



Shared Service Automation a key lever in SAP's Finance Transformation

Holger Kupsch, SAP
March 15, 2023

INTERNAL – SAP and Customers Only

Agenda

Introduction

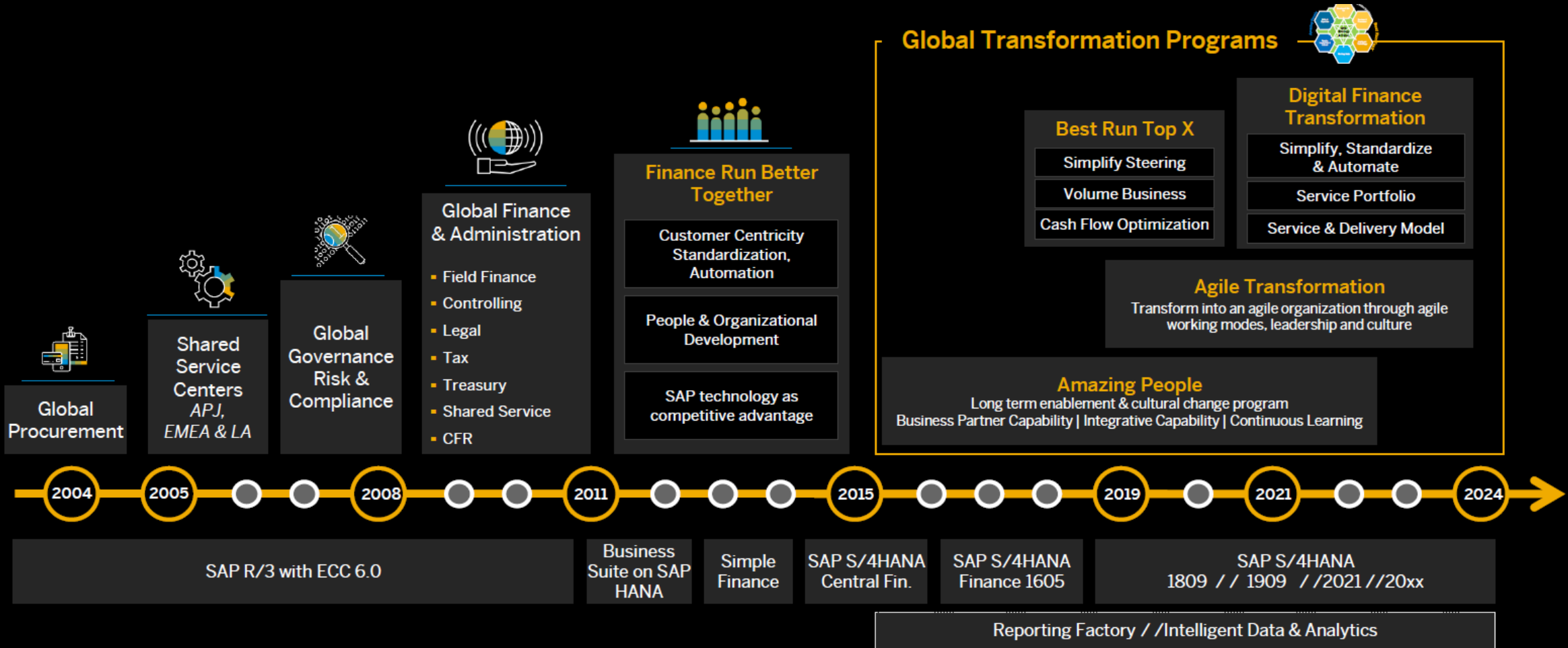
SAP Finance Transformation Overview

SAP Finance SSC Intelligent Automation

- Order to Cash
- Record to Report
- Source to Pay

Transformation is the long term lever to SAP's Finance sustained success

Transforming People, Processes, Organizations leveraging SAP technology



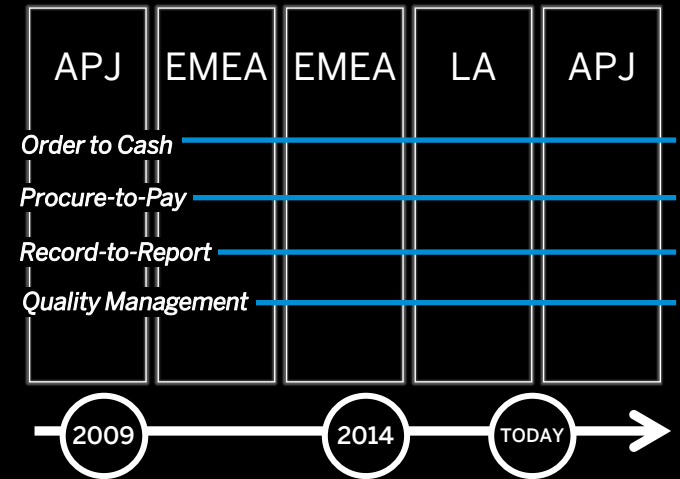
Evolution of Finance Shared Services for an optimized location strategy

From single locations to a global process driven organization

Single Shared Services → Global Organization → Process Driven →



	APJ	EMEA	LA	NA
Order Management	●	●	●	●
Procure-to-Pay / T&E	●	●	●	●
Customer to Cash	●	●	●	●
General Accounting	●	●	●	●
Consulting Billing	●	●	●	●
Quality Management		●		



- Fragmented processes
- Local process responsible
- Individual local support
- F&A as a steward
- Less scalability
- Complex

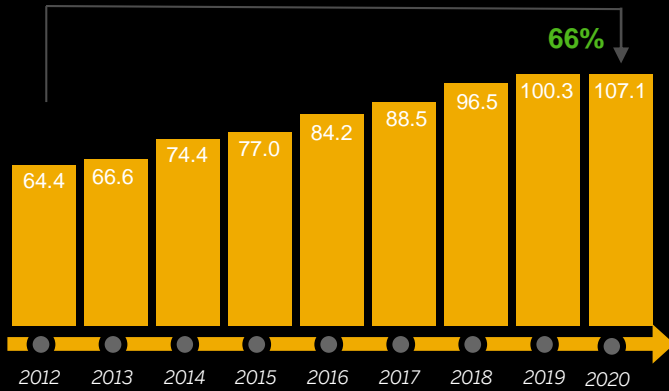
- Standardized processes
- Regional process responsible
- 5/24 support
- CFO as a decision supporter
- Regional resource leverage
- Leaner

- Global E2E process standards
- Global process ownership
- 7/24 support
- CFO as a business partner
- High economies of scale
- Simpler

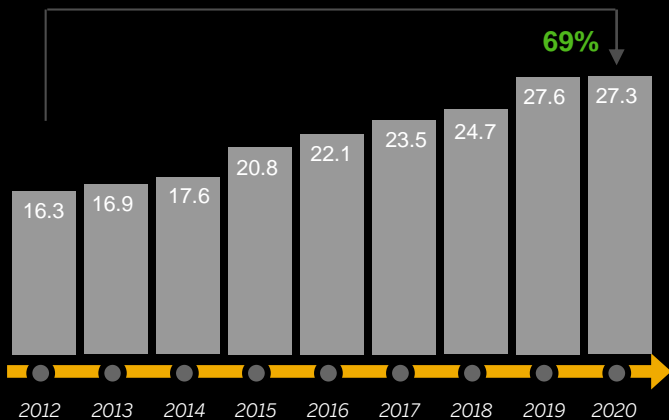
Material scalability and efficiency benefits achieved

S/4HANA the catalyst for our Digital Finance Transformation

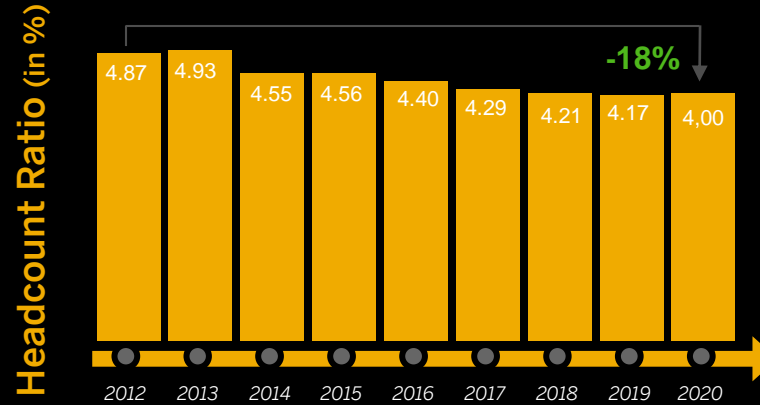
SAP Headcount Growth (in tsd)



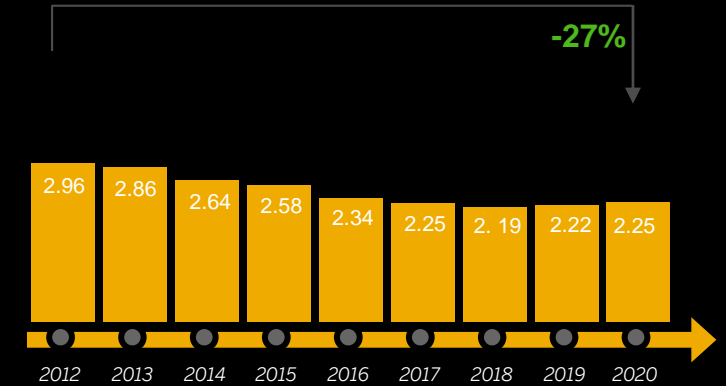
SAP Revenue Growth (in bn EUR)



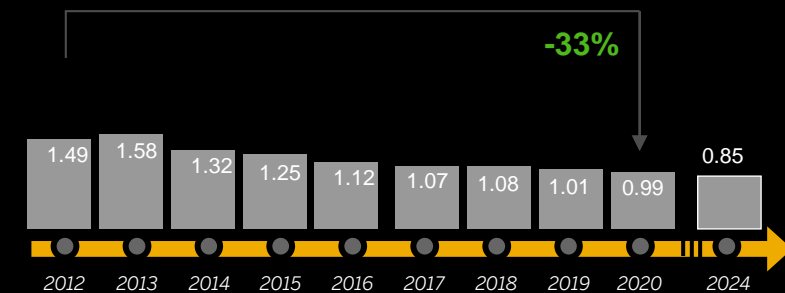
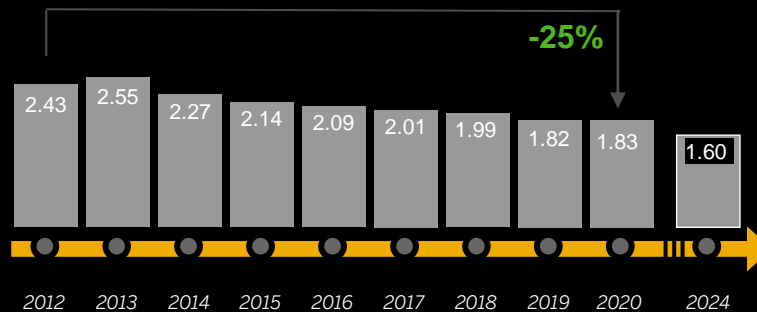
GFA Board Area



Core Finance



Cost Ratio (in %)



Key benefits for Finance in S/4HANA



Faster adoption and ramp-up (accelerated time to value)
New UI FIORI (over 400 applications live)
New user Groups (e.g. CFOs) in the system – esp. using Fiori based Analytics in Receivables Management
Mobile enabled



Embedded Analytics
Change to Margin Analysis (Profitability Analysis leveraging Universal Journal)
Implementation of a new Steering Model for SAP by leveraging Universal Journal



Realtime integration of a second ERP systems (Concur business) via Central Finance
Use of Standard for Resource-related Intercompany Billing and Royalty Settlement Management
Support of new Business Models (BRIM and SOM (Subscription Order Management))



Shortened Quarter End close by 5 days
Less reconciliation efforts due to Universal Journal
Enterprise Search
In general faster response times for end-users

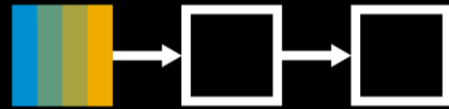


Usage of Machine Learning, eg. for Cash application
Chatbots / Bots/Automation
Anomaly detection (like Fraud cases) – Business Integrity screening

Key Success Pillars of our Transformation

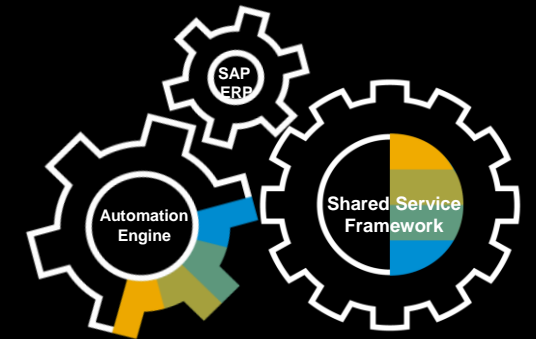
Processes

- Global Process Managers
- ONE Global Process Map
- Continuous Standardization & Automation



Information technology

- SAP runs SAP
- Co Innovations
- One central ERP System



Organization

- Service Delivery Model incl. Quality Management
- Location Strategy
- Global Governance model



People

- Change Management
- Focus on people development
- Job Rotation / Exchange Programs / Young Talents



Why we Need to continue our Finance Transformation



New Business Models

Ability to cater and enable new business models quickly across the entire value chain



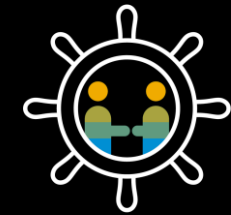
Scalability & Efficiency

End-to-End process simplification required to achieve operational- and customer excellence



Environmental, Social and Governance (ESG)

Real-time insights in financial and non-finance data to manage and develop business more holistically



Enterprise Steering Model

Increased need to manage profitable growth across LoBs and product lines

Focus Area – Finance Automation (in Finance Shared Services)

Key Figures 2022



1,514 FTEs



413,000
Trips submitted
(T&E)



1,557,000
Invoices
(O2I)



829,000
Invoices
(P2P)

670k
Service Tickets
Confirmed



211

Legal Entities Served



Customer Satisfaction



+70k Calls
per month



Operational Excellence

73 Nationalities



Learning Organization

30+

KPIs
to optimize
Quality in
GFSS

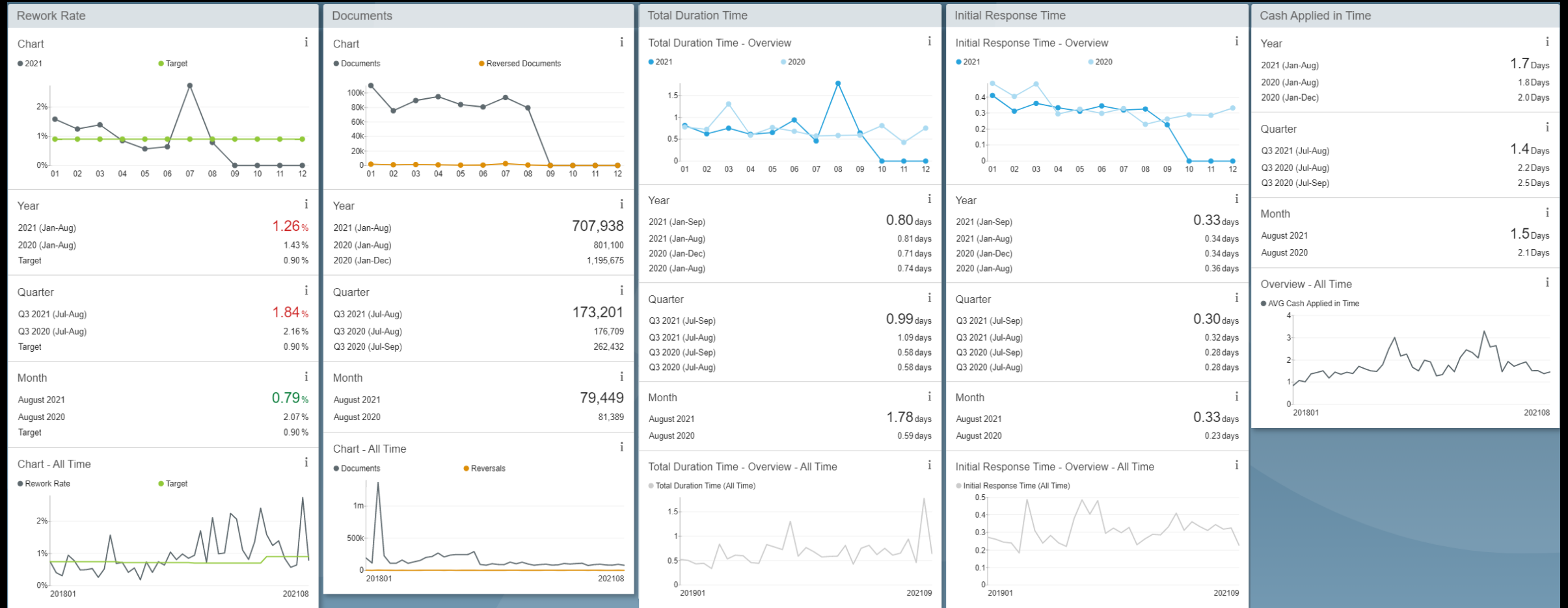


KPIs in SAP Finance Shared Services

Dashboard for each department

<ul style="list-style-type: none"> • Rework Rate SW • Rework Rate MT • Rework Rate SW Cloud • # of SW, MT & Cloud Sales orders • SSF Reporting 	<ul style="list-style-type: none"> • Rework Rate T&E • Trip Audit Time Total • Trip Audit Time GFSS • Number of Approved Trips (total, approved, reapproved) • Sampling Rate • SSF Reporting 	<ul style="list-style-type: none"> • Rework Rate AP • AP Total Document Processing Time • AP GFSS Document Processing Time • AP Vendor Paid in Time • GFSS SC QC Processing Time • GFSS PR to PO Processing Time • Total SC to PO-sent Processing Time • SSF Reporting 	<ul style="list-style-type: none"> • Rework Rate SW • Rework Rate MT • Rework Rate SW Cloud • Rework Rate CB • Rework Rate EB • Rework Rate AP • Rework Rate R2R • Rework Rate T&E • Total SC to PO-sent Processing Time • Total Duration Time • NEW: Concur rejection rate (manual upload)
<ul style="list-style-type: none"> • Rework Rate CB • Rework Rate EB • # of Consulting Sales orders • SSF Reporting 	<ul style="list-style-type: none"> • Rework Rate R2R • # of all posted documents by GFSS R2R (FI & CO) • FI Coverage Rate (incl. FI Automation degree) 	<ul style="list-style-type: none"> • Total Duration Time with breakdown • Ticket Aging Report • Reaction Time by GFSS • Ratio (%) of tickets closed at first response 	
<ul style="list-style-type: none"> • SSF # of Ticket Volume • SSF # of Tickets - Categorization Analysis • SSF Survey • Initial Response Time to Requestor 			<ul style="list-style-type: none"> • SSF

R2R KPI Dashboard (Snapshot Jan-Aug 2021)



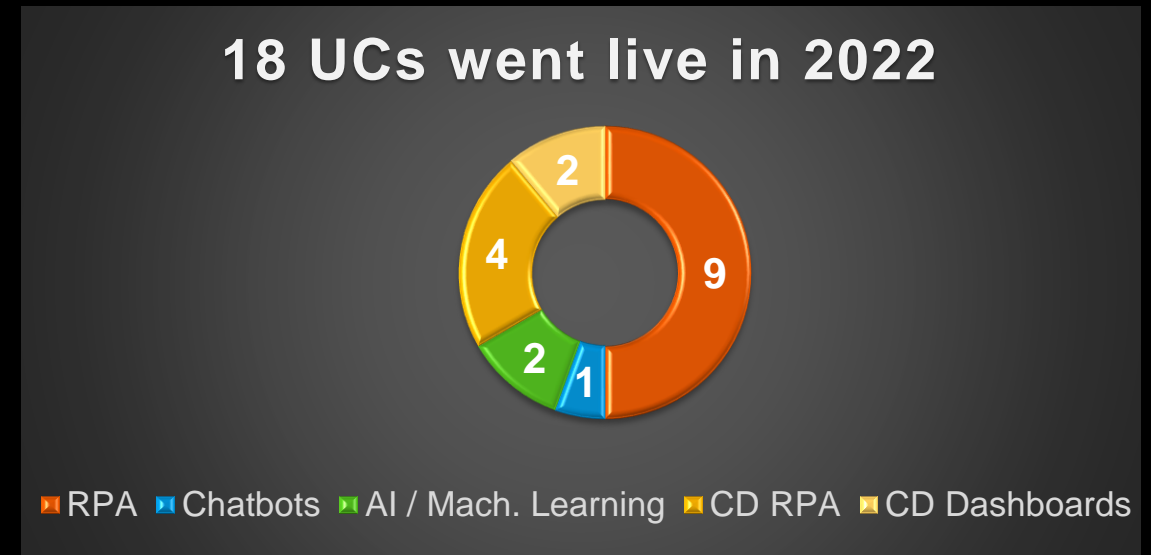
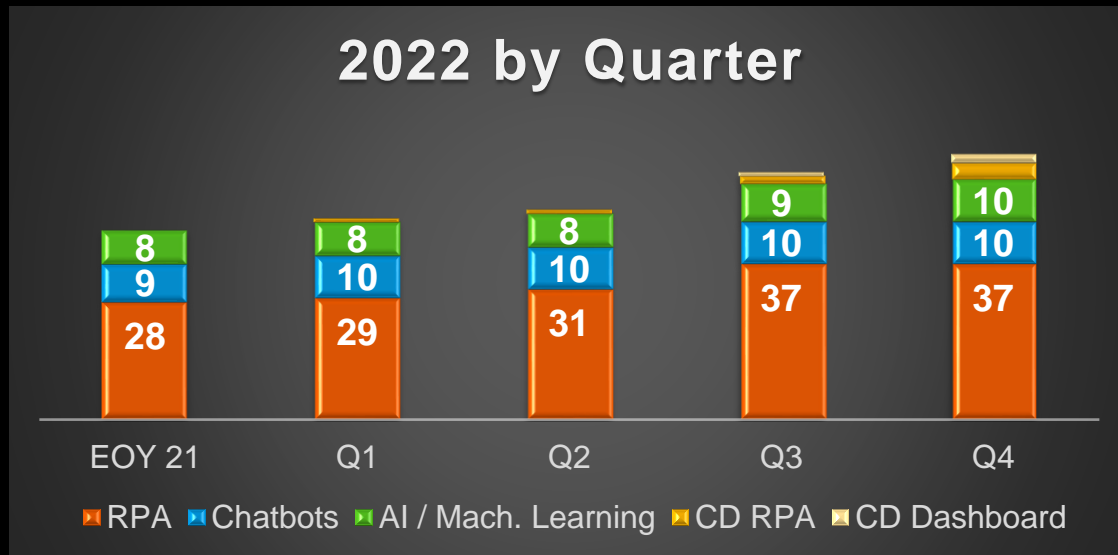
System: Smart Business, enterprise edition (SBEE)

SAP Finance SSC Intelligent Automation

INTERNAL – SAP and Customers Only



Go Live¹ of new Use Cases(UC) for Int. Automation (all technologies) in 2022



18 Uses cases went live in 2022 ¹

- Productive use cases increased from to 63 (+18)
- AI / Machine Learning & Chatbots remain on low level despite significant automation potential

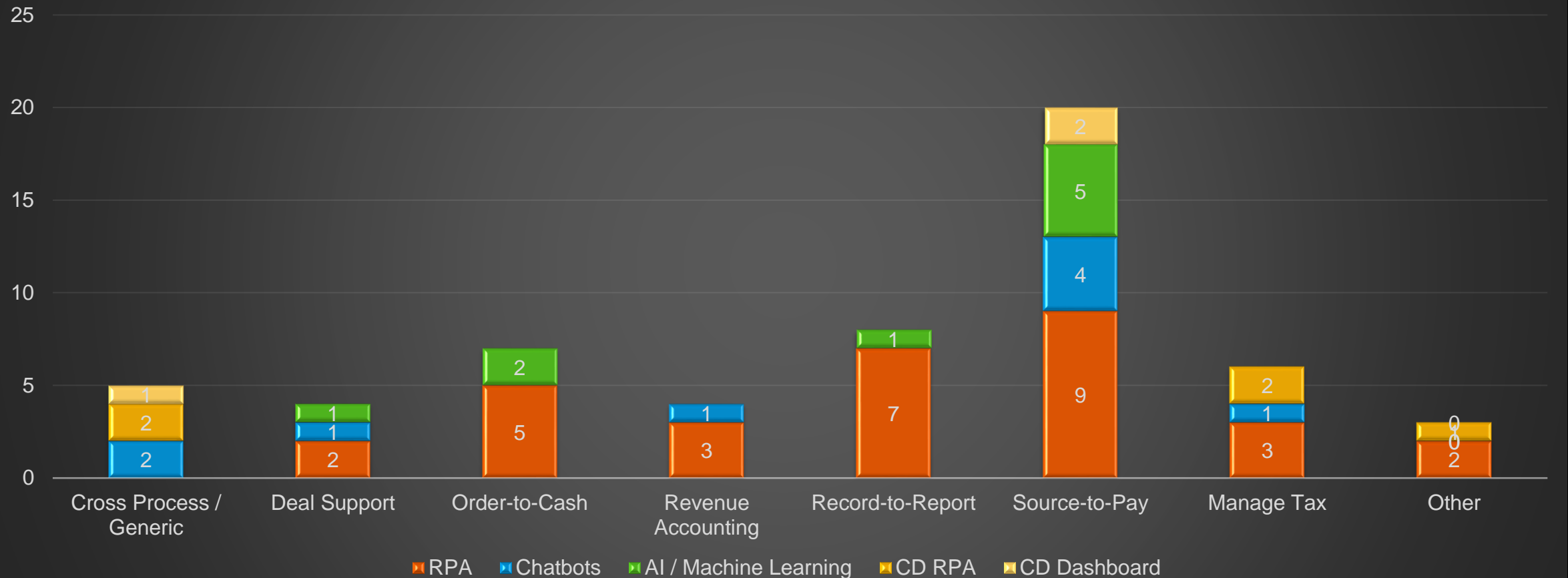
RPA was the most used technology

- 50% are RPA with SAP Build Process Automation
- 22% are RPA with Microsoft Power Platform (Citizen Development by GFA employees)










¹ Go Live = Start of **productive use** by **end users**. Technical Go Live i. e. availability in productive System w/o usage by end user is not considered.







Productive Use Cases according to Main Technology by Process

Prod. UC by Business Process










Implementation Pipeline 2023 by (Planned) Go Live Date

	Q1 2023	Q2 2023	Q3 2023	Q4 2023
	S2P  Company Car Condition App January 2023 Implementation	D S Automation of DHI Flag Reporting March 2023 User Acceptance Test	O2C FX Gain Credit / FX Loss Invoice May / 2023 Solution Design	O2C AN: Interaction of Cash C. & O2I tbd Solution Design
	R2R  SAP Guesthouse Billing March 2023 Implementation	O2C Invoice Download & Upload to AN Q1 / 2023 Implementation	CROSS SOX IPE Testing Automation Q2 / 2023 Solution Design	CROSS GFA Test Automation (NGBC)  Q3 / 2023 Implementation
	R2R Group Reporting – Funct. areas March / 2023 Implementation		CROSS Simplify Cloud Revenue / CCB FC  Q3 / 2023 Implementation	D S Upload of Global Toolboxes  Q3 / 2023 Implementation
	CROSS SOX IPE Last Change Date A. March / 2023 Solution Design			
	G R F  Chatbot for Flex Work Project January 2023 Implementation			
		R2R Cash Application GLIM FI-CA ISP Q2 / 2023 Implementation		T A X Taxcelerate tbd Solution Design
		R2R Cash Application GLIM FI-CA I4P Q2 / 2023 Implementation		

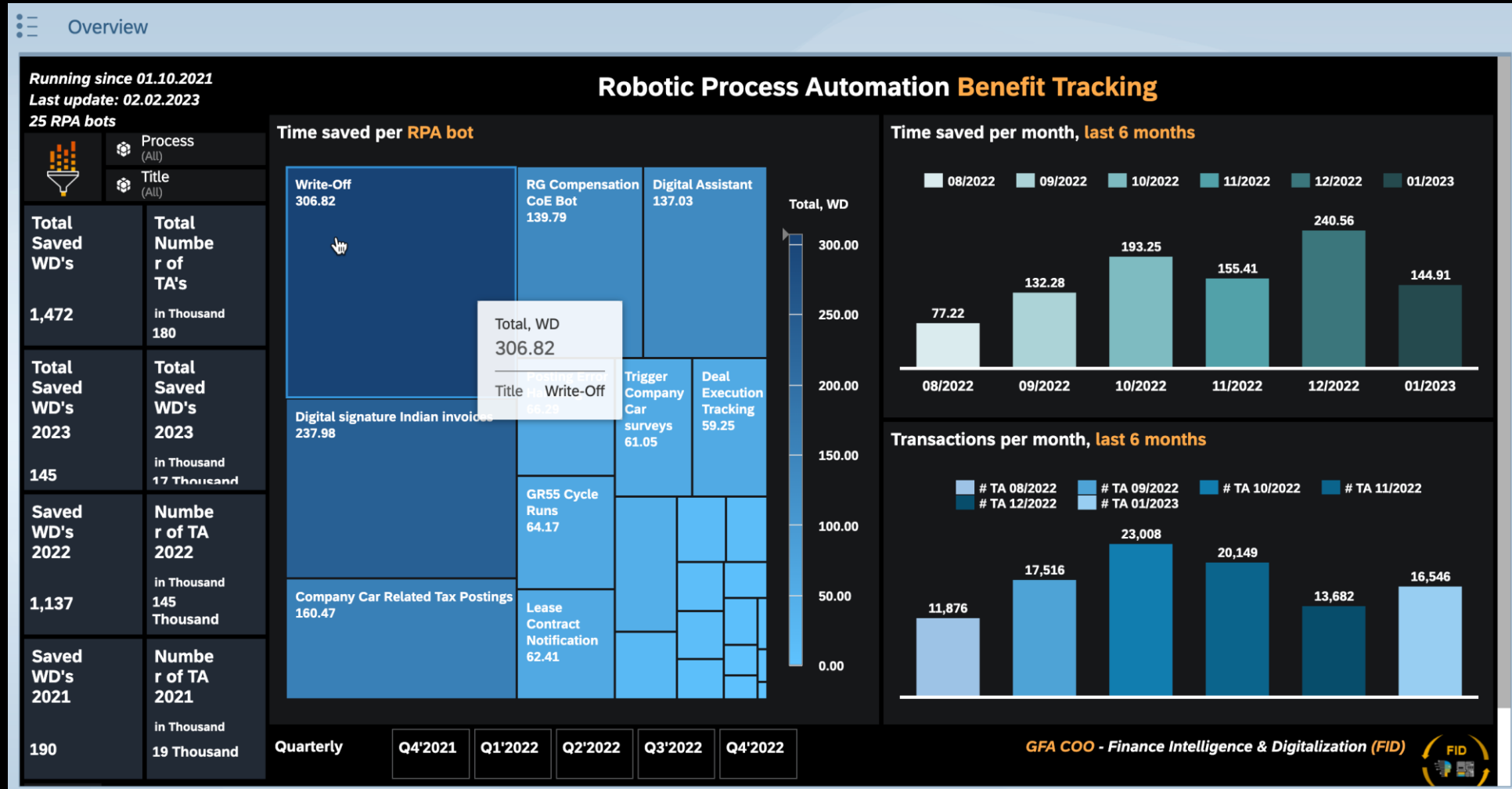
 Citizen Development (not by IT)	Go Live Go Live i. e. Start of prod. Use	 Robotic Proc. Automation
	 Rollout Rollout to additional countries	 Chatbot
	 Scope Increased scope	 AI / Machine Learning

Implementation Pipeline 2022 by (Planned) Go Live Date

	Q1 2022	Q2 2022	Q3 2022	Q4 2022
TAX	Automated Tax Rev. Analysis Jan 19, 2022 Productive Go Live	Digital Assistant for Cust. Req. 1 11/2021 & 04/2022 Added Ariba APJ, SAP DACH & Rollout	Guesthouse Tax Codes July 1, 2022 Productive Go Live	Automate SOX Top Deal Rep. July 29, 2022 Productive Go Live
TAX	LTM Tax code update February 2, 2022 Productive Go Live	Digital Assistant for Cust. Req. 1 11/2021, 04/2022 & 06/2022 Added SAP France, Ariba N Rollout	Preferred supplier Rate Cards July 1, 2022 Productive Go Live	US Tax Exemption Certificate Aug 2, 2022 Productive Go Live
		Digital Assistant for Cust. Req. 2 June 6, 2022 Productive Go Live	Dig. signature on Indian invoices July 5, 2022 Productive Go Live	VAT ID for EU Pilot Countries Aug 9, 2022 Productive Go Live
		SOX Cloud Revenue Control April 2, 2022 Productive Go Live	Qualtrics Company Car Surveys July 25, 2022 Productive Go Live	O2C Cockpit VBO Invoice A. September 27, 2023 Productive Go Live
TAX	SAP CAI Tax Assistant (NA) Jan 19, 2022 Productive Pilot (North Ame) Go Live	SAP CAI Tax Assistant (NA) 01/2022 & 06/2022 Add. Scope: FI-CA Conv. Invo Scope	 SAP CAI Tax Assistant became the new SAP.IO product Tax Eye by SAP	
S2P	Procurement Support 09/2021, 12/2021 & 03/2022 Add. Scope: PO, Receipt, Inv Scope			Procurement Support 09/21, 12/21, 03/22 & 10/22 Add. Scope: PO Status Scope
O2C	Automated contract validation 07/2021 & 02/2022 Add. Scope: On Premise Dir Scope		O2I Internal Inquiry Handling July 2022 Productive Go Live	O2I Internal Inquiry Handling 07/2022 & 12/2022 Rollout to all missing sales orga Rollout
			Automated contract validation 07/2021, 02/2022 & 09/2022 Add. Scope: Indirect Chann Scope	Supplier PDF Invoice Processing November 1, 2023 Productive Go Live

 Citizen Development (not by IT)	 Go Live i. e. Start of prod. Use	 Robotic Proc. Automation
	 Rollout to additional countries	 Chatbot
	 Increased scope	 AI / Machine Learning

SAP SAC Intelligent Automation Dashboard



SAP Finance SSC Intelligent Automation

Order-to-Cash

INTERNAL – SAP and Customers Only



SAP Global Finance Shared Services

ORDER-TO-INVOICE CLOUD, SOFTWARE, & SUPPORT (O2I CSS)

About O2I CSS

The **O2I CSS** process supports the business processes for the administration of SAP License & Maintenance Software contracts and invoices.

- | | |
|---------------------------------|--|
| Contract administration | Invoicing |
| Order verification & processing | Post-sales Support |
| Fulfilment | Query handling and period close monitoring |



Key Figures (yearly)

Legal entities served	133
Created SW invoices	49,000
Created MT invoices	354,000
Created CL invoices	187,000
Created CNCR invoices	383,000
SW rework rate	5.3%
MT rework rate	7.3%
CL rework rate	13.9%
CNCR rework rate	4.9%
Confirmed tickets	109,000
Ticket Initial Response Time	2.67 days
FTEs	221

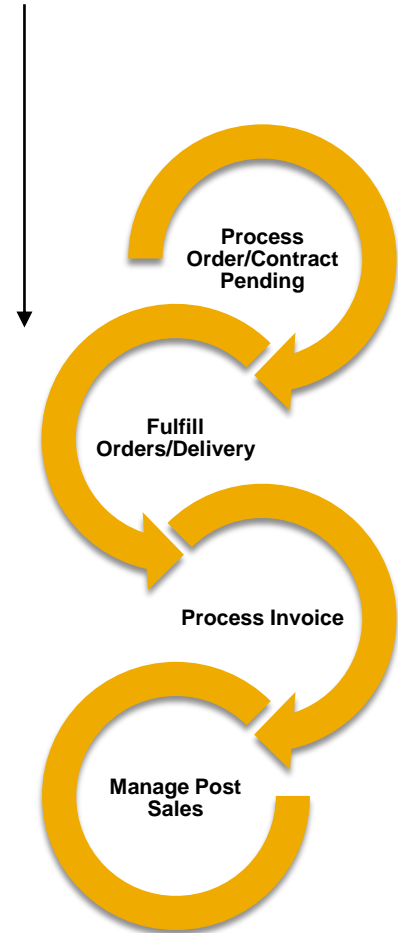


SAP Runs SAP

- SAP ERP (FI, SD), SAP Digital Core (I4P)
- SAP S/4HANA Finance, SAP CRM,
- SAP Hybris Cloud for Sales, SAP Hybris Cloud for Customer, Ariba Network
- SAP Revenue Accounting and Reporting
- SAP Shared Services Framework
- SAP Collections and Dispute Management
- SAP Smart Business Enterprise Edition
- SAP Contract Management Solution
- SAP CPQ – Configure Price Quote
- SAP Cloud Reporting, SAP Conversational AI
- iRPA - SAP Intelligent Robotic Process Automation, SAP Analytics Cloud, Jam, SFSF
- SAP AI Business Services, SAP Billing and Revenue Innovation Management (BRIM)



process



SAP Global Finance Shared Services

Internal Case Uses & Benefits

ORDER-TO-INVOICE CLOUD, SOFTWARE, & SUPPORT (O2I CSS)

iRPA BOT

Problem Definition

- ◆ It is a time consuming process with numerous manual steps to terminate straightforward scenarios. The system doesn't need any major input or has other automations in place already.
- ◆ The O2I BOT for Terminations processes every Termination that is not covered by the E2E Cloud.
- ◆ **Termination Redesign Project** covers:
 - ◆ Terminations for non-payment for SAP Store VB Orders (straight forward scenarios)
 - ◆ Partial Terminations for non-payment for Provider Contracts
 - ◆ Partial Customer-driven Terminations for Provider Contracts as the overlapping credits are automatically created (Negative BITs). This means that the only manual process remaining with O2I are the Partial Terminations of VB Orders.

Benefit / Impact After Implementation

- ◆ By automating these cases, we are able to reduce the workload in O2I
- ◆ We are also able to process high revenue impact cases in time properly - reflecting our disclosure of revenue, CCB, etc. during Quarter-End

SOLUTION

iRPA BOT

iRPA automates template filling:

- ◆ An iRPA BOT scans daily the CMS queue for cases with Termination type (can be customer initiated or SAP initiated for non-payment).
- ◆ It compares the data from the attachments and comments looking for the specific scenarios it processes them.
- ◆ Anything it hasn't processed or that it had an error it submits an email to the respective team's distribution list with the message.

Solution in Action

**O2I BOT for
Cloud
Terminations**

**O2I BOT for
Terminations
Version 2.0**

Timeline of Activities



Internal Case Uses & Benefits

**ORDER-TO-INVOICE
CLOUD, SOFTWARE, &
SUPPORT (O2I CSS)**

**AI BUSINESS
SERVICES**

Problem Definition

- ◆ As part of our business and SOX Controls, the O2I team reviews each CMS case that comes carefully.
- ◆ The process includes comparing the Order Form against the system quote.
- ◆ Although this process is necessary for SAP to be compliant, it is very time consuming.
- ◆ It is also more prone to human error, even more so during busy periods like Quarter End closings.



- ◆ Scans the Order Form, reads the information and compares it to the fields of the Quote.
- ◆ It then provides a matching score from 0-1 (no match to full match).
- ◆ The O2I colleague will only need to go to the dashboard to approve the predicted score.
- ◆ With this (machine learning), the tool will provide more accurate results in the future.

Benefit / Impact After Implementation

- ◆ Most of the current benefits is currently in the learning curve for better predictability and with limited scope.
- ◆ The tool displays the Order Form and Quote without the O2I colleague having to manually read everything to find a clause.
- ◆ This decreases the processing time, and we can ensure that each colleague using the tool will check every single field in the Order Form/Quote.
- ◆ Ultimately, the goal is to book cases automatically with a full match in predictability (pending concept approval).

Timeline of Activities



Solution in Action



SAP Finance SSC Intelligent Automation Record-to-Report

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SAP Global Finance Shared Services

RECORD-TO-REPORT (R2R)

About R2R

GFSS **R2R** SSC and CoE teams support the monthly closing cycle in collaboration with other global R2R structures (mainly with LCAs and LTMs), GFSS process delivery units, other Lines of Businesses (e.g. HR, GPO, etc.) and work streams.



Key Figures (yearly)

Legal entities served	179
Posted documents	5,714,000
Posting rework rate	6.1%
FTEs	248
Legal entities served	179
Posted documents	5,714,000



SAP Runs SAP

- SAP S/4HANA Finance
- SAP In-House Cash
- SAP Financial Closing Cockpit
- SAP Smart Business Enterprise Edition
- SAP Shared Service Framework
- SAP Revenue Accounting and Reporting
- Ariba Network
- SAP Concur
- SAP Fieldglass
- SAP RE-FX
- SAP Accrual Engine
- SAP Cash Application
- CO Reposting Engine
- Royalty Settlement Management
- SAP Intelligent Robotic Process Automation
- SAP Asset Retirement Obligations Management (ARO)

Controlling Governance



Allocation



Fixed Assets



Cash & Bank



Expense



HR & Compensation



Revenue



Royalty



Processing & Reporting

R2R @ SAP

Why

How

What

Consolidate



- Accelerate Financial Close - 2 days
- 1 source of truth real-time



- SAP S/4HANA Finance for Group Reporting
- SAP S/4HANA for Central Finance

Streamline financial consolidation and close processes by unifying operational and group reporting.

Automate



- Automate 5.000 tasks 147 company codes
- Enable more intelligent automations



- SAP S/4HANA Cloud for Advanced Financial Closing
- SAP Accrual Engine
- SAP Shared Services Framework & Journal Entry Checker

Orchestrate closing with powerful automation to improve governance and compliance, drive efficiency, and gain transparency

Comply



- Revenue account automation
- Automated rule based controls



- SAP Revenue Accounting (IFRS15)
- SAP Asset Management (IFRS16)
- SAP Tax Compliance

Increase transparency and gain controls over transactional data to comply locally with processes standardized globally.

What is Continuous Accounting & Faster Close?



Accounting/Tax
Guidelines -
a perfect set of rules



Automated postings
and reconciliations



Decreased Process
Time and Effort



Removal of Closing
Peaks and Troughs



Provision of Real
Time Financial
Information

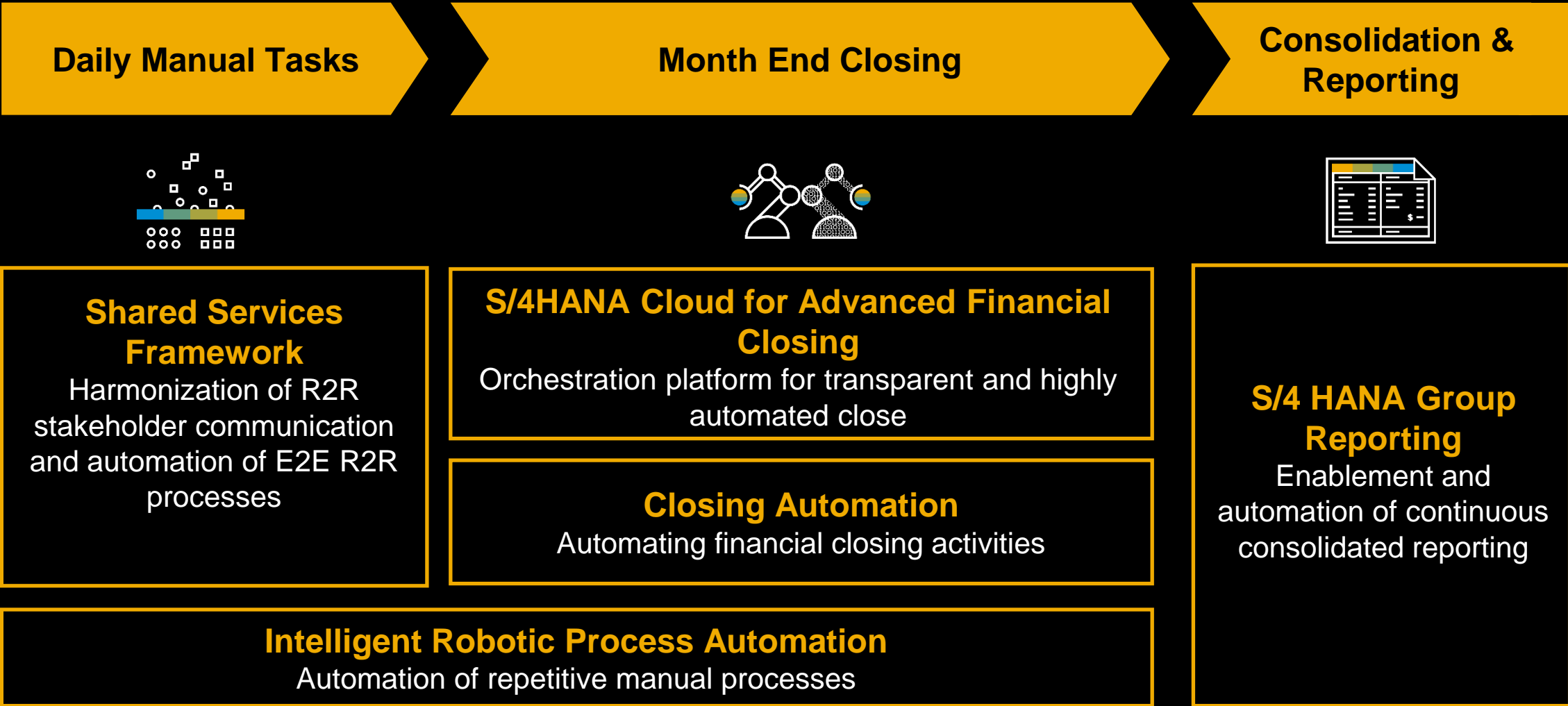


Value Added
Analysis with same
Headcount

- Move from batch mode to live accounting processes
- The execution of close tasks + reconciliations happens throughout the month
- Automation and centralization of period-end activities and workflows

- Continuous capture, validation, and analysis of timely financial data
- Real time picture of the current state of the company's accounts
- Elimination of non-value adding activities; time spent on business analysis rather than investigating transactions

Continuous Close at SAP



Moving to Advanced Financial Closing

A journey from Complexity to Simplicity

Excel

Activities	Responsibility
Payment Proposal creation for In-house Cash Subsidiaries (Posting date - Last day for payment to affiliates)	Subsidiary/CC
Payment Run execution for In-house Cash Subsidiaries (at the latest)	Subsidiary/CC
Last day for payments to affiliated companies	Subsidiary/CC
Pre-approval submission	Subsidiary/CC
Last day for manual ICo invoicing, communication to the partner entity and including scanned invoice (not CBAC related) including recently acquired entities (Ariba and SPS)	Subsidiary/CC
Last day for invoicing of maintenance	Subsidiary/CC
Post period	Local IR
Clearing/reversing	Subsidiary/CC
Last day for invoicing software and software-related services	Subsidiary/CC

Financial Closing Cockpit

Execution: Display Task List

Closing Structure

- Global reports (not on cc level)
- Additional Documentations
- 0001 SAP SE
 - Revenue (021)
 - GLOB_REV
 - (ICO) CBAC Billing & automated inv receipt posting
 - (Rev) Billing SW, Cloud, PE, MA
 - (Rev) MT Run pre-request rpt & review inv pool - BOBJ
 - (Rev) MT Last day of billing
 - (Rev) MT Review trf of SD doc to FI
 - (Rev) MT Last day of automatic RAI processing
 - (Rev) MT RAI in error: Last day for RAI processing
 - (Rev) MT RA Contract in error: Last day for RAI processing
 - (Rev) MT Review completeness of e-billing inv
 - (Rev) SW Run pre-request rpt & review inv pool - BOBJ
 - (Rev) SW Last day of billing
 - (Rev) SW Review trf of SD doc to FI
 - (Rev) SW Last day of automatic RAI processing
 - (Rev) SW RAI in error: Last day for RAI processing
 - (Rev) SW RA Contract in error: Last day for RAI processing
 - (Rev) SW Review completeness of e-billing inv

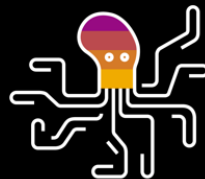
Advanced Financial Closing

Advanced Financial Closing

- Define Closing Tasks
- Process Closing Tasks
- Approve Closing Tasks
- Financial Close Overview
- Closing Task Completion
- Configuration
- Manage Users
- Specify Communication Systems
- Manage User Role Assignments
- Manage Compliance Settings



Coordination + Standardization



Flexibility



Performance + Intuitiveness



Orchestration



Monitoring



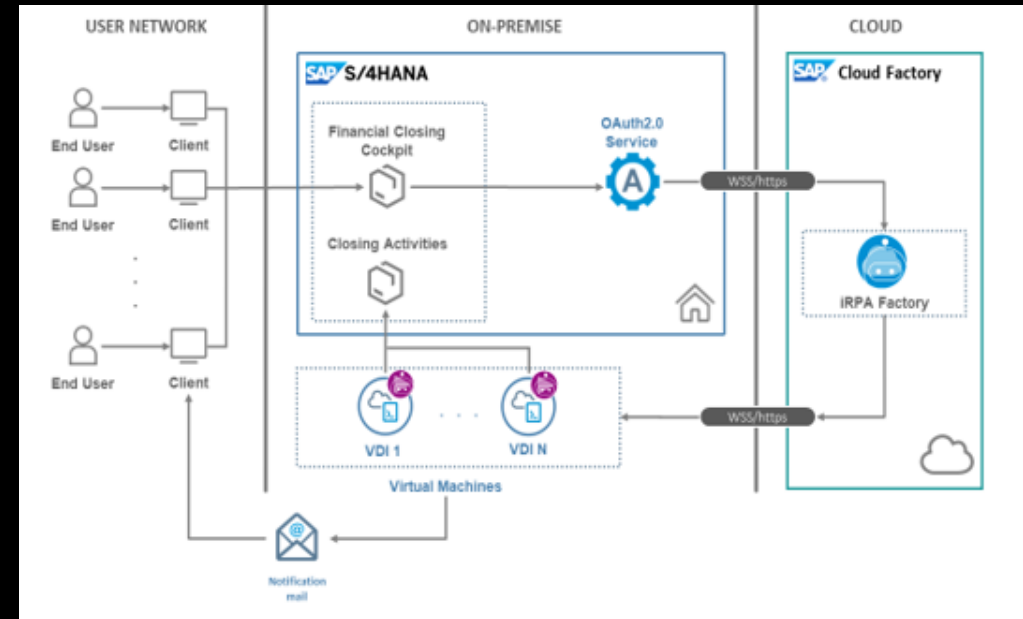
Automation



UX

Closing Automation tasks with iRPA

- SOX Balance Sheet Review
- Asset Depreciation Run
- General Bad Debt Provision
- Assessment/Distribution Cycle runs
- Run review results of Cycle runs



122

Subsidiaries

8

Digital Workers

> 100

Impacted
Human Users

€ 250k

Saved License
fees

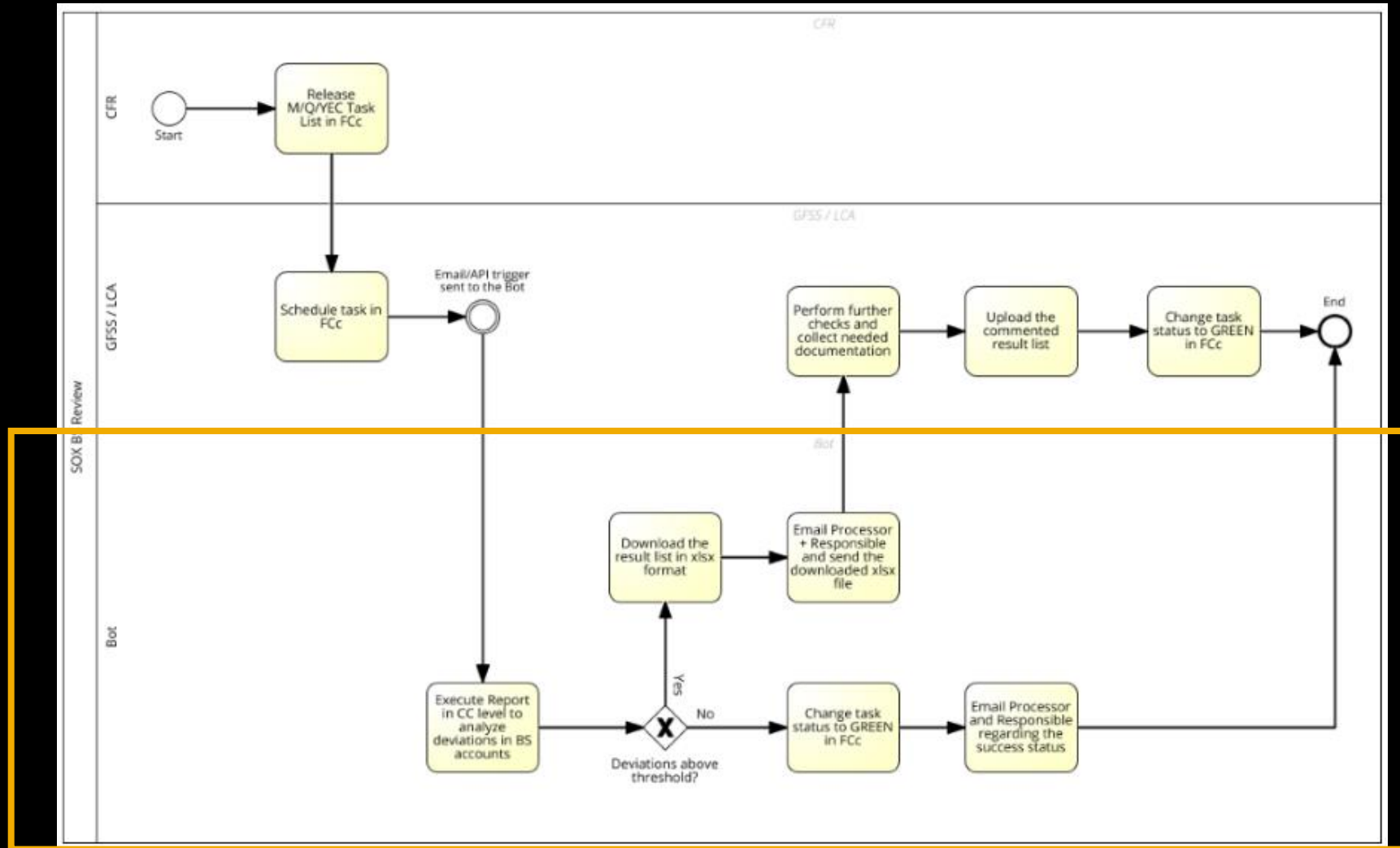
6 months

From project start to
Global Go-Live

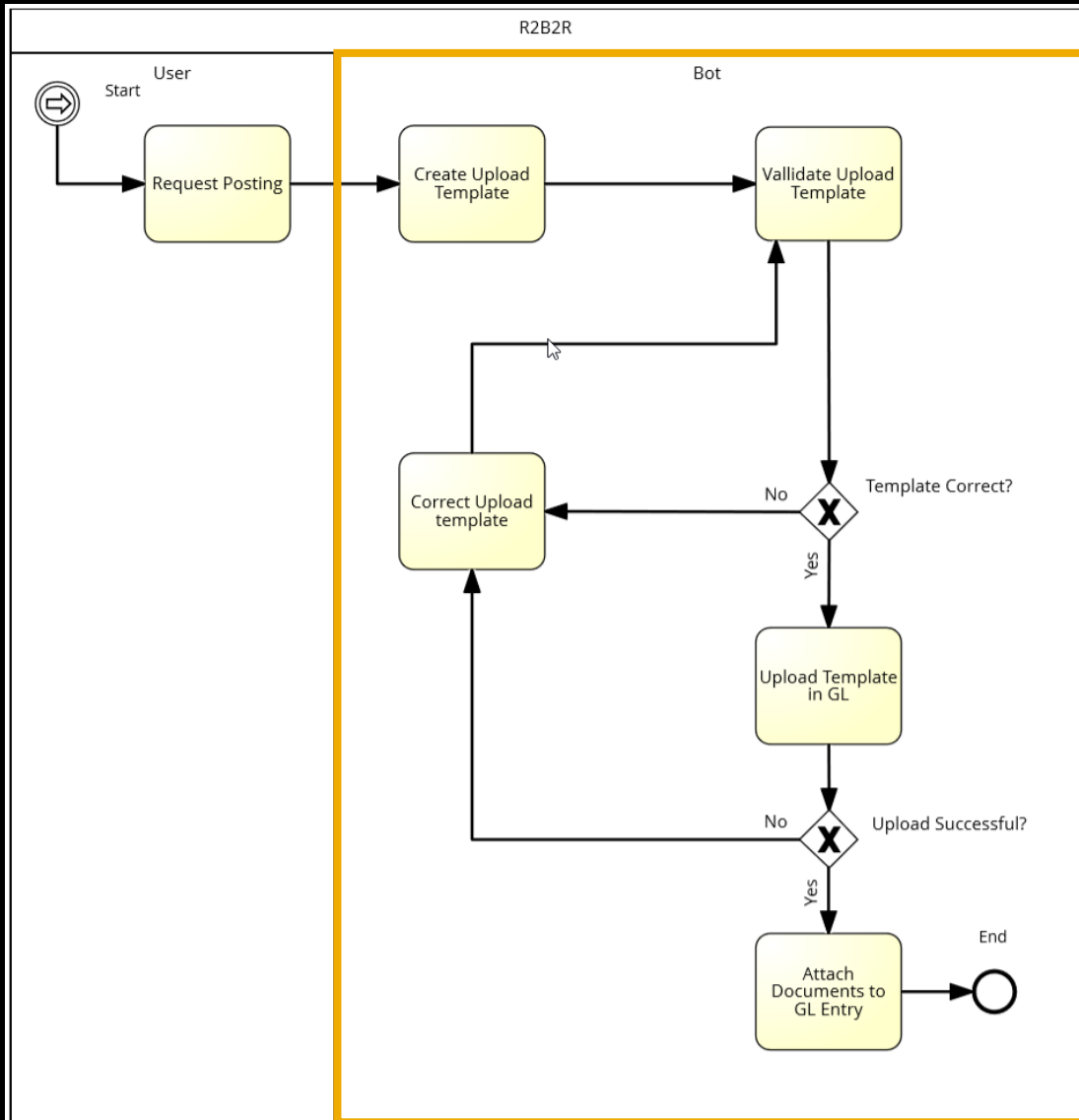
Quarter End Closing powered by SAP IRPA

Example: Automation of “SOX Balance Sheet Review” - Process Flow

IRPA Bot



Example: Financial Accounting (FI) posting automation - Process Flow



IRPA Bot

2
Digital Workers

122
Subsidiaries

15%
Automation of R2R
Shared Services
daily activities

4 months
From project start to
Global Go-Live

> 150
Impacted Human
Users

SAP Finance SSC Intelligent Automation

Source-to-Pay

INTERNAL – SAP and Customers Only



SAP Global Finance Shared Services

PROCURE-TO-PAY ACCOUNTS PAYABLE & GLOBAL PAYMENT TEAM (P2P AP & P2P GPT)

About P2P AP & GPT

The Accounts Payable teams (**AP**) & Global Payment Team (**GPT**) are in charge of the following activities:

Receipt, validation and posting of incoming vendor invoices

Managing invoice approval process

AP Query Handling & Hotline Service

Payment processing (all payments @SAP)

Weekly and monthly reporting

Communication with internal customers & suppliers

Month-end closing activities

MDF/BDF claims (Processing of partner Market/Business Development Claims)



Key Figures (yearly)

Legal entities served	143
Invoices processed	821,190
Invoices Paid in Time	85.0%
FTE	186

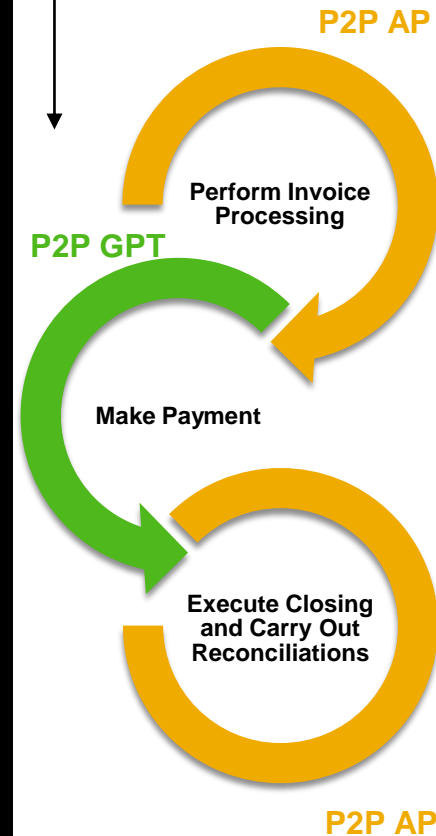


SAP Runs SAP

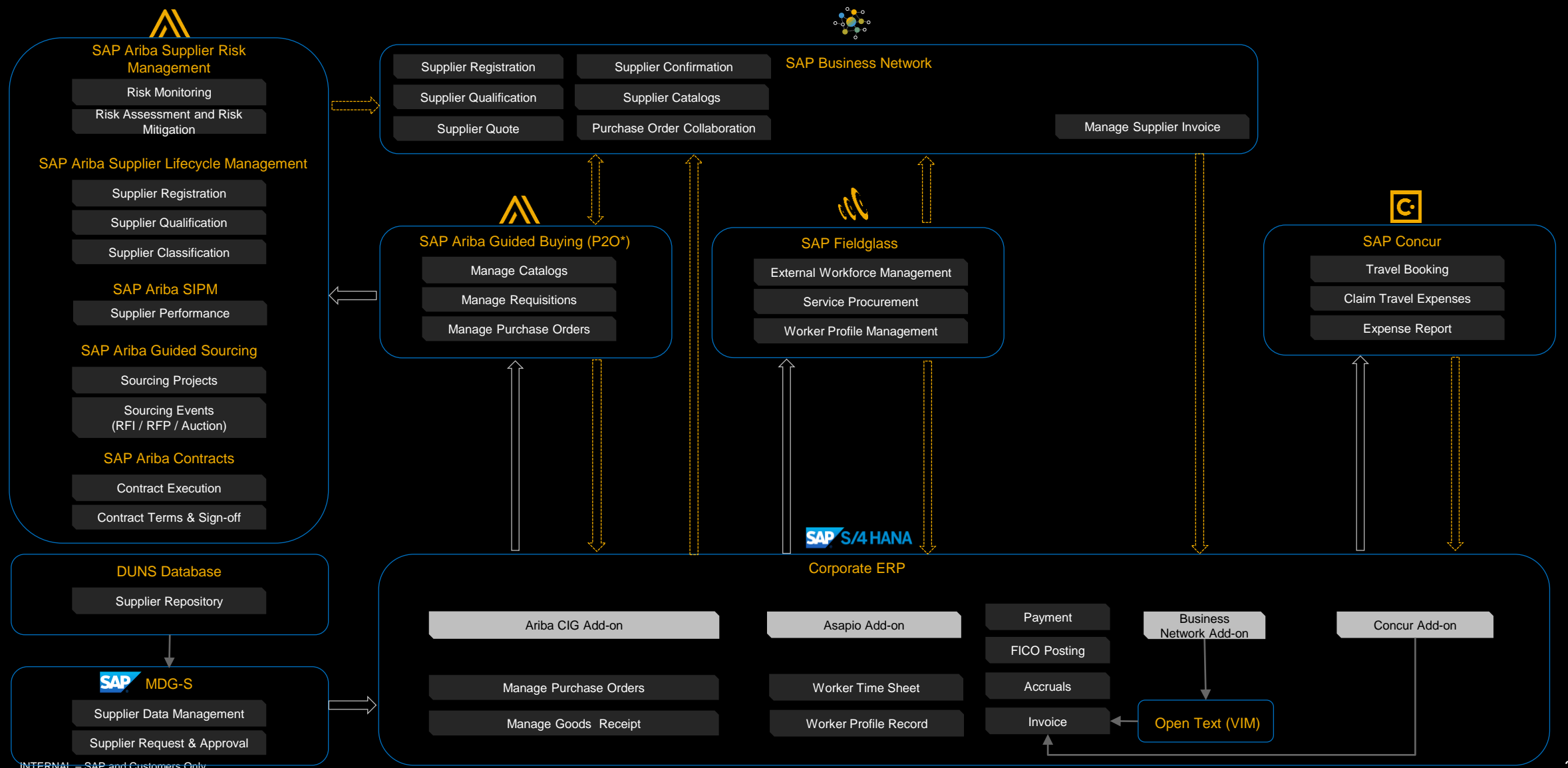
- SAP ERP (FI, SD)
- SAP S/4HANA Finance
- SAP Contact Center
- SAP Shared Service Framework
- Ariba Network
- Ariba Discount Management Professional
- Ariba Invoice Conversion Services
- SAP Bank Communication Management
- SAP Invoice Management by OpenText
- Supplier self-services
- SAP Master Data Governance for Suppliers
- SAP Smart Business Enterprise Edition
- Concur Invoice (Concur Entities)



process



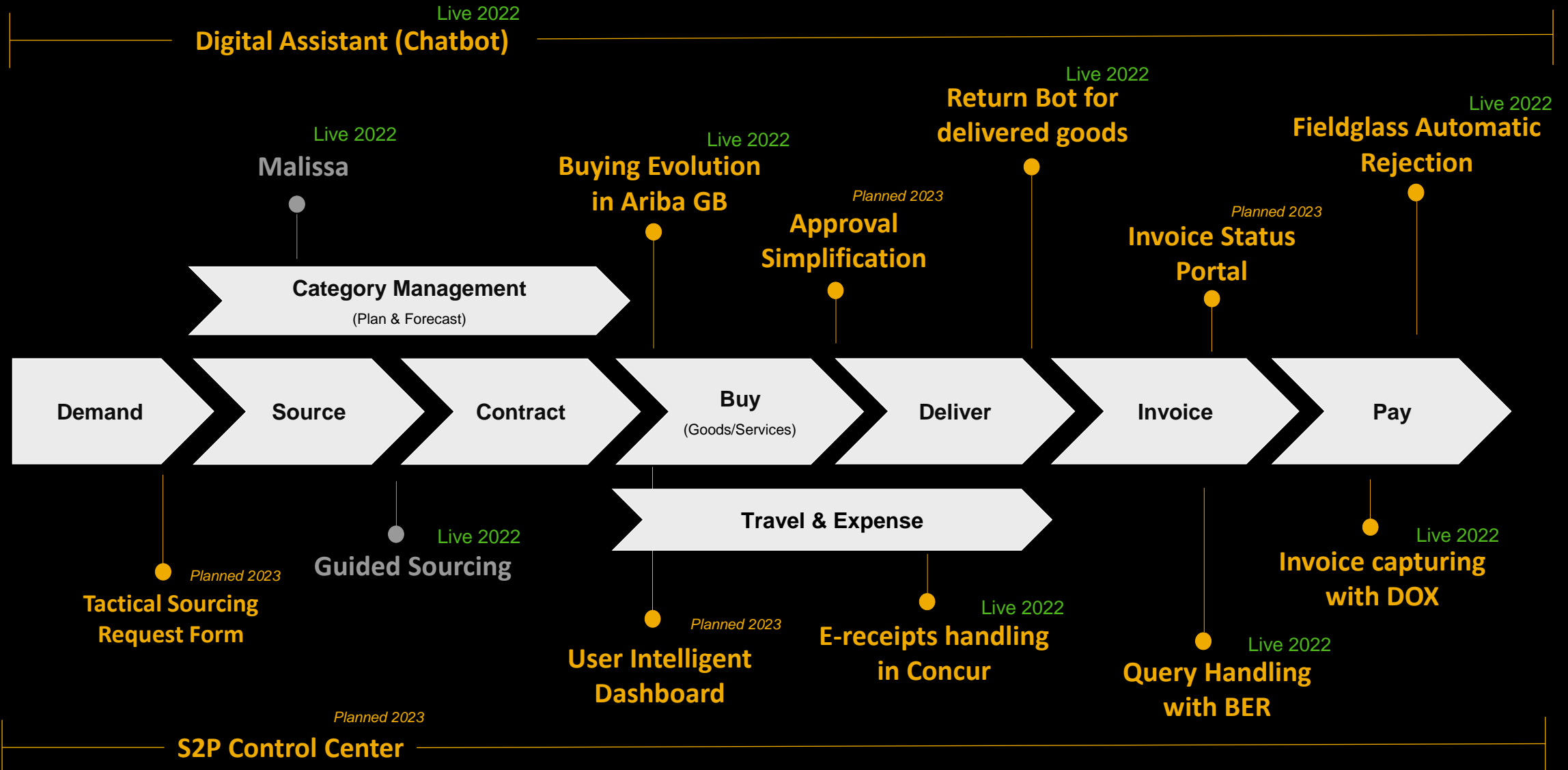
Source to Pay – Current System Architecture



INTERNAL – SAP and Customers Only

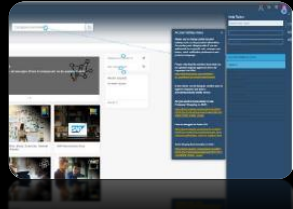
*Procure to Order Scenario

Source-to-Pay (S2P) – The E2E Process Map + the automation initiatives



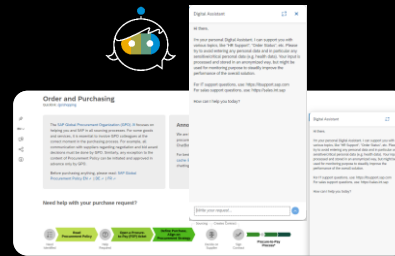
Source-to-Pay (S2P) – Our priorities to achieve operational excellence

Live 2022



Buying Evolution in Ariba GB

- Re-design catalog & content strategy
- Improved help and support with **Enable Now***
- Direct linkage to chat opportunity instead of hotlines
- Real-time Feedback via Qualtrix Survey integration

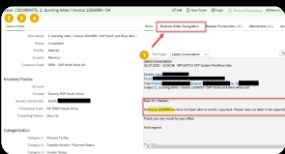


Live 2022

Digital Assistant (Chatbot)

- Self-Service Scenario for business users on all procurement related and connected questions (incl. invoice and PR Status)
- Guided help & support on procurement related questions
- Less tickets and increased user experience by real-time help

Live 2022



Query Handling with BER

- Business Entity Recognition (BER) checks supplier & internal tickets/ queries and respond automatically
- automated query response with Business Entity Recognition or at least pre-defined templates

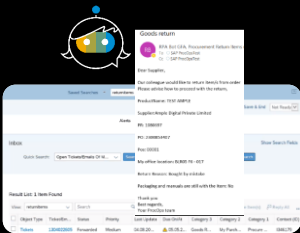


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Invoice capturing with DOX

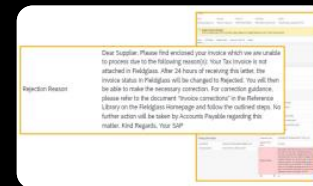
- Document Information Extraction locates and extracts relevant invoice data for invoice posting of manual pdf-based invoices into ERP
- In Evaluation: Fully touchless invoice posting opportunities

Live 2022



Return Bot for delivered goods

- Simplifies and automate the individual return process re-directed to the respective supplier directly, without Proc. Ops (GFSS P2P) involvement.
- Additional monitoring process of such email delivered



Live 2022

Fieldglass Automatic Rejection

- Rejection reason automatically replicated from ISP to SAP Fieldglass
- Suppliers directly see rejection reason(s) and understand the steps required for a more streamlined and quicker invoice correction

*Enable Now was implemented into all SAP used cloud solutions for improved, navigated & more guided end-user help & support

Source-to-Pay (S2P) – Our priorities to achieve operational excellence

Live 2022



E-receipts handling in Concur

- E-receipts (electronic version) of receipt data sent directly to SAP Concur, replaces manually imaged paper receipts. (E-receipts enabled for US has been started as a pilot country)
- Concur Receipt digitalization application, legally acceptable digital receipts are directly generated in the mobile app.

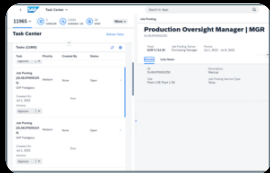
Planned 2023+



Invoice Status Portal

- Self-Service Scenario for our suppliers on invoice status
- E-2-E transparency from order to invoice/payment
- Less tickets and increased **Supplier Satisfaction**

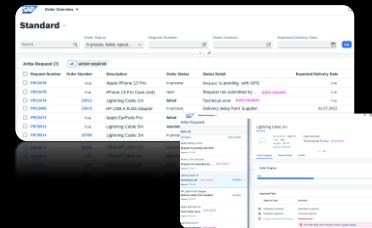
Planned 2023



Approval Simplification

- Harmonize several approval requests into one single approval application (Task Center)
- All approvals on one platform (incl. HR related requests)
- Improved workflows and notifications

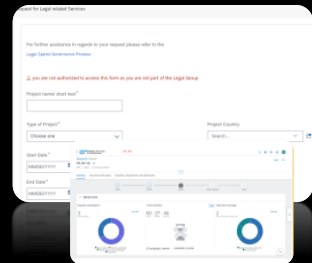
Planned 2023



User Intelligent Dashboard

- Self-Service-Scenario for our internal business on delivery & status tracking related to ordering
- E-2-E transparency to the entire ordering process
- Additional future options for payment status, supplier creation & on-boarding status, etc.

Planned 2023



Tactical Sourcing Request Form

- Entry channel/ Request template to process sourcing activities E2E from Ariba GB to Ariba Guided Sourcing
- Supports the Procurement Hub by avoiding unnecessary manual effort by copy and paste of RFP information

Planned 2023+



S2P Control Center

- One digital KPI and PPI monitoring & tracking application
- Including volume figures (e.g. # of tickets, orders,...)
- In-depth E-2-E process analysis & mining capability
- Recommendations on process improvement opportunities