



**SAP BTP**  
**In-a-Nutshell:**  
SAP Intelligent RPA

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# 01 SAP BTP: Why you should care

Change can be intimidating, especially when it involves upgrading your core business systems. Nonetheless, clinging to an outdated implementation can hold your organization back from its full potential.

Building on top of a core IT infrastructure and making constant forklift upgrades creates complexity and impacts modernization, integrations, and data transactions.

These setbacks ultimately impact an organization's ability to innovate, respond to the ever-changing market demands, and keep up with the current pace of technology.



## What is SAP BTP?

SAP Business Technology Platform (BTP) makes upgrading and integrating third-party applications and data assets a seamless process that does not disrupt your operations. Its comprehensive approach lets you focus on making the informed, data-driven decisions that will keep you ahead of the competition.

SAP BTP is bringing the mobility world's concept of user-friendliness to ERP back-end technology. If adding, modifying, and deleting critical business applications could be as effortless as it is on your phone, it would be much easier to take full advantage of the latest tech and constantly innovate.

## Services & Functionalities

As a platform for creating and integrating applications, data, and services, it enables developers to build innovative applications quickly and efficiently, including services for **Application Development, Automation, Integration, Data & Analytics, and Intelligent Technologies.**

SAP BTP helps organizations connect their data, systems, and processes in real-time, enabling them to make better business decisions and improve operational efficiency.

## Flexibility & Scalability

SAP BTP allows customers to choose from multiple available hyper-scaler platforms. Your organization can choose the deployment model that best meets your business needs and quickly scale up or down as needed

## Comprehensive Security

It also provides a range of steadfast security features that help organizations protect their critical business data and applications. This includes access control, data encryption, and identity management, all easily configurable and built-in to ensure a quick, easy, and secure implementation.

## In a nutshell, SAP BTP:

- Modernizes outdated IT infrastructure
- Accelerates and improves the efficiency of critical business processes
- Enables advanced data security
- Drives innovation throughout the organization

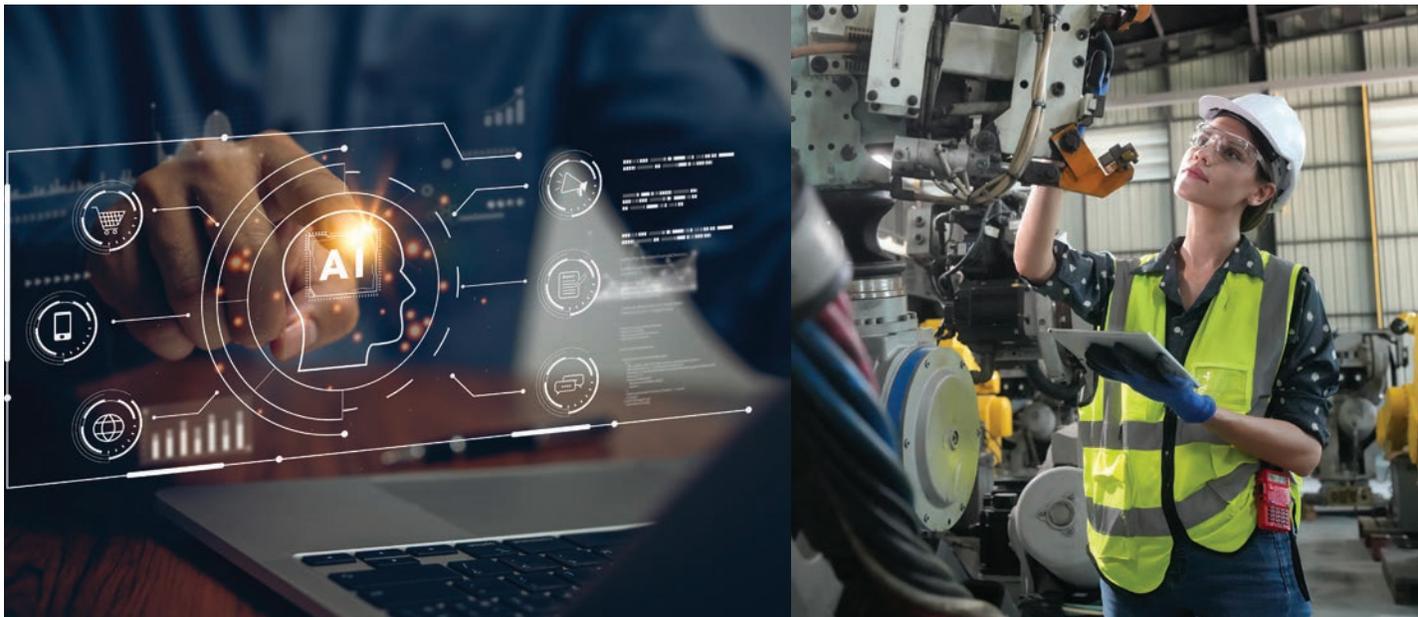
In this eBook, we will focus on SAP Intelligent RPA, a service within the SAP Business Technology Platform that enables organizations to automate their business processes, increasing efficiency, reducing costs, and improving overall performance.



# 02 What is SAP Intelligent RPA?

SAP Intelligent Robotic Process Automation (RPA) is a cutting-edge service within the SAP Business Technology Platform that leverages artificial intelligence (AI) and machine learning (ML) to automate repetitive, manual, and time-consuming tasks across various business processes, such as finance, human resources, supply chain, and customer service. It helps streamline operations and empowers organizations to focus on higher-value activities

By providing pre-built templates and reusable components, the platform facilitates rapid development and deployment of automation solutions, allowing organizations to scale their automation efforts swiftly and respond to changing business needs.



The platform also includes robust security features such as role-based access control, data encryption, and audit trails, which help organizations ensure compliance with regulatory requirements and protect sensitive data.

# 03 Where is the business value of SAP Analytics Cloud?

SAP Intelligent Robotic Process Automation (RPA) allows organizations to automate repetitive and time-consuming tasks, streamline processes, reduce human errors, and improve compliance, security, and overall operational efficiency. By leveraging SAP Intelligent RPA, organizations can achieve the following benefits:

## Improved Operational Efficiency

By automating repetitive and manual tasks, SAP Intelligent RPA frees employees to focus on higher-value tasks, increasing overall productivity and operational efficiency.

## Reduced Human Errors

Automation reduces the risk of human errors in business processes, ensuring greater accuracy, consistency, and reliability of data and workflows.

## Insight

According to research by Deloitte, 86% of companies indicate RPA has improved their productivity, and 90% of them say it has improved the quality and accuracy of their business processes.

## Insight

Forrester predicts that in 2023 one-third of enterprises will prioritize data-driven automation, with data events from IoT or state changes in machine learning applications driving business process transformation.



## Increased Agility and Scalability

SAP Intelligent RPA enables organizations to quickly scale their automation efforts, adapting to changing business needs and increasing the speed of their digital transformation initiatives.

### Insight

Research by [Statista](#) estimates that the global RPA market is expected to reach \$11 billion by 2027, expanding at a CAG of 34% from 2020 to 2027.

## Enhanced Compliance and Security

SAP Intelligent RPA includes robust security features such as role-based access control, data encryption, and audit trails. These features help organizations ensure compliance with regulatory requirements and protect sensitive data.

### Insight

According to [IFP research](#), organizations lose an average USD \$4 million in revenue due to noncompliance events, something that could be mitigated through RPA technology.



# 04 SAP Intelligent RPA: Automation at Its Finest

SAP Intelligent RPA is designed to streamline and automate business processes, making it a powerful tool within the SAP Business Technology Platform. Here are some key features of SAP Intelligent RPA:



## Process Discovery and Design

SAP Intelligent RPA includes process discovery and design tools, allowing organizations to identify, map, and prioritize automation opportunities effectively.

## Bot Creation and Deployment

Using a user-friendly interface, organizations can quickly design, develop, and deploy bots to automate specific tasks and processes.

## Integration with SAP Applications and Third-Party Solutions

SAP Intelligent RPA integrates seamlessly with SAP applications and third-party solutions, making it easy for organizations to automate tasks and processes across multiple systems.



## Monitoring and Analytics

SAP Intelligent RPA includes robust monitoring and analytics tools that help organizations track the performance and effectiveness of their automation initiatives, identify areas for improvement, and demonstrate the value of their RPA investments.



## AI-Powered Automation

SAP Intelligent RPA leverages artificial intelligence (AI) and machine learning (ML) technologies to enable advanced automation capabilities, such as natural language processing (NLP), computer vision, and predictive analytics.



## Centralized Management and Governance

SAP Intelligent RPA provides a centralized platform for managing and governing all aspects of an organization's RPA initiatives, including bot creation, deployment, monitoring, and reporting.

# 05 Case Study: SAP Intelligent RPA in the Real World: A Case Study

To illustrate the effectiveness and transformative power of SAP Intelligent PA, we would like to feature a case study for a premium bathroom ceramics and tableware manufacturer that implemented robotic process automation and AI to optimize productivity and improve operational efficiency.

## Challenges and Opportunities

The company had been successful for centuries, selling to customers in 125 countries at the forefront of innovative design. However, it needed to make its process as efficient as possible and reduce time spent on repetitive tasks. Their situation presented the following opportunities:

- Increase productivity by streamlining processes to maximize efficiency.
- Save time by automating repetitive tasks that involve multiple systems and unorganized data.
- Implement automated workflows without modifying the core SAP® ERP application.

## The Solution

The manufacturer has utilized cutting-edge intelligent robotic process automation and artificial intelligence technologies to develop automation bots. These bots can handle routine, low-value tasks and have transformed ERP processes into intelligent ones. As a result, operational efficiency has been significantly improved, allowing staff to focus more on nonroutine and higher-value activities. The solution enables them to:



- Develop classic and intelligent bots using the SAP Business Technology Platform without impacting your core SAP ERP infrastructure.
- Create “classic” RPA bots with ease using the intuitive functionality of SAP Intelligent Robotic Process Automation (SAP Intelligent RPA) services from the SAP Extension Suite.
- Enhance bots by integrating them with the Document Classification service from SAP AI Business Services, allowing them to classify and interpret e-mail attachments autonomously.
- Explore the versatility of SAP AI Business Services, including Document Information Extraction and Invoice Object Recommendation services, to build an array of intelligent bots.



## The Value-Driven Results

The manufacturer initiated a bot-building program to improve workflows using robotic process automation. To determine which use cases require cross-system automation and involve repetitive manual system interaction, the business submits proposals, and the project team then selects the applicable cases. “Attended” bots, staff members supervise and perform straightforward tasks like responding to emails, making ledger postings, and updating purchasing information records. Their overall results included the following:

- Boosted productivity through efficient and fast workflows.
- Enabled employees to focus on more rewarding and valuable tasks.
- Enhanced customer satisfaction by freeing up staff to handle complex inquiries.
- Customized bots to meet specific employee needs, incorporating user feedback for continuous improvement.

# 06 How LTIMindtree can help you get started About LTIMindtree

LTIMindtree is a new kind of technology consulting firm. We help businesses transform - from core to experience - to thrive in the marketplace of the future. With a unique blend of engineering DNA with experience DNA, LTIMindtree helps businesses get to the future faster.

Our long-term relationship with SAP, which spans over 20 years, uniquely positions us as a Partner, Co-Innovator, and Customer.

As the pioneer of the first SAP implementation in India, our deep expertise enables us to help our clients build robust digital ecosystems geared to tackle their industry's most complex challenges.



# Our Team

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## **Madhav Avhad,**

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Madhav spend around 20 years in IT Industry providing solutions in SAP Digital areas including Business Technology platform, Fiori, Portal and Mobility helping customer to build Intelligent Enterprise with Digital Core.

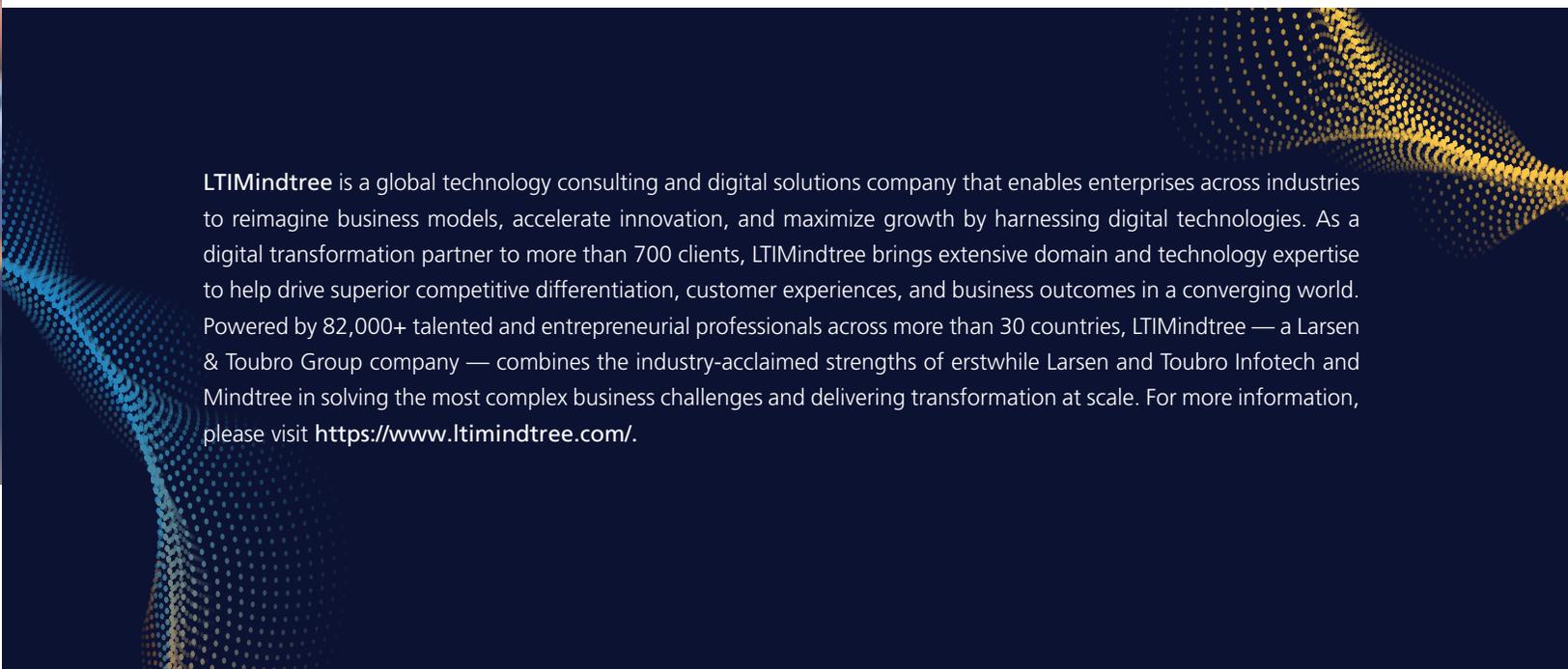
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