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When experience creates the future

NTT DATA Business Solutions at SAPSA presenting Lemvigh-Müller

Stockholm 2026



Intelligence to Impact

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Today's speaker

Kristian Dahl
Senior Manager & Solution Architect
NTT DATA

LEMVIGH-MÜLLER

Lemvigh-Müller, Denmark's largest steel and technical wholesaler

Today's case

How do you turn AI ambitions into tangible business value?

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About Lemvigh-Müller

Key figures

Founded in 1846, Lemvigh-Müller A/S is Denmark's largest wholesaler of steel and technical equipment, with a B2B business built around precision and speed.

LM operates 25 stores, 4 central warehouses and 6 business areas, supplying around 650,000 item numbers to more than 22,000 customers across Denmark, with deliveries worldwide.

180th anniversary
in 2026

1846 Founded	22,000+ Customers	~650,000 Item numbers	7.2 bn Turnover
25 Stores	4 Central warehouses	6 Business areas	1,270 Employees

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02

AI order confirmation: from idea to implementation

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A day in the life of a buyer

An idea: can we use AI to help?



Suppliers send emails

Purchase order confirmations arrive by email.



Several inboxes

Outlook rules distribute the emails to inboxes by responsibility.



Many kinds of content

PO confirmations, follow-ups, requests and more, all in the same mailboxes.



Manual updates in SAP

Confirmations are updated one by one or with a self-built upload program, or the buyer emails the supplier to clarify price, quantity or quality.

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SAP Agent Factory: did we achieve the goal?

Summary of the proof of concept

Hypothesis

Can AI agents solve the problems around order confirmations? Above all, can they structure the many formats suppliers use, each in its own way, so that an order confirmation is matched automatically against the corresponding purchase order?

Scope

The purchasing areas Steel, Plumbing and Electricity provided example order confirmations.



Conclusion

The AI agents could read and structure purchase order confirmations, easy and difficult ones, for all three business areas.

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Agent flow

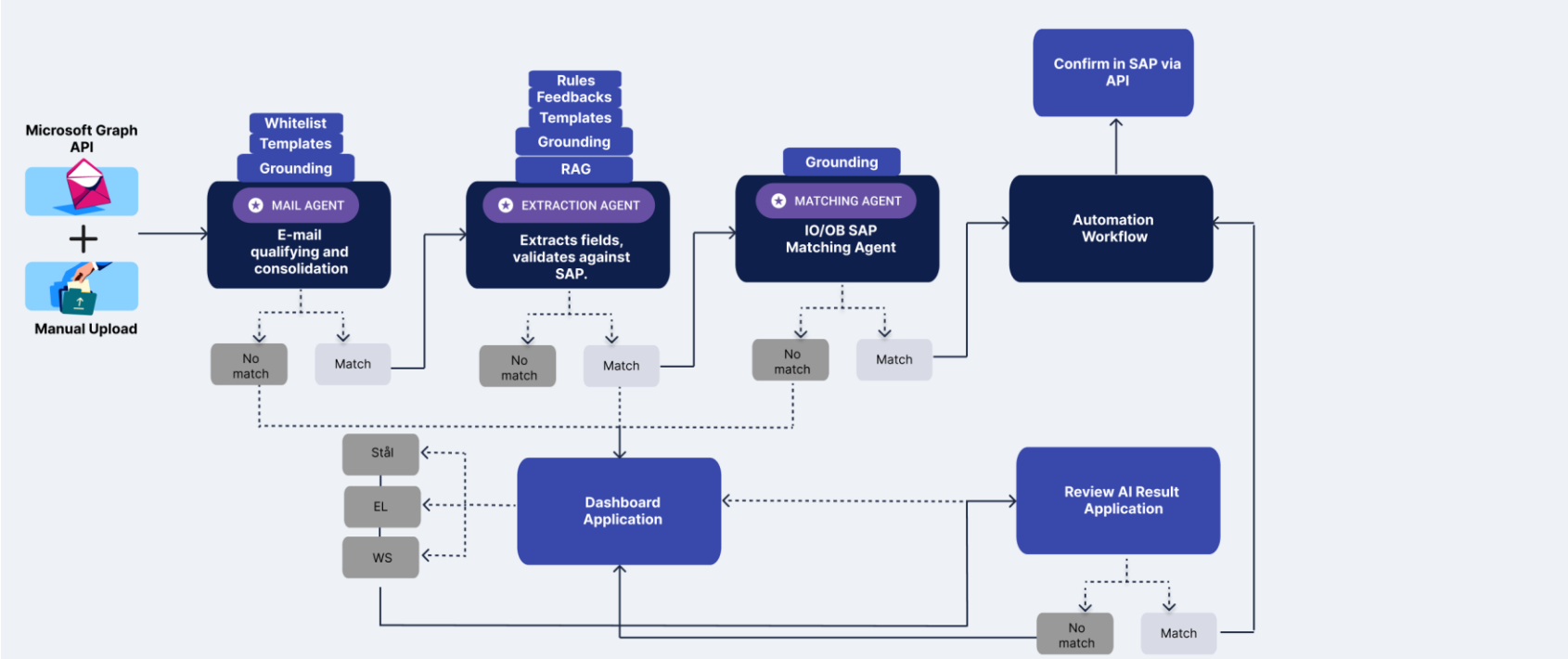
One agent per task

Facts

- Outlook agent
- Extraction agent
- Matching agent

Lessons learned

- One agent can't do it all
- One agent per task
- Business rules need to be grounded in the agents



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Technical architecture

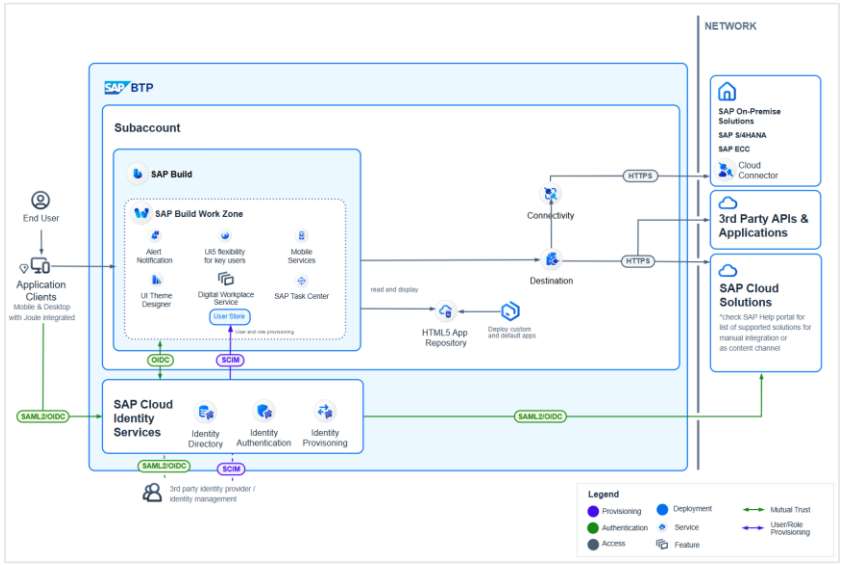
Built on the SAP reference architecture

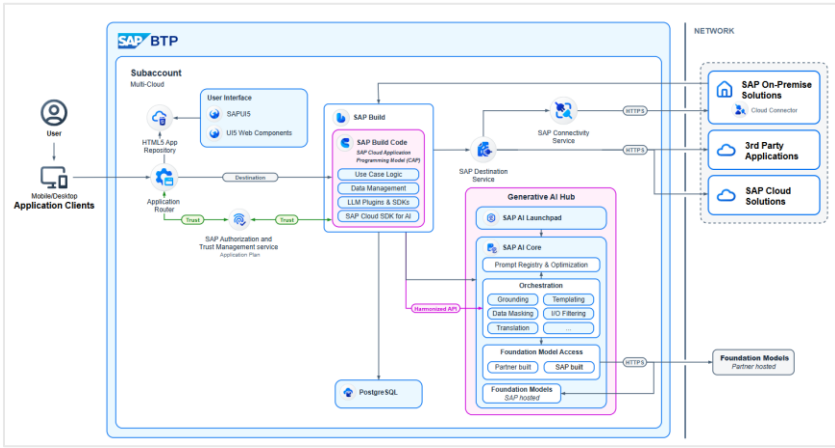
Facts

- Built on SAP reference architecture
- Designed on Fiori design principles
- SAP Build Work Zone
- Principal propagation configured
- PostgreSQL as database
- Developed on SAP APIs
- LLM: GPT-4.1

Lessons learned

- The reference architecture is a good foundation
- Order PostgreSQL in good time
- SAP standard APIs need enhancing to follow both LM SAP logic and S/4 standard functionality

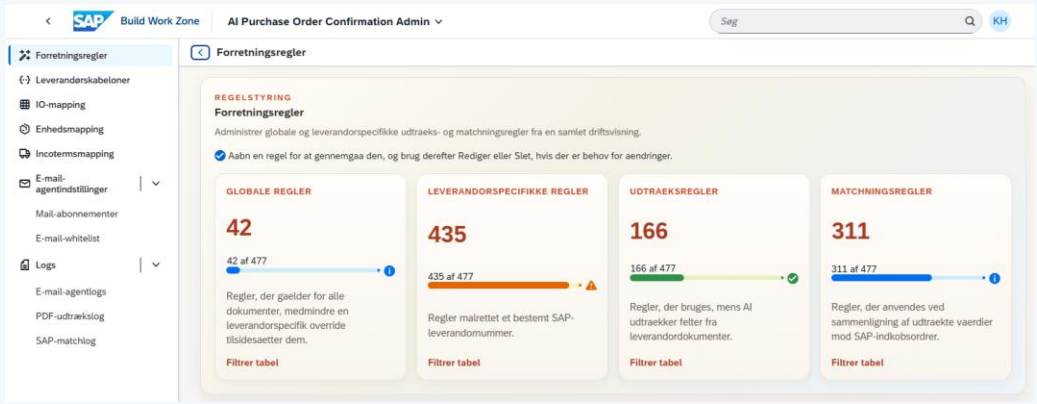


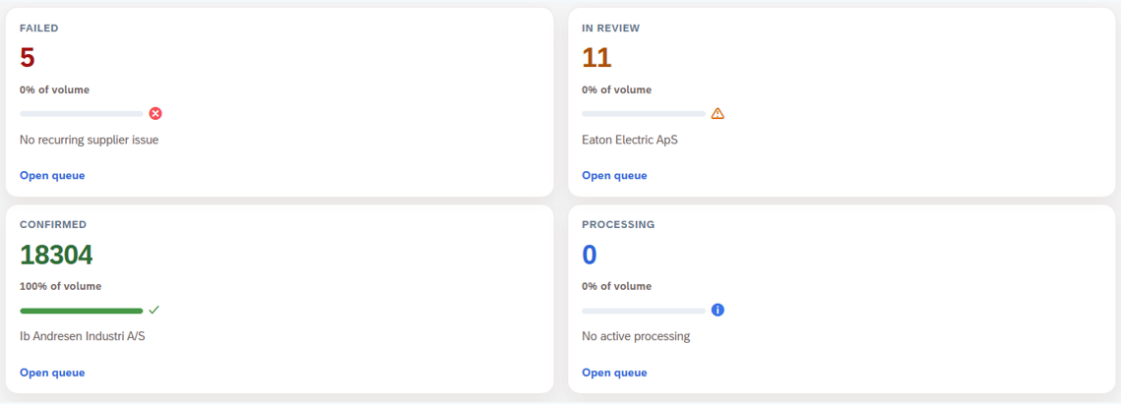


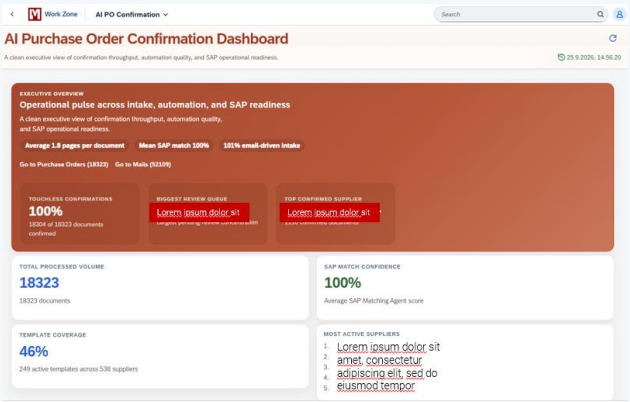
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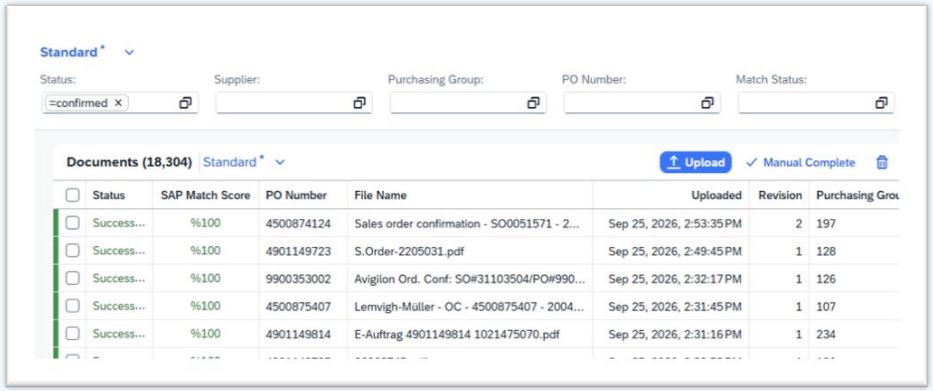
Our PO confirmation application

AI purchase order confirmation in SAP Build Work Zone









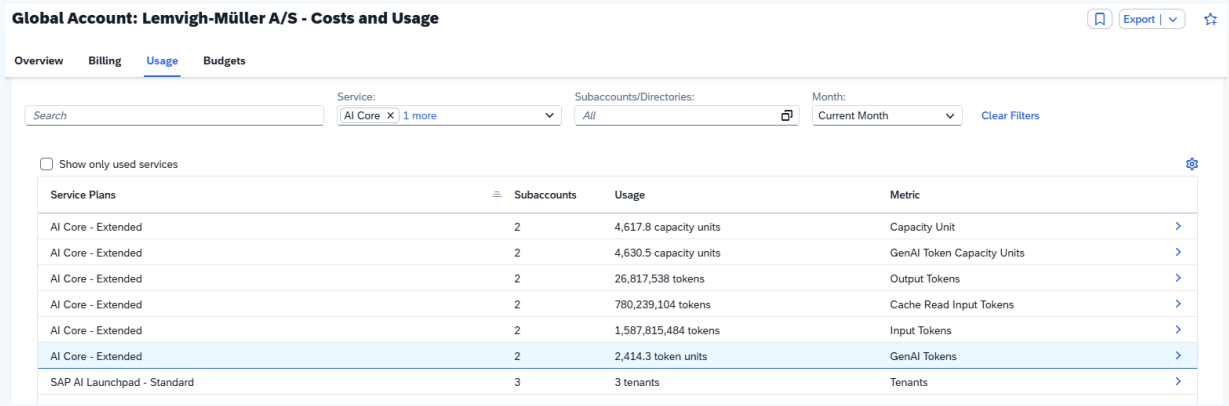
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SAP AI monitoring

Token consumption in SAP AI Core and AI Launchpad

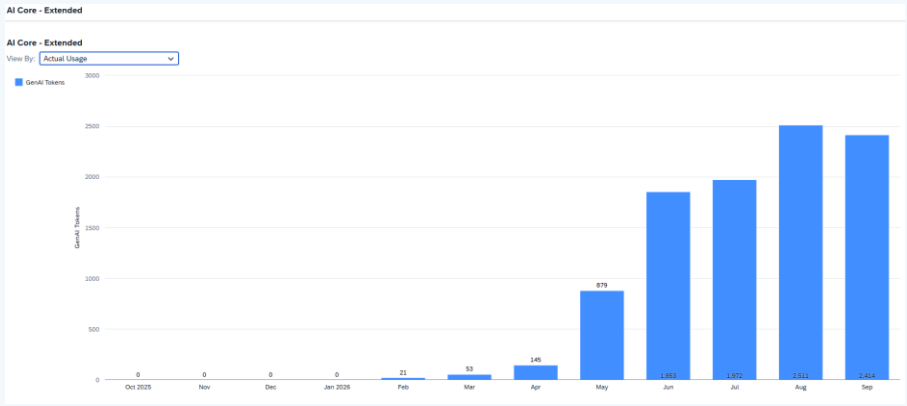
Facts

- SAP AI Core
- SAP AI Launchpad
- Several token types in use



Lessons learned

- Easy to monitor consumption for one solution
- Cannot be split to support several solutions



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Business monitoring

Daily follow-up during ramp-up

92.7%

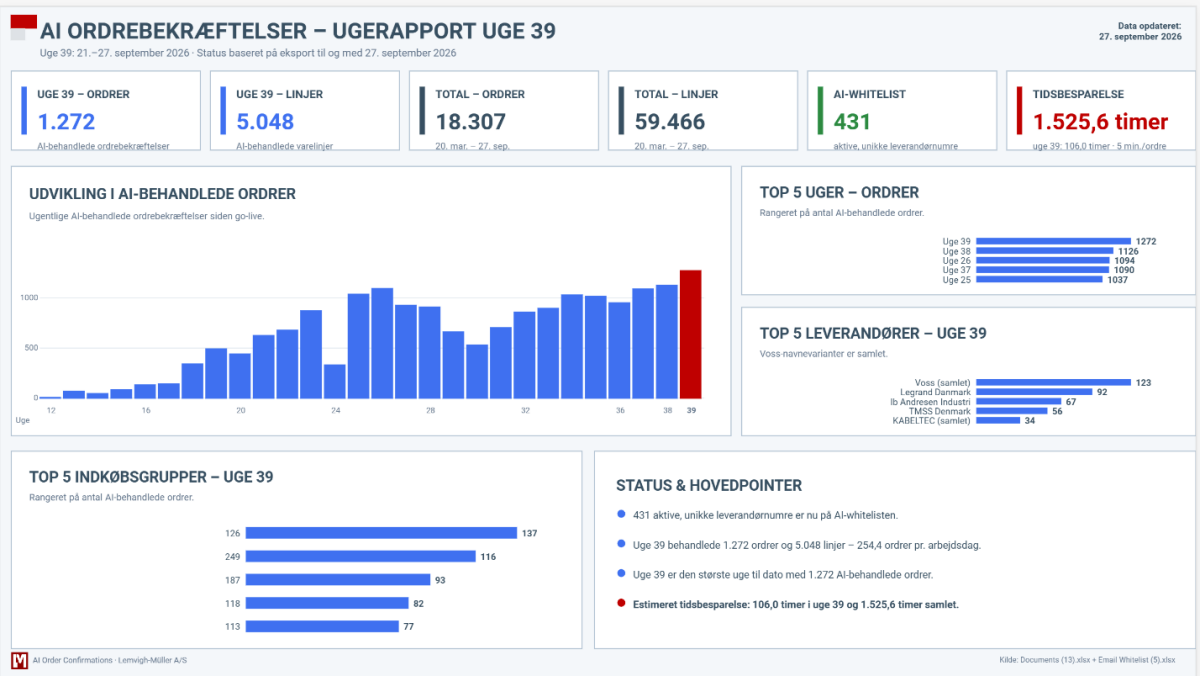
touchless on a sample day in March 2026: 256 of 276 orders confirmed by AI without human touch

The 20 orders that needed a person

- 13 AI, prompt or development issues: 11 solved with a supplier prompt, 2 passed to NTT DATA as tasks
- 6 genuine supplier errors
- 1 not yet classified

Since 20 March, the AI solution has processed 56,341 order lines across 16,176 unique orders.

- 97%+ touchless
- Close to 50% less errors in supplier invoices



Dashboard: work in progress

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A new day in the life of a buyer

AI now supports the tasks



Suppliers send emails

Purchase order confirmations still arrive by email.



Several inboxes

Outlook rules distribute the emails by responsibility and by AI results.



Mails still have alot kinds of content

It still does. People write to people.



Automatic confirmation

SAP is confirmed automatically when extraction and matching are correct. Otherwise AI drafts the email to the supplier about price, quantity or quality, based on the matching result.

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Key takeaways

What we would tell anyone starting with AI agents in SAP

01

Start with 2–3 good use cases

You only need a few strong use cases to prove the value.

02

Keep the existing process as a fallback

When the solution cannot handle a case, it falls back to the way buyers work today.

03

Build exception handling into the design

Detect and handle deviations in the solution itself from day one, not as an afterthought.

04

Go for an MVP

Keep the solution design, the technical architecture and the number of suppliers minimal for the first go-live.

05

Check how mature the SAP service is

SAP Document AI was not mature when we designed the solution. Check each service before you commit.

06

Close collaboration with end users

Keep end users and the development team working closely together, from the first idea to go-live.

07

Master data is still king

AI is only as good as the master data behind it. Get the data right first.

08

AI reveals shadow processes

Customers might not know which shadow processes they have, but AI will reveal them.

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