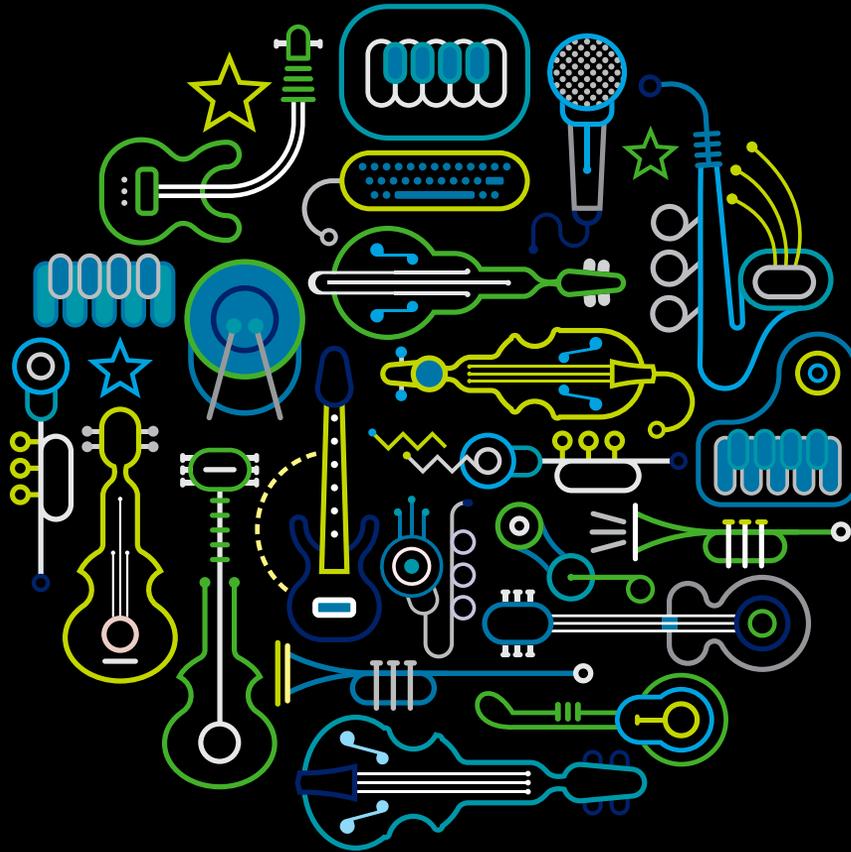


Deloitte.



Get ahead of technology trends

Enabling the symphonic
enterprise with SAP® solutions

Prelude to success

The vision for tomorrow's enterprise is one in which a multitude of mature technologies—both new and well-established—come together in concert to enable new efficiencies and new growth.

In this “symphonic enterprise,” tools, capabilities, business processes, data, and insights connect and interact with one another in a more holistic way. Strategy, technology, and operations work together in harmony, across domains and boundaries.

The vision is one described in detail in the Deloitte report *Tech Trends 2018: The symphonic enterprise*. What do the pieces of that enterprise look like? How might SAP® solutions fit within the picture? And how can a solutions provider such as Deloitte help you transform your organization into a symphonic enterprise? Here's a look at the key tech trends emerging, featuring SAP-focused insights that you can use to move your organization forward.



Reengineering technology

01

No-collar workforce

02

Enterprise data sovereignty

03

The new core

04

Digital reality

05

Blockchain to blockchains

06

API imperative

07

Working in concert



Re-engineering technology

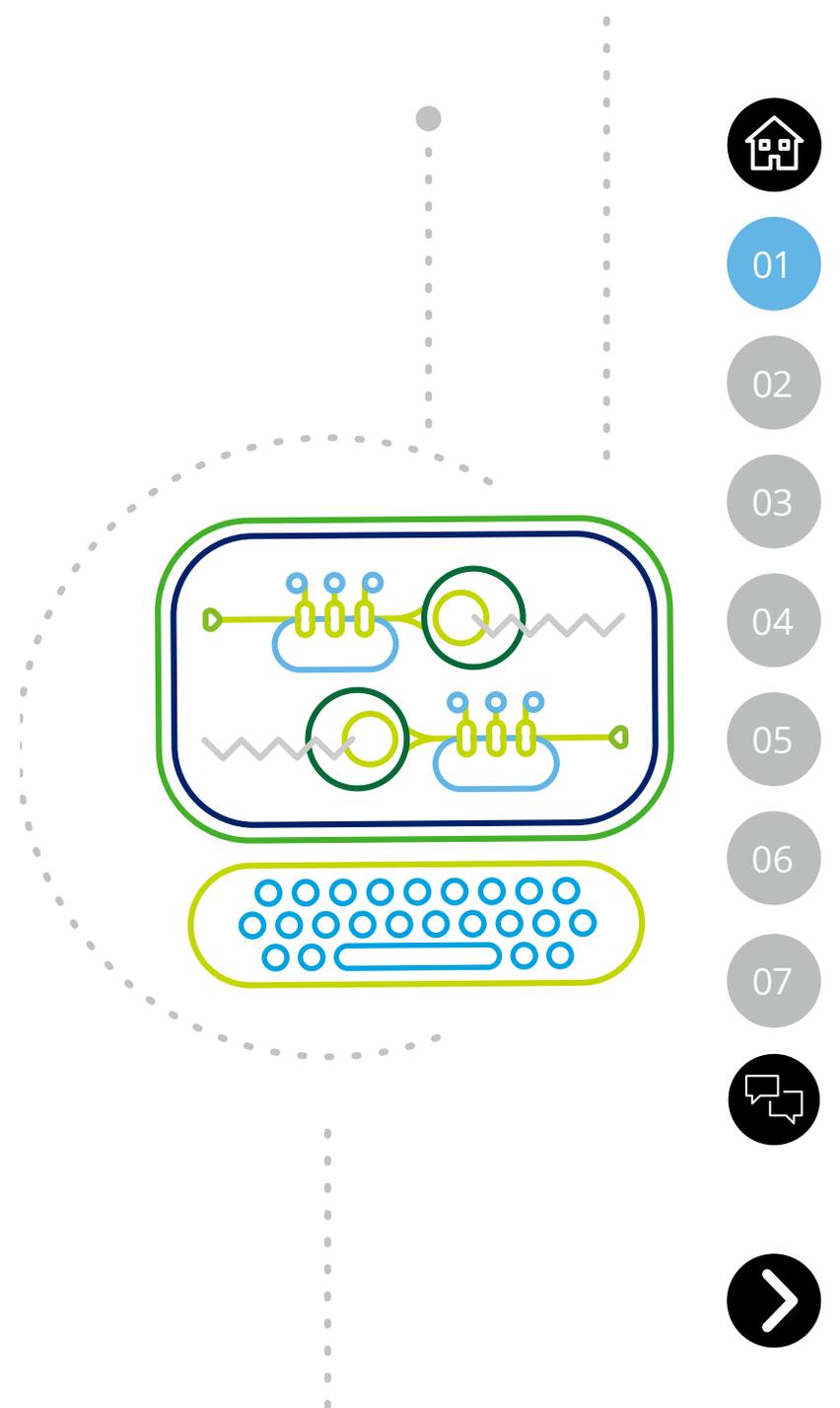
Deploy flexible, scalable, holistic, future-ready IT solutions that can help you operate and innovate in a rapid, responsive, organized manner.

The vision: Deploy flexible, scalable, holistic, future-ready IT solutions that can help you operate and innovate in a rapid, responsive, organized manner.

Potential SAP solutions: Cloud offerings such as SAP® Ariba® procurement solutions and SAP S/4HANA® Cloud, the digital core ERP, to help your business scale rapidly, meet shifting demands, and deliver leading-edge capabilities to customers and stakeholders.

How we can help: To help you reengineer technology infrastructure for tomorrow's needs, we bring to bear extensive experience with cloud-to-cloud integration, cloud-to-core integration, and on-premise implementation in the SAP realm. Our approach starts with aligning your business processes with your business goals and the real-world capabilities of mature technologies.

Examples of our experience applied: An online service ticketing tool, developed with SAP® Cloud Platform (SCP) Cloud Integration, for creating/updating service tickets and mobile reporting; a Maintenance Worker application designed using SCP Mobile Services and a Web Hybrid Application Toolkit to track and manage construction/maintenance employees.



No-collar workforce

Reimagine your organizational model, talent, and the future of work—enabling human workers and machines to collaborate in innovative ways that deliver new results.

The vision: Reimagine your organizational model, talent, and the future of work—enabling human workers and machines to collaborate in innovative ways that deliver new results.

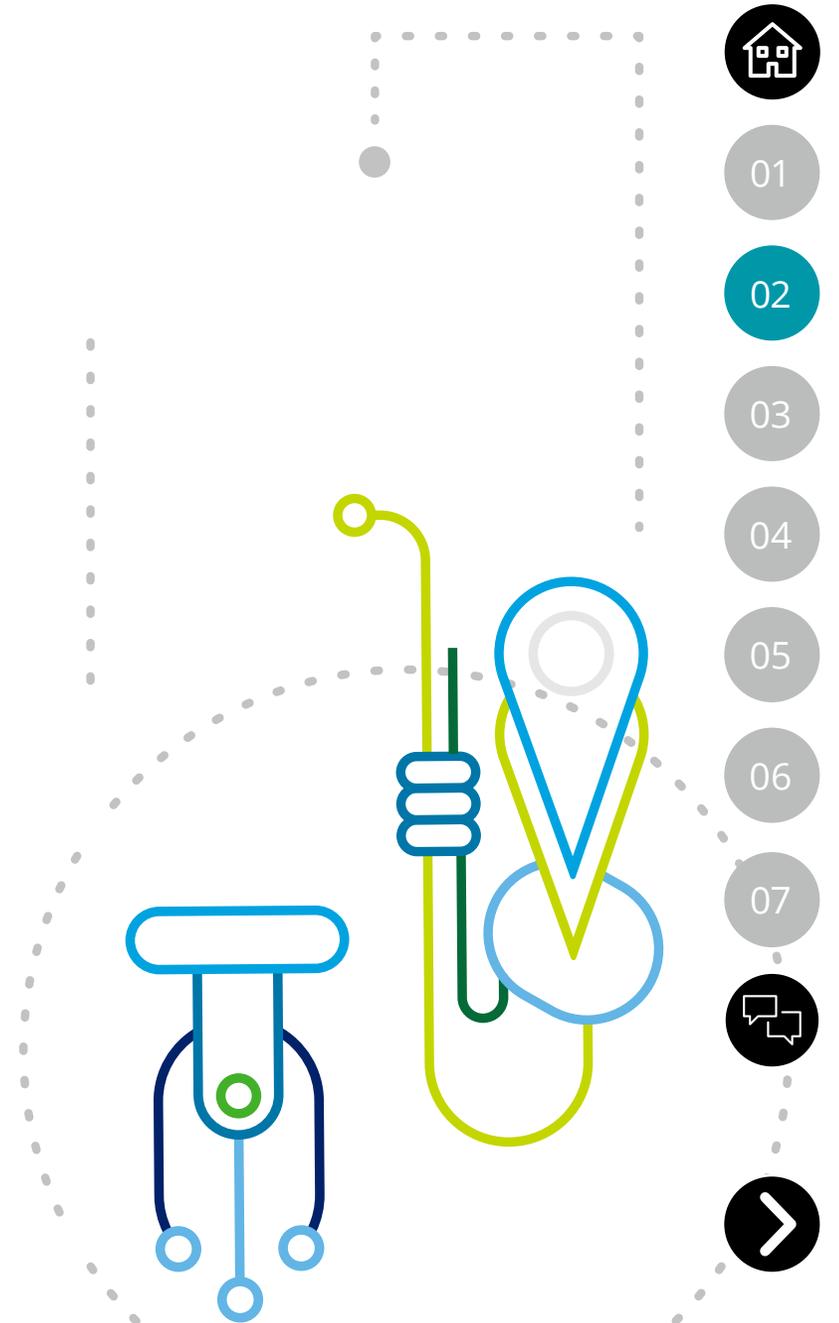
Potential SAP solutions:

SAP® SuccessFactors® for human capital management, the SAP® Leonardo digital innovation system for next-generation applications, and the SAP S/4HANA ERP for digital core processes and analytics.

How we can help: Our Deloitte Reimagine Platform provides innovative, ready-to-launch use cases and solutions built around SAP Leonardo, helping you exploit machine intelligence, enable the “live enterprise,” automate activities, and empower human workers. Recognized for our strength in SAP S/4HANA and SAP SuccessFactors solutions, we bring strategic insights that can help you leverage your human capital alongside tomorrow’s machine workers—while keeping everything solidly grounded in the digital core.

Examples of our experience applied:

Intelligent goods receipt (GR) and invoice receipt (IR) to drive automatic clearing of open GR/IR with machine learning and SAP HANA®; intelligent lockbox clearing to automate the lockbox clearing process with machine learning and SAP Cloud Foundry.



Enterprise data sovereignty

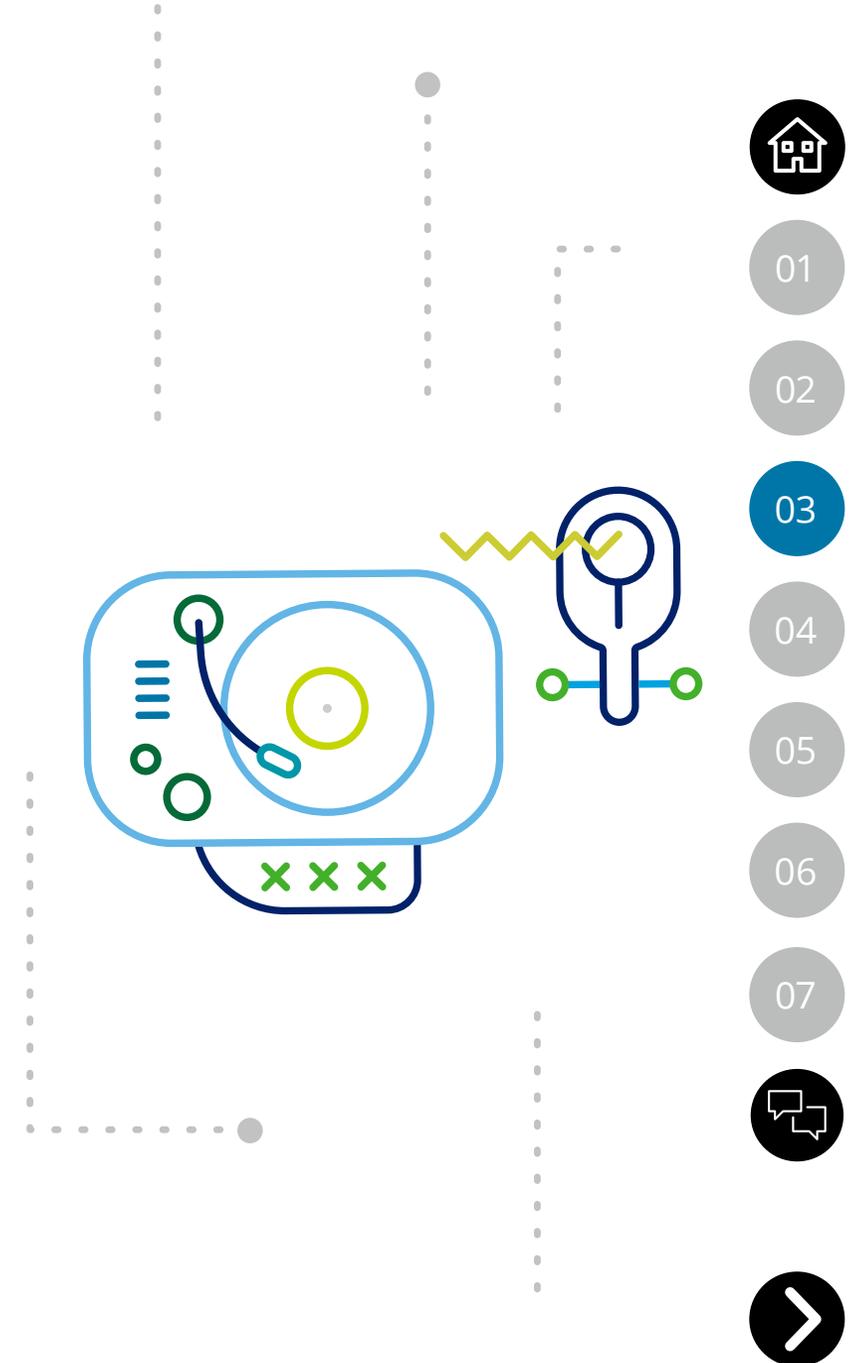
The vision: Set your data free while striking a balance between control and access—to support dynamic, evolving needs and allow you to answer layers of new questions around openness and data accessibility to drive your business forward.

Potential SAP solutions: SAP S/4HANA for intelligent insights, SAP Data Hub, SAP Cloud Platform for extending the power of data and application.

How we can help: Getting more value from data requires a mix of skills and tools ranging from analytics know-how to systems integration. Our proprietary data migration tools, our extensive experience with SAP S/4HANA analytics transformations, and our global network of data professionals can help you move flexibly, get ahead of disruption, and deliver an insight-driven advantage.

Set your data free while striking a balance between control and access—to support dynamic, evolving needs and allow you to answer layers of new questions around openness and data accessibility to drive your business forward.

Examples of our experience applied: Intelligent decision-making using retail CCTV footage analysis to count people, identify gender, and gauge sentiment, pulling data from other sources such as sales systems; customer segmentation using data from SAP systems, social media, and SAP® Hybris® Marketing to create predictive customer behavior models and support targeted sales.



The new core

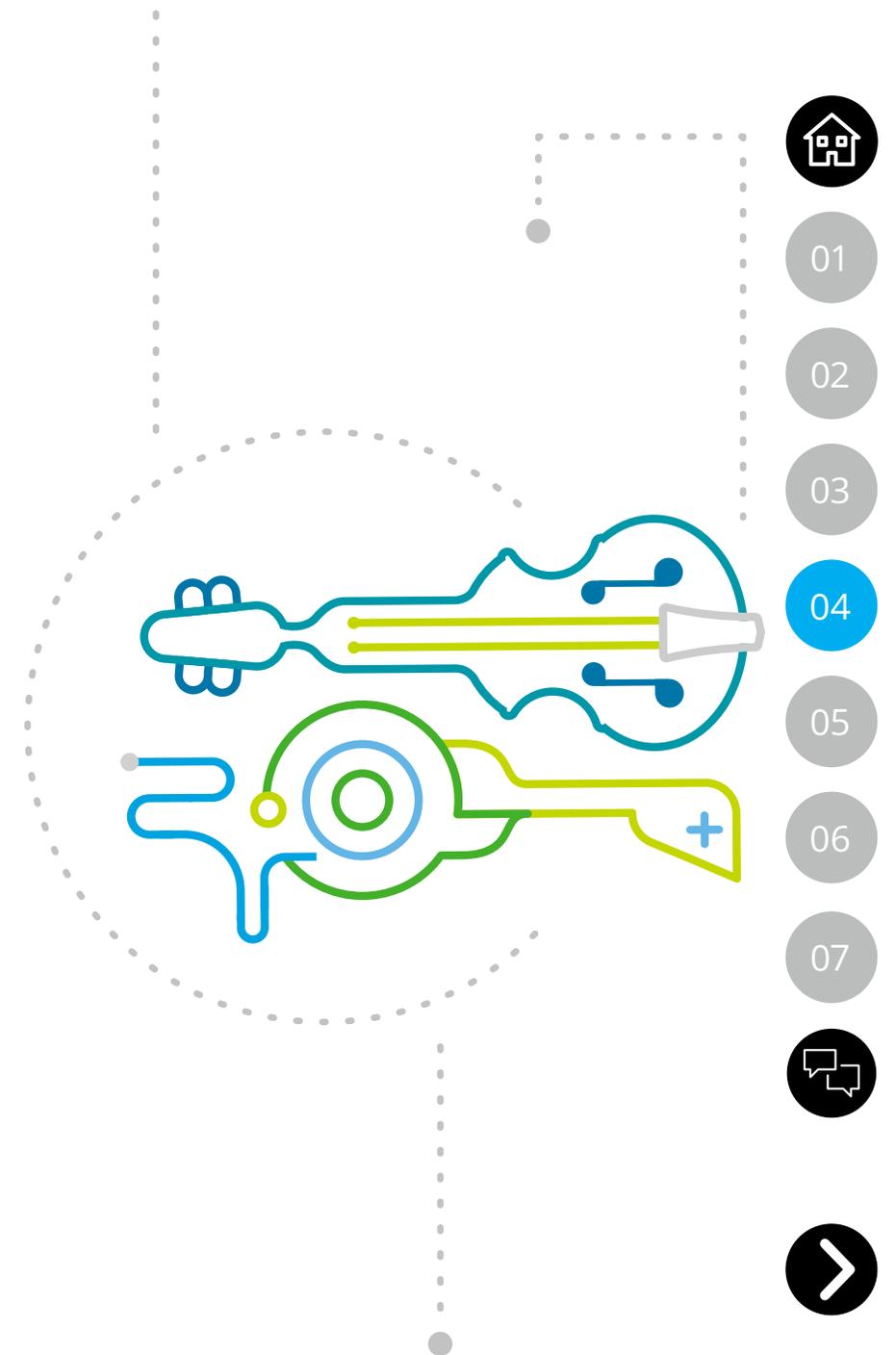
Unleash the power of the digital heart of your business to enable automation and cognitive capabilities that can turn your enterprise into a more predictive, proactive, “always on,” agile, and transformative business.

The vision: Unleash the power of the digital heart of your business to enable automation and cognitive capabilities that can turn your enterprise into a more predictive, proactive, “always on,” agile, and transformative business.

Potential SAP solutions: SAP S/4HANA for a modern digital core ERP and the SAP Leonardo digital innovation system.

How we can help: Deloitte knows the digital core. In fact, we have received back-to-back SAP® Pinnacle Awards recognizing our achievements with SAP S/4HANA. We also are SAP’s first launch collaborator with SAP Leonardo, which has given rise to our Deloitte Reimagine Platform of solutions and use cases. Every day across industries, we are helping clients transform the core and the enterprise with next-level analytics and machine intelligence. If improving operations while enabling innovation is a priority, we can help.

Examples of our experience applied: Predictive sales orders for repeat customers, using buying histories and machine learning; Smart Warehouse, Smart Shop Floor, Predictive Maintenance, and other Deloitte Reimagine Platform offerings.



Digital reality

Tap the potential of virtual reality (VR) and augmented reality (AR) to deliver new operational efficiencies, create more engaging experiences for customers, and build new business models.

The vision: Tap the potential of virtual reality (VR) and augmented reality (AR) to deliver new operational efficiencies, create more engaging experiences for customers, and build new business models.

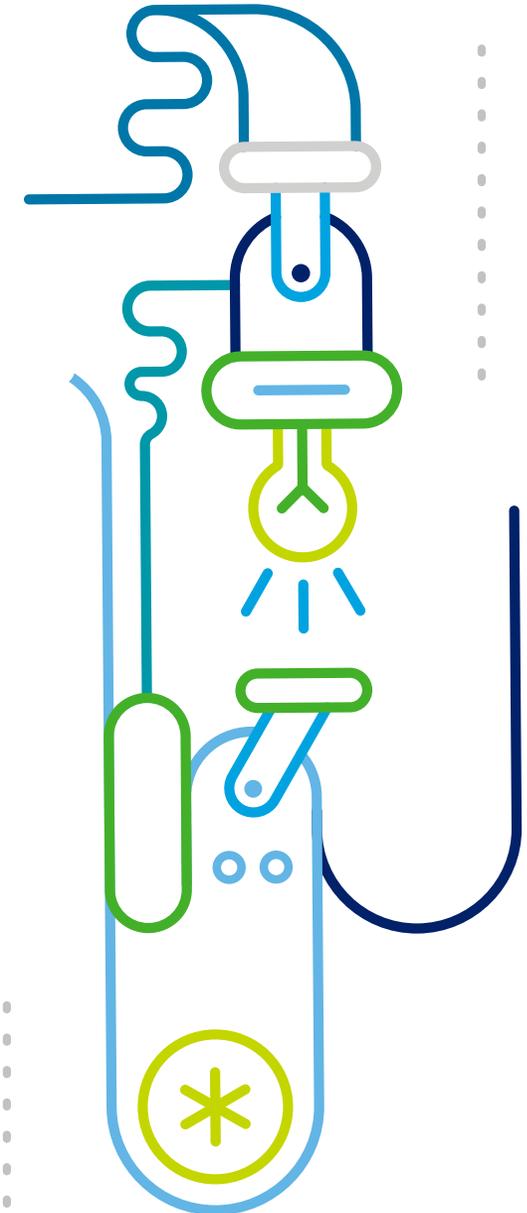
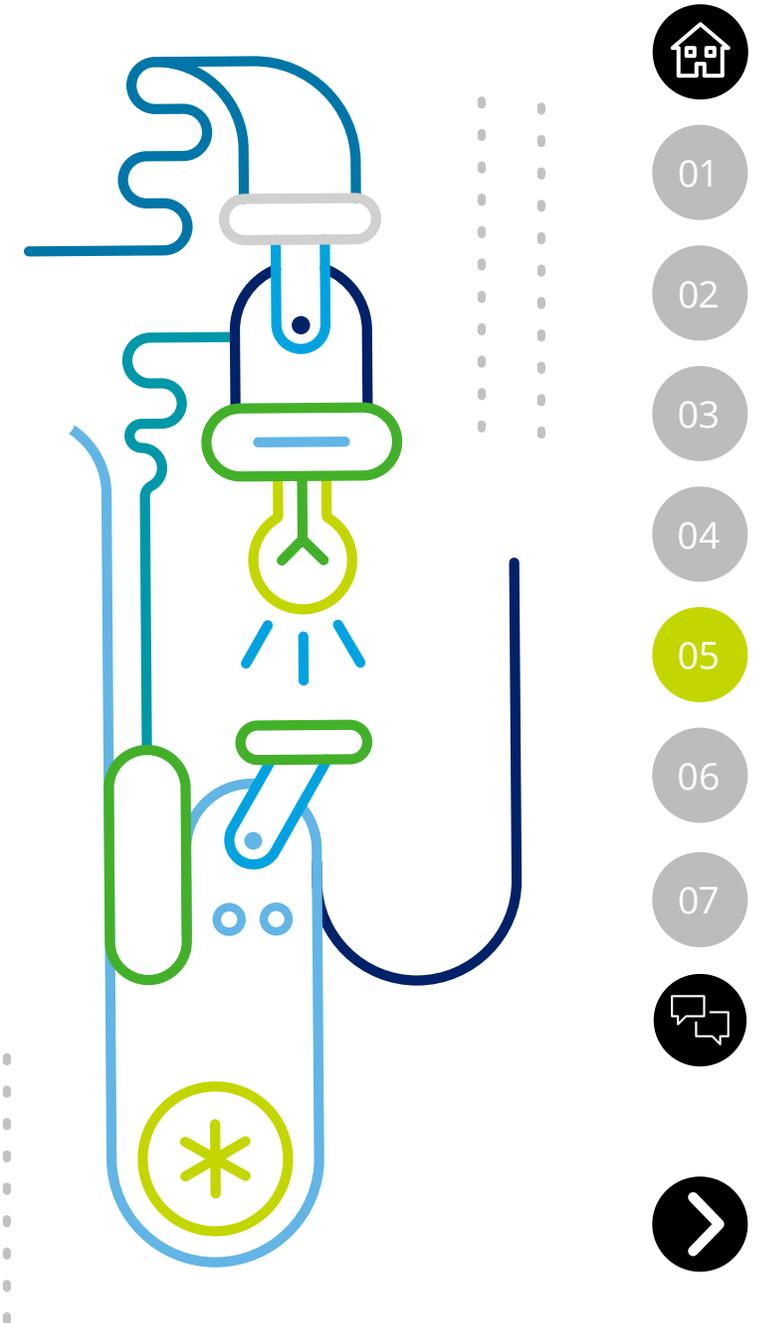
Potential SAP solutions: SAP Leonardo digital innovation system, SAP Cloud Platform for extending the power of applications, SAP Hybris offerings for customer engagement.

How we can help: Tapping the potential of VR/AR technologies to enable your workforce and elevate the customer experience requires an ability to develop new applications, integrate

multiple applications, address data and storage concerns, deploy machine intelligence effectively, and leverage cloud technology—all through a lens of business needs and objective. We can help in all these areas—and work with you to get up and moving fast.

Examples of our experience applied:

Industry-specific applications such as a cold-chain IoT solution built for life-sciences and food-and-beverage companies, providing the ability to track and certify product temperatures while moving through the supply chain.



Blockchain to blockchains

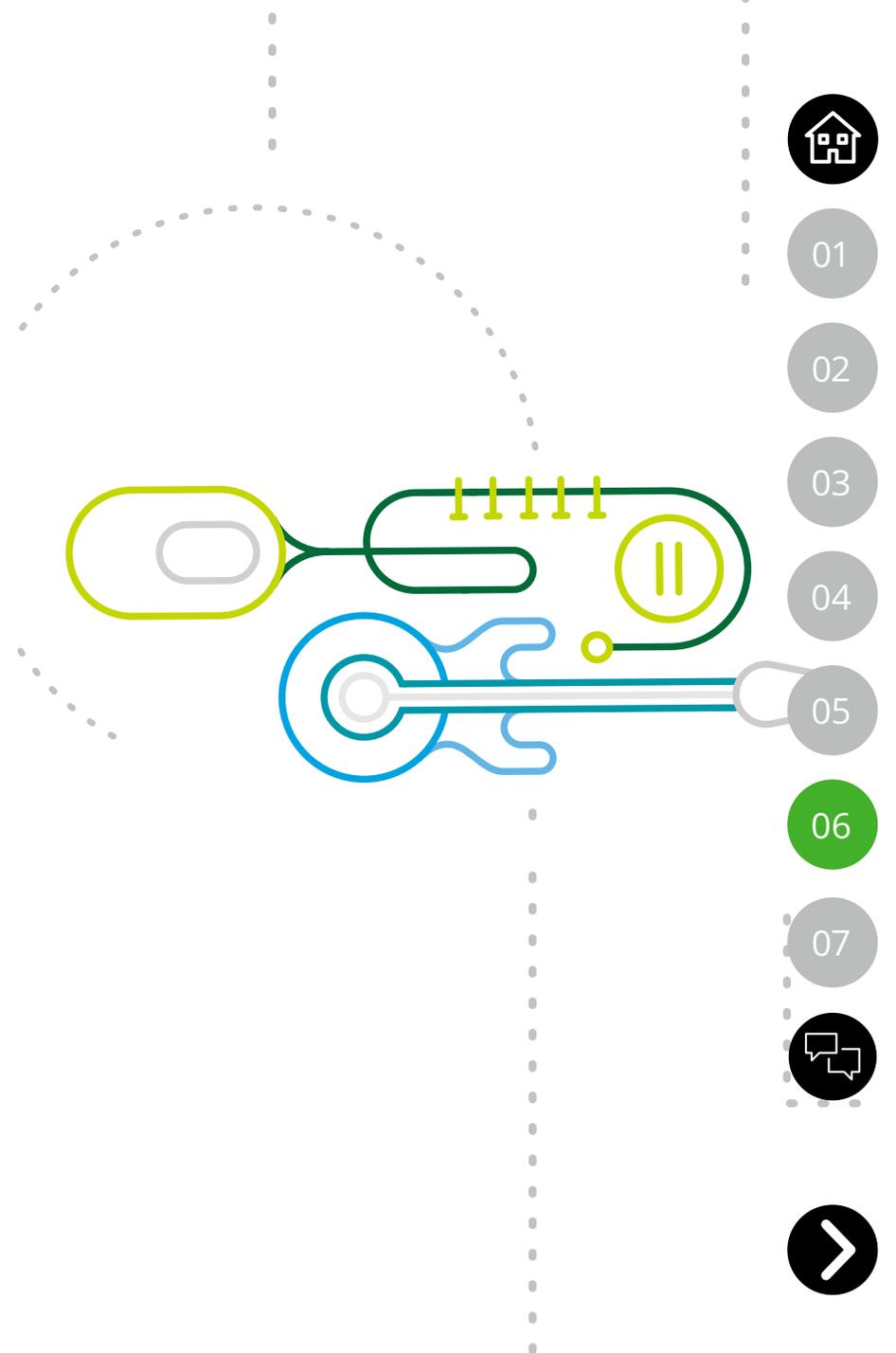
The vision: Rapidly and accurately engage in a range of transactions in tomorrow's digital economy, exploring opportunities to use an ecosystem of blockchains to deliver new efficiencies, support new business models, and enable new growth.

Potential of SAP solutions: SAP S/4HANA for a modern digital core ERP and the SAP Leonardo digital innovation system.

How we can help: Slicing through the buzz of blockchain to understand the true potential starts with solid knowledge of the technologies and the possibilities—which is where our strength in SAP Leonardo blockchain capabilities can play a role. We can help you explore the art of the possible with blockchain, examine the data considerations, build relevant business-process use cases, explore multiple-blockchain proofs of concept, and develop strategies and tactics for moving forward.

Rapidly and accurately engage in a range of transactions in tomorrow's digital economy, exploring opportunities to use an ecosystem of blockchain to deliver new efficiencies, support new business models, and enable new growth.

Examples of our experience applied: The DBLOCKS proof of concept integrating SAP technology with Ethereum to build the charge-back use case, along with inventory traceability and freight bidding; life sciences "tracking and tracing" or serialization capabilities built with blockchain technology.



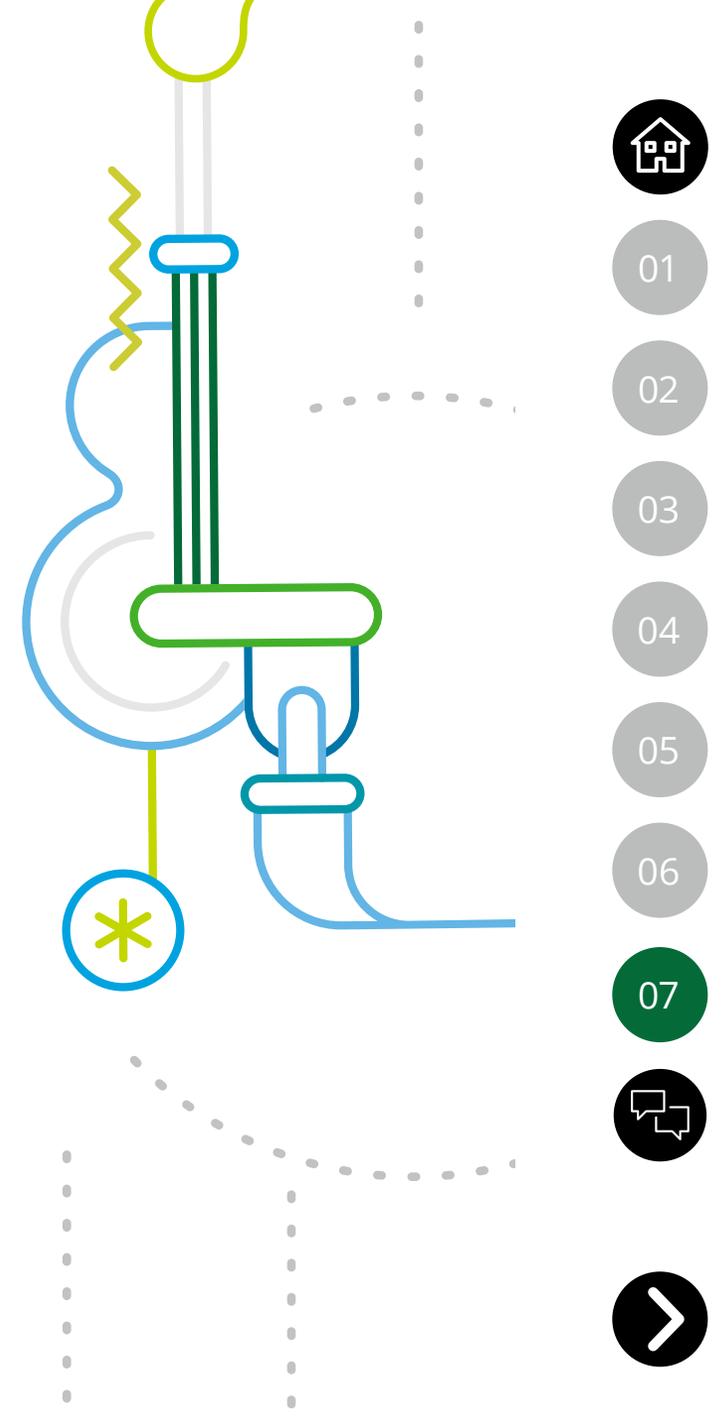
API imperative

With ease of process interoperability and design modularization, the promise of prebuilt APIs and microservices has never been more relevant in the consumer and enterprise world. Sharing of existing APIs—while alleviating the redundant time and cost overruns of creating and managing net-new APIs—can help you maximize investments in existing systems and become a more agile business.

The vision: With ease of process interoperability and design modularization, the promise of prebuilt APIs and microservices has never been more relevant in the consumer and enterprise world. Sharing of existing APIs—while alleviating the redundant time and cost overruns of creating and managing net-new APIs—can help you maximize investments in existing systems and become a more agile business.

Potential of SAP solutions: SAP cloud offerings, SAP S/4HANA, and SAP Cloud Platform (SCP) for extending the power of applications.

How we can help: As the value of data grows, the value of access to data grows, and the value of APIs grows. In tomorrow's hyperconnected digital economy, we can help you envision your to-be state, align your business processes with APIs and new technologies, and integrate all the pieces into a cohesive environment that can drive new value for your business.



Working in concert

Enabling the symphonic enterprise becomes increasingly critical as emerging technologies continue to reach maturity and as the expectations of customers and stakeholders continue to rise.

How can you make all the pieces work together to deliver new levels of value across your business? A conversation with Deloitte is a great place to start. Whether you want to make your existing SAP investments work more harmoniously or blend them more seamlessly with new technologies, we can help. Contact us to get additional insights on emerging tech trends, the potential of SAP solutions, and our capabilities.

Soumya Chakravorty

Managing Director

Deloitte Consulting LLP

Email: schakravorty@deloitte.com

[@suemeyeah](#)

Gorky Chugh

Senior Manager

Deloitte India

Email: gchugh@deloitte.com

[@GorkyChugh](#)

Ratnang Desai

Managing Director

Deloitte Consulting LLP

Email: rdesai@deloitte.com

[@ratnangdesai](#)

Muny Diwan

Senior Manager

Deloitte Consulting LLP

Email: mdiwan@deloitte.com

[@MunyDiwan](#)

SAP@deloitte.com

www.deloitte.com/SAP

[@DeloitteSAP](#)



Deloitte.

As used in this document, “Deloitte” means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see www.deloitte.com/us/about for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.

This publication contains general information only and Deloitte is not, by means of this publication, rendering accounting, business, financial, investment, legal, tax, or other professional advice or services. This publication is not a substitute for such professional advice or services, nor should it be used as a basis for any decision or action that may affect your business. Before making any decision or taking any action that may affect your business, you should consult a qualified professional advisor. Deloitte shall not be responsible for any loss sustained by any person who relies on this publication.

