The Intelligent Enterprise
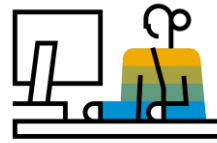
Dusan Radosevic, SAP West Balkans

THE BEST RUN **SAP**

The Digital Era is evolving into The Intelligence Era

	Mainframe & PCs	Client Server & Internet	Cloud, Mobile & Big Data	Intelligent Technologies
	1960s — 1980s	1990s - 2000s	2000s - 2010s	2010s - 2020s

ENABLING TECHNOLOGIES

|			
• Transistors & silicon revolution • Large scale Mainframe Computing adoption • Emergence of PC's • Plant floor automation	• Widespread PC adoption • Broadband Internet • ERP and business process technologies	• Mobile & Smartphone ubiquity • Cloud Computing • Social Networks • Big Data	• Machine Learning & Artificial Intelligence • IoT & Distributed computing • Blockchain

CUSTOMER VALUE CREATION

Industrial Automation	Business Process Automation	Digital Transformation	Intelligent Enterprise

Intelligent Enterprises elevate employees to focus on higher-value tasks

Productivity

Industrial Automation → Business Process Automation → Digital Transformation → Intelligent Enterprises

High Value Tasks

Repetitive Tasks

Automation

1960s — 1980s   1990s - 2000s   2000s - 2010s   2010s - 2020s   Time

3
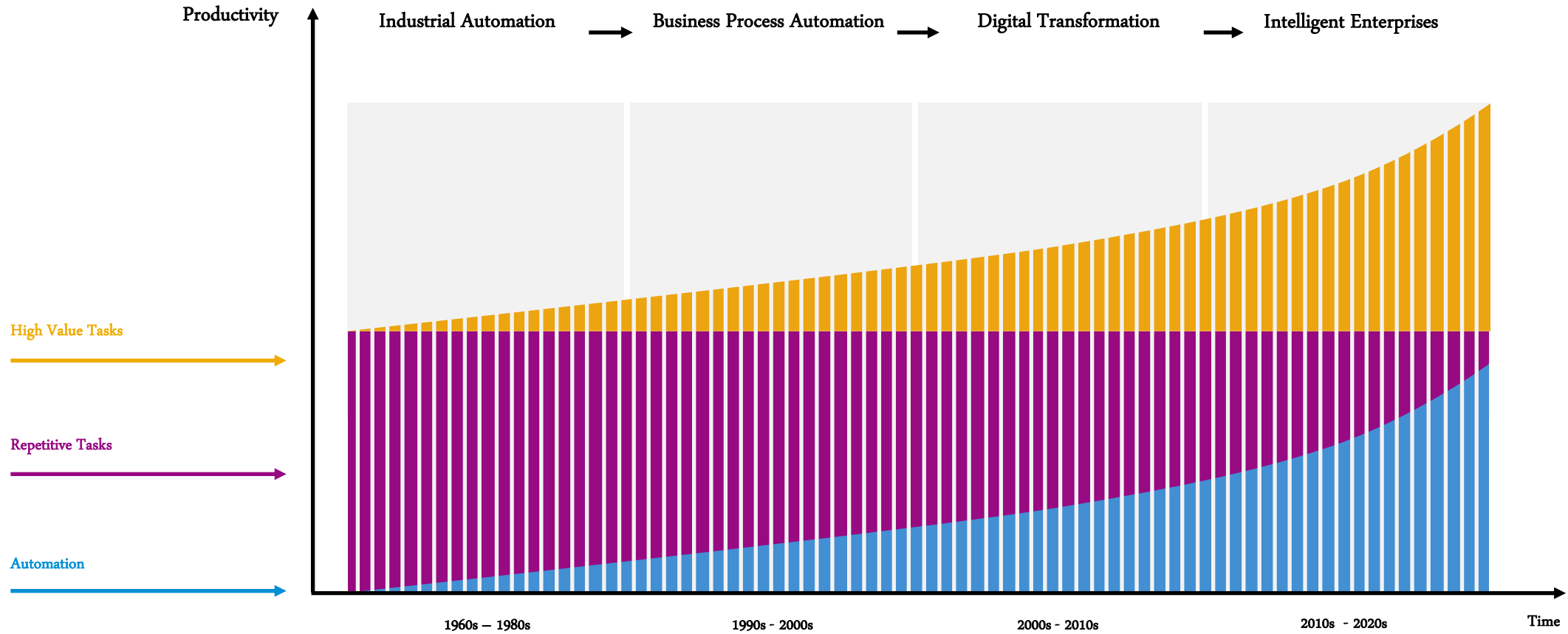
Businesses face new challenges amidst digital disruption

"How do I fund innovation for tomorrow while still running today's business and delivering profitable growth?"

- CEO, CFO

"How do we better understand what our consumers really want and how do we deliver the best experience for them?"

- CMO, CRO, Head of Sales

"How can I draw more actionable insights from my enterprise data to help my business partners react faster to new opportunities?"

- CIO

"How can we use our data create an engaging employee experience across all groups of employees?"

- CHRO

The Intelligent Enterprise Accelerates Value Creation

Capabilities

Visibility

the ability to collect and connect data that was previously siloed and recognize unseen patterns

Focus

the ability to simulate the impact of potential options and direct scarce resources to the areas of maximum impact

Agility

the ability to respond faster to changes in the marketplace or the business and pivot business processes towards the right customer outcomes

Outcomes

Do more with less and empower employees

through process automation and freeing up people to do more meaningful work
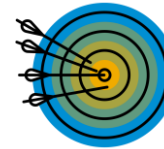
Deliver best-in-class customer experience

by anticipating and proactively responding to end-customer needs

Invent new business models and revenue streams

by monetizing data-driven capabilities and applying core competencies in new ways

The Intelligent Enterprise Framework
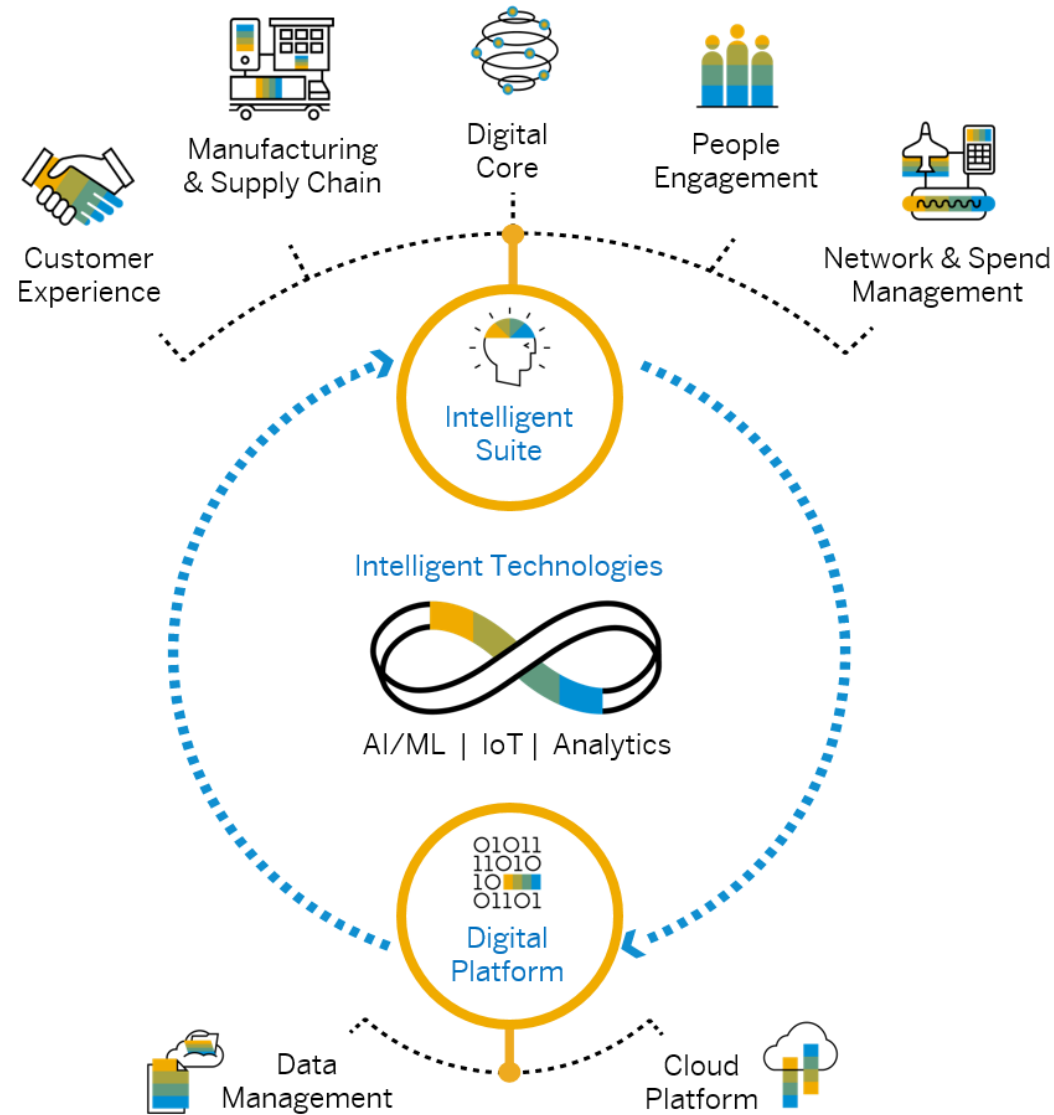
THE INTELLIGENT ENTERPRISE features 3 KEY COMPONENTS:

Customer Experience

Manufacturing & Supply Chain

Digital Core

People Engagement

Network & Spend Management

Intelligent Suite

Intelligent Technologies

AI/ML | IoT | Analytics

Data Management

Digital Platform

Cloud Platform

1 Intelligent Suite

2 Digital Platform

3 Intelligent Technologies

SAP is uniquely positioned to deliver the Intelligent Enterprise

Integration End-to-End

Across the processes that
matter most to your business

Industry Expertise

To help make sense of your data
in the context of your business.

Intelligence Embedded

Directly into core solutions as
part of our standard roadmap

Thank you.

Contact information: dusan.radosevic@sap.com

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