Address Unique Business Needs and Disruptive Challenges with Agility and Speed

Thrive in Today's Economy with Extended Functionality for Your Line-of-Business Solutions

THE BEST RUN **SAP**

Table of Contents

Respond to a Fast-Changing Economy with Innovative LoB-Focused Services

To thrive in today's disruptive economy, many companies are using innovative SAP® technology to digitally transform their organizations. For instance, customers like you are using line-of-business (LoB) solutions from SAP to deliver better customer experiences, shape future workforces, and build a supply chain network. These standard solutions can now be enhanced to address your unique and specific LoB business needs through use-case-based service offerings that leverage the SAP Business Technology Platform (SAP BTP).

With a broad portfolio of offerings which includes advisory, implementation, and support services delivered by SAP Services and Support, you can extend your standard LoB solutions with new innovative capabilities that help you keep pace with disruptive change. With the extended functionality and agility you achieve on SAP BTP, you can respond to evolving market challenges with speed, transforming them into digital opportunities that help you outpace your competition and drive better business outcomes.

Our use-case-focused services include functionality extensions, systems and solution integrations, and analytics that optimize business processes, drive better ways of doing work, and deliver innovative customer and employee experiences. The result is more confident decision-making, connected processes, continuous innovation, and accelerated user adoption.
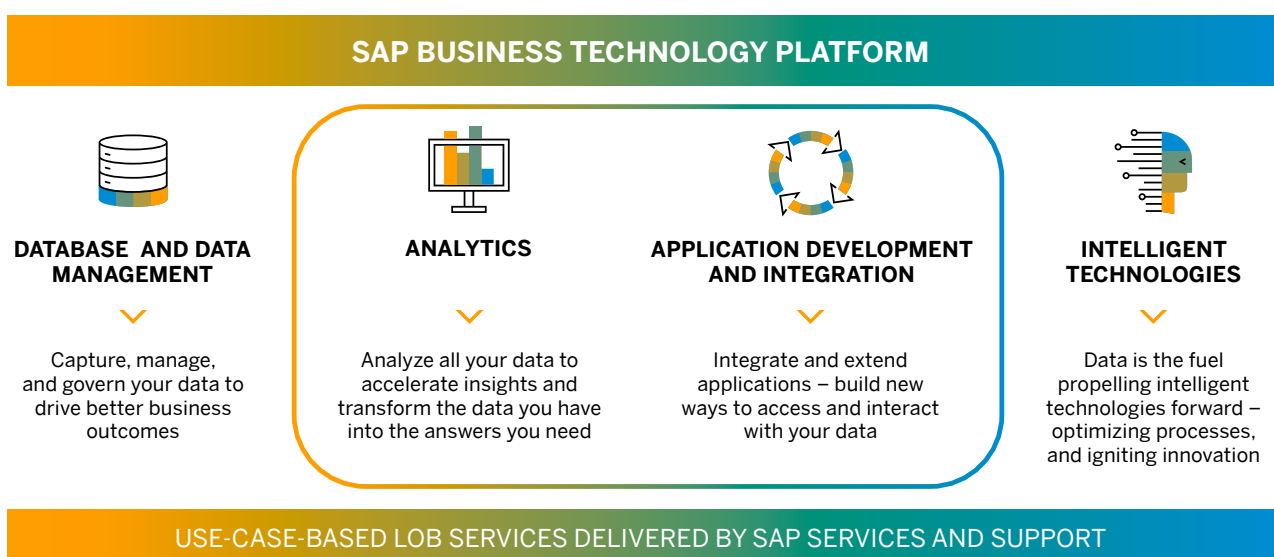
SAP BUSINESS TECHNOLOGY PLATFORM

DATABASE AND DATA MANAGEMENT
Capture, manage, and govern your data to drive better business outcomes

ANALYTICS
Analyze all your data to accelerate insights and transform the data you have into the answers you need

APPLICATION DEVELOPMENT AND INTEGRATION
Integrate and extend applications – build new ways to access and interact with your data

INTELLIGENT TECHNOLOGIES
Data is the fuel propelling intelligent technologies forward – optimizing processes, and igniting innovation

USE-CASE-BASED LOB SERVICES DELIVERED BY SAP SERVICES AND SUPPORT

Figure 1. SAP Business Technology Platform

Enhance Your LoB Functionality with Quick Time-to-Value Services

Our use-case-based services can bring innovative new functionality to your LoB solutions, enabling you to:

- Use cloud-based technology to build, extend, and enhance your LoB applications according to business needs without disrupting your core solution

- Refine and enhance business operations by connecting processes, data, and experiences across SAP and third-party solutions with integration capabilities

- Make sense of data in a business context, from anywhere in the organization, with analytics solutions

Customers that are leveraging these services are already experiencing benefits like the ones in these LoB examples.

LINE-OF-BUSINESS BENEFITS		
Customer Experience	**HR**	**Supply Chain**
■ Improve communication with customers with updated information on product deliveries ■ Calculate real-time product availability from multiple sources ■ Build loyalty with an improved buying experience	■ Analyze your existing workforce and the critical skills and functions you need in order to shape future workforce models ■ Build staff retention practices and plans based on your current organization and future desired outcomes ■ Enhance standard onboarding processes with an easier-to-use and efficient experience	■ Respond to market disruptions quickly and effectively through aligned financial and supply chain planning ■ Reduce service costs and administrative efforts by improving scheduling, planning, and dispatching activities ■ Improve service execution and operations while increasing productivity and efficiency

Our services are typically delivered within a four-to-twelve week period, depending on the engagement, and may include deliverables such as:

- Analysis of your current environment and future desired outcome
- Introduction of new business processes to help achieve your goals
- Integration of key areas of your business to support new functionality
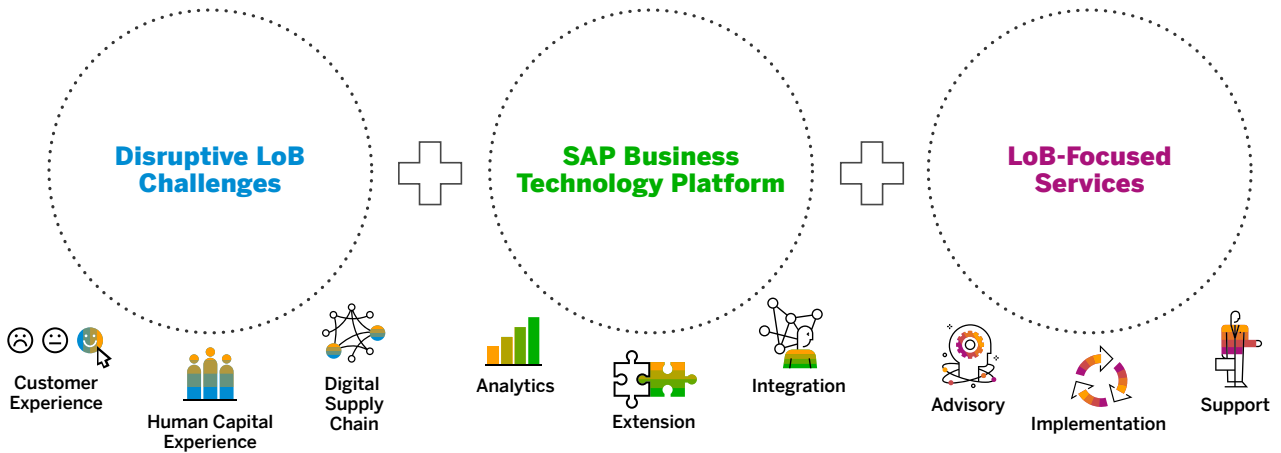- User guidance, coaching, and enablement

Figure 2. SAP Use-Case-Based LoB Services

On the following pages, you'll find three LoB use-case examples – customer experience, human management experience, and digital supply chain – that provide an overview of how our services can address your unique and evolving business needs and requirements.

Improve E-Commerce Experiences with Customer Order Sourcing

Companies that understand their customers more deeply by analyzing the wealth of data from multiple sources can gain a competitive advantage. This data can help build a consistent brand experience across multiple touchpoints as front- and back-office operations work seamlessly to anticipate behaviors and identify new opportunities to engage buyers.

The SAP Customer Order Sourcing application can help organizations lead from a customer-centric position as they gain deep, granular insight on what is driving customer experiences by integrating front-office operations to back-office financial and e-commerce systems.

With our services, this application can effectively enhance your customers' e-commerce experiences and build loyalty even more with data-driven insights from SAP BTP, so you can create personalized sourcing strategies according to your specific business needs.

MEET EXPECTATIONS WITH INTELLIGENT SOURCING

With front- and back-office operations that are more effectively connected, you can optimize your distributed order management processes with accurate product availability and intelligent order sourcing.

Business outcomes as a result of extended customer order sourcing functionality are:

- Increased transparency of e-commerce transactions by calculating real-time product availability from multiple sources including third-party sources
- Reduced product delivery failures from inefficient processes or lack of information
- Improved e-commerce experience and customer loyalty

Achieve Talent-Driven Transformations with Workforce Modeling and Forecasting

Driving change and transforming HR processes while offering an outstanding employee experience is now a necessity as organizations shift to hybrid work models. SAP SuccessFactors® solutions help customers create people-first organizations through advanced people analytics and software tools that support talent-driven transformations.

Our services can help you access the right data and accurate intelligence, allowing HR to quickly and efficiently respond to market disruptions as they occur. For instance, we can help you build new workforce and forecasting capabilities by extending SAP SuccessFactors solutions with greater data-driven insights and an evidence-based HR approach that can help strategically shape the future of your company.

GET A PREDICTIVE VIEW OF YOUR FUTURE WORKFORCE
With better modeling and forecasting capabilities, you can gain a greater understanding of your workforce demand and supply. This can help you shape your future workforce as you unlock predictive analytics, forecasting, gap analysis, and skill modelling via SAP BTP. You can improve business decisions through advanced analytics and planning tools, and with enterprise-wide collaboration, rapid delivery, and data-driven accountability, you can connect HR strategy to enterprise results.

Business outcomes as a result of extended workforce modeling and forecasting functionality are:

- Improved accuracy of business decisions through HR analytical metrics
- Data-driven management culture with improved accuracy and better operating expense management
- Future workforce composition focused on critical employee skills, locations, and jobs

Increase Supply Chain Agility with Extended Planning and Analysis

Supply chains are becoming increasingly complex as global manufacturing and large-scale distribution of intermediate goods have led to higher efficiency and margin improvements. At the same time, disruptions occur more frequently, exposing companies to significant financial risk.

When organizations align their financial and operational plans with the SAP Integrated Business Planning for Supply Chain solution, they can more easily increase resilience and agility. This allows them to monitor and quickly adjust supply chain operations to market and competitive disruptions.

Now, our services can enhance those capabilities with intelligent data-driven insights, extensibility, and integration functionality that allows you to more rapidly respond to change.

BUILD COLLABORATIVE, CROSS-FUNCTIONAL PLANNING
With orchestrated services that help you align financial and operational plans, you can collaborate across departments and business units using shared data discovery, visualization, and predictive capabilities in a single, integrated user experience.

Business outcomes as a result of extended planning and analytics functionality are:

- Increased supply chain resilience through quick responses to market disruptions
- Improved alignment of strategic, financial, and supply chain planning
- Better discovery into the true costs and key drivers of profitability
- Improved customer satisfaction
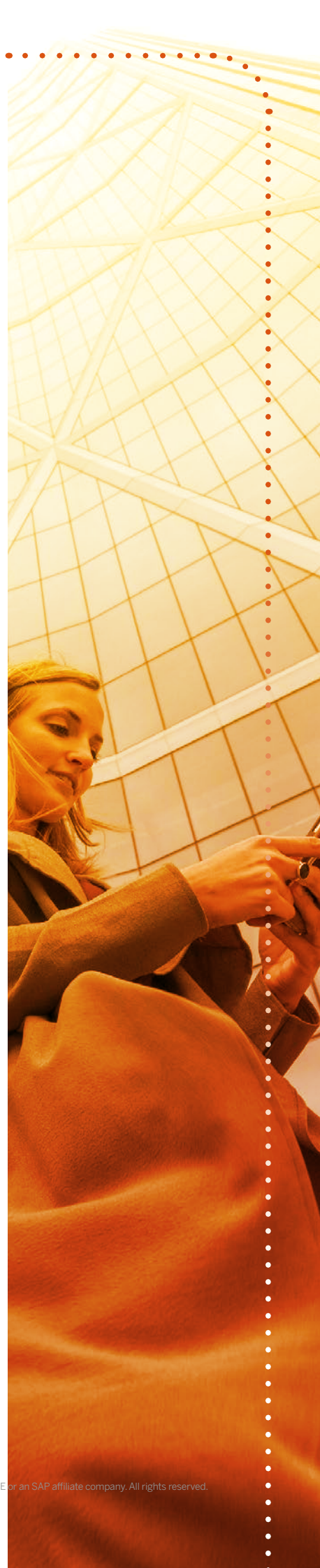
Take Advantage of Enhanced LoB Functionality Today

SUMMARY

The SAP® Services and Support organization delivers use-case-based services on the SAP Business Technology Platform (SAP BTP) to enhance your LOB solutions and address your unique business needs. Our services include custom application extensions, systems and solutions integrations, smart analytics, and more.

OBJECTIVES

- Empower lines of business to innovate with an agile platform that works alongside core LoB solutions

- Provide business users with access to the most advanced tools and technologies needed to effectively explore and collaborate on new business initiatives

- Address unique business needs, as well as market and competitive disruptions, using data-driven intelligence

- Respond to an accelerated need for digital initiatives that drive better business outcomes
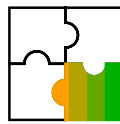
SOLUTIONS

- SAP line-of-business solutions, including the SAP Customer Order Sourcing application, SAP SuccessFactors® solutions, and SAP Integrated Business Planning for Supply Chain solution

- SAP Business Technology Platform

- LoB-focused services from SAP Services and Support

BENEFITS

- Address unique LoB challenges and build new processes and solution capabilities to resolve them

- Leverage integration technologies with embedded intelligence

- Create opportunities for a tailored, cloud-based system with minimal pitfalls

- Enable agile innovation over time to address evolving business changes and create new opportunities

- Build innovative extensions that create workflows, apply machine learning and artificial intelligence services, and optimize user experiences

LEARN MORE

To learn how to achieve better business outcomes with extended LoB functionality, please visit us online.

THE BEST RUN **SAP**

Follow us

[Facebook] [Twitter] [YouTube] [LinkedIn]