SAP Solution Brief
SAP Leonardo | SAP Intelligent Robotic Process Automation

Enhance Performance in the Digital Enterprise Using
Intelligent Bots

THE BEST RUN **SAP**

Increase both user satisfaction and operational efficiency

If you could automate the many mundane and recurring manual activities that occur throughout your organization, you could **increase user satisfaction** and operational efficiencies simultaneously. Your employees could focus on more-important activities, and your organization benefits from the greater precision, speed, and accuracy that automation can deliver.

But how can you achieve this automation? Many manual processes have remained manual processes because of their complexity. Traditional automation tools and user interfaces may not lend themselves to capturing and automating the more subtle aspects of these processes.

That's where SAP® Intelligent Robotic Process Automation (SAP Intelligent RPA) services distinguish themselves. After capturing user activity, intelligent bots delivered by these services can emulate user interactions with software and digitally execute some of the user's tasks. Because these bots can take advantage of SAP Leonardo Artificial Intelligence (SAP Leonardo AI) capabilities and SAP Conversational AI services, they can automate actions that involve more than a traditional user interface. They can work with process metadata to support hands-free execution of much more complicated processes. As a result, your intelligent enterprise can run faster, leaner, and more cost-effectively, all while better serving customers.

Eliminate repetitive manual processes

Automation is a key characteristic of intelligent enterprises. It can enable you to complete previously manual tasks more quickly, more consistently, and more precisely. Particularly when processes are complicated but mundane, automation can help reduce human error and free employees to focus on activities that translate directly into better products, services, and customer experiences.

What do such manual processes look like? Consider an employee who must process a shipping manifest. The employee might enter the shipping number into a Web application to get the related purchase order. They might then send purchase order information into a cloud-based ERP for further processing.

Such processes are complex, manual, and error-prone even under the best circumstances. More-complex processes can have even more steps, involve more systems, and create more opportunities for error.

SAP Intelligent RPA helps your organization unshackle itself from such inefficiencies. Intelligent bots can perform these complex tasks faster, with more consistency, and with far fewer errors.

Eliminate repetitive manual processes

Deliver greater speed and accuracy

Power automation with intelligence
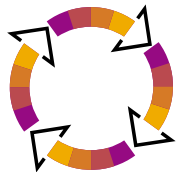
Intelligent bots can execute processes spanning multiple systems, multiple cloud solutions, and even multiple software-as-a-service offerings.

Deliver greater speed and accuracy

SAP Intelligent RPA runs on SAP Cloud Platform. The services' design studio facilitates application capture, visual workflow sequencing, scripting, and debugging. You can:

- Design bots with step-by-step execution sequences and dependencies
- Attach trigger mechanisms to bots for attended or scheduled-unattended execution
- Use APIs and machine learning services to make bots intelligent

The services also provide features that enable you to manage the degree to which a bot operates autonomously:

- Digital assistant: The digital assistant function-ality lets you improve process performance by streamlining some or all aspects of a manual process. In this automation mode, your users interact directly with the bots, achieving greater efficiency through synergy.
- Digital worker: A repetitive process that does not require intermittent decision-making may be a good candidate for the digital worker component, which enables you to automatically execute a complete process **without** human intervention.
- Cloud orchestration factory: The cloud orchestra-tion factory functionality acts as both a controller and a dashboard, managing process automation resource assignments through either digital assistants or digital worker capabilities.

Eliminate repetitive manual processes

Deliver greater speed and accuracy

Power automation with intelligence

Power automation with intelligence

Bots created with SAP Intelligent RPA interact with other systems at the human task layer, just as humans do. This makes sense, as the bots replicate the work that a person would be doing. In fact, in an intelligent enterprise, many bots may be interacting with **other** bots.

So what happens if a user interface changes or a system is updated? A human user would strive to adjust, to adapt to the new interface. But what about bots?

The answer to this question speaks to the intelligence of the SAP Intelligent RPA services.

Using SAP Leonardo AI capabilities, the bots can identify and learn new patterns without explicit training. Those same capabilities enable intelligent bots to process and understand unstructured data from e-mails, images, and PDFs.

Using SAP Conversational AI services, bots can interact with customers and users in the same manner a person would. And you don't need to predefine inputs and outputs or code into the bot every conversational possibility. Working with SAP Intelligent RPA, SAP Leonardo Conversational AI services enable natural interactions from day one.

Eliminate repetitive manual processes

Deliver greater speed and accuracy

Power automation with intelligence
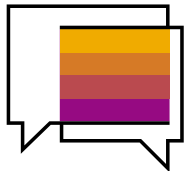
Using SAP Conversational AI services, bots can **interact with customers and users** in the same manner a person would.

Transform for greater process efficiency

Intelligent enterprises achieve greater cost efficiencies by relying on resource-intensive processes.They can gain a stronger market posture and reputation by focusing personnel on high-value processes rather than on those requisite but repetitive low-value processes that until now have resisted attempts at automation.

SAP Intelligent RPA provides the tools and technologies required to help your organization optimize both costs and personnel allocations. Intelligent bots created using the services can execute repetitive manual processes quickly, consistently, and without error. They can scale in step with the needs of your enterprise, which can help you respond proactively to emerging opportunities and evolving customer needs.

And these are not the only benefits you can gain from SAP Intelligent RPA. Intelligent bots can help you reinvent processes and drive continuous improvement. They can help you make smarter decisions and overcome organizational barriers. In short, they can help your organization move ever further along the path of becoming an intelligent enterprise.

Transform for greater process efficiency
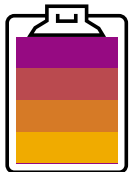
Focus on truly **high-value tasks** and leave the mundane tasks to the bots.

6 / 7

Summary

The SAP® Intelligent Robotic Process Automation services facilitate the creation, scheduling, management, and monitoring of intelligent bots that can automate repetitive manual processes spanning multiple systems, services, and architectures. By deploying intelligent bots to automate these inefficient activities, you can redirect resources toward high-value activities and processes.

Objectives

- Digitally emulate user activities to accelerate process automation
- Incorporate machine learning and conversational artificial intelligence to facilitate automatic process execution
- Help ensure execution continuity by orchestrating automation beneath the level of the user interface

Solution

- A single integrated offering for comprehensive automation across all systems
- A future-proof core for ongoing relevance
- The ability to use APIs to improve bot performance and continuity
- Automation with prebuilt bots for SAP software

Benefits

- Improve operations by using workers for high-value tasks at lower costs
- Enhance service quality to reduce cycle times for revenue-generating transactions
- Increase compliance and analysis capabilities
- Enable process execution accuracy, speed, and efficiency

Learn more

To find out more, call your SAP representative today or visit us **online**.

Follow us

www.sap.com/contactsap

THE BEST RUN **SAP**