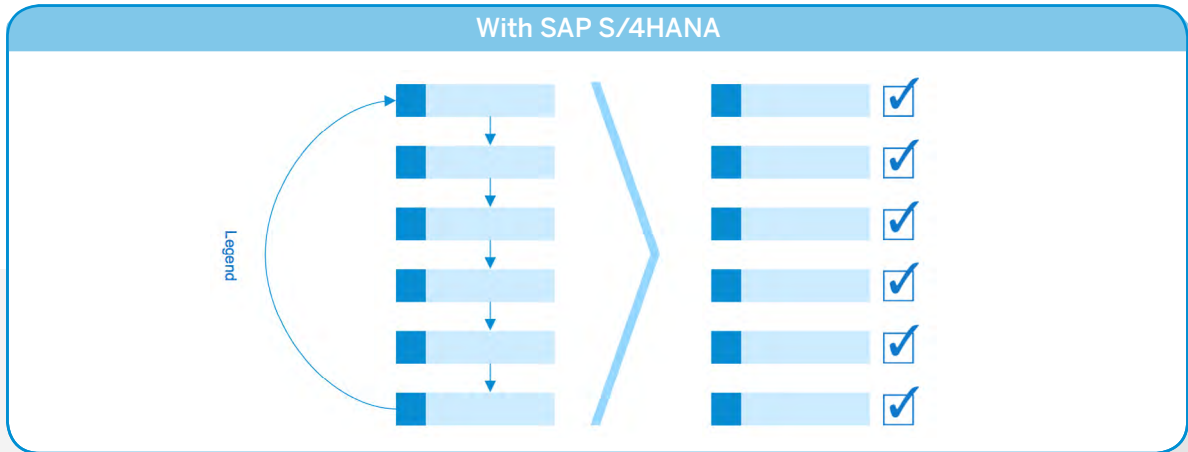
Sales order fulfillment



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- Enables the internal sales representative to run actions directly and document the solving progress via notes

Manage customer rebates

USE CASE

Description: More flexibility for customers, as the rebate index does not need to be rebuilt when new customers become eligible for rebates and previous business can be retroactively considered. There is a reduced data footprint and memory (especially important for customers in industries that use rebates extensively – for example, consumer products). In case a rebuild of an inconsistent rebates index is needed, important sales documents are locked for a longer time, leading to operations impairment in sales processes.

Industry relevance: Cross-industry.



→ [Select a New LoB](#)



UNIQUE VALUE OF SAP S/4HANA

- **More flexibility** – rebate index does not need not to be rebuilt
- Lower TCO, because of **significantly reduced data footprint and memory**
- **Increased business continuity** – no lock for important sales documents

TOP CAPABILITIES

- Significantly reduced TCO
- Mitigation of the risk of disturbance in sales operation
- No performance degradation

BUSINESS INNOVATIONS

- Increased flexibility for handling rebate agreements
- Support for individually tailored rebate programs
- Rebate programs supporting to change buying behavior of customers

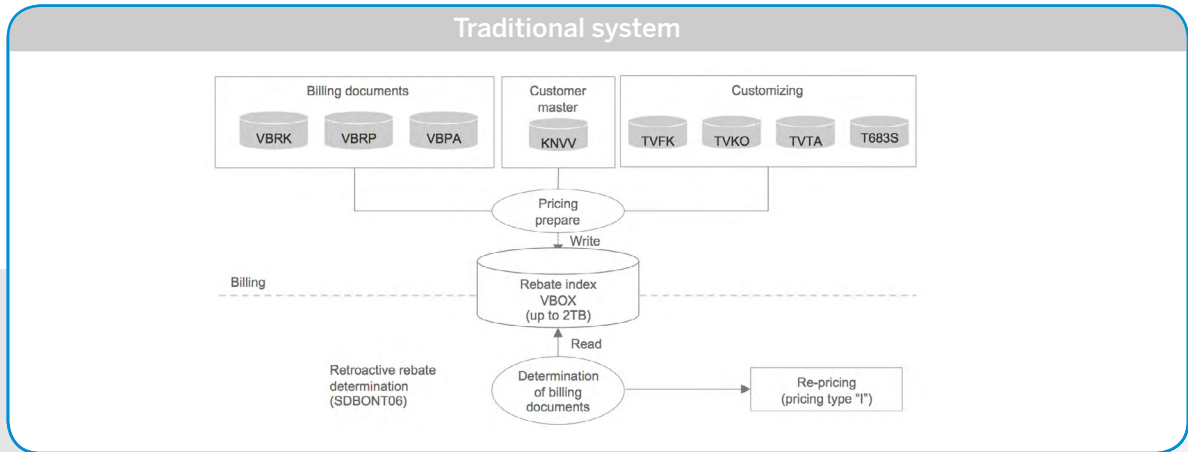
QUANTIFIABLE VALUE

- VBOX exceeded size that the used database system could handle; a split was necessary
- VBOX accounted for 1TB of a 5TB ERP instance

SOLUTIONS:

SAP S/4HANA, on-premise
SAP S/4HANA, cloud

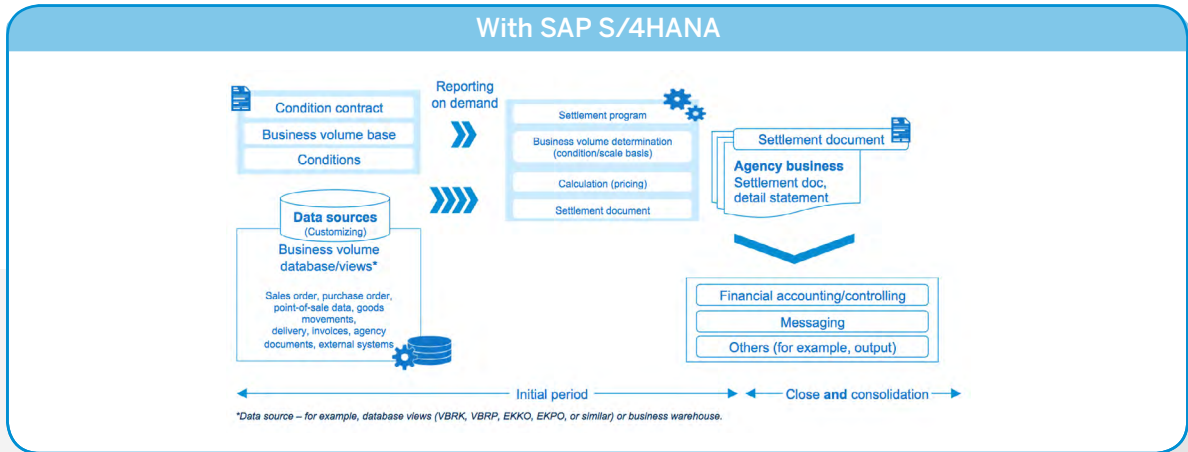
Manage customer rebates



- Rebate indexes are among the largest tables our customers have
- If changes in one customers' conditions occur, the table needs to be rebuilt; while this rebuild is going on, all rebate data is locked throughout the organization
- Rebate table (VBOX) has large system requirements



→ Select a New LoB



- More flexibility, as rebate index does not need to be rebuilt when new customers become eligible for rebates and previous business can be considered retroactively
- Significantly reduced data footprint and memory
- Sales document are no longer reducing operations impairment in sales processes

SAP S/4HANA Marketing

Market to an Audience of One

→ *Select a New LoB*



Key Capabilities

- Consolidate customer information into one enriched view, and leverage advanced analytics to gain insights
- High performance discovery and targeting tool to generate microsegments and group
- Plan and execute personalized e-mail campaigns, understand and analyze campaign performances

Benefits

- Gain deeper customer insights, discover hidden trends and real-time customer opportunities
- Accurately develop target groups and segments to deliver relevant marketing messages
- Make real-time adjustments to campaigns by understanding marketing performances

Market to an audience of one

USE CASE

Description: Leverage mass volumes of digital customer engagement information for deeper insights to deliver one-to-one personalized customer experiences. The value engineering group of SAP found marketing organizations that excel at cross-channel integration and data-driven marketing achieve 61% greater revenue from new customers and 32% lower marketing spend.

Industry relevance: Cross-industry.



→ Select a New LoB



UNIQUE VALUE OF SAP S/4HANA

- Leverage **real-time contexts** to drive relevant engagements with known and unknown customers
- Develop the full context of individual customers for **individualized engagements** at every stage
- Understand marketing activity performance to optimally plan resources for **customer advocacy and growth**

TOP CAPABILITIES

- Gain real-time insights into customer intent
- Deliver contextually relevant offers
- Run marketing with speed and agility

BUSINESS INNOVATIONS

- Blending of structured and unstructured data
- Real-time execution at the instant of engagement
- Real-time operational insights and collaboration

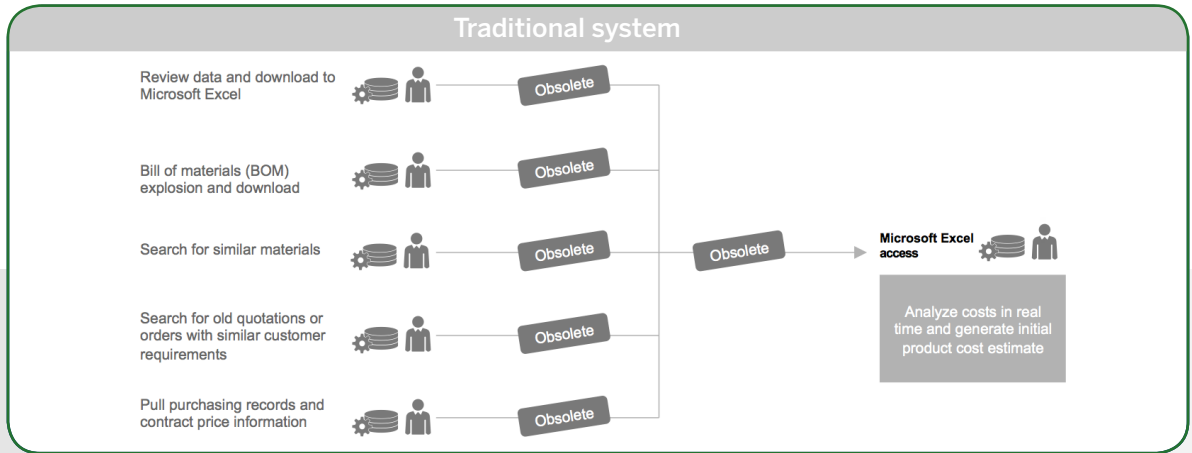
QUANTIFIABLE VALUE*

- 24% revenue growth from new customers
- 30% higher growth in market share
- 22% fewer full-time employees

SOLUTIONS:

SAP S/4HANA
Marketing

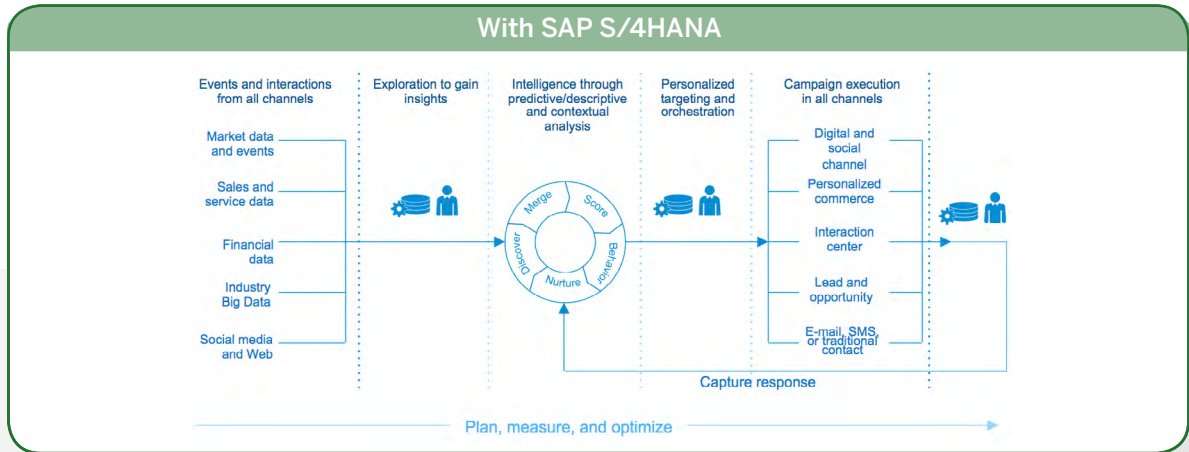
Market to an audience of one



- All customer information not available in one place
- Customer data inaccurate or stale
- Lack of cross-channel execution coordination
- Inability to personalize customer engagements
- Lack of visibility into marketing performance or lack of time to make changes



→ Select a New LoB



- Single consolidated view of customer information
- Real-time updates of customer information
- Engagement recommendations across channels
- Orchestration of customer engagement across channels throughout the journey
- Leveraging of real-time customer intent to deliver personalized experiences
- Real-time insights on performances to make strategy adjustments

Spotlight on customers

How our customers are driving their digital transformation journey



ORGANIZATION

Schola Europaea, Office of the Secretary-General of the European Schools

HEADQUARTERS

Brussels, Belgium

INDUSTRY

Higher Education and Research

PRODUCTS & SERVICES

Nursery, primary, and secondary education

EMPLOYEES

4,000

STUDENTS

25,000

WEBSITE

www.eursc.eu

European Schools

Simplifying and Innovating with SAP® S/4HANA Finance and SAP HANA Enterprise Cloud

OBJECTIVES

- Replace an old, home-grown IT solution with modern software that is widely compatible
- Reduce logistics and administrative efforts by moving to the cloud
- Improve consolidation, reports, and transparency
- Streamline accounting, controlling, and procurement business processes
- Avoid potential risk by complying with new financial regulations
- Ensure all European Schools are aligned and have standardized and secure financial processes

WHY SAP

- Well-known software that aligns with systems of key stakeholders like the European Commission
- Support for a multilingual organization
- Definition of business requirements using a SAP® Best Practices package and the SAP S/4HANA Finance solution
- Failure of two other system integrators to replace the current solution



European Schools Select SAP S/4HANA Finance to Empower Users and Better Serve Students

WHY SAP SOLUTIONS POWERED BY SAP HANA®

- Positive references from the Council of the European Union and the European Commission
- Requirements fulfilled in all relevant countries
- Stable IT platform for future growth
- Flexible and fast deployment by combining the SAP ERP Foundation rapid-deployment solution and the SAP HANA® Enterprise Cloud service
- Integration of transactions and analytics on the same platform, enabling real-time processes
- Regular cloud-based software updates at set costs

BENEFITS

- No resource costs with application management services for SAP HANA Enterprise Cloud
- Significant improvement in accountability
- Better cost control and compliance using self service procurement
- Real-time accounting processes and instant insight into core financials
- Reduction in data footprint



“ The SAP S/4HANA Finance solution empowers our users with more control and drives greater accountability. We have a complete solution that meets all our needs. And SAP HANA Enterprise Cloud means that we didn't need to invest in IT staff to maintain the system.”

—Kari Kivinen, CEO, Schola Europaea, Office of the Secretary-General of the European Schools

Spotlight on customers

How our customers are driving their digital transformation journey



La Trobe University

A Model for Success Amid Rapidly Shifting Dynamics of Higher Education

ORGANIZATION

La Trobe University

HEADQUARTERS

Melbourne, Australia

INDUSTRY

Higher Education and
Research

PRODUCTS & SERVICES

Undergraduate and
postgraduate education
research

EMPLOYEES

3,000

WEBSITE

www.latrobe.edu.au

OBJECTIVES

- Compete effectively for students and funding in a challenging, increasingly complex higher education environment
- Push the boundaries of the educational experience for students
- Lift the administrative overhead burden from the teaching staff and researchers so they can concentrate on their core activities and most essential tasks

RESOLUTION

- Became the first organization in the world to go live with SAP® S/4HANA Finance solution deployed using the SAP HANA® Enterprise Cloud service
- Adopted solutions from SAP SuccessFactors for human capital management (HCM)
- Took advantage of SAP Service and Support offerings to help with implementations

BENEFITS

- Enhanced the user experience
- Simplified processes with no latency
- Increased data reliability

“ As the first to adopt SAP S/4HANA Finance, we will benefit from instant insight to drive value through planning, analysis, prediction, and simulation. We have a term for it: Brilliant Basics.”

—Peter Nikolettatos, Executive Director and CIO, La Trobe University

→ A Preview into Digital Transformations



Greg Hill

Director of Enterprise Applications, La Trobe University

▶ **TESTIMONIAL VIDEO**

La Trobe University was the first organization to go live with SAP S/4HANA in the cloud



TOP BENEFITS ACHIEVED

20% Efficiency increase

up to 7x Faster business processes

4 Faster batch job runs

Spotlight on customers

How our customers are driving their digital transformation journey



Convergent IS

Supporting 200% Growth with SAP® S/4HANA Starting with SAP S/4HANA Finance

COMPANY

Convergent IS

HEADQUARTERS

Calgary, Canada

INDUSTRY

Professional Services

PRODUCTS & SERVICES

User experience and mobile solutions for enterprises

EMPLOYEES

30

WEBSITE

www.convergentis.com

OBJECTIVES

- Support 200% annual growth as international business expands with multiple currencies and foreign exchange risk
- Create the framework to support a new professional services business line
- Manage business processes such as financial close, invoicing, and supply chain

WHY SAP

- Move to a digital business foundation, with SAP® S/4HANA providing the business with a single source of the truth
- Roll out the SAP Fiori® user experience (UX) to support nearly 100 critical business processes such as accounts receivable and payable, cash-flow and liquidity management, procurement, and employee/manager self-service

RESOLUTION

- Gave the sales team insight into account-specific net margins
- Tracked hours in real time for accurate invoices and project margin analysis
- Improved business asset visibility for informed investment decisions
- Trained new employees with a simple and personalized user experience

FUTURE PLANS

- Introduce additional SAP® S/4HANA functionality to manage the supply chain
- Invest in SAP solutions to provide an optimal onboarding experience for the expanding team

“ Using SAP S/4HANA with the SAP S/4HANA Finance solution is like going from a tricycle for small-business accounting software to a race car. It will help Convergent continue our fast-paced growth and simplify our business processes.”

—Shaun Syvertsen, Managing Partner, Convergent IS

- *Convergent IS runs SAP® S/4HANA to support 200% growth*
- *SAP S/4HANA Finance: Gateway For The Little Guy*
- *How to decide when to move to SAP S/4HANA*
- *SAP Fiori UX is the face of SAP's future*
- ▶ *Convergent IS swaps QuickBooks for SAP S/4HANA Finance*



▶ **TESTIMONIAL VIDEO**
Convergent Supports its 200% Growth with SAP S/4HANA

Decreased Days sales outstanding and time to invoice

Improved Management of accounts payable and receivable

Eliminated Manual reconciliation of financial and management accounting

Spotlight on customers

How our customers are driving their digital transformation journey

GEBERIT

Recognized by the plumbing and HVAC industry as a market leader, GEBERIT is transforming business processes to stay ahead in the market for its globally renowned products.

GEBERIT decided to migrate all of their finance and controlling applications to SAP S/4HANA. The company soon started realizing the benefits of easy access to real-time information supporting faster, better decision-making, and simplifying database maintenance.

 *SAP Simple Finance Implementation at Geberit AG*

UNIORG

UNIORG Consulting GmbH headquartered in Dortmund, Germany is a full-service provider for the implementation and management of SAP software. UNIORG, a German-based international SAP partner and consulting firm, successfully went live with SAP S/4HANA Finance in only 8 weeks.

Real-time access to each transaction delivers immediate insights into both transactional processes and reporting, enabling UNIORG to better align finance and controlling and achieve lower TCO. UNIORG will also increase productivity through role specific business cockpits and an enhanced user experience with SAP Fiori.


“By laying the foundation to fully reap the benefits from SAP HANA, we expect major efficiency gains in finance and controlling because we can now immediately see the impact of each transaction in reporting and analysis.”

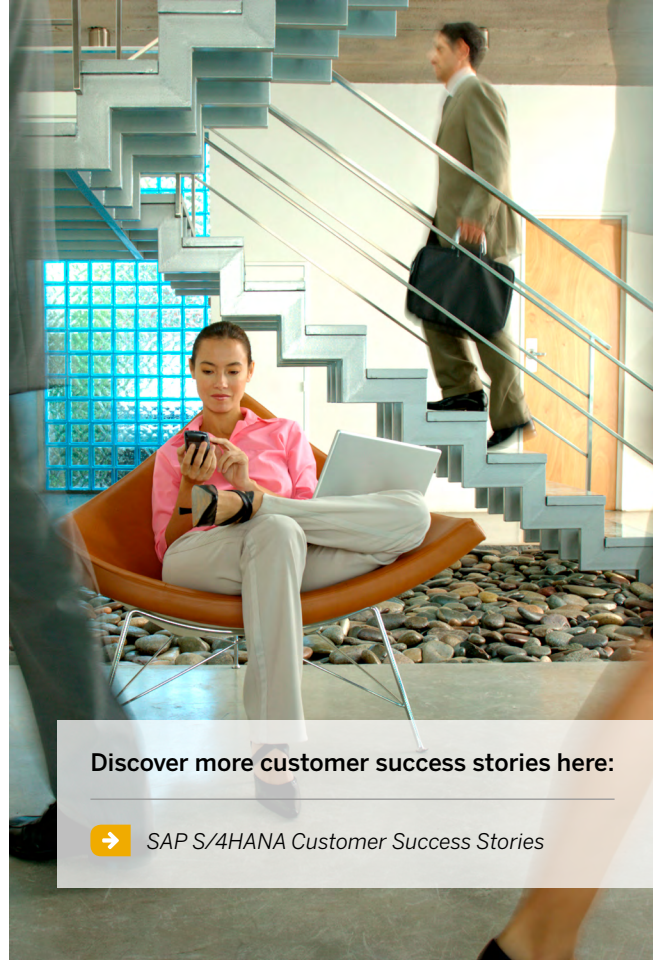
Thomas Weber, Managing Director, UNIORG Consulting GmbH




The Swiss Re Group is a leading wholesale provider of reinsurance, insurance and other insurance-based forms of risk transfer. Dealing direct and working through brokers, its global client base consists of insurance companies, mid-to-large-sized corporations and public sector clients. From standard products to tailor-made coverage across all lines of business, Swiss Re deploys its capital strength, expertise and innovation power to enable the risk taking upon which enterprise and progress in society depend.

Swiss Re started reducing risk and simplifying operations by bringing together transactional processes with real-time analytical capabilities on one common finance platform: the SAP S/4HANA Finance solution.

 *Swiss Re Transforms Its Reinsurance Finance Division with SAP S/4HANA Finance*



Discover more customer success stories here:

 [SAP S/4HANA Customer Success Stories](#)

Key takeaways

SAP S/4HANA:

- Is the digital core to lead in the digital economy
- Is designed to drive digital transformation across business functions and industries
- Is unique in the market today – user empowered, process enriched, live insight, choice of deployment

Start to define your digital business vision and identify the value today.

Next steps:



Step 1:

Start with a Digital Value Chain Assessment survey



Step 2:

Get your Business Scenario Recommendation report



Step 3:

Understand the journey in 5 simple steps



Step 4:

Experience SAP S/4HANA with trials for the cloud and on-premise



Step 5:

Learn more about SAP S/4HANA.



Step 6:

Contact SAP.



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