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Objet : Un autre exemple de ROADMAPs pour la verticale ASSURANCE d'un éditeur PGI
Importance : Normal
Niveau de confidentialité : Normal
Pièces jointes : SAP Road Map for Insurance_2014E.pdf

Pour votre information. Cette fois-ci c'est pour la verticale assurance.

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De : Savoie, Louise (Ext)

Envoyé : 2 mars 2015 11:13

À : Couture, Manon; Gendron, Manon; Trepanier, Louise (VPTI)

Objet : Exemples de ROADMAPs de différentes composantes d'un éditeur PGI

Bonjour,

Je vous envoie pour votre information, 3 exemples de ROADMAP de certaines composantes de l'éditeur SAP.

J'espère que cela pourra vous être utile.

Merci,

Louise Savoie, conseillère stratégique | Direction de l'architecture d'entreprise et de l'intégration (E-2-10)

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SAP Road Map for Insurance

Customer



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Becoming a customer-centric insurer



Establish a stronger customer orientation

Build deeper relationships with customers

Deliver products to market faster

Reduce operating costs

Provide “customer care” and not just “financial services”

Be successful



Customer



Costs

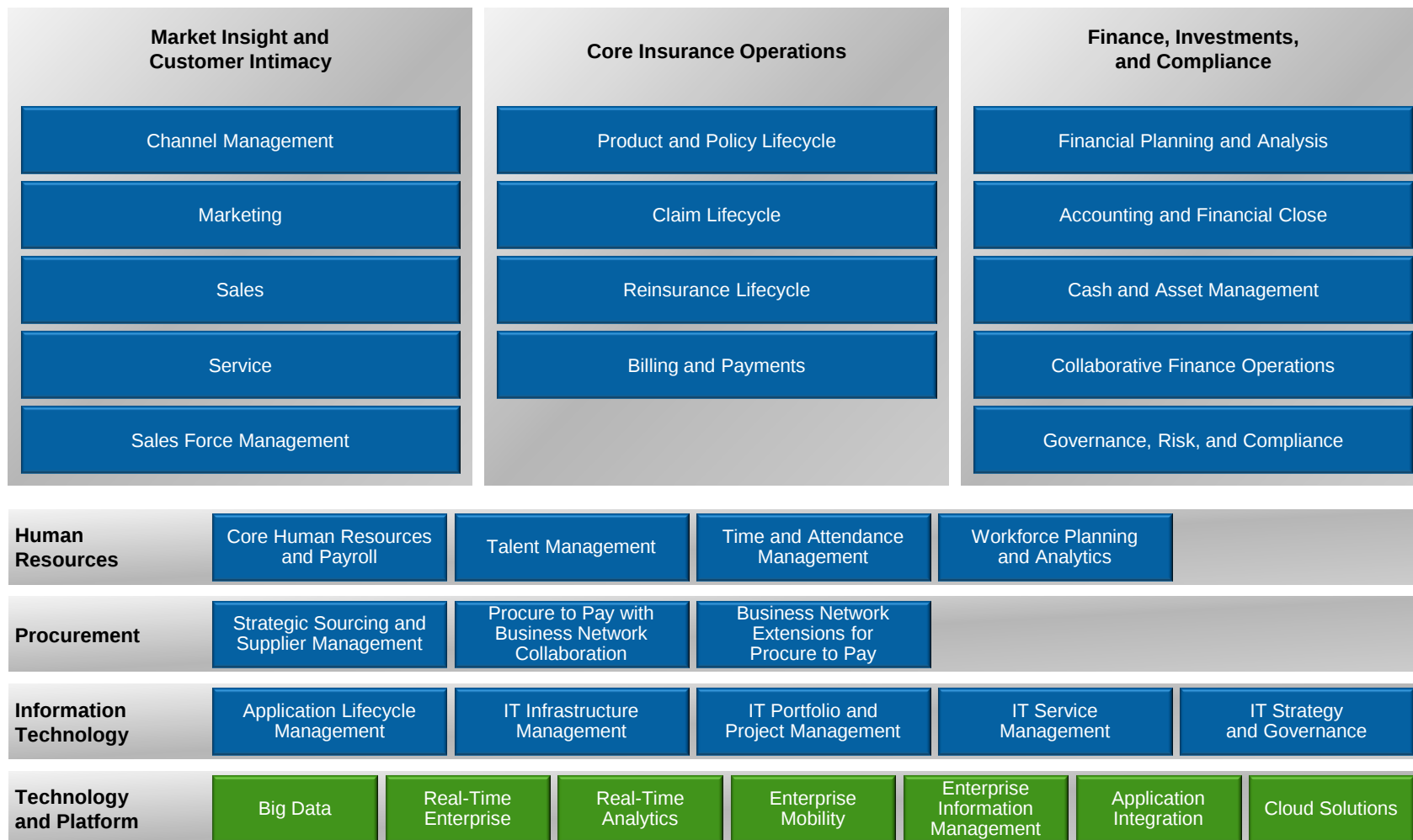


Business

-
- Increase customer focus in a omnichannel environment
 - Reduce operational costs
 - Support business and finance decisions

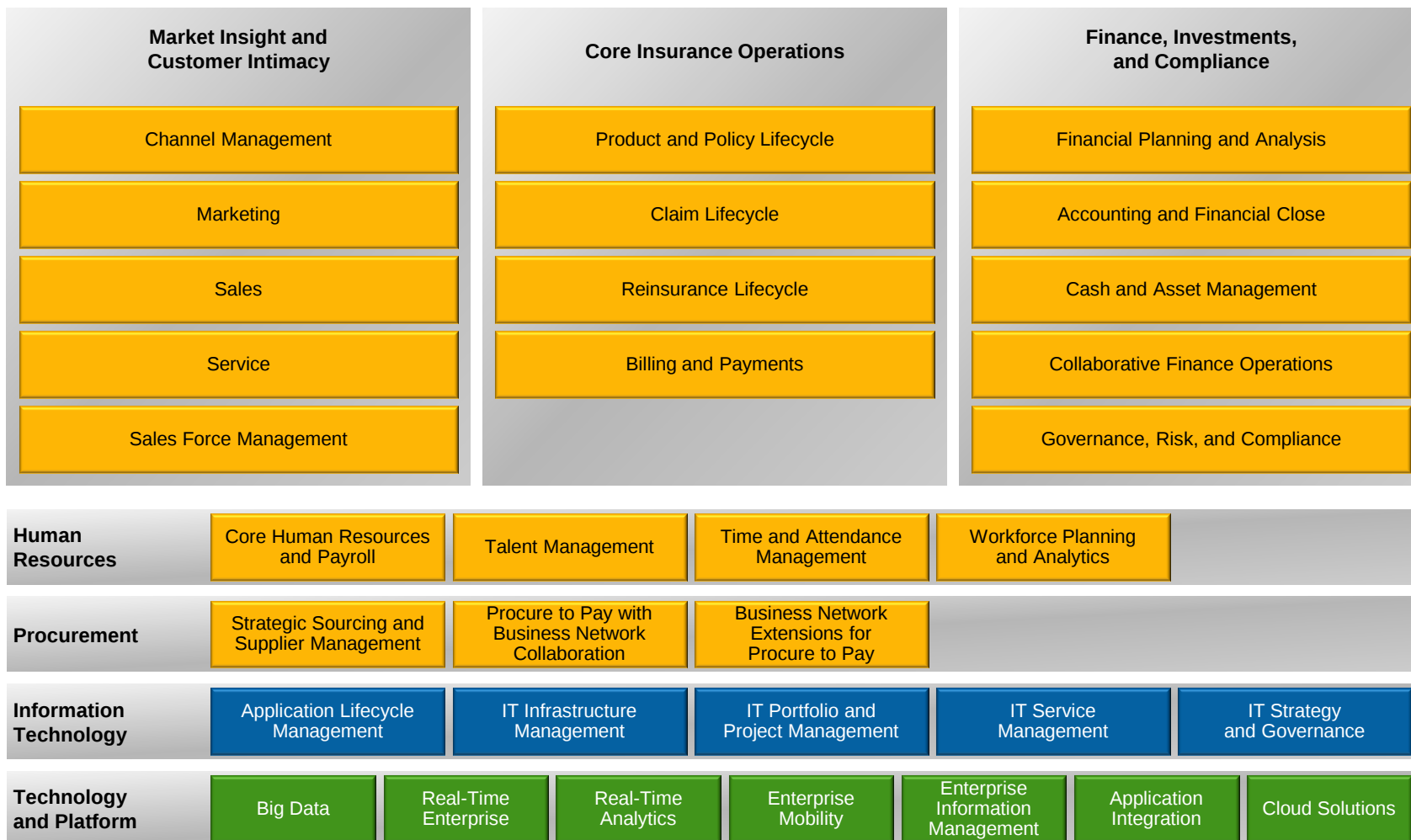
SAP value map for insurance

SAP solutions address key requirements for the insurance industry



SAP value map for insurance

Solutions powered by innovations



Overview of SAP road map for insurance

Road map highlights

Recent innovations

- SAP Product Lifecycle Management for Insurance application
- SAP Underwriting for Insurance application
- SAP Solvency Management for Insurance analytic application – Solvency II capabilities supported
- SAP Accounting for Insurance Contracts analytic application – IFRS capabilities supported
- SAP Fraud Management for Insurance analytic application
- SAP for Insurance solution portfolio running on the SAP HANA platform
- Continuous improvement of entire SAP for Insurance solution portfolio



Planned innovations

- Digitalization across entire insurance solution portfolio
- Business-to-customer focus for insurance in the cloud
- Innovations for insurance with cloud, mobile, and SAP HANA
- Analytics innovations for insurance
- Continuous improvement and integration of SAP for Insurance solution portfolio



Future direction

- Further comprehensive digitalization of the entire insurance portfolio
- Business-to-customer focus for insurance in the cloud
- Business-to-business focus for insurers, reinsurers, and brokers in the cloud
- Consumer focus in the cloud
- Further improvements and integration of SAP for Insurance solution portfolio



Recent and Planned innovations 1/11

	Market Insight and Customer History	Core Resource Operations		Financial Resources and Capabilities
Product and Services	Product and Services	Product and Services	Product and Services	Product and Services
Marketing	Marketing	Marketing	Marketing	Marketing
Sales	Sales	Sales	Sales	Sales
Service	Service	Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management
HR	HR	HR	HR	HR
IT	IT	IT	IT	IT
Legal	Legal	Legal	Legal	Legal
Finance	Finance	Finance	Finance	Finance
Operations	Operations	Operations	Operations	Operations
Logistics	Logistics	Logistics	Logistics	Logistics
Manufacturing	Manufacturing	Manufacturing	Manufacturing	Manufacturing
R&D	R&D	R&D	R&D	R&D

Key needs

Key innovations

Release

- | | | | |
|---|---|--|---|
| <ul style="list-style-type: none"> Collect, consolidate, and score customer data and interactions coming from internal and external channels | <ul style="list-style-type: none"> SAP Social Contact Intelligence | <ul style="list-style-type: none"> SAP Customer Engagement Intelligence 1.1 |  |
| <ul style="list-style-type: none"> Self-service portal for customers, so consumers can search for solutions and report and track issues Service entitlements, offering the ability to monitor service entitlements and receive notifications if average handling time is exceeded | <ul style="list-style-type: none"> SAP Cloud for Social Engagement and SAP Cloud for Service solutions | <ul style="list-style-type: none"> SAP Cloud for Customer 1311 |  |

Channel Management

Recent and Planned innovations 2/11

Business Unit	Core Business	Other Business
Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Marketing	Marketing	Marketing
Sales	Sales	Sales
Service	Service	Service
Product Development	Product Development	Product Development
IT	IT	IT
Finance	Finance	Finance
Human Resources	Human Resources	Human Resources
Legal	Legal	Legal
Compliance	Compliance	Compliance
Security	Security	Security
Environmental	Environmental	Environmental
Corporate Governance	Corporate Governance	Corporate Governance

Recent innovations

Key needs

- Improve collaboration within the service organization, partners, and customers
- Resolve issues faster and better through improved knowledge and best practice sharing

Key innovations

- SAP Jam social software platform integration with SAP CRM service

Release

- SAP enhancement package 3 for SAP CRM 7.0



- Offer consistent customer service across all interaction channels, including social media
- Respond appropriately and proactively to social media in sync with customer service policies

- Social media integration with the customer interaction center for SAP CRM

- SAP enhancement package 3 for SAP CRM 7.0



Recent and Planned innovations 3/11

	Market Insight and Customer History	Core Resource Operations		Financial Investments and Commitments
Product or Service	Product or Service	Product or Service	Product or Service	Product or Service
Marketing	Marketing	Marketing	Marketing	Marketing
Sales	Sales	Sales	Sales	Sales
Service	Service	Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management
HR	HR	HR	HR	HR
IT	IT	IT	IT	IT
Legal	Legal	Legal	Legal	Legal
Finance	Finance	Finance	Finance	Finance
Operations	Operations	Operations	Operations	Operations
Logistics	Logistics	Logistics	Logistics	Logistics
Manufacturing	Manufacturing	Manufacturing	Manufacturing	Manufacturing
R&D	R&D	R&D	R&D	R&D
Compliance	Compliance	Compliance	Compliance	Compliance
Security	Security	Security	Security	Security
Facilities	Facilities	Facilities	Facilities	Facilities
Environmental	Environmental	Environmental	Environmental	Environmental
Community Relations	Community Relations	Community Relations	Community Relations	Community Relations
Government Relations	Government Relations	Government Relations	Government Relations	Government Relations
Investor Relations	Investor Relations	Investor Relations	Investor Relations	Investor Relations
Public Affairs	Public Affairs	Public Affairs	Public Affairs	Public Affairs
Corporate Governance	Corporate Governance	Corporate Governance	Corporate Governance	Corporate Governance
ESG	ESG	ESG	ESG	ESG

Key needs

- Service request management to streamline service ticketing processes with categorization, queuing, and assignment
- Knowledge management integration to respond intelligently and consistently to messages within minutes using built-in knowledge management
- Telephony, e-mail, chat, social media, and a self-service portal for smooth management of customer interactions across all interaction channels

Key innovations

- Enhancements in the SAP Cloud for Service solution

Release

- SAP Cloud for Customer
1308



Channel Management

Recent and Planned innovations 4/11

Business Unit	Core Business Operations	Product, Innovation, and Development
Channel Management	Channel Management	Channel Management
Marketing	Marketing	Marketing
Sales	Sales	Sales
Service	Service	Service
Support	Support	Support
Training	Training	Training
HR	HR	HR
Finance	Finance	Finance
IT	IT	IT
Legal	Legal	Legal
Compliance	Compliance	Compliance
Security	Security	Security
Environment	Environment	Environment
Health and Safety	Health and Safety	Health and Safety
Public Affairs	Public Affairs	Public Affairs
Government Relations	Government Relations	Government Relations
Investor Relations	Investor Relations	Investor Relations
ESG	ESG	ESG
Philanthropy	Philanthropy	Philanthropy
Corporate Governance	Corporate Governance	Corporate Governance
Business Ethics	Business Ethics	Business Ethics
Anti-Corruption	Anti-Corruption	Anti-Corruption
Anti-Money Laundering	Anti-Money Laundering	Anti-Money Laundering
Sanctions	Sanctions	Sanctions
Export Controls	Export Controls	Export Controls
Trade Compliance	Trade Compliance	Trade Compliance
Customs	Customs	Customs
Tax	Tax	Tax
Banking	Banking	Banking
Insurance	Insurance	Insurance
Real Estate	Real Estate	Real Estate
Construction	Construction	Construction
Manufacturing	Manufacturing	Manufacturing
Supply Chain	Supply Chain	Supply Chain
Logistics	Logistics	Logistics
Transportation	Transportation	Transportation
Energy	Energy	Energy
Utilities	Utilities	Utilities
Telecommunications	Telecommunications	Telecommunications
Media	Media	Media
Entertainment	Entertainment	Entertainment
Healthcare	Healthcare	Healthcare
Pharmaceuticals	Pharmaceuticals	Pharmaceuticals
Biotechnology	Biotechnology	Biotechnology
Food and Beverage	Food and Beverage	Food and Beverage
Retail	Retail	Retail
Automotive	Automotive	Automotive
Aerospace	Aerospace	Aerospace
Defense	Defense	Defense
Government	Government	Government
Non-Profit	Non-Profit	Non-Profit
Academia	Academia	Academia
Research and Development	Research and Development	Research and Development
Intellectual Property	Intellectual Property	Intellectual Property
Patents	Patents	Patents
Trademarks	Trademarks	Trademarks
Copyrights	Copyrights	Copyrights
Trade Secrets	Trade Secrets	Trade Secrets
Other	Other	Other

Recent innovations

Key needs

- Fast and easy-to-use system
- Intuitive user interface
- Collaborative, team-selling environment for support in critical deals

Key innovations

- Enhancement package 3 for SAP CRM 7.0 for sales
 - Take advantage of an innovative design, optimized performance, and strong collaboration features.

Release

- SAP enhancement package 3 for SAP CRM 7.0



- Improved usability and performance of the inbox in the interaction center
- Enhanced ability to use the inbox in the interaction center as a supervisor or manager tool

- Inbox enhancements to the interaction center in SAP CRM

- SAP enhancement package 3 for SAP CRM 7.0



Recent and Planned innovations 5/11

[illegible]

Key needs

Key innovations

Release

- Understand which customers and products to invest in for long-term revenue and margin growth
- Launch differentiated processes and engagement based on customer lifetime value
- Determine which products and product lines should be positioned with specific customers to maximize returns
- Identify hidden patterns and trends to hone sales strategies and further target initiatives
- SAP Customer Value Intelligence
 - Real-time customer insights and recommendations help your business sell more and spend less.
- SAP Customer Engagement Intelligence 1.0



Recent and Planned innovations 6/11

	Market Insight and Customer History	Core Resource Operations		Financial Resources and Capabilities
Product and Services	Product and Services	Product and Services	Product and Services	Product and Services
Marketing	Marketing	Marketing	Marketing	Marketing
Sales	Sales	Sales	Sales	Sales
Service	Service	Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management
HR	HR	HR	HR	HR
IT	IT	IT	IT	IT
Legal	Legal	Legal	Legal	Legal
Finance	Finance	Finance	Finance	Finance
Operations	Operations	Operations	Operations	Operations
Logistics	Logistics	Logistics	Logistics	Logistics
Manufacturing	Manufacturing	Manufacturing	Manufacturing	Manufacturing
R&D	R&D	R&D	R&D	R&D

Key needs

Key innovations

Release

- Better determination of which customers and products to invest in for long-term revenue and margin growth
 - Clear picture of the margin performance of customers, products, channels, and the actions that can foster improvements
 - Differentiated processes and treatment based on customer lifetime value
 - Greater ability to determine which products and product lines should be positioned with specific customers for the best overall benefit
- SAP Customer Value Intelligence: Real-time simulations and predictive analysis to support sales and marketing activities
- SAP Customer Engagement Intelligence 1.0

Channel Management

Recent and Planned innovations 7/11

Business Unit	Core Business Operations	Product, Innovation, and Marketing
Channel Management	Channel Partner Onboarding	Channel Partner Onboarding
Marketing	Channel Partner Onboarding	Channel Partner Onboarding
Sales	Channel Partner Onboarding	Channel Partner Onboarding
Service	Channel Partner Onboarding	Channel Partner Onboarding
Support	Channel Partner Onboarding	Channel Partner Onboarding
Channel Partner Onboarding	Channel Partner Onboarding	Channel Partner Onboarding

Recent innovations

Key needs

- Intuitive user interface
- Improved usability
- Fast and easy-to-use system

Key innovations

- Generic enhancements for CRM marketing

Release

- SAP enhancement package 3 for SAP CRM 7.0



- Fast and easy-to-use system
- Intuitive user interface

- Various enhancements in SAP CRM enhancement package 3 for service
 - Enable innovative design and optimized performance.

- SAP enhancement package 3 for SAP CRM 7.0



- Fast and accurate quote creation
- Side-by-side quote functionality
- Guided procedure within quotation process

- Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application

- SAP Underwriting for Insurance 2.0



Channel Management

Recent and Planned innovations 8/11

Business Unit	Core Business Operations	Support, Maintenance, and Innovation
Channel Management	Channel Partner Onboarding	Channel Partner Onboarding
Marketing	Channel Partner Onboarding	Channel Partner Onboarding
Sales	Channel Partner Onboarding	Channel Partner Onboarding
Service	Channel Partner Onboarding	Channel Partner Onboarding
Channel Partner Onboarding	Channel Partner Onboarding	Channel Partner Onboarding

Recent innovations

Key needs

- Process huge volumes of data to calculate compensation in real time
- Gain insights about agents' remuneration details

Key innovations

- Enablement of the SAP HANA platform for the SAP Incentive and Commission Management application

Release

- SAP enhancement package 7 for SAP ERP 6.0



Recent and Planned innovations 9/11

[illegible]

Key needs

Key innovations

Release

- Create a consistent shopping experience across channels
- Consolidate and centralize management of product information and attributes across all channels
- Connect all channel touch points and unify commerce processes on a single, highly flexible platform
- Leverage product content and master data consistently across multiple channels
- Import, consolidate, and manage high-volume and complex data in real time
- Operate multiple online stores on a single platform for multitenant or multibrand strategies and localization needs
- Centralize order orchestration by processing, controlling, and routing orders from different channels, warehouses, or fulfillment routes in a centralized hub

- Leading OmniCommerce platform and suite

- hybris Commerce Suite 5.0



Channel Management

Recent and Planned innovations 10/11

Business Unit	Core Business	Other Business
Channel Management	Channel Management	Channel Management
Marketing	Marketing	Marketing
Sales	Sales	Sales
Service	Service	Service
Support	Support	Support
Channel Management	Channel Management	Channel Management

Recent innovations

Key needs

- Perform real-time segmentation for large customer populations and create target groups and initiatives
- Identify hidden patterns and trends in consumer behavior
- Achieve faster insight to action

Key innovations

- SAP Audience Discovery and Targeting
 - Leverage a powerful and easy-to-use segmentation engine which is built on the SAP HANA platform.

Release

- SAP Customer Engagement Intelligence 1.0



Recent and Planned innovations 11/11

	Market Insight and Customer History	Core Resource Operations		Financial Resources and Capabilities
Product and Services	Product and Services	Product and Services	Product and Services	Product and Services
Marketing	Marketing	Marketing	Marketing	Marketing
Sales	Sales	Sales	Sales	Sales
Service	Service	Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management	Supply Chain Management
HR	HR	HR	HR	HR
IT	IT	IT	IT	IT
Legal	Legal	Legal	Legal	Legal
Finance	Finance	Finance	Finance	Finance
Operations	Operations	Operations	Operations	Operations
Logistics	Logistics	Logistics	Logistics	Logistics
Manufacturing	Manufacturing	Manufacturing	Manufacturing	Manufacturing
R&D	R&D	R&D	R&D	R&D

Key needs

- Allow partners to search for solutions and report issues on behalf of customers using a self-service portal
- Help shared-service teams to process service requests
- Collect revenue from field service activities
- Enable users to access the application with Windows and Android tablets
- Let consultants convert service requests, service orders, and service confirmations into Adobe PDF format
- Permit key users to configure status by document type and change field properties to read-only or mandatory
- Assist consultants in configuring business rules to dynamically render tabs, section groups, and fields

Key innovations

- Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Marketing

Recent and Planned innovations 1/10

Market Segment and Business Model	Core Marketing Capabilities	Key Marketing Capabilities
Customer Engagement	Product and Service Innovation	Marketing and Sales Enablement
Marketing	Lead Generation	Marketing and Sales Enablement
Sales	Marketing and Sales Enablement	Lead and Sales Enablement
Service	Marketing and Sales Enablement	Customer Relationship Management
Marketing and Sales Enablement	Marketing and Sales Enablement	Marketing and Sales Enablement

Recent innovations

Key needs

- Enhance understanding of prospects and customers (for example, based on what they think and how they talk about the company's brand on social media)
- Handle the increasing mass of data provided by social networks or Web site registrations, and identify the most interesting prospects
- Win new prospects and customers while controlling costs

Key innovations

- Marketing prospects enhancements

Release

- SAP enhancement package 3 for SAP CRM 7.0 – Support Package 2 (BBPCRM 713) 

Marketing

Recent and Planned innovations 2/10

Market Segment and Customer Group	Core Marketing Capabilities	Supporting Capabilities
Customer Engagement	Targeted Content Delivery	Personalized Content Delivery
Lead	Lead Generation	Lead Qualification
Sales	Sales Enablement	Sales Performance
Marketing Analytics	Marketing Analytics	Marketing Analytics

Recent innovations

Key needs

- Perform real-time segmentation for large customer populations and create target groups and initiatives
 - Identify hidden patterns and trends in consumer behavior
 - Achieve faster insight to action
-
- Fast and easy-to-use system
 - Intuitive user interface

Key innovations

- SAP Audience Discovery and Targeting
 - Leverage a powerful and easy-to-use segmentation engine which is built on the SAP HANA platform.
-
- Various enhancements in SAP CRM enhancement package 3 for service
 - Enable innovative design and optimized performance.

Release

- SAP Customer Engagement Intelligence 1.0 
-
- SAP enhancement package 3 for SAP CRM 7.0 

Marketing

Recent and Planned innovations 3/10

Market Segment and Business Model	Core Marketing Capabilities	Supporting Capabilities
Customer Engagement	Targeted and Personalized Marketing	Marketing Analytics and Reporting
Lead Generation	Lead Management	Lead and Lead Qualification
Sales	Marketing Automation	Customer Relationship Management
Service	Self-Service Marketing	Customer Support and Service
Product and Service Innovation		
Channel Management		
Brand Management		
Marketing Operations		
Marketing Compliance		
Marketing Analytics		
Marketing Reporting		
Marketing Campaign Management		
Marketing Budget Management		
Marketing ROI Management		
Marketing Attribution		
Marketing Optimization		
Marketing Personalization		
Marketing Segmentation		
Marketing Targeting		
Marketing Measurement		
Marketing Evaluation		
Marketing Improvement		
Marketing Innovation		
Marketing Transformation		
Marketing Future		

Recent innovations

Key needs

- Intuitive user interface
- Improved usability
- Fast and easy-to-use system

Key innovations

- Generic enhancements for CRM marketing

Release

- SAP enhancement package 3 for SAP CRM 7.0 

- Collect, consolidate, and score customer data and interactions coming from internal and external channels

- SAP Social Contact Intelligence

- SAP Customer Engagement Intelligence 1.1 

- Leverage predictive analytics tools to execute marketing campaigns more successfully

- SAP Audience Discovery and Targeting and predictive analytics – buying propensity and predictive models

- SAP Customer Engagement Intelligence 1.1 – Support Package 1 (SAP_CUAN 110) 

Marketing

Recent and Planned innovations 4/10

Product Portfolio and Business Model	Core Business Model	Product Portfolio
Customer Relationship Management	Product Portfolio	Product Portfolio
Marketing	Product Portfolio	Product Portfolio
Sales	Product Portfolio	Product Portfolio
Service	Product Portfolio	Product Portfolio
Supply Chain Management	Product Portfolio	Product Portfolio
Human Resources Management	Product Portfolio	Product Portfolio
Finance	Product Portfolio	Product Portfolio
Compliance	Product Portfolio	Product Portfolio
IT	Product Portfolio	Product Portfolio
Other	Product Portfolio	Product Portfolio

Recent innovations

Key needs

- Manage all digital assets in a central location
- Integrate rich media into business processes
- Accelerate processes around creation and management of digital assets

Key innovations

- Enhancements to digital asset management
- Document presentment
 - Transform ordinary customer communications into powerful, one-to-one marketing channels.

Release

- SAP Digital Asset Management 7.2 by OpenText 
- SAP Document Presentment 5.6 by OpenText 

Marketing

Recent and Planned innovations 5/10

Market Segment and Customer Segment	Core Marketing Capabilities	Supporting Capabilities
Customer Segmentation	Product Portfolio Strategy	Marketing Automation
Targeting	Channel Strategy	Marketing Analytics
Positioning	Marketing Mix Strategy	Lead and Lead Management
Execution	Marketing Operations	Customer Relationship Management
Measurement and Evaluation		Marketing Reporting and Analytics

Recent innovations

Key needs

- Better determination of which customers and products to invest in for long-term revenue and margin growth
- Clear picture of the margin performance of customers, products, channels, and the actions that can foster improvements
- Differentiated processes and treatment based on customer lifetime value
- Greater ability to determine which products and product lines should be positioned with specific customers for the best overall benefit

Key innovations

- SAP Customer Value Intelligence: Real-time simulations and predictive analysis to support sales and marketing activities

Release

- SAP Customer Engagement Intelligence 1.0



Recent and Planned innovations 6/10

	Business Imaging and Customer Relationship	Core Insurance Operations	Financial Performance and Compliance
Channel Management	Product and Policy Lifecycle	Financial Planning and Reporting	
Marketing	Claims Lifecycle	Accounting and Actuarial	
Sales	Performance Lifecycle	Cost and Asset Management	
Service	Billing and Payments	Collaborative Program Design	
Sales Force Management		Reinsurance, Risk, and Capital	

Key needs

Key innovations

Release

- Fast and easy-to-use system
- Intuitive user interface
- Collaborative, team-selling environment for support in critical deals

- Enhancement package 3 for SAP CRM 7.0 for sales
 - Take advantage of an innovative design, optimized performance, and strong collaboration features.

- SAP enhancement package 3 for SAP CRM 7.0



Marketing

Recent and Planned innovations 7/10

Market Segment and Business Model	Core Business Model	Product, Technology, and Services
Customer Engagement	Product and Service Innovation	Product, Technology, and Services
Supply Chain	Product and Service Innovation	Product, Technology, and Services
Finance	Product and Service Innovation	Product, Technology, and Services
Human Resources	Product and Service Innovation	Product, Technology, and Services
Manufacturing	Product and Service Innovation	Product, Technology, and Services
Real Estate	Product and Service Innovation	Product, Technology, and Services
Retail	Product and Service Innovation	Product, Technology, and Services
Transportation	Product and Service Innovation	Product, Technology, and Services
Utilities	Product and Service Innovation	Product, Technology, and Services
Healthcare	Product and Service Innovation	Product, Technology, and Services
Government	Product and Service Innovation	Product, Technology, and Services
Education	Product and Service Innovation	Product, Technology, and Services
Media	Product and Service Innovation	Product, Technology, and Services
Energy	Product and Service Innovation	Product, Technology, and Services
Telecommunications	Product and Service Innovation	Product, Technology, and Services
Other	Product and Service Innovation	Product, Technology, and Services

Recent innovations

Key needs

- Understand which customers and products to invest in for long-term revenue and margin growth
- Launch differentiated processes and engagement based on customer lifetime value
- Determine which products and product lines should be positioned with specific customers to maximize returns
- Identify hidden patterns and trends to hone sales strategies and further target initiatives

Key innovations

- SAP Customer Value Intelligence
 - Real-time customer insights and recommendations help your business sell more and spend less.

Release

- SAP Customer Engagement Intelligence 1.0



Marketing

Recent and Planned innovations 8/10

Market Segment and Customer Segment	Core Business Objectives	Primary, Secondary, and Tertiary
Customer Engagement	Provide self-service channels	Personalized marketing and sales
Marketing	Improve efficiency	Marketing and Sales Integration
Sales	Improve efficiency	Lead and Sales Integration
Service	Improve efficiency	Customer Service Integration
Supply Chain Management	Improve efficiency	Supply Chain Integration

Recent innovations

Key needs

- Offer consistent customer service across all interaction channels, including social media
- Respond appropriately and proactively to social media in sync with customer service policies

Key innovations

- Social media integration with the customer interaction center for SAP CRM

Release

- SAP enhancement package 3 for SAP CRM 7.0



Marketing

Recent and Planned innovations 9/10

Market Segment and Business Model	Core Business Model	Product, Technology, and Services
Customer Engagement	Product and Service Delivery	Product and Service Delivery
Supply Chain	Supply Chain	Supply Chain
Finance	Finance	Finance
Human Resources	Human Resources	Human Resources
Manufacturing	Manufacturing	Manufacturing
Procurement	Procurement	Procurement
Sales	Sales	Sales
Service	Service	Service
Support	Support	Support
Training	Training	Training
Consulting	Consulting	Consulting
Partners	Partners	Partners
Other	Other	Other

Planned innovations

Key needs

- Allow partners to search for solutions and report issues on behalf of customers using a self-service portal
- Help shared-service teams to process service requests
- Collect revenue from field service activities
- Enable users to access the application with Windows and Android tablets
- Let consultants convert service requests, service orders, and service confirmations into Adobe PDF format
- Permit key users to configure status by document type and change field properties to read-only or mandatory
- Assist consultants in configuring business rules to dynamically render tabs, section groups, and fields

Key innovations

- Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Marketing

Recent and Planned innovations 10/10

Market Segment and Customer Segment	Core Marketing Capabilities	Key Marketing Capabilities
Customer Segments	Product Portfolio Strategy	Marketing Strategy and Planning
Channel	Channel Strategy	Marketing and Sales Support
Partner	Partner Strategy	Lead and Lead Management
Supplier	Supplier Strategy	Customer Relationship Management
Competitor	Competitor Strategy	Marketing, Sales and Customer

Planned innovations

Key needs

- Grow revenue through cross- and up-selling
 - Leverage inbound channels to market at the right time
 - Become more agile by being more aware of context
-
- Improve marketing collaboration with internal colleagues and external vendors
 - Solicit input from all key stakeholders to make better decisions
 - Capture information and decisions in one central location for future reference

Key innovations

- Product recommendation intelligence
-
- Marketing collaboration



Sales

Recent innovations 1/7

Global Strategy and Business Model	Core Business Functions	Support Functions
Customer Relationship Management	Product and Sales Management	Human Resources Management
Marketing	Order Management	Research and Development
CRM	Financial Management	Legal and Compliance
Service	Supply Chain Management	Information Technology
Supply Chain Management		Manufacturing, Logistics and Distribution

Recent innovations

Key needs

- Improved usability and performance of the inbox in the interaction center
- Enhanced ability to use the inbox in the interaction center as a supervisor or manager tool

Key innovations

- Inbox enhancements to the interaction center in SAP CRM

Release

- SAP enhancement package 3 for SAP CRM 7.0



Sales

Recent innovations 2/7

Global Strategy and Business Model	Core Business Processes	Supporting Processes, Infrastructure, and Technology
Customer Relationship Management	Product Development and Production	Research and Development
Marketing	Sales and Distribution	Manufacturing and Production
Finance	Human Resources	Logistics and Distribution
IT	Supply Chain Management	Customer Relationship Management
Legal and Compliance		Marketing, Sales, and Distribution

Recent innovations

Key needs

- Better determination of which customers and products to invest in for long-term revenue and margin growth
- Clear picture of the margin performance of customers, products, channels, and the actions that can foster improvements
- Differentiated processes and treatment based on customer lifetime value
- Greater ability to determine which products and product lines should be positioned with specific customers for the best overall benefit

Key innovations

- SAP Customer Value Intelligence: Real-time simulations and predictive analysis to support sales and marketing activities

Release

- SAP Customer Engagement Intelligence 1.0



Sales

Recent innovations 3/7

Global Strategy and Business Model	Core Business Processes	Support, Innovation, and Compliance
Customer Relationship Management	Product and Service Lifecycle	Marketing and Sales Support
Marketing	Sales Process	Accounting and Financials
CRM	Business Intelligence	HR and Talent Management
Service	Supply Chain Management	Compliance and Regulatory
Supply Chain Management		Reporting, Risk, and Governance

Recent innovations

Key needs

- Fast and easy-to-use system
- Intuitive user interface
- Collaborative, team-selling environment for support in critical deals

Key innovations

- Enhancement package 3 for SAP CRM 7.0 for sales
 - Take advantage of an innovative design, optimized performance, and strong collaboration features.

Release

- SAP enhancement package 3 for SAP CRM 7.0



- Fast and accurate quote creation
- Side-by-side quote functionality
- Guided procedure within quotation process

- Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application

- SAP Underwriting for Insurance 2.0



Sales

Recent innovations 4/7

Global Strategy and Business Model	Key Innovation Initiatives	Key Innovation Initiatives
Customer Engagement	Product and Service Innovation	Process Innovation
Marketing	Customer Relationship Management	Marketing and Sales Automation
Sales	Product and Service Innovation	Customer Relationship Management
Service	Product and Service Innovation	Customer Relationship Management
Supply Chain Management	Product and Service Innovation	Customer Relationship Management

Recent innovations

Key needs

- Perform real-time segmentation for large customer populations and create target groups and initiatives
- Identify hidden patterns and trends in consumer behavior
- Achieve faster insight to action

Key innovations

- SAP Audience Discovery and Targeting
 - Leverage a powerful and easy-to-use segmentation engine which is built on the SAP HANA platform.

Release

- SAP Customer Engagement Intelligence 1.0



Recent innovations 5/7

Market Insight and Customer Strategy		Core Insurance Operations		Finance, Investments, and Compliance	
Customer Segmentation		Product and Policy Lifecycle		Financial Planning and Analysis	
Underwriting		Sales Lifecycle		Reinsurance and Reinsurance Cycle	
Claims		Retention Lifecycle		Cost and Asset Management	
Service		Billing and Payments		Collaboration Partner Operations	
Claims Fraud Management				Compliance, Risk, and Governance	

Recent innovations

Key needs	Key innovations	Release
• Create a consistent shopping experience across channels • Consolidate and centralize management of product information and attributes across all channels • Connect all channel touch points and unify commerce processes on a single, highly flexible platform • Leverage product content and master data consistently across multiple channels • Import, consolidate, and manage high-volume and complex data in real time • Operate multiple online stores on a single platform for multitenant or multibrand strategies and localization needs • Centralize order orchestration by processing, controlling, and routing orders from different channels, warehouses, or fulfillment routes in a centralized hub	• Leading OmniCommerce platform and suite	• hybris Commerce Suite 5.0 

Sales

Recent innovations 7/7

Global Strategy and Business Model	Core Business Functions	Support Functions
Customer Relationship Management	Product and Sales Management	Marketing and Sales Support
Marketing	Order Management	Marketing and Sales Support
CRM	Customer Service	Call and Mail Management
Support	Delivery and Logistics	Customer Support Services
Supply Chain Management		Marketing, Sales and Logistics

Recent innovations

Key needs

- Intuitive user interface
- Improved usability
- Fast and easy-to-use system

Key innovations

- Generic enhancements for CRM marketing

Release

- SAP enhancement package 3 for SAP CRM 7.0



Service

Recent and Planned innovations 1/8

Global Strategy and Business Model	Core Business Operations	Support, Maintenance, and Innovation
Customer Engagement	Product Core (SAP S/4HANA)	Customer Training and Support
Marketing	Cloud (SAP Cloud)	Marketing and Campaigns
Sales	Business Process	Sales and Sales Support
Service	Supply Chain Management	Customer Service and Support
Supply Chain Management		Customer Service and Support

Recent innovations

Key needs

- Self-service portal for customers, so consumers can search for solutions and report and track issues
- Service entitlements, offering the ability to monitor service entitlements and receive notifications if average handling time is exceeded

Key innovations

- SAP Cloud for Social Engagement and SAP Cloud for Service solutions

Release

- SAP Cloud for Customer 1311



Service

Recent and Planned innovations 2/8

Global Strategy and Business Model	Core Business Operations	Support, Maintenance, and Innovation
Customer Engagement	Product Core (SAP S/4HANA)	Customer Training and Support
Marketing	Core (SAP CRM)	Marketing and Campaigns
Sales	Business Process	Sales and Sales Support
Service	Business Process	Customer Service Support
Supply Chain Management	Business Process	Supply Chain Management

Recent innovations

Key needs

- Service request management to streamline service ticketing processes with categorization, queuing, and assignment
- Knowledge management integration to respond intelligently and consistently to messages within minutes using built-in knowledge management
- Telephony, e-mail, chat, social media, and a self-service portal for smooth management of customer interactions across all interaction channels

Key innovations

- Enhancements in the SAP Cloud for Service solution

Release

- SAP Cloud for Customer 1308



Service

Recent and Planned innovations 3/8

Business Unit	Core Business Operations	Support, Maintenance, and Innovation
Customer Engagement	Product and Service Delivery	Customer Training and Support
Marketing	Sales Enablement	Marketing and Campaign Management
HR	Human Resources	HR and Talent Management
Finance	Supply Chain Management	Finance and Accounting
IT	IT Infrastructure	IT Infrastructure and Security

Planned innovations

Key needs

- Allow partners to search for solutions and report issues on behalf of customers using a self-service portal
- Help shared-service teams to process service requests
- Collect revenue from field service activities
- Enable users to access the application with Windows and Android tablets
- Let consultants convert service requests, service orders, and service confirmations into Adobe PDF format
- Permit key users to configure status by document type and change field properties to read-only or mandatory
- Assist consultants in configuring business rules to dynamically render tabs, section groups, and fields

Key innovations

- Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Service

Recent and Planned innovations 4/8

Global strategy and business model	Core business operations	Support, maintenance, and innovation
Customer Engagement	Product Core (SAP) - Cloud	Customer Training and Support
Marketing	Cloud (SAP) - Cloud	Marketing and Campaigns
Sales	Business Process	Call and Sales Support
Service	Business Process	Customer Service Support
Supply Chain Management	Supply Chain Management	Supply Chain Management

Recent innovations

Key needs

- Improved usability and performance of the inbox in the interaction center
- Enhanced ability to use the inbox in the interaction center as a supervisor or manager tool

Key innovations

- Inbox enhancements to the interaction center in SAP CRM

Release

- SAP enhancement package 3 for SAP CRM 7.0



Service

Recent and Planned innovations 5/8

Global Strategy and Business Model	Core Business Operations	Support, Maintenance, and Innovation
Customer Relationship Management	Product Life Cycle Management	Customer Training and Support
Marketing	Sales Operations	Marketing and Campaign Management
CRM	Production Operations	Call Center and Self-Service Support
Supply Chain Management	Supply Chain Management	Customer Service Operations
		Marketing, Sales, and Customer

Recent innovations

Key needs

- Service request management to streamline service ticketing processes with categorization, queuing, and assignment
- Knowledge management integration to respond intelligently and consistently to messages within minutes using built-in knowledge management
- Telephony, e-mail, chat, social media, and a self-service portal for smooth management of customer interactions across all interaction channels

Key innovations

- Enhancements in the SAP Cloud for Service solution

Release

- SAP Cloud for Customer 1308



Service

Recent and Planned innovations 6/8

Global strategy and business model	Core business operations	Support, maintenance, and innovation
Customer Engagement	Product Core (SAP CRM)	Customer Training and Support
Marketing	Sales (CRM)	Marketing and Campaigns
CRM	Service (CRM)	Call Center and Self-Service
Support	Supply Chain (CRM)	Customer Service Operations
Supply Chain (CRM)		Customer Service Operations

Recent innovations

Key needs

- Fast and easy-to-use system
- Intuitive user interface

Key innovations

- Various enhancements in SAP CRM enhancement package 3 for service
 - Enable innovative design and optimized performance.

Release

- SAP enhancement package 3 for SAP CRM 7.0



- Offer consistent customer service across all interaction channels, including social media
- Respond appropriately and proactively to social media in sync with customer service policies

- Social media integration with the customer interaction center for SAP CRM

- SAP enhancement package 3 for SAP CRM 7.0



Service

Recent and Planned innovations 7/8

Global Strategy and Business Model	Core Business Operations	Support, Maintenance, and Innovation
Customer Relationship Management	Product Life Cycle Management	Customer Training and Support
Marketing	Sales Operations	Marketing and Campaign Management
CRM	Business Process Management	Call Center and Self-Service Support
Service	Supply Chain Management	Customer Service and Support
Supply Chain Management		Customer Service and Support

Recent innovations

Key needs

- Improve collaboration within the service organization, partners, and customers
- Resolve issues faster and better through improved knowledge and best practice sharing

Key innovations

- SAP Jam social software platform integration with SAP CRM service
- SAP Cloud for Social Engagement and SAP Cloud for Service solutions

Release

- SAP enhancement package 3 for SAP CRM 7.0
- SAP Cloud for Customer 1311



Service

Recent and Planned innovations 8/8

Global Strategy and Business Model		Core Business Operations		Support, Maintenance, and Innovation	
Customer Engagement	Product Core (SAP S/4HANA)	Product Core (SAP S/4HANA)	Product Core (SAP S/4HANA)	Product Core (SAP S/4HANA)	Product Core (SAP S/4HANA)
Marketing	Customer Relationship Management	Customer Relationship Management	Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Sales	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Service	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Supply Chain Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management

Planned innovations

Key needs

- Allow partners to search for solutions and report issues on behalf of customers using a self-service portal
- Help shared-service teams to process service requests
- Collect revenue from field service activities
- Enable users to access the application with Windows and Android tablets
- Let consultants convert service requests, service orders, and service confirmations into Adobe PDF format
- Permit key users to configure status by document type and change field properties to read-only or mandatory
- Assist consultants in configuring business rules to dynamically render tabs, section groups, and fields

Key innovations

- Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



	Business and Customer Strategy	Core Business Operations		Financial Resources and Investments
Customer Engagement		Product and Policy Lifecycle		Financial Planning and Analysis
Marketing		Digital Lifecycle		Accounting and Financial Control
Sales		Performance Lifecycle		Cost and Asset Management
Service		Policy and Payments		Collaborative Financial Planning
Global or Cross-Company				Governance, Risk, and Compliance
AI/ML	Core Business Requirements and Product	Talent Management	Tools and Automated Workflows	Workflow Planning and Analytics
Customer	Customer Engagement and Product Development	Customer Policy and Compliance	Customer Support and Claims	Customer Segments and Analytics
Product/Service	Product/Service Development	IT Infrastructure and Security	IT Product and Service Development	IT Support and Analytics
Other	Other	Other	Other	Other

Key needs

- ## Key innovations

- # Release

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Recent innovations 1/4

	Market Segment and Customer History	Core Insurance Operations		Regulatory, Compliance, and Litigation
	Channel Management	Product and Policy Lifecycle		Financial Reporting and Insurance
	Rating	Claim Lifecycle		Accounting and Reinsurance
	Business	Reinsurance Lifecycle		Cost and Asset Management
	Service	Billing and Payments		Collaborative Financial Planning
	Sales Force Management			Executive, Risk, and Compliance
all	Core Underwriting, Reservations, and Policy Management	Talent Management	Time and Materials Management	Strategic Planning and Analytics
control	Business Development and Marketing	Customer Policy and Claims Management	Revenue Management and Billing	
enable	Technology, Product Development	Financial Management	Human Resources Management	IT Support Services
engage	Marketing, Public Relations	Health Care	Insurance	Insurance Services

Key needs

Key innovations

Release

- Fast and accurate quote creation
- Side-by-side quote functionality
- Guided procedure within quotation process

- Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application

- SAP Underwriting for Insurance 2.0



- Adapt quickly to changing market trends
- Achieve fast time to market for new insurance products
- Comply with regulatory changes, such as those pertaining to the Insurance Services Office (ISO)
- Support of underwriting guidelines

- Enhanced product configuration and underwriting capabilities for SAP Product Lifecycle Management for Insurance

- SAP Underwriting for Insurance 2.0



Recent innovations 2/4

	Market Segment and Customer History	Core Insurance Operations		Regulatory, Compliance, and Litigation
	Channel Management	Product and Policy Lifecycle		Financial Planning and Reporting
	Selling	Claim Lifecycle		Accounting and Reinsurance
	Rating	Customer Lifecycle		Cost and Asset Management
	Service	Billing and Payments		Collaborative Financial Planning
	Sales Force Management			Executive, Risk, and Compliance
all	Core Underwriting, Reservations, and Policy Issuance	Talent Management	Time and Materials Management	Strategic Planning and Analytics
control	Business Development and Marketing	Customer Policy and Claims Management	Revenue Management and Reinsurance	
enable	Technology, Product Development	Financial Management	Human Resources Management	IT Service Management
engage	Marketing, Social Media	Health Care	Insurance	Insurance

Key needs

Key innovations

Release

- Support new statutory enhancements for German car registration processing
- Use of further policy management business transactions and functions for motor line of business

- Motor-specific enhancements for SAP Policy Management Property and Casualty for Insurance package

- SAP Policy Management add-on for auto insurance 1.3



- Gain insights about insurance contract details throughout the entire policy lifecycle

- Enablement of the SAP HANA platform for the SAP Policy Management application

- SAP Policy Management 5.2



Recent innovations 3/4

	Market Segment and Customer History	Core Insurance Operations		Regulatory, Compliance, and Litigation
	Channel Management	Product and Policy Lifecycle		Financial Planning and Reporting
	Selling	Claim Lifecycle		Accounting and Reinsurance
	Rating	Customer Lifecycle		Cost and Asset Management
	Service	Billing and Payments		Collaborative Financial Planning
	Sales Force Management			Executive, Risk, and Compliance
all	Core Underwriting, Reservations, and Policy Issuance	Talent Management	Time and Materials Management	Strategic Planning and Analytics
channel	Business Development, Sales, and Marketing	Customer Policy and Claims Management	Revenue Management and Billing	
regulatory	Regulatory, Product Review	Product Development	IT Projects and Programs	IT Support Services
renewal	Renewal, Policy Renewal	New Sales	Acquisition	Operational Support

Key needs

Key innovations

Release

- Ability to apply dual controls with flexible checks
- Ability to transfer values on target contracts with different product generations
- Capability to provide options to derive policy end dates
- Enablement of fast correspondence printing for complete in-force business
- Access to same insurance mathematics by varying context
- Capability to view data about each contract within a policy during claims processing
- Support from maintenance for technical features

- Optimization of key capabilities for SAP Policy Management application

- SAP Policy Management 5.2



Recent innovations 4/4

	Market Segment and Customer History	Core Insurance Operations		Regulatory, Compliance, and Litigation
	Channel Management	Product and Policy Lifecycle	Claims Lifecycle	Financial Planning and Reporting
	Marketing	Customer Lifecycle	Rate and Asset Management	Accounting and Reinsurance
	Service	Billing and Payments	Underwriting Process	Collaborative Financial Planning
	Sales Force Management			Executive, Risk, and Compliance
all	Core Underwriting, Regulatory and Compliance	Talent Management	Time and Materials Management	Strategic Planning and Analytics
control	Business Development and Marketing	Customer Policy and Claims Management	Revenue Management and Reporting	
partial	Underwriting, Policy Issuance	Underwriting and Claims	Underwriting and Claims	IT Support Services
shared	Marketing, Sales and Service	Underwriting	Underwriting	Underwriting

Key needs

Key innovations

Release

- Flexible amendment of policies
- Support of new legal payment formats
- Overview of organizational assignments
- Flexible processing of provisional update runs
- Service-oriented access to policy information

- Functional enhancements to the SAP Policy Management application

- SAP Policy Management 5.2



- Easy modification of insurance contracts
- Quick overview of policy details and history
- Direct access to important information and processing options
- User-friendly display of policy information

- Usability optimization of the SAP Policy Management application

- SAP Policy Management 5.2



Claim Lifecycle

Recent innovations 1/3

Module, Project and Release Information	Key Innovation Features	Project, Implementation, and Information
Core Management	Project and Release Information	Project, Implementation, and Information
Reporting	Reporting	Reporting and Analytics
Tools	Tools	Tools and Analytics
Support	Support	Support and Analytics
Tools and Analytics	Tools and Analytics	Tools and Analytics

Recent innovations

Key needs

- SAP Fraud Management for Insurance powered by SAP HANA enables insurance companies to detect, investigate, analyze, and prevent irregularities or fraud in high volume claim environments

Key innovations

- SAP Fraud Management for Insurance analytic application powered by SAP HANA

Release

- SAP Fraud Management 1.0



Recent innovations 2/3

	Market Insight and Customer Intimacy	Core Transaction Operations			Financial Engineering and Innovation
Overall Management		Product and Policy Design			Financial Planning and Analysis
Marketing		Underwriting			Modeling and Valuation
Sales		Reinsurance / Mgmt			Cost and Asset Management
Service		Claims and Payments			Collaborative Financial Care
Sales Line Management					Investment, Risk, and Capital

Business Areas	Core Business Operations and Support	Specialized Management	Tools and Technology Management	Regulatory Planning and Analysis
Executive	Executive Decisions and Strategic Planning	Executive Policy and Compliance	Executive Research and Development	Executive Planning and Analysis
Business Functions	Business Functions and Support	Business Functions and Support	Business Functions and Support	Business Functions and Support
Product	Product Development and Support	Product Development and Support	Product Development and Support	Product Development and Support
Support	Support Functions and Support	Support Functions and Support	Support Functions and Support	Support Functions and Support

Key needs

Key innovations

Release

- Auditable Text
- Input Help for Benefit Types
- Pictures for Damaged Vehicle
- Reason for Changing Manual Reserve
- Authorizations for Coverage Referrals
- Multiple Insured Risks

- Claims Management for Insurance (FS-CM), Insurance Claim Handling Enhancements 5

- SAP enhancement package 7 for SAP ERP 6.0



Claim Lifecycle

Recent innovations 3/3

Claim Lifecycle	Key Innovation	Release
Claim Management	Optimization of key capabilities in the SAP Claims Management application	SAP enhancement package 7 for SAP ERP 6.0
Claim	Optimization of key capabilities in the SAP Claims Management application	SAP enhancement package 7 for SAP ERP 6.0
Claim	Optimization of key capabilities in the SAP Claims Management application	SAP enhancement package 7 for SAP ERP 6.0
Claim	Optimization of key capabilities in the SAP Claims Management application	SAP enhancement package 7 for SAP ERP 6.0
Claim	Optimization of key capabilities in the SAP Claims Management application	SAP enhancement package 7 for SAP ERP 6.0

Recent innovations

Key needs

- Faster invoice processing
- Granular organization of documents and notes
- Audit trail on changes to free-form text
- Control over who can change coverage referrals
- Better usability of benefit type lists
- Ability to handle multiple insured risks with different coverages, limits and deductibles
- Ability to note the location of damage
- Better reserve change documentation
- Improved usability when BP already exists
- Ability to note when a rejection is final
- Capability to handle unexpected absences in automatic assignment process

Key innovations

- Optimization of key capabilities in the SAP Claims Management application

Release

- SAP enhancement package 7 for SAP ERP 6.0



Reinsurance Lifecycle

Recent innovations

Product and Business Model	Core Reinsurance Operations	Policy, Underwriting, and Claims
Contract Management	Policy and Policy Change	Underwriting and Policy Change
Rating	Rating Agency	Rating Agency
Claim	Claims Management	Claims Management
Rebate	Rebate and Premium	Rebate and Premium
Reinsurance Management	Reinsurance Management	Reinsurance Management

Recent innovations

Key needs

- More flexibility due to the allocation of insurance claims directly to reinsurance treaties
- Ability to make corrections based on simulations of claims clauses and conditions
- Capability to track changes made in claims calculations or allocations

Key innovations

- Key innovation of the claims process user interface in the SAP Reinsurance Management application

Release

- SAP Reinsurance Management 7.0



- Gain insights about reinsurance contract details throughout the entire reinsurance lifecycle, for both active and passive reinsurance.

- Enhancement of the SAP HANA® platform for SAP Reinsurance Management

- SAP Reinsurance Management 7.0



Recent innovations 1/3

	Market Insight and Customer Experience	Core Business Operations		Program, Innovation and Collaboration
Channel Management		Product and Policy Lifecycle		Financial Planning and Analysis
Marketing		Customer Lifecycle		Accounting and Financial Control
Selling		Relationship Lifecycle		Cost and Asset Management
Service		Selling and Purchasing		Collaboration Partner Ecosystem
Sales Force Management				Geographic, Role, and Capacity

Process	Customer Relationship Management	Talent Management	Time and Material Management	Resource Planning and Analytics
Current	Strategic Relationship Management	Strategic HR Management	Strategic Network Management	Strategic Resource Management
Enabling	Strategic HR Management	Strategic Relationship Management	Strategic Network Management	Strategic Resource Management
Enabling	Strategic HR Management	Strategic Relationship Management	Strategic Network Management	Strategic Resource Management

Key needs

Key innovations

Release

- Archiving of Payment Data from Payment Run
- Integration with SAP Netweaver Information Lifecycle
- Outbound Interface for Postings to Business Partner
- Provisional Postings in Contract Account
- SEPA Developments
- Use of Additional Account Assignments During Live Operations SD / FS-CD System decoupling
- Additional information in locks
- Collections & Disbursements for Insurance (FS-CD) 5
- SAP enhancement package 7 for SAP ERP 6.0



Billing and Payments

Recent innovations 2/3

Global strategy and business model	Key innovation opportunities	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation
Global strategy and business model	Project, implementation, and evaluation	Project, implementation, and evaluation

Recent innovations

Key needs

- Process huge data volumes for receivables and payables in real time
- Gain insights into business blocks, such as payment or dunning blocks

Key innovations

- Enablement of the SAP HANA platform for the SAP Collections and Disbursements for Insurance application

Release

- SAP enhancement package 7 for SAP ERP 6.0



- SEPA mandate management for individual transactions, contracts, or contract accounts
- Support for address and bank data changes for customers/partners
- Support mandates in payment agreements with customers/partners
- Seamlessly integrate mandates in transaction data between operational systems
- Notify customers/partners of SEPA pre-notifications

- SEPA round-offs for the SAP Collections and Disbursements for Insurance application
 - Mandate management for Single Euro Payments Area (SEPA) provides full support for incoming and outgoing payments in the SAP Collections and Disbursements for Insurance application.

- SAP enhancement package 7 for SAP ERP 6.0



Recent innovations 3/3

Recent innovations

Release

- 

Financial Planning and Analysis

Recent and Planned innovations 1/10

Business Process and SAP Solution	Key Business Processes	Key SAP Solutions
Financial Accounting	General Ledger, Accounts Payable, Accounts Receivable	SAP FI, SAP FI-AP, SAP FI-AR
Controlling	Cost Accounting, Internal Accounting	SAP CO, SAP CO-PA
Human Resources	Personnel Management, Payroll	SAP HR, SAP HR-PP
Production	Production Planning, Production Control	SAP PP, SAP PP-PI
Logistics	Material Management, Sales and Distribution	SAP MM, SAP SD
Customer Relationship Management	Customer Relationship Management	SAP CRM
Supply Chain Management	Supply Chain Management	SAP SCM
Project Management	Project Management	SAP PS
Plant Maintenance	Plant Maintenance	SAP PM
Energy Management	Energy Management	SAP EM
Transportation Management	Transportation Management	SAP TM
Warehouse Management	Warehouse Management	SAP WM
Compliance Management	Compliance Management	SAP GRC
Customer Experience Management	Customer Experience Management	SAP CX
Business Intelligence	Business Intelligence	SAP BW
Cloud Managed Services	Cloud Managed Services	SAP Cloud Managed Services

Recent innovations

Key needs

- Common user experience across processes
- Increased integration with SAP solutions

Key innovations

- Harmonized user interfaces, improved integration

Release

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



- Key forward-looking and analytical data regarding:
- Cost, margin, and other financial trends and forecasts
- Profitability analysis (such as, "The customer who purchased product A also bought X, Y, and Z")
- Company performance, based on external factors
- Proactive detection of financial risks

- Forward-looking financial operations with SAP Predictive Analysis software

- SAP Predictive Analysis 1.0



Financial Planning and Analysis

Recent and Planned innovations 2/10

Business Process and SAP Solution	Key Business Processes	Key Business Processes
Financial Accounting	Financial Accounting	Financial Accounting
Controlling	Controlling	Controlling
HR	HR	HR
Logistics	Logistics	Logistics
Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Supply Chain Management	Supply Chain Management	Supply Chain Management
Project Management	Project Management	Project Management
Real Estate Management	Real Estate Management	Real Estate Management
Energy Management	Energy Management	Energy Management
Healthcare Management	Healthcare Management	Healthcare Management
Government Management	Government Management	Government Management
Manufacturing Management	Manufacturing Management	Manufacturing Management
Retail Management	Retail Management	Retail Management
Transportation Management	Transportation Management	Transportation Management
Media Management	Media Management	Media Management
Telecommunications Management	Telecommunications Management	Telecommunications Management
Utilities Management	Utilities Management	Utilities Management
Other Industries	Other Industries	Other Industries

Recent innovations

Key needs

- Increased user productivity
- Different processing options for different user types

Key innovations

- ERP controlling
 - Enable next-generation management accounting and user experience, plus new interfaces for cost center, internal orders, and project planning.

Release

- SAP enhancement package 6 for SAP ERP 6.0



Financial Planning and Analysis

Recent and Planned innovations 3/10

Business Process	Key Business Processes	Key Business Processes
Financial Planning and Analysis	Financial Planning and Analysis	Financial Planning and Analysis
Accounting	Accounting	Accounting
Tax	Tax	Tax
Treasury	Treasury	Treasury
Banking	Banking	Banking
Capital Markets	Capital Markets	Capital Markets
Compliance	Compliance	Compliance
Reporting	Reporting	Reporting
Integration	Integration	Integration
Analytics	Analytics	Analytics
Mobile	Mobile	Mobile
Cloud	Cloud	Cloud
Security	Security	Security
Performance	Performance	Performance
Scalability	Scalability	Scalability
Flexibility	Flexibility	Flexibility
Interoperability	Interoperability	Interoperability
Integration	Integration	Integration
Reporting	Reporting	Reporting
Analytics	Analytics	Analytics
Mobile	Mobile	Mobile
Cloud	Cloud	Cloud
Security	Security	Security
Performance	Performance	Performance
Scalability	Scalability	Scalability
Flexibility	Flexibility	Flexibility
Interoperability	Interoperability	Interoperability

Recent innovations

Key needs

- Reduce managerial reliance on others for information needed to access business-unit spend and budgets
- Evaluate the financial impact of a business decision, with timely data and context
- Provide expense forecasts
- Effectively get spend information any time (structured and unstructured) to run the business

Key innovations

- Expense insight anywhere, anytime with the SAP RealSpend mobile app
 - Mobile app that displays spend information to managers

Release

- SAP RealSpend 1.0



Recent and Planned innovations 4/10

Recent innovations

Release

- 

Recent and Planned innovations 5/10

Recent innovations

Release

- SAP HANA Live 1.0 for SAP ERP



Financial Planning and Analysis

Recent and Planned innovations 6/10

Recent SAP F&A innovations		New SAP F&A innovations		Planned SAP F&A innovations	
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics
Smart Financials	Smart Analytics	Smart Financials	Smart Analytics	Smart Financials	Smart Analytics

Planned innovations

Key needs

- Reconcile financial and management accounting
- Eliminate restrictions to predefined reporting views
- Streamline operational and analytical reporting and consolidation that are in different systems
- Consolidate work currently in different planning applications with manual data transfer between them

Key innovations

- Smart financials – Accounting



Financial Planning and Analysis

Recent and Planned innovations 7/10

Business Strategy and Management		Data Processing and Analytics		Planning, Reporting, and Compliance	
Business Strategy	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management
Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management	Business Process Management

Planned innovations

Key needs

- Multiple user interface options to meet the needs of a broader set of users
- Integrated planning processes across the organization
- Ability to address increasing data volumes and leverage mobile devices

Key innovations

- Strategy Management
 - Enhanced mobile experience and extended browser support
- Planning, budgeting, and forecasting
 - Single planning platform based on the SAP NetWeaver Business Warehouse (SAP NetWeaver BW) application, powered by SAP HANA
 - Enhanced calculation performance plus enriched mobile experience with the SAP EPM Unwired mobile app



Recent and Planned innovations 8/10

	Business Manager and Customer Relationship	Core Insurance Operations	Financing, Investments, and Compliance
Channel Management	Product and Policy Lifecycle		
Distribution	Specialty Accounts		Accounting and Financial Control
Marketing	Human Resources		Capital and Asset Management
Service	Billing and Payments		Collaboration/Partner Support
Sales Force Management			Stewardship, Risk, and Compliance

Key needs

- Business users, senior-level leaders, and frontline workers need to be able to review and act on business-performance information any time, any place.
- Organizations need a software solution that facilitates on-the-fly reporting and analysis of business performance.

Key innovations

- SAP Strategy Management application

Release

- SAP Strategy Management 10.1



Financial Planning and Analysis

Recent and Planned innovations 9/10

Business Process and Innovation	Key Business Processes	Key Business Processes
Financial Planning and Analysis	Financial Planning and Analysis	Financial Planning and Analysis
Accounting	Accounting	Accounting
Tax	Tax	Tax
Treasury	Treasury	Treasury
Banking	Banking	Banking
Capital Markets	Capital Markets	Capital Markets
Human Resources	Human Resources	Human Resources
Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Supply Chain Management	Supply Chain Management	Supply Chain Management
Product Development	Product Development	Product Development
Marketing	Marketing	Marketing
Sales	Sales	Sales
Service	Service	Service
IT	IT	IT
Legal	Legal	Legal
Compliance	Compliance	Compliance
Security	Security	Security
Environment	Environment	Environment
Social	Social	Social
Government	Government	Government
Academia	Academia	Academia
Non-Profit	Non-Profit	Non-Profit
Healthcare	Healthcare	Healthcare
Education	Education	Education
Energy	Energy	Energy
Transportation	Transportation	Transportation
Manufacturing	Manufacturing	Manufacturing
Construction	Construction	Construction
Real Estate	Real Estate	Real Estate
Media	Media	Media
Telecommunications	Telecommunications	Telecommunications
Retail	Retail	Retail
Food and Beverage	Food and Beverage	Food and Beverage
Pharmaceuticals	Pharmaceuticals	Pharmaceuticals
Chemicals	Chemicals	Chemicals
Automotive	Automotive	Automotive
Aerospace	Aerospace	Aerospace
Defense	Defense	Defense
Government Contractors	Government Contractors	Government Contractors
Non-Profit Organizations	Non-Profit Organizations	Non-Profit Organizations
Academic Institutions	Academic Institutions	Academic Institutions
Research and Development	Research and Development	Research and Development
Intellectual Property	Intellectual Property	Intellectual Property
Patents	Patents	Patents
Trademarks	Trademarks	Trademarks
Copyrights	Copyrights	Copyrights
Trade Secrets	Trade Secrets	Trade Secrets
Other Intellectual Property	Other Intellectual Property	Other Intellectual Property

Recent innovations

Key needs

- Information that helps line managers understand where they stand with spend and budgets for their business unit, without having to rely others
- Ability to assess the financial impact of a business decision with timely data and context
- Ability to provide expense forecasts and effective ways to get to spend information any time (structured and unstructured) to run the business

Key innovations

- SAP RealSpend

Release

- SAP RealSpend 3.0.0 for iPad



Financial Planning and Analysis

Recent and Planned innovations 10/10

Business Objectives and Success Factors		Key Business Objectives		Primary Capabilities and Success Factors	
Business Objectives	Financial Performance	Operational Performance	Process Efficiency	Customer Satisfaction	Customer Engagement
	Revenue		Cost Reduction		Customer Retention
	Profit		Productivity		Customer Loyalty
	Market Share		Employee Satisfaction		Customer Feedback
Success Factors		Success Factors		Success Factors	
Financial Performance		Operational Performance		Customer Satisfaction	
Revenue		Process Efficiency		Customer Engagement	
Profit		Cost Reduction		Customer Retention	
Market Share		Productivity		Customer Loyalty	
Customer Feedback		Employee Satisfaction		Customer Feedback	

Planned innovations

Key needs

- Increasing pressure to deliver to stakeholders and regulators, all while reducing cost and being on the go
- The explosion of mobile and social media technology means that, at any given moment, more information is available than ever before
- Staying organized and keeping up with all of these pressures and information is a challenge for every CFO

Key innovations

- SAP CFO Vantage mobile app



Accounting and Financial Close

Recent and Planned innovations 1/12

Recent and Planned Innovations	Key Innovation	Release
General Accounting	General Accounting for Insurance Contracts	2014
Insurance	Insurance Accounting	2014
Assets	Assets Accounting	2014
Liabilities	Liabilities Accounting	2014
Equity	Equity Accounting	2014
Financial Close	Financial Close	2014

Recent innovations

Key needs

- Comply with new and emerging accounting standards for insurance contracts
- Handle legacy policy systems that are not ready for multiple generally accepted accounting principles
- Centralize and optimize general ledger interfacing
- Utilize insurance contracts reporting data for other purposes, such as Solvency II

Key innovations

- SAP Insurance Analyzer analytic applications: SAP Accounting for Insurance Contracts

Release

- SAP Insurance Analyzer 1.0



Accounting and Financial Close

Recent and Planned innovations 2/12

Recent and Planned Innovations	Key Innovation	Project, Implementation, and Timeline
Control Management	Project and Risk Management	Control Management and Risk Management
Reporting	Cost Accounting	Reporting and Cost Accounting
Cost	Business Process	Cost and Business Process
Finance	Business Process	Finance and Business Process
Business Process	Business Process	Business Process and Business Process

Planned innovations

Key needs

- Reconcile financial and management accounting
- Eliminate restrictions to predefined reporting views
- Streamline operational and analytical reporting and consolidation that are in different systems
- Consolidate work currently in different planning applications with manual data transfer between them

Key innovations

- Smart financials – Accounting



Recent and Planned innovations 3/12

	Market Insight and Customer Strategy	Core Insurance Operations		Programs, Innovation, and Compliance
Channel Management	Product and Policy Lifecycle	Underwriting	Financial Planning and Analytics	
Marketing	Claims Lifecycle	Reinsurance Lifecycle	Regulatory and Compliance	
Sales			Capital and Asset Management	
Service		Billing and Payments	Collaboration/Partnership Channel	
Sales Cycle Management			Securitization, Risk, and Capital	

Key needs

Key innovations

Release

- Financial close dashboard on mobile devices or desktops
- End-to-end monitoring of closing tasks
- Insight into progress, errors, and delays
- Collaboration for easy problem solving

- SAP Smart Business for financial close

- SAP Smart Business for financial close 1.0



Accounting and Financial Close

Recent and Planned innovations 4/12

Global Accounting and Financial Close	Key Innovation	Project, Implementation, and Timeline
Global Accounting	Global Accounting 2.0	Global Accounting 2.0
Financial Close	Financial Close 2.0	Financial Close 2.0
Global Accounting	Global Accounting 2.0	Global Accounting 2.0
Financial Close	Financial Close 2.0	Financial Close 2.0
Global Accounting	Global Accounting 2.0	Global Accounting 2.0
Financial Close	Financial Close 2.0	Financial Close 2.0

Recent innovations

Key needs

- Improved user experience
- Easier communication
- More detailed reports

Key innovations

- Intercompany Reconciliation on HANA - User experience
 - New web user interface
 - New reporting options
 - Accelerator for selecting intercompany data (open items) from SAP HANA – thus supporting also side-by-side

Release

- SAP ERP Financial Accounting and Operations 2.0



Recent and Planned innovations 5/12

	Market Insight and Customer Strategy	Core Insurance Operations		Programs, Innovation, and Compliance
Channel Management	Product and Policy Lifecycle	Underwriting	Financial Planning and Analytics	
Marketing	Claims Lifecycle	Reinsurance Lifecycle	Regulatory and Compliance	
Sales			Capital and Asset Management	
Service		Billing and Payments	Collaboration/Partnership Channel	
Sales Cycle Management			Securitization, Risk, and Capital	

Key needs

- Create a direct cash-flow statement on the group level
- Analyze direct cash flow or liquidity planning by additional, custom-specific characteristics
- Assign payments to liquidity items

Key innovations

- Direct cash flow statement for actual data
 - Global and local accounting standards (such as International Financial Reporting Standards, U.S. Generally Accepted Accounting Principles, and others) require the submission of a cash-flow statement as part of the financial statement. They sometimes encourage use of the direct accounting method versus the indirect method, and customers often prefer the direct method for better internal insight.

Release

- SAP enhancement package 7 for SAP ERP 6.0



Recent and Planned innovations 6/12

	Market Insight and Customer Engagement	Core Insurance Operations		Program, Innovation and Compliance
Channel Management	Product and Pricing Strategy	Underwriting	Claims Management	Financial Planning and Reporting
Marketing	Underwriting	Claims Management	Reinsurance & Capital	Regulatory Compliance
Sales	Reinsurance & Capital	Claims Management	Claims Management	Cost and Asset Management
Service	Claims Management	Reinsurance & Capital	Claims Management	Collaboration/Partnerships
Sales Channel Management	Reinsurance & Capital	Claims Management	Claims Management	Governance, Risk, and Compliance

Key needs

Key innovations

Release

- Adapt configurations in the SAP ERP application to reflect changes to the leading accounting standard
- Clearly separate postings for different ledger groups and assigned depreciation areas

- Parallel ledgers – Ledger switches and full postings

- SAP enhancement package 7 for SAP ERP 6.0



- Powerful orchestration of entity-close activities
- Increased efficiency and higher automation
- Internal controls and comprehensive audit trails
- Co-existence with existing schedulers

- SAP Financial Closing cockpit 2.0
 - Enhanced close management for entities

- SAP Financial Closing cockpit 2.0



Recent and Planned innovations 7/12

	Market Insight and Customer Segmentation	Core Insurance Operations		Program, Innovation and Compliance
Channel Management	Product and Pricing Strategy	Underwriting	Claims Management	Financial Planning and Reporting
Marketing	Underwriting	Claims Management	Reinsurance & Capital	Regulatory Compliance
Sales	Reinsurance & Capital	Claims Management	Claims Management	Customer and Agent Management
Service	Claims Management	Claims Management	Claims Management	Collaboration/Partnerships
Sales Channel Management	Claims Management	Claims Management	Claims Management	Governance, Risk, and Compliance

Key needs

Key innovations

Release

- Real-time operational reporting

- SAP HANA–based analytics

- SAP HANA Live 1.0 for SAP ERP



Recent and Planned innovations 8/12

	Market Insight and Customer Segmentation	Core Insurance Operations	Program, Underwriting and Compliance
Channel Management	Product and Pricing Strategy		Financial Planning and Reporting
Marketing	Underwriting	Claims Lifecycle	Reinsuring and Reinsurance
Sales	Reinsurance & Securitization		Cost and Asset Management
Service	Billing and Payments		Collaboration/Proactive Claims
Sales Risk Management			Governance, Risk, and Compliance

Key needs

Key innovations

Release

- Real-time intercompany reconciliation
- Acceleration of period end close
- Direct reaction on changed intercompany data

- Intercompany Reconciliation on SAP HANA

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



- Create a direct cash-flow statement on the company level which is prepared for consolidation on the group level
- Analyze direct cash flow or liquidity planning by additional, custom-specific characteristics
- Assign payments to liquidity items

- Direct cash flow statement for actual data

- SAP enhancement package 7 for SAP ERP 6.0



- Faster financial close in general ledger and sub-ledgers
- Timely reports for better business decisions
- Dynamic selections that support ad hoc analysis
- Better date-related retrospective reconciliation of asset accounting with general ledger

- Accelerated finance and controlling with SAP HANA
 - Faster response times
 - Deeper business insight

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



Recent and Planned innovations 9/12

	Market Insight and Customer Segmentation	Core Insurance Operations		Program, Underwriting and Compliance
	Channel Management	Product and Pricing Strategy		Financial Planning and Reporting
	Marketing	Underwriting		Marketing and Sales Support
	Sales	Reinsurance & Securitization		Cost and Asset Management
	Service	Billing and Payments		Collaboration/Partner Development
	Sales Risk Management			Securities, Risk, and Capital
Business Areas	Core Insurance Operations and Support	Support & Management	Front and Back Office Operations	Financial Planning and Reporting
Department	Product Development and Support Operations	Insurance Policy and Underwriting Operations	Insurance Claims and Settlement Operations	Financial Planning and Reporting
Business Functions	Product Development and Support Operations	Insurance Policy and Underwriting Operations	Insurance Claims and Settlement Operations	Financial Planning and Reporting
Business Functions	Product Development and Support Operations	Insurance Policy and Underwriting Operations	Insurance Claims and Settlement Operations	Financial Planning and Reporting

Key needs

Key innovations

Release

- Optimize process performance – Running reports is performance-intensive and, at certain times in the month, impacts period-end closing run times
- Access large data volumes by reading directly from the line items instead of from precalculated aggregates (especially in product cost reporting and profitability analysis)
- Speed up analysis and reporting and provide greater insight by accessing all fields in line items – The lack of intuitive, instant access to finance and controlling data results in poor cost control
- Speed up period close for overhead calculation, assessment and distribution, and certain steps in the material ledger – Currently, many period-end closes involve laborious and time consuming processes
- Process and report acceleration through SAP HANA – Acceleration of numerous reports and selected period-end processes through SAP HANA software
- SAP enhancement package 5 for SAP ERP 6.0



Recent and Planned innovations 10/12

	Market Insight and Customer Engagement	Core Insurance Operations		Program, Innovation and Compliance
Channel Management	Product and Pricing Strategy	Product and Pricing Strategy	Product and Pricing Strategy	Product and Pricing Strategy
Marketing	Underwriting	Underwriting	Underwriting	Underwriting
Sales	Reinsurance & Securitization	Reinsurance & Securitization	Reinsurance & Securitization	Reinsurance & Securitization
Service	Claims and Payments	Claims and Payments	Claims and Payments	Claims and Payments
Legal Risk Management				Compliance, Risk, and Capital
IT Systems	Core Insurance Operations and Support	Support & Management	Support & Management	Product and Pricing Strategy
Investment	Investment Services and Capital Management	Investment Services and Capital Management	Investment Services and Capital Management	Investment Services and Capital Management
Reinsurance	Reinsurance Services and Capital Management	Reinsurance Services and Capital Management	Reinsurance Services and Capital Management	Reinsurance Services and Capital Management
Specialty	Specialty Services and Capital Management	Specialty Services and Capital Management	Specialty Services and Capital Management	Specialty Services and Capital Management
Other	Other Services and Capital Management	Other Services and Capital Management	Other Services and Capital Management	Other Services and Capital Management

Key needs

- Smarter business processes
- Faster processes and reporting
- Better Insight
- Improved quality

Key innovations

- SAP HANA as the underlying database

Release

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



Accounting and Financial Close

Recent and Planned innovations 11/12

Recent and Planned Innovations	Key Innovation Objectives	Project, Implementation, and Timeline
Current Accounting	Project and Financials	Financial Reporting and Analysis
Reporting	Cost Accounting	Financial Reporting and Analysis
Costs	Financial Reporting	Cost Accounting and Analysis
Financials	Financial Reporting	Financial Reporting and Analysis
Financial Reporting	Financial Reporting	Financial Reporting and Analysis

Planned innovations

Key needs

- Improved user experience
- Easier communication
- More detailed reports

Key innovations

- Intercompany Reconciliation– User experience
 - New web user interface
 - New reporting options
 - Improved collaboration



Accounting and Financial Close

Recent and Planned innovations 12/12

Global Accounting and Reporting Solutions		Key Innovation Solutions		Product Capabilities	
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting
Global Accounting	Global Reporting	Global Accounting	Global Reporting	Global Accounting	Global Reporting

Planned innovations

Key needs

- Integrated, comprehensive financial close and reporting solution to accelerate the closing process without sacrificing compliance, control, or flexibility
- Rapid reconciliation of intercompany amounts to avoid slowing the financial close process
- Ability to cope with last-mile-of-finance processes and changing regulatory reporting requirements

Key innovations

- Financial Consolidation
 - Enhanced integration with SAP BusinessObjects business intelligence solutions (SAP BusinessObjects BI solutions) and the SAP Disclosure Management application
 - Expanded preconfigured content
- Intercompany Reconciliation
 - Increased flexibility and usability and tighter integration with SAP Business Planning and Consolidation
- Disclosure Management
 - Support for additional regulatory formats and filings

Cash and Asset Management

Recent and Planned innovations 1/5

Business Area	Core Business Operations	Support Functions
Accounting and Finance	Financial Accounting	Human Resources
Marketing	Customer Relationship Management	Information Technology
Sales	Sales and Distribution	Legal and Compliance
Service	Service and Support	Research and Development
Supply Chain	Supply Chain Management	Procurement
Manufacturing	Production	Quality Management
Logistics	Logistics	Facilities Management
IT	IT	IT
Other	Other	Other

Recent innovations

Key needs

- Compliance with regulatory acts such as EMIR and the Dodd-Frank Act that require reporting to trade repositories, clearing-threshold reporting, and clearing of OTC with central-counter parties (CCP)
- Compliance with the IFRS 13 standard

Key innovations

- Regulatory exigencies
 - The SAP Treasury and Risk Management application assists in complying with regulations of OTC derivatives markets in the European Union (European Market Infrastructure Regulation or EMIR) and the United States (Dodd-Frank Act or DFA), plus International Financial Reporting Standards (IFRS) requirements.

Release

- SAP enhancement package 7 for SAP ERP 6.0



Cash and Asset Management

Recent innovations 2/5

Business Area	Core Business Operations	Finance, Accounting, and Reporting
Customer Relationship Management	Product Development & Innovation	Financial Planning and Control
Marketing	Sales & Distribution	Controlling and Financial Reporting
HR	Production & Logistics	Procurement and Supplier Management
Service	Supply Chain Management	Customer Relationship Management
IT & Infrastructure		Compliance, Risk, and Governance

Recent innovations

Key needs

- Change to the new SEPA-required payments by February 01, 2014, or February 01, 2016 in special cases
- Send prenotifications before a payment is triggered and enable a payment run to automatically split files according to the new criteria
- Send payments one day in advance with the COR1 scenario for Germany, Austria, and The Netherlands

Key innovations

- SEPA round offs
 - The Single Euro Payments Area (SEPA) is a legal requirement for 33 countries to make payments in euros.

Release

- SAP enhancement package 7 for SAP ERP 6.0



Cash and Asset Management

Planned innovations 3/5

Business Area	Core Business Operations	Finance, Accounting, and Controlling
Management Accounting	Financial Accounting - General	Financial Accounting - Special
Controlling	Cost Accounting	Internal Auditing and Compliance
Tax	Tax Accounting	Tax Reporting and Compliance
Banking	Banking Operations	Banking Reporting and Compliance
Capital Markets	Capital Markets Operations	Capital Markets Reporting and Compliance

Planned innovations

Key needs

- Customers facing the problem not being able to have one single source of truth for getting transparent information
- Limitations for quickly reacting to financial exposures
- Need for better transparency into financial data
- Central integration platform at headquarter level
- Inclusion of real-time market data
- Analytical dashboards with flexible aggregation and slice and dice of real-time data

Key innovations

- SAP Smart Business for cash management
 - Analyzing critical KPIs pertaining to the management of an organization's cash flow from a single user interface

Release

- SAP Smart Business 1.0 for SAP ERP



Recent innovations 4/5

	Market Image and Customer History	Core Resource Operations	Financial Resources and Capabilities
Customer Engagement	Product and Policy Lifestyle	Financial Planning and Analysis	
Marketing	Channel Lifestyle	Accounting and Financials	
Sales	Performance Lifestyle	Legal and Compliance	
Service	Policy and Payments	Collaborative Finance Support	
Sales Force Management		Governance, Risk, and Compliance	

Key needs

Key innovations

Release

- Plan cash flow for future periods with filing, submission, aggregation, and approval processes throughout the enterprise
- Control budget over actual payments and compare planned-to-actual expenditures
- Execute a process for outgoing and incoming payments, including proposal, approval, transfer to the bank, and bank account statement/bank receipt, via direct communication with banks in China
- Manage the full lifecycle and processing of bills of exchange in China

- SAP Cash and Liquidity Management application, version for China

- SAP ERP Financial Accounting and Operations 2.0



Cash and Asset Management

Recent and Planned innovations 5/5

Business Area	Core Business Operations	Finance, Accounting, and Reporting
Accounting	Financial Accounting	Financial Accounting
Banking	Banking	Banking
Capital	Capital	Capital
Compliance	Compliance	Compliance
Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Human Resources	Human Resources	Human Resources
Information Management	Information Management	Information Management
Legal	Legal	Legal
Marketing	Marketing	Marketing
Operations	Operations	Operations
Procurement	Procurement	Procurement
Project Management	Project Management	Project Management
Real Estate	Real Estate	Real Estate
Risk Management	Risk Management	Risk Management
Sales	Sales	Sales
Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management
Talent Management	Talent Management	Talent Management
Travel Management	Travel Management	Travel Management
Vendor Management	Vendor Management	Vendor Management
Workday	Workday	Workday

Planned innovations

Key needs

- Plan cash flow for future periods with filing, submission, aggregation, and approval processes throughout the enterprise
- Control budget over actual payments and compare planned-to-actual expenditures
- Execute a process for outgoing and incoming payments, including proposal, approval, transfer to the bank, and bank account statement/bank receipt, via direct communication with banks in China
- Manage the full lifecycle and processing of bills of exchange in China

Key innovations

- SAP Cash and Liquidity Management application, version for China



Collaborative Finance Operations

Recent innovations 1/9

Business Process	Key Innovation	Release
Accounts Payable	Payables Manager	SAP ERP 6.0
Accounts Receivable	Receivables Manager	SAP ERP 6.0
Banking	Banking Manager	SAP ERP 6.0
Capital	Capital Manager	SAP ERP 6.0
Finance	Finance Manager	SAP ERP 6.0
Fixed Assets	Fixed Assets Manager	SAP ERP 6.0
Inventory	Inventory Manager	SAP ERP 6.0
Procurement	Procurement Manager	SAP ERP 6.0
Project	Project Manager	SAP ERP 6.0
Real Estate	Real Estate Manager	SAP ERP 6.0
Sales	Sales Manager	SAP ERP 6.0
Service	Service Manager	SAP ERP 6.0
Supply Chain	Supply Chain Manager	SAP ERP 6.0
Tax	Tax Manager	SAP ERP 6.0
Time	Time Manager	SAP ERP 6.0
Travel	Travel Manager	SAP ERP 6.0
Warehouse	Warehouse Manager	SAP ERP 6.0

Recent innovations

Key needs

- Automate the straight-through processing of accounts payable invoices and payment processes, with minimal hands-on manipulation of documents or transactional data, and a complete audit trail at every step
- Identify bottleneck and act on them immediately to avoid escalations and increase supplier satisfaction

Key innovations

- Payables Manager
 - Instant access to the real-time details information allow managers to have the complete view of Vendors dues and overdue, allowing managers to trigger payment or start collaboration
 - Collaboration to trigger measures

Release

- SAP enhancement package 7 for SAP ERP 6.0



Collaborative Finance Operations

Recent and Planned innovations 2/9

Business Process	Key Innovation	Release
Accounts Payable	Process integration with SAP S/4HANA	2017
Accounts Receivable	Process integration with SAP S/4HANA	2017
Fixed Assets	Process integration with SAP S/4HANA	2017
Capital Management	Process integration with SAP S/4HANA	2017
Financial Reporting	Process integration with SAP S/4HANA	2017
Financial Planning	Process integration with SAP S/4HANA	2017
Financial Consolidation	Process integration with SAP S/4HANA	2017
Financial Risk Management	Process integration with SAP S/4HANA	2017
Financial Compliance	Process integration with SAP S/4HANA	2017
Financial Data Analytics	Process integration with SAP S/4HANA	2017
Financial Data Migration	Process integration with SAP S/4HANA	2017
Financial Data Archiving	Process integration with SAP S/4HANA	2017
Financial Data Backup	Process integration with SAP S/4HANA	2017
Financial Data Recovery	Process integration with SAP S/4HANA	2017
Financial Data Restoration	Process integration with SAP S/4HANA	2017
Financial Data Archiving	Process integration with SAP S/4HANA	2017
Financial Data Backup	Process integration with SAP S/4HANA	2017
Financial Data Recovery	Process integration with SAP S/4HANA	2017
Financial Data Restoration	Process integration with SAP S/4HANA	2017

Recent innovations

Key needs

- Efficient process management to add, modify, or delete fully integrated service-request procedures
- Intuitive and enhanced modeling of processes, responsibilities, and authority levels
- Optimized handling of high-volume ticketing via stringent routing of service requests based on process configurations
- Improved data quality with structured and predefined data entry in service requests and back-end validations
- Automatic e-mail notifications

Key innovations

- The service configurator functionality in the SAP Shared Service Framework software helps you manage your company's processes on a central operating platform offered by a robust shared-service solution for financials. The service configurator allows you to define and operate complete service processes involving different parties, ease the financial shared-service operation, and improve service quality.

Release

- SAP enhancement package 7 for SAP ERP 6.0
- SAP enhancement package 3 for SAP CRM 7.0



Recent and Planned innovations 3/9

Recent innovations

Release

- 

Collaborative Finance Operations

Recent and Planned innovations 4/9

Business Process	Key Innovation	Release Date
Invoice Management	Integration with OpenText and Ariba Network	2014
Payment Management	Integration with OpenText and Ariba Network	2014
Contract Management	Integration with OpenText and Ariba Network	2014
Supplier Management	Integration with OpenText and Ariba Network	2014
Customer Management	Integration with OpenText and Ariba Network	2014
Financial Reporting	Integration with OpenText and Ariba Network	2014
Compliance Management	Integration with OpenText and Ariba Network	2014
Risk Management	Integration with OpenText and Ariba Network	2014
Asset Management	Integration with OpenText and Ariba Network	2014
Human Resources Management	Integration with OpenText and Ariba Network	2014
Project Management	Integration with OpenText and Ariba Network	2014
Supply Chain Management	Integration with OpenText and Ariba Network	2014
Manufacturing Management	Integration with OpenText and Ariba Network	2014
Logistics Management	Integration with OpenText and Ariba Network	2014
Customer Service Management	Integration with OpenText and Ariba Network	2014
Marketing Management	Integration with OpenText and Ariba Network	2014
Sales Management	Integration with OpenText and Ariba Network	2014
Finance Management	Integration with OpenText and Ariba Network	2014
IT Management	Integration with OpenText and Ariba Network	2014

Recent innovations

Key needs

- Increases efficiencies in handling Invoices
- Reduce handling paper invoices and manually entering payment info
- Eliminate labor-intensive follow-ups with suppliers
- Improve communication with suppliers
- Provide the ability to store invoice and payment data electronically
- Get rid of time-consuming and manual processes
- Eliminate slow and costly processes for contract and discount terms

Key innovations

- Integration between SAP Invoice Management application by OpenText and Ariba Network
- Comprehensive solution with prebuilt, standard connectivity content and transact with your trading partners via business network
 - Supports customer demand for hybrid business-to-business integration (cloud and on premise integration)
 - Fast and secure integration with the Ariba Network
 - SAP Invoice Management by OpenText rapid-deployment solution

Release

- SAP Invoice Management by OpenText 7.0



Collaborative Finance Operations

Recent and Planned innovations 5/9

Business Process	Key Innovation	Release
Invoice Management	Integration between SAP Invoice Management and SAP Shared Service Framework	2014
Invoice Management	Efficient delivery of Invoice to pay as a shared service	2014
Invoice Management	Effortless communication between automated process and service team	2014
Invoice Management	Full visibility of invoices and status of invoices in reconciliation processes for the service team	2014
Invoice Management	Logical integration between service management and service execution	2014
Invoice Management	Scalable management of process exceptions in the context of supplier invoices	2014

Recent innovations

Key needs

- Efficient delivery of Invoice to pay as a shared service
- Effortless communication between automated process and service team
- Full visibility of invoices and status of invoices in reconciliation processes for the service team
- Logical integration between service management and service execution
- Scalable management of process exceptions in the context of supplier invoices

Key innovations

- Integration between SAP Invoice Management and SAP Shared Service Framework
 - Tight Integration between SAP Invoice Management and SAP Shared Service Framework
 - Automated generation of service requests based on process exceptions in the context of supplier invoices
 - Efficient management of invoices in-process by the service team

Release

- SAP Invoice Management by OpenText 6.0



Collaborative Finance Operations

Recent and Planned innovations 6/9

Business Process	Key Innovation	Release Date
Invoice Management	Accelerating the process of creation, managing, monitoring and routing purchase orders and invoices for AP personnel and vendors.	2014
Invoice Management	Instant scalability to large and small numbers of invoices without repercussions to system landscape and staffing.	2014
Invoice Management	Real-time inside into process and processed invoices.	2014
Invoice Management	SAP Invoice Management on SAP HANA	2014
Invoice Management	SAP ERP 6.0 on SAP HANA	2014
Invoice Management	SAP Invoice Management by OpenText 7.0	2014

Recent innovations

Key needs

- Accelerating the process of creation, managing, monitoring and routing purchase orders and invoices for AP personnel and vendors.
- Visibility to invoice status in any phase of the process.
- Insight-to-action
- Instant scalability to large and small numbers of invoices without repercussions to system landscape and staffing.
- Real-time inside into process and processed invoices.

Key innovations

- SAP Invoice Management on SAP HANA
 - Accelerating the process of creation, managing, monitoring and routing purchase orders and invoices for AP personnel and vendors.
 - Actionable real-time visibility to invoice status in any phase of the process.

Release

- SAP ERP 6.0 on SAP HANA
- SAP Invoice Management by OpenText 7.0



Collaborative Finance Operations

Recent and Planned innovations 7/9

Business Process and SAP Solution	Core Business Processes	Finance, Accounting, and Taxation
Accounting	Financial Accounting	Financial Accounting
Banking	Banking	Banking
Capital	Capital	Capital
Compliance	Compliance	Compliance
Customer Relationship Management	Customer Relationship Management	Customer Relationship Management
Human Resources	Human Resources	Human Resources
Logistics	Logistics	Logistics
Marketing	Marketing	Marketing
Production	Production	Production
Procurement	Procurement	Procurement
Project Management	Project Management	Project Management
Risk Management	Risk Management	Risk Management
Sales	Sales	Sales
Service	Service	Service
Supply Chain Management	Supply Chain Management	Supply Chain Management
Talent Management	Talent Management	Talent Management
Travel Management	Travel Management	Travel Management
Warehouse Management	Warehouse Management	Warehouse Management
Workday Management	Workday Management	Workday Management

Recent innovations

Key needs

- Reduction in manual effort required to process incoming bank statements and clear open items

Key innovations

- Improvements in incoming bank statement processing
 - Use of SAP HANA technologies and improvements in unstructured search increase productivity

Release

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



Collaborative Finance Operations

Recent and Planned innovations 8/9

Business Process and SAP Solution	Core Financial Operations	Human Resources, Payroll, and Compliance
Accounting	Financial Accounting	Human Resources
Banking	Banking	Payroll
Capital	Capital	Compliance
Customer	Customer	Compliance
Finance	Finance	Compliance
Fixed Assets	Fixed Assets	Compliance
Inventory	Inventory	Compliance
Project	Project	Compliance
Real Estate	Real Estate	Compliance
Revenue	Revenue	Compliance
Tax	Tax	Compliance
Treasury	Treasury	Compliance
Wages	Wages	Compliance

Recent innovations

Key needs

- Ability of financial executives to approve payments only in the office or at their desks, delaying the process
- Receipt of notifications of new payments to be approved

Key innovations

- SAP Payment Approvals mobile app

Release

- SAP Payment Approvals 2.2.0 for Android



- Renewed user experience of the most broadly and frequently used SAP software functions
- Access from any mobile and desktop device

- SAP Fiori apps
 - Keeping Simple Things Simple

- SAP Fiori 1.0



Collaborative Finance Operations

Recent and Planned innovations 9/9

Business Process	Key Innovation	Release Date
Customer Financial Fact Sheet	Real-time access to financial data, invoices, and critical sales orders	Q4 2014
Customer Financial Fact Sheet 4.0.0	Enhanced user interface and mobile support	Q1 2015
Customer Financial Fact Sheet 4.0.1	Improved data accuracy and reporting	Q2 2015
Customer Financial Fact Sheet 4.0.2	Enhanced security and compliance	Q3 2015
Customer Financial Fact Sheet 4.0.3	Enhanced integration with SAP ERP	Q4 2015
Customer Financial Fact Sheet 4.0.4	Enhanced performance and scalability	Q1 2016
Customer Financial Fact Sheet 4.0.5	Enhanced user experience and accessibility	Q2 2016
Customer Financial Fact Sheet 4.0.6	Enhanced data security and privacy	Q3 2016
Customer Financial Fact Sheet 4.0.7	Enhanced integration with SAP CRM	Q4 2016
Customer Financial Fact Sheet 4.0.8	Enhanced performance and scalability	Q1 2017
Customer Financial Fact Sheet 4.0.9	Enhanced user experience and accessibility	Q2 2017
Customer Financial Fact Sheet 4.0.10	Enhanced data security and privacy	Q3 2017
Customer Financial Fact Sheet 4.0.11	Enhanced integration with SAP ERP	Q4 2017
Customer Financial Fact Sheet 4.0.12	Enhanced performance and scalability	Q1 2018
Customer Financial Fact Sheet 4.0.13	Enhanced user experience and accessibility	Q2 2018
Customer Financial Fact Sheet 4.0.14	Enhanced data security and privacy	Q3 2018
Customer Financial Fact Sheet 4.0.15	Enhanced integration with SAP CRM	Q4 2018
Customer Financial Fact Sheet 4.0.16	Enhanced performance and scalability	Q1 2019
Customer Financial Fact Sheet 4.0.17	Enhanced user experience and accessibility	Q2 2019
Customer Financial Fact Sheet 4.0.18	Enhanced data security and privacy	Q3 2019
Customer Financial Fact Sheet 4.0.19	Enhanced integration with SAP ERP	Q4 2019
Customer Financial Fact Sheet 4.0.20	Enhanced performance and scalability	Q1 2020

Recent innovations

Key needs

- With this app, sales reps can access financial data, invoices, and critical sales orders in real time on their own. They can avoid calling their back office team or sending e-mails or faxes in order to collect the required information.
- Platform support for iPad, iPhone, Android, Blackberry and Windows 8/8.1

Key innovations

- SAP Customer Financial Fact Sheet

Release

- SAP Customer Financial Fact Sheet 4.0.0



Governance, Risk and Compliance

Recent innovations 1/10

Global Audit and Compliance	Core Financial Operations	Human Resources, Payroll, and Compensation
Global Accounting	Financial Accounting	Human Resources
Global Tax	Global Tax	Payroll
Global Risk	Global Risk	Compensation
Global Compliance	Global Compliance	Global Compliance
Global Reporting	Global Reporting	Global Reporting
Global Analytics	Global Analytics	Global Analytics
Global Integration	Global Integration	Global Integration
Global Security	Global Security	Global Security
Global Support	Global Support	Global Support

Recent innovations

Key needs

- Tailor GRC analytics to company needs by enabling self-service reporting, analysis, and instant exploration for business users
- How to comply with the emerging Solvency II Pillar 1 calculations
- How to collect insurance contract data for other purposes such as IFRS 4, risk management, and compliance reporting
- How to re-use prior work

Key innovations

- Comprehensive reporting on governance, risk, and compliance
- SAP Solvency Management for Insurance analytic applications

Release

- SAP Access Control 10.1 
- SAP Insurance Analyzer 1.0 

Recent innovations 2/10

	Market Insight and Customer Interaction	Core Resource Operations			Program, Innovation and Compliance
	Channel Management	Product and Policy Lifecycle			Forecasting/Planning and Analytics
	Marketing	Sales Lifecycle			Accounting and Financials
	Issuance	Performance Lifecycle			Cost and Asset Management
	Service	Billing and Payments			Collaborative Program Creation
	Sales Force Management				Customer, CRM, and Analytics

Key needs

Key innovations

Release

- Role analytics powered by the SAP HANA platform
- Three key role scenarios analyzed
- Accessible outside the core SAP Access Control application

- Access Control Role Analytics

- SAP Access Control 10.1



- SAP Fraud Management application powered by SAP HANA enables enterprises across industries to detect, investigate, analyze, and prevent irregularities or fraud in ultra-high volume environments.

- SAP Fraud Management powered by SAP HANA

- SAP Fraud Management 1.0



Recent innovations 3/10

	Market Insight and Customer Interaction	Core Resource Operations			Program, Innovation and Compliance
	Channel Management	Product and Policy Lifecycle			Forecasting/Planning and Analytics
	Marketing	Sales Lifecycle			Accounting and Financials
	Issuance	Performance Lifecycle			Legal and Asset Management
	Service	Billing and Payments			Collaborative Program Creation
	Sales Force Management				Customer, CRM, and Call Center

Key needs

Release

- | | | | |
|---|---|---|---|
| <ul style="list-style-type: none"> • Further enhance and expand SAP HANA-based analytics for GRC products | <ul style="list-style-type: none"> • SAP HANA Analytics Foundation for SAP GRC | <ul style="list-style-type: none"> • SAP enhancement package 7 for SAP ERP 6.0 |  |
| <ul style="list-style-type: none"> • Analyse large volumes of data and find out the potential risk quickly | <ul style="list-style-type: none"> • Key Risk Indicators Based on SAP HANA | <ul style="list-style-type: none"> • SAP enhancement package 7 for SAP ERP 6.0 |  |
| <ul style="list-style-type: none"> • Monitor high volumes of data with good performance • Monitor data from multiple original sources • Define data sources for continuous control monitoring with powerful SQL views and queries • Monitor reports and queries based on operational data providers (ODP) | <ul style="list-style-type: none"> • Cross System and Large Volume Monitoring | <ul style="list-style-type: none"> • SAP enhancement package 7 for SAP ERP 6.0 |  |

Governance, Risk and Compliance

Recent and Planned innovations 4/10

Global Impact and Business Objectives		Core Business Operations		People, Performance, and Compliance	
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives
Global Impact	Business Objectives	Core Business Operations	People, Performance, and Compliance	Global Impact	Business Objectives

Recent innovations

Key needs

- Enable ad-hoc risk escalations based on configurable thresholds
- Enables business users to identify the root cause of access-risk violations and take action
- Allows business users to access risk-remediation actions
- Tailor GRC analytics to company needs by enabling self-service reporting, analysis, and instant exploration for business users

Key innovations

- Ad-hoc risk escalations based on configurable thresholds
- Root-cause analysis of access risk
- Comprehensive reporting on governance, risk, and compliance

Release

- SAP Risk Management 10.1
- SAP enhancement package 7 for SAP ERP 6.0
- SAP Access Control 10.1



Governance, Risk and Compliance

Recent and Planned innovations 5/10

Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance
Global Audit and Compliance	Core Business Operations	Human Resources and Finance

Recent innovations

Key needs

- Mobile approval of access and super-user requests for iPhone and Android users
- Distribution and acceptance of policies to users of iPads, Windows 8 tablets, and BlackBerry PlayBook tablets
- User-friendly interface with straightforward task flow

Key innovations

- SAP GRC Access Approver and SAP GRC Policy Survey mobile apps available on additional devices

Release

- SAP GRC Policy Survey 1.0.0, source code shipment



- Integrate policy-management functionality with third-party document management systems

- Enterprise service to link policies

- SAP Process Control 10.0



Recent and Planned innovations 6/10

	Market Insight and Customer Interaction	Core Resource Operations			Program, Innovation and Compliance
	Channel Management	Product and Policy Lifecycle			Forecasting/Planning and Analytics
	Marketing	Sales Lifecycle			Accounting and Financials
	Issuance	Performance Lifecycle			Cost and Asset Management
	Service	Billing and Payments			Collaborative Program Capabilities
	Sales Force Management				Customer, CRM, and Analytics

Key needs

Key innovations

Release

- | | | |
|---|---|---|
| <ul style="list-style-type: none"> Discover user authorizations across enterprise landscape Report on and analyze roles and user assignments for internal and external auditing Help ensure that business functions are correctly represented in business-role design Simplify user assignment and review processes | <ul style="list-style-type: none"> Role discovery and optimization | <ul style="list-style-type: none"> SAP Access Control 10.1 |
| <ul style="list-style-type: none"> Take remediation action from the results of any access-risk analysis Initiate a workflow to update user or assign role authorizations and validity dates | <ul style="list-style-type: none"> Access risk-remediation workflows | <ul style="list-style-type: none"> SAP Access Control 10.1 |



Governance, Risk and Compliance

Recent and Planned innovations 7/10

Global Audit and Compliance	Core Financial Operations	Human Resources, Payroll, and Compensation
Global Accounting	Financial Accounting	Human Resources
Global Tax	Global Tax	Payroll
Global Treasury	Global Treasury	Compensation
Global Risk Management	Global Risk Management	Global Compliance

Recent innovations

Key needs

- Enhanced customization of forms with dynamically rendered layout
- Ability to customize request forms for specific business processes, organizations, and systems

Key innovations

- Customization of access-request form

Release

- SAP Access Control 10.1



- Monitor high volumes of data with good performance
- Monitor data from multiple original sources
- Define data sources for continuous control monitoring with powerful SQL views and queries
- Monitor reports and queries based on operational data providers (ODP)

- Cross System and Large Volume Monitoring

- SAP enhancement package 7 for SAP ERP 6.0



Governance, Risk and Compliance

Recent and Planned innovations 8/10

Global Audit and Compliance		Data Processing Operations		Reporting, Monitoring, and Compliance	
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance
Global Audit and Compliance	Global Audit and Compliance	Data Processing Operations	Data Processing Operations	Reporting, Monitoring, and Compliance	Reporting, Monitoring, and Compliance

Recent innovations

Key needs

- Analyse large volumes of data and find out the potential risk quickly

- Further enhance and expand HANA-based analytics for GRC products

- Enable high-volume analysis of data in SAP's Access Control and Global Trade Services products
- Simplify connection and accessibility using standard data connections
- Deliver results in flexible formats, supporting web, mobile, and standard reporting tools

Key innovations

- Key Risk Indicators Based on SAP HANA

- SAP HANA Live for SAP solutions for GRC

- SAP HANA Live for SAP Access Control and SAP GTS

Release

- SAP enhancement package 7 for SAP ERP 6.0

- SAP enhancement package 7 for SAP ERP 6.0

- SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA



Governance, Risk and Compliance

Recent and Planned innovations 9/10

Global Audit and Compliance	Core Financial Operations	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation
Global Audit and Compliance	Global Financial Reporting	Human Resources, Payroll, and Compensation

Recent innovations

Key needs

- Role analytics powered by the SAP HANA platform
- Three key role scenarios analyzed
- Accessible outside the core SAP Access Control application

Key innovations

- Access Control Role Analytics

Release

- SAP Access Control 10.1



- The SAP Fraud Management application powered by SAP HANA enables enterprises across industries to detect, investigate, analyze, and prevent irregularities or fraud in ultra-high volume environments.

- SAP Fraud Management powered by SAP HANA

- SAP Fraud Management 1.0



Recent and Planned innovations 10/10

	Market Insight and Customer Interface	Core Resource Operations			Program, Innovation and Compliance
	Channel Management	Product and Policy Lifecycle			Forecasting/Planning and Analytics
	Marketing	Sales Lifecycle			Accounting and Financials
	Issuance	Performance Lifecycle			Cost and Asset Management
	Service	Billing and Payments			Collaborative Program Capabilities
	Sales Force Management				Customer, CRM, and Analytics

Key needs

Release

- Manage workload of fraud investigators
- Improve fraud detection quality
- Reduce time delay for applying new detection strategy settings

- SAP Fraud Detection Calibrator mobile app

- SAP Fraud Detection Calibrator 1.0.0 for iPad



- Companies need an aligned approach to access approval across their SAP software environments, improving efficiency while reducing access risks.

- SAP GRC Access Approver

- SAP GRC Access Approver 2.0.0 for Android



Overview of SAP road map for human resources

Road map highlights

Recent innovations

On premise:

- Redesigned core HR processes for HR administrators
- Mobile scenarios based on SAP Fiori apps
- Predefined integrations to connect core HR with SuccessFactors talent solutions

Cloud:

- New on-boarding solution
- Redesigned user interface for SuccessFactors Learning
- Social referrals and resume parsing for SuccessFactors Recruiting
- Time-off, position management, and additional localization for SuccessFactors Employee Central
- Predefined integrations to connect SuccessFactors Employee Central with the SAP ERP application

Planned innovations

On premise:

- Continued redesigned core HR processes for HR administrators
- Continued mobile scenarios based on SAP Fiori
- Predefined integrations to connect core HR with SuccessFactors talent solutions
- Extensions for payroll processing based on the SAP HANA platform

Cloud:

- Shared services help desk for SuccessFactors Employee Central
- Additional localizations for SuccessFactors Employee Central and SuccessFactors Employee Central Payroll
- Talent review presentations

Future direction

- Globalization – Continued support for localized processes and compliance requirements
- Consumability – Meeting the expectations of today's multinational and multigenerational workforce
- Insight – Using data to measure, plan, and predict
- Extensibility – Ability to more easily extend processes and cloud integrations
- In-memory computing – Continued enablement and extensions based on SAP HANA



For further details, please find the [SAP road map for human resources](#) here.

Overview of SAP road map for procurement

Road map highlights

Recent innovations

Cloud:

- Consumer-grade user interface for employee self-service users of Ariba Procurement Content
- Improved integration options for supplier ERP solutions
- Enabling of more efficient processing of key transactions within Ariba Network for contract invoicing and services invoicing

On premise:

- Enhanced network integration options for the SAP ERP application, including direct connection
- Consumer-grade user interface for employee self-service users of the SAP Supplier Relationship Management (SAP SRM) application
- Mobile scenarios for common self-service procurement activities with SAP Fiori apps
- Leveraging the SAP HANA database to benefit from in-memory processing

Planned innovations

Cloud:

- Single converged network addressing collaboration needs across multiple spend categories and geographical business practices
- Ariba Spend Visibility on SAP HANA
- Network support for supply chain and logistics collaboration types
- Execution of request for quotation through the Ariba Network from SAP ERP, enabling automated source of supply identification (spot buy)
- Enhanced contingent workforce and services procurement solution

On premise:

- Improved total cost of ownership for the SAP Contract Lifecycle Management application by adding new contract generation service
- SAP SRM powered by SAP HANA with SAP Smart Business cockpit for purchasing, cross-entity search, and contextual navigation

Future direction

- The networked economy – Enhanced value for global trading partners by increasing collaboration across companies with extended procurement and network business processes
- Big Data and business insight – Utilizing SAP HANA to improve performance, enable network intelligence, and improve decision making
- Productivity – Continued integration of the cloud to on-premise solutions while improving user experience with mobile apps and catalog functionality
- Application innovation
 - Single network with extended business processes, allowing the capture of increased amounts of spend
 - Contingent workforce and services procurement and invoicing
 - Enablement of supplier performance and risk management

For further details, please find the [SAP road map for procurement](#) here.

Cross solutions innovations: Enterprise Mobility

Recent innovations

Recent innovations

Key needs	Key innovations	Release
• Renewed user experience of the most broadly and frequently used SAP software functions • Access from any mobile and desktop device	• SAP Fiori – Keeping Simple Things Simple	• SAP Fiori 1.0



Cross solutions innovations: People Networking and Collaboration

Recent and Planned innovations

Recent innovations

Key needs	Key innovations	Release
• Innovations – Get groups up and running quickly – Drive more engagement and action on important topics – Deliver attractive and useful content in groups with no HTML experience • Usability and performance – Access, review, and share content faster – Stay involved in key activities while on the move – Work more quickly in SAP Jam	• SAP Jam social software platform – August 2013 release	• SAP Jam 1308 

Cross solutions innovations: Travel Management

Recent and Planned innovations

Recent innovations

Key needs	Key innovations	Release
• Need for fast full data content reporting across different business process steps	• SAP Cloud for Travel and Expense on SAP HANA	• SAP Cloud for Travel and Expense 1308 
• Additional functions for the traveler to accomplish travel-expense related tasks more efficiency • Further streamlining and enhancements for integration with SAP ERP and Traxo • Extended coverage of the generic country version to meet broader global requirements • Enhanced mobile functions throughout the portfolio and user interface redesign • Facilitation of extended analytics	• SAP Cloud for Travel and Expense (1308) – The innovation provides solution enhancements in mobility, process automation, and compliance, plus enhancements related to integration of the SAP ERP application and travel booking data.	• SAP Cloud for Travel and Expense (1308) 

Future direction for SAP for Insurance solutions

Overview



Digitalizing insurers

- Customer centricity combined with mobile real-time access through omnichannel
- Social media engagements to broaden market shares and secure growth
- Digital revolution innovating the way business is done by streamlined straight-through processing



Cloud innovations

- Agents and brokers selling insurance policies, handling service, and cross-selling
- Digital insurance service for call-center employees by streamlining processes
- Focusing on the heart of consumers with innovative consumer platform



Faster time to market

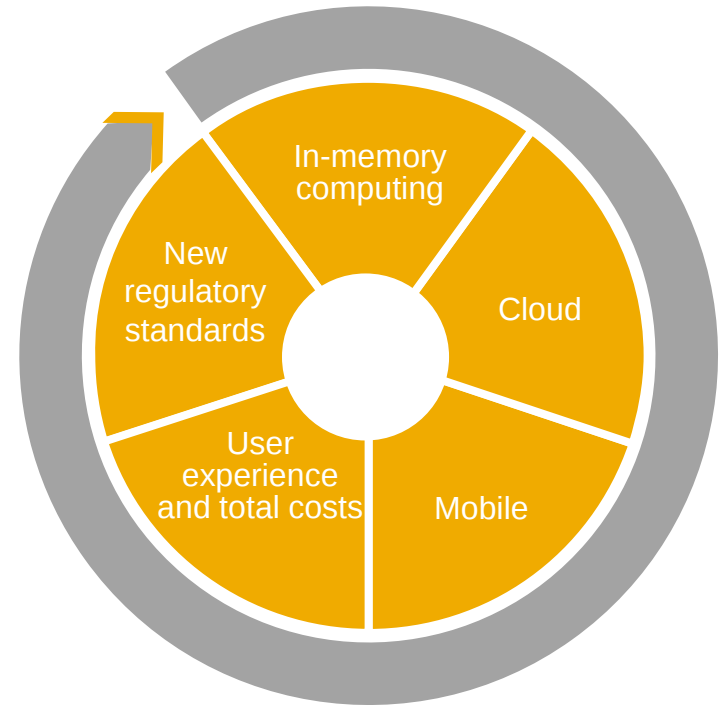
- Reduction of operational costs and ease of implementation
- Innovation by business-to-business-to-consumer foundation to enable growth potential
- Enablement of insurance broadcasting including social media

Key links for more information about SAP for Insurance solutions

SAP customers and partners

- [Road maps on SAP Service Marketplace](#)
- [SAP's release strategy on SAP Service Marketplace](#)
- [SAP for Insurance @ Twitter](#)
- [SAP for Insurance @ Facebook](#)
- [SAP for Insurance @ YouTube](#)
- [SAP for Insurance Web site](#)
- [SAP Community Network for insurance](#)

Digitize insurance business





Thank you

Appendix

Recent innovations



Channel Management

SAP Social Contact Intelligence



Recent innovations

SAP Customer Engagement Intelligence 1.1

Scope

- Consolidate customer data from clickstream behavior, social networks, and internal business applications
- Determine high-value contacts
- Access a timeline of previous interactions with business partners and identify trends
- Gather intelligence on contacts from previous interaction feeds to determine the most appropriate follow-up actions
- Determine the best reaction in response to what customers have articulated
- Launch activities such as campaigns based on target groups and follow them over time

Key benefits

- Improved customer engagement during marketing and sales processes

Channel Management

SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Recent innovations

SAP Cloud for Customer 1311

Scope

- Self-service:
 - Business-to-business service ticketing with SAP HANA Cloud Portal
- Contact center:
 - Sales contact centers with SAP ERP Central Component and SAP Real-Time Offer Management software
 - Service-request management with service teams
 - Activity plans and surveys
 - Collaborative problem solving with the SAP Jam social software platform
- Field-service management:
 - Service-order management for break-fix
 - Service-level determination
 - Surveys and task determination
 - Mobile field service functionality on iPads

Key benefits

- Better management of interactions with customers and an ability to switch smoothly across social, telephone, e-mail, chat, and Web channels
- More opportunities for customers to search for solutions and report issues using a self-service portal
- Enhanced ability to monitor service entitlements and receive notifications if average handling time is exceeded
- Improved productivity and effectiveness of field-service operations

Channel Management

SAP Jam social software platform integration with SAP CRM service



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Collaborate socially using SAP Jam in service requests and service orders
- Create groups in SAP Jam from SAP CRM service requests and service orders
- Manage Jam groups from the service request / order
- Display and work with feeds from the service request / order

Key benefits

- Collaborate within the enterprise and with customers to solve complex cases
- Simplify communication among geographically dispersed employees
- Share best practices and accelerate peer-to-peer learning and onboarding
- Use mobile apps for anytime, anywhere collaboration

Channel Management

Social media integration with the customer interaction center for SAP CRM



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Integration of the interaction center with social media channels
- Automatic retrieval of social media data from integrated social media channels
- Integration with preferred sentiment analysis engine
- Service agent interaction with social media users via reply, direct messages, etc.
- Service agent follow-up actions in SAP CRM to provide services

Key benefits

- Greater ability to monitor and respond to customers across a variety of social media sites
- Better understanding of customer context by using social and enterprise data
- Consistent customer service across all interaction channels
- Improved service efficiency and traceability

Channel Management

Enhancements in the SAP Cloud for Service solution



Recent innovations

SAP Cloud for Customer 1308

Scope

- Computer-telephony integration (CTI)
- Self-service portal enhancements
- Complaint management for ECC sales
- Returns management for ECC
- Service category management
- Flexible service request types
- SLA management
- Mass update of registered products
- Creation of service tickets and registered products for iPad
- Acceptance of IVR data (CAD)

Key benefits

- Identification of key issues to prioritize and manage responses across multiple channels from a single screen
- Accelerating responses by including the right experts and collaborating to craft the best answers
- Improved service-level agreement (SLA) compliance
- Enhanced efficiency in support processes
- Understanding of the full context with social and enterprise data
- Assurance that all responses are aligned with social media policy
- Maintaining perspective by staying informed of trends and patterns

Channel Management

Enhancement package 3 for SAP CRM 7.0 for sales



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Improved usability
- Innovative user interface skin - Corbu
- Smooth integration between the SAP Jam social software platform and the SAP CRM application
- Guided setup of fuzzy search and duplicate check for account and contact management
- Better account and contact search
- Single Euro Payments Area support in CRM

Key benefits

- Fast fuzzy searches with a wider range of search criteria
- State-of-the-art user interface with Corbu skin
- Greater collaboration within sales teams to harness collective knowledge

Channel Management

Inbox enhancements to the interaction center in SAP CRM



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Inbox for non-interaction center roles
- Configurable buttons
- Usability improvements
- Performance improvements and enablement of the SAP HANA platform
- Work distribution dashboard for interaction center supervisors
- Inbox search usability improvements: Quick search, context-based content in search criteria, result list toolbar, and refresh
- Enhanced interaction center e-mail editor

Key benefits

- Improved user adoption
- Faster processing of inbox items
- Consistent back-office processing across business roles in SAP CRM
- Powerful work distribution dashboard for supervisors

Channel Management

SAP Customer Value Intelligence



Recent innovations

SAP Customer Engagement Intelligence 1.0

Scope

- Unified view of total customer value across all touch points and systems, including SAP CRM, SAP ERP, legacy systems, social media, and other third parties
- Predictive analytics powered by the SAP HANA platform for real-time customer behavior information and more relevant insights
- Real-time sales recommendations to close a sale and optimize its value
- Quick targeting and segmentation of customer groups for specific sales and marketing initiatives

Key benefits

- Invest the right resources into the right customers, products, and channels
- Increase effectiveness of sales and marketing
- Improve customer satisfaction and loyalty of high-value customers, driving higher customer lifetime value
- Quickly segment high volumes of customer data for personalized treatment and faster insight to action
- Grow revenue and margins strategically through more intelligent, effective decisions and actions across the business

Channel Management

SAP Customer Value Intelligence: Real-time simulations and predictive analysis to support sales and marketing activities



Recent innovations

SAP Customer Engagement Intelligence 1.0

Scope

- Ability of sales and marketing teams to invest the right resources in the right customers, products, and channels
- Business recommendations for customer segments to target and products to position for revenue and margin growth
- A single view of customer value today and tomorrow, from data sources in SAP CRM, SAP ERP, legacy systems, and third-party and social data sources

Key benefits

- Increased effectiveness of sales and marketing for improved revenue quality
- Better service profitability through enhanced renewal and pricing
- More cost-effective operations
- Improved customer satisfaction and loyalty of high-value customers, driving higher customer lifetime value
- Greater ability to match service and sales delivery to customer value, avoiding over- or under-delivery

Channel Management

Generic enhancements for CRM marketing



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Innovative user interface skin – Corbu design
- Enhanced usability
- First SAP HANA platform-enabled enhancement pack for SAP CRM

Key benefits

- State-of-the-art user interface with user-friendly design
- Faster search, segmentation, and processing of loyalty member activities by leveraging the SAP HANA platform
- Improved productivity

Channel Management

Various enhancements in SAP CRM enhancement package 3 for service



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Corbu design
- First SAP HANA-enabled enhancement package for the SAP CRM application
- Enhanced usability
- Guided fuzzy search setup
- Single European Payment Area (SEPA) in SAP CRM
- Solid multichannel foundation for transactions: IC agents and Web shop customers can access their account information in the Web shop to display their complete purchase history, including point-of-sale transactions

Key benefits

- Quick fuzzy searches with enhanced search criteria
- State-of-the-art user interface with Corbu design

Channel Management

Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application



Recent innovations

SAP Underwriting for Insurance 2.0

Scope

- Provides side-by-side quotes, including comprehensive editing capabilities
- Guides users through the quotation process
- Captures detailed underwriting data
- Integrates easily into external broker portals

Key benefits

- Competitive quotes that meet customer expectations
- Fast end-to-end processing using highly automated and integrated quotation management
- Excellent usability
- Reduced costs from tight collaboration with brokers

Channel Management

Enablement of the SAP HANA platform for the SAP Incentive and Commission Management application



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Enable the SAP HANA platform for the SAP Incentive and Commission Management application
- Enable SAP HANA Live for the SAP Incentive and Commission Management application

Key benefits

- High-performance processing of sales force activities, targets, and remuneration data
- Real-time access to remuneration details using in-memory analytics

Channel Management

Leading OmniCommerce platform and suite



Recent innovations

Hybris Commerce Suite 5.0

Scope

- Unified and consistent shopping experience across channels
- Consolidated and centralized management of product information and attributes across all channels
- Connected channel touch points and unified commerce processes on a single, highly flexible platform
- Product content and master data leveraged consistently across multiple channels
- Effective import, consolidation, and management of high-volume and complex data in real time
- Multiple online stores operated on a single platform for multitenant or multibrand strategies and localization needs
- Centralized order orchestration by processing, controlling, and routing orders from different channels, warehouses, or fulfillment routes in a centralized hub

Key benefits

- Enable businesses to gain a single view of the customer across touch points
- Help the customer to gain a single view of the business, regardless of touch point
- Use an agile omni-channel commerce platform on a single cohesive technology stack that integrates with the SAP ERP and SAP CRM applications
- Offer businesses flexibility in how they use the technology and how they run it on premise and in the cloud

Channel Management

SAP Audience Discovery and Targeting



Recent innovations

SAP Customer Engagement Intelligence 1.0

Scope

- Use hierarchical, decision-tree segmentation for rapid targeting of large customer populations
- Leverage data from different sources including, SAP and non-SAP systems
- Trigger initiatives, such as customized offers, for each segment and channel
- Easily create customer target groups and targeted initiatives for quick insight to action
- Integrate with predictive analytics from SAP HANA
- Perform closed-loop execution into SAP CRM and out to account representatives

Key benefits

- Real-time, intuitive segmentation and targeting of large customer populations
- Faster insight to action with personalized target lists and closed loop execution of sales and marketing campaigns
- Quick, flexible, and agile targeting across many dimensions without need for IT support

Marketing

Marketing prospects enhancements



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0 – Support Package 2 (BBPCRM 713)

Scope

- Creation and update of marketing prospects to support nurturing and targeting
- Capture of interactions generated by marketing campaigns on the prospect's record
- Enrichment of prospect data with social data
- De-duplication against existing business partners and marketing prospects, with flexible selection of duplicate check criteria
- Conversion of prospects to accounts

Key benefits

- Low-cost entry for prospect and social contact data in SAP CRM
- Greater insight into your followers, prospects, and customers across the complete lifecycle
- Stronger brand value
- Increased rate of new customers

Marketing

SAP Audience Discovery and Targeting



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Marketing

Various enhancements in SAP CRM enhancement package 3 for service



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Corbu design
- First SAP HANA-enabled enhancement package for the SAP CRM application
- Enhanced usability
- Guided fuzzy search setup
- Single European Payment Area (SEPA) in SAP CRM
- Solid multichannel foundation for transactions: IC agents and Web shop customers can access their account information in the Web shop to display their complete purchase history, including point-of-sale transactions

Key benefits

- Quick fuzzy searches with enhanced search criteria
- State-of-the-art user interface with Corbu design

Marketing

Generic enhancements for CRM marketing



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Innovative user interface skin – Corbu design
- Enhanced usability
- First SAP HANA platform-enabled enhancement pack for SAP CRM

Key benefits

- State-of-the-art user interface with user-friendly design
- Faster search, segmentation, and processing of loyalty member activities by leveraging the SAP HANA platform
- Improved productivity

Marketing

SAP Social Contact Intelligence



Recent innovations

SAP Customer Engagement Intelligence 1.1

Scope

- Consolidate customer data from clickstream behavior, social networks, and internal business applications
- Determine high-value contacts
- Access a timeline of previous interactions with business partners and identify trends
- Gather intelligence on contacts from previous interaction feeds to determine the most appropriate follow-up actions
- Determine the best reaction in response to what customers have articulated
- Launch activities such as campaigns based on target groups and follow them over time

Key benefits

- Improved customer engagement during marketing and sales processes

Marketing

SAP Audience Discovery and Targeting and predictive analytics – buying propensity and predictive models



Recent innovations

SAP Customer Engagement Intelligence 1.1 – Support Package 1 (SAP_CUAN 110)

Scope

- Provide regression analysis to predict the buying probability for certain products
- Allow predictive model management for business analysts to create, train, and publish predictive models
- Include a predictive key performance indicator (KPI) for buying propensity to include customers in a target group with a high affinity for a certain product
- Integrate predictive KPIs in the SAP Audience Discovery and Targeting analytic application to identify optimal target groups

Key benefits

- Improve the success rate of marketing campaigns
- Empower marketing business users with predictive capabilities that are intuitively integrated into the daily work environment
- Predict the best-fitting customer group with highest probability to buy
- Adopt and realize customer-specific predictive use cases with a predictive modeling and training environment for business analysts

Marketing

Enhancements to digital asset management



Recent innovations

SAP Digital Asset Management 7.2 by OpenText

Scope

- Generic SAP business-object metadata integration (CRM and ERP) and automatic synchronization of changes

Key benefits

- Improve business process efficiency by connecting media to process
- Reduce time to market
- Help ensure brand compliance throughout media content
- Cut costs with efficient creation, management, and distribution of rich media

Marketing

Document presentment



Recent innovations

SAP Document Presentment 5.6 by OpenText

Scope

- Native integration with the SAP Digital Asset Management application by OpenText to enable fast time to market and consistent branding, closing the loop on the existing integration of the SAP Document Presentment application by OpenText with SAP CRM
- Enhanced HTML template and e-mail functionalities for efficient multichannel communication
- Real-time content creation and distribution directly from the user interface in SAP CRM and embedded in processes with a new add-on for business correspondence

Key benefits

- Effective customer communications with personalized offers
- Real-time campaign setup and execution by business users
- Reduced cost and complexity of multichannel document generation and distribution

Marketing

SAP Customer Value Intelligence: Real-time simulations and predictive analysis to support sales and marketing activities



Recent innovations

SAP Customer Engagement Intelligence 1.0

Scope

- Ability of sales and marketing teams to invest the right resources in the right customers, products, and channels
- Business recommendations for customer segments to target and products to position for revenue and margin growth
- A single view of customer value today and tomorrow, from data sources in SAP CRM, SAP ERP, legacy systems, and third-party and social data sources

Key benefits

- Increased effectiveness of sales and marketing for improved revenue quality
- Better service profitability through enhanced renewal and pricing
- More cost-effective operations
- Improved customer satisfaction and loyalty of high-value customers, driving higher customer lifetime value
- Greater ability to match service and sales delivery to customer value, avoiding over- or under-delivery

Marketing

Enhancement package 3 for SAP CRM 7.0 for sales



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Improved usability
- Innovative user interface skin - Corbu
- Smooth integration between the SAP Jam social software platform and the SAP CRM application
- Guided setup of fuzzy search and duplicate check for account and contact management
- Better account and contact search
- Single Euro Payments Area support in CRM

Key benefits

- Fast fuzzy searches with a wider range of search criteria
- State-of-the-art user interface with Corbu skin
- Greater collaboration within sales teams to harness collective knowledge

Marketing

SAP Customer Value Intelligence



Recent innovations

SAP Customer Engagement Intelligence 1.0

Scope

- Unified view of total customer value across all touch points and systems, including SAP CRM, SAP ERP, legacy systems, social media, and other third parties
- Predictive analytics powered by the SAP HANA platform for real-time customer behavior information and more relevant insights
- Real-time sales recommendations to close a sale and optimize its value
- Quick targeting and segmentation of customer groups for specific sales and marketing initiatives

Key benefits

- Invest the right resources into the right customers, products, and channels
- Increase effectiveness of sales and marketing
- Improve customer satisfaction and loyalty of high-value customers, driving higher customer lifetime value
- Quickly segment high volumes of customer data for personalized treatment and faster insight to action
- Grow revenue and margins strategically through more intelligent, effective decisions and actions across the business

Marketing

Social media integration with the customer interaction center for SAP CRM



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Integration of the interaction center with social media channels
- Automatic retrieval of social media data from integrated social media channels
- Integration with preferred sentiment analysis engine
- Service agent interaction with social media users via reply, direct messages, etc.
- Service agent follow-up actions in SAP CRM to provide services

Key benefits

- Greater ability to monitor and respond to customers across a variety of social media sites
- Better understanding of customer context by using social and enterprise data
- Consistent customer service across all interaction channels
- Improved service efficiency and traceability

Sales

Inbox enhancements to the interaction center in SAP CRM



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Inbox for non-interaction center roles
- Configurable buttons
- Usability improvements
- Performance improvements and enablement of the SAP HANA platform
- Work distribution dashboard for interaction center supervisors
- Inbox search usability improvements: Quick search, context-based content in search criteria, result list toolbar, and refresh
- Enhanced interaction center e-mail editor

Key benefits

- Improved user adoption
- Faster processing of inbox items
- Consistent back-office processing across business roles in SAP CRM
- Powerful work distribution dashboard for supervisors

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Sales

Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application



Recent innovations

SAP Underwriting for Insurance 2.0

Scope

- Provides side-by-side quotes, including comprehensive editing capabilities
- Guides users through the quotation process
- Captures detailed underwriting data
- Integrates easily into external broker portals

Key benefits

- Competitive quotes that meet customer expectations
- Fast end-to-end processing using highly automated and integrated quotation management
- Excellent usability
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Key benefits

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Sales

Generic enhancements for CRM marketing



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- Innovative user interface skin – Corbu design
- Enhanced usability
- First SAP HANA platform-enabled enhancement pack for SAP CRM

Key benefits

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- Faster search, segmentation, and processing of loyalty member activities by leveraging the SAP HANA platform
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Service

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Scope

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- Configurable buttons
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- Improved user adoption
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Service

Enhancements in the SAP Cloud for Service solution



Recent innovations

SAP Cloud for Customer 1308

Scope

- Computer-telephony integration (CTI)
- Self-service portal enhancements
- Complaint management for ECC sales
- Returns management for ECC
- Service category management
- Flexible service request types
- SLA management
- Mass update of registered products
- Creation of service tickets and registered products for iPad
- Acceptance of IVR data (CAD)

Key benefits

- Identification of key issues to prioritize and manage responses across multiple channels from a single screen
- Accelerating responses by including the right experts and collaborating to craft the best answers
- Improved service-level agreement (SLA) compliance
- Enhanced efficiency in support processes
- Understanding of the full context with social and enterprise data
- Assurance that all responses are aligned with social media policy
- Maintaining perspective by staying informed of trends and patterns

Service

Various enhancements in SAP CRM enhancement package 3 for service



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Corbu design
- First SAP HANA-enabled enhancement package for the SAP CRM application
- Enhanced usability
- Guided fuzzy search setup
- Single European Payment Area (SEPA) in SAP CRM
- Solid multichannel foundation for transactions: IC agents and Web shop customers can access their account information in the Web shop to display their complete purchase history, including point-of-sale transactions

Key benefits

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Service

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Recent innovations

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Key benefits

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- Better understanding of customer context by using social and enterprise data
- Consistent customer service across all interaction channels
- Improved service efficiency and traceability

Service

SAP Jam social software platform integration with SAP CRM service



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Collaborate socially using SAP Jam in service requests and service orders
- Create groups in SAP Jam from SAP CRM service requests and service orders
- Manage Jam groups from the service request / order
- Display and work with feeds from the service request / order

Key benefits

- Collaborate within the enterprise and with customers to solve complex cases
- Simplify communication among geographically dispersed employees
- Share best practices and accelerate peer-to-peer learning and onboarding
- Use mobile apps for anytime, anywhere collaboration

Service

SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Recent innovations

SAP Cloud for Customer 1311

Scope

- Self-service:
 - Business-to-business service ticketing with SAP HANA Cloud Portal
- Contact center:
 - Sales contact centers with SAP ERP Central Component and SAP Real-Time Offer Management software
 - Service-request management with service teams
 - Activity plans and surveys
 - Collaborative problem solving with the SAP Jam social software platform
- Field-service management:
 - Service-order management for break-fix
 - Service-level determination
 - Surveys and task determination
 - Mobile field service functionality on iPads

Key benefits

- Better management of interactions with customers and an ability to switch smoothly across social, telephone, e-mail, chat, and Web channels
- More opportunities for customers to search for solutions and report issues using a self-service portal
- Enhanced ability to monitor service entitlements and receive notifications if average handling time is exceeded
- Improved productivity and effectiveness of field-service operations

Sales Force Management

Enablement of the SAP HANA platform for the SAP Incentive and Commission Management application



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Enable the SAP HANA platform for the SAP Incentive and Commission Management application
- Enable SAP HANA Live for the SAP Incentive and Commission Management application

Key benefits

- High-performance processing of sales force activities, targets, and remuneration data
- Real-time access to remuneration details using in-memory analytics

Sales Force Management

Enhancement package 3 for SAP CRM 7.0 for sales



Recent innovations

SAP enhancement package 3 for SAP CRM 7.0

Scope

- Improved usability
- Innovative user interface skin - Corbu
- Smooth integration between the SAP Jam social software platform and the SAP CRM application
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- Better account and contact search
- Single Euro Payments Area support in CRM

Key benefits

- Fast fuzzy searches with a wider range of search criteria
- State-of-the-art user interface with Corbu skin
- Greater collaboration within sales teams to harness collective knowledge

Product and Policy Lifecycle

Enhanced quotation capabilities for SAP Product Lifecycle Management for Insurance application



Recent innovations

SAP Underwriting for Insurance 2.0

Scope

- Provides side-by-side quotes, including comprehensive editing capabilities
- Guides users through the quotation process
- Captures detailed underwriting data
- Integrates easily into external broker portals

Key benefits

- Competitive quotes that meet customer expectations
- Fast end-to-end processing using highly automated and integrated quotation management
- Excellent usability
- Reduced costs from tight collaboration with brokers

Product and Policy Lifecycle

Enhanced product configuration and underwriting capabilities for SAP
Product Lifecycle Management for Insurance



Recent innovations

SAP Underwriting for Insurance 2.0

Scope

- Manages content from U.S. Insurance Services Office
- Enhanced capabilities for commercial and specialty lines
- Ease of use underwriting rule definition workbench
- User-friendly underwriting process

Key benefits

- Grow market shares and stay ahead of competition by adapting quickly to ISO changes
- Ensure smooth product configuration and adoption
- Decrease costs through efficient underwriting

Product and Policy Lifecycle

Motor-specific enhancements for SAP Policy Management Property and Casualty for Insurance package



Recent innovations

SAP Policy Management add-on for auto insurance 1.3

Scope

- New functionality in registration administration and processes to support the use of a license plate for more than one car
- Motor-specific enhancements in product change
- Easy change of insurance contracts
- Quick overview about policy details and history
- Motor-specific enhancements for input help when making changes for payment frequency

Key benefits

- Fulfill German statutory car registration requirements
- Meet customer expectations by providing further policy management functions for motor line of business

Product and Policy Lifecycle

Enablement of the SAP HANA platform for the SAP Policy Management application



Recent innovations

SAP Policy Management 5.2

Scope

- Porting of the SAP Policy Management application on the SAP HANA platform
- Enablement of SAP HANA Live for the SAP Policy Management application

Key benefits

- In-memory analytics allow fast, real-time access to policy details

Product and Policy Lifecycle

Optimization of key capabilities for SAP Policy Management application



Recent innovations

SAP Policy Management 5.2

Scope

- Extended algorithm checks to determine dual control
- Selected generation of determination dates during product changes
- Flexible rule definitions to derive policy end dates
- Improved update runs for print correspondence
- Additional processing information transferred when calling a product method
- Enrichment of policy information about all contracts for claims handling
- Increased administration efficiency through technology based improvements

Key benefits

- Enhanced functionality for applying dual control
- Flexible variants for product changes
- Consideration of reversed contracts for efficient policy processing
- Automated policy maintenance
- Increased efficiency and flexibility during implementation
- Streamlined claims handling
- Continuous improvement through innovative technology

Product and Policy Lifecycle

Functional enhancements to the SAP Policy Management application



Recent innovations

SAP Policy Management 5.2

Scope

- Shifting of effective dates and revision of business transactions
- End-to-end integration of bank details, including Single Euro Payments Area mandates and International Bank Account Numbers
- Automation of derivatives and updates of assigned organization units
- Result storage of provisional update runs without new contract versions
- Access to policy information through enterprise services that enable external solutions

Key benefits

- Fast revision of change requests
- Support of new European payment format
- Efficient updates of enriched policy information
- Transparent provisional policy updates and documents
- Clear, defined policy access through external solutions

Product and Policy Lifecycle

Usability optimization of the SAP Policy Management application



Recent innovations

SAP Policy Management 5.2

Scope

- Faster policy change processing
- Enhanced options to scroll through histories in policy summaries
- Role-based and configurable homepages for policy handlers
- Side panels for graphical information about insurance contracts

Key benefits

- Reduced time for policy change requests
- Consolidated and quick view of policy details
- Improved daily work for policy handlers
- Efficient policy handling

Claim Lifecycle

SAP Fraud Management for Insurance analytic application powered by SAP HANA



Recent innovations

SAP Fraud Management 1.0

Scope

- Detect insurance fraud online and in real time using mass detection
- Investigate fraudulent transactions efficiently with alert management capabilities and network analyzer tool
- Prevent fraud using multi-rule strategies to calculate risk scores and stop transactions
- Improve performance with a calibrator tool that enables real-time calibration and simulation of current and historical data to optimize detection strategies

Key benefits

- Quick response to changing fraud behaviors with rules and predictive analysis to identify unknown patterns
- Lower total cost of ownership by reducing IT involvement to set up and calibrate fraud detection strategies
- Transparent, real-time information about impact on new or changed strategies
- Streamlined fraud detection
- Reduction in false positive alerts and more effective investigations

Claim Lifecycle

Claims Management for Insurance (FS-CM), Insurance Claim Handling Enhancements 5



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- A collection of improvements that is useful to FS-CM customers:
- Auditable Text (Enhanced Functions for Long Texts in Claim Processing)
- Input Help for Benefit Types
- Pictures for Damaged Vehicle
- Reason for Changing Manual Reserve
- Authorizations for Coverage Referrals
- Multiple Insured Risks
- Select existing BP
- Time Dependent RBP Availability in PDOrg

Key benefits

- Several functional enhancements to SAP Claims Management application offering flexibility and improvements to existing functionality.

Claim Lifecycle

Optimization of key capabilities in the SAP Claims Management application



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Performance improvement for high volumes of invoice items
- Association of documents to claim item groups
- Processing of note types at sub-claim level
- Audit improvements for free-form text
- Authorization controls for coverage referrals
- Input help for benefit types
- Capabilities for multiple-insured risks
- Improved diagram representation of damaged vehicles
- Reasons for changing manual reserves
- Selections for existing business partners
- Overview of subsequent debts
- Time-dependent performer availability

Key benefits

- Faster invoice processing
- Better organization of documents
- Note associations at the sub-claim level
- Audit trails for free-form text
- Control over who can change coverage referrals
- Improved ability to select benefit types
- More flexibility in processing claims from complex policies
- More precise damage documentation
- Improved analytics on reserve changes
- Less processing time due to usability improvements
- Improved clarity on the status of claim items
- Improved automatic assignment process
- Ability to process huge volumes of claims data in real time, including enterprise searches
- Real-time claim analytics

Reinsurance Lifecycle

Key innovation of the claims process user interface in the SAP Reinsurance Management application



Recent innovations

SAP Reinsurance Management 7.0

Scope

- The claims management process within SAP Reinsurance Management has been innovated through the logging of Web Dynpro for ABAP solution.

Key benefits

- New objects can be created directly in the claims management process
- Changes in a claim are bundled under a new data unit called "activity"
- Every activity is saved under a certain identification code
- Within an activity, [is there a word missing here?] are saved to changes to accounts and adjustments to other claims
- Results of an activity can be considered and amended in a preview

Reinsurance Lifecycle

Enhancement of the SAP HANA® platform for SAP Reinsurance Management



Recent innovations

SAP Reinsurance Management 7.0

Scope

- Porting of the SAP Reinsurance Management application on the SAP HANA platform

Key benefits

- In-memory analytics allow fast, real-time access to reinsurance treaties, claims, technical accounting information, and program details

Billing and Payments

Collections & Disbursements for Insurance



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Archiving of Payment Data from Payment Run
- Integration with SAP Netweaver Information Lifecycle
- Outbound Interface for Postings to Business Partner
- Provisional Postings in Contract Account
- SEPA Developments
- Use of Additional Account Assignments During Live Operations SD / FS-CD System decoupling
- Additional information in locks

Key benefits

- Archiving of Payment Data from Payment Run
- Integration with SAP Netweaver Information Lifecycle
- Outbound Interface for Postings to Business Partner
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- Use of Additional Account Assignments During Live Operations SD / FS-CD System decoupling
- Additional information in locks

Billing and Payments

Enablement of the SAP HANA platform for the SAP Collections and Disbursements for Insurance application



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Enable the SAP HANA platform for the SAP Collections and Disbursements for Insurance application
- Enable SAP HANA Live for the SAP Collections and Disbursements for Insurance application

Key benefits

- High-performance processing of mass data for collections and disbursements using in-memory analytics

Billing and Payments

SEPA round-offs for the SAP Collections and Disbursements for Insurance application



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Mandate management for Single Euro Payments Area (SEPA) provides full support for incoming and outgoing payments in SAP Collections and Disbursements for Insurance.
- Direct debit pre-notifications within SAP Collections and Disbursements for Insurance provide full support to comply with SEPA requirements.

Key benefits

- SEPA mandates can be maintained at business partner, contract, or transactional levels
- Address and bank data changes for business partners are synchronized with SEPA mandates
- Mandates are supported in promise to pays, payment specifications, payment agreements, and installment plans
- Seamless integration between operational insurance systems is supported with mandates in payment plan items
- Creation and printing of SEPA pre-notifications are supported

Billing and Payments

Integration of SAP Collections and Disbursements for Insurance with SAP Information Lifecycle Management



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Stores archived data in specified retention periods
- Destroys archived data in accordance with legal requirements

Key benefits

- As of SAP enhancement package 7 for SAP ERP 6.0, the integration of SAP Collections and Disbursements for Insurance with SAP Information Lifecycle Management enables the management of archived data on the basis of residence rules. The archived data can be stored in specified retention periods so the destruction of the data in accordance with legal requirements is possible.

Financial Planning and Analysis

Harmonized user interfaces, improved integration



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- SAP NetWeaver Business Client software including side panels for SAP Business Suite and operational data providers (enhancement package 6)
- Further improvements include embedded analytics (enhancement package 5) and simplified reporting and power lists (from enhancement package 3)
- Business user-oriented reporting and analytics leveraging SAP HANA technology and mobile access to finance data (with SAP Business Explorer tools)
- Includes new interfaces for internal order planning alongside cost center and project planning

Key benefits

- Harmonized and role-based single point of entry to SAP GUI and supplementary applications created in the Web Dynpro development environment
- Notes and attachments, new analytical content, links and web services coupled with key transactions in SAP software
- Increased ease-of use and business user productivity, including increased usability of key reports
- Access to data in SAP ERP with modern, graphical BI tools; use of dashboards in SAP BusinessObjects solutions and SAP Crystal Reports software directly from processes and transactions in SAP software
- Device-based on-site and off-site access to finance data

Financial Planning and Analysis

Forward-looking financial operations with SAP Predictive Analysis software



Recent innovations

SAP Predictive Analysis 1.0

Scope

- Desktop-based application for casual and business users to process data volumes – whether small or super-large – on SAP HANA software for:
- Time series (forecasting)
- Associations (identification)
- Regression (correlations)
- Outliers (anomaly detection)
- Regression (decision trees)
- Clustering (segmentation)

Key benefits

- Reach your business goals faster by using dormant data to create new opportunities
- Stay agile and gain a competitive edge with efficient forecasting and planning
- Solve problems before they happen by exposing hidden risks and hazards

Financial Planning and Analysis

ERP controlling



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0

Scope

- New roles for internal controller, project planner, and cost-center manager in SAP NetWeaver Business Client software
- New planning applications for cost center, internal order, and project planning. New cost-estimation application for projects
- Enhanced express planning
- New master-data applications with change requests
- New hierarchy maintenance, including inactive hierarchy functions
- Operational data providers
- Side panels for additional info on global-user-invoice transactions

Key benefits

- Enter planning data and prepare cost estimates in a user-friendly interface
- Free the controlling department of tasks related to preparing and entering planned data
- Prepare cost-center hierarchies with a valid-from date and schedule changes
- Create change requests to initiate cost-center changes
- Access data in the SAP ERP application directly from the SAP NetWeaver BW application
- Enable on-screen notes and attachments; display master data and charts to support transaction entries

Financial Planning and Analysis

Expense insight anywhere, anytime with the SAP RealSpend mobile app



Recent innovations

SAP RealSpend 1.0

Scope

- Understand instantly where and why money is being spent
- Get a high-level overview of expenses across multiple departments, expense types, and internal orders
- Make informed spend decisions on the go
- Understand and collaborate around potential spend issues
- View contextual alerts and explanations
- Drill down to more details and line items
- View trends in spend patterns

Key benefits

- Avoid budget overruns
- Reduce time spent figuring out budget status
- Support spending decisions with data

Financial Planning and Analysis

Process and report acceleration through SAP HANA software



Recent innovations

SAP enhancement package 5 for SAP ERP 6.0

Scope

- Enterprise resource planning (ERP) process and report acceleration for:
- Finance (general ledger, AP/AR, AA, PCA, IM, and PS)
- Controlling
- Product cost reporting and product cost analysis
- Material ledger
- Profitability analysis (account- and cost-based)
- Also includes (cost-based and account-based):
- Additional ERP transactions (line-item browsers) optimized for use with SAP HANA
- Virtual-information providers for accelerated business warehouse (BW) access to FI/CO data without SAP NetWeaver BW on SAP HANA

Key benefits

- Accelerated processes in ERP FI/CO (especially allocations, overhead calculation, and costing run in material ledger)
- Accelerated reporting in ERP/CO (new reporting tables for material ledger and no precalculation of aggregates in product cost reporting and profitability analysis)
- Real-time analysis of large data volumes at any level of granularity (especially line-item-based reporting in FI and CO)
- Nondisruptive deployment (activation rather than implementation)

Financial Planning and Analysis

SAP HANA–based analytics



Recent innovations

SAP HANA Live 1.0 for SAP ERP

Scope

- New quality of analytics and reporting capabilities powered by SAP HANA
- Instantaneous transactions - results-to-actions
- Unified view of operations without delay
- Empowerment for front-line employees
- Content for Financial Accounting (General Ledger)
- Content for Managerial Accounting (Cost Center Accounting, Product Costing)

Key benefits

- Open
- Access via standard interfaces, especially SQL
- Access with any client
- Uniform
- One approach for all Business Suite applications
- Analyze cross application boundaries
- Intuitive
- Data models are made simple
- Customizing dependencies are hidden
- Fast
- Reporting performance powered by SAP HANA
- Rapid implementation times
- Real-Time
- Cycle time from recording to reporting is zero
- Built on replication or embedded

Financial Planning and Analysis

SAP Strategy Management



Recent innovations

SAP Strategy Management 10.1

Scope

- Review organizational performance and initiate course-correcting actions as needed
- Respond to alerts and status updates
- Participate in threaded discussions related to organizational performance
- Review organizational performance data even while disconnected from your organization's network – while on a plane, for example

Key benefits

- The SAP Strategy Management mobile app enables organizations to manage the goals, initiatives, and metrics created to drive organizational performance. It extends the solution's value to mobile users.

Financial Planning and Analysis

SAP RealSpend



Recent innovations

SAP RealSpend 3.0.0 for iPad

Scope

- Understand instantly where and why money is being spent
- Get all the info in sub-seconds irrespective of data volume
- Informed spend decisions on the go
- Understand and collaborate around potential spend issues
- View contextual alerts and explanations
- Drill down to more details, and line items
- Integrated onboarding-help features in help and contact data

Key benefits

- More companies adopt to mobile devices and provide quick access to information needed to run their business. Today, line managers of SAP customers don't have timely and effective budget and spend information at their finger tips, so they have to rely on others for answers. With the current trend of enterprises adopting tablet devices, SAP needs to provide a solution to address this market need.

Accounting and Financial Close

SAP Smart Business for financial close



Recent innovations

SAP Smart Business for financial close 1.0

Scope

- KPI-oriented management dashboard for monitoring the status and progress of your financial close for the entities of your group
- See the completion rate of closing tasks due today, the number of tasks with errors, or the tasks delayed
- Analyze the closing tasks by closing hierarchy, closing phases, milestones, or workdays
- Scroll through the tasks or filter by status and see the time line and task owner
- Trigger problem resolution by sending emails with annotations and creating jam sessions
- Mobile and desktop application
- Part of a family of other SAP Smart Business applications

Key benefits

- Higher transparency of the financial close process
- Real-time insight into progress and quality
- Easy to consume information on a mobile device
- Collaboration for immediate triggering of problem solving

Accounting and Financial Close

SAP Insurance Analyzer analytic applications: SAP Accounting for Insurance Contracts



Recent innovations

SAP Insurance Analyzer 1.0

Scope

- Process operational transactions and events from insurance contracts
- Run subledger key-date valuation processes, including updating accruals and deferrals such as contractual service margins
- Run subledger year-end closing for insurance contracts
- Support International Financial Reporting Standard 4 and other accounting standards
- Prepare subledger posting documents
- Interface general ledgers from SAP and from sources outside of SAP
- Reduce costs through centralization and harmonization of accounting rules

Key benefits

- Create a central subledger for all insurance contracts from all lines of business, even if they run on different systems
- Have a central point where changes in accounting rules are maintained, instead of repeating the process in all operational systems
- Create synergies with other new regulations such as Solvency II

Accounting and Financial Close

Intercompany Reconciliation on HANA - User experience



Recent innovations

SAP ERP Financial Accounting and Operations 2.0

Scope

- Homepage with reconciliation overview, alerts, and mails
- New web user interface
- Improved communication support (email, shared service requests, notes, status, reminders)
- Improved reporting

Key benefits

- State of the art web user experience
- Faster identification of issues
- Stronger automation in communication
- Integration to SAP Shared Services Framework

Accounting and Financial Close

Direct cash flow statement for actual data



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Characteristic "partner company" added to enable consolidated, direct cash-flow statements
- Functionality to include additional custom-specific characteristics for direct cash-flow and liquidity planning without requiring technical modifications
- Easier configuration of the assignment of payments to liquidity items

Key benefits

- Customer creation of a direct cash-flow statement on the company level that includes information about cash transfers to and from partner companies – thus creation of a direct cash-flow statement on the group level
- Ready analysis of direct cash flow for additional, custom-specific characteristics
- Easier configuration of methods for assigning payments to liquidity items depending on the customer's business processes

Accounting and Financial Close

Parallel ledgers – Ledger switches and full postings



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Support the switch between the leading ledger and accounting principle and a non-leading ledger and accounting principle using the SAP General Ledger application
- Perform calculations and real-time postings of full values per valuation in fixed-asset accounting

Key benefits

- Improved transition to International Financial Reporting Standards (IFRS) for customers who have been posting IFRS valuations in a non-leading ledger
- Increased transparency and compliance in parallel accounting for fixed assets

Accounting and Financial Close

SAP Financial Closing cockpit 2.0



Recent innovations

SAP Financial Closing cockpit 2.0

Scope

- Standard support for internal control tasks
- Complete audit trail for all changes made during task execution
- Enhanced time management for multiple time zones
- Personal profiles for selecting and filtering tasks within a template or task list
- Visibility into batch jobs created by external schedulers
- Work flows in remote systems
- Custom variables on task-folder level

Key benefits

- Ready-to-use solution for internal controls
- Stronger governance and compliance and better support for auditors
- More transparent task maintenance and monitoring
- Performance gains via the ability to define and quickly switch the focus of work
- Monitoring of status and results of external batch jobs and ability to make tasks dependent on external tasks
- Better control via work-flow tasks in remote SAP ERP applications connected to the SAP Financial Closing cockpit
- Higher flexibility in configuration

Accounting and Financial Close

SAP HANA–based analytics



Recent innovations

SAP HANA Live 1.0 for SAP ERP

Scope

- New quality of analytics and reporting capabilities powered by SAP HANA
- Instantaneous transactions - results-to-actions
- Unified view of operations without delay
- Empowerment for front-line employees
- Content for Financial Accounting (General Ledger)
- Content for Managerial Accounting (Cost Center Accounting, Product Costing)

Key benefits

- Open
 - Access via standard interfaces, especially SQL
 - Access with any client
- Uniform
 - One approach for all SAP Business Suite applications
 - Analyze cross application boundaries
- Intuitive
 - Data models are made simple
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- Fast
 - Reporting performance powered by SAP HANA
 - Rapid implementation times
- Real-Time
 - Cycle time from recording to reporting is zero
 - Built on replication or embedded

Accounting and Financial Close

Intercompany Reconciliation on SAP HANA



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- Reconciliation of customer and vendor documents of affiliated companies across different systems to reduce discrepancies during elimination of IC payables/receivables as well as expenses and revenues in a financial consolidation
- Intercompany reconciliation optimized for SAP HANA
- No batch loading for companies running in the same SAP ERP on HANA - open items are read from accounts payable (AP) and accounts receivable (AR) directly
- No need for batch matching as part of intercompany reconciliation
- Solution does also support the HANA side-by-side approach

Key benefits

- Elimination of batch data load for companies on the same SAP ERP system
- Improved performance through online matching
- Real-time “round-trip” – corrections in financial accounting are immediately visible in intercompany reconciliation

Accounting and Financial Close

Direct cash flow statement for actual data



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Characteristic "partner company" added to enable consolidated, direct cash-flow statements
- Functionality to include additional custom-specific characteristics for direct cash-flow and liquidity planning without requiring technical modifications
- Easier configuration of the assignment of payments to liquidity items

Key benefits

- Customer creation of a direct cash-flow statement on the company level that includes information about cash transfers to and from partner companies - thus supporting the creation of a direct cash-flow statement on the group level
- Ready analysis of direct cash flow for additional, custom-specific characteristics
- Easier configuration of methods for assigning payments to liquidity items depending on the customer's business processes

Accounting and Financial Close

Accelerated finance and controlling with SAP HANA



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- Improved reporting execution, faster response times, and accelerated period-end closing
- Enhanced quality of analysis and deeper insight
- Easier deployment of changes to the way we do reporting today
- Analysis of millions of records instantly in dialog mode to create new insight and base decisions on this information instead of starting background jobs

Key benefits

- Speed of reporting helps accelerate financial performance and efficiency
- New insight for business decisions
- Empowered business users: easier and faster access to trusted data to optimize decision making
- Accelerated month-end close (material ledger, allocations, asset history sheet)

Accounting and Financial Close

Process and report acceleration through SAP HANA software



Recent innovations

SAP enhancement package 5 for SAP ERP 6.0

Scope

- Enterprise resource planning (ERP) process and report acceleration for:
 - Finance (general ledger, AP/AR, AA, PCA, IM, and PS)
 - Controlling
 - Product cost reporting and product cost analysis
 - Material ledger
 - Profitability analysis (account- and cost-based)
- Additional ERP transactions (line-item browsers) optimized for use with SAP HANA
- Virtual-information providers for accelerated business warehouse (BW) access to FI/CO data without SAP NetWeaver BW on SAP HANA

Key benefits

- Accelerated processes in ERP FI/CO (especially allocations, overhead calculation, and costing run in material ledger)
- Accelerated reporting in ERP/CO (new reporting tables for material ledger and no precalculation of aggregates in product cost reporting and profitability analysis)
- Real-time analysis of large data volumes at any level of granularity (especially line-item-based reporting in FI and CO)
- Nondisruptive deployment (activation rather than implementation)

Accounting and Financial Close

SAP HANA as the underlying database



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- SAP ERP powered by SAP HANA

Key benefits

- Smarter business processes
- Faster processes and reporting
- Better Insight
- Improved quality

Cash and Asset Management

Regulatory exigencies



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- EMIR: Reporting to trade repositories
- EMIR: Clearing threshold reporting
- EMIR: Central counterparty clearing
- Margin management
- Yield-curve handling: Basis-spread handling and enhancements in fair-value calculations
- Integration of futures as financial objects into analyzer applications

Key benefits

- Compliance with EMIR for customers based in the European Union
- Compliance with the Dodd-Frank Act for customers based in the United States
- Improved transition to IFRS: Enhancements according to IFRS 13, fair-value calculations using basis spreads in yield curves

Cash and Asset Management

SAP Smart Business for cash management



Recent innovations

SAP Smart Business 1.0 for SAP ERP

Scope

- Analyzing critical KPIs pertaining to the management of an organization's cash flow from a single user interface
- Showcasing SAP HANA's ability to gather and report on real-time transaction level information through a single interface
- Get real-time insight into your Cash Balances and Liquidity Forecast KPIs pushed to end user
- Analyzing Working Capital KPIs to optimize use of cash
- Avoiding and identifying liquidity risk and act on them immediately

Key benefits

- Understanding trends and act on them immediately to safeguard/improve your cash flow position
- Personalize your views with configurable KPI and alerting settings
- Trigger tasks and collaboration

Cash and Asset Management

SAP Cash and Liquidity Management application, version for China



Recent innovations

SAP ERP Financial Accounting and Operations 2.0

Scope

- Cash budgeting

Key benefits

- Improve cash-operating efficiency
- Reduce costs and errors in operations
- Lower financial risks

Cash and Asset Management

SEPA round offs



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- SEPA prenotifications
- SEPA payment runs
- COR1
- Note: A detailed description of the most recent SEPA round-offs can be found in the SAP Note: 1855795

Key benefits

- Be legally compliant in a flexible and convenient way

Collaborative Finance Operations

Payables Manager



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Accurate real time insight into key KPIs pushed to end user
- Identify bottleneck and act on them immediately to avoid escalations and increase supplier satisfaction
- A holistic view of all your payables dues and available payment budget in a way that is only possible with SAP HANA

Key benefits

- Streamline payable processes and improve discount capture offered for early remittance
- Get real-time insight into your Accounts Payable and Payment Budgets allows you to prepare payment effectively
- Personalize your views with configurable KPI and alerting settings
- Trigger tasks and collaboration

Collaborative Finance Operations

SAP Cloud for Travel and Expense on SAP HANA



Recent innovations

SAP Cloud for Travel and Expense 1308

Scope

- SAP Cloud for Travel and Expense to be offered on SAP HANA

Key benefits

- Data referring to travel request, travel itineraries and expense reports with historic data cross company wide should be leveraged

Collaborative Finance Operations

SEPA round offs



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- SEPA prenotifications
- SEPA payment runs
- COR1
- Note: A detailed description of the most recent SEPA round-offs can be found in the SAP Note: 1855795

Key benefits

- Be legally compliant in a flexible and convenient way

Collaborative Finance Operations

Service configurator



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Web-based modeling of processes, authority levels, and necessary steps for service-request fulfillment
- Routing of service requests based on configuration, with flexible automatism
- Ability to add alerts and notifications in critical steps
- Service-request insights with status, priority, and classification
- Dynamic population of responsible parties, based on organizational structure
- Ability to handle multiple processors of the same ticket

Key benefits

- Efficient and effective service-request execution in accordance with desired processes
- Enriched process governance in the area of design and implementation

Collaborative Finance Operations

SAP Shared Service Framework on SAP HANA



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0 on SAP HANA

Scope

- The complete functionality of the SAP Shared Service Framework is available with SAP Business Suite on SAP HANA:
 - Communication interfaces
 - Service Request Handling
 - Service Level Management
 - Intelligent transaction launches
 - Multi-back-end connectivity
 - Automated exception handling from backend transactions
 - Financial Fact Sheet
 - Self Services: Logical integration with master data governance
 - Etc.

Key benefits

- Scalability from small to large volumes of service delivery processes without the need to scale the operating capacity accordingly.
- Real-time insight into the delivery performance, service level adherence and quality of delivery of the service operation.
- Actionable insight: Ability to drill-down from analysis to action for swift response for any situation in service delivery

Collaborative Finance Operations – Collaborative I2Pay

Integration between SAP Invoice Management and Ariba Network



Recent innovations

SAP Invoice Management by OpenText 7.0

Scope

- SAP Invoice Management by OpenText supports existing Ariba adapters for SAP NetWeaver Process Integration (IDOC)
- Deployment and configuration on SAP NetWeaver Process Integration for the standard Procure-to-Pay Processes
- Technical integration to the ARIBA Punch-out Catalog into MM or SRM

Key benefits

- The integration provides a collaborative Invoice to Pay option that is a hybrid on premises and cloud offering for connecting buyers and suppliers. It could help them make better use of invoice management tools like dynamic discounting, for example.
- Eliminate high costs and effort to monitor and secure business network collaboration due to a lack of centralization of connections to multiple business systems
- Automation of pre-negotiated contract and discount terms
- Single-vendor solution
- Fast and secure integration with the Ariba Network
- Monitor supplier performance

Collaborative Finance Operations – Collaborative I2Pay

Integration between SAP Invoice Management and SAP Shared Service Framework



Recent innovations

SAP Invoice Management by OpenText 6.0

Scope

- Automated processing of all supplier invoices including automated generation of service requests from process exceptions.
- Service requests get fully equipped with relevant information (supplier record, categorization, SLA information and link to supplier invoice in service request context).
- Transaction launcher to the invoice workplace with automated parameter transferal for efficient management of invoices in-process by the service team.
- Efficient referencing of live invoice information through linking of invoices to the service request context tab.

Key benefits

- Substantial cost reduction for Invoice to Pay operation.
- Reduction of processing errors through automated communication with service team.
- Maximize visibility of invoice status throughout the full reconciliation processes.
- Full and mostly labor-independent scalability to large volumes of supplier invoices.

Collaborative Finance Operations – Collaborative I2Pay

SAP Invoice Management on SAP HANA



Recent innovations

SAP Invoice Management by OpenText 7.0 and SAP ERP 6.0 on SAP HANA

Scope

- Rule based automation of the reconciliation of supplier invoices according to the following principles:
 - 40+ exception handling scenarios delivered in the standard
 - Central processing hub for all invoices of all business units
 - Multiple ICC back-ends attachable (4.6 C upwards)
 - SAP Business Workflow based notification of process stakeholders
 - Powerful dashboard to manage the entire invoice volume in process and retrospective

Key benefits

- Minimize invoice processing time
- Optimize efficiency
- Increase productivity
- Reduce cycle times

Collaborative Finance Operations – Receivables Management

Improvements in incoming bank statement processing



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- This improvement addresses one of the most headcount-intensive steps of the order-to-cash and invoice-to-pay process.
- Bank statements contain information about payments received – but they often do not contain enough information to automatically match the payments with the open customer invoices.
- Through extensive improvements in the search functionality, the manual matching process can be accelerated.

Key benefits

- Improved productivity for accounting team
- Accelerated clearing leads to more accurate view of customer accounts
- Increased customer satisfaction as credit blocked orders reduced

Collaborative Finance Operations – Other innovations in Mobile

SAP Payment Approvals



Recent innovations

SAP Payment Approvals 2.2.0 for Android

Scope

- View a list of all payment batches for your approval and all payment batches recently processed by yourself.
- Display payment batch details, such as payer, payment amount, bank account, batch status, and payment list.
- View a list of previous and alternative approvers, including a way to contact them.
- Approve or reject the payment batch.

Key benefits

- The SAP Payment Approvals mobile app lets cash managers and financial executives see payment batches in their work lists that need approval. They can use an iPhone to check and approve or reject these payments at any time (for example, while traveling). They can select one and drill down to the various payments and invoices.
- Further information is contained in the list of additional approvers and the batch history.

Collaborative Finance Operations – Other innovations in Mobile SAP Fiori

Recent innovations

SAP Fiori 1.0

Scope

- Collection of apps with a simple and easy to use experience for broadly and frequently used SAP software functions
- Works seamlessly across devices – desktop, tablet, or smartphone

Key benefits

- Enables our customers to leverage their existing SAP investments by providing instant value for all their employees. can be accessed from mobile and desktop devices
- Provide immediate impact by renewing the user experience of the most broadly and frequently used SAP software functions
- Can be accessed from mobile and desktop devices

Collaborative Finance Operations - Receivables Management

SAP Customer Financial Fact Sheet

Recent innovations

SAP Customer Financial Fact Sheet 4.0.0

Scope

- Display list of all customers, those classified as Critical according to predefined rules, and favorites
- Display financial details for a selected customer and drill down to single invoices, dispute details.
- Add notes to customers in backend ERP system (iPad & Win 8 only)
- Record and edit customer disputes (iPad only)
- Take promises to pay for outstanding invoices (iPad only)
- Access archived documents related to the customer and stored in the backend (iPad & Win 8 only)
- Store office documents per customer locally on the iPad

Key benefits

- As a sales representative, you can check the financial situation of your customers on your iPhone, iPad, Android or Windows 8 device. You can display all relevant data and drill down to single invoices. When running on iPad, the app offers unique collaboration features to improve communication with your accounting back office.

SAP Customer Financial Fact Sheet

All (17) Critical (10) Favorite (0) Sort By:

 Andersons and Sons Credit Limit: €15,000.00 Utilization: 110.7 %	 Bohr & Hammer GmbH Credit Limit: €3,000,000.00 Utilization: 77 %	 Sanderson's Sanders Credit Limit: €30,000.00 Utilization: 60.7 %
 Singapore Cutting Tools PLC Credit Limit: €30,000.00 Utilization: 104.6 %	 Hong Kong's Finest Grinders Credit Limit: €20,000.00 Utilization: 76.5 %	 LouisianaTools PLC Credit Limit: €3,000,000.00 Utilization: 16.6 %
 Buff & Sand PLC Credit Limit: €20,000.00 Utilization: 96.3 %	 Mark and Sons PLC Credit Limit: €40,000.00 Utilization: 72.9 %	
 Cool Werkzeug GmbH Credit Limit: €20,000.00 Utilization: 94.8 %	 Cutters And More PLC Credit Limit: €30,000.00 Utilization: 60.8 %	

Governance, Risk and Compliance

Access Control Role Analytics



Recent innovations

SAP Access Control 10.1

Scope

- SAP Access Control's role analytics functionality leverages the power of SAP HANA to allow you to quickly and easily discover key potential access risk issues # through visual summaries and detailed reports that might take hours to run and sort through normally # and to take action to resolve them.

Key benefits

- Fast and powerful role analysis
- Analyze roles that have not been used by users for a period of time; find roles that have not been included in other roles; determine roles that are actively used
- Delivered in HTML5 and designed for the web browser

Governance, Risk and Compliance

SAP Fraud Management powered by SAP HANA



Recent innovations

SAP Fraud Management 1.0

Scope

- Detect fraud online and real time within business processes, and by mass detection
- Investigate fraudulent transactions efficiently with alert management capabilities and network analyser tool
- Prevent fraud through multi-rule strategies to calculate risk scores and stopping transactions
- Improve Performance - Calibrator tool enables real-time calibration and simulation on current and historical data to optimize detection strategies

Key benefits

- Identification of unknown patterns, allowing quick response to changing fraud behaviors
- Lower TCO by reducing IT involvement to set up and calibrate fraud detection strategies
- Transparent, real-time information of impact on new / changed strategies
- Streamlined fraud detection
- Reduction in false positive alerts

Governance, Risk and Compliance

SAP HANA Analytics Foundation for SAP GRC



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Analytics powered by the SAP HANA platform
- Real-time operational reporting when SAP GRC Suite uses SAP HANA as back-end database
- A complete virtual data model described by SQL views and optimized for reporting

Key benefits

- Continue to enhance available reporting for SAP's Access Control and Global Trade Services products with additional data support
- Add support for SAP's Process Control and Risk Management products

Governance, Risk and Compliance

Key Risk Indicators Based on SAP HANA



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Enterprise risk analysis and continuous insight into the risks powered by SAP HANA
- Forward-looking measure with big data powered by SAP HANA

Key benefits

- Make use of SAP HANA capability to analyse large volumes of data and find out the potential risk quickly
- Consolidation of enterprise risks from multiple transactional systems

Governance, Risk and Compliance

Cross System and Large Volume Monitoring



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Cross-system and large-volume monitoring using SAP HANA

Key benefits

- Ability to analyze large volumes of data and monitor results quickly (through SAP HANA)
- Consolidation of operational and financial data from multiple systems (through SAP NetWeaver BW on SAP HANA)
- Ability to leverage ODP-based reports and queries for automated monitoring to save time and money by reusing valuable content in multiple ways

Governance, Risk and Compliance

Comprehensive reporting on governance, risk, and compliance



Recent innovations

SAP Access Control 10.1

Scope

- Common reporting services for governance, risk, and compliance (GRC) to allow selected reporting and analytic tools to access GRC data
- Comprehensive GRC reporting services
- Critical GRC-management dashboards and reports
- Data structures of the SAP Access Control application in the SAP NetWeaver Business Warehouse application

Key benefits

- Creation of custom reports and dashboards with cross-GRC data
- Data visualization and advanced interactive analysis using powerful SAP software
- Executive dashboard to support enterprise-wide view of risk and compliance and to access risk status

Governance, Risk and Compliance

SAP Solvency Management for Insurance analytic applications



Recent innovations

SAP Insurance Analyzer 1.0

Scope

- Create a central repository for Solvency II purposes based on an integrated data model that incorporates key figures from assets and liabilities
- Perform new calculation rules for Solvency II according to Pillar 1 of the Solvency II directive
- Store the calculation results for submission to the authority
- Use the collected data to get new insights into risk and compliance

Key benefits

- Create a central repository of assets and liabilities data for Solvency II calculations based on a built-in data model
- Perform Pillar 1 calculations according to the supervisor's regulations
- Store the calculation results for submission to the authority
- Use the collected data to get new insights into risk and compliance
- Create synergies with other new regulations such as IFRS 4

Governance, Risk and Compliance

Ad-hoc risk escalations based on configurable thresholds



Recent innovations

SAP Risk Management 10.1

Scope

- Enhance the enterprise-risk-management process by automating key activities for risk managers

Key benefits

- Take immediate action to prevent large losses
- Deliver flexibility in identifying the critical limit for risk escalations
- Support a whistle-blowing approach within a risk-management framework

Governance, Risk and Compliance

Root-cause analysis of access risk



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Readily identify the root causes of access-risk violations and take action
- Investigate the root causes of risks or adjust role assignments from risk-analysis results

Key benefits

- Comprehensive identification and remediation of access-risk violations

Governance, Risk and Compliance

Comprehensive reporting on governance, risk, and compliance



Recent innovations

SAP Access Control 10.1

Scope

- Common reporting services for governance, risk, and compliance (GRC) to allow selected reporting and analytic tools to access GRC data
- Comprehensive GRC reporting services
- Critical GRC-management dashboards and reports
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- Creation of custom reports and dashboards with cross-GRC data
- Data visualization and advanced interactive analysis using powerful SAP software
- Executive dashboard to support enterprise-wide view of risk and compliance and to access risk status

Governance, Risk and Compliance

SAP GRC Access Approver and SAP GRC Policy Survey mobile apps available on additional devices



Recent innovations

SAP GRC Policy Survey 1.0.0, source code shipment

Scope

- SAP GRC Access Approver and SAP GRC Policy Survey mobile apps

Key benefits

- Mobile-enabled approvals resulting in timely responses to access requests
- Timely policy confirmations
- Extension of value for customers of version 10.0 of SAP solutions for governance, risk, and compliance

Governance, Risk and Compliance

Enterprise service to link policies



Recent innovations

SAP Process Control 10.0

Scope

- Provide a standard enterprise service to allow users to link policies to policy documents stored in external document-management systems (DMS)

Key benefits

- Leverage investments by using documents stored in an existing third-party DMS
- Leverage the strengths of third-party document management functionalities, such as full-text search, version control, change tracking, document retention, and archiving

Governance, Risk and Compliance

Role discovery and optimization



Recent innovations

SAP Access Control 10.1

Scope

- Discover, analyze, and tag user authorizations to understand and optimize role usage

Key benefits

- Visibility into system for business-process efficiency and risk reduction
- Reduced cost and redundancies with authorization management, including period role reviews
- Optimized authorization and security across platforms
- Streamlined role request and approval process

Governance, Risk and Compliance

Access risk-remediation workflows



Recent innovations

SAP Access Control 10.1

Scope

Key benefits

- Initiate key remediation processes from risk-analysis results
- Delivery of a single, comprehensive access-risk analysis and remediation process

Governance, Risk and Compliance

Customization of access-request form



Recent innovations

SAP Access Control 10.1

Scope

- Customize end-user access requests for individual company requirements

Key benefits

- Simplified and streamlined access requests and approvals
- Reduced errors and request cancellations

Governance, Risk and Compliance

Cross System and Large Volume Monitoring



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Cross-system and large-volume monitoring using SAP HANA

Key benefits

- Ability to analyze large volumes of data and monitor results quickly (through SAP HANA)
- Consolidation of operational and financial data from multiple systems (through SAP NetWeaver BW on SAP HANA)
- Ability to leverage ODP-based reports and queries for automated monitoring to save time and money by reusing valuable content in multiple ways

Governance, Risk and Compliance

Key Risk Indicators Based on SAP HANA



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Enterprise risk analysis and continuous insight into the risks powered by SAP HANA
- Forward-looking measure with big data powered by SAP HANA

Key benefits

- Make use of SAP HANA capability to analyse large volumes of data and find out the potential risk quickly
- Consolidation of enterprise risks from multiple transactional systems

Governance, Risk and Compliance

SAP HANA Live for SAP solutions for GRC



Recent innovations

SAP enhancement package 7 for SAP ERP 6.0

Scope

- Analytics powered by the SAP HANA platform
- Real-time operational reporting when SAP solutions for governance, risk, and compliance uses SAP HANA as back-end database
- A complete virtual data model described by SQL views and optimized for reporting

Key benefits

- Continue to enhance available reporting for the SAP Access Control and SAP Global Trade Services applications with additional data support
- Add support for the SAP Process Control and SAP Risk Management applications

Governance, Risk and Compliance

SAP HANA Live for SAP Access Control and SAP GTS



Recent innovations

SAP enhancement package 6 for SAP ERP 6.0, version for SAP HANA

Scope

- SAP HANA Live for SAP solutions for GRC creates new reporting capabilities when used with the SAP Access Control and SAP Global Trade Services applications.

Key benefits

- Analyse high volumes of data in high-speed using SAP HANA
- Connect to data using standards like SQL or O-data
- Display results in HTML5, mobile environments, and in reporting tools such as SAP BusinessObjects Explorer software

Governance, Risk and Compliance

Access Control Role Analytics



Recent innovations

SAP Access Control 10.1

Scope

- SAP Access Control's role analytics functionality leverages the power of SAP HANA to allow you to quickly and easily discover key potential access risk issues # through visual summaries and detailed reports that might take hours to run and sort through normally # and to take action to resolve them.

Key benefits

- Fast and powerful role analysis
- Analyze roles that have not been used by users for a period of time; find roles that have not been included in other roles; determine roles that are actively used
- Delivered in HTML5 and designed for the web browser

Governance, Risk and Compliance

SAP Fraud Management powered by SAP HANA



Recent innovations

SAP Fraud Management 1.0

Scope

- Detect fraud online and real time within business processes, and by mass detection
- Investigate fraudulent transactions efficiently with alert management capabilities and network analyser tool
- Prevent fraud through multi-rule strategies to calculate risk scores and stopping transactions
- Improve Performance - Calibrator tool enables real-time calibration and simulation on current and historical data to optimize detection strategies

Key benefits

- Identification of unknown patterns, allowing quick response to changing fraud behaviors
- Lower TCO by reducing IT involvement to set up and calibrate fraud detection strategies
- Transparent, real-time information of impact on new / changed strategies
- Streamlined fraud detection
- Reduction in false positive alerts

Governance, Risk and Compliance

SAP Fraud Detection Calibrator



Recent innovations

SAP Fraud Detection Calibrator 1.0.0 for iPad

Scope

- The app enables the user to instantly execute detection strategies in simulation mode to improve detection results. By varying with weighting factors and threshold values the user is enabled to interact in real time with the system.

Key benefits

- Real time simulation on big data
- Native iPad app
- Based on SAP Fraud Management

Governance, Risk and Compliance

SAP GRC Access Approver



Recent innovations

SAP GRC Access Approver 2.0.0 for Android

Scope

- Display lists of user and firefighter access requests.
- Review user and firefighter access requests, with access details.
- Review risks associated with a request (if risk analysis has already been performed).
- Call or e-mail users to request additional information.
- Add comments before approving or rejecting requests.
- Forward requests to people in your contacts list in cases in which further analysis and simulation is needed.

Key benefits

- The SAP GRC Access Approver mobile app lets managers review and approve time-sensitive and operational-critical access requests using their Apple iPhones, allowing authorized employees to gain access to systems and continue their work in a timely manner.

Service

SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Recent innovations

SAP Cloud for Customer 1311

Scope

- Self-service:
 - Business-to-business service ticketing with SAP HANA Cloud Portal
- Contact center:
 - Sales contact centers with SAP ERP Central Component and SAP Real-Time Offer Management software
 - Service-request management with service teams
 - Activity plans and surveys
 - Collaborative problem solving with the SAP Jam social software platform
- Field-service management:
 - Service-order management for break-fix
 - Service-level determination
 - Surveys and task determination
 - Mobile field service functionality on iPads

Key benefits

- Better management of interactions with customers and an ability to switch smoothly across social, telephone, e-mail, chat, and Web channels
- More opportunities for customers to search for solutions and report issues using a self-service portal
- Enhanced ability to monitor service entitlements and receive notifications if average handling time is exceeded
- Improved productivity and effectiveness of field-service operations

Cross solutions innovations: People Networking and Collaboration

SAP Jam social software platform



Recent innovations

SAP Jam 1308

Scope

- Substantial innovations as well as incremental enhancements requested by customers
- New functionalities for end users, content managers, and administrators

Key benefits

- Innovations
 - Create groups for key business activities faster
 - Drive engagement by delivering dynamic content with current data
 - Create compelling pages with the WYSIWYG editor
 - Organize and spark action with task-management features
- Usability and performance
 - Preview content directly from the feed
 - View .rtf and .txt files directly
 - Provide more context in communications by attaching documents from your desktop or SAP Jam
 - Drill down while on your iPad
 - Customize e-mail templates and improve performance

Service

Enhancements in the SAP Cloud for Service solution



Recent innovations

SAP Cloud for Customer 1308

Scope

- Computer-telephony integration (CTI)
- Self-service portal enhancements
- Complaint management for ECC sales
- Returns management for ECC
- Service category management
- Flexible service request types
- SLA management
- Mass update of registered products
- Creation of service tickets and registered products for iPad
- Acceptance of IVR data (CAD)

Key benefits

- Identification of key issues to prioritize and manage responses across multiple channels from a single screen
- Accelerating responses by including the right experts and collaborating to craft the best answers
- Improved service-level agreement (SLA) compliance
- Enhanced efficiency in support processes
- Understanding of the full context with social and enterprise data
- Assurance that all responses are aligned with social media policy
- Maintaining perspective by staying informed of trends and patterns

Cross solutions innovations: Travel Management

SAP Cloud for Travel and Expense on SAP HANA



Recent innovations

SAP Cloud for Travel and Expense (1308)

Scope

- SAP Cloud for Travel and Expense to be offered on SAP HANA

Key benefits

- Data referring to travel request, travel itineraries and expense reports with historic data cross company wide should be leveraged

Cross solutions innovations: Travel Management

SAP Cloud for Travel and Expense (1308)



Recent innovations

SAP Cloud for Travel and Expense (1308)

Scope

- Enhanced functionalities for the traveler role
- Expanded integration functionalities with SAP ERP, as well as Traxo
- Compliance with additional requirements for additional country versions
- Expanded mobile functions
- Extension of analytics

Key benefits

- Improved fast-entry functionality for one-day trips
- Enhancements for the posting work center and new extractors for master-data replication
- Extended integration functionalities with Traxo
- Expanded coverage of general country requirements by the generic country version to further enable global roll outs
- Improved mobile functionalities for enabling approvals through an iPad, along with further enhancements of functionalities for iPhone and Android, plus the redesign of the iPad application to offer an intuitive tile-based look and feel
- More data sources to be offered for broadened analytics

Cross solutions innovations: Enterprise Mobility

SAP Fiori



Recent innovations

SAP Fiori 1.0

Scope

- Collection of apps with a simple and easy to use experience for broadly and frequently used SAP software functions
- Works seamlessly across devices – desktop, tablet, or smartphone

Key benefits

- Enables our customers to leverage their existing SAP investments by providing instant value for all their employees. can be accessed from mobile and desktop devices
- Provide immediate impact by renewing the user experience of the most broadly and frequently used SAP software functions
- Can be accessed from mobile and desktop devices

Appendix

Planned innovations

Channel Management

Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Planned innovations

Scope

- Self-service with third parties, dealers, and service partners
- Contact center for shared-service processes
- Field-service invoicing with the SAP ERP application
- HTML5 user interface
- Adobe forms
- Improved key-user configuration user interface
- More dynamic user interface

Key benefits

- Improve visibility of service operations delivered through service partners
- Boost efficiency and productivity of shared-service teams
- Reduce implementation costs with integration
- Expand application accessibility to non-iOS tablets
- Increase flexibility for printing service content
- Cut implementation costs with improved user interface configuration
- Enhance flexibility of user interface customization

Marketing

Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Planned innovations

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- Enhance flexibility of user interface customization

Marketing

Product recommendation intelligence



Planned innovations

Scope	Key benefits
• Making context-aware product recommendations in real time during customer conversation by using predictive models • Leveraging data and work centers like target group and initiatives from the SAP Customer Engagement Intelligence solution • Integration with the SAP Audience Discovery and Targeting analytic application and other outbound tools	• Boost conversion rates by providing offers at the right time in the right place • Improve the customer experience by providing offers that are relevant

Marketing

Marketing collaboration



Planned innovations

Scope	Key benefits
• Integrate the SAP Jam social software platform with SAP CRM to support collaborative marketing processes between internal teams and external vendors • Leverage new capabilities and enhancements available in SAP Jam • Receive notifications for changes made in specific business objects in SAP CRM, such as feeds in SAP Jam, using SAP NetWeaver Gateway technology	• Drive faster and better decision making • Increase efficiency and productivity • Accelerate and streamline marketing processes

Service

Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Planned innovations

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Financial Planning and Analysis

Smart financials – Accounting

Planned innovations

Scope

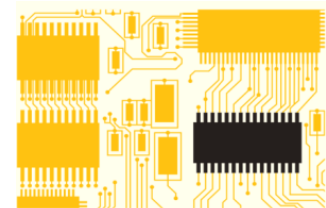
- Single source of truth for financial and management accounting
- Line-item based financials with high granularity, not limited by totals or preconfiguration
- Reporting of data on line-item level

Key benefits

- Postings that are account-based and reported on the document level
- Availability of all document dimensions for reporting
- Analytical insight directly on operational data
- Consolidation directly on operational data
- One single planning model for financials



Single source
of truth



All relevant
dimensions

Financial Planning and Analysis

SAP Strategy Management

Planned innovations

Scope

- New HTML 5 Web user interface, including Safari support
- Mobile access with SAP EPM Unwired
- Right-to-left language support
- Functional enhancements to the CitizenInsight mobile app
- Improved analytic functions and simplified administration of mobile applications
- Enriched reporting and dashboard functions

Key benefits

- Increased productivity and engagement with full enterprise capabilities on an iPad
- Greater usability for more regions and users
- New use cases through greater extensibility
- Lower cost of ownership
- Better visibility into performance against goals, initiatives, and KPIs along with improved collaboration and decision making



Financial Planning and Analysis

SAP Business Planning and Consolidation, version for SAP NetWeaver

Planned innovations

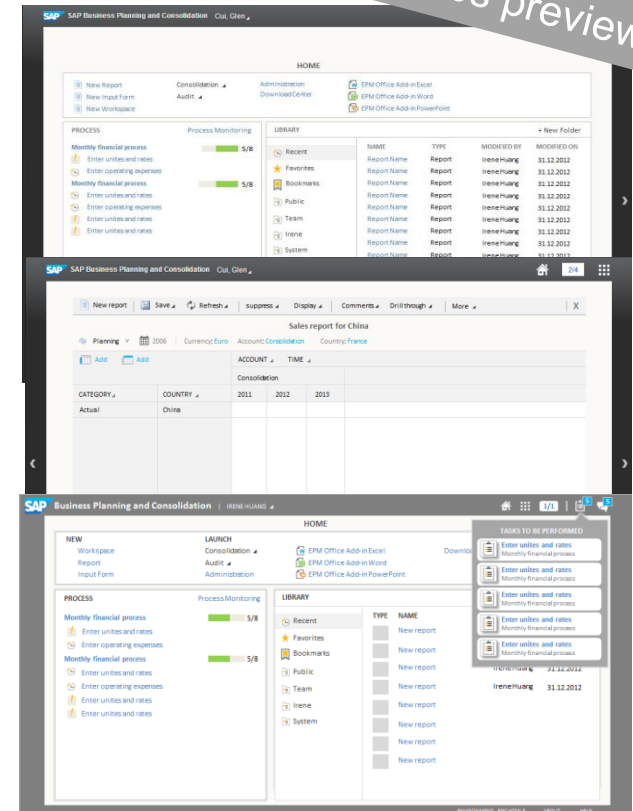
Scope

- Planning applications kit features introduced into SAP Business Planning and Consolidation powered by SAP HANA for planning directly on existing enterprise data warehouse (EDW) InfoObjects used with SAP NetWeaver BW
- Mobile enhancements
- New HTML5 Web user interface
- Enhanced reporting support with the EPM add-in for Microsoft Office
- Reporting support for the analyzer and reporting tools of SAP Business Explorer (SAP BEx) tools
- Enhanced starter kits and rapid-deployment solutions for financial close and disclosure management (IFRS and U.S. GAAP), financial results insight, and strategic financial planning

Key benefits

- Simplified deployment options
- Tighter integration with master and transactional data with real-time consumption
- Greater integration with master and transactional data with real-time consumption
- Elimination of data redundancies and leveraging existing EDW data models for planning
- Broader adoption and increased engagement by leveraging mobile devices and greater usability for more regions and users (right-to-left language display options, for example)
- Added reporting functions and increased productivity
- Improved insight into current and historical views of data
- Reduced implementation time and simplified compliance with IFRS and U.S. GAAP thanks to preconfigured content

SAP Labs preview



Financial Planning and Analysis

SAP CFO Vantage mobile app



Planned innovations

Scope	Key benefits
• Access all CFO content securely in one place, anywhere • Access SAP ERP Financials data • View critical analyst and media news and social media content in real time • Communicate easily with your internal finance team	• The SAP CFO Vantage mobile app allows you to increase productivity by tracking key KPIs and having access to analyst and media news coverage anytime and anywhere. The app also enables fast analysis of competitors and target companies, and allows you to stay connected to internal and external financial news

Accounting and Financial Close

Smart financials – Accounting

Planned innovations

Scope

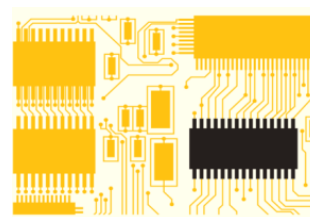
- Single source of truth for financial and management accounting
- Line-item based financials with high granularity, not limited by totals or preconfiguration
- Reporting of data on line-item level

Key benefits

- Postings that are account-based and reported on the document level
- Availability of all document dimensions for reporting
- Analytical insight directly on operational data
- Consolidation directly on operational data
- One single planning model for financials



Single source
of truth



All relevant
dimensions

Accounting and Financial Close

SAP Revenue Accounting and Reporting



Planned innovations

Scope

- Decoupled sales and accounting views
- Compliance with new drafts on contract accounting from International Financial Reporting Standards (IFRS) and U.S. Generally Accepted Accounting Principles (GAAP), including multi-GAAP and multiple-element arrangements in different sales systems (enterprise resource planning, customer to customer, and the like)
- Flexible rules-based engine, controlled within accounting
- Cost recognition
- High-volume processing

Key benefits

- Decoupling of sales and accounting, which will provide increased business-model flexibility and transparency
- Rules-based engine within accounting, which reduces time to implement accounting rules to support new solution offerings
- Reduced manual efforts, which will increase accuracy, reduce audit effort, and help ensure compliance

Accounting and Financial Close

Intercompany Reconciliation – User experience

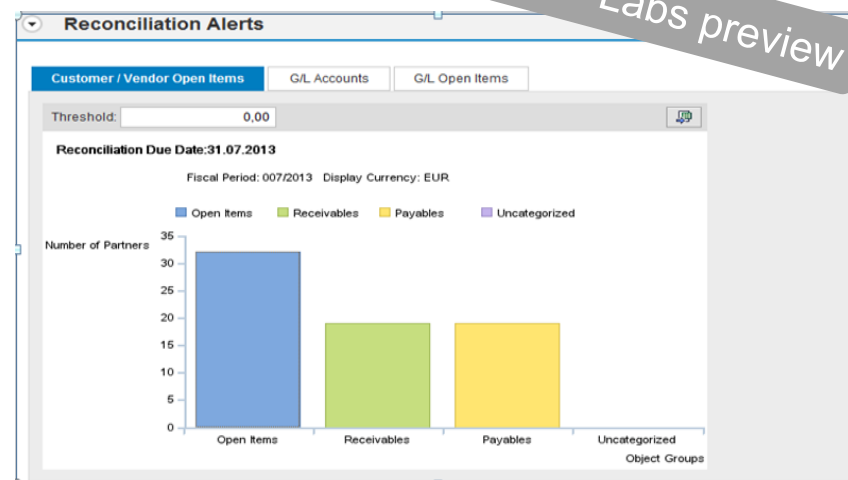
Planned innovations

Scope

- Homepage with reconciliation overview, alerts, and mails
- New web user interface
- Improved communication support (email, shared service requests, notes, status, reminders)
- Improved reporting

Key benefits

- State of the art web user experience
- Faster identification of issues
- Stronger automation in communication
- Integration to SAP Shared Services Framework



Accounting and Financial Close

Financial Consolidation

Planned innovations

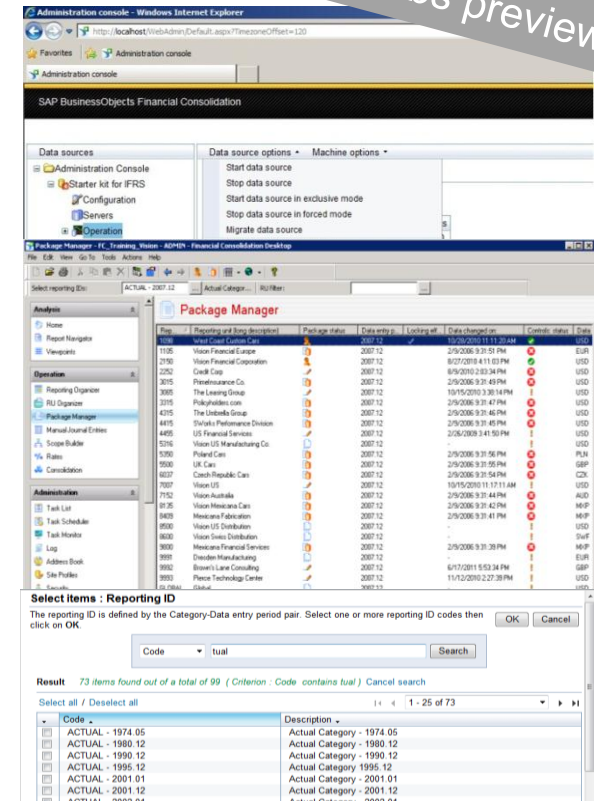
Scope

- Increased platform support, including SAP HANA as a database
- Increased accessibility standards and better user-access management
- Enhanced reporting with the EPM add-in for Microsoft Office
- Tight integration with the SAP Financial Information Management application and SAP BusinessObjects BI solutions
- New and enhanced starter kits and rapid-deployment solutions for financial close and disclosure management – including support for IFRS, JGAAP, financial reporting (FINREP), and IFRS for banks – along with mobile BI for financial close

Key benefits

- Accelerated financial close-to-disclose process
- Increased deployment options
- Greater accessibility by all users
- Increased transparency and auditability of user access and alignment with other applications
- Increased reporting functions and productivity
- Greater analytic features and reduced integration work
- Reduced implementation time with preconfigured content
- Simplified compliance with regulatory requirements through maintenance from SAP of IFRS and Japanese GAAP

SAP Labs preview



Accounting and Financial Close

Intercompany Reconciliation

Planned innovations

Scope

- Improved process of transactional matching
- Enhanced integration with SAP Business Planning and Consolidation
- Management of nonintercompany entities
- New control functionality
- Simplification of administration tasks
- Enriched comment management

Key benefits

- Accelerated financial close process through greater automation
- Faster time to value when used with SAP Business Planning and Consolidation
- Streamlined reconciliation process with increased flexibility
- Increased confidence and reliability of data
- Increased usability
- Improved collaboration support, reducing offline interactions and centralizing information exchange

SAP Labs preview

The screenshot displays the SAP BusinessObjects Intercompany reconciliation interface. At the top, it shows 'Company: 7065', 'Period: TEST', 'Local Currency: USD', and 'Group Currency: USD'. Below this, there are tabs for 'Balances', 'Import/Export', 'Reports', and 'Administration'. The main area is titled 'Detail by Transaction Currencies' and shows a summary table with columns: Company, Group Amount, Balance Count, and Status. The summary table shows a total balance count of 3 and an 'Unreconciled' status. Below the summary table, there is a detailed transaction table with columns: Side, Currency Code, Transaction Status, Transaction Amount, Local Amount, Group Amount, Balance Count, and Star. The detailed table shows transactions for AUD, CAD, and USD, with some marked as 'Unreconciled' and others as 'Reconciled'.

Company	Group Amount	Balance Count	Status
Company	200.050	3	Unreconciled
Partner	101.000		
Difference	99.050		

Side	Currency Code	Transaction Status	Transaction Amount	Local Amount	Group Amount	Balance Count	Star
Company	AUD	Unreconciled	100.000	100.000	100.000	1	
Partner	AUD	Unreconciled	1.000	1.000	1.000	1	
Group Difference					99.000		
Company	CAD	Company Submitted	50	50	50	1	
Partner	CAD	Partner Submitted	0	0	0	0	
Group Difference					50		
Company	USD	Reconciled	100.000	100.000	100.000	1	
Partner	USD	Reconciled	100.000	100.000	100.000	1	
Group Difference					0		

Accounting and Financial Close

Disclosure Management

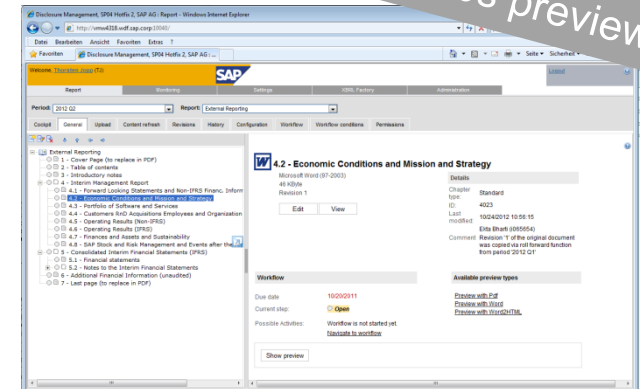
Planned innovations

Scope

- Logging and monitoring for advanced audit trail
- Enhanced security with password policies and segregation of duties
- Increased controls for data consistency and validation
- Support for additional regulatory formats and filings
- Updates to the latest taxonomies for E-Bilanz and U.S. Securities and Exchange Commission
- Expanded platform support
- Enhanced Operations and Data Linking Capabilities
- New and enhanced starter kits and rapid-deployment solutions for financial close and disclosure management software

Key benefits

- Accelerated update of financial information by streamlining integration of consolidation data
- Increased reliability of financial statements by enabling simpler verification of disclosure data
- Improved accountability, tracking, and compliance to corporate security standards
- Lower cost of compliance of regulatory filings in XBRL format by supporting additional standards
- Increased usability for financial professionals to manage disclosure data for XBRL filings
- Faster compliance with IFRS and U.S. GAAP XBRL taxonomies through regular updates from SAP



SAP Labs preview

Cash and Asset Management

SAP Cash and Liquidity Management application, version for China



Planned innovations

Scope

- Cash budgeting

Key benefits

- Improve cash-operating efficiency
- Reduce costs and errors in operations
- Lower financial risks

Service

Enhancements to the SAP Cloud for Social Engagement and SAP Cloud for Service solutions



Planned innovations

Scope

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