# When AI agents start doing the work in SAP

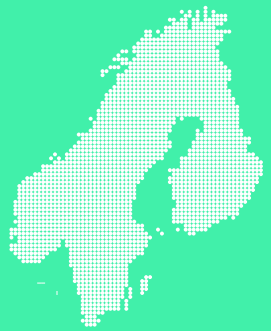
## Case: University of Helsinki

SAPSA IMPULS Stockholm
9.11.2026

vivicta

# Vivicta – Fast facts

The team of
**7000+ experts**
**750+ SAP experts**
with revenue
**~1 Billion EUR**



AI-First company combining global capabilities with Nordic proximity



Partnering with the leading platforms on the market to get what you need

Google Cloud  Microsoft  SAP

**Main markets:**
**Sweden, Finland and Norway**

Key locations outside Nordics:
India, Czech Republic, Slovakia, Estonia, Latvia and Lithuania

# Introducing Vivicta SAP

We combine deep SAP expertise with a wider enterprise architecture, data and AI capabilities to help customers modernize, integrate and continuously evolve their SAP landscape.

Our focus is on making SAP work as part of the wider enterprise ecosystem enabling business change, making SAP business context accessible to AI, and embedding intelligence into processes and delivery. We combine Nordic customer proximity with scalable global delivery capabilities.



**750+**

SAP consultants globally incl. teams in nearshore countries and offshore countries

**350+**

consultants with S/4HANA hands-on experience incl. 250+ S/4HANA certified

**25+**

S/4HANA implementations live or ongoing

**Trusted by Nordic SAP customers:**

SCA, UPM The Biofore Company, Metsä, Valio, Caverion, Suominen, Jervois, posti, Folksam, Valmet Automotive

# Agentic AI in SAP is already possible

Organizations can put an AI agent to work in SAP by building on the technology landscape they already have. The University of Helsinki case demonstrates how:

## What does the Copilot AI agent actually do?

It reads research funding documents, prepares the WBS data for SAP S/4HANA and creates the WBS once the user has reviewed and confirmed it.

Slides 3–4

## How does it work with the existing landscape?

A Microsoft Copilot agent connects to existing S/4HANA OData services through a custom MCP server on SAP BTP, preserving the user's SAP authorizations.

Slides 5–7

## Why is this a practical approach?

The solution reuses existing technology, business logic and SAP authorizations. It starts with one clearly scoped, high-value process step rather than a large-scale transformation.

Slides 8–9

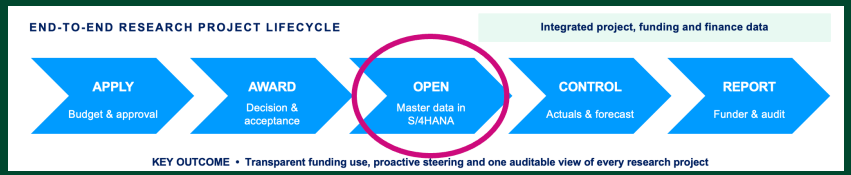
# University of Helsinki: Project WBS opening in SAP

**5000**
new research projects each year

**30-50**
fields entered to create projects WBS into SAP

**200**
pages of research funding documents, in widely varying formats

**80**
finance assistants create WBS in Fiori to S/4HANA (before)




The AI solution: AI agent supports the OPEN step of the research project lifecycle: creating the project WBS in S/4HANA.

## The challenge

Each new research project requires a WBS element in SAP S/4HANA. Finance assistants manually read lengthy funding documents and enter 30–50 fields in SAP Fiori.

## What the Copilot AI agent does

The agent reads the funding document, prepares the WBS data and creates the WBS in S/4HANA after the user has reviewed and approved the proposal.

## Why it is a good AI use case

A high-volume, document-heavy process with repetitive manual work and a clearly defined scope. The agent handles data extraction and preparation while the user remains in control. This creates potential for significant time savings human making the final decision.

# What the WBS AI agent does

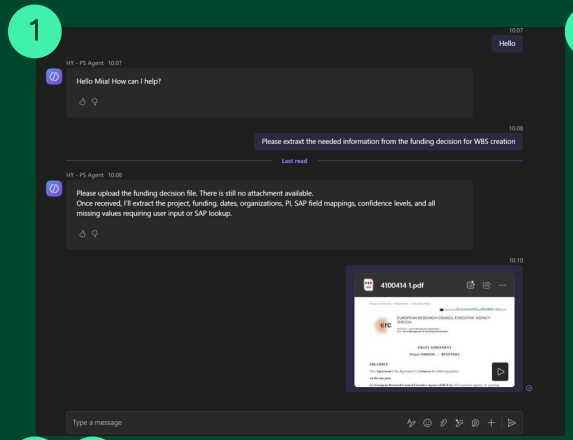
1. **Upload**
   The project leader drops the funding decision into the agent in Microsoft Copilot.

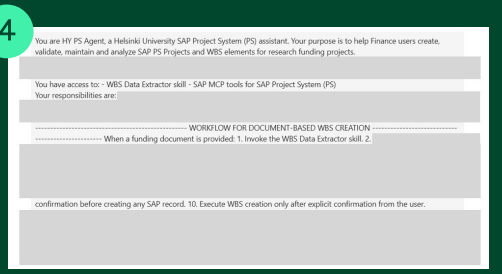
2. **Extract**
   The agent reads the document and maps it to SAP WBS fields, with a confidence level per value and missing values flagged.

3. **Review**
   The user checks the WBS creation proposal in the chat.

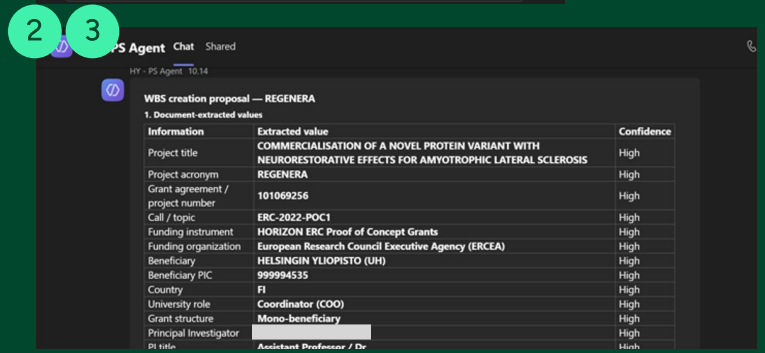
4. **Create**
   Only after the user's explicit confirmation does the agent create the WBS in S/4HANA.

Value: Nearly 1000 project leaders can initiate the process directly in MS Copilot, without entering Fiori. The solution frees up time for higher-value work.

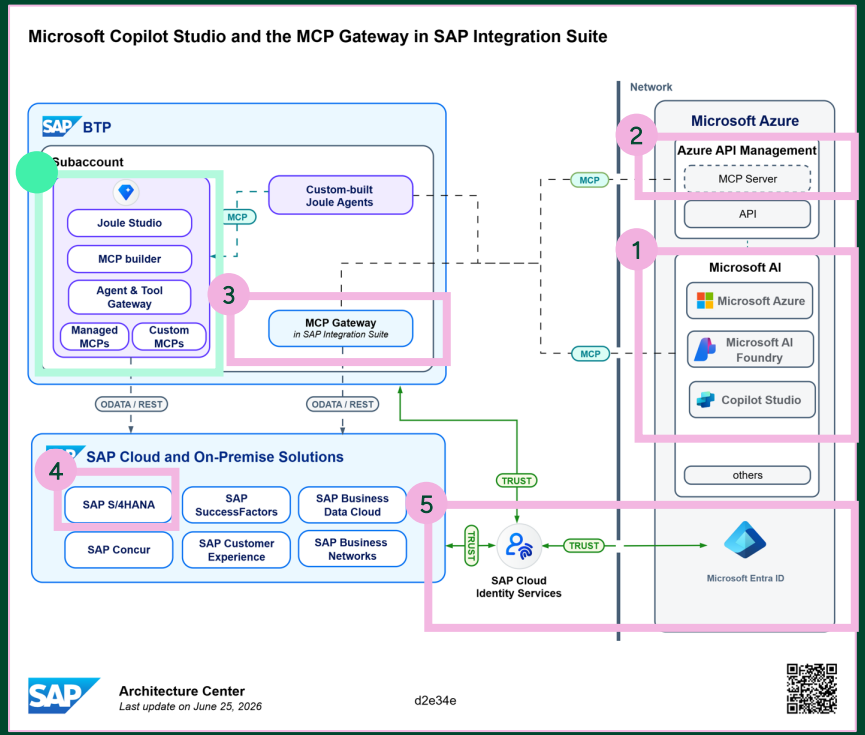



Agent instructions define the agent's tools, context and operating rules. The agent cannot create anything in SAP without the user's explicit confirmation



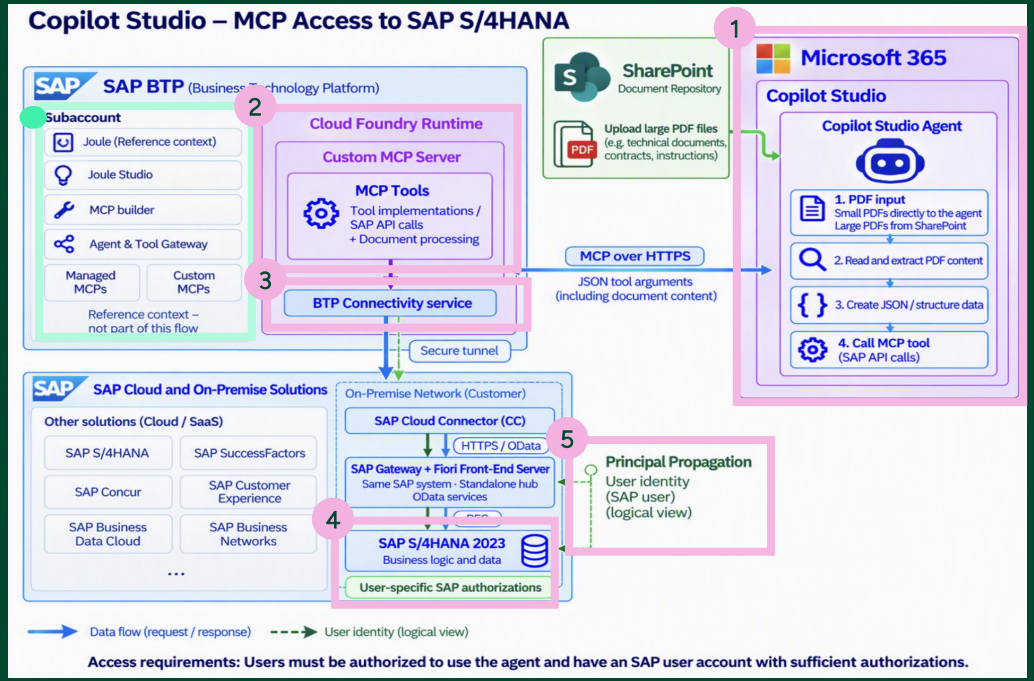
# SAP reference architecture: Microsoft Copilot and SAP




1. **AI agent** – built with Microsoft Copilot Studio or Microsoft AI Foundry.
2. **MCP server** – exposes SAP functions as tools the agent can call (here in Azure).
3. **MCP Gateway** – the SAP BTP Integration Suite component that connects AI agents to SAP over MCP.
4. **SAP backend** – SAP S/4HANA and other SAP solutions, reached via OData / REST.
5. **Access management** – trust between Microsoft Entra ID and SAP Cloud Identity Services carries the user's identity to SAP.

SAP Joule Studio and Joule Agents. **Not used in our case.**

# University of Helsinki - solution architecture




1. **AI agent –** a Copilot Studio agent in Microsoft 365. Reads the PDF (large files via SharePoint) and calls the MCP tool.
2. **Custom MCP server –** built by Vivicta, running on SAP BTP. Its MCP tools turn the agent's request into SAP API calls.
3. **Connectivity –** SAP BTP Connectivity service and Cloud Connector, instead of the Integration Suite MCP Gateway.
4. **SAP backend –** on-premise S/4HANA 2023, using existing OData services. Business logic stays in SAP.
5. **Access management –** principal propagation: User identity is propagated to SAP, preserving the user's SAP authorizations.

**Not used –** SAP Joule Studio or Joule Agents.

# Agentic AI Built on the existing SAP landscape

What the University of Helsinki agentic AI -solution reuses, what was added, and what it did not require.

## Reused

- Microsoft Copilot, already used by the organization
- SAP BTP
- Existing SAP OData services
- SAP S/4HANA 2023 (on-premise) business logic
- Users' own SAP authorizations

## Added

- A Copilot Studio agent built for WBS creation
- A custom MCP server developed by Vivicta and deployed on SAP BTP, exposing existing SAP functionality as tools for the AI agent.

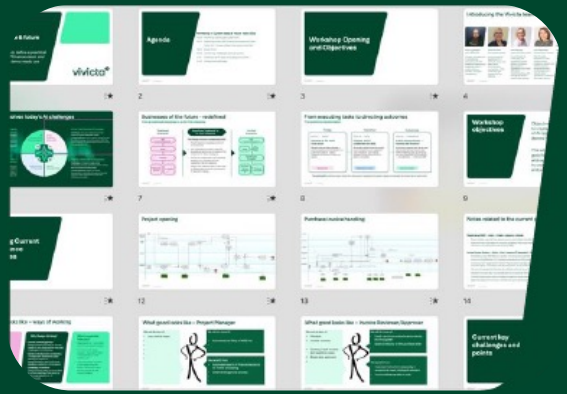
## Not required

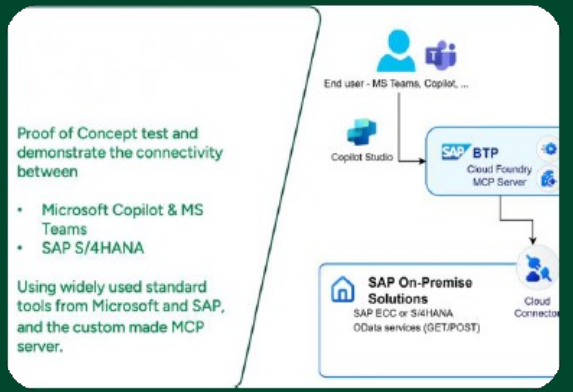
- SAP Joule, Joule Studio or Joule Agents
- A move to RISE with SAP
- SAP Integration Suite MCP Gateway – a custom MCP server and SAP BTP Connectivity services were used instead.
- SAP AI units

Start with what you have. Add only what is really required.

# From idea to working SAP AI agent in a few months








## Challenge

Design Thinking workshops to identify business challenges, explore AI opportunities and prioritize high-value use cases.

**Result: identified a problem to be solved and prioritized a use case**

## Opportunity

Vivicta's structured workshop approach to select use cases, define the scope and create AI agent demo scenarios.

**Result: agreed scope and AI agent scenarios**

## Solution

Smart and safe solution architecture enabling fast implementation using Microsoft Copilot, SAP BTP and a custom MCP server, reusing existing SAP OData services.

**Result: Working SAP AI agent in a few months**

# Key takeaways

1

## Keep it simple

Start with a clearly scoped, feasible business process where AI can deliver tangible value while keeping the user in control.

In practice: Identify and prioritize use cases systematically based on business value and implementation feasibility.

2

## Reuse what works

Reuse existing technology. Build on your existing SAP and Microsoft landscape instead of introducing unnecessary new technology or complexity.

In practice: No Joule, no RISE, reuse existing OData services. Similar solutions can also be explored for SAP ECC and landscapes without SAP BTP.

3

## Get the architecture right

Design for security, end-to-end user identity and cost efficiency from the beginning. Choose integration components that fit the existing landscape.

In practice: The solution uses principal propagation and SAP BTP Connectivity services, avoiding the need for an additional integration platform.

# Agentic AI in SAP.

## Not Tomorrow.

# Today.

## With the technology you already have.

# We help to make agentic AI real in your SAP landscape




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Still running SAP ECC? No SAP BTP? We help you to explore how this is possible in your landscape.

# Thank You!

9.11.2026

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