



# step up speed up

Using SAP Business  
Technology Platform to  
elevate your enterprise





Businesses today face so many new challenges and opportunities. From supply chain disruption to changing customer expectations and increasing sustainability imperatives, running a successful enterprise has probably never been so complex.

Organizations that run SAP® solutions can adapt to new demands by transforming both what they do and how they operate.


The goal? Increased business agility, enhanced operational performance, and greater organizational resilience and efficiency. The strategy? To rethink enterprise technology in the cloud—using it as a lever to reimagine business models, processes and customer and employee experiences.

This urgent need to be “cloud first” is leading organizations to unlock the full value of the cloud continuum at a faster pace than ever before—including private clouds and edge infrastructure as well as the public cloud. It’s also a key reason why the transition to SAP® S/4HANA—enabled by RISE with SAP for example—is gaining pace, as organizations look to modernize their enterprise resource planning (ERP) backends for enhanced performance in the cloud.

As they do so, two clear needs are emerging:

- 1. Clean up the core:** Simplify the ERP backend, targeting a clean core system with minimal customization and maximum flexibility.
- 2. Extend, integrate, and innovate:** Build on the agility of a clean core to deliver breakthrough business outcomes with a well-balanced mix of SAP and other cloud-native solutions.

The overarching requirement of a cloud first ERP system? Flexibility. It’s why combining SAP S/4HANA with SAP Business Technology Platform (BTP) can be such a compelling proposition.



# What is SAP Business Technology Platform?

SAP BTP is SAP's answer to the need for a technology platform that helps extend, integrate and innovate an organization's digital core to both keep it clean and realize differentiating business outcomes. It encompasses a range of SAP technologies and solutions in the cloud.

**SAP BTP offers:**

- An open platform compatible with any programming language (including low-code/no-code solutions), complemented with out of the box integration and business content.
- A range of intelligent services in areas like artificial intelligence, machine learning, robotic process automation (RPA), chatbots, and blockchain.
- A secure encrypted platform offering a “pick and mix” array of modular platform-as-a-service (PaaS) services and multi-cloud integration across different public cloud platforms.
- An option to select a technology stack that is independent of the public cloud platforms, offering portability from one provider to another.

## SAP BTP includes four key groups of capabilities:

### **1. Database and database management**

SAP BTP enables the organization to capture, manage and govern core data to create better business outcomes. It helps the business to run data anywhere, reduce redundancy, optimize for analytics, improve quality, and ensure compliance with data protocols.

### **2. Analytics**

SAP BTP allows an organization to take its data analysis to the next level, transforming raw data into actionable information and accelerating insights to decision makers across the business. It can help a business integrate analytics into workflows, collaborate for better outcomes, access insights in real time, and visualize data in new and more intuitive ways.

### **3. App development and integration**

SAP BTP solutions mean applications can be extended and integrated, opening up new ways for people to interact with core SAP and other data. They can be used to connect data with processes and devices, accelerate development, scale up the use of business intelligence, and operate seamlessly across a hybrid IT environment. Importantly, the stack not only contains application runtime, development tools and integration capabilities, but also the necessary process workflow technologies.

### **4. Intelligent technologies**

SAP BTP allows core business data to fuel intelligent technologies for optimizing processes and igniting innovation. It allows the business to unite machine intelligence with human expertise, simplify complex processes, and accelerate business outcomes with reusable services.

A woman in a light blue blazer and white pants stands in a server room, reaching towards a server rack. The room is filled with rows of server racks, with blue cables and green indicator lights visible. The lighting is dim, with the primary light source being the server racks themselves. The woman is looking at the server rack she is reaching for.

# Clean up your core and SOAR

A clean ERP core is a central concept in both leveraging BTP and as part of a cloud first strategy. Why? Because too much customization hampers flexibility. The more custom developments an organization has written into its ERP backend, the harder—and more costly—it is to maintain.

Customization also increases the burden of ERP software updates, as each new release must be tested to ensure each custom development still functions as expected. And excessive customization can also hinder future plans to increase cloud adoption.

A clean core means a core ERP system with minimal or zero customization—a key aspect of greater business agility and flexibility.

If customizations are pushed out from the core ERP to a side-by-side solution in SAP BTP or another cloud-native platform, the organization can start to apply modern DevOps approaches to its SAP-related development. This can dramatically enhance IT agility and accelerate time to production through capabilities like automated testing and continuous integration/continuous development.

Zero customization is often more of an aspiration than a reality. It's why clean core means something different for each organization.

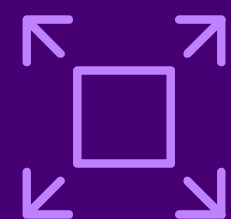
The key is to decide where the customization/flexibility balance lies, based on the unique circumstances and objectives of the business. For one US-based consumer packaged goods company, this meant using the opportunity presented by its SAP S/4HANA transformation to siphon off around 20 percent of its 400+ legacy ERP customizations into SAP BTP. The impressive result? That 20 percent equated to almost 50 percent of the development effort associated with customization. It also represented the most differentiating business transactions, meaning the company could deliver innovation in the cloud, rather than burdening the core.





# Extend, integrate and innovate

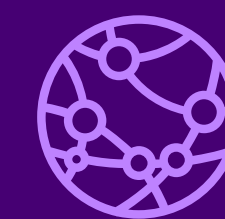
With a clean core as the engine of the organization, companies can start to build breakthrough agile extensions, integrations and innovations on top using SAP BTP:



**Extend** enterprise capabilities by building new digital experiences, automating and enhancing processes, and simplifying and optimizing application development.



**Integrate** SAP and non-SAP solutions across a hybrid IT environment with API management, out-of-the-box connectivity with popular applications, and intelligent automation.



**Innovate** with SAP enterprise data using self-service business intelligence, augmented analytics, and a unified ability to analyze, predict, and plan.



# Three examples of SAP BTP innovation

Accenture's **Supply Chain Intelligent Planner** application integrates planning capabilities from both SAP and leading third-party systems into a single user-friendly dashboard. It means that, instead of having to painstakingly gather information and process it manually in a spreadsheet, a company's expert planners have everything they need via a single pane of glass—and can pick and choose planning strategies for individual products accordingly. For consumer packaged goods companies, many of whom employ thousands of supply chain planners globally, this has the potential for game-changing efficiency.

Not only this, but our Supply Chain Intelligent Planner application also applies machine learning to automatically correct and enhance the information streamed from source platforms. And we built an algorithm to introduce artificial intelligence into the process, meaning the system learns which planning strategies are most suited to each scenario. It therefore becomes more and more autonomous over time, leaving only exceptions to be handled by expert planners.

**NewsPage** is Accenture's comprehensive route-to-market solution for the consumer goods and services industry. Built on SAP BTP Extension Suite and integrated with an SAP HANA backend, it offers distribution management and sales force automation for the complete downstream supply chain, with a particular focus on fast-moving and fragmented marketplaces. NewsPage helps businesses control promotions, improve productivity, streamline inventory, automate sales processes, and manage distributor claims.

Accenture's **Procurement Automated Learning Assistant** (PAULA) is a chatbot built using SAP BTP capabilities. PAULA modernizes the employee experience by augmenting traditionally complicated and time-consuming procurement experiences with a simple, intuitive, natural language interface. PAULA's API extends enterprise procurement functionality, using automation to reduce manual effort and increase productivity.

Find more examples  
of SAP BTP innovation  
at [accenture.com/  
risewithsap](https://www.accenture.com/risewithsap).

# SAP, Accenture and Microsoft: Collaboration in action

The growing integration of SAP solutions with Microsoft Teams is a great example of what's now possible. Already, SAP Sales Cloud is being integrated with Microsoft's platform, helping sales professionals focus on their clients by simplifying sales processes. On the one hand it means users can set up a Teams meeting from the SAP system without switching applications. And on the other hand, SAP information is accessible during a Teams call via an embedded application. Plus, information such as the meeting recording and notes are automatically synced back to SAP Sales Cloud in real time.

Accenture and Microsoft are collaborating to define other industry-specific Microsoft Teams integrations. That includes new solutions for procurement and supply chain management. Thanks to SAP BTP integration, real-time data can be streamed directly from SAP systems to Microsoft Teams. So, as soon as something happens, such as a supplier notification that part of an order can't be fulfilled, the relevant team gets an immediate heads up without having to leave its primary workspace.

This functionality can be further extended with a chatbot that allows users to interact with the SAP system from within Teams. It means they can access and update details of the purchase order and schedule a call with the supplier all in the same workspace. Integrations with Qualtrics (for supplier assessment) and Microsoft PowerBI (for supplier analytics across SAP and third-party data) further extend the capabilities.

It's about having a seamless process in an integrated workspace—a single pane of glass—centered around both employee and business needs.

# Welcome to the multi-platform world.

The decision for each technology area—whether that’s RPA, machine learning, data lakes, analytics, workflow, or any other—needs to meet the unique circumstances and objectives of the business.

In practice, this means examining all the potential areas for innovation and asking whether the use case in question is best served by an SAP or a cloud-native solution. That includes everything from potential SAP software extensions and custom applications on the one hand to opportunities for RPA and infusing machine learning intelligence into business processes on the other.

Getting from a highly customized ERP backend to a clean core is no easy task. Often, it’s simply a question of scale. Large organizations can have well over a million custom developments in a single ERP instance. What’s more, not every customization is suitable to be pushed out of the core ERP system—especially those that are inextricably linked to SAP standard transactions or rely on large volumes of SAP data.

Accenture helped one global pharmaceutical company create a cohesive enterprise data platform using SAP BTP and the AWS data lake solution. By capturing, curating, and consuming the organization’s data in a data lake, we helped the company reduce the time taken to produce financial reports from four days down to three hours, while saving millions of dollars in software licenses.

What's more, the sheer number of possible combinations and integrations makes finding the right balance between SAP and cloud-native capabilities complex. It's why Accenture provides a clear innovation runway—including a series of unique tools and accelerators—to help companies build differentiated solutions and extensibility at scale.

Accenture is uniquely placed to help a business assess, implement, accelerate and run extensions, integrations and innovations on SAP BTP:


- **11** apps in the SAP store
- **180+** SAP BTP accelerators
- **1,400+** trained SAP BTP professionals
- **55,000+** cloud hyperscaler professionals

## Taking the Smart()field approach

Companies with complex SAP environments can benefit from our Smart()field approach to SAP S/4HANA conversion. It enables clients to choose which data and configurations they carry over. This gives them a golden opportunity to reassess the data, business processes and customizations they've been accumulating for years. They can then decide which to bring back into standard, which to carry forward and which to retire. This means organizations are free to innovate, while preserving investments and improving what needs to be improved.

In other words, Smart()field gives clients the best of both worlds: greenfield and brownfield. In fact, because of our experience and understanding of SAP, hyperscaler and other technologies from our extensive ecosystem, Accenture can recommend a well-balanced multi-platform approach to extending and integrating an ERP core—to get the best of all worlds.

**Find out more.**

A photograph of a modern building at night, illuminated with purple and blue lights. The building has a glass facade and a prominent entrance. A large purple triangle is overlaid on the right side of the image, containing white text. The text reads: "This is the time to step up and speed up your business transformation in the cloud—and use SAP S/4HANA transformation and SAP BTP as the route to elevated enterprise performance." The background shows a city street with blurred figures of people walking.

This is the time to step up and speed up your business transformation in the cloud—and use SAP S/4HANA transformation and SAP BTP as the route to elevated enterprise performance.

# About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world’s largest network of Advanced Technology and Intelligent Operations centers. Our 674,000 people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at [www.accenture.com](http://www.accenture.com).

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