



# **Projects for Influencing SAP's Innovations of Planned Solutions**

## **SAP Customer Engagement Initiative**

Cycle 2019-1

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## Advanced Engineer-To-Order process

### **Reason for project:**

SAP intends to enhance SAP S/4HANA Cloud to better support the end to end Engineer-To-Order (ETO) process for complex configurable products by leveraging Machine Learning, advanced analytics and big data. The goal is to reduce time and effort required to generate a quote, increase cost estimation accuracy and improve promise date attainment for complex configurable products with Engineer-To-Order specials.

### **Goal:**

The goal of this project is to gather customer feedback regarding a simplified ETO project management process leveraging machine learning, to prioritize corresponding functional requirements and to validate the business value of the proposed enhancements. If possible, SAP would like to perform several proof of concepts using actual customer data to validate the Machine learning approaches to the Engineer-To-Order process.

### **Role of customer:**

Participants should be willing to share their experience with ETO and related business processes and should be interested to share their ideas for simplified and optimized Engineer-To-Order processes and functions. Participants should either have an Engineer-To-Order related role themselves or be able to provide end-users beyond the IT department for end-user interviews, collection of improvement ideas and validation of planned user interface mock-ups. Actively using SAP ERP or SAP S/4HANA is not a prerequisite for the participation in this project.

### **Planned activities and estimated effort for participants:**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in SAP BUILD studies providing self-paced feedback on early user interface mockups
- Optional activity - provide data and participate in proof-of -concept
- Optional activity
  - 1 or 2 in person workshops at customer's site (or SAP office) with participation/interviews of IT and business users.
  - Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability

Benefits for participating include:

- Gain early insights into SAP's product visions / ideas / research projects
  - Provide requirements and feedback directly to the product team
  - Gain early insights into potential later products through evaluation of early prototypes before they are implemented
  - Establish a direct line of communication to the product development organization
- Be among the first to take new functionality into production

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1773>

## Analytics Content Network

### **Reason for Project:**

The SAP Analytics Cloud Content Library allows you to play around with sample data from a variety of different industries and lines of business. Each package contains mock business scenarios so you can work with it and see how amazing SAP Analytics Cloud performs.

SAP Analytics Cloud provides a content library with packages of end-to-end business scenarios for specific industries and lines of business. Each package provides an overview of which business questions are addressed. Once in the content library, you'll see all the folders containing the different industry and line of business content packages. Each of these packages can be imported into your system. Extending the existing content library, we have included the functionality of private export and Import which allows customers to share content privately with other tenant systems efficiently.

### **Key assets:**

- End-to-end industry dashboards
- Re-usable line of business packages
- Content is tailored to work with recommended SAP data sources
- Includes detailed documentation of KPIs, models and data flows
- Comes ready to run with sample data or live connection

### **Project Goal:**

Showcase the new and simplified experience of analytics content network and Identify key user pain points and new requirements. To enhance the existing features in content network and improve its usability and efficiency.

### **Role of Customer:**

Concept Validation and Usability Test of brand new interaction patterns and feedback for enhancements done in Import and Export function in Content Network

### **Planned Activities:**

Design Thinking Workshop to co-create feature extensions and custom controls

A comprehensive end to end walkthrough to customers and then allow them to navigate within Content Network and experience its features

### **An estimated effort for participants:**

The engagement will likely entail joint workshop (Design Thinking for concept validation) and 1-hour video conference calls at manageable intervals for proceeding with the findings during the course of the project. Overall, the activities are not supposed to take more than 2-3 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1746>

## Analyzing Key Figures for Sales with SAP Analytics Cloud

### **Reason for the topic:**

With the SAP Analytics Cloud analytical content is provided that helps the management to monitor key drivers and trends in the sales process. Thus a comprehensive tool for strategic live-data analysis in sales is provided. A pre-built set of analytical dashboards and reports helps customers to analyze e.g. sales volume, open sales, profit margin or incoming sales for analytics on SAP S/4HANA Cloud data.

Based on the customers input, new analytical content pages can be set up in future releases and feedback of already existing analytical pages can be collected.

### **Goal of the topic:**

We want to gain insights into the customer requirements and answer the questions: Which key figures and dimensions are most interesting for strategical sales analysis? What are the customer's needs on a strategic level? We want to collaborate with customers to identify their business needs in strategical sales analytics for sales managers. Gain new ideas and insights and validate the already provided content.

### **Role of the customers:**

Discuss requirements and business needs, give insight into strategic key figure reporting, design together with the customer pre-built analytical dashboards, provide feedback and validate prototypes. Customer should share information on how strategic sales reporting is done, which key figures and dimensions are of interest.

### **Planned activities and estimated effort for participants:**

Use Case validation and feedback sessions would be done in smaller workshop sessions. There will also be workshops for discussing and prioritizing of requirements. The estimated effort will 1-2 days.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1811>

## Artificial Intelligence based schedule optimization and routing

### **Reason for the topic**

SAP Field Service Management intends to advance the concepts of Intelligent enterprise into Field Service Management.

SAP Field Service Management plans to enable Artificial intelligence to constantly learn and deliver a real-time scheduling for service technicians. This is planned to be based on machine learning algorithms and deliver accurate work and route schedule.

### **Goal**

The goal of this project is to work with interested customers to understand the pain points in job scheduling and reduce the operational inefficiencies in workforce management, by using SAP Leonardo based machine learning to accurately predict job duration, recommend parts and other alerts to technicians in form of safety recommendations.

### **Role of the participants**

Participants should be willing to share their anonymized and “non-Personally Identifiable Information” (non-PII) information about the Service Calls, equipment, tools, and job duration.

Participants should be willing to use the user interfaces provided by SAP Field Service Management. These UI will provide parts recommendations, or alerts to technicians.

Furthermore, they should provide feedback on the accuracy of the data predicated to improve future recommendations. Active usage of SAP Field Service Management is a must for this.

The goal of the project is to enable service organizations to spend less resources on day to day planning and focus more on better customer experience.

By using SAP Field Service Management ML based scheduling, service organizations should be able to improve operational efficiency and provide a more personalized customer experience

### **Planned activities**

Initial Call: one hour

Permission for using anonymized and “non PII” data

Participation in frequent remote calls to track the progress of implementation

Participation providing feedback on early user interface mockups

Further feedback iterations such individual customer calls, to improve the data recommendation on-site workshops or customer visits depending on participant’s availability

Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1825>



## Augmented Business Reality Applications for the Intelligent Enterprise

### **Reason for the topic**

We show the latest concepts exploring the capabilities of augmented reality in combination with business applications. Augmented reality closes the gap between the real and virtual worlds providing access to streams of information and contextual insights generated and collected as part of the intelligent enterprise. This project uses an augmented reality innovation with a focus on live business data augmentation enabling navigation-free access to personalized views and supports instant context capture (drill down, filter, continue to work with my data).

### **Goal**

The goal of this project is to jointly define with interested customers viable augmented business reality application use cases and validate early UI prototypes.

### **Role of participants**

We want to explore opportunities to enable a personalized augmented user experience in which the user can gain new understanding, enrich data with additional information, and return to or share the refined business context. Ideal candidates to participate are any end user who has an interest in innovative technologies in a complex business environment.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in online interview/validation calls
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on the participant's availability
- Possible co-innovation depending on the level of interest and availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1836>

## Automated Error Solving with Tracing Report in SAP S/4HANA Central Finance

### **Reason for project:**

During a Central Finance Implementation but also in a running project it becomes necessary to solve errors which might occur during replication.

In the same time, it is important to test customer specific requirements upfront to know the results or potential errors. With the automated error solving approach, system behavior can be set upfront for specific error constellation. With the tracing report it is possible to trace the error root cause either for customer specific developments and modifications.

### **Goal of this project:**

Increase the automation of error solving and avoid potential errors upfront in a central finance Project.

### **Role of customers:**

Accountant, Implementation and Support Team, IT Department

### **Planned activities and estimated effort for participants:**

Initial Call: 2 hours

Bi-weekly call: 1 hour

On-Site workshops with customers onsite or on customer site

Closing call: 2 hours

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1803>

## Automatic Issue Detection with Situation Handling in SAP S/4HANA Finance

### **Reason for Project:**

Situation handling brings urgent issues to the attention of specific user groups. These user groups can then immediately react to these notifications. This speeds up the handling of critical business events in your company. We created awareness for the need of a Situation Handling framework in the last couple of months and will be delivering different use cases. However, to take the situation handling to the next level, we need to work with the customer to better understand which use cases for Situation Handling seems to be of most value to the customer. Additionally, understanding the customer will also ensure the adoption and usage of the Situation Handling use cases.

### **Role of the customer:**

We would like to brainstorm / design think with the customer what kind of use cases make sense in their areas. We would leverage already existing templates from the Ignite Innovation Project as a basis.

### **Planned activities and estimated effort for participants:**

Plan and execute workshop/design thinking with the customer to explain the situation handling framework, show existing examples and brainstorm on potential high-value customer use cases. Evaluation on feasibility and ranking of use cases. 5 -10 days per workshop and follow up.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1806>

## B2B Customer Service Agent user experience

### **Reason for the project**

We are working to optimize the user experience for customer service agents and supervisors throughout 2019.

### **Goal of the project**

Through regular checkpoints with ideally end users and subject matter experts, we aim to ensure design decisions are made based on end user and customer needs, and use cases and features are prioritized accordingly.

### **Roles at Customer**

We are seeking regular input and feedback from customer service agents, their supervisors, and subject matter experts of Customer Service. We are looking for customers in the B2B Manufacturing industry space.

### **Planned activities and effort for customer**

- One hour kick-off call.
- We are planning a jour fixe call every two weeks for an hour for concept validations, and use case clarifications, as well as needs prioritizations. Agenda will be published ahead of time to ensure the appropriate participants convene.
- We ask for participation in up to 4 rounds of remote end user test cycles in 2019.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1829>

## B2C for Consumer Products Companies

### **Reason for project**

Consumer Products (CP) companies need to come closer to the consumer – not just for marketing purposes. Consumers want to get their products everywhere and at any time. Often consumers pay an extra for getting the wished product within 2 hours. CP companies want to make that happen without being only pressured by the power of big e-commerce platforms. We want to discuss the future and how CP companies can strengthen their position. Processes like Order Management for Consumer business and the options to distribute from a network (distributed order management) is one of the topics that will be discussed.

### **Goal**

The goal is to get use cases from CP companies for B2C business. We would like to validate the order management process and get requirements for the Distributed Order Management. Further we want to evaluate all related topics around B2C like promotions, pricing etc.

### **Role of customer**

The customers will discuss their topics in the group and will deliver their use cases for the different topics.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1844>

## Building Blockchain Applications with Quorum on SAP Cloud Platform

### Reason for the topic

The *SAP Cloud Platform Blockchain Service* is the cornerstone for developing enterprise-ready blockchain solutions in the SAP ecosystem. Integrated into the *SAP Cloud Platform* it allows for easy setup and management of blockchain nodes as well as seamless integration to SAP S/4 HANA and SAP Cloud Platform services.

With the latest addition of *Quorum* we offer a blockchain supporting Ethereum-based Solidity smart contracts and private transaction capabilities between participants. High performance, permissioned setup, and close ties to public Ethereum set *Quorum* apart.

We work with customers to build business relevant use cases that leverage the *Quorum* blockchain as well as *SAP Cloud Platform* services.

### Goal

We are looking for customers who are interested in building their blockchain application(s) on *Quorum* and leveraging *SAP Cloud Platform* integration. We invite you to help shape the future direction of our service by becoming an early adopter and providing valuable feedback.

### Role of participants

Work with us to build your blockchain use case on *Quorum on SAP Cloud Platform* and get enterprise-ready integration into the SAP ecosystem. You will learn how to use the service and write Ethereum-based smart contracts in Solidity as well as build applications on *SAP Cloud Platform*. Become an Early adopter and help us improve our service further with your feedback and requirements.

### Planned activities and estimated effort

- Initial kick-off call, 1-2h: We will be giving an introduction and overview of the *Quorum* on *SAP Cloud Platform* service offering as well as provide best practices on how to use the services and develop Ethereum-based Solidity smart contracts.
- Quarterly remote calls, 1-2h: Allow participants to provide feedback, stay on top with the latest service improvements and features and give the opportunity to present and discuss blockchain applications.
- Further iterations/calls: Depending on participants availability.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1784>

## Bulk Contract Management

### **Reason for the Project**

The objective of this project is to discover use cases for Bulk Contract Management capabilities that aid customers to manage multiple contracts simultaneously. Some common examples of Bulk Contract Management features are mass contract creation, mass publishing, signatures etc. While the bulk contract management requirements vary from customer to customer, through this project we will engage with interested customers to understand and build consistent, usable and practical capabilities for Bulk Contract Management

### **Goal**

Help prioritize areas for Bulk Contract Management needs.

### **Role of participants**

- Share insights on contracts creation and management process in their respective organizations
- Outline uses cases for bulk contract management
- Validate requirements outlined by the SAP Ariba team

### **Planned activities and estimated effort**

Online or onsite workshops

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1751>

## Central Master Data SAP Fiori Apps in SAP S/4HANA Cloud

### **Reason for project:**

The SAP S/4HANA Central Master Data (CMD) SAP Fiori apps enable customers to maintain Business Partner and Product Master data. In the project, we want to collect customer requirements to improve the usability and functionality of these Apps. In addition, we do Proof of Concepts that support end users in simplifying master data maintenance while reducing human, manual intervention with the help using machines, machine learning algorithms and capabilities to predict key master data attributes. Any additional customer specific use cases shall also be discussed.

### **Goal:**

Enhancement of the usability and functionality of the SAP S/4HANA Central Master Data maintenance SAP Fiori apps to foster customer adoption.

Feedback around Machine Learning (ML) use cases shall be collected and customer specific ML scenarios shall be discussed.

### **Role of Customer:**

Provide feedback on existing usability/functionality of the SAP S/4HANA CMD SAP Fiori Apps. Customers shall already be using the apps. Provide feedback on ML use cases proposed by SAP.

### **Planned activities and estimated effort for participants:**

Workshop with customers (onsite); feedback sessions; alignments. The estimated effort will 2-3 days.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1808>



## Cloud Acceleration

### **Reason for the topic**

SAP intends to provide in the SAP C/4HANA cloud a simplified and optimized end-to-end process for provisioning of and integration with Cloud Acceleration technologies.

### **Goal**

The goal of this effort is to jointly define with interested customers functional requirements and validate early product results.

### **Role of participants**

Participants should be willing to share their experience with development team and related business processes and should be interested to build new ideas for simplified and optimized processes and functions. Participants should either have web performance related role themselves or can provide end-users beyond the IT department for marketing user interviews, collection of improvement ideas and validation of planned features. The currently active usage of SAP C/4 HANA is no prerequisite for the participation in this project, but considerations to do so will be fundamental.

### **Planned activities and estimated effort**

- Initial Call: 30m
- Participation in quarterly remote calls
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1816>

## Co-Innovation on Embedded IoT Customer Experience Scenarios

### **Reason for the topic**

SAP is at the forefront of building out solutions that take the Internet of Things to the next level by embedding it into the digital core to produce better business outcomes using real-time IoT data leading to the overall SAP goal of an intelligent enterprise.

### **Goal**

The goal of this project is to jointly identify with interested customers a prioritized set of scenarios in which IoT enables and improves customer experience and derive required capabilities while validating early planning.

### **Role of participants**

Participants should be familiar with the Internet of Things (IoT) and Customer Experience scenarios. All topics discussed will be in the context of how to best implement / embed the Internet of Things into Customer Experience scenarios and existing Customer Experience applications to deliver better business outcomes leveraging real-time IoT data. Ideally, participants may consider providing end-users beyond the IT department for end-user interviews, collection of improvement ideas, and validation of planned IoT scenarios. But the active usage of the Internet of Things is not a prerequisite for participation in this project.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in potential studies providing self-paced feedback on early user interface mock-ups
- Further feedback iterations such as individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1839>

## Collaborative 8D Process on SAP Cloud Platform for SAP S/4HANA

### **Reason for project:**

8D is a method consisting of 8 steps (disciplines) and is used to identify, correct and eliminate recurring problems. In Supplier 8Ds, collaboration between Supplier & Customer is extremely important for achieving results. In SAP S/4HANA, we are delivering a solution on the SAP Cloud Platform to that would enable Customers to on board their Suppliers to process & collaborate on Supplier 8Ds.

Using this project, we want to demo our developments to customers to get feedback, on board customers for early previews & testing and validate ideas for future scope of this solution.

### **Goal:**

We are currently developing a cloud based 8D process that can be accessed by both, customers who are requesting an 8D and suppliers who're processing the problem solving steps. The solution will be delivered on the SAP Cloud Platform and will have features such as notifications, worklists for review and validation functions, etc. We'd want to demo our solution to customers, have them test our solution and also involve them for validating our enhancement scope for future releases

### **Role of customer:**

You will be invited for demos to get early previews of our solution, give feedback and validate our solution; involved in the concept and validation of the planned enhancement for cloud based collaboration scenarios for 8D in QM. This also includes contextual interviews to observe and interview end-users at their work place.

### **Planned activities and estimated effort:**

There will be a kick-off call for one hour plus regular demo sessions once a month for the next 6 months. In addition it is planned to do interviews onsite in real work environment & early previews of our solution & testing of the solution.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1809>

## Continuous Delivery: Developing and delivering applications on SAP Cloud Platform

### **Reason for project**

Continuous Delivery is a modern agile development and delivery process and an important cornerstone of DevOps. SAP is establishing its strategy for Continuous Delivery on SAP Cloud Platform to help teams deliver features to their end-users in a fast and reliable way.

### **Goal**

We would like to discuss SAP's current and future offerings for Continuous Delivery on SAP Cloud Platform to better understand our customers' needs and validate our innovations.

### **Role of customer**

- Customers have the chance to learn what SAP offers today and which innovations we are working on in the continuous delivery area. They can influence future developments by giving their point of view and feedback.
- Customers can share their use cases and needs and get feedback from SAP experts.
- Customers can join as early adopters to try and evaluate our innovations and services.

### **Planned activities and estimated effort for participants**

- Initial call: one hour
- Virtual one-on-one meetings with each customer – the number of meetings can vary from customer to customer - usually will not take more than 2-3 hours per month.
- Overall 2-3 one hour joint virtual meetings to share updates and milestones.
- Closing call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1831>

## Contracts Open APIs

### **Reason for the topic**

The objective of this project is to prioritize use cases for import and export of metadata and documents from SAP Ariba Contracts into external systems through API's. We are looking to engage with SAP Ariba Contracts customers and/ or partners that have the need to

- Efficiently import legacy contracts information and supporting documents in to SAP Ariba Contracts and thus create contract workspaces in SAP Ariba and
- Export existing contracts information and supporting documents from the contract workspace in SAP Ariba in to external systems for post contract analysis/repository management etc.

This engagement will help assess and prioritize uses cases that needs to be addressed and thus provide inputs to define the scope of the API development.

### **Role of participants**

- Explain various integration scenarios from/to SAP Ariba Contracts with external applications
- Define API needs
- Use cases of those APIs if made available

### **Planned activities and estimated effort**

Through online workshops with customers and partners, we plan to outline the concept and the initial use cases for the API's. During these session we expect to validate the use cases as well as hear about customer pain points, and suggestions for improvement, understand the priorities regarding the scenarios.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1752>

## Convergence of Administrative tools for SAP BusinessObjects On-Premise solution

### **Reason for project:**

SAP Business Objects Admin Cockpit consolidate tool allows us to point to a variety of applications like Monitoring, Sessions Manager and Instance Manager into a single application based on functionalities and consumption. Administrator can easily manage servers, instances, sessions and system's health with this one application. It also helps the Administrator to avoid switching between applications to achieve end to end workflows.

### **Project Goal**

We would like to get customers' to feedback on planned and used functionalities.

### **Role of customer**

Customers and partners will provide feedback on proposed functionality and validate existing scenarios and raise the requirements for a potential new application.

### **Planned activities (format of exchange) and estimated effort for participants**

Initially a Design Thinking workshop with customers will help to create a draft version of the solution and subsequently, we will have regular sync calls with the customers every two weeks to get feedback and showcase the features.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1744>

## Cost Center Accounting Posting Applications in SAP Fiori UI

### **Reason for project:**

SAP intends to provide new simplified and optimized applications for posting of overhead controlling documents in SAP Fiori UI (e.g. direct activity allocations, statistical key figure values, posting CO line items etc.). In order to cover the most important business requirements it is crucial to involve customers and obtain their feedback and input for prepared Fiori applications.

### **Goal:**

The goal of this project is to jointly (together with interested customers) define process and functional requirements as well as validate early prototypes.

### **Role of participants:**

Participants should be willing to share their experience with cost center controlling postings and related business processes. Participants should either have an Overhead Cost Controlling related role themselves or can provide end-users beyond the IT department for end-user interviews, improvement ideas and validation of planned user interface mock-ups. The active usage of SAP ERP or SAP S/4HANA is no prerequisite for the participation in this project.

### **Planned activities and estimated effort**

- Initial Call: up to one hour
- Feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: up to one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1813>

## Custom CDS Views in SAP S/4HANA Cloud

### **Reason for project:**

The data model of SAP S/4HANA is based on CDS views in order to provide reuse, extensibility and flexibility of content. The Customer CDS views app enables SAP S/4HANA customers to create own content for specific purposes by meshing the released SAP Value Delivery Management content and other key user extensibility artefacts like custom fields or business objects. We are currently designing a new launch of the existing Custom CDS Views app that will improve the scenario specific guidance of the key user.

### **Goal:**

For security, stability and usability reasons, the app should require no or little knowledge of syntax, authorizations or scenario specific modeling rules. It shall offer the possibility to create, update and delete scenario specific CDS views with a form based Fiori User Interface in a guided, self-explanatory way. Errors due to incorrect user input shall be eliminated.

### **Role of customer:**

We are looking for customers who already use the current version of the app or at least plan to use it for a specific project in the near future.

### **Planned activities:**

Validation of the new user interface with customer usage scenarios. Estimated effort: Workshops and conference calls.

Initial Call -> 1 hr, Scenario Call -> 2hr, Closing Call -> 1hr, optional Workshop -> 0,5 Day

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1796>



## Definition of case management in SAP Service Cloud

### **Reason for the topic**

SAP plans to provide a case management solution for the shared service scenario in the SAP Service Cloud solution.

Case management solutions are designed to support complex issue resolution process that requires a combination of features for Self discovery, human collaboration, workflow, decision, process management and content management. All of these features have to work together to give the users a seamless experience.

### **Goal**

The goal of this project is to jointly define with interested participants a case management solution for the Shared Service Scenario, prioritize corresponding functional requirements and validate early UI mockups.

### **Role of participants**

Participants should be willing to share their experience with the case management scenario they have in shared service space within their company and be interested to build new ideas and solve the problems in innovative ways. Participants should either have an shared service manager role themselves or can provide end-users from their IT department for end-user interviews, collection of improvement ideas and validation of planned user interface mock-ups.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in SAP BUILD studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1824>

## Enhanced Credential mapping experience in SAP BusinessObjects BI

### **Reason for project**

Credential mapping functionality in SAP BusinessObjects Business Intelligence platform for the Database Credentials (Secondary Credentials) exist from long back and been used as an alternative to End to End SSO scenarios. As we know it allows only a single set of credentials today which will be challenge for the BI Users having access to multiple datasources, hence there has been a long pending ask from the customer ecosystem to enhance the same functionality. In our proposal, we are coming up with a solution with which BI Users should be able to maintain multiple set of credentials for all the datasources for which they have the access in the BI platform.

### **Project Goal**

Here we come up with the simple approach of dealing with multiple sets of DB credentials corresponding the different datasources by introducing the credential mapping keys and make it comfortable for the administrators dealing with secondary credentials.

### **Role of Customers and Partners**

Participants will need to provide the feedback by validating their scenarios using the proposed solution and come up with suggestions or enhancement requests.

### **Planned activities (format of exchange) and estimated effort for participants**

The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project (1-2 per month). Overall, the activities are not supposed to take more than 3-4 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1748>

## Event Based Data Distribution for SAP C/4HANA

### **Reason for topic**

SAP customers who deploy two or more products from the SAP C/4HANA suite or even one SAP C/4HANA application that connects to 3rd party applications face a significant integration challenge – expending time, expense and resources. The purpose of Konduit, an Event Based Data Distribution for SAP C/4HANA is to greatly reduce this impact by delivering pre-packaged integration content and models within SAP Cloud Platform. Compared to existing options, Konduit is a cloud native, loosely-coupled and highly scalable approach. By replacing point-to-point integrations with reusable data event services, Konduit will provide greater resiliency, filtering based on payload, replay of past events and scalable performance.

### **Goal**

We would like to discuss our Event Based Data Distribution idea with customers and partners to better understand their needs. This would allow for a prioritization of the discussed processes as well as a solid market requirement gathering.

### **Role of customer**

Customers and partners will provide feedback on proposed functionality validate existing scenarios and raise new requirements for our Event Based Data Distribution service.

### **Planned activities and estimated effort for participants**

The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project (1-2 per month). Overall, the activities are not supposed to take more than 2-3 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1815>

## Extending the Intelligent Enterprise to the Edge with SAP Edge Services

### Reason for the topic

SAP Leonardo IoT Edge Services focuses on bringing Cloud intelligence to the Edge while combining and integrating it with other intelligent technologies and the Intelligent Enterprise to produce better business outcomes. Early feedback and scenario validation will help SAP to prioritize capabilities. As part of the IoT topic, the plan is to have combined workshops and collaborations with hardware sensor partners and service providers to create value for SAP customers. We would like to get early feedback from customers and partner on how effective is our solution adhering to Open Industry 4.0 in areas around improving interoperability, driving innovation, and cost cutting.

Also as part of our effort to extend intelligent enterprise to the Edge, SAP Edge Services is integrating with SAP C/4HANA Field Service Management (FSM). We would like to co-innovate with customers on the following use cases:

- Automatically trigger service call: This is where equipment manufacturer or operator defines streaming rules to detect anomaly in IoT sensor data, and then have SAP Edge Services automatically trigger the creation of service call with relevant IoT context.
- Locally access relevant IoT Data: Once a field service technician gets assigned to a service call activity and travels to customer site for a service visit, SAP Edge Services enables the technician to locally access relevant IoT time-series data on the troublesome/faulty equipment and help him/her more effectively start an investigation right away.

### Goal

The goal of this project is to jointly define with interested customers a prioritized set of capabilities and/or scenarios while validating early planning and potential UIs and use cases.

### Role of participants

Participants should be familiar with the Internet of Thing (IoT) but only need a basic understanding to get started. Topics to be covered may include Edge Computing, inclusive of connecting and bringing business processes to the Edge, as well as potential use cases with SAP C4/HANA field service management, and more. All topics discussed will be in the context of how best to implement Edge Computing to deliver better business outcomes. Ideally, participants may consider providing end-users beyond the IT department for end-user interviews, collection of improvement ideas, and validation of planned IoT scenarios. But the active usage of the Internet of Things is not a prerequisite for participation in this project.

### Planned activities and estimated effort

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in potential studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such as individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1838>

## Fair share stock distribution

**Reason for project:**

SAP wants to evaluate customer requirements in the area of a fair share stock distribution.

**Goal of the Project:**

If demand for a product (can originate both from external customers and from stores) exceeds supply available in the plant/distribution center the easiest way to handle the situation is a first come - first serve approach or some kind of sequence. However, this approach is not always the best solution for various reasons (among others, customer satisfaction). A somehow more sophisticated procedure of distributing supply is often desired. That could be either the same quantities for all customers, or same percentages of their original demand. So it is fair to say that it depends on the strategy of the company what is considered as “fair share” to best support this business strategy. While manually adjusting quantities in the respective documents (sales orders, stock transfer orders) is in general possible it is however not feasible when large numbers of supply elements have to be considered. Thus, an automated process would be desirable. SAP is interested to learn which strategies our customers require for their stock distribution process.

**Role of customer:**

We are looking for customers to discuss the above mentioned processes and requirements. Providing input and feedback on idea and feature level. Ideally, the customers’ contacts are business solution architects.

**Planned activities and estimated effort for participants:**

The discussions can be held onsite or remotely. A small number of hours per participant would already be sufficient to provide feedback.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1768>

## Financial Robot for Digital compliance and Payment

### **Reason for project**

Many of digital compliance and payment process, for example, tax claiming, electronic invoice input, invoice verification and process, bank statement reconciliation, daily payment, consume a lot of manual effort, but contributes low value adding in the value chain. Now variable technologies give the possibility to make those routine work automated by financial robot in replacement of people. Financial robot is becoming the next hot area in the AI and financial market. Using robot to replace the people can directly achieve cost saving and increase the work accuracy and efficiency for the customer, therefore, many of customers who sets up financial share service center, are very interested in this topic.

### **Goal**

We would like to discuss our service idea with customers to better understand their needs. This would allow for a prioritization of the discussed processes as well as a solid market requirement gathering. BTW, some of the customers have the technology of voice and image recognition. We also want to investigate the possibility to integrate their products into the automated process.

### **Role of customer**

Customers and partners will provide feedback on proposed functionality, validate existing scenarios and raise new requirements for our service. Some of the customers can contribute the technology of voice and image recognition to our automated process.

### **Planned activities and estimated effort for participants**

The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1762>

## Fiorified BI Launchpad 4.3

### Project Brief

Business Objects on-premise remains a critical component of many business intelligence environments, making the hybrid model particularly attractive. BI Launchpad is the central repository to manage, view and share BI documents. There are a varied set of documents (Crystal Reports, Lumira, Webl, Pdf, Excel, etc) which can be accessed from this place.

With the latest Fiori 2.0 design principles, BI Launchpad is redesigned for a seamless experience for customers across other BI solutions which are also aligned with SAP Fiori 2.0. Keeping customer's use cases at heart to take effective & informed decisions, BI Launchpad is made flexible and scalable, self-service BI makes it easy for users to discover and manage BI artefacts. With a thorough investigation into key user pain points, BI Launchpad has simplified the overall interaction. We have completely reimaged the existing BI Launchpad to give a delightful and intuitive user experience to businesses.

With the new solution, BI users will get to experience modernized and rejuvenated key features like Scheduling, Publishing, BI workspace, New homepage experience, and easy customization features etc

### User Persona

Business users who work and interact with BI Reports and Dashboards in analytical tools (Decision maker, Information consumer, Managers, Sales etc.) But also Business Analysts who create and develop information contents like Report and Dashboards for Business User.

### Planned Activities with Customers

- Concept Validation and Usability Test of brand new interaction patterns and new features in Launchpad like Encyclopaedia, My Wall (homepage)
- Design Thinking Workshop to co-create feature extensions and custom controls.
- A comprehensive end to end walkthrough to customers and then allow them to navigate within Launchpad and experience its features.
- Deep-Dive into Launchpad for iOS devices using Fiori for iOS patterns.
- We also plan to make use of our existing Launchpad customers and seek out their feedback. We can even leverage the same set of CEI customers that have shown interest for Unified Viewer, post-approval we can start engaging with them.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1745>

## Focused Run for SAP Solution Manager - Leveraging ML capabilities for Intelligent Alert Correlation

### **Reason for the topic**

Focused Run for SAP Solution Manager would like to group related system alerts for easier and faster processing. This feature is intended for any customers who want to reduce the number of alerts.

### **Goal**

Capabilities of Machine Learning will be used to correlate alerts. To create a ML model, we are looking for alert data from customers. As part of this CEI project, we would like to

1. Gather alert data to know which alerts belong together,
2. Validating the Alert Reporting road map and seek feedback from customers.

### **Role of participants**

Participants should be interested to share their experience and alert data. Participants should have an insight into the alert processing in the organization or can provide end-users from the IT department for end-user interviews, collection of improvement ideas and validation of planned user interface mock-ups

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in SAP BUILD studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1793>



## Focused Run for SAP Solution Manager -Integration monitoring for Hybrid customers

### **Reason for the topic**

In a hybrid landscape that contain SaaS Cloud Services, Managed Cloud components, and on-premise components, reliable integration plays a central role. To ensure reliable operation of data exchange processes between different involved solution components at application level, it is key to monitor the different integration fragments from the different components involved. Advanced Integration Monitoring in Focused Run for SAP Solution Manager enables Monitoring of high volumes of single interface calls (peer-to-peer integration) or simple message flows (orchestrated integration).

### **Goal**

The goal of the project is to:

1. Collect feedback for hybrid support capabilities in Advanced integration monitoring in Focused Run for SAP Solution Manager.
2. Understand the personas in the service provider context; to devise unique value proposition for them by providing adequate information on integration health of On Prem & cloud services (Public or SAP).

### **Role of participants**

Participants should be willing to discuss the hybrid integration scenarios and challenges faced during monitoring. Share information on the typical workflow for issues resolution.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in SAP BUILD studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1790>

## Government Risk and Compliance: SAP Cloud Identity Access Governance

### **Reason for project:**

SAP intends to provide a privilege access management service on SAP Cloud Platform, which allows granting of elevated access to perform critical tasks. The key is not only granting access, but also ensuring that with these elevated privileges, the actions performed are tracked adequately with a comprehensive audit trail. Embedded machine learning capabilities to easily identify anomalies. Adapting to newer concepts of log collection to support cloud services.

### **Goal:**

The goal of this project is to validate the current concept, and seek feedback to further optimize processes to automate manual procedures

### **Role of customers:**

We are looking for security teams who review the log data generated by elevated access, Internal Audit teams

### **Planned activities and estimated effort:**

Initial Call: one hour

Bi-monthly regular call: one hour

On-site workshops or customer visits depending on participant's availability

Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1801>

## How can digitalization help to decrease fatalities in field service execution

### **Reason for the topic**

One of the strategic objective of SAP Field Service Management is to help its customers to decrease the amount of accidents and have a safer work place.

### **Goal**

The goal of this project is to jointly define with interested customers a way on how digitization can help in decreasing the amount of fatalities. Usage of new technologies like wearables, but also the introduction of gamification and assistants are possible solutions that exist today and may help to achieve this objective.

### **Role of participants**

Participants should be willing to provide their input where safety could be improved and share experience with the working group. They will also be asked to validate the challenges we try to solve and participate in a proposal.

### **Planned activities and estimated effort**

- Participation in monthly workshops 1-2 days
- Participation in weekly remote calls for feedback iterations
- Onsite Visits

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1846>

## How to Make SAP S/4HANA More Intelligent By Embedding IoT

### **Reason for the topic**

Bringing intelligence to the enterprise by embedding IoT into the business context to empower business process automation and enable innovation for all lines of business.

### **Goal**

The goal of this project is to understand how IoT can help our ECC and SAP S/4HANA customers improve their business process automation and innovation path. Get ideas on areas where they see the need for IoT and determine what these use cases and features could look like.

### **Role of participants**

Participants should be willing to share their experience with the Internet of Things as it pertains to their business processes and should be interested in building new ideas for how IoT, combined with SAP S/4HANA, can help them deliver better business outcomes. Participants should either have an S/4HANA or IoT related role themselves or be able to provide end-users beyond the IT department for end-user interviews, collection of improvement ideas, and validation of planned integration scenarios. The active usage of SAP S/4HANA is not a prerequisite for participation in this project.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in potential studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such as individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1837>

## HR Service Delivery

### **Reason for Project:**

"An employee we interviewed said he decided not to apply for six weeks paternity leave to spend time with his newborn because the process was too difficult to understand and navigate. He gave up and used two weeks of vacation time he had accrued."

The above highlights the human cost of HR processes that are difficult for employees to complete. The difficulty arises because these processes include multiple steps, and span multiple transactions, applications and systems. Instructions to complete those steps are scattered and delivered in a way that's overwhelming. Information on how you complete a process is usually in a different place from where you "do" the process. And of course this assumes the employee is able to discover the program in the first place on an internal HR portal.

### **Goal:**

Create a solution that:

- 1) Provides a one stop shop for HR services that allows employees to search and discover all that's available to them
- 2) Offers a configurable, seamless and coherent path for an employee to complete a process or participate in a program
- 3) Improves HR administrative productivity
- 4) Is easy to implement

We would like to partner closely with customers who are in need of better HR service delivery to gather requirements and design a solution. This is an opportunity to get in on the ground floor and influence a solution. First order of business is to build a proof of concept with a use case a customer provides (e.g. maternity leave, tuition reimbursement, promotion, etc..) Subsequent phases of the project may include Beta as well as Early Adopter.

### **Role of customer:**

Provide business requirements and feedback on proposed designs. If a solution meets the needs, then be open to a beta test and adoption.

### **Planned activities and estimated effort for participants:**

For the requirements gathering and design feedback phase, 4-6 one hour web conference calls over the next 6 months.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1786>

## Humanized Employee Experiences: Putting the Human into the center of HR technology

### **Reason for project:**

Technology should enhance people's lives by enabling them to achieve important goals, build positive social relationships, or engage in meaningful activities that are based on their values. Unfortunately, this is often not the case for employees interacting with technology at work. In fact, a recent study by PwC found that less than 40% of staff level employees feel empowered by workplace technology.

In many cases, the HR technology employees are provided with, was not designed with the human user in mind. This can lead to frustration, resentment, and feelings of being undervalued by the organization.

### **Goal:**

The underlying goal of this research project is to understand what makes people feel successful at work, what drives and motivates them and makes them feel their work is meaningful. Based on the understanding gained, we will be able to form recommendations how companies can give employees relevance, meaning, trust and motivation. Ultimately, this will inform how HR technology can act as enabler that adds significant value to employees' lives.

### **Role of customer:**

We would like to talk to end users (employees and managers) in your company and ask them to share their thoughts on the topic described above.

### **Planned activities:**

The engagement will likely consist of remote interviews (initially) or workshops (at a later point). The activities are not supposed to take more than 2-3 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1787>

## Hybrid: Push SAP BusinessObjects Business Intelligence platform assets to SAP Analytics Hub

### **Reason and goal for the project:**

This project aims to get customers' feedback to implement the hybrid capabilities in **SAP BusinessObjects Business BI platform** to have a better integration to **SAP Analytics Cloud/Hub**.

**SAP Analytics Hub** provides users with a single point of access to all the business intelligence (BI) corporate analytics that they need to complete their working tasks. Links to these BI analytics are found in assets that are presented as tiles. Each asset contains all the relevant information about its linked BI analytics.

From **SAP BusinessObjects Business BI platform 4.2 SP05** onwards, **SAP BusinessObjects Business BI platform** supports SAML SSO integration to **SAP Analytics Hub** and now BI Users can access the BI platform content seamlessly with SAML SSO from **SAP Analytics Hub**.

This Project is mainly focuses on hybrid features in **SAP BusinessObjects Business BI platform** to push the platform assets to SAP Analytics Hub.

We would like to get customers' feedback to understand the level of user experience and responsiveness that they are expecting in pushing the BI assets to SAP Analytics Hub.

### **Planned activities and estimated effort for participants:**

- Engage, test and seek feedback from customers before rolling out key features into the product
- If possible, conduct Design Thinking workshops across customer locations to find out problems, gaps and scope for improvements.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1742>

## Identity Access Management for B2B Scenarios

### **Reason for the project:**

In Q3 2018 we defined the future roadmap for SAP Cloud Platform Identity Authentication service (IAS) and SAP Customer Identity with IAS focusing on business-to-employee (B2E) and Customer Identity on business-to-customer (B2C) scenarios. We remained vague for business-to-business (B2B) scenarios, but both products receive customer requests how to handle those kind of scenarios. This CEI project shall help us to define the usage scenarios of IAS in the B2B area.

### **Goals:**

- Define requirements and priorities for 'Delegated Administration' of the user base, configuration data (trusts, policies, templates, et al.) and identity federation.
- Define the needs for stronger means of authentication for B2B scenarios.
- Define where SAP Customer Identity will be the preferred solution over IAS and vice-versa.

### **Role of Customer**

- Describe very concrete B2B scenarios with focus on authentication and user lifecycle management
- Provide input how the topic could stepwise be supported (i.e. prioritization of requirements)
- Envision the best way how to protect B2B scenarios with stronger means of authentication (either federation or to enforce two-factor authentication in a flexible way)

### **Planned activities and estimated effort for participants**

- Ideally we can determine two customers that really deal with a cross-company integration scenario and have concrete implementation plans with IAS.
- Having two one-day workshops with a customer - either in Walldorf or onsite - would provide the best opportunity to discuss the scenarios in-depth.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1834>



## Implementation of SAP S/4HANA Central Finance using Initial Load HUB Approach

### **Reason for project:**

During a Central Finance implementation, it becomes often necessary to repeat the initial load step. Reason for this can result through different situation as inconsistencies from the customer.

### **Goal of this Project:**

Give customers the opportunity to store the initial load data in a HUB System where the initial load data and even real time replication can be stored to avoid unnecessary project delays. An additional goal is to validate the HUB Approach and find further automated approaches to run the central finance project in a so called zero touch approach.

### **Role:**

Customer / Partner implementation team.

### **Planned activities and estimated effort for participants**

Initial Call: 2 hours

Bi-weekly call: 1 hour

On-Site workshops with customers onsite or on customer site

Closing call: 2 hours

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1807>

## Improve security declaration consumption via CVE

### **Reason for the topic:**

SAP Security Response releases critical security patches (notes) to customers on the second Tuesday of every month (SAP Security Patch Day). Customers are expected to apply these patches in order to secure their SAP systems. Study suggests that more than 90% of the hacks happen on non-patched systems. Over the last year these releases have been enriched with Common Vulnerability and Exposures Identifiers and descriptions. We would like to work more closely with customers to understand better the impact of these declarations and their consumptions. Furthermore we would like to define the way forward so that more patches are installed by customers in a timely manner.

### **Goal:**

The goal of this project is to collaborate with customers to understand their pain points in consuming the security patches released by SAP and work together in order to provide descriptive security declarations that better facilitate a more efficient customer security consumption process and improve the overall security note implementation experience.

### **Role of participants:**

Participants should be willing to provide feedback on the current approach and strive towards improving efficiency and quality. They should be end-users of security patches and have an understanding of the SAP patch process.

### **Planned activities and estimated effort:**

- Conference call to present plan and working model
- On-site Workshop/Design Thinking sessions/Customer visits
- Regular sync points for status updates and feedback
- Final presentation
- Closing call

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1792>

## Integrating apps and content into a central entry point on SAP Cloud Platform

### **Motivation**

As a customer you may run various SAP solutions (cloud or on-premise) to manage your day-to-day business. SAP envisions a central point of entry on SAP Cloud Platform (multi-cloud / Cloud Foundry environment) to integrate applications and business content from solutions such as SAP S/4HANA, SAP Business Suite or SAP SuccessFactors.

### **Goal**

This project aims at collecting early feedback about the planned UI integration qualities and administration capabilities. We would like to discuss and validate detailed concepts/designs for key development areas such as central home page, roles and system management, transports, content management, etc. With your valuable feedback you can influence the product and its directions.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1832>

## Integration of SAP Success Factors and Public Services Financials

### **Reason for project:**

Strategic project powering the financial-led intelligent enterprise for public services. Public sector management solutions like funds management and grants management are key components to plan and execute budgets for public sector customers. The onPrem SAP ERP Human Capital Management is integrated with these components enabling execution of business processes relevant to personnel administration and payroll. We will need to provide a similar integration with SAP SuccessFactors, so public sector customers can leverage the benefits of the cloud solution along with “out of the box integration” provided to the related SAP public sector management solution.

### **Goal:**

Provide out of the box integration between SAP SuccessFactors and SAP public sector management solution for both SAP S/4HANA and SAP S/4HANA Cloud flavors of the solutions.

### **Role of customer:**

Provide feedback on use cases and different integration scenarios. Because of the diversity of integration scenarios, it is important to determine and prioritize the most frequented integration combinations and how the customers will use SAP public sector management solutions with SAP SuccessFactors. The integration combinations would include SAP S/4HANA and SAP S/4HANA Cloud solutions along with the variation of payroll solutions the systems are integrated with – SAP SuccessFactors Employee Central Payroll and SAP Payroll Processing.

### **Planned activities and estimated effort for participants:**

Support from customers will be required in the following activities:

1. 1-2 Group workshops in 2019 with all participating customers along with the various component owners
2. Quarterly follow ups, feedback and reviews.
3. Deeper interactions with co-innovation customer/s to fast track and validate solutions implemented

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1777>

## Intelligent Authorization Handling using Responsibility Management in SAP S/4HANA

### **Reason for project:**

The capabilities of Responsibility Management in SAP S/4HANA provide an easy way of modelling agents who were the correct responsible person in a business process to receive a situation notification or a workflow task. Customers can intelligently map these work related process functions to the roles and authorization that have been created and maintained by them for long time in legacy.

### **Goal:**

At this juncture where most of the customers are trying to move from SAP ERP to SAP S/4HANA On Premise and Cloud, we would require intense interactions with customers on their current authorization modelling. The outcome will introduce one common way of easy authorization modelling along the lines of work organization called Teams via Responsibility Management.

### **Role of customer:**

We want to understand your roles, authorizations scenarios, and leverage Co Pilot and Responsibility Management to make them efficient. Collect feedback and provide feedback on current authorization modelling. Discuss about requirements.

### **Planned activities and estimated effort:**

- Regular workshops to showcase the increase in functionality and incorporate feedback once per release. (3 months) 2 hours per session
- design thinking workshop at least once per use case in person. 0.5-1 day at customer premises.
- optional: customer can also participate in remote testing if infrastructure is allowed.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1797>

## Intelligent Business Process Management (BPM)

By infusing Intelligence into business process management (BPM), augmenting traditional workflow automation and decision automation with machine learning capabilities and integration with robotic process automation, organizations will be enabled to intelligently automate and orchestrate their business processes.

### **Reason for Project:**

The domain of BPM as a market category has taken many roads in the last decade. SAP's focus on delivering first class reusable cloud services to its internal and external stakeholders has defined our key tenets about the immediate value that BPM software holds to offer for the Intelligent Suite. SAP wants to improve its position on BPM by infusing analytical capabilities, Artificial Intelligence (AI) and Machine Learning (ML) into our workflow and process management solutions. These capabilities need to be out-of-the-box consumable by the Intelligent Suite. In order to achieve this goal, we need to further focus on increasing the tight integration between workflow and business rules, while intertwining traditional workflow automation, rules-driven decision automation with machine learning capabilities and robotic process automation. In this project we want to validate the different ML capabilities we are working on directly with customers.

### **Goal:**

Showcase ML capabilities, discuss proposals for upcoming future topics and collect feedback on them from customers and partners:

- Cycle-time predictions
- Conversational UX
- Intelligent Mass Approvals
- Decision Mining
- Semantic Bundling of UI elements in Workflow UIs

### **Role of Customer:**

The participants are expected to understand these new features and provide constructive feedback. This CEI project would give the participants an opportunity to influence and steer the direction of the features, based on real time use cases and requirements.

### **Planned activities and estimated effort for participants:**

- Onsite workshop of 2 days
- Up to 6 conference calls for specific topics

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1835>

## Intelligent Configuration Management

### **Reason for the topic**

Many customers need the ability to self manage their various SAP Ariba cloud technical environments and move configuration settings and templates from one environment to another, lowering their cost to manage the different cloud setups. In this project SAP Ariba's technical team plans to engage with customers to create self service tools to manage configuration templates and migrate them between customer and partner environments. Additionally the team wants to research methods to audit all configuration changes within a particular customer or partner environment.

### **Goal**

Participating customers will help prioritize use cases that SAP Ariba should focus on initially as a MVP is built and a potential roadmap is crafted. They will also provide feedback on usability and integration of the planned solution. It would also be desirable if customers could become early adopters of the planned solution.

### **Role of participants**

Based on the planned activity participants should have domain knowledge of source to pay processes and also cloud configuration of SAP Ariba environments. They should be able to provide a detailed view on the company's processes and provide end user feedback on the planned solution.

### **Planned activities and estimated effort**

During definition phase we will engage customers to research on their self-service configuration needs. As the project moves on the customers would be engaged to review documents, do validation and testing the solution.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1843>

## Intelligent Digital Mobility Suite (iDMS)

### **Reason for project:**

SAP is currently evaluating a new topic called intelligent Digital Mobility Suite which could form the centerpiece of the next generation sales and service strategy within Discrete Industries. The concept is directly related to the Automotive Industry.

The concept consists of five key elements:

- Digital Vehicle Hub (central data repository for vehicle-related data including IoT data) based on SAP Asset Intelligence Network (AIN)
- Subscription Management (new sales models to sell mobility as subscription models - based on SAP C4HANA)
- Pool Management (basic scenarios to manage fleets e.g. in the subscription business)
- Driver Management (User front end e.g. for Subscription Management)
- Vehicle Sales and Administration in the Cloud (Cloud based solution for classical vehicle sales and logistic scenarios)

### **Goal:**

We would like to validate our ideas within this concept with selected customers and will hold workshops with customers in Asia, USA and Europe.

### **Role of customer:**

We offer various roles of engagement depending on the customers' interest in the topic; this could be workshop participation, feedback activities in the development phase or testing participation.

### **Planned activities and estimated effort for participants:**

Co-Innovation workshops are going to be held with customers, 1-2 days duration.

Additionally further engagement levels are possible:

level 1: 1,5 h per month to participate in monthly calls

level 2: Participation in face-to-face workshops (2 days)

level 3: Workshops at customer location and deeper hands-on access to Beta solution (~1 day each) - based on invitation.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1771>



## Intelligent MRP and Production Planning in SAP S/4HANA

### **Reason for project:**

Material Requirements Planning (MRP) and production planning have to become intelligent. Proactive situation handling with appropriate decision support, automatic planning algorithms and optimization procedures are key topics in this context.

### **Goal:**

Those key topics shall be discussed and defined with customers. The overall goal is to increase the planner's efficiency by automation of recurring steps and to improve the production plans as such in order to achieve better delivery performance of the production plant.

### **Role of customer:**

Initially provide feedback for use cases and later on validate the concept and mockups for the planned apps.

### **Planned activities and estimated effort:**

There will be a kick-off call for one hour plus regular sessions once a month for the next 6 months. In addition it is planned to do contextual interviews onsite in real work environment of the end users.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1810>

## IoT enabled SAP Field Service Management

### **Reason for the topic**

SAP Field Service Management intends to provide next generation automation of SAP Field Service Management through Internet of Things (IoT) enabled devices.

### **Goal**

The goal of this project is to work with interested customers to help automate their Service Call creation process through inputs from SAP Leonardo IoT and enable them to utilize SAP Field Service Management “crowd source” to help increase the first-time fix rate, and improve the productivity of technicians.

SAP Field Service Management and SAP Leonardo IoT combine to provide a seamless engagement to successful Service execution cycle. The goal is to enable service organizations to leverage the data on equipment to deliver service in advance of a failure as opposed to the customer triggering a service event.

Access to product and equipment performance data with service leadership and the field service team in real time via mobile tools to ensure resources can be allocated prior to failure.

### **Role of the participants**

Participants should be willing to share their anonymized and “non-Personally Identifiable Information ” information about the Service Calls, equipment, tools, and job duration. Participants should be willing to use the user interfaces provided by SAP Field Service Management. These UI will provide parts recommendations, or alerts to technicians. Furthermore, they should provide feedback on the accuracy of the data predicated to improve future recommendations. Active usage of SAP Field Service Management is a must for this.

### **Planned activities**

Initial Call: one hour

Participants should be willing to work with SAP Leonardo IoT Edge and SAP Gateway team to register their equipment.

Participation in frequent remote calls to track the progress of implementation

Participation providing feedback on early user interface mockups

Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1826>

## Logistic Data Replication Approach in SAP S/4HANA Central Finance

### **Reason for project:**

SAP aims to provide a complete and streamlined value flow and consolidation out of one system. The accounting view of logistic data replication enables the consolidation of valuation information from different business system to Central Finance system real time, offers analysis report and centralized processes in the future.

### **Goal:**

The goal of the project is to verify that the current feature match customer's expectation, the follow-on delivery fulfills customer's need and to identify potential requirement for the project. An additional goal is to validate the view replication approach and ensure further automated mechanism of consuming the central logistic data in a so called zero touch approach.

### **Role of participants:**

Customer / Partner implementation team for Finance department who have deep knowledge.

### **Planned activities and estimated effort for participants:**

Initial Call: 2 hours

Bi-weekly call: 1 hour

On-Site workshops with customers onsite or on customer site

Closing call: 2 hours

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1804>

## Machine Learning and AI Learning for Professional Services using Intelligent ERP SAP S/4HANA Cloud

### **Reason for project:**

This project intends to facilitate the concept phase for the first set of Professional Services Machine Learning and AI use cases with SAP S/4HANA Cloud.

### **Role of customer:**

Gain deep learning experience on innovative Machine Learning/AI/Intelligent RPA use cases, involving end users, and provide feedback on requirements for prototype: Intelligent Machine Learning and AI based application or Intelligent Billing and Intelligent Staffing to Resource Management, Smart Predict stories using SAP Analytics Cloud and Predictive Modelling

### **Planned activities:**

Remote Working Interviews. Working Session 1 – Customer Requirement Groupings – Business Process Owners and Working Session 2 – Customer Audience – Personas/Data Sources. Process Owners, Architects, Drill Down, ROI, Usability, Architects & Analysts

### **Customer estimated effort:**

– 16 Hours (approx.)

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1812>

## Mining: Intelligent Supply Chain for Assets

**Reason for the project:**

We would like to identify potential new capabilities & features for Maintenance, Repair, and Operating Supplies (MRO) for Spare Parts.

**Goal:**

We plan to identify potential gaps, develop new features and to work on integrating SAP Integrated Business Planning & SAP Intelligent Asset Management focusing on Service Parts Planning.

**Role of Customer:**

Act as partner for understanding the business processes and gathering feedback.

**Planned activities:**

Initial call, workshops

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1755>

## Monitoring and error handling in SAP S/4HANA and SAP S/4HANA Cloud

### **Reason for Project:**

SAP Application Interface Framework (AIF) is an integral part of SAP S/4HANA and SAP S/4HANA Cloud for implementing, monitoring, and managing application interfaces. It provides an intuitive framework that helps developers streamline the initial setup of an application interface and offers monitoring and error handling capabilities targeted at line of business users. It helps business users reducing ongoing maintenance effort, speeding up error resolution and freeing IT to focus on technical-level monitoring. And as business users manage the interfaces, authorization functions protect sensitive data and help ensure data integrity.

As SAP Application Interface Framework has become the de facto default monitoring and error handling tool in SAP S/4HANA and SAP S/4HANA Cloud, its adoption is increasing. With the growing usage in SAP S/4HANA and SAP S/4HANA Cloud, new requirements towards the framework have come up, and hence SAP plans to invest in the following topic areas:

- Fiori UI for message monitoring
- Fiori UI for customizing & configuration of the application interfaces
- Monitoring of serialization scenarios
- Interoperability between AIF & SAP Cloud Platform Workflow Services

### **Goal:**

Goal of the project is to collect feedback from SAP S/4HANA and SAP S/4HANA Cloud customers to be able to shape the planned development based on customer needs in general. In particular, we are interested in customer scenarios where AIF is used for monitoring and error handling, and customer use cases for integrating AIF with workflow services. Furthermore, we like to share with you our concepts and first Fiori UI mockups to get the Fiori apps validated.

### **Role of Customer:**

Depending on the particular topic that you are interested in, we either address the integration developer who is responsible for implementing the application interfaces, or the end user / line of business user responsible for monitoring the application interfaces.

### **Planned activities:**

We plan regular conference calls to collect customer feedback, onsite workshops including hands-on, interviews for Fiori UI validation.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1830>

## New streamlined integration approach for SAP Fiori Cloud with SAP S/4HANA onPremise

### **Reason for the topic**

SAP has released a workflow for integrating SAP Fiori Cloud with SAP S/4HANA onPremise using Cloud Integration Automation service, which enables now the integration within hours instead of days and weeks in the past.

### **Goal**

The goal of this project is to enable faster and streamlined technical setup for the scenario “SAP Fiori Cloud Integration with SAP S/4HANA” for participating customers, evaluate current workflow in the customer landscape, estimate time and effort savings on customer side.

### **Role of participants**

Participants should be willing to execute the workflow for integrating Fiori Cloud with SAP S/4HANA OnPremise in the customer landscape. The prerequisites for the participation are SAP S/4HANA 1709 and SAP Fiori Cloud subscription at customer side.

### **Planned activities and estimated effort**

- Initial Call - Knowledge Transfer on Cloud Integration Automation service and scenario by SAP: 1 hour
- Supporting customer to launch Cloud Integration Automation service: 1 hour
- Execution of the integration according to the workflow by customer: 8 hours
- Supporting calls (depends on customer demand) from SAP: at least 30 min

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1753>

## Optimize Procure-to-Pay Processes with Machine Learning and Automation in SAP S/4HANA

### **Reason for project:**

Within the next five to seven years, it is expected that digital platforms and technologies will transform the way most procurement organizations do business. Not only will they be operating at radically lower cost and budget, they will also be driving more strategic value. Further, the repetitive operational manual tasks in procurement shared service centers need to run reliable. In SAP S/4HANA Procurement, we are working on intelligent and automated ways to significantly reduce manual efforts and provide decision support. Machine Learning (ML) and Intelligent Process Automation (IPA) can automate unnecessary manual efforts and support purchasers with new insights.

### **Goal:**

We want to discuss current Innovation/Automation Topics with end users to better understand their needs, pain points and requirements in current manual activities / shared service centers they face in their daily work. This will allow us a prioritization of the discussed processes as well as a solid market requirement gathering.

### **Role of customer:**

We are looking for customers with procurement shared service centers in place. Customers will provide feedback on innovation/automation use cases as well as will brainstorm and discuss new ideas and requirements.

### **Planned activities and estimated effort for participants:**

The planned activities are dependent from the level of engagement of the customers, which could range from web conference calls to on-site visits and end user collaborations.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1795>



## Optimizing deployments of SAP BusinessObjects BI with respect to disk size and performance

### Reason for project

Over a period with number of patch updates, the size occupied by SAP BusinessObjects Business Intelligence suite of products in the system increases enormously. Once the customer has moved to latest desired version after following the rigorous testing, then they will not go back to the previous versions, this makes the increasing foot print of SAP BusinessObjects BI suite of products on the disk. On the other hand, uninstallation of SAP BusinessObjects BI suite of products and its patches follows last in first out [LIFO] because of which there is no provision to remove intermediate versions directly. These intermediate versions will become overhead on the system disk space and impacts on the further update scenarios as well.

### Project Goal

Here we come up with the smart way of dealing the uninstallation of these obsolete intermediate product versions, with safe and simple approach. Aim is to achieve all this by without having any production downtime, and we should be able to remove multiple Products/Packages along with their patches in a single iteration. This way we address the problem statement with above mentioned approach and collaborate with participants to enhance it in a direction which will be more useful for customers.

### Role of Customer

Customers and partners will need to provide the feedback by integrating and validating using the proposed solution and come up with suggestions or enhancement requests.

### Planned activities (format of exchange) and estimated effort for participants

- **Initial call** - One hour call. We plan to outline the concept of the new solution.
- **Regular calls ( 1-2 monthly)** - The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project. we also provide updates on current development and planned features
- **Feedback** - We would be glad to hear about customer pain points, and suggestions for improvement, understand the priorities regarding the integration scenarios.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1749>

## Overall Equipment and Effectiveness improvements to drive improved manufacturing efficiency

### **Reason and goal of the project**

We plan to explore enhancements to the current Overall Equipment and Effectiveness (OEE) functionality in SAP Manufacturing Execution to support manufacturing efficiency as well as support the expanding Industry 4.0 trends. In this initiative we will explore features which will allow better equipment visibility for greater output.

### **Role of the customers**

Customers and partners will provide feedback on proposed enhancements to the current OEE functionality. This includes validating existing scenarios and raising new requirements for SAP Manufacturing Execution Integration.

### **Planned activities and estimated effort for participants**

- Initial Call one hour - outline the concept
- Regular calls
- Potential on site visits to collaborate with customers on new OEE enhancements that will improve the shop floor efficiency or identify trends that could lead to early problem identification
- Closing Call one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1760>

## Perishables Procurement Requirements & Concept

### **Reason for project:**

SAP Retail Merchandise Management on SAP ERP contains a workbench for perishables procurement. On SAP S/4HANA Retail for Merchandise Management, this workbench has been depreciated and is not available any more.

SAP plans to work with customers in order to understand interest and requirements for a potential future solution for perishables procurement on SAP S/4HANA Retail for Merchandise Management.

### **Goal:**

Goal of the project is to understand if there is a common set of business requirements from different customers that could be addressed with a new solution for SAP S/4HANA Retail for Merchandise Management.

The different dimensions like cloud versus on-premise, SAP S/4HANA versus SAP Cloud Platform shall be evaluated.

After the workshops, SAP will decide if such a solution will be planned and in what way – standard solution, custom solution or partner solution. Currently there is no commitment from SAP for any of the options.

### **Role of customers:**

- Share the current process of perishables procurement
- Define business requirements for a potential future solution
- Engage with SAP in Design Thinking workshops – ideally together with other customers
- Co-innovate with SAP
- Give early feedback on concepts

### **Planned activities and estimated effort for participants:**

We plan a 2-day Design thinking workshop with multiple customers in the Walldorf area. Estimated effort is 2 days for the workshop and 2 days for preparation and wrap-up.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1765>

## Planned offline integration of Banking Services product with FI-CAX for open item information

### **Reason for project**

The current version of the Banking Services product integrates with the SAP ERP system (FI-CAX) to maintain open item information. Since this integration across different components happen over separate deployments, there are several challenges encountered with this approach.

Therefore it is proposed to have a new solution approach 'Offline FI-CAX' which reduces the dependency on FI-CAX for Open Item Management (OIM). With the concept of Offline FI-CAX, it is proposed to maintain the open items information also on the billing items and use this for all processing activities inside Banking Services. Since the data would be within Banking Services, it could be accessed via direct calls avoiding complexity. FI-CAX would still remain to be part of the landscape and would receive information to support all downstream activities like Dunning, Default management.

### **Goal**

The goal of this topic is to reduce the the dependency on FI-CAX for Open Item Management (OIM) and make Banking Services run independently for its processes and to improve Total Cost of Ownership.

### **Role of customer**

We would like to involve customers to validate of the planned solution and design.

Since customers are using the software in its current form, they can provide great value adding inputs for migration and impacts with the planned approach.

### **Planned activities and estimated effort for participants**

Workshops – 3 days approximately / customer

Design collaborations – 5 days approximately / customer

Test activities to validate solutions – 10 days approximately / customer

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1775>

## Product Configuration Intelligence

### **Reason for project:**

In November 2018 SAP delivered the first version of the machine learning based Product Configuration Intelligence solution. This is a cloud based solution that simplifies and streamlines the configure price quote process by leveraging machine learning and historical configuration data. The solution provides needs-based product selection and configuration capabilities (as opposed to feature-based) that will help users determine the optimum product/solution to address their business challenge. The solution also uses machine learning to streamline the budgetary estimation process. We would now like to evaluate enhancements to the solution to address other use cases like guided configuration, configurable equipment and material variant search, unstructured text needs analysis, etc.

### **Project Goal:**

To ensure that we have a solution that adds significant value, we would like to involve customers to validate requirements, help prioritize the backlog items, test UIs, join monthly sprint review calls, etc. for the next release. We would also like to validate scenarios for SAP S/4HANA.

### **Role of customer:**

Benefits for participating include:

- Gain early insights into SAP's product visions / ideas / research projects
- Provide requirements and feedback directly to the product team
- Gain early insights into potential later products through evaluation of early prototypes before they are implemented
- Establish a direct line of communication to the product development organization
- Potentially be amongst the first to take new functionality into production

### **Planned activities and estimated effort for participants:**

We would like to invite our customers to participate in the following:

- bi-weekly calls
- 1 or 2 workshops(following a Design Thinking approach) at customer's site(or SAP office) with participation/interviews of IT and business users.
- Usability and Functional testing (optional)

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1769>

## Real Estate Utilization - Pilot for an IoT sensor data harmonization platform

**Reason for project:**

SAP Cloud for Real Estate combines location, workplace and contract management to help SAP S/4HANA customers reduce workspace spend by providing transparency between actual and planned expenses.

**Goal:**

Complementing SAP Cloud for Real Estate we are now starting development of a Workspace Utilization Management Solution in order to allow customers to measure the actual usage of their workspace and enable their corporate real estate managers to make data driven investment decisions. Workspace Utilization is planned to leverage SAP Leonardo IoT data and integrate tightly into SAP Cloud for Real Estate Workspace Management. We want to connect to first customers and gain a deeper understanding about their workspace utilization measurement needs.

**Target Roles:**

This initiative aims at discussing the topic with: Real Estate Managers, Facility Managers.

**Planned activities and estimated effort for the participants:**

We're interested in group workshops with all customers, workshops at customer sites with several persons from that company or observing end users during their daily work.

The effort highly depends on the project and could reach from 2-3 calls per quarter to full-day workshops at customer site.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1783>

## Retail Merchandise Management - Order and Delivery Schedules

**Reason for project:**

SAP wants to evaluate customer requirements in the area of order and delivery schedules.

**Project Goal:**

Some retailers define rules at which dates their stores receive merchandise, and at which dates merchandise is ordered. This can be relevant for store procurement from distribution centers, as well as for direct store deliveries from external suppliers. In addition, some customers define the duration of certain activities (e.g. goods receipt processing time) to be able to define further milestones. Those rules can vary by different parameters, like sending party, receiving store, product category (e.g. as special trucks are needed for frozen products). Applying those rules, it is possible to calculate order and delivery calendars. To consider specific events, like bank holidays, those calendars needs to be adjusted. The calendars are considered in relevant business processes, like purchase order maintenance.

**Role of customer:**

Providing input and feedback on idea and feature level. Ideally, the customers' contacts are business solution architects.

**Planned activities and estimated effort for participants:**

The discussions can be held onsite or remotely. A small number of hours per participant would already be sufficient to provide feedback.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1767>

## Sales Pipeline and Forecasted Impact on Profit and Loss in SAP S/4HANA Finance

### **Reason for project:**

Predictive Accounting is an important topic for most customers. Based on sales orders that have been created in the system, the estimated costs and revenues are simulated and the corresponding financial documents (goods issue and billing) are posted in the predictive ledger of the universal journal. By using the Gross Margin ALP report, the customer can report the predicted costs and revenues, see the calculated presumed gross margin and even compare with plan data.

In order to extend the prediction horizon, we want to focus on the sales pipeline and already start the simulation for quotations. Based on the quotations, we can determine the conversion rate for the quotation to become a sales order, and then proceed with the simulation. The conversion rate is determined by a machine learning approach.

### **Goal:**

The goal is to verify our solution approach. By evaluating the sales pipeline and considering quotations, we can increase the time horizon of the forecast and provide a more precise estimation of how the gross margin will evolve.

### **Role of participants:**

From the participants, we expect support to evaluate data and to share their experience about possible approaches for sales forecast. Since we think about providing similar features for the procurement process, experiences with the conversion rates for purchase requisitions would be helpful as well.

The willingness to set up a PoC to proof the accuracy of the approach is greatly appreciated.

### **Planned activities:**

Initial Call: 2 hours

On-Site workshop with customer (1-2 day)

Bi-weekly virtual meeting to prepare PoC

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1805>



## SAP Business One Cloud for LATAM countries

### **Reason for Topic:**

SAP Business One is going to introduce B1 Cloud in LATAM in 2019. We have to collect the expectation and incooperate local best practices into our offering.

### **Goal:**

1. Identify which business processes and legal requirements partners/customers (incl. Add-ons) need to have fully prepared for providing the Business One Cloud offering for LATAM countries
2. Set Expectations/Validation of partners/customers as for our cloud service offering

### **Role of participants:**

1. Partners have to have the intention to offer/run cloud business with their clients
2. Partners/customers have to understand cloud-businesses (precondition)

### **Planned activities and estimated effort:**

1. Initial Call; 1hrs
2. On-site visit: explain our intention for the market, collection of expectation, check of the cloud-readiness; 2days
3. Collect legal gaps in selected countries and validate the solution designs for the latest legal changes before releasing; 4hrs
4. Gather feedback and progress of customers/partners; 5hrs
5. Closing call and further steps; 1hrs

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1841>

## SAP Business One Electronic Declaration Framework

### **Reason for the topic:**

SAP Business One plans to extend the Electronic Document/Declaration Framework, in order to simplify process electronically and being able to communicate electronically with governments or other market participants. In many countries there are requirements for providing official documents (e.g. Invoices and reports) in electronic way. We are continuously working on enhancing the SAP Business One product (including related tools, such as Electronic File Manager) to be a platform for "paperless accounting". We are interested in further exploring customer needs, processes, and pain-points in their daily work with business management software for small businesses, so that we can validate our vision of the electronic document processing way of doing business transactions.

### **Goal:**

1. Validate the electronic framework with customer/partners focused on process coverage and modern UX. Different countries have different requirements in this area, especially in terms of file format and involvement of the Authority in the business process. The purpose of the project is to find the common practice and overlaps among the countries in order to provide a platform which has the ambition to cover all the generic requirements in this area. We want also review prototypes and mock-ups, hear customer feedback and follow up on it.
2. Simplify the technical environment to a viable scope focused on ease of use

### **Role of participants:**

1. Partners/Customers got this requirement from government or dedicated business rules
2. Partners/Customers understand the process and have a background to work with B1i/xml/data-exchange

### **Planned activities and estimated effort:**

1. Initial Call; 1hrs
2. On-site visit/call: explain/introduce the basis of the electronic document/declaration concept, understand and incorporate their feedback into the concept, fine-tune generically the framework; 2days
3. Gather feedback, support to testing; 5hrs
4. Closing call with outlook for realization; 1hrs

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1842>

## SAP C/4HANA cockpit

### **Reason for the Topic**

With the SAP C/4HANA cockpit, customers of SAP C/4HANA will have access to a central administration portal which will enable them to manage their SAP C/4HANA products as one integrated suite of solutions.

### **Goal**

The cockpit development team wants to deliver a great experience to all technical users responsible for managing SAP C/4HANA solutions, and is looking for customer engagement opportunities right from the onset while the solution is being designed and implemented. This type of engagement can be hugely beneficial to customers in the early feedback round as it provides an opportunity to have direct influence into the early design of features to be used down the line.

### **Role of Participants**

Participants should be willing to share their experience with the management and operation of front-office cloud applications starting with the onboarding process and going through the lifecycle of integration, operation, support, adoption, optimization, renewal, expansion and off-boarding.

### **Planned activities and estimated effort**

- User interviews
- Mockups and prototype testing
- Further feedback iterations for refinement of features
- Remote calls or on-site workshops / customer visits depending on participant's availability
- Estimated effort: minimum one hour (if single interview) or one hour per engagement session depending on participant's availability (the team is flexible)

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1814>

## SAP C/4HANA Order Management

### **Reason for project**

Today's B2B and B2C customers not only demand increased speed and reliability when shopping, but also often use multiple devices and channels to access and place orders. They expect reliable, uninterrupted access to consistent information at all available touch points: online stores, mobile applications, POS systems, call centers, warehouses, and others. To gain a competitive edge, you must be able to easily and seamlessly incorporate new channels – virtual and augmented reality, IoT-enabled devices, voice assistants, and so on – into a central order system.

### **Goal**

The SAP C/4HANA Order Management solution provides you with a simplified order management system that is accessible from virtually everywhere and at any time. The Order service will centralize and unify all orders from the five SAP C/4HANA pillars, with an initial focus on supporting the quote-to-cash scenario for component manufacturing. Our solution is a native cloud solution based on microservices architecture that scales easily to adapt to your ever-changing requirements and ensures extremely high availability. The Order service will also be integrated with other cloud services such as Quotes, Sourcing, Pricing and Promotion, Tax and Payment, as well as with SAP S/4HANA and SAP ERP systems. In short, we want to help you to manage your orders efficiently and effectively.

### **Role of customer**

To help you achieve your goals, we would like to learn about your needs in today's digital economy and develop an adaptable system that responds to your present and future requirements.

### **Planned activities and estimated effort for participants**

If you are interested in co-innovation and would like the opportunity to influence product development to suit your order management needs, then this is the project for you. Planned co-innovation activities include customer visits, traditional workshops, and design thinking sessions. These activities will focus on generating ideas and improvements by engaging both your business and IT units. Finally, short follow-up sessions (maximum two hours) will be organized to provide feedback and ensure alignment.

If you wish to remain informed of the solution's progress and vision but don't have ample time for in-depth co-innovation activities, then a lighter engagement model, including demos, feedback sessions and calls can be tailored to your needs. We are also open to any new and innovative collaboration solutions that you might suggest.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1817>

## SAP C/4HANA process integration automation (pain points analysis and development)

### **Reason for the topic**

Providing automated integration out of the box for all the SAP C/4HANA products is extremely important to deliver a great customer experience.

### **Goal**

The goal of this project is to jointly analyse the pain points that customers experience while integrating our solutions today. With interested customers we would like to define a simplified and powerful integration automation solution, prioritize corresponding functional requirements, build prototypes and subsequently validate the prototypes.

### **Role of participants**

Participants should be willing to share their experiences with our current integration solution offerings and they should be interested to build new ideas for a highly simplified and optimized automated integration process. Participants should either be an integration system administrator themselves or someone who can:

1. Represent the feedback and experience from the system integration experiences
2. Collect improvement ideas from their team
3. Participate in the design and validation of the integration automation prototypes built by us during the course of the project.

### **Planned activities and estimated effort**

- Initial Call: 2 hours
- Participation in bi-weekly calls
- Participation in design and build validation phases of the solution prototypes for integration automation.
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: 2 hours

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1818>

## SAP C/4HANA product master data

### **Reason for project**

Within today's SAP C/4HANA there are different cloud solutions with each an own implementation for product master data with point to point integrations. Within this project we want to align the product master data between the different solutions in order to provide a seamless overall integration. By bringing together product data from the backend together with front office product data a true company wide golden record can be created.

### **Goal**

We would like to provide a central product master data instance with data distribution to the different SAP C/4HANA cloud solution in order to ease the data exchange and data usage of product master data. In addition to the data distribution we also would like to provide APIs for direct product master data consumption via synchronous calls so that a local persistence of product master data is not necessarily needed.

### **Role of customer**

To achieve the goals, we would like to learn about our customers' needs in today's digital economy and develop an adaptable system that responds to present and future requirements.

### **Planned activities and estimated effort for participants**

We are looking for customers interested in co-innovation and willing to influence the product development. The customers should provide feedback and remain informed of the progress and product roadmap.

Some of the planned activities would include customer visits as well as half or full day workshops together with topic owners from the customer's business units. Moreover, design thinking workshops will be organized to gather and validate the project goals. Finally, short follow-up sessions (up to two hours) would be organized to provide feedback and ensure alignment.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1819>

## SAP Cloud Analytics - Predictive Data Preparation for Smart Features

### **Reason for project**

Today, Smart Features in SAP Analytics Cloud provide business analysts with the ability to make predictions. We want to enhance Smart Features with specific data preparation capabilities, adapted to predictive algorithms used by those Smart Features. In order to generate predictions relevant to a given business case, these algorithms extract its related data pattern. To do so the data has to be structured in a certain way and enriched with explanatory variables (features). Our objective is to empower SAP Analytics Cloud users to leverage differently the data that they already use for their business analysis and monitoring. This specific data preparation requires machine learning skills that we don't expect SAP Analytics Cloud users to be familiar with, so we want to develop a new experience that gives these users all of the autonomy they expect.

### **Project Goal**

SAP Analytics Cloud users already leverage various data sources, in the context of various business questions. We would like to identify with customers, the data sources that could be candidate for predictive projects. We also need to get a better understanding of the data structure and data origins in order to adapt this data preparation.

It is an opportunity for the customers to find and elaborate predictive use cases that will enrich and empower their SAP Analytics Cloud projects. It is also a chance to influence the scope and user experience, for predictive data preparation when working with Smart Features in SAP Analytics Cloud

### **Role of customer**

Customers and partners, (as SAP Analytics Cloud users), will identify a business scenario with predictive potential, present the origin and the structure of the related business data, identify the required predictive data preparation, and influence the corresponding user experience.

### **Planned activities (format of exchange) and estimated effort for participants**

The engagement will likely involve joint video conference calls at manageable intervals throughout the project (1-2 per month). Overall, the activities are not supposed to take more than 2-3 hours per month for about 4 months.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1747>

## SAP Cloud Platform Data Lifecycle Services - Blocking Store

### **Reason for project:**

Applications built on SAP Cloud Platform (SCP) require services to manage data volumes, data blocking, and data retention (to meet privacy regulations such as GDPR). Additionally, reducing the data footprint in the main cloud memory requires the automatic deletion of business data and the movement of data to external storage (like archiving). All such services are being built as reuse services under Data Lifecycle Services.

### **Goal:**

Help customers to reduce costs by keeping data volume under control and also meet legal requirements like GDPR.

### **Role of the Customer:**

We would like to validate our solution with the end users and DPP experts who we are working with currently to define requirements and design.

**Planned activities:** Solution Validation and feedback activities with the end users like DPP specialist, Legal Auditors

Time commitment required:

Initial call : 1-2 hours

1 day workshops for validation and tests

1 hour call monthly to update progress.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1798>



## SAP Cloud Platform Fiori Apps for Market Data Management and Distribution

### **Reason for project:**

Based on Customer Feedback for SAP S/4HANA Cloud, currently the only way to import Financial Market Rates from external data providers is to upload them manually into the system using XLS upload which requires manual activities. Also customers had requested for an overall simplification in the way market rates are imported and distributed in their system landscapes.

### **Goal:**

To evaluate SAP Cloud Platform based Fiori Apps and Services which will enable customers to get the Financial Market Data from external sources directly (Bring Your Own Data) and distribute in their landscape in all connected SAP S/4HANA Cloud and On Premise systems automatically. They will also be able to provide validation on this data and control data flow to each system. The focus of this project phase will be on SAP Fiori Apps and adding intelligence to them to do automatic data quality checks and get customer feedback.

### **Role of customer:**

We are looking forward to receive feedback from customers, who are already using SAP S/4HANA or SAP S/4HANA Cloud.

### **Planned activities and estimated effort for participants:**

Discussions, e.g. about System Setup, Account Creation, User Onboardings, Trials, Feedback Sharing and Collaboration Meetings.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1776>

## SAP Consumer Sales Intelligence

**Reason for project:**

In a digital world, consumer sales data from stores, combined with online e-commerce sales data, is among the most valuable sets of commercial consumer data. A high performance public cloud infrastructure will support high data volumes as well as increased bandwidth in peak times. This way SAP Consumer Sales Intelligence is able to handle supplier as well as consumer scenarios. It provides tools enabling customers to comply with data protection and privacy regulations. Open interfaces and microservice architecture allow customers and partners to innovate quickly.

With this SAP supports the customer's Digital Transformation journey by enabling a true, native cloud infrastructure for better omnichannel insights across retailers, vendors and consumers

**Goal:**

SAP Consumer Sales Intelligence will provide SAP Cloud Platform based services to collect & use consumer transaction data. In addition, we plan to offer a new UI allowing for the auditing of sales data.

**Role of customer:**

Close collaboration with customers (large scale retail experts)

**Planned activities and estimated effort for participants:**

On site requirements definition, workshops, testing assistance.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1766>

## SAP Customer Order Sourcing

### **Reason for project**

Today's top omnichannel retailers need to efficiently manage and leverage their resources to compete with pure-play e-commerce retailers. In this context, reliable real-time product availability information across all sources are key for the perfect customer promise and consumer experience.

### **Goal**

SAP Customer Order Sourcing aims to enable retailers to make attractive and reliable promises to their web-shop and in-store customers including all possible omni-channel delivery methods, such as ship to home, buy online pick-up in store, express deliveries and drop shipments.

In addition to that, the service provides full transparency into product availability across all stores, distribution centers, and 3rd party vendors and facilitates sourcing of the required products based on a rules framework. This ensures fulfillment sourcing in the most efficient way, e.g. to save costs or to enable the fastest deliveries possible.

Furthermore, as SAP Customer Order Sourcing will be a native cloud solution, it will scale easily based on the customer's requirements and ensure extremely high availability. Moreover, the service will be integrated with other SAP cloud services such as order management, payment, pricing and promotion as well as SAP C/4HANA Commerce Cloud, SAP Consumer Sales Intelligence, SAP S/4HANA, SAP ERP. It will also leverage innovative IoT and machine learning capabilities to make the service even more powerful.

Finally, SAP Customer Order Sourcing shall increase sales and customer satisfaction.

### **Role of customer**

To achieve the goals, we would like to learn about our customer's needs in today's digital economy and develop an adaptable system that responds to present and future requirements from the world's top retailers.

### **Planned activities and estimated effort for participants**

We are looking for customers interested in co-innovation and willing to influence the product development. The customers should provide feedback and remain informed of the progress and product roadmap.

Some of the planned activities would include customer visits as well as half or full day workshops together with topic owners from the customer's business units. Moreover, design thinking workshops will be organized to gather and validate the project goals. Finally, short follow-up sessions (up to two hours) would be organized to provide feedback and ensure alignment.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1820>

## SAP Data Migration Planning App

### **Reason for project:**

We want to offer an SAP Cloud Platform App that guides the customer in his initial planning with regards to data migration relevant task to make the data migration a smoother experience.

### **Goal:**

We want to share current concepts and our prototype with customers / partners to get early feedback on the functionality of the app and the underlying methodology.

### **Role of the customer/partner:**

Provide feedback on current methodology, prototype/mockup and feature roadmap.

### **Planned activities:**

Walk through current Prototype/UX design and explain concept to participants in smaller groups.

Collect feedback how customer / partner rank different features

- Methodology in general – does this fit to the customer / partner approach / needs
- Expected functionality that needs to be covered in version 1
- Define priorities additional features
- User interviews with actual end users for e.g., Project Manager, Data Migration Experts, etc. understand how they would like to work with the envisioned app.

**Optional:** bring your own use case i.e. verify the approach by using customer / partner project situation

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1799>

## SAP Digital Manufacturing Cloud for execution: Production Operator Dashboard (POD)

### **Reason and goal of the project**

SAP Digital Manufacturing Cloud for execution POD Designer gives the Production Planner a flexible way to create a Production Operator Dashboard (POD) with layout space that is configurable per the business process needs. POD Designer offers one-page layout space which allows the POD to launch the apps within defined spaces on that page.

We are embarking upon an enhancement to allow multi page layouts for a POD. This will allow a POD to have more than one page, each of which is laid out to optimize UX per the plugins featured on that page. Navigation can be defined both from within the page and from page to page.

In close collaboration with end users, we want to find out whether our planned multipage PODs and navigation will increase the user experience and productivity of the manufacturing production operator.

We also want to identify the use cases for optimal POD layout using pages and get feedback on how to define those layouts in POD Designer.

### **Role of the customers**

We want to get feedback on the definition of multipage layout PODs and expected navigation on the POD.

### **Planned activities and estimated effort for participants**

- Initial Call: one hour - outline the concept
- Regular calls: monthly calls to step through features and get feedback about the value and usability of that feature.
- On site visits to collaborate with customers on how the multi page capability will help to solve their painpoints. Meeting with production supervisor as well as manufacturing operators is ideal to ensure input from all types of users is considered.
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1757>

## SAP Digital Manufacturing Cloud for Network

### **Reason for project**

Achieving global transparency across multiple organizations raises some concerns about data privacy. How to find the best balance between traceability and privacy is a big challenge.

### **Goal**

SAP Digital Manufacturing Cloud for Network is working on a cross organization product genealogy. We would like to discuss our concept with customers to better understand their needs. This would allow for a prioritization of the discussed processes as well as a solid market requirement gathering.

### **Role of customer**

Customers and partners will provide feedback on proposed functionality. Validate existing scenarios and raise new requirements.

### **Planned activities and estimated effort for participants**

The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project (1-2 per month). Overall, the activities are not supposed to take more than 2-3 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1758>

## SAP Document Compliance - ANZ

### Reason for the topic

Under the ANZ joint initiative of Single Economic Market (SEM) agenda, a program designed to create a seamless trans-Tasman business environment, Australia and NZ governments have already committed budgets and initiatives in the year 2018 to promote **e-invoicing** in the region and devised a common trans-Tasman approach to e-Invoicing from technical enablement perspective. This framework is targeted to be operational in this year 2019 tentatively. More details can be found at

- <https://softwaredevelopers.ato.gov.au/Trans-Tasman-eInvoicing>
- <https://www.nzbn.govt.nz/using-the-nzbn/e-invoicing/>

SAP is currently evaluating to provide e- invoicing capabilities at its flagship products SAP ERP and SAP S/4HANA in conformance to TT e-invoicing interoperability framework proposed and seeking collaboration from its customer community in the region as well. So here's your opportunity to join this exciting journey as an early adopter.

### Goal

The goal of this project is to jointly define and validate a minimum viable scope for the SAP Document Compliance solution adhering to the Trans Tasmanian e-invoicing Framework proposed by ANZ govt. for businesses to use. Understandably, the journey for complete enablement to the framework may run across few months and depending on the scope, feasibilities and outcomes, the scope here could very well be extended to a Pilot program for the framework enablement.

### Role of participants

Participants should be willing to share their experience and related business processes and should be interested to build new ideas for simplified and optimized e-invoicing processes and functions. We would be glad to hear about customer pain points, and suggestions for improvement, understand the priorities regarding the integration scenarios. Participants should ideally be a mix of business and technical users having relevant knowledge for the invoicing business process and respective legislative requirements as end-user interviews, collection of improvement ideas and validation is the key here. Needless to say, the active usage of SAP ERP or SAP S/4HANA systems is a prerequisite for the participation in this project.

### Planned activities and estimated effort

- Initial Call: one hour
- Participation in periodic (weekly or fortnightly) remote calls
- Further feedback iterations via individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1761>

## SAP Enterprise Apps for Windows 10 - SAP Asset Manager

### **Reason for the project**

SAP Asset Manager supports highly skilled workers who maintain enterprise assets to perform their job with complex information and business logic that is always available whether they are connected to the network or working in offline environments.

We have already released the iOS version of the application and are now planning to develop the Android version. Many of our customers in the Utilities and Oil & Gas industries require support for Windows10 devices.

### **Goal of the project**

The goal of the project is to collect Android specific requirements for a mobile solution to support maintenance technicians.

### **Role of the customers**

Customers will provide feedback on their application requirements.

### **Planned activities and estimated effort for participants**

We plan to have monthly feedback calls and would like to interview end users.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1756>



## SAP Financial Statement Insights - New Onboarding and Business Configuration Experience

### **Reason for project:**

SAP Financial Statement Insights is a cloud solution on the SAP Cloud Platform extending SAP S/4HANA with real-time analysis capabilities for financial profit & loss statements including machine learning capabilities to detect business exceptions within the profit & loss data. To ease the onboarding of new customers and to reduce the support efforts we intend to revamp the business configuration in the background of Financial Statement Insights.

### **Goal of the Project:**

Review and test the new business configuration with customers to gain feedback on effectiveness and possible future improvements. This involves customer visits/workshops to collect the feedback during shadowing and usability testing sessions.

### **Target Roles:**

This initiative aims at discussing the topic with SAP Base Administrators, Finance Business Configuration/Customization Experts, and financial analysts and experts.

### **Planned activities and estimated effort for the participants:**

Group workshops with customers, workshops at customer sites with several persons from that company or observing end users during their daily work.

The effort highly depends on the project and could reach from 2-3 calls per quarter to full-day workshops at customer site.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1779>

## SAP HANA modeling using SAP Web IDE

### **Reason and goal for project**

The objective of this project is to evaluate our existing SAP HANA data modeling tools with the customers and make them aware of the product direction and the migration path available for the existing SAP HANA studio users.

We would like to understand customers' use cases and obtain their feedback.

### **Role of customer**

Customers and partners will provide feedback on proposed functionality, validate existing scenarios and raise new requirements for the SAP HANA modeling tools.

### **Planned activities (format of exchange) and estimated effort for participants**

The engagement will likely entail joint workshops and video conference calls at manageable intervals throughout the project.

Overall, the activities are not supposed to take more than 2-3 days per workshop.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1743>

## SAP Joint Venture Accounting User Experience

### **Reason for Project:**

As we focus on delivering SAP Oil & Gas solutions in the Cloud over the next few years, our end goal is to achieve successful user adoption and increase our customer acquisition. SAP S/4HANA Cloud Joint Venture Accounting User adoption is determined by how much of value the SAP Joint Venture Accounting cloud solution adds to the customers business, which therefore necessitates the need to improve the User Experience.

SAP S/4HANA Cloud Joint Venture Accounting User Experience is central and key to how our customers feel about the product. Their perception of the practical aspects of the SAP Joint Venture Accounting cloud solution, such as utility, ease of use, role driven functionalities and efficiency of the system has a direct impact on the product retention and acquisition.

Since User Experience is subjective in nature, very dynamic and changes overtime as the circumstances change, it is very crucial that we incorporate our customers current needs into our product.

Other solutions in SAP have leveraged the User UX Strategy to improve their product and in fact, as the Global SAP focuses on UX Consistency across all industries and products this year, it is the right time for S/4HANA Cloud Joint Venture Accounting to focus on this and meet customer's needs in the most effective and enjoyable way for them, by gaining insight and understanding their experience. As part of the SAP Oil & Gas cloud initiative, this project will focus on incorporating User experience into the key innovations planned and outlined in the Roadmap. This initiative will be executed in alignment with SAP's overall UX Strategy

### **Goal of the project:**

The key goal is to understand how the SAP Oil & Gas upstream customers perceive the JVA Cloud solution and what their current expectations are, then further redesign to provide a personalized, responsive and simple solution to them.

The following principles, among others would be the primary driver of the UX discussions:

- Role Based
- Responsiveness
- Simplicity
- Coherence
- Delightful
- Navigation

Results and feedback from this initiative will be one of the key drivers of the planned innovations in our SAP S/4HANA Cloud Joint Venture Accounting Roadmap for SAP Oil & Gas Upstream.

### **Role of customer:**

Co-Innovation Partner- the customers will be providing requirements, participating in design activities and providing feedback from idea to realization.

### **Planned activities and estimated effort for participants:**

Customer Co-Innovation according to Design Thinking approach. Support from customers will be required in the following activities:

- (1) Bi-Weekly Workstream meetings for Initial Requirement Gathering (1 hour bi- weekly virtual sessions to understand their experiences - pain points and good sides)
- (2) 2-3 Group workshops in 2019 with all participating customers (Each workshop would run for 2 or 3 days at the SAP Office- Design thinking Lab)

(3) Followed by Quarterly Progress Review and Feedback as we incorporate the feedback into the Releases.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1774>

## SAP Manufacturing Execution enhanced integration for a more productive manufacturing shop floor

### **Reason and goal of the project**

Currently SAP Manufacturing Execution integrates to SAP ERP, SAP S/4HANA and SAP Extended Warehouse Management. Tighter integration leads to a more productive manufacturing shop floor. In this engagement will we explore customer pain points where integration does not exist or does not meet the business needs fully. Specific details of integration features and data sources will be discussed.

### **Role of the customers**

Customers and partners will provide feedback on proposed integration functionality, validate existing scenarios and raise new requirements for SAP Manufacturing Execution Integration.

### **Planned activities and estimated effort for participants**

- Initial Call: one hour - outline the concept
- Regular calls
- Potential on-site visits to collaborate with customers on possible solutions for their integration pain points and formulate solutions.
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1759>

## SAP S/4HANA Cloud for Automotive Supplier

### Goal and Reason for Project

In Automotive industry many Automotive suppliers rely on SAP solutions to run their business globally. SAP already provides a well-established solution covering core Automotive processes in SAP ERP and SAP S/4HANA for manufacturers and Automotive suppliers.

With this project we plan to take the next step towards intelligent enterprise for Automotive suppliers in SAP S/4HANA Cloud. We are planning to strengthen the Automotive specific functionality for the intelligent core and benefit from cross-industry application capability. This will create the foundation for redefined processes leveraging intelligent technologies for automating tasks in the core processes.

This initiative will have its main focus to re-invent Automotive core processes in the cloud like Handling-Unit-Management, Self-Billing, In- and Outbound Processing, Labelling and EDI messaging and other topics.

### Role of customer:

We invite customers to collaborate with SAP on the topics described above. In particular customers are asked to share their experience and insights on current business challenges and solution needs, validate solution capabilities, participate in deep dive workshops for specific processes (on demand) and testing upcoming releases (planned).

Customers will gain early insights into industry development and potential new capabilities. Customer participants should have good knowledge about processes areas mentioned above.

### Planned activities and estimated effort for participants

- Monthly calls (planned for 1 hour):
  - Development updates
  - Overview/preview on particular topics
  - Requests for feedback and break-outs
- Quarterly calls (planned for 2 hours)
  - Preview of upcoming releases
  - Review of prioritized development plans
  - Feedback on particular topics
- Break-Outs (on-demand; half to full day)
  - Face to face workshops for particular topics
  - Pre-Testing (planned)

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1772>

## SAP Solution Manager Adapter for Quality Center by Micro Focus

### Project Reason

We are exploring the requirements for a new version of a SAP Solution Manager adapter to SAP Quality Center/ALM by Micro Focus to replace the current SAP Solution Manager Adapter for Quality Center by Micro Focus (and to support both On Premise and Cloud/SaaS versions of both SAP Solution Manager and SAP Quality Center by Micro Focus) prior to the end of maintenance previously announced for the current adapter which has been communicated as 12.31.2020. See link below to the entry in PAM.

[https://apps.support.sap.com/sap/support/pam?hash=s%3Dsap%2520solution%2520manager%2520adapter%2520for%2520quality%2520center%26o%3Dmost\\_viewed%257Cdesc%26st%3DI%26rpp%3D20%26page%3D1%26pvr%3D0120031469090000446%26pt%3Dg%257Cd](https://apps.support.sap.com/sap/support/pam?hash=s%3Dsap%2520solution%2520manager%2520adapter%2520for%2520quality%2520center%26o%3Dmost_viewed%257Cdesc%26st%3DI%26rpp%3D20%26page%3D1%26pvr%3D0120031469090000446%26pt%3Dg%257Cd)

### Goal

The goal of this project is to jointly define with current customers their 'wish list' of features and functionalities, their commitment to adopting a new adapter, and gather their experiences using the current adapter so we can design the new adapter to meet or exceed their requirements and create a roadmap for the future needs of our customers using the adapter.

### Role of participants

Participants should be willing to share their experience with the current SAP Solution Manager adapter to SAP Quality Center and related business processes and should be interested to share new ideas for simplified and optimized future processes and functions. Participants should either have a SAP Solution Manager adapter to SAP Quality Center related role themselves or be able to provide end-users beyond the IT department for end-user interviews, collection of improvement ideas and validation of planned user interface mock-ups. The active usage of SAP Solution Manager and the SAP Solution Manager Adapter for Quality Center is a prerequisite for the participation in this project.

### Planned activities and estimated effort

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in BUILD studies providing self-paced feedback on early user interface mockups
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1763>

## SAP Solution Sales Configuration on Cloud integrated into SAP CPQ

### **Reason for the topic**

SAP Solution Sales Configuration is a very powerful configuration engine aimed to serve high end and industry specific configuration scenarios. After its success in the on Premise world, SAP is planning to make SAP Solution Sales Configuration available as a public Cloud service and integrate it with SAP Configure, Price and Quote (SAP CPQ).

### **Goal**

The goal of the CEI engagement is to understand the overall needs and integration requirements resulting in a prioritized backlog.

### **Role of participants**

Participants should be willing to share their use cases and requirements when it comes to CPQ applications and high-end configuration scenarios. We are interested in the views of participants both from IT and Business (Sales Organizations).

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in quarterly remote calls
- Participation in major Sprint reviews and/or Beta testing of the current development stages
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1764>



## SAP Subscription Billing for Subscription-Based Business Models

### Reason for Project

SAP Subscription Billing supports customers in their subscription business, from the definition of products and rate plans through orchestration and subscription management to billing. With this solution, SAP aims to help companies rapidly deploy highly innovative and effective subscription business processes in an agile, flexible and scalable environment that leverages other SAP cloud and on-premise investments.

### Goal

The goal of this project is to jointly validate with interested customers the requirements for subscription lifecycle management, billing and rating. Requirements for APIs and UIs, as well as SAP integrations will be validated.

### Role of Customer

Participants should be willing to share their expectations and requirements for a subscription billing solution. Participants should either have an IT or business role themselves or be able to provide end users outside the IT department for end user interviews, collection of improvement ideas and validation of planned functionality for UIs and APIs.

### Planned Activities and Estimated Effort for Participation

- Initial call: 1 hour
- Participation in
  - Individual customer calls
  - On-site or virtual workshops or customer visits depending on participant's availability
  - Design thinking sessions
  - Co-innovation sessions
  - Usability Lab studies
- Closing call: 1 hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1823>

## SAP SuccessFactors Embedded Analytics

**Reason for project:**

Our current reporting solution needs a unified view of underlying disparate products, resulting in customer dissatisfaction and challenges for sales. The Embedded Analytics (previously Unified Suite Reporting) project aims to present SAP SuccessFactors as one unified data model, allowing customers to drive meaningful insights.

**Goal:**

Engage customers through various channels to solicit feedback on ongoing development

**Role of customer:**

Customers and partners will help validate existing functionality and provide feedback on product roadmap

**Planned activities and estimated effort for participants:**

Panels with customers for joint discussions (1-2 hours/month) and feedback sessions (3-4 hours/week).

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1785>

## Self-Auditing Finance through GRC Compliance Hub in SAP S/4HANA

### **Reason for project:**

Healthiness and inherent compliance of Finance is crucial at a point in time where the majority of transactions are posted automatically and senior executives have tools to access data. The SAP Compliance Hub provides a holistic view on compliance and risk, a continuous monitoring, alerting and automatically triggered remediation tasks. Further it offers plausibility checks, anomaly and outlier detection through smart controls, based on Machine Learning algorithms and pre-defined rules, and integration across the Intelligent Enterprise for cloud, on-premise and hybrid scenarios.

### **Goal of this topic:**

Find co-innovation customers and match the concept of the SAP Compliance Hub with customer requirements

### **Role of the customer** (executives from Finance and Corporate Audit):

Review the concepts of SAP, present and define their requirements

### **Planned Activities:**

- Initial Calls
- One day workshops
- deep dive workshops in case of willingness of participation in co-innovation (1 day)

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1802>

## Services Procurement in SAP S/4HANA

### **Reason for project:**

Procurement of services is a key element for business success in many industries. To further develop our lean procurement services, we want to research on the business critical customer requirements and learn how the procurement of services is handled in our customers current landscapes. We are also looking for new business models, like business as services.

### **Goal:**

Find out the most important requirement and processes which are not yet fully covered to reflect the results in our roadmap.

### **Role of the customer:**

Explain how they are handling their service procurement and describe their current requirements and pain points.

### **Planned activities with customers and estimated effort:**

Workshops and conference calls. Estimated effort: 1-2 days

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1794>

## Simplified SAP Notes Implementation

### **Reason for the topic**

SAP Notes framework (transaction SNOTE) has been the defacto tool for implementing the fixes and corrections. Since SAP Note framework is needed on a day to day basis to maintain the customers' existing installations and to make them transform to the 'New' age, we would want to make the tool as easily consumable as possible in par with the recent UX experience of other applications.

### **Goal**

The goal of this project is to jointly define with interested customers a simplified SAP Note implementation process, prioritize corresponding functional requirements and validate early UI mockups.

### **Role of participants**

Participants should be willing to share their experience on the following factors:

1. The existing issues that they face while implementing and de-implementing an SAP Note using the SAP Note framework.
2. Their wish list of what do you think can make the process easier.
3. To review and provide feedback for the ideas that we come up with.

Participants should either have implemented the SAP Notes themselves or can provide end-users beyond the IT department for end-user interviews, collection of improvement ideas and validation of planned user interface mock-ups.

### **Planned activities and estimated effort**

- Initial Call: one hour
- Participation in SAP BUILD studies providing self-paced feedback on early user interface mockups-remote calls one hour
- Further feedback iterations such individual customer calls, on-site workshops or customer visits depending on participant's availability
- Closing Call: one hour

We believe that this CEI will provide us with valuable insight into the needs of our customers and help us find possible areas of improvement in terms of usability, consumability, automation, integration and documentation etc . We would be super excited to engage with you permanently to get regular feedback and validate new concepts for the future.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1754>

## SmartEdit for SAP Commerce Cloud

### Reason for the topic

SmartEdit for SAP Commerce Cloud is a new generation web content management solution that enables organizations to create and manage their sites in a very intuitive and user-friendly way. SmartEdit also allows organizations to curate targeted and personalized experiences for their customers. As SmartEdit adoption is growing rapidly, while replacing a legacy CMS tooling, we would like to better engage with our customers and partners to receive first-hand feedback on already existing features and new features on the roadmap to make sure we build the right tool; one that will satisfy real business use cases.

### Goal

The goal of this project is to jointly identify areas of improvement. Focusing on the usability of existing features, we also want to identify any gaps in the feature set and work together to prioritize new requirements and validate them using UI wireframes.

### Role of participants

Participants should be willing to share their experience with web content management specific to storefronts and should be interested in adopting SmartEdit as their primary content management system. The active usage of SAP Commerce Cloud is a prerequisite for participation in this project.

### Planned activities and estimated effort:

- Initial call: one hour
- Quarterly remote calls
- Participation in usability testing
- Further feedback iterations such as individual customer calls, on-site workshops or customer visits depending on the participant's availability
- Wrap-up call: one hour

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1821>

## Supplier Portal Blockchain Pilot - Concept Validation with potential customers

### **Reason for project:**

Fraudulent activities in the process of paying received goods or services has been identified as a topic of business relevance within the buyer-supplier relationships of our customers. A blockchain-based supplier portal solution is going to be piloted with interested customers. Building consortia of like-minded interest groups who could then use our proposed solution is key for leveraging the benefits of blockchain to enable next generation business processes. To better understand how consortia might manifest and afterwards use a new solution, we want to involve customers now and engage in customer workshops to validate the blockchain solution concept as early as possible.

### **Target Roles:**

This project aims at discussing the topic with: Master Data Managers, Accounts Payable / Accounts Receivable Clerks, and Fraud Specialists.

### **Planned activities and estimated effort for the participants:**

We're interested in group workshops with all customers, workshops at customer sites with several persons from that company or observing end users during their daily work. The effort for customers depends on the project and could reach from 2-3 calls per quarter to full-day workshops at customer site.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1782>

## Team Management

### **Reason for project:**

With the change of market dynamics and the mega trend towards digitisation in all lines of businesses and companies increasingly feel the need to become more agile in order to quickly adapt to this changed business environment. In today's world, companies are organising work around teams rather than individuals. Studies shows that people working in teams tend to achieve better results and report a higher job satisfaction. Collaboration is taking over the workplace; as business becomes increasingly global and cross-functional, silos are breaking down, connectivity is increasing and Teamwork is the key to organisational success.

There are plenty of tools to manage different aspects of teamwork but not specifically to manage team talents and employee relationships within team. The current tools are more focused on project management above the human aspects and their relationships. However, the best practices and the process of how to build and manage an awesome, efficient team are still something that are not explicitly supported in organisations, especially as great teams are not just groups of people with the right skills and competencies.

### **Goal:**

We would like to discuss our ideas and prototypes around supporting organisations in implementing a light-weight, dynamic and non-disruptive team overlay over their organisational structure and get feedback about the customers' needs and strategic visions. Further we want to evaluate the requirements that customers may have with respect to implementing their organisational changes.

### **Role of customer:**

Customers and partners will provide feedback on proposed functionality, validate scenarios and raise new requirements for the project.

### **Planned activities and estimated effort for participants:**

The engagement will likely entail joint workshops and video conference calls at manageable intervals throughout the project (1-2 per month). Overall, the activities are not supposed to take more than 2-3 hours per month.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1789>



## Third Party Risk Management maturity for financial services (and other regulated industries)

### **Reason for the topic**

Evolve a mature best practice third party risk management solution that supports supplier compliance for regulated industries, based on the audit rigor of financial services industry. Third party risk management workflows require consistent processes auditable by the OCC and other regulatory bodies. Having customers from multiple industries, size and regions will support a best practice evolution to maturity. We have been working with some customers already representing banking and insurance, and would like to extend the project to further customers in the financial service industry. This is a high value capability and leads to efficiencies and cost savings, in addition to business protection.

### **Goal**

We are looking to review and validate incremental requirements and design jointly with customers to derive best practice in an integrated third party risk management solution.

### **Role of participants**

Risk process owners for third party risk management / procurement process owners for third party risk integration / Procurement and / or IT process owners to participate in workshops for requirements prioritization, requirements and design validation

### **Planned activities and estimated effort**

The planned activities include an initial call, a requirements review and prioritization workshop, and ongoing design reviews.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1750>

## Using SAP Cloud Platform Process Visibility to enable process excellence

### Reason for Project

SAP Cloud Platform Process Visibility provides visibility on end to end processes that span across multiple applications. Issues in these processes has an impact on customer experience, on service levels and cost money. SAP Cloud Platform Process Visibility addresses these issues by:

- providing one view of the process in near real-time
- providing actionable insights
- addressing issues as and when they arise
- identifying root causes of inefficiency with process paths, process variants and machine learning
- tracking key process indicators understand the past, current and impact of process transformation
- predicting issues before they cause business impact

Through this project we would want to engage with our customers and partners with the new developments and deliveries, and collect feedback and suggestions from them. As this project is heading towards GA, it becomes utmost important for us to take early customer reviews and bring the suggested-required changes as part of the delivered software. We also want to (a) understand from our customers' use cases as how they want to achieve visibility in their ecosystem with hybrid landscape and business processes that span across multiple SAP and non-SAP systems and (b) engage with them to build visibility prototype for their business processes to showcase how-to achieve faster outcomes to critical activities by reacting faster using the insights provided by SAP Cloud Platform Process Visibility.

### Goal

The goal of this project is to work with customers to:

- understand specific use cases & potential bottlenecks that cause delay
- understand the persona who needs end to end process visibility
- get feedback on our approach of identifying & addressing process bottlenecks

### Role of Customer

1. Share their use cases and business processes which is relevant for process visibility
2. Engage with us on any one of the chosen LoB scenario to help us derive intimate insights on how our product can help with achieving visibility.
3. Provide feedback on our current business scenario modelling tools and capabilities

### Planned activities and estimated effort for participants

1. Regular 1 hour meeting once every month to provide feedback on our product capabilities
2. 2-4 hours workshop to share LoB specific use cases and discuss on the visibility requirements
3. 2 days' workshop for deeper engagement to derive end-to-end process visibility solution blueprint for LoB specific use case

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1833>

## Verticalization of SAP Success Factors for Public Services

### **Reason for project:**

Specific human capital management topics like concurrent employment, higher duties, job bidding/labor scheduling etc., are mandatory for public service customers. We plan the development/implementation of these topics so that public sector customers can move to SAP SuccessFactors.

### **Goal:**

We would like to gather feedback regarding the needed use cases and most common human capital management scenarios for public services industries in SAP SuccessFactors, enabling customers to move to the cloud solution.

### **Role of customer:**

Provide feedback on use cases and most-used scenarios (e.g. higher duties, multiple cost allocation). Because of the global nature of these scenarios, varied customer feedback will be required to provide a generic standard solution for the respective topics.

### **Planned activities and estimated effort for participants:**

Support from customers will be required in the following activities:

1. 1-2 group workshops in 2019 with all participating customers
2. Quarterly follow ups, feedback and reviews.
3. Deeper interactions with certain customer/s to fast track and validate potential solutions implemented

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1778>

## Web-Client for SAP Business One

### **Reason for the Topic:**

SAP Business One plans to produce a new WebClient, in order to enhance the User-Experience to the latest technology.

### **Goal:**

1. Validate the scope of business processes for selected Business One personas (as an input for the development prioritization)
2. Which personas can leverage WebClient in the Business One cloud hosted offering by SAP, instead of using external remote desktop services (to further lower the TCO)

### **Role of participants:**

1. Willingness to share their expected experience
2. Openness in feedback rounds
3. Willingness to do Prototyping Testing

### **Planned activities and estimated effort:**

1. Initial Call: 1 hr
2. On-site visit: deep dive of expectations/targets. Explaining mock-ups and system-connection: 2 days
3. Remote sessions to capture progress of testing/feedback: 5hrs
4. Project closing and presenting of result: 1hr

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1845>

## Webinar Integration in SAP Marketing Cloud

### **Reason for the topic**

Webinars (and marketing events in general) are valuable marketing tools for establishing thought leadership, demonstrating product benefits, explaining best practices, and qualifying a prospect's readiness to buy.

The buyer nowadays wants more than just a pitch while evaluating solutions or making purchasing decisions. Therefore, marketers need to build relationships, generate goodwill, and earn the trust of prospective buyers and customers. Events provide an ideal platform for marketers to achieve this. A combination of offline and online events can become an integral part of the demand generation mix. We plan to integrate SAP Marketing Cloud with the webinar providers so that marketers can have data from the webinars to generate leads and nurture them with targeted campaigns for conversion.

### **Goal**

We would like to discuss the use cases for webinar integration and events with customers to ensure right scope, functionality and prioritization of the required features in marketing events app.

### **Role of participants**

Customers and partners will provide feedback on proposed functionality, validate use cases for the integration and raise new requirements for the webinar integration and events, in general.

### **Planned activities and estimated effort**

The engagement will likely entail joint workshop and video conference calls at manageable intervals throughout the project

- Interviewing the business user using our application as reference and take feedback on the business process.
- Share mockups on the potential new features that are planned to be developed and seek feedback.
- Usability feedback on the available application features.

Link to registration page: <https://influence.sap.com/sap/ino/#campaign/1822>