



## Insights on the top technology trends

# Beyond the digital frontier with SAP® solutions

Across industries, disruption remains relentless. Getting ahead of it requires relentless imagination—an ability to see beyond today's digital developments and possibilities, and to plan for what comes next.

As technologies evolve, new business models emerge, and customer expectations grow, understanding trends becomes imperative—especially for organizations that rely on SAP solutions to run their businesses.

Macro technology forces at work

AI-fueled organizations

NoOps in a serverless world

Connectivity of tomorrow

Intelligent interfaces

Beyond marketing: Experience reimagined

DevSecOps and the cyber imperative

Beyond the digital frontier:  
Mapping your future

Where do we go from here?

## Insights on the top technology trends

### Intelligent. In motion.

For many of those organizations, addressing disruption will involve becoming a more intelligent enterprise—one that makes the most of its data to build intelligence which can drive new efficiencies, improve service, delight customers, and fuel growth.

How can you build that organization and continue the journey of digital enterprise transformation? What will it take to reshape your organization into a more flexible one that can adapt and thrive amid constant change?

Building on Deloitte's **Tech Trends 2019: Beyond the digital frontier** publication, we examine several important trends through the lens of SAP, touching on the macro technology forces at play and how modern businesses can navigate digital transformation. These SAP-specific insights offer an essential starting point that can help you reimagine your business, your future, your opportunities—everything.

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# Macro technology forces at work

## The imperative

Nine technology forces (cloud, analytics, digital experience, blockchain, cognitive, digital reality, core modernization, cyber, and the business of technology) have been the backbone of innovation past and present. These forces are critical for organizations, and their controlled collision can compound the effect of purposeful, transformational change.

## Potential SAP solutions

SAP® Leonardo intelligent services, SAP Cloud Platform for extending power of applications, SAP Analytics Cloud, and SAP S/4HANA® Cloud—the digital core ERP—to help businesses scale rapidly, meet shifting demands, and deliver leading-edge capabilities to customers and stakeholders.

## How we can help

Deloitte’s “lighthouse” agreement with SAP means ready-to-deploy intelligent enterprise capabilities are ready via SAP Cloud Platform. These and other offerings from the Deloitte Reimagine Platform include preconfigured solutions built around SAP Leonardo capabilities, including machine learning and

IoT. The potential benefit? A future-facing enterprise that can innovate more efficiently, operate more flexibly, and respond to disruption more rapidly.

## Our solutions

### Clean ERP

Avoid custom-developed code, reduce technical debt, and operate more flexibly—rapidly adding (or removing) digital capabilities when and where you need them.

### Reimagine Cold Chain Logistics

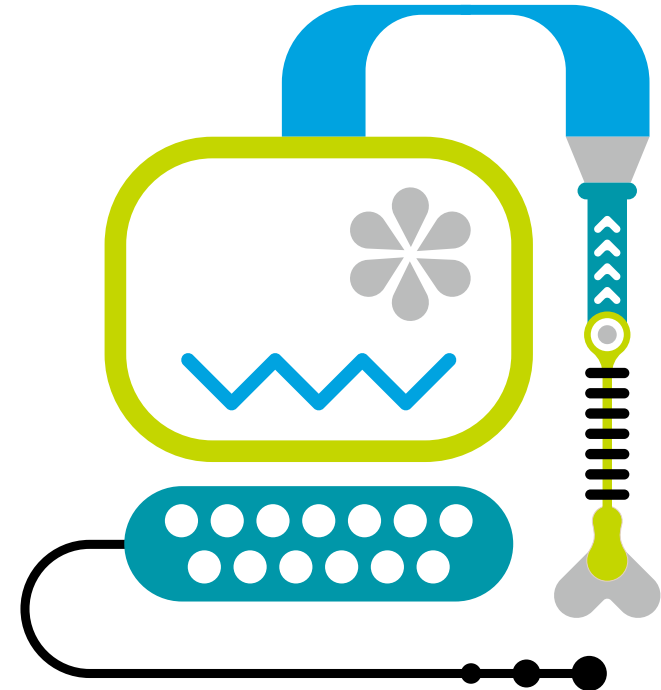
Supports safer product distribution, better quality, certified delivery, proactive actions, and predictive maintenance.

### Digital Maintenance Assistant

A voice-based interactive “live enterprise” assistant—powered by Google Home® and SAP Cloud Platform.

### Smart Retail

Automate merchandizing, optimize the supply chain, provide outstanding customer service and personalized marketing.



# AI-fueled organizations

## The imperative

Leading organizations are harnessing AI's full potential for data-driven decision-making and generating valuable insights. To become a true AI-fueled organization, a company needs to find AI's place in the mission, rethink its talent, focus on human and machine interaction in its environment, and deploy machine learning across core business processes and enterprise operations.

## Potential SAP solutions

SAP Leonardo for next-generation applications plus the SAP S/4HANA ERP for digital core processes and analytics, as well as an "AI first" cloud-based approach that can support an intelligent finance core, AI-powered smart factories, and AI-powered project delivery.

## How we can help

The Deloitte Reimagine Platform—built around SAP Leonardo capabilities such as machine learning and IoT—provides innovative, ready-to-launch use cases

and solutions that can help you transform your processes with machine learning intelligence, build nested AI models, enable the "live enterprise," and automate cognitive business actions.

## Our solutions

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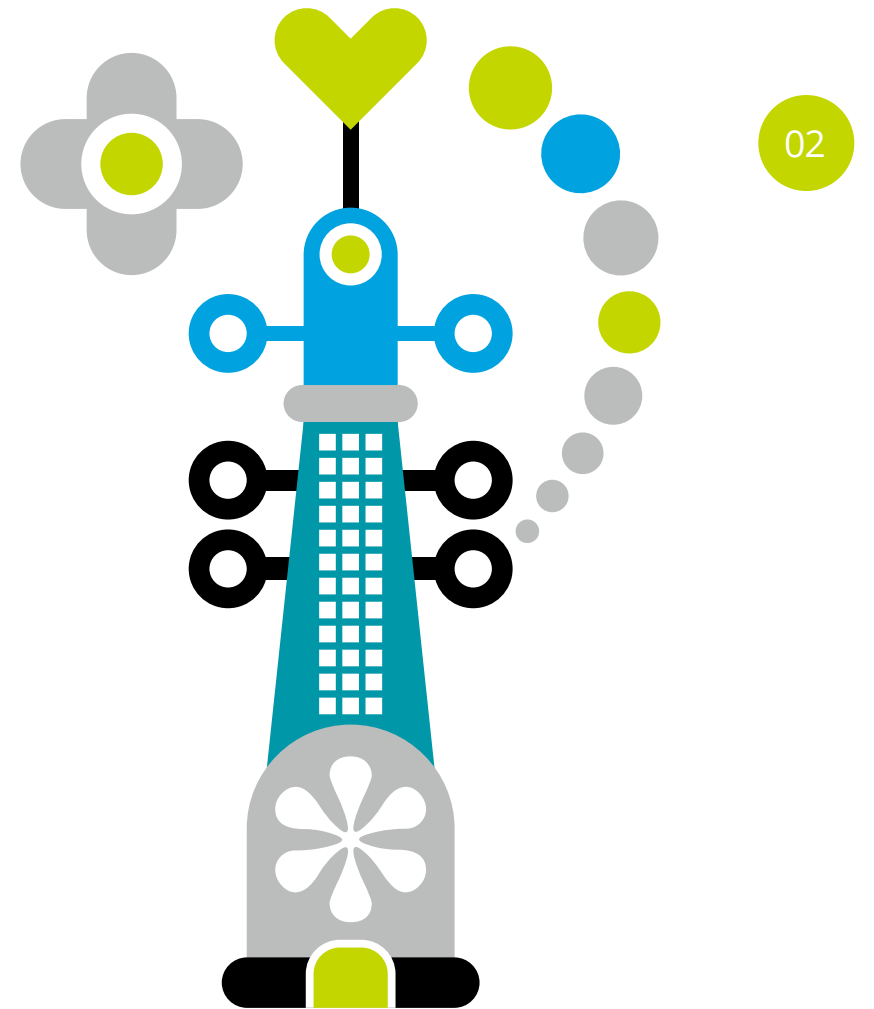
Next-generation, AI-powered project delivery and code generation.

### Smart Payment

A deep-learning-based application for prioritizing vendor payments.

### Lockbox

Tap the power of SAP machine learning to automate the lockbox clearing process in finance.



# NoOps in a serverless world

## The imperative

Cloud providers have doggedly automated traditional infrastructure and security management tasks and are increasing the complexity and value “as a service” capabilities. In response, technical resources are interacting less and less with the underlying system infrastructure. Operations talent can shift to increasingly agile teams focusing on higher-order (and higher-value) activities that more directly support mission outcomes.

## Potential SAP solutions

SAP Cloud Platform and its cloud-based products to support a NoOps/serverless architecture approach; options of private, public, and hybrid cloud—to offer selective landscape abstraction for organizations of all sizes.

## How we can help

Deloitte’s extensive experience with “clean ERP” implementation supports the serverless vision, helping organizations reduce technical debt, avoid

needless ERP customization, and easily add or remove capabilities as needed. Our lengthy track record of large SAP HANA® and SAP Cloud Platform projects provides a foundation to help build NoOps capabilities supported by Deloitte’s risk and advisory capabilities for enabling layered security.

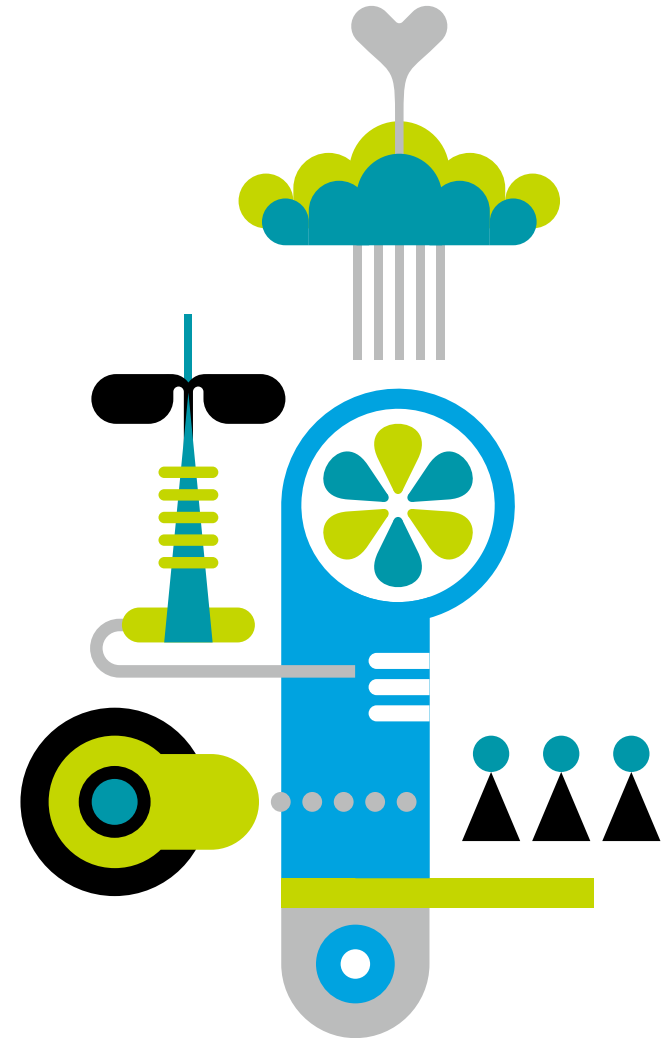
## Our solutions

### Operate Command Center

Landscape monitoring automation, performing first-level trouble-shooting—helping to reduce operations management needs for infrastructure support.

### SAP Hybris-YaaS (SAP Hybris as a service)

Responsive, ready-to-use cloud storefront and integrated solution with SAP S/4HANA for B2B and B2C customers, supporting a consumption-based cloud services model; microservices are subscribed to via YaaS, on a per-usage model; allows for flexible use of services and a highly productive, agile, dynamic application environment.



# Connectivity of tomorrow

## The imperative

Advanced networking offers a continuum of connectivity that can drive development of new products and services or transform inefficient operating models. From edge computing and mesh networks to 5G, low Earth orbit satellites, and ultra-broadband, organizations across sectors and geographies are revisiting advanced connectivity options to design tomorrow's enterprise networks.

## Potential SAP solutions

SAP Leonardo, the digital innovation system that offers next-generation capabilities for IoT, blockchain, machine learning, and other functionalities.

## How we can help

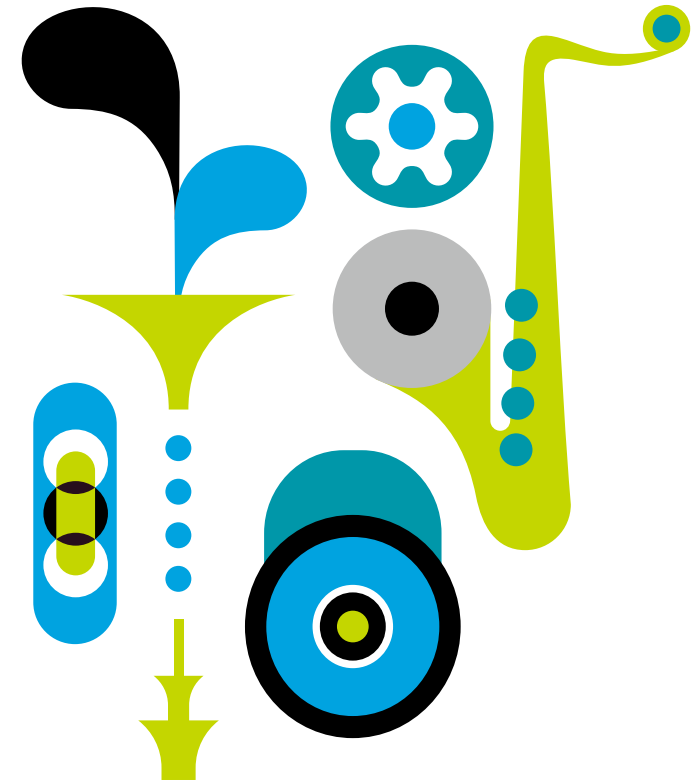
Deloitte can help you navigate the future of connectivity, collaborate with you to explore opportunities for using software-defined networks, network function virtualization, and network slicing. The potential payoff? Seamless, secure networks that include a multitude of device types and allow you to harness the benefits of distributed computing.

## Our solutions

### Smart Warehouse

An RFID/speech-enabled solution for improving warehouse processes with IoT, to help pickers and warehouse managers better manage warehouse operations.

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# Intelligent interfaces

Intelligent interfaces combine the latest in human-centered design with leading-edge technologies.

## The imperative

Intelligent interfaces combine the latest in human-centered design with leading-edge technologies such as computer vision, conversational voice, auditory analytics, and advanced augmented reality (AR) and virtual reality (VR). Working in concert, these techniques and capabilities can transform the ways we engage with machines, data, and each other.

## Potential SAP solutions

SAP S/4HANA for a modern digital core ERP; the SAP Leonardo digital innovation system, for machine intelligence capabilities.

## How we can help

New questions and opportunities for seamless, intuitive communication emerge at every point of interaction. Deloitte can help you explore them so you can operate more efficiently and effectively with VR/AR, mixed reality, AI, machine learning, and sensor technologies.

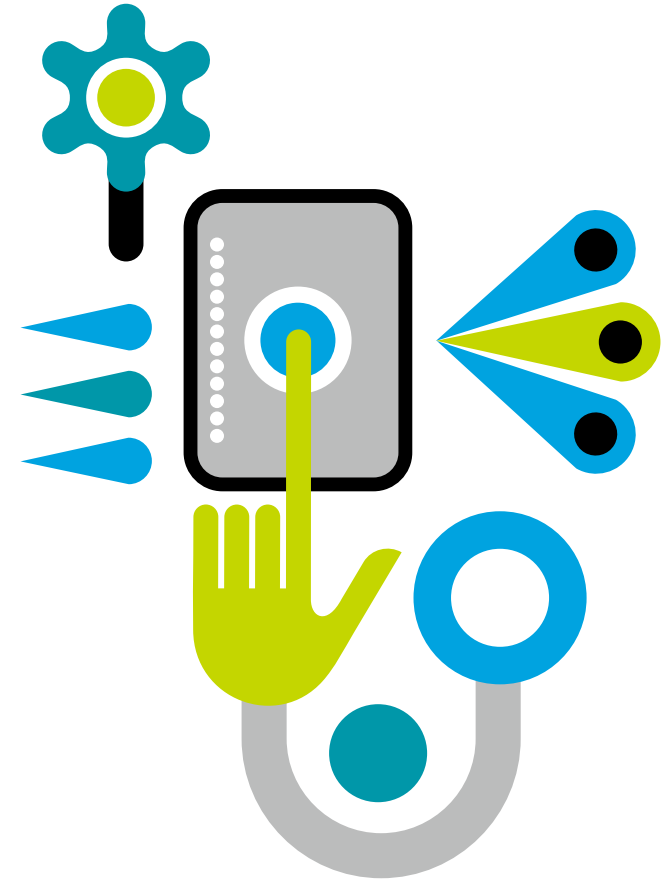
## Our solutions

### Factory Floor

Enhance worker performance and assess worker mood using a variety of intelligent technologies, while also monitoring machinery and managing the overall shop floor environment.

### D-Hub—Deloitte's Integration Hub

An all-in-one solution for the integration process, offering a methodology, predefined business processes, Deloitte's extensive industry-specific knowledge, proprietary accelerators, and templates to accelerate time to value.





# Beyond marketing: Experience reimaged

## The imperative

Today's astute customers expect highly personalized, contextualized experiences. To deliver them, leading chief marketing officers are looking inward to closer partnerships with their own CIOs and a new generation of marketing tools and techniques powered by data-enabled emerging technologies.

## Potential SAP solutions

SAP Cloud Platform for extending the power of applications; SAP Customer Experience solutions, including the SAP® C/4HANA cloud suite, for enhancing customer engagement.

## How we can help

As the line between back-office processes and the front-office customer experience blurs, Deloitte can help you innovate with impact: by tightly integrating SAP C/4HANA and SAP S/4HANA. On the mobile front, our continued innovation with the SCP SDK for iOS—to build enterprise-ready iOS apps—helps our

clients engage with their partners and customers in new, more meaningful ways. To elevate the customer experience, our team also can help you tap the potential of VR/AR technologies, working with your organization to develop new applications and integrate them with enterprise systems.

## Our solutions

### yMarketing

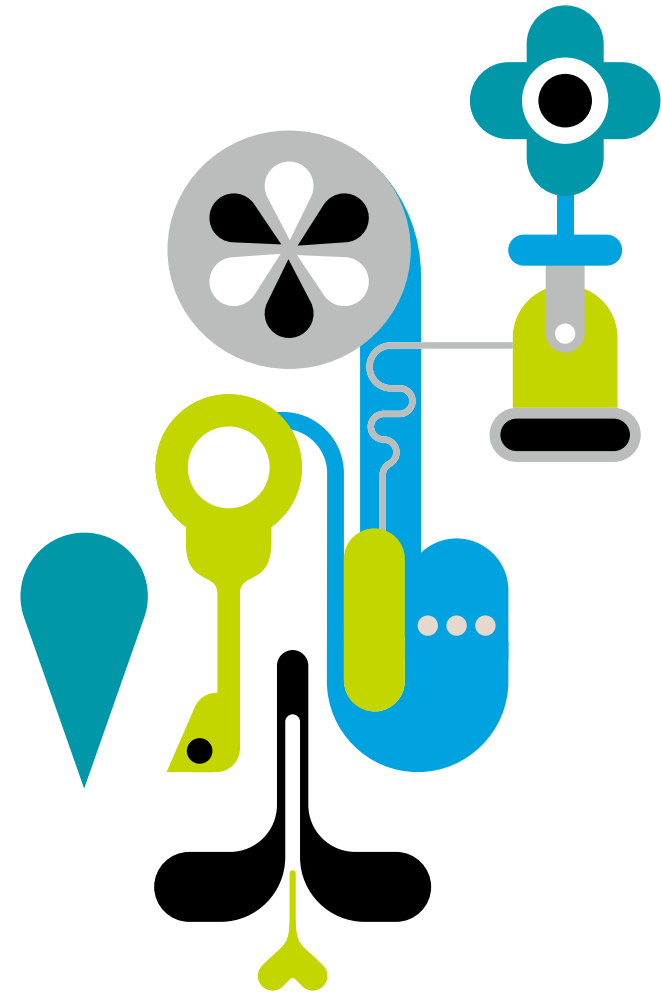
A solution that supports sentiment analysis, with Twitter integration, to help boost customer engagement.

### GCP ML

Parts identification through image recognition; identify products in a webcam/file image using a Google machine learning engine.

### Asset Tracking

Movable and immovable asset tracking and service assignment.



# DevSecOps and the cyber imperative

## The imperative

To enhance their approaches to cybersecurity and cyber risk, forward-thinking organizations are embedding security, privacy, policy, and controls into their evolved IT delivery models.

DevSecOps fundamentally transforms cyber and risk management from compliance-based activities (typically undertaken late in the development life cycle) into essential framing mindsets that help shape system design from the ground up.

## Potential SAP solutions

SAP Cloud Identity Access Governance to help streamline identity and access management (IAM) in complex on-premise and cloud environments, supported by an intuitive, dashboard-driven interface and a simple single sign-on (SSO) experience in the cloud.

## How we can help

Deloitte can help you integrate security and a risk-focused mindset across your business processes and technology activities. Through resources such as our

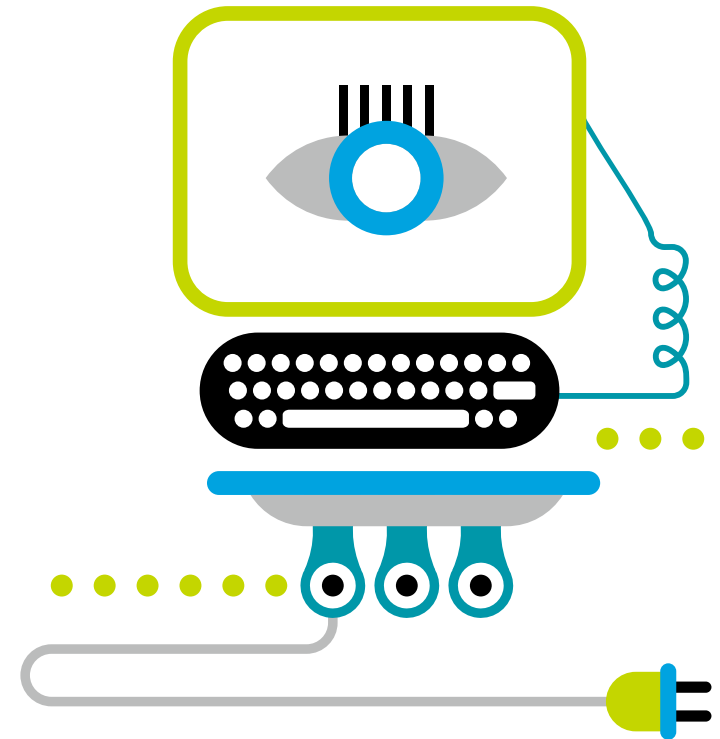
Ideation Platform, we work with clients to develop fresh ideas for fostering a culture of innovation, embedding risk and security practices throughout the enterprise, improving transparency, and boosting accountability.

## Our solutions

### Robotic Process Automation (RPA) for Cyber Risk

A bot-based solution for automating security frameworks, supporting new efficiency and accuracy to help reduce risk.

A bot-based solution for automating security frameworks, supporting new efficiency and accuracy to help reduce risk.



# Beyond the digital frontier: Mapping your future

## The imperative

Digital transformation has become a rally cry for business and technology strategists. Yet all too often, companies anchor their approach on a specific technology advance. Developing a systematic approach for identifying and harnessing opportunities born of the intersections of technology, science, and business is an essential first step in demystifying digital transformation, and making it concrete, achievable, and measurable.

## Potential SAP solutions

The entire portfolio of SAP solutions—including SAP® Ariba® procurement solutions, SAP® SuccessFactors® HCM offerings, SAP Customer Experience solutions, and SAP S/4HANA; next-generation SAP Leonardo capabilities, available through Deloitte SaaS products on SAP Cloud Platform.

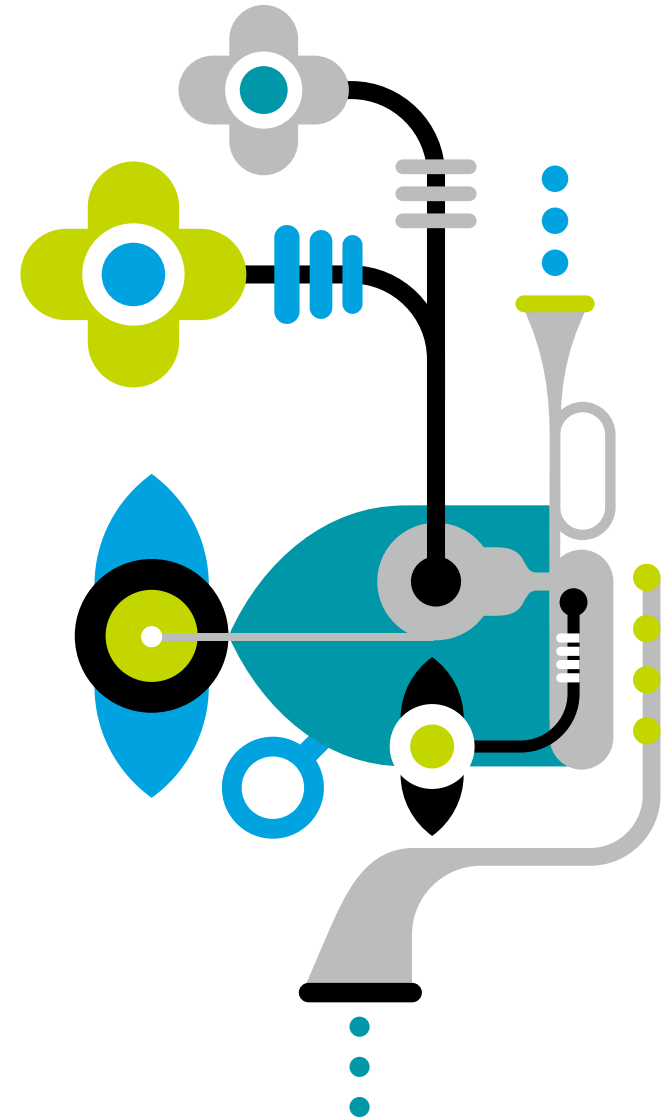
## How we can help

Deloitte brings end-to-end capabilities for helping you leverage SAP solutions to build the intelligent enterprise, a holistic core-to-edge integrated solution combining a “clean ERP” and platform-first approach. A 30-year relationship with SAP, a global network of business and technology specialists, real-world tested transformation methodologies, comprehensive capabilities, and industry-leading experience are all part of the package when you work with Deloitte.

## Our solutions

### Deloitte Reimagine Platform

A portfolio of ready-to-deploy offerings—some available via SAP Cloud Platform—that can help you innovate flexibly and rapidly across the supply chain, in your finance function, and beyond; the portfolio—built around SAP Leonardo capabilities such as machine learning, IoT, and blockchain—comprises dozens of out-of-the-box solutions, including Reimagine Cold Chain Logistics and Reimagine Risk Sensing.



# Where do we go from here?

For many organizations, building an intelligent enterprise with SAP solutions will be essential for moving beyond the digital frontier—for planning to thrive amid nonstop disruption.

No matter where you are in the journey of digital enterprise transformation, Deloitte can help. We bring a “clean ERP” mindset that can provide a strong foundation for future innovation, allowing you to operate more flexibly and reduce technical debt, rapidly adding digital capabilities where you need them, rather than heavily customizing your ERP. We also focus on helping you to develop “core to the edge” strategies to avoid building “islands” of edge applications and data that are difficult to harmonize with the core. The potential payoff? Reduced complexity and risk, plus an ability to respond to change faster.

And with ready-to-deploy Deloitte Reimagine Platform assets embedded with advanced SAP capabilities such as machine learning, IoT, and blockchain, we can help you move even faster.

Our global network of more than 23,000 professionals focused on SAP solutions is continuously building on our experience with industry-leading organizations, generating critical insights that can help you navigate tomorrow’s trends. And we’re happy to share what we have learned. Contact us to get additional insights on technology trends, the potential of SAP solutions, and how Deloitte can help you move beyond the digital frontier.

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