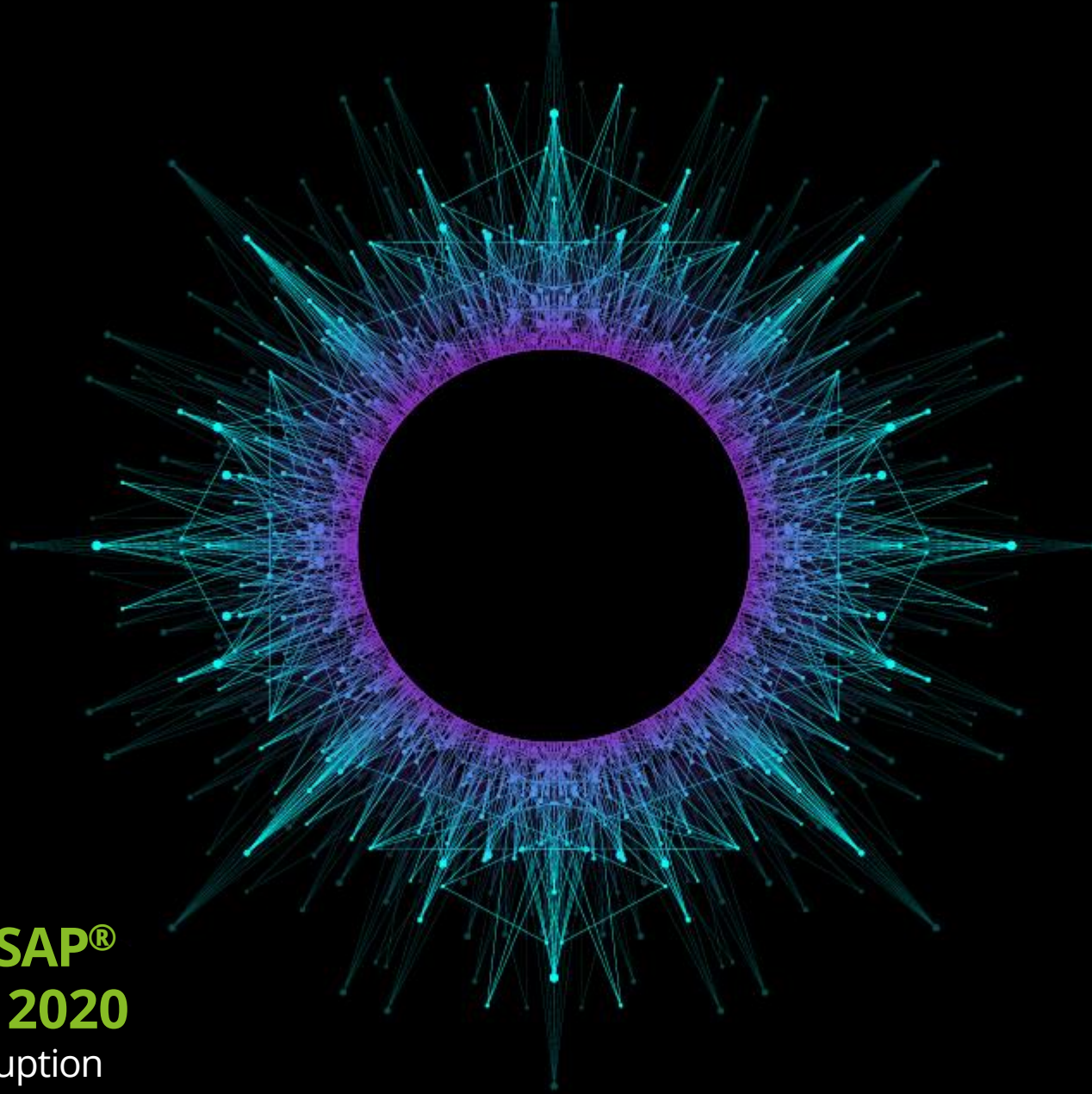


Deloitte.



**Insights on the top SAP®
technology trends 2020**

Innovating at the pace of disruption

Innovating at the pace of disruption

SAP solutions in focus

The “built to last” paradigm for business is fading. The relentless pace of change across all industries and all geographies is forcing leaders to adopt a new vision: the “built to evolve” enterprise, a Kinetic Enterprise™ capable of responding at the speed of disruption—leveraging intelligent capabilities, cloud solutions, an inclusive ecosystem of apps, and a clean core.

It’s a vision of an evolving enterprise that’s well paced and placed for change. For leaders who want to enable the “built to evolve” Kinetic Enterprise, understanding what lies ahead is imperative. And for organizations that rely on SAP solutions, the stakes can be especially high. As disruption accelerates, making an impact with your SAP technology investments has become more critical than ever.

Ready and responsive

Activating the “built to evolve” Kinetic Enterprise™ will require organizations to create and adopt solutions that straddle both today’s realities and tomorrow’s possibilities.



MACRO TECHNOLOGY FORCES

01

DIGITAL TWINS: BRIDGING THE PHYSICAL AND DIGITAL

02

FINANCE AND THE FUTURE OF IT

03

ARCHITECTURE AWAKENS

04

ETHICAL TECHNOLOGY AND TRUST

05

HUMAN EXPERIENCE PLATFORMS

06

HORIZON NEXT: A FUTURE LOOK AT THE TRENDS

07

WHAT DOES YOUR FUTURE LOOK LIKE?



Insights on the top technology trends

Moment of impact

So how can you prepare for what comes next? Clear trends are emerging, and Deloitte is tracking them. Understanding the trends can allow your organization to innovate more effectively with SAP solutions—putting you on a potential path to intelligent insights and innovative capabilities that can help you operate more efficiently, elevate the human experience, and grow.

Begin the journey here. As a complement to Deloitte’s [Tech Trends 2020](#) publication, this report projects several important trends through the lens of SAP—also touching on the technology macro forces at play and how modern businesses can navigate digital transformation. These SAP-specific insights provide an essential starting point that can help you reimagine everything, activate the Kinetic Enterprise, and make an impact with SAP solutions.



Macro technology forces

The imperative

By exploring the intersection of macro technology forces, organizations can drive purposeful, transformational change. These forces extend across four areas: enabling (e.g., analytics and cloud), foundational (e.g., risk and core modernization), disruptive (e.g., digital reality and blockchain) and “horizon next” (e.g., ambient experience, quantum).

Potential SAP solutions

SAP Cloud Platform for extending the power of applications; SAP Analytics Cloud and SAP S/4HANA®Cloud; SAP intelligent capabilities, including blockchain and IoT services; SAP Digital Supply Chain; and SAP Digital Interconnect—all to help businesses scale rapidly, meet shifting demands, and deliver leading-edge capabilities to customers and stakeholders.

How we can help

Deloitte’s “built to evolve” Kinetic Enterprise approach provides a framework for addressing the macro technology forces in play. We can help you define

your specific vision of the Kinetic Enterprise and determine where to start building it, beginning with any or all of its four pillars: intelligent (insightful digitized intuitive apps), clean (with low technical debt), responsive (cloud-enabled to scale right on demand), and inclusive (with integration of technologies and services).

Our solutions

Innovative IoT services assets

Fleet Management, Cold Chain, Smart City, Connected Products, Predictive Maintenance.

Deloitte Reimagine Platform

Ready-to-deploy capabilities through SAP Cloud Platform, including Lights Out Finance.

Cloud Total Value Calculator

Supporting a holistic business case for cloud.

Kinetic Integration

Providing seamless application-to-application and business-to-business integration.



Digital twins: Bridging the physical and digital

The imperative

Digital twins provide a digital simulation of physical systems, assets, or processes—often pairing IoT technologies to instrument-simulated systems, and typically relying on data science and machine learning to drive physical-world action. Leveraging digital twins can help you design and deploy responsive capabilities, optimize your business processes, and activate the Kinetic Enterprise.

Potential SAP solutions

SAP HANA® in-memory computing platform, SAP Cloud Platform, SAP Digital Business Services and SAP S/4HANA digital core ERP plus intelligent SAP capabilities, including machine learning and IoT services—to help organizations optimize and innovate, and deliver new services.

How we can help

Deloitte has real-world experience at the ready when it comes to digital twins. In addition to helping major global organizations deploy digital

twins, we are embracing intelligent automation ourselves. Around the world, we are augmenting our workforce with digital twin capabilities, AR/ VR, process automation, and AI to drive greater efficiency, increase speed to value, and improve the quality of the work we do for clients.

Our solutions

Digital Maintenance Assistant

Interactive, voice-based “live enterprise” assistant, powered by Google Home® and SAP Cloud Platform.

Kinetic Delivery for Intelligent Code

Next-generation AI-powered collaboration platform for efficient project delivery.

Deloitte Digital Twin

More than 150 RPA bots supporting employees in day-to-day delivery operations, including: project management, cutover management, SAP configuration, and quality assurance.



01

02

03

04

05

06

07



Finance and the future of IT

The imperative

IT operations are becoming nimbler and more product-focused while the finance function may continue to budget and fund the same way it has for decades. Leading organizations are transitioning to new finance, budgeting, and accounting processes that support agile innovation, with the help of a risk-based portfolio mindset, capex-versus-opex strategies, capacity-based funding, and investments in a digital foundation that covers cloud, core modernization, and data platforms.

Potential SAP solutions

SAP Central Finance, powered by SAP HANA, to deliver real-time insights and agility, with centralized financial information for enterprise wide transparency; SAP Activate, an agile methodology that can enable faster time to value for digital transformation.

How we can help

With deep capabilities in finance transformation, Deloitte helps CFOs drive business performance and shareholder value while improving operational

effectiveness and efficiency. Our offerings and accelerators focused on SAP solutions and finance include Finance Transformation Accelerator and an SAP S/4HANA Finance Lab, as well as offerings for revenue recognition and lease accounting, RPA-enabled processes, EPM modernization, and predictive finance analytics.

Our solutions

Kinetic Finance Enterprise

Intelligent, responsive, clean, and inclusive—with automation, harmonization, and orchestration

Reimagine GR/IR

An SAP Cloud Platform-driven Intelligent solution for optimizing GR/IR processes dynamic application environment.

Atom

An SAP Cloud Platform-driven Intelligent solution for optimizing GR/IR processes dynamic application environment.



Architecture awakens

The imperative

The role of architects is evolving, focused on transforming systems architecture as well supporting the increased speed of the business. Organizations now need collaborative, responsive, and creative architects with a big-picture view, who can deliver value by bridging the gap between technology and business. Big areas of focus: reducing technical debt and emphasizing autonomies, microservices, and agility.

Potential SAP solutions

SAP's Enterprise Architecture program, addressing architecture through a multidimensional approach that covers business architecture, data architecture, and solution architecture—to help accelerate time-to-value, simplify innovation delivery, and support consistency.

How we can help

We can help you create communities where architects thrive and share leading practices with one another. Deloitte provides critical CXO advisory services for SAP-centric organizations—so you can foster a corps of enterprise and solution architects for SAP services, spanning business, data, applications, and technology. A few major aspects of our approach: collaborative, grounded in enterprise-specific/industry-specific insights, and focused on the certification journey.

Our solutions

Certified SAP Technology Solution Architect program Bringing depth and breadth across the SAP technology spectrum —to solve complex client challenges and enable the “built to evolve” Kinetic Enterprise.



01

02

03

04

05

06

07



Ethical technology and trust

The imperative

How you use the tools of business matters. How you engage people matters. Leading organizations understand the importance of an overarching set of values for guiding the use of technologies—for seeing the complete picture and what it means for the business as well as its human stakeholders. That includes owners, leaders, workers, and customers as well as third parties. The ultimate vision? To have meaningful corporate values focused on building trust—and applied to technologies, people, and business processes.

Potential SAP solutions

SAP Business Integrity Screening, enabled by SAP HANA and SAP Cloud Platform—for detecting, investigating, and analyzing irregularities in data, as well as helping to prevent fraud in ultra-high-volume environments.

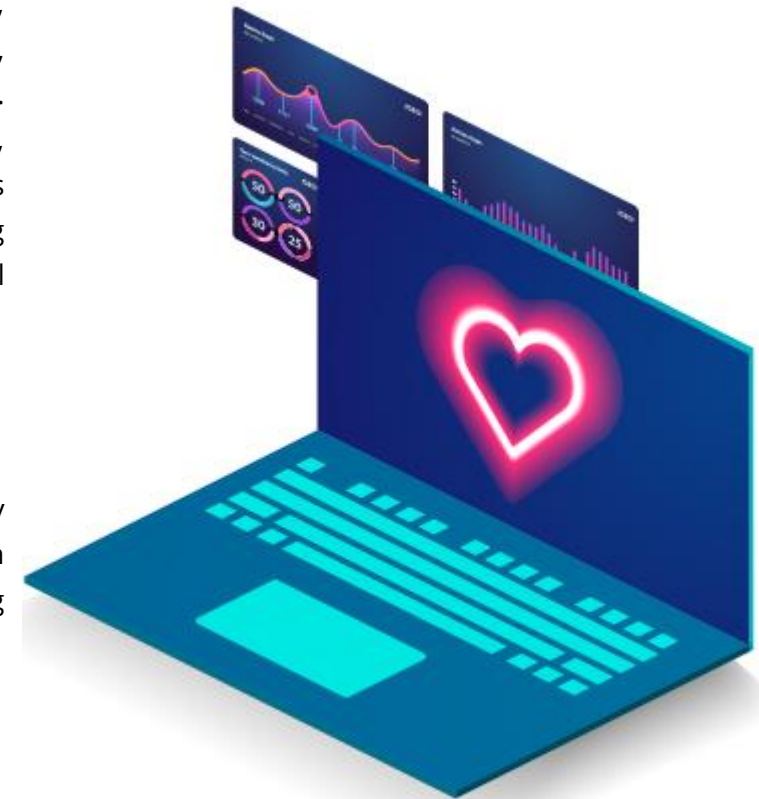
How we can help

Through its extended network or practices, Deloitte brings capabilities that covers risk, advisory, technology enablement, tax, and more. It's a package that includes leading practices, highly focused specialists, and innovative tools for supporting ethical use of technology—helping you to sense risk early and unlock the full potential of the Kinetic Enterprise.

Our solutions

Risk Sensing & Analytics

Provides real-time insights to help quickly identify and quantify potential risks associated with financial and other transactions—leveraging machine learning and advanced analytics.



01

02

03

04

05

06

07



Human experience platforms

The imperative

Putting humans at the center of things remains a priority for business. And it's getting easier. Historically, computers have been unable to correlate events with human emotions or emotional factors, but that's changing as innovators are adding an emotional quotient (EQ) to technology's IQ, at scale—leveraging AI, big data, and other advanced tools. The potential payoff? An intelligent, human-first enterprise focused on strengthening human connections and gaining an edge in the market.

Potential SAP solutions

SAP Cloud Platform plus IoT, machine learning, AI, and RPA services to help sense human parameters in real time, generate insights, and drive actions; SAP Customer Experience cloud solutions and SAP's Qualtrics experience management platform to understand and elevate the human experience across touchpoints and business processes.

How we can help

A more responsive enterprise can address rising expectations and unlock powerful new value. And Deloitte can help you every step of the way—supporting you as you activate an intelligent, cloud-enabled Kinetic Enterprise that can respond at the pace of disruption. Our strengths in experience design, machine intelligence, analytics, IoT, industry-specific needs, and more all come together in the solutions and services we provide. And we can help you address a total set of needs—from the front office to the back office to the extended supply chain.

Our solutions

Sketch to Screen(S2S)

Design fully functional SAP Fiori® UIs by drawing your vision on paper and scanning it.

Voice-enabled Warehouse Operations

Provides an effective two-way voice-enabled inventory-handling system with hands-free transaction postings.



01

02

03

04

05

06

07



Horizon next: A future look at the trends

The imperative

In a world of seemingly infinite unknowns, it is possible to focus attention on a meaningful collection of known and emerging technologies that, taken together, can help you chart a path to the next horizon. Leading organizations are already doing it today—with clear programs that align innovation with business strategy and a long-term technology landscape. With disruption accelerating, other organizations should consider following suit—using the knowledge gained to reimagine and transform their enterprises before they themselves are disrupted.

Potential SAP solutions

The entire suite of SAP solutions—especially the SAP S/4HANA digital core ERP; SAP Cloud Platform; and SAP intelligent enterprise technologies for big data, advanced analytics, IoT, machine intelligence, application development, and integration.

How we can help

Deloitte can help you bridge today's realities and tomorrow's possibilities—to see your opportunities and to deploy integrated capabilities for acting on them. Our 30-year history of collaborating and co-innovating with SAP is one of the big reasons we earned the inaugural SAP Pinnacle Award as Digital Partner of the Year. Business innovation and digital transformation are in our DNA, and we have more than 2,300 innovation architects and dozens of innovation assets at the ready to help you prepare for what comes next.

Our solutions

Kinetic Enterprise services and solutions A “built to evolve” methodology and an extensive portfolio of offerings to help you enable an intelligent, responsive, cloud-enabled enterprise—operating with a clean core and an inclusive ecosystem of technologies, services, and capabilities.



01

02

03

04

05

06

07



What does your future look like?

No matter what comes next, one thing is certain: change. Disruption will keep coming. For “built to last” businesses, tough realities lie ahead. Activating a “built to evolve” enterprise can allow you to respond at the pace of disruption—even as new trends emerge and technologies move forward.

Deloitte can help you build the Kinetic Enterprise and navigate what comes next—so you can move confidently and get maximum value from your investments in SAP technologies. What makes Deloitte different? Plenty—including our 30-year SAP history, our extensive industry-specific experience, our ready-to-deploy Deloitte Reimagine Platform assets embedded with advanced SAP intelligent capabilities, our worldwide network of more than 23,000 professionals focused on SAP solutions, and our long list of awards and accolades.

At the center of it all: powerful insights, ideas, and tested solutions that can help you deliver new levels of efficiency, service, and growth—no matter what the future throws your way. If enabling the “built to evolve” enterprise is a priority for your organization, we should talk.

Contact us to get additional insights on technology trends, the potential of SAP solutions, and how Deloitte can help you build the intelligent, responsive, cloud-enabled Kinetic Enterprise.



David Colgan

Nordic SAP Practice Leader
Deloitte Denmark
dcolgan@deloitte.dk



Andreas Hallberg

SAP Practice Leader Sweden
Deloitte Sweden
ahallberg@deloitte.se



Sebastian Lindqvist

SAP Practice Leader Finland
Deloitte Finland
Sebastian.Lindqvist@deloitte.fi



Jason Rowe

SAP Practice Leader Norway
Deloitte Norway
jrowe@deloitte.no



David Gudmundsson

SAP Practice Leader Iceland
Deloitte Iceland
dgudmundsson@deloitte.is



SAP@deloitte.com www.deloitte.com/SAP

[@DeloitteSAP](https://twitter.com/DeloitteSAP)



About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the “Deloitte network”) is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.