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Welkom

S/4HANA: En nu je AMS moderniseren!

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T · · Systems ·



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T · Systems · Let's power
higher performance



Welke inzichten gaan we vandaag delen?

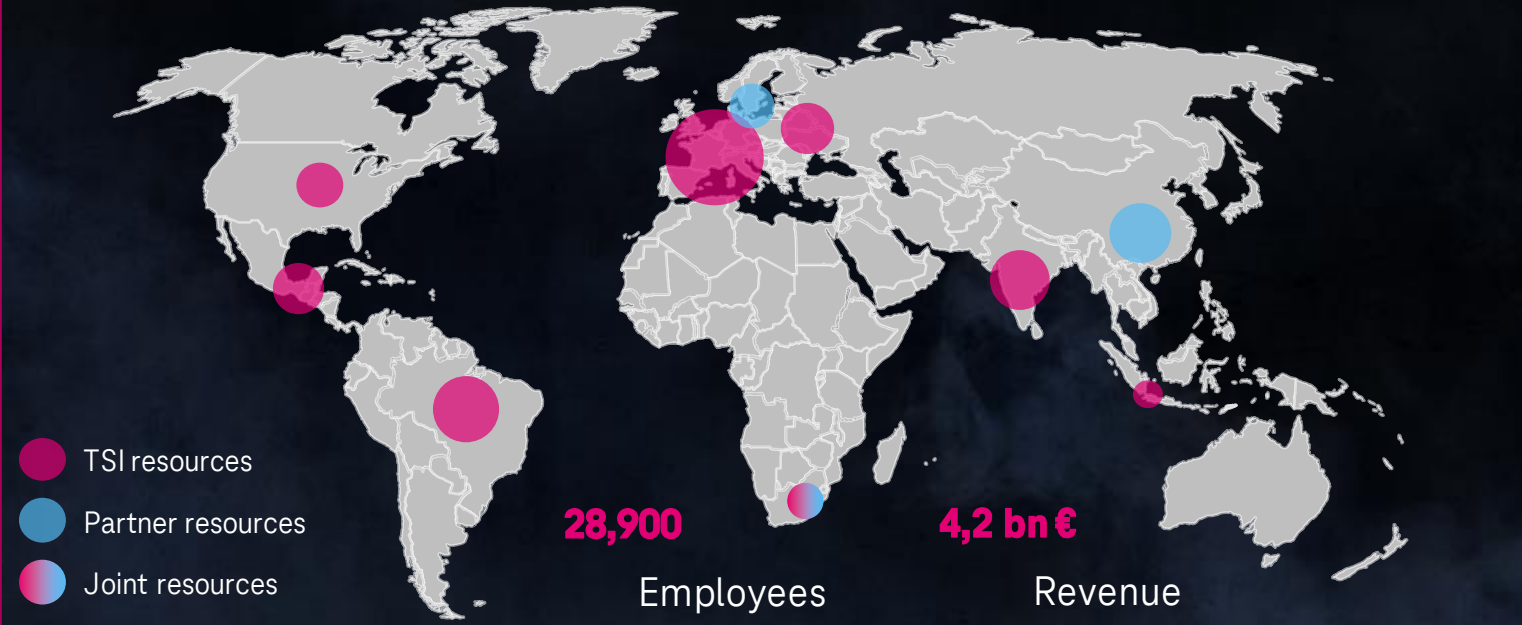
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- 1 **Waarom en hoe moderniseer je je SAP AMS?**
 - 2 **Drie innovatie cases die we hebben gerealiseerd**

Introductie T-Systems

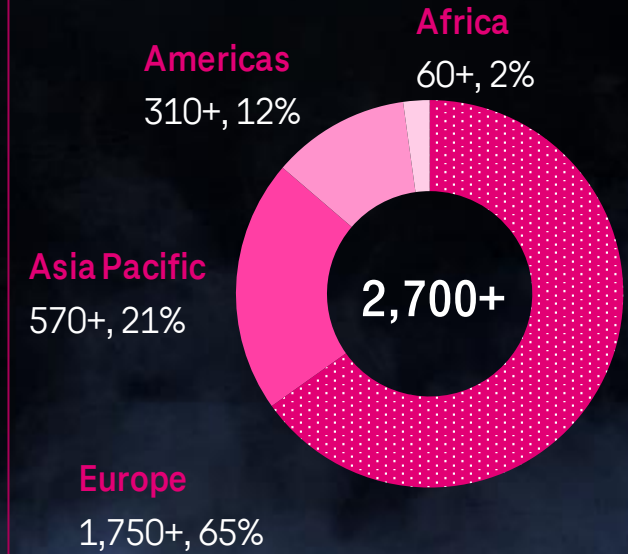


T-Systems: End-to-End Service provider for SAP

SAP locations globally



SAP Resources Globally



67
SAP delivery centers worldwide

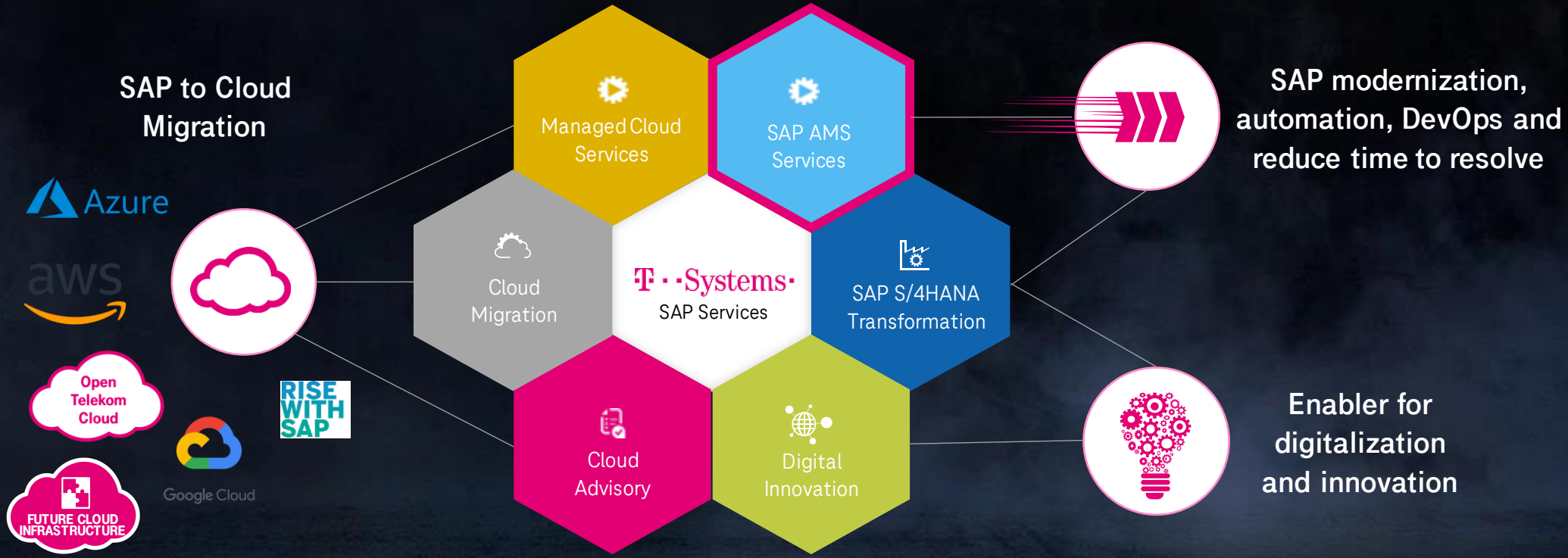
600+ Customers
across industry segments globally



T-Systems · Let's power higher performance



SAP AMS modernisatie: onderdeel van geïntegreerde aanpak



Poll 1

**Mijn bedrijf ziet AMS
modernisatie als onderdeel
van S/4HANA migratie**

- 1. Ja**
- 2. Nee**
- 3. Weet niet**



Waarom je SAP AMS moderniseren?



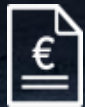
Increased speed and productivity



24x7 processes



Better accuracy, enhanced quality

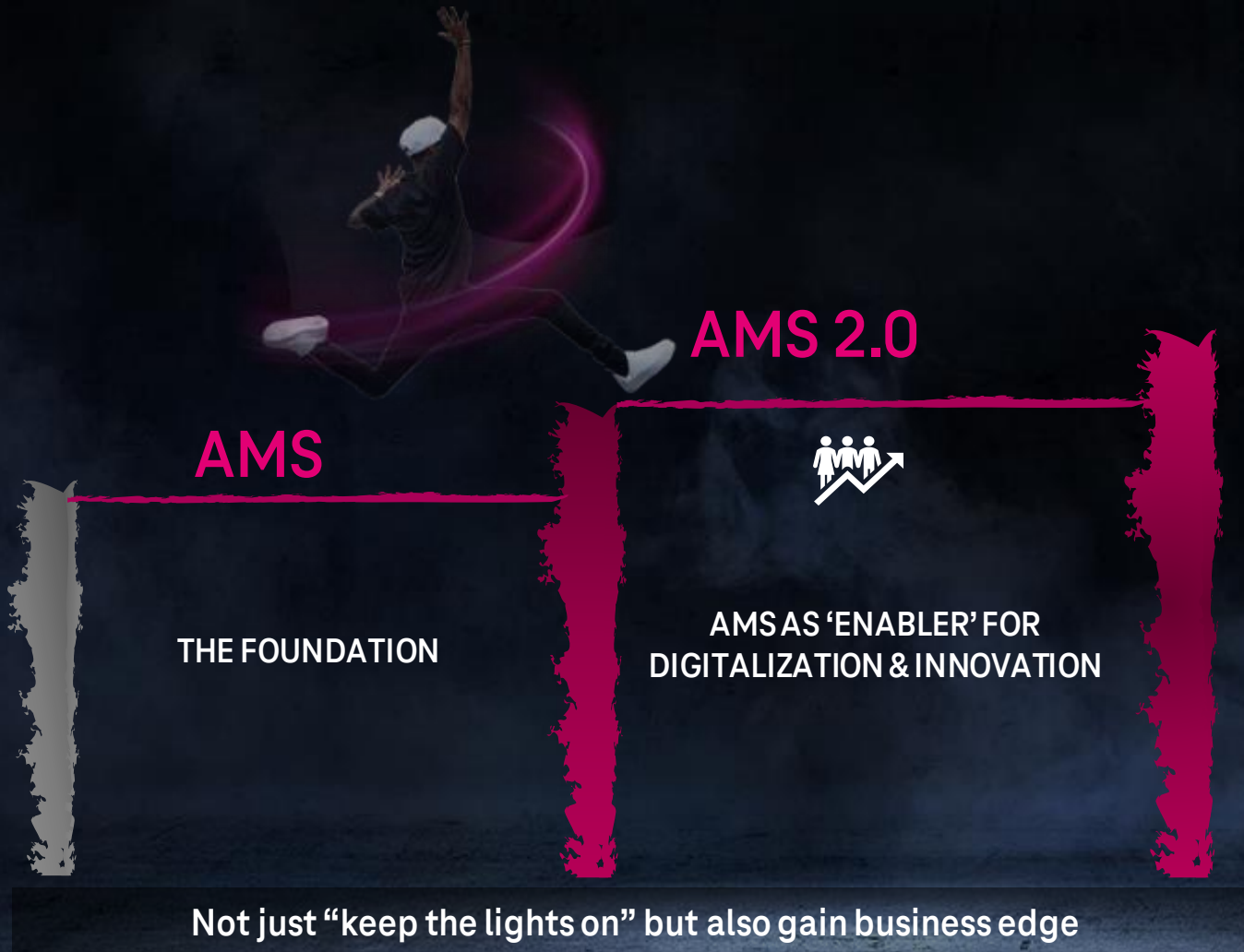


Increased efficiency



Employee satisfaction increase

AMS vs AMS 2.0



How?



Business Outcomes



End-to-End



Innovation Focus



Automation



Agile

Three customer cases of AMS modernisation



Smart invoice creation



ML

Exceptions management

Speed

No more interruption



Self service

Higher quality

Increased speed, no more waiting

ITSM Processes



Automated incident creation

Phone/Watch notifications

Automated assignments

Case 1: Intelligent document classification and invoice creation

Challenge/Situation

- Incoming invoices by email with multiple input attachments and diverse email content in multiple languages →
 - Lot of manual work
 - Repetitive/boring
 - Long throughput time



Solution

- Bot automatically creates invoices to S4HANA
- ML for incoming documents in right format
- Translating to correct language
- Exception management



Benefits

Cost saving: elimination of manual work to categorize and upload invoices

Enhanced Quality: High process accuracy

Faster Handling Time: Increased speed of process execution

Employee satisfaction



Recommendations

- Work on customer pain points to show the value
- Selection of tooling time consuming
- Team availability (functional, business, infrastructure, automation)
- System access



Case 2: No more business interruption

Challenge/Situation

- Long process time to solve questions, incidents, standard changes.
- Repetitive work by support engineers, fast job rotation
- Low customer satisfaction



Solution

- Chatbot (multiple languages/speech to text)
- Self service
- ML for solving incidents



Benefits

Enhanced Quality: Learning from the past
24/07 availability
No more waiting times
User satisfaction



Recommendations

- Training material for ML
- For both SAP as non-SAP
- SaaS for fast implementation
- Agile way of implementing



Case 3: AMS process optimization

Challenge/Situation

- Breach of response time SLAs
- Ping pong of incidents
- High number of unassigned tickets
- Long period for incident creation



Solution

- Automatic incident creation by RPA
- ML for the correct assignment
- Monitoring on all devices (Phone, watch, etc.)



Benefits

- **First time right assignment**
- **Higher user-satisfaction, SLA compliancy**
- **Reduced number of support FTE's**
- **Simplified user experience**



Recommendations

- Be pro-active as support team
- Share the initial costs
- Start simple, deliver fast
- Make use of applications already available



Poll 2

Ik zie mogelijkheden om mijn SAP AMS verder te moderniseren

- 1. Ja**
- 2. Nee**
- 3. Weet niet**





**Verder praten over AMS 2.0?
Graag nodigen we jullie uit in ons innovatie center**

Vragen en discussie



Eens verder sparren?



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Bedankt voor je deelname

Bekijk op www.VNSGFocusOnline.nl welke sessies er nog meer zijn!

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