SAP Innovation Awards 2020

- SAP Innovation Awards celebrate the achievements of forward-thinking companies and individuals from around the world who are using SAP® solutions to transform their business, drive innovation, and shape their intelligent enterprises. SAP is thrilled to showcase customer and partner stories that involve using SAP’s intelligent suite, intelligent technologies, and digital platform to differentiate themselves, achieve tremendous results, and adapt to dynamic customer needs.

- Explore this e-book to learn how today’s technology leaders are innovating by using the power of SAP solutions and technology.

- To find out more about SAP Innovation Awards, please visit: www.sap.com/innovationawards
About Intel

- For nearly 50 years, Intel and SAP have made a profound impact on people, business and society on a global scale. Together they are turbocharging the next wave of breakthrough innovations with the power of in-memory computing and persistent memory technologies that help unleash the potential of data. Co-innovations are helping enterprises face—and overcome—challenges by increasing business agility and flexibility with real-time analytics and reimagined performance. Customers can protect and future-proof their investments (on premises or in cloud) with a modern infrastructure of validated and SAP-certified components and accelerate speed to market with an optimized, enterprise-ready platform designed for innovation. Learn how SAP HANA and HANA based applications, Intel Xeon Scalable processors and Intel Optane Persistent Memory technology are helping organizations realize the promise of a modern business technology platform at [www.sap.com/Persistent-Memory](http://www.sap.com/Persistent-Memory)
Intel Participants

Entries

A&L Windows Pty. Ltd.
BOE Technology Group Co. Ltd.
CenterPoint Energy Inc.
Cisco Systems Inc.
Digitate
Expo 2020 Dubai
Festo GmbH & Co. KG
Fluvius
Genpact Ltd.
Hewlett Packard Enterprise (HPE)
IFFCO
Kite Ztr.

Lufthansa AirPlus Servicekarten GmbH
Mahindra Group
Mahindra & Mahindra Ltd.
Martur Fompak International
Ovinto CVBA
Rural Fire Service
Schaeffler Group
Seven Principles AG
Siemens AG
Skybuffer Sp. z o.o.
Taronga Conservation Society Australia
Tele2

Terminus Technology Co. Ltd.
Thyssenkrupp Presta AG
WEG Equipamentos Elétricos S.A.
Xerox Corporation
Intel Participants

Entries by Industry

**Agribusiness**
Kite Ztr.

**Automotive**
Mahindra & Mahindra Ltd.
Martur Fompack International
Schaeffler Group
Seven Principles AG
Thyssenkrupp Presta AG

**Banking**
Genpact Ltd.

**Consumer Products**
IFFCO

**Cross-Industry**
Mahindra Group

**High Tech**
BOE Technology Group Co. Ltd.
Cisco Systems Inc.
Digitate
Festo GmbH & Co. KG
Hewlett Packard Enterprise (HPE)
Siemens AG
Terminus Technology Co. Ltd.
Xerox Corporation

**Industrial Machinery and Components**
WEG Equipamentos Elétricos S.A.

**Mill Products**
A&L Windows Pty. Ltd.

**Professional Services**
Skybuffer Sp. z o.o.

**Public Sector**
Rural Fire Service
Taronga Conservation Society Australia

**Sports and Entertainment**
Expo 2020 Dubai

**Telecommunications**
Tele2

**Transportation and Logistics**
Lufthansa AirPlus Servicekarten GmbH

**Travel and Transportation**
Ovinto CVBA

**Utilities**
CenterPoint Energy Inc.
Fluvius
# Intel Participants

## Entries by Region

### APJ

<table>
<thead>
<tr>
<th>A&amp;L Windows Pty. Ltd.</th>
<th>Mahindra Group</th>
<th>Taronga Conservation Society Australia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digitate</td>
<td>Mahindra &amp; Mahindra Ltd.</td>
<td>🏆</td>
</tr>
</tbody>
</table>

### EMEA North

<table>
<thead>
<tr>
<th>Fluvius</th>
<th>Ovinto CVBA</th>
<th>Skybuffer Sp. z o.o.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kite Ztr.</td>
<td>Rural Fire Service</td>
<td></td>
</tr>
<tr>
<td>Martur Fompak Intern.</td>
<td>Seven Principles AG</td>
<td></td>
</tr>
</tbody>
</table>

### GC

<table>
<thead>
<tr>
<th>BOE Technology Group Co. Ltd.</th>
<th>Terminus Technology Group Ltd.</th>
<th></th>
</tr>
</thead>
</table>

### LATAM

<table>
<thead>
<tr>
<th>WEG Equipamentos Elétricos S.A.</th>
<th></th>
</tr>
</thead>
</table>
## Intel Participants

### Entries by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEE</td>
<td>Festo GmbH &amp; Co. KG, Lufthansa AirPlus Servicekarten GmbH, Schaeffler Group, Siemens AG, Tele2, Thyssenkrupp Presta AG</td>
</tr>
<tr>
<td>NA</td>
<td>CenterPoint Energy Inc., Cisco Systems Inc., Digitate, Genpact Ltd., Hewlett Packard Enterprise (HPE), Xerox Corporation</td>
</tr>
<tr>
<td>UAE</td>
<td>Expo 2020 Dubai, IFFCO</td>
</tr>
</tbody>
</table>

**Note:** The table above lists the participants from the MEE, NA, and UAE regions. The symbols ⚫ and ⚪ indicate winners and honorable mentions, respectively.
SAP software plays a key role at A&L – enabling us to refine processes, improve teamwork and cohesion, and ultimately deliver better experiences and products.

Darrell Bramley
CEO, A&L Windows Pty. Ltd.

Challenge
- Following a successful implementation of SAP software in 2016, A&L Windows was seeking to extend core business functions including deliveries, orders, and customer queries. Its goal was to enable self-service, improve automation, increase delivery-driver productivity, reduce manual entry, and decrease customer service costs.

Solution
- A&L Windows chose to adopt the SAP Intelligent Enterprise Framework to extend its on-premise SAP software investment to support mobile devices, portals, and robotic process automation to automate, simplify, and standardize processes. The company includes a national team of 100+ mobile delivery drivers and 50,000+ customer users (homeowners).

Outcome
- The project team has delivered a full production rollout of 1) a national solution to automate the windows delivery process and remove manual data entry and 2) a national solution for customer (homeowner) self-service to simplify the quote and order process for spare parts and window screens.

10%
Increase in the efficiency of customer service delivery

800+
More spare part orders and 300+ more screen orders per year due to increased capacity

450 hours
Annual time savings by enabling retail staff to redirect efforts to high-margin window projects

Darrell Bramley
CEO, A&L Windows Pty. Ltd.
This project effectively reduces the risk of material noncompliance and creates business value for BOE.

Zhan Qiu, Yue
Senior Vice President, BOE Technology Group Co. Ltd.

**Challenge**
- Sustainable development requires BOE to establish a green supply system guided by resource conservation and environmental friendliness. As BOE is constantly growing, the green compliance management of products is becoming more and more important. The accumulation of large amounts of data urgently requires information tools to support business management.

**Solution**
- Using SAP software, BOE aims to achieve green compliance and carbon footprint management in product development and material procurement, and to optimize logistics transportation paths. The goals are to establish a green environmental performance indicator system and to enable comprehensive green supply chain management.

**Outcome**
- BOE has constructed a green supply chain information platform to enable product quality tracking and traceability management. The company has also optimized the green design concept of its supply process to better manage hazardous materials, improve product and material quality certification, enhance carbon footprint tracking, identify the most energy-efficient paths and modes for logistics transportation, and reduce logistics consumption.

**Company information**
Headquarters: Beijing, China | Industry: High Tech | Website: www.boe.com

- **Introduction**
- **Industry**
- **Region**

**View entry**

**Processor**

**SAP Innovation Awards 2020**

- 80% Reduction in the cost of data collection
- 52% Increased probability of on-time product launch
- 300% Efficiency improvement in managing the carbon footprint
The integration of SAP Predictive Maintenance and Service has allowed the effective prioritization of one of CNP’s largest distribution programs and has provided insight-to-action capabilities – driving more efficient processes that should be transferable to future asset programs.

Mark Mitchell
Director of Asset Planning and Optimization, CenterPoint Energy Inc.

Challenge
- To efficiently and effectively implement its Cable Life Extension Program (CLEP), CenterPoint Energy (CNP) needed a methodology to assist in the prioritization of its underground cable testing program. Data collected by a third-party vendor had to be combined with data from other sources to better understand asset risk.

Solution
- The SAP Predictive Maintenance and Service solution has allowed CNP to incorporate multiple data sources and provide flexible access to information, supporting agile data-driven decisions. The solution’s speed and flexibility enabled the needed analysis and prompt generation of necessary work orders – both key to the project’s success.

Outcome
- The solution allowed CNP to shift from an historically reactive asset and outage management approach to a more proactive and predictable method of managing assets. By improving the management of operations and maintenance (O&M) and capital, CNP has increased operational efficiency and reliability.

65% Initial performance improvement on pre-1985 underground residential distribution (URD) loops that were assessed and repaired

46% Reduction in project process tasks required for CLEP, leading to improved efficiency
Cisco and SAP are highly aligned. Together we’re providing the bridge from a business being merely smart to being truly intelligent by activating intelligence everywhere a business reaches. Our joint solution enables organizations to securely connect, collect, analyze, and ultimately convert this data into actionable insights – enhancing business outcomes and customer experiences.

Suhail Syed
Senior Product Manager, Cisco Systems Inc.

Company information
Headquarters: California, United States | Industry: High Tech | Web site: www.cisco.com

Introduction
Cisco Systems
Powering Data Intelligence with Cisco and SAP

Challenge
- Our goal was to deliver an intelligent enterprise experience that married cutting-edge Big Data processing and analytics with actionable insights derived from artificial intelligence (AI) and machine learning (ML).

Solution
- The solution combined the capabilities of the SAP Data Intelligence solution with SAP S/4HANA®, SAP HANA®, and the SAP Analytics Cloud solution to provide an intelligent shopping experience. SAP Data Intelligence was run live on Cisco Container Platform running on HyperFlex and used off-the-shelf webcam components for image streaming.

Outcome
- Modern retail companies can now gain insights into improving the shopping experience by relying on intelligent, real-time analysis of inventory and customer behavior. They can correctly position products on shelves, detect products placed in a customer’s basket, restock inventory, identify customer behavior (map products picked versus adjacencies), and compile customers’ buying habits across stores (regions).

20% Faster restocking time
30% Increase of human traffic at the shelf
30% Additional sales revenue

Processor

View entry

SAP Innovation Awards 2020 Finalist
AI.ERPOps is a cognitive automation product that supports SAP software operations in the intelligent enterprise. It maintains business assurance by mitigating risk, preventing business transaction failures, and increasing profitability. The product enables accurate and on-time financial reporting, sales forecasting, billing, shipping, deliveries, vendor payments, and more – adding agility to your business and enhancing the customer experience.

Dinesh Malaniur  
Product Manager, Digitate

**Challenge**
- High incident resolution time, dependence on support teams, and performance delays
- Error-prone manual processes
- Low enterprise-wide visibility and compliance breaches
- Improper data handling

**Solution**
- Supports smooth SAP software operations with an insight-driven cognitive automation platform
- Leverages artificial intelligence (AI), machine learning (ML), and data analytics for the SAP ERP application that forms the core of the business
- Features cognitive automation, predictive analytics on SAP technical data, automatic resolution of tickets, and more

**Outcome**
- Fewer outages, less downtime, and faster mean time to repair (MTTR)
- More intelligent and agile enterprise that delivers an enhanced customer experience
- Error-free processes through the smart automation of monotonous manual tasks – freeing employees to focus on more value-added activities

**50%**  
Automation of crucial Basis admin tasks

**40%**  
Reduction in business transactional errors (IDocs)

**450**  
Critical SAP-focused out-of-band (OOB) use cases

Dinesh Malaniur
Product Manager, Digitate

**Digitate, a Tata Consultancy Services Venture**

Streamlining SAP Software Operations with an AI-Based Cognitive Automation Solution

**Company information**
**Headquarters:** California, United States, and Pune, India  |  **Industry:** High Tech  |  **Web site:** www.digitate.com
The PODium app is a game changer for large-scale events and people with disabilities. It is a comprehensive tool that helps ensure safety, security, vital information, and wayfinding for required access provisions. This will set a new global benchmark for inclusive apps. Bravo SAP!

Jennifer Camulli
Manager, Accessible Needs, Expo 2020 Dubai

Challenge
- People with special needs face challenges while planning their visits to large, crowded venues. Sharing their experiences and feedback is cumbersome, and they avoid asking for help. This reduces the satisfaction such visitors and their families get when planning or attending events.

Solution
- PODium is a platform that provides specially-abled citizens and people of determination (POD) with a seamless, sustainable, full experience without feeling disadvantaged. It allows them to navigate once-in-a-lifetime opportunities such as Expo 2020 Dubai hassle-free.

Outcome
- The PODium pilot conducted with SAP and Expo 2020 Dubai has showcased how the event can benefit from analytics-driven experience management solutions and is scheduled to go live during the event in October 2020.
SAP Landscape Management has made it easier for a relatively small IT team to manage an extensive IT landscape based on SAP HANA and SAP Adaptive Server Enterprise. By reducing the time spent on routine tasks, we can focus on better serving the needs of the business.

Jochen Spieth
Product Manager, SAP Platform, Festo GmbH & Co. KG

Festo
Enabling Efficient Management of a Complex Global IT Landscape

Challenge
- Conducting manual system maintenance of Festo’s complex heterogeneous IT environment based on SAP HANA was complex and time-consuming. In addition, the company wanted to gain insights into its IT infrastructure that would support future landscape simplification initiatives.

Solution
- Festo integrated SAP Landscape Management software with multiple solutions, including ERP, HR, customer relationship management (CRM), and data warehousing software. It also used preconfigured workflows to automate the provisioning of solutions based on SAP HANA, as well as self-developed extensions to SAP Landscape Management.

Outcome
- Festo can now carry out maintenance with minimal disruption to the business, while the automation of routine system administration tasks frees up the IT staff for other value-added activities.

75% Reduction in system downtime due to maintenance
100% Savings in IT team time for operating system updates
70 Systems managed using the software
Introduction

With the professional help of SAP and Delaware Consulting, we can now fully focus on realizing tangible business value. We gain deep insights into our customers and make these available throughout the organization. Our customer channels are fully lined up and working frictionlessly with back-office operations. At last we can focus our energy and know-how on building our company, growing our employees, and offering our customers new levels of service that enhance their experience.

Danny Van de Rul
Customer Service Lead, Fluvius

Company information

Headquarters: Melle, Belgium | Industry: Utilities | Web site: www.fluvius.be

Industry

Fluvius

Putting the Customer First in an Asset-Driven DSO

Challenge

“Customer First” is a new strategic pillar for Fluvius, a distribution system operator (DSO). It means knowing customers in a unique and personalized way and building a full 360° customer view based on the national e-ID and European article numbering (EAN) programs. It requires aligning front and back offices for superior customer service and building a future-proof and scalable platform for innovative data services – all while ensuring business continuity during program implementation (5 years).

Solution

This was among the first implementations of the SAP S/4HANA solution for customer management worldwide. It uses the Customer Interaction Center service as the central customer cockpit. It features formal identification against the national register and enterprise register; a full 360° customer view generated through real-time interfaces to the central market system, legacy utilities solution from SAP, and customer relationship management (CRM) systems; a self-service portal for digital meter data services; and integrated reporting capabilities of SAP Analytics Cloud to support decision-making.

Outcome

Customer Service is championing the move to SAP S/4HANA. Front offices have fully embraced the new solution. They now have increased autonomy and are working in a harmonized way. Back offices are taking ownership for end-to-end service delivery. Master data is of excellent quality and accessible for our entire organization. We have laid the foundation for a growing integrated enterprise platform, based on standard SAP software and best practices.

93% Of all interactions with a unique, identified Business Partner (BP) address, enabling us to know our customers better

98% Of all interactions completed by the front office (without a service request to the back office), creating greater autonomy

€5M (+€20M) Structural direct cost savings (+ indirect effects)

Processor

SAP Innovation Awards 2020
The team utilized four different variants of SAP to automate the manual bank reconciliation process for a leading global conglomerate. This has resulted in significant cost savings and increased accuracy in the reconciliation process.

Kapil Gandhi
Digital Strategy and Innovation Leader, Genpact Ltd.

The team utilized four different variants of SAP to automate the manual bank reconciliation process for a leading global conglomerate. This has resulted in significant cost savings and increased accuracy in the reconciliation process.

Kapil Gandhi
Digital Strategy and Innovation Leader, Genpact Ltd.

**Challenge**
- Cash and bank reconciliation is a global process and forms a major part of the output control (OC) landscape. While we have solutions such as automatic table maintenance (ATM) and order change management (OCM) for Oracle-based ledgers, there is currently limited end-to-end automation for SAP software-based ledgers. This results in massive manual efforts spent matching cash and bank line items and preparing cash reconciliations split in multiple regions. Genpact is currently working on a cash matching and reconciliation solution for SAP ledgers (with ~800+ treasury codes). As a high-volume and high-risk category, cash is a priority area for digitalization.

**Solution**
- Using UiPath, we automated the SAP-based bank reconciliation process. The solution was built around three bots that download the reports from four SAP variants, identify the matching debits and credits, and clear the data in the SAP system. In the last step, a monthly reconciliation template created by one of the bots helps users with monthly details. The bots are currently live in production and are running in a steady state.

**Outcome**
- We completed the solution implementation for multiple global locations in Q2, 2019. This resulted in annual savings of US$2 million for 800+ treasury codes and a 30% productivity improvement. The solution enables daily cash matching and clearing by reducing manual efforts. It is currently being replicated across other non-cash processes supported by SAP software.

**Company information**
Headquarters: New York, United States | Industry: Banking | Web site: www.genpact.com

**US$2 million**
Projected annual savings

**30%**
Productivity benefit

**98%**
Accuracy post-automation

**Genpact**
Automating Bank Reconciliation

**Processor**

**View entry**

**SAP Innovation Awards 2020**
Winner
The NEXT initiative to rearchitect HPE is going to reduce the number of touch points in the sales process – a critical factor in getting price quotes to customers and closing deals faster – by an order of magnitude from 1,000 to just 100.

Antonio Neri
CEO, Hewlett Packard Enterprise

Hewlett Packard Enterprise (HPE)
Powering Business Transformation with SAP S/4HANA

Challenge
- With 10 separate ERP systems, 10 core databases, complex legacy applications, and fragmented processes, HPE IT could not enable the HPE NEXT business transformation to simplify the HPE organizational structure, redesign business processes, and improve business drivers.

Solution
- HPE launched an internal digital transformation and Next-Generation IT (NGIT) project to simplify IT tools, processes, and applications by deploying SAP S/4HANA.

Outcome
- HPE NEXT and SAP S/4HANA created game-changing customer, partner, and employee experiences – transforming how customers do business with HPE, how partners interact with HPE, and how employees work at HPE.

From 800 to 400
Reduction in number of applications to simplify the landscape

90%
Fewer touchpoints to optimize sales processes

From US$1B to US$2.5B
Increase in e-commerce revenue

Everything as a service by 2022
Planned business outcome portfolio

Processor

View entry

SAP Innovation Awards 2020
Honorable Mention
IFFCO was able to enhance performance and bring transparency across business operations.

Vivek Sharmar
Director of Information Services, IFFCO

IFFCO Gaining Clear Visibility Across Business Operations with SAP S/4HANA

Challenge
- IFFCO had been using its legacy ERP system to support disparate business processes. However, the system limited business users from getting an integrated and transparent view enterprise-wide and from accessing real-time data for deeper business insights to support critical decisions. To stay relevant in its industry, IFFCO needed a futuristic and scalable platform that provides a single source of truth and supports automation, innovation, process simplification, standardization, digitalization, and analytics.

Solution
- Following an assessment and careful evaluation, Tata Consultancy Services (TCS) proposed a greenfield implementation of SAP S/4HANA on the Amazon Web Services (AWS) public cloud to set the stage for IFFCO’s enterprise transformation. TCS’ proprietary Transformation Delivery Methodology (TDM) and advisory services enabled the implementation across IFFCO business segments including impulse foods, oils and fats, chemicals, agribusiness, and packaging. The solution eliminated silos in operation, automating and integrating processes across the value chain. During the transformation, TCS also assisted with organization change management and quality assurance.

Outcome
- IFFCO harmonized processes and improved visibility across company entities, enabling one common view of the enterprise. The SAP S/4HANA implementation helped streamline key business processes in procure to pay, plan to produce, order to cash, record to report, enterprise asset management, logistics (including extended warehouse management), master data management, product costing, and new product development. SAP Fiori® apps enhanced the user experience by offering smarter and easier ways of working.

100% Digitalized procurement approval
100% System-driven and error-free CAPEX budget controls
✓ Real-time and integrated commodity trade operations
✓ Real-time profitability analysis and price optimization

IFFCO
View entry
SAP Innovation Awards 2020
Our aim is to ensure that our partners produce higher output at a high value-to-cost ratio and remain profitable even when they may not be able to rely on subsidies from the European Union. To achieve this, we coordinate the available agrotechnological knowledge with the necessary technological solutions and machines required to carry out the operations and provide suitable IT solutions. Our long-term objective is to provide operational advice to our partners. The foundation of the advisory system will be the data collected by intelligent tools, which will then be processed by the IT system developed by Kite.

Levente Szabo
CEO, Kite Zrt.

Challenge
- The dynamic growth of precision farming techniques supported by Kite Zrt. necessitated the development of an integrated system to replace the time-consuming manual effort of complex data collection, processing, and analysis.

Solution
- SAP implemented a flexible and powerful system based on SAP HANA to support the precision farming services of Kite Zrt. The services enable automated data collection, streamline data processing and harmonization, and provide real-time spatial analytics for thousands of farmers.

Outcome
- The custom system enables Kite Zrt. to support the exponential growth of precision farming clients and provide them with a new set of consulting services based on streamlined processes and state-of-the-art spatial and business intelligence (BI) analytics. Farmers get real-time insights into farming activities, combined with relevant satellite and meteorological information.
The move to SAP S/4HANA helped us become more agile. It was a major step in ensuring our continued success in a highly regulated and competitive market.

Sebastian Westphal
Director of Finance Transformation, Lufthansa AirPlus Servicekarten GmbH

Challenge
- The legacy (non-SAP) ERP system was nearing end of life and no longer supported new market standards to facilitate growth and digitalization of the business. System adaptations had become too costly and time-consuming, negatively impacting operating margins, business agility, and further international expansion.

Solution
- AirPlus decided to renew its enterprise IT landscape on a cloud-based, platform-as-a-service (PaaS) architecture. It used an SAP Model Company service in a greenfield implementation of SAP S/4HANA for the entire back office, also deploying the SAP Analytics Cloud solution and solutions from industry partners.

Outcome
- AirPlus achieved complete digitalization and the highest possible level of automation of all back-office processes, including replacing paper-based and partially automated processes, resulting in greater efficiency and cost savings. And its flexible, state-of-the-art IT infrastructure, which is in line with worldwide market and IT standards, better supports new business models and international expansion while enhancing customer service.

50%–70%
Decrease in IT operations costs

Up to 40%
Lower business operations and reporting costs

Better
Customer service thanks to deeper insights and new product ideas
It was a pleasure for me to see that it was a ‘zero trauma’ transition that needed huge coordination and cooperation from multiple partners. I take this opportunity to extend my sincere appreciation to everyone for the successful go-live and efficient month-end closure. We truly appreciate the support from all teams who ensured the smooth SAP S/4HANA transition at Mahindra Group.

Biswa Nath Ghosh  
CIO, Enterprise Applications and Corporate Functions, Mahindra Group
Our Genie solution is accessible through an app on mobile phones and from other user devices such as laptops and desktops. It is a learning bot, so if it’s not able to respond to a specific query, it provides the option to create a ticket or speak directly to the help desk – and eventually learns. It is well integrated with our internal processes. We are continuing to build new features, add data, and support other processes to scale the system across more functions.

Biswanath Ghosh
CIO, Enterprise Applications and Corporate Functions, Mahindra & Mahindra Ltd.
Global sustainability goals have been among our core objectives since we signed our letter of commitment to the United Nations Global Compact (UNGC) in 2012. We are always willing to be a pioneer to implement innovative activities. In these days, we all feel the effects of global warming in daily life. At Martur Fompak, we are reducing our contribution to climate change by following strict sustainable development goals (SDGs), especially in the areas of climate action and affordable, clean energy. We are achieving tangible benefits by implementing AI into energy management to eliminate energy consumption during non-production time and by selecting renewable energy sources to reduce our carbon footprint.

Özlem Altınışık
Director of Information Technology, Martur Fompak International

Challenge
- We needed to collect and analyze data from 12 plants in 8 different countries to find the best way to reduce energy consumption and greenhouse gas emission and to increase the usage of renewable energy sources.

Solution
- We stored data from Internet of Things (IoT) devices on SAP HANA and processed it instantly with SAP Data Intelligence, an artificial intelligence (AI) solution, to increase the energy efficiency of our machines. Through machine learning, we efficiently estimated future energy consumption by evaluating production planning data from our SAP ERP application and SAP Advanced Planning and Optimization component, along with energy consumption data from our SAP Manufacturing Integration and Intelligence (SAP MII) application. By also analyzing data from energy source companies, we can anticipate the rate of renewable energy, which will enable production planning to optimize the use of energy from renewable sources. We can instantly report on all processes with the SAP Analytics Cloud solution.

Outcome
- As a result of this project, we significantly reduced energy consumption during non-production time and increased renewable energy consumption in production time – reducing our carbon footprint.

6% Reduction in electricity consumption
20% Rate of renewable energy usage
4.5% Decrease in greenhouse emissions

Martur Fompak International
Reducing Energy Consumption with an AI-Driven Solution

View entry
Our rail tank cars (RTCs) monitored in the Ovinto solution are returned in approximately 4 to 5 days, whereas the other RTCs remain at the customer site well over 10 days on average... Having the RTCs back sooner means we need to rent fewer RTCs, and each can make additional round trips, generating more annual revenue.

Evonik
Logistics Manager, Antwerp Plant

Challenge
- Advanced telemetry in trucking has improved efficiency. Rail freight transport, however, largely remains a black box for customers, so its environmental potential remains untapped. The lack of transparency and availability of operational data are blocking rail freight transport from moving to the age of digitalization.

Solution
- By equipping rail cars with affordable, easy-to-operate telemetry devices, the Ovinto solution enables container owners, shippers, and operators to visualize track-level location, train composition, and mileage. It collects telemetry data along with data from other sources, integrating it with information and analytics on SAP solutions to support planning and maintenance activities.

Outcome
- The Ovinto solution provides reliable and real-time data integration. This enables industrial companies using rail and intermodal freight transportation to leverage their SAP software to optimize their supply chain and gain greater insight for business planning and maintenance.

260% 25% 1
Decrease in CO2 emission by shifting the supply chain from road to rail
More round trips from production to customer, per wagon per year
Hour saved per user per day from improved data quality and automation

Processor
SAP Innovation Awards 2020 Winner
View entry
I’ve been asked a bit in media recently how I feel about the efforts of everyone involved. I struggle to articulate how very proud I am of all that everyone is doing and achieving. Whether it’s my partner in crime, Deputy Commissioner Rob Rogers, all our executives, incident management teams, firefighters on the front line, those paying invoices and keeping systems highly functioning, or everyone in between, every team and every individual has been amazing given the circumstances. There will be lessons learned after all this, there always are, but for now, please keep up the extraordinary efforts. You are all making a positive difference to the lives and livelihoods of the people of NSW.

Shane Fitzsimmons
Commissioner, Rural Fire Service

Challenge
The Rural Fire Service in New South Wales (NSW) needs to accurately plan, forecast, and monitor the financial resources and funding allocated to deliver services to the NSW community to protect its citizens, particularly during fire-prone seasons. Without access to accurate and real-time financial reporting, this has been a challenging and extremely tedious process involving manual data extracts from SAP systems.

Solution
The Rural Fire Service implemented the SAP Analytics Cloud solution as an all-in-one, software-as-a-service (SaaS) platform for business intelligence, planning, and predictive analytics. The solution enables data discovery, data visualization, planning, simulation, what-if analysis, forecasting, and many other capabilities. Built natively on SAP Cloud Platform, the solution provides a complete, unified, and secure cloud analytics experience to maximize data-driven decision-making. It includes detailed financial transactional data down to the general ledger line item. SAP Analytics Cloud acquires master data through ABAP® core data service (CDS) and ABAP managed data procedure (AMDP) views — enabling it to serve as the single source of truth for financial and procurement operational and management reporting.

Outcome
The solution enables financial transparency, visibility, and accountability. With easy access to trusted financial data, stakeholders regularly use the solution to gain financial insight and improve financial resource planning.

75%
Of cost center managers have accessed their financial data using SAP Analytics Cloud

5X
Faster to run a profit-and-loss report

22%
Reduction in requests for manual reports in Microsoft Excel
Introduction

Groundbreaking innovations are at the core of our business and operating model. Working with SAP’s Customer Success organization helped us leverage a digital assistant for the business and integrate our technologies for future interaction with SAP S/4HANA.

Jürgen Henn
Senior Vice President of Strategic IT, Schaeffler Group

Company information
Headquarters: Herzogenaurach, Germany | Industry: Automotive | Website: www.schaeffler.com

Schaeffler Group
Creating a Digital Assistant to Support Faster and More Intelligent Decision-Making

Challenge
- Schaeffler’s IT team was looking for a solution to support employees worldwide with better and faster decision-making and process execution.

Solution
- The IT team knew that an intelligent enterprise requires machine learning, predictive analytics, and cloud technologies to optimize decision-making processes. The Customer Success organization at SAP held a design thinking workshop to explore the use of a digital assistant, which led to a solution based on SAP Conversational AI services.

Outcome
- The new digital assistant solution was built based on the latest SAP technologies around conversational AI to provide a differentiated and more intuitive user experience, and to deliver deeper operational insights and faster transactional decisions on SAP S/4HANA. Schaeffler and SAP realized their vision by combining the Schaeffler chatbot eLISA (eLoquent Intelligent Schaeffler Assistant) and SAP Conversational AI.

170
50
35%

Locations globally linked
Countries globally linked
Expected increase in usability through SAP Fiori launchpad

Processor

SAP Innovation Awards 2020 Finalist

View entry
The entire process of testing custom code related to the deployment of SAP HANA is now faster and more efficient, thanks to SAP Landscape Management.

---

Nils Krugmann
Program and Unit Manager, Seven Principles AG

Challenge
- An automotive OEM needed to manage an evolving IT infrastructure effectively while maintaining high standards of quality and compliance.

Solution
- The manufacturer decided to deploy SAP Landscape Management software to automate system management and enable the rapid provisioning of high-quality test environments.

Outcome
- By simplifying the system provisioning process, the company has freed up the IT staff to focus on value-added tasks. In addition, the availability of consistent, compliant test environments is helping accelerate the deployment of SAP HANA, supporting the company on its journey to digital transformation.
Introduction

Digitalization and innovation across Siemens require faster processing of our huge and ever-growing data volumes. Intel Optane DC persistent memory offers new infrastructure sizing, security, scalability, and landscape simplification with lower total cost of ownership.

Company information
Headquarters: Munich, Germany | Industry: High Tech | Website: www.siemens.com

Managing Massive Data Volumes with Groundbreaking Memory Technology

Challenge
- Siemens AG is preparing for the next phase of smarter management of its ever-increasing data stores. The company wants a future-focused solution enabling operational excellence and deeper business insights for its SAP HANA database, which is one of the largest and most complex SAP HANA installations in the world.

Solution
- Intel Optane DC persistent memory is the first new revolutionary memory technology in over 25 years. It is designed to run on SAP HANA 2.0 and uses groundbreaking memory cells. Accenture ran the global proof of concept (PoC) prior to the market launch together with Siemens, Intel, SAP, and Fujitsu to prove that this innovative Intel technology will become the ideal solution for Siemens.

Outcome
- Siemens chose to upgrade its SAP HANA data lake servers to second-generation Intel Xeon scalable processors and Intel Optane DC persistent memory technology upon successful completion of the PoC. Siemens gained access to the massive memory capacity required to support its digital strategy and expanding use cases, while also lowering total cost of ownership (TCO) and improving operational efficiency.

3X
- Greater capacity than normal DRAM, reducing the server footprint and lowering TCO

15X
- Faster restart time, offering more flexibility to the business

6X
- Increase in memory support for OLAP (3X increase for OLTP)

Mamun Natour
IT, Siemens AG

Processor
View entry
SAP Innovation Awards 2020
When it comes to communicating with a system, a cognitive experience is believed to be a competitive necessity and basic expectation for connected enterprises. Intelligent in hundreds of business scenarios, knowledgeable in dozens of lines of business, voice-enabled, speaking any language, pluggable into any channel, and offered ready-to-be-used, Intelligent Decision Dimensions developed by Skybuffer is more than an AI solution. It is a transformation-based service that handles an organization’s challenges and extends employees’ and business partners’ capabilities.

“...”

Djurick Henriquez
Section Head, Information Systems, Refineria Isla Curaçao B.V.
Taronga has a new partnership with SAP to uplift core business systems for finance, procurement, payroll, and human resources to the cloud. The project will provide current and continuously updated cloud systems to support our new phase of commercial growth, as well as our expanded education and conservation programs.

Cameron Kerr
CEO, Taronga Conservation Society Australia

Challenge

- Streamline time-consuming administrative functions such as HR, finance, and procurement for the largely mobile workforce as well as office staff
- Simplify access to core functions and content from any device at anytime, in a secure manner, using existing corporate credentials
- Provide timely notifications and updates on zoo activities such as closures

Solution

- Leveraged design thinking to develop a single intuitive solution running on SAP Cloud Platform that unifies common staff functions and content onto a simple, intuitive, mobile and desktop application to maintain employee productivity and engagement

Outcome

- Simplifies the employee experience for transactions including food ordering, procurement, HR, approvals, and notifications
- Improves employee engagement on zoo incidents and notification, simplifies access to core administrative tasks, and captures staff feedback for continuous improvement

87% Guest satisfaction thanks to the helpfulness of staff
33% Of staff members are “mobile first” users
+1 Additionally created SAP cloud innovation to improve the guest experience at the African Savannah precinct

Taronga Conservation Society Australia
Empowering Staff to Focus More Time on the Guest Experience and Animal Welfare

Cameron Kerr
CEO, Taronga Conservation Society Australia

Processor

View entry

SAP Innovation Awards 2020
Honorable Mention

87%
33%
+1

259
33%
+1

Intel XEON Processor

View entry

SAP Innovation Awards 2020
Honorable Mention
Margin indicators for business microsegments are absolutely critical for our business as we operate in a highly competitive mature market. With the help of SAP Customer Profitability Analytics, we have gained a huge volume of new data that is used for overall margin improvement in each business line. Now we can provide next-generation financial support to our business teams and create additional value to our shareholders.

Nikolay Surikov
CFO, Tele2

All analytical reporting for business microsegments is supplemented by margin indicators to increase the level of control over business performance. We are developing an independent business that builds analytical reporting to implement margin indicators for all business units and to increase the level of company efficiency.

Olga Gnezdilova
Chief Data Officer, Tele2

Challenge
▪ Shift from average revenue per user (ARPU) to individual margin per user (IMPU)
▪ Succeed in a competitive market, increase profits, and drive revenue growth
▪ Create a single point of financial truth with higher quality revenue and cost analyses
▪ Support accurate financial analytics for more than 40 million subscribers

Solution
▪ Constructed a new reporting and margin analysis solution used by both the central function and the branches using the SAP BW/4HANA®, SAP Customer Profitability Analytics, and SAP Analytics Cloud solutions – making this the first commercial implementation of SAP Customer Profitability Analytics in the Commonwealth of Independent States (CIS) and second in the world
▪ Initiated an organizational change leading to the Margin Analysis department integrating a margin analysis function into company processes

Outcome
▪ One version of the financial truth that different departments can use to achieve their KPIs
▪ Foundation to support the analysis and control of margin losses and improve managerial decisions
▪ Monthly reporting to the top management team with insights based on margin data
▪ Breakdown of profitability and consumption of services by different machine learning instruments (including patterns analysis)
Not many start-up companies, like Terminus, set the standard as a $100 billion company from the first day. By applying SAP innovations and best practices, we successfully launched a new platform that transformed our management structure, processes, and rules. What SAP brought to Terminus was not only technology, but also a proven methodology that provided the logic and approach for successfully managing an enterprise.

Yu Ai
CEO, Terminus Technology

Terminus Technology
Building a Business Platform to Manage Sky-Rocketing Growth

Challenge
- Lack of unified, transparent data and processes for collaboration and risk management
- Inability to effectively control project delivery costs
- No integration between business and finance
- Low operating efficiency, stagnant inventory, and slow response to production needs

Solution
- Implemented a management platform to connect resources, drive collaborative processes, and enable efficient control based on the SAP C/4HANA® suite, SAP S/4HANA, SAP Analytics Cloud, and the SAP Jam™ collaboration platform
- Designed the platform’s blueprint in 18 days and went live in 3.5 months by referring to SAP’s best practices and road map

Outcome
- Achieved process compliance, risk control, efficiency improvements, cost reduction, information transparency, real-time data access, and comprehensive operations analysis
- Realized full lifecycle management from idea to product and from lead to cash
- Gained the ability to monitor ROI for the entire project portfolio and for individual projects
- Standardized 76 business processes, formulated 24 supporting management systems, set 27 core master data items, and identified 22 management reports

20% Reduction in financial settlement time
30% Improvement in personnel efficiency
10% Cost reduced

Processor
View entry
With SAP solutions, we can fulfill customer traceability requirements faster and more efficiently while gaining production insights that help us improve quality.

Roland Kerbleder
Operations Excellence Manager, Thyssenkrupp Presta AG

Challenge
- Thyssenkrupp Presta needed to meet customers’ traceability requirements and wanted to enable live reporting and insight on issues that could lead to product defects.

Solution
- The company implemented a digital manufacturing platform based on SAP Manufacturing Suite and integrated it with the SAP ERP application, SAP Internet of Things solution, and SAP Analytics Cloud.

Outcome
- Thyssenkrupp Presta can quickly and efficiently trace components across the entire production process while gaining the transparency required to identify and quickly rectify any quality issues.

Machine modules tracked simultaneously in real time by the end of 2020

Individual component details tracked for each product

Defective parts produced, resulting in significant cost savings
WEG Equipamentos Elétricos
Eliminating Production Errors Using Augmented Reality

**Challenge**
- Eliminate manufacturing errors in the production of high-performance motors
- Support business expansion and deliver innovation to the company

**Solution**
- Smart glass for performing photographic log and image processing
- Machine learning and artificial intelligence (AI) to analyze and identify wiring connection errors at the terminal boxes
- Robotic process automation to automatically close production orders
- Conversational AI to enable production operators to ask for help from a specialist using voice commands

**Outcome**
- Higher productivity through ergonomics and automation
- Improved production quality
- Enhanced knowledge of production workers

---

Jackson Donadel
Solution Architect, WEG Equipamentos Elétricos S.A.

The system was designed to prevent employees from executing the wrong assembly, which causes waste and increases production costs. At the same time, it supports the execution of activities through online system queries using features such as OCR and natural language processing to support voice commands.
The meter reading app will give our customers a simpler, more efficient way to complete a mundane task if they have opted out of automatic meter collection. By integrating the image capture into the Xerox cloud portal on SAP Cloud Platform, we can easily validate and export data, making it simple to integrate this app with our various back-end systems across the world.

Karen Durant
European Process Owner for Order to Cash, Xerox Corporation

Challenge
- Roughly 50% of Xerox multifunction devices around the world are not connected to Xerox’s network for automated meter reading through pay-for-use services. The meter readings of these devices are performed and entered manually, which is an error-prone process that does not provide an audit trail for Xerox.

Solution
- Xerox and SAP developed a mobile smart phone app that reads meter data from the multifunctional devices, takes an image of the device meter, and uploads the data and image to Xerox’s back-end billing system on SAP Cloud Platform. This data feeds back to Xerox’s SAP HANA Cloud data platform and is then consumed by SAP and third-party on-premise software for billing. The image is also used for on-screen validation and dispute resolution.

Outcome
- The image-based meter readings provide accurate transactional data to Xerox’s billing system, enable an audit trail, and increase customer satisfaction with the Xerox pay-for-use service. It also dramatically reduces the pay-for-use processing time and improves cash flow for Xerox.

Karen Durant
European Process Owner for Order to Cash, Xerox Corporation