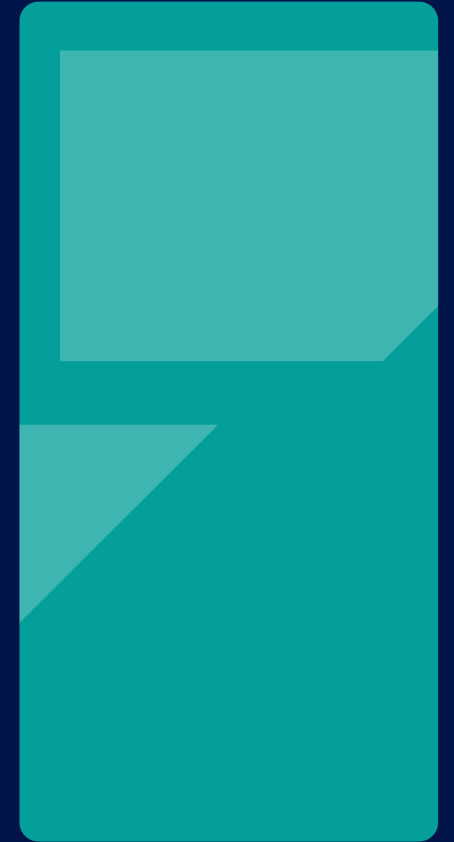
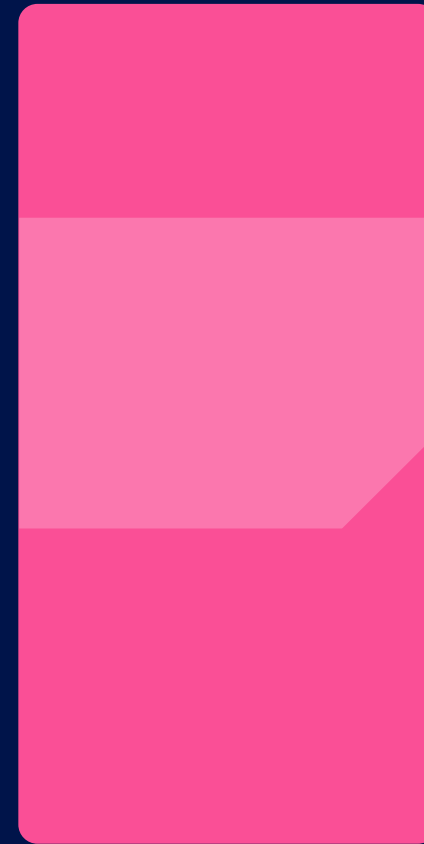


Next-gen efficiency
**Smarter Finance
Processes with
SAP ESM**



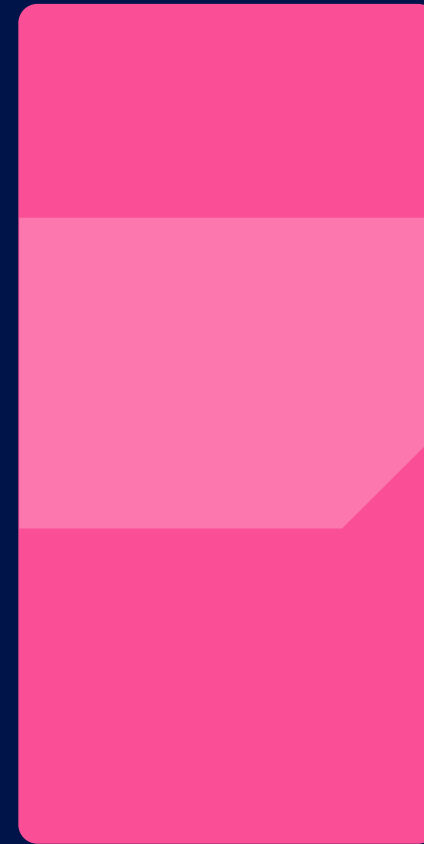
“Why ESM in Finance”



Finance Service Requests Are Constant



“What is ESM then?”



SAP Enterprise Service Management

What it is

SAP Enterprise Service Management is an omnichannel, unified approach to service delivery.

It provides AI-powered customer inquiry and case management for efficient user engagements and resolutions.

Key Benefits

Centralise service delivery



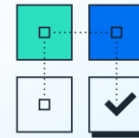
Drive efficiency—from inquiry to resolution. Easily execute scenarios by configuring inquiry and case management from a single desktop for service agents.

Add flexibility with AI-assisted automation



Help eliminate error-prone tasks, streamline processes, drive contextual insights, and speed resolution time using AI throughout service delivery.

Integrated and ready to use



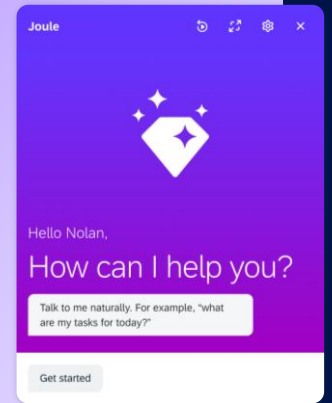
Drive down total cost of ownership with pre-delivered scenarios and integration with SAP solutions such as SAP S/4HANA Finance and SAP SuccessFactors.

Remove complexities from the resolution process

[Read the solution brief](#)

Joule

Seamless **AI Co-Pilot** support cross processes and applications



Native Agentiveness



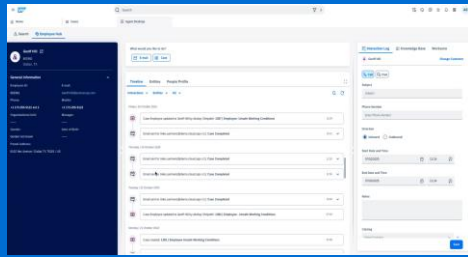
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Increased cross enterprise productivity

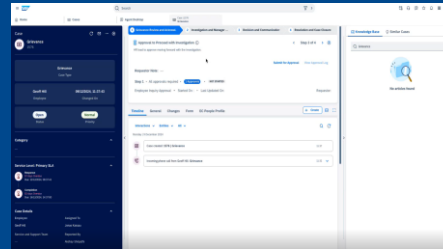
Boost and scale finance service efficiency

Enhance productivity by enabling Finance service teams to work faster and smarter

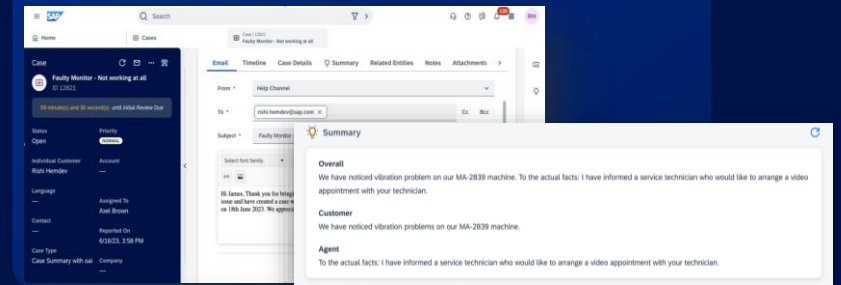
Unified Workspace for effective financial case management



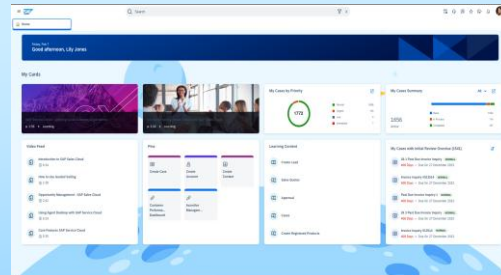
Guide with customized case flows



AI-powered Assistance for Faster Case Resolutions



Centralize FIN service delivery with integrated tools and core finance data from ERP and S/4HANA.



Why does a finance organization benefit when you combine ESM + Cloud ERP?



Inbound requests

General finance inquiry

Payment advice processing

Dispute handling

Asset creation

Manual accrual posting

Manual general ledger posting

ESM

Apply AI to request
Automatically create case

Route to appropriate person
Most requests require human intervention and approval

Track progress
Allow case manager to view progress

Automate processing
Automate processing in ERP



Execute in ERP

General ledger postings

Credits

Accrual postings

Automated processing

Asset creation

Choose from a variety of finance-related use cases

Example Finance Use Cases For ESM



General finance inquiry

- Automate general finance requests through ESM
- Leverage AI to understand the request, create a case and send it to the right person to be resolved



Automate payment advice processing

- Payment advices are often received as attachments to emails
- Automate the processing of payment advices through ESM, by leveraging AI and predefined workflows



Automate customer invoice inquiries

- Oftentimes, customers through emails and attachments
- Automate the management of customer Invoice Inquiries through ESM



Asset Creation

- Automate the approvals for Asset Creation in your General Ledger



Automate manual accrual postings

- Accrual requests are often sent as emails with attachments
- Leverage the forms functionality in ESM to automate previously manual tasks and ensure that accrual requests are approved quickly



Automate manual general ledger postings

- Even some of the most sophisticated, digitized companies receive invoices and other requests as email attachments.
- Automate the manual processes and ensure rapid posting to the general ledger

DEMO



Lily Jones
Finance Support Agent

Incoming Email to Case

Payment Advice - Upcoming Payment for Outstanding Invoices (SA)

Contact Primary Email for CX
To: Channel Mailbox for CX

Mon 4/13/2026 11:51 AM

Payment Advice Template 20...
164 KB

Dear BestRun Support Team,

I trust this message finds you well. I am Joe Wills from Cbont Industries regarding the settlement of some outstanding invoices. We are in the process of streamlining our payments, and I would like to inform you that a lump sum payment will be sent to you within the next 2 days. Attached to this email is a PDF document that outlines the details of the invoices being covered in this payment. We kindly request your assistance in ensuring that the specified invoices are ready for automatic processing upon receipt of the payment. We appreciate your attention to this matter and would like to express our gratitude for your continued partnership. Should you have any questions or require further clarification, please feel free to reach out at your earliest convenience. Thank you for your cooperation.

Best Regards,

Joe Wills

Reply Forward

ESM creates a case and recognizes that a customer has sent a payment advice via email

General finance inquiry

Automate payment advice processing

Automate customer invoice inquiries

Asset creation

Automate manual accrual postings

Automate manual general ledger postings

CBont Industries
4567 San Felipe
77057
Houston TX

Payment Advice

Document / Date
200087928 / 09/11/2023

Your account with us
USCU-CUS89

Dear Sir/Madam,

We have cleared the items listed below with document 200087928.
We will credit the following bank account in 2 business days:
Bank Account: 25800611
For inquiries please contact: treasury@cbontindustries.com

Document Number	Invoice Number	Invoice Date	Discount	Amount
200002301	190002301	09/11/2023	0.00	2.000,00
200002302	190002302	09/11/2023	0.00	500,00
Total				2.500,00

Payment Document: 200087928 | Payment Date: 11/11/2023 | Currency: EUR | Payment Amount: *****2.500,00

ESM recognizes this document as a payment advice

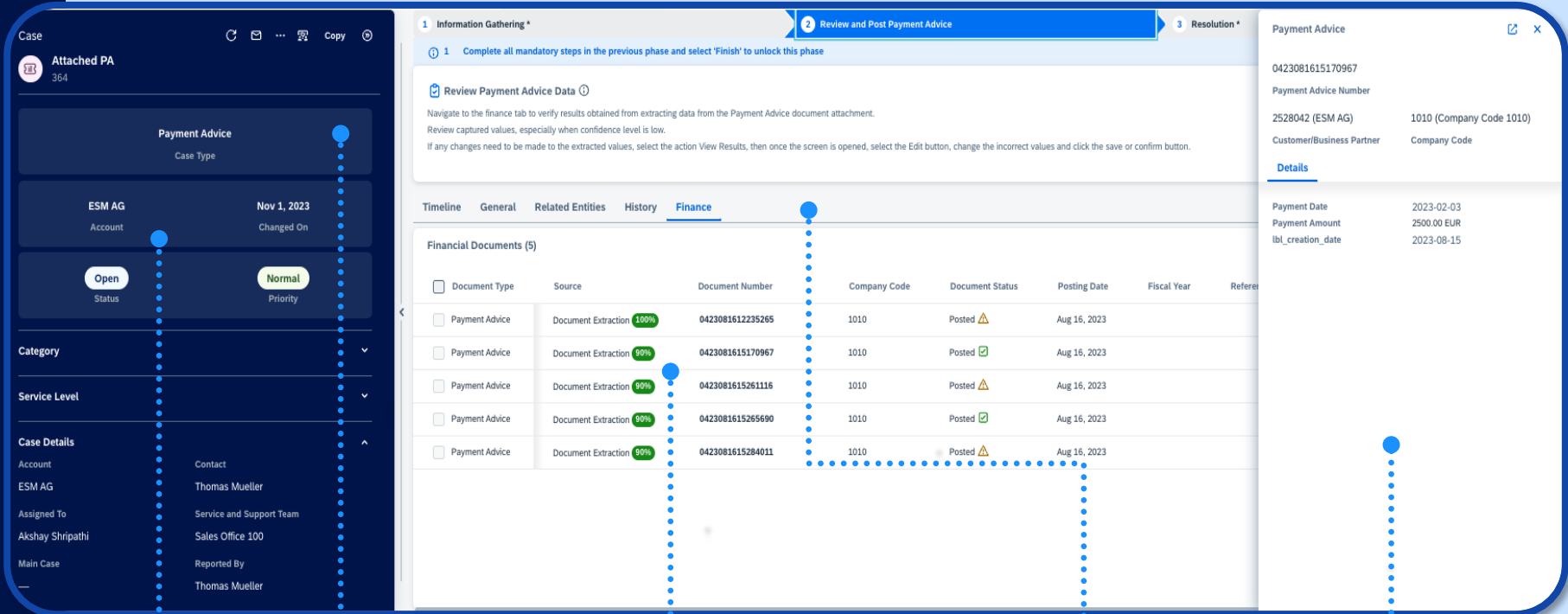
ESM reads invoice numbers

ESM reads amounts

ESM will apply AI to:

- Extract the content from the document and the email
- The attachment will be recognized as a payment advice
- The relevant invoice numbers will be read
- The amount paid per invoice will also be read
- Accounts receivable will receive this payment advice as a case, generated by ESM
- Approval flow will be automated
- Payment will be posted against correct invoices in S/4HANA

Pre-Shipped, AI-Powered Financial Service Delivery



Your benefits

- Reduce manual errors
- Increased productivity
- Decrease response times
- Reduced TCO

Customer Master Data integration with back office systems (S/4 HANA and SAP ECC)

Pre-shipped Case Types for finance support processes

In-built AI for documents extraction and process automation

Dedicated Finance tab displaying case related documents and context

Out of the box integration with S/4HANA for posting and looking up related information

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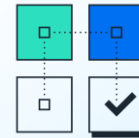
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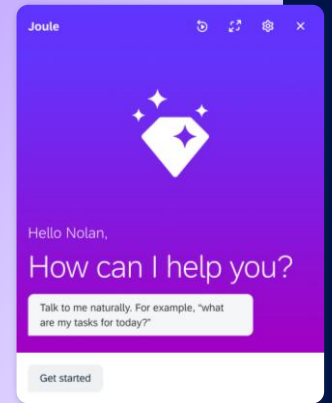
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%

Increased cross enterprise productivity

SAP ESM is included in SAP Cloud ERP Private*!!



Browser address bar: sap.com/products/erp/s4hana-private-edition/pricing.html#shared-services

Navigation: / All products / Enterprise resource planning

SAP Cloud ERP Private | Overview | Features | Pricing

[Request a quote](#)

What's included

[-Collapse all](#)

	Key capabilities	Components
Business applications	Modernize with confidence	
Cloud ERP	Modern cloud ERP managed and operated by SAP	SAP Cloud ERP Private
Advanced finance capabilities	Integrated platform that unifies planning, budgeting, and forecasting across your enterprise	SAP Analytics Cloud for planning
Shared services management	AI-driven case management and digital workflow platform to extend the capabilities of SAP S/4HANA Cloud Private Edition and manage internal exceptions and inquiries	SAP Enterprise Service Management
Working capital management	Accelerated cash flow and payments, combining the power of supply chain finance, dynamic discounting, receivables finance, and virtual cards	SAP Taulia solutions for SAP Cloud ERP Private
Advanced procurement capabilities	Automated end-to-end workflow for streamlined procurement and invoice collaboration with your suppliers	SAP Business Network Supplier Portal for SAP Cloud ERP Private

[Contact us](#)

*depends on SKU, reach out to your SAP Sales rep. what SKU you have in your contract

Q&A

Thank you

Want to know more?



SAP Enterprise Service
Management



SAP Business AI
Discovery Center

Sara Andersson

Senior CX Solution Advisor
sara.andersson@sap.com

