Welkom

Optimalisatie door iRPA en chatbots

Victor van den Hazelkamp, Manager Business Development – Avelon

avelon

Agenda

About Avelon

Run your business smart & simple

Founded in 2000

Process optimisation
SAP Workflow, Fiori, iRPA,
CAI, VIM & MDG

Experts

Consultancy, education &
R2R approach

References

SAP iRPA

What is Robotic Process Automation (RPA)

Robotic process automation accelerates the digital transformation of business processes by automatically replicating tedious actions that have no added value.

ATTENDED MODE

- Partially automated process
- Robots are co-working with a user (trigger based)
- Deployed on user workstation
- Also called **R**obotic **D**esktop **A**utomation

UNATTENDED MODE

- Fully automated process
- Robots are working autonomously (schedule or trigger based)
- Deployed on server
- Only human supervision

What is RPA - Demystifying…

RPA and AI will replace humans

Myth:

- Understandable fear on the part of employees…
- Personally
  - Humans are fascinated
  - They will benefit from all these advances
  - What they always dreamed of, what has been suggested by
  - movies or literature
- Professionally
  - Humans fear for their jobs
  - They reject any evolution they don't control
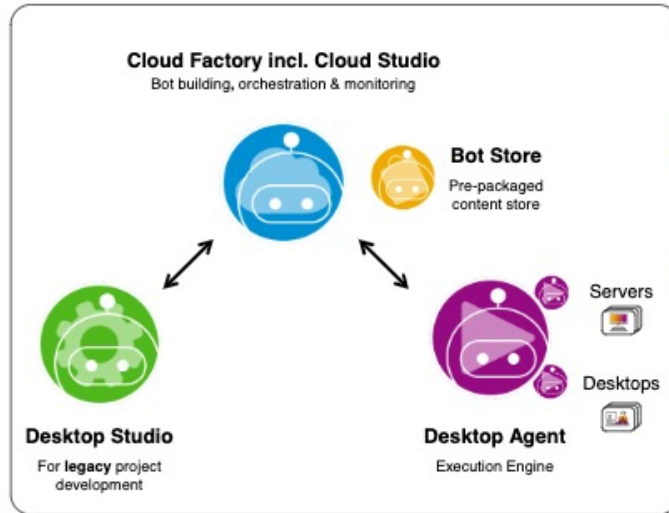 - Co-working with the robot is a challenge

Response:

- RPA takes on repetitive human tasks
- Humans can focus on value-added work
- They can be more available for customers in front-office situations
- And be more efficient in back-office processes

RPA only takes the robot out of humans

SAP iRPA | Architecture

SAP Intelligent RPA

Cloud Factory incl. Cloud Studio
Bot building, orchestration & monitoring

Bot Store
Pre-packaged content store

Desktop Studio
For **legacy** project development

Desktop Agent
Execution Engine

Servers

Desktops

Interaction via UIs and APIs

SAP Applications — Non-SAP Applications

- Digital Core
- Pre-defined content for SAP S/4HANA and ECC
- SAP C/4HANA
- Intelligent Technologies

SAP SuccessFactors
SAP Ariba
SAP Concur
SAP Fieldglass

- Third-party tools
- Legacy applications
- Web applications
- Internet portals

SAP iRPA | Use case criteria

Preferably, the best use-case for automation with Intelligent RPA is:

- Repetitive

- High in volume

- Long throughput time

- Low value

- Prone to (human) errors

- Multiple systems involved

SAP iRPA | Use case overview

1. Hire new employee
2. Retire employee
3. Extend hiring period external employee
4. Journal entry
5. Master data maintenance
6. Period end closing tasks
7. Reporting
8. ….

SAP delivers iRPA bots out of the box in SAP Bot Store

SAP iRPA | Case WML - Objectives

1. Proof multi system automation of report creation
   a. Import SAP budget figures to WML Excel template for budget reports
   b. Send confirmation email with statistics

2. Discover:
   a. User friendliness SAP iRPA
   b. Dependency of SAP iRPA specialists
   c. Time to create bot
   d. How to integrate bots in workforce
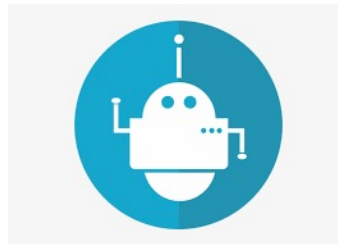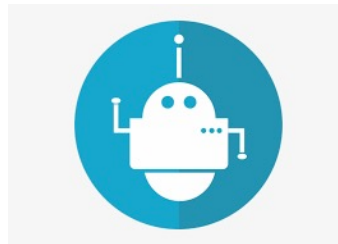
DEMO

SAP iRPA | Case WML - Results

1. SAP iRPA bot automates multi system report creation process

2. SAP iRPA tooling is user friendly, intuitive to use

3. Large part of bot can be built and maintained by WML employees

4. Time needed varies a lot, based on the desired scenario

5. SAP iRPA specialists are only needed for complex steps which need coding

6. Consider bots as part of workforce (digital employees), with own user profiles that run autonomously in background (unattended mode)

wml
Limburgs drinkwater

SAP iRPA | Case Topdesk - Objectives

1. Proof iRPA can be used with SAP and NON SAP systems
   a. Retrieve project information from Topdesk
   b. Create corresponding WBS elements in SAP

DEMO

SAP iRPA | Case Topdesk - Results

1. SAP iRPA bot can be used for SAP and NON SAP systems

2. Creation of robot just takes a couple of days

wml
Limburgs drinkwater

What is a chatbot

"A chatbot is an artificial intelligence (AI) software application that can simulate a human conversation (or a chat) with a user in natural language, by using Natural Language Processing (NLP) and Machine Learning (ML)"
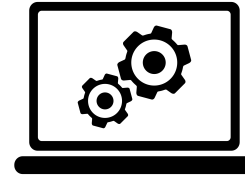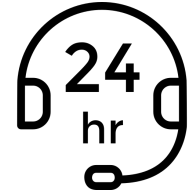
| Information requests How-to FAQ	Execute Simple Tasks	Employees Customers Suppliers	SAP & NON SAP	24/7

Benefits chatbots

- Increase supplier, customer & employee service level
  - Quick answers without interference of human agent

- Reduce impact on support departments
  - Focus on more valuable tasks/issues
  - Increase efficiency

- Increase satisfaction & productivity

SAP Chatbots | Architecture
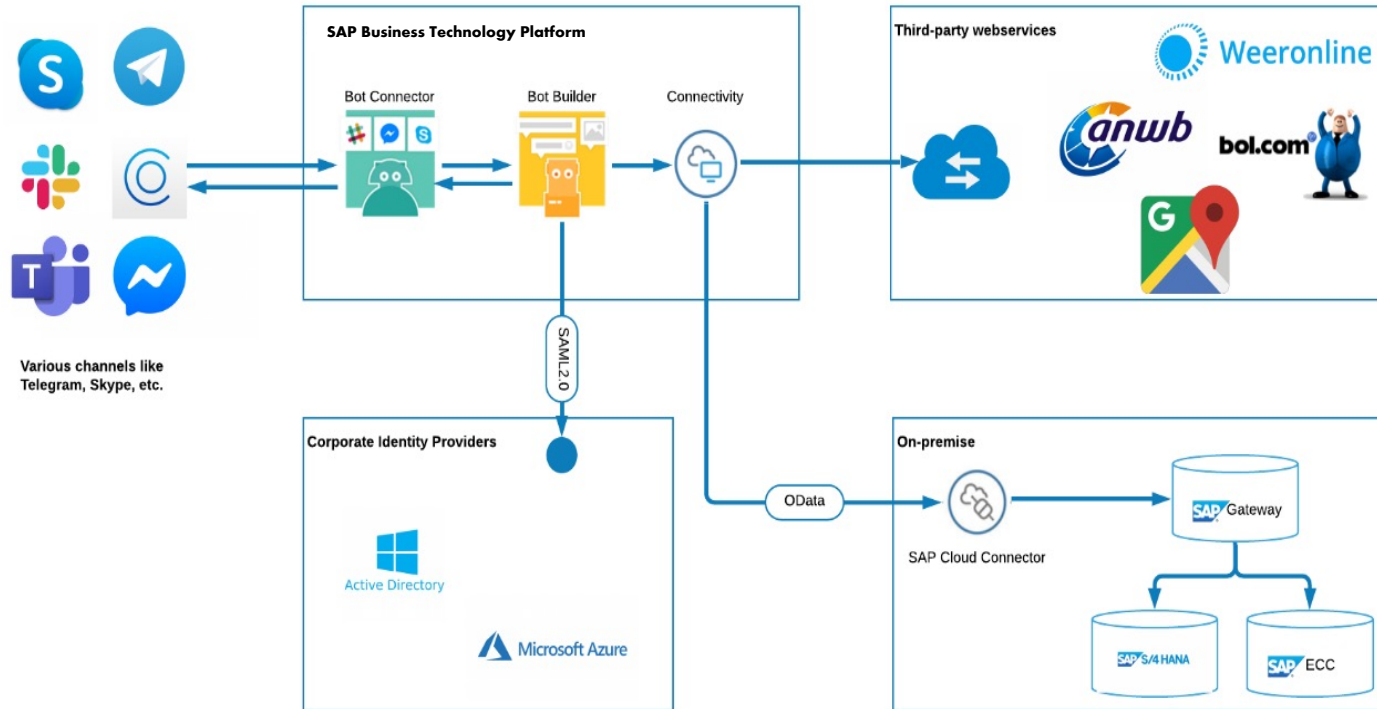
SAP Chatbots | Use case overview

- Employees
  - Reset password SAP
  - How to use (SAP) system, FAQ, no more manuals
  - Status info procurement, HR, ….. requests
  - Create purchase request, leave request, job offer,…

- Customers
  - Handle customer requests
  - Support sales cycle
  - Status info quote, order, delivery
  - Create order, dispute

- Suppliers
  - Status info order, invoices

- Analyse repetitive requests support desk/back office

SAP Chatbots | Case PNB - objectives

1. Proof chatbot can handle status requests purchase order & invoice
    a. Open amount PO
    b. Current approver PO
    c. Invoices related to PO
    d. Invoice payment status

2. Discover:
    a. User friendliness SAP Chatbot
    b. Broader scope besides P2P
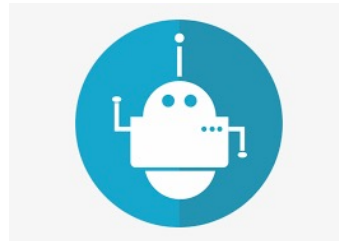
DEMO

Provincie Noord-Brabant

SAP Chatbots | Case PNB - Results

1. SAP Chatbot can handle status requests P2P process

2. Out of the box handling is fine, training improves handling even more

3. Easy and intuitive to use by non trained users

4. Confidence in broader usage, investigation started

Provincie Noord-Brabant