

SAP Solution Brief

Business Technology Platform | SAP Intelligent Robotic Process Automation

Increasing Business Agility by Innovating with **Intelligent Process Automation**

THE BEST RUN



Shaping the Intelligent Enterprise with Process Excellence

As a fast-growing technology, robotic process automation (RPA) is often used to automate repetitive work to avoid human error, limit rework, and accelerate outcome delivery. But when businesses are on the journey to becoming intelligent enterprises, RPA can provide even greater value by **helping employees focus more on key priorities** and make better decisions faster.

Shaping the Intelligent Enterprise with Process Excellence

RPA simplifies business processes to the point where outcomes are delivered faster, with fewer errors, and in nearly every industry. But all too often, the vast potential of this technology is limited to tedious and repetitive activities.

Why miss an opportunity to safeguard business continuity, prepare for future growth, and improve employee and customer satisfaction? By integrating machine learning and artificial intelligence with process automation, SAP® Intelligent Robotic

Process Automation services can help your organization benefit from all those promises.

The service can accelerate and deepen your digital transformation into an intelligent enterprise by going beyond automating workflows and resolving service tickets faster. You can also tap into all your data – captured across multiple systems and consolidated into a central ERP such as SAP S/4HANA® – to exchange insights and operationalize analytics on demand and in real time.

Tailoring Process Automation with Purpose and Intelligence

The quality of bot development is critical to ensuring a simple, nonintrusive adoption of RPA capabilities in the employee experience. It can also considerably contribute to a company's ability to pivot and respond to change by accelerating digital transformation.

SAP Intelligent RPA collects, consolidates, and manipulates data from multiple sources by enabling tight integration of SAP and third-party applications. This approach helps trigger actions and workflow processes from one bot to another, reducing the need for manual processes and report generation.

You can choose from more than 70 prebuilt best-practice bots for various business processes supported by SAP S/4HANA, ranging from data management, finance, and procurement to sales and professional services. Plus, ready-to-deploy bots are available to help users benefit from RPA capabilities quickly.

A set of connectors is also provided to access SAP platforms, interfaces, and software – such as SAPUI5, the SAP GUI interface, SAP Fiori® apps, SAP Business Suite software, and SAP S/4HANA – with greater ease. This feature reduces the time necessary to implement and execute bots while improving development efficiency.

Tailoring Process Automation with Purpose and Intelligence

Getting Up and Running Faster with Intelligent Technologies

Producing All-Inclusive Capabilities with Process Automation

10 minutes

Needed to auto-upload 1,000 financial accounting documents

2 minutes

Required to close orders

6,000 orders

Processed automatically by bots for production

Source: [REHAU Polymer China Co. Ltd business transformation study](#)

Getting Up and Running Faster with Intelligent Technologies

Advancements in artificial intelligence (AI) are enhancing how bots learn patterns without explicit training. This capability identifies structured and unstructured data – from e-mails, images, and files such as PDFs – and takes necessary actions automatically. These self-learning bots maximize business process performance with high-speed robotic processing enabled by machine learning.

When integrated with SAP Conversational AI services, SAP Intelligent RPA can deliver bots that provide human-like interactions with customers and employees. Digital assistants improve user productivity, while repetitive business processes that require human intervention or decision-making can be automated with a digital worker component. The business process can be partially or entirely executed by bots 24x7.

Take, for example, data entry into SAP applications to create a sales order from an e-mail, fax, or legacy system. When intelligent bots are built in SAP Intelligent RPA, you can automate this manual, complex, and time-consuming task by accessing multiple data sources. This approach reduces data entry errors, provides service consistency, enables flexible pricing, and frees employees to focus on higher-value work.

Embedded AI, machine learning, and tight-knit integration of SAP applications can help you get started quickly with SAP Intelligent RPA, using SAP Cloud Platform Enterprise Agreement.

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Getting Up and Running Faster with Intelligent Technologies

Producing All-Inclusive Capabilities with Process Automation

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Bots delivered through SAP Intelligent Robotic Process Automation can quickly collect and manipulate data from SAP and third-party solutions. They also load data into analytics solutions, such as SAP Digital Boardroom, generating dashboards to analyze real-time insights and make decisions to remain competitive.

Such innovation brings to life two types of bots:

- **Unattended bots:** Processes are fully automated by bots that do not require user intervention from humans and work along with other applications.
- **Attended bots:** Processes are partially automated when bots augment human capabilities.

With access to a complete set of development, debugging, and monitoring tools with editable JavaScript and event-based capturing, you can deliver bots that best meet your business needs.

You can manipulate different data objects through a library of SAP GUI interfaces to help ensure actions triggered by your bots are secure, stable, and fast and follow application standards. Relevant GUI activities can be dragged and dropped in the workflow designer tool and used in a visual editor and step-by-step debugger to improve compliance and analysis capabilities through well-documented audit trails. Direct access to Microsoft Office products – such as Excel, Word, and Outlook – are also supported, as well as other third-party tools.

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Getting Up and Running Faster with Intelligent Technologies

Producing All-Inclusive Capabilities with Process Automation

Use Case: Automating the Accounts Receivables Process

Take, for example, a finance organization that developed a bot to automate its end-to-end accounts receivable (AR) process using SAP Intelligent RPA. Traditionally, the AR manager compiles remittance advice manually from a variety of sources, including the company's bank and lockbox, and loads this information into an AR application. But with the aid of SAP Intelligent Robotic Process Automation, this time-consuming, error-prone experience can become more automated and accelerate while contributing to the customer experience.

The services help develop and deploy a bot that is programmed to run every five minutes, 24x7, to parse, assign, and process payment advice. The bot collects attachments from e-mails, extracts the right information, and enters it into the cash application. The flexibility, scalability, and ease of this technology relieve the AR manager from the frustration of checking e-mails and uploading receivables manually.

The bot also notifies both the customer and the AR manager immediately when a transaction dispute arises and monitors incoming e-mails for new information continuously. By keeping both parties informed with the latest updates, the customer is more satisfied with the outcome while the business minimizes the risk of revenue loss.

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Finding Your Competitive Edge with Process Automation

With SAP Intelligent RPA, you can drastically reduce manual efforts with the combination of artificial intelligence, machine learning, and process automation. Bots can be quickly developed, tailored, and deployed in ways that minimize human intervention and errors and shift your attention toward strategic activities.

How does SAP Intelligent RPA provide such an advantage? It comes down to the following critical components.

- **Best-in-class integration with SAP applications:** Speed and simplify automation with the only RPA purpose-built for SAP applications
- **Predefined bots:** Shrink time to automation with more than 70 free, prebuilt, ready-to-deploy bots for SAP S/4HANA
- **Reusable components:** Accelerate bot development and help ensure high quality

- **Comprehensive bot development tools:** Increase developer efficiency with a complete set of reliable development, debugging, and monitoring tools
- **Fully attended and unattended RPA capabilities:** Automate business processes – no matter if they require human or machine intervention
- **Flexible pricing:** Get started quickly by simplifying procurement and provisioning
- **Embedded AI and machine learning:** Automate processes running on SAP S/4HANA faster

Are you ready to deliver successful automation projects for your deployment of SAP S/4HANA? Join our community of SAP customers that are improving operations, increasing service quality, strengthening compliance, and reducing human errors across the board with SAP Intelligent RPA.

Finding Your Competitive Edge with Process Automation

Summary

A hallmark of an intelligent enterprise is the ability to run fast and efficient business operations with minimal error and high productivity. With SAP® Intelligent Robotic Process Automation services, you can create bots and monitor the performance of intelligent software, such as SAP S/4HANA®, to automate manual and repetitive tasks and focus more on higher-value tasks.

Objectives

- Automate manual business processes to accelerate processes
- Optimize automation with embedded artificial intelligence
- Provide an all-inclusive set of development and monitoring tools
- Improve operations to allocate more resources toward higher-value tasks

Solution

- Integration with SAP and third-party solutions
- Automation with prebuilt bots
- APIs that improve bot performance
- Comprehensive set of development tools
- Embedded artificial intelligence and machine learning

Benefits

- Improve performance and operations by freeing talent for higher-value tasks
- Enhance service quality and reduce cycle times with high-speed data processing
- Increase compliance and analytics capabilities to reduce errors
- Improve business stability, execution accuracy, and implementation time with prebuilt bots

Learn more

For more information on SAP Intelligent Robotic Process Automation, contact your SAP representative or visit us [online](#).



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