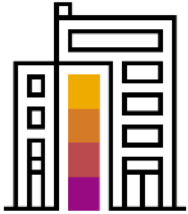


# SAP Innovation Awards 2021 Entry Pitch Deck

“Overhead reduction for project managers with intelligent chat bot”

CUSTOMER: BOUYGUES E&S INTEC (PARTNER: EMINEO AG)

PUBLIC



## Company Information

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<b>Headquarters</b>	Zürich, Switzerland
<b>Industry</b>	energy services
<b>Web site</b>	<a href="http://www.bouygues-es-intec.ch">www.bouygues-es-intec.ch</a>

With over 4100 employees at more than 90 locations, Bouygues Energies & Services InTec is Switzerland's leading company for building technology and facility management.

As a market leader in building technology and management, Bouygues Energies & Services InTec plans and implements comprehensive, sustainable solutions for buildings and systems in the fields of Electrical engineering, Heating systems, Ventilation, Air conditioning, Refrigeration systems, Sanitation systems, ICT Services, Security & Automation, Technical Services and Photovoltaics & Solar thermal. Bouygues Energies & Services InTec consistently focuses on energy efficiency, limiting emissions and promoting renewable resources such as solar, wind and geothermal energy. With their unique multitec service, Bouygues Energies & Services InTec offers centralised cross-trade collaboration for clients with complex projects. They can take on any size of project anywhere in Switzerland and can work in all the national languages of Switzerland. Bouygues Energies & Services InTec understands the market and the specific needs of its customers. Having a national network and operate at the local level.

Claim: "We understand buildings. We understand the smart building."

# Overhead reduction for project managers with intelligent chat bot

BOUYGUES E&S INTEC



„Thanks to the self-service portal from Bouygues and the chat bot technology, I can avail myself of the latest information without extensive knowledge of SAP and automatically regulate financial matters for my customers.“

Senior Projekt-Lead  
Bouygues E&S Intec

## Challenge

COVID situation brings both financial and time-pressure to customers of construction projects. They need to be able to act independently of opening-hours of the finance department of the service company. Together with the project manager of construction site (service company) they agree to an instalment payment or new due dates of the unpaid invoices.

## Solution

To enter the agreed payment conditions to the core SAP ERP project managers do not need to contact financial department nor much know-how of SAP anymore. The project manager simply uses the SAP Chat bot to start the process of issuing the new payment conditions to the customer.

## Outcome

The financial department is not involved in this process anymore. The project manager can use this self service without knowing the financial transactions in the core ERP. The customer receives the necessary documentation to pay his invoices according to the new agreement. All is well documented in the SAP ERP core-system.



**100%**

Overhead reduction for financial processes of project manager\*

**0%**

Dependencies on other departments

**1** contact per customer



## Participating Partner Information

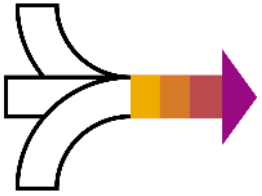
**emineo AG**

**POC lead, implementation partner**



emineo is a Swiss IT consulting and software engineering company. With over 130 consultants and software engineers, we focus on the design and implementation of IT solutions and SAP services. Since our founding in 2002, emineo has been able to successfully implement more than 3000 projects for several customers. These projects cover the entire spectrum of standard software introduction and development, the introduction of complex applications across individual solutions and products, down to strategic IT consulting. Our customers are based in key industries such as public administration, healthcare, insurance and utilities.

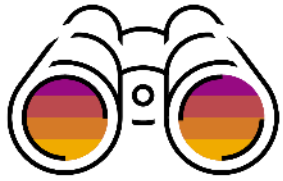
- As SAP Gold Partner, we have a great number of highly trained SAP Consultants.
- We deploy the right SAP strategy – individually for customers in key industries.
- We support the implementation of SAP solutions or guide our customers on their S/4HANA road
- With a POC that integrates the advanced technologies – we would like to give a glimpse for customers that have not yet decided on their S/4HANA roadmap, so that we can increase the need for a S/4HANA transformation.



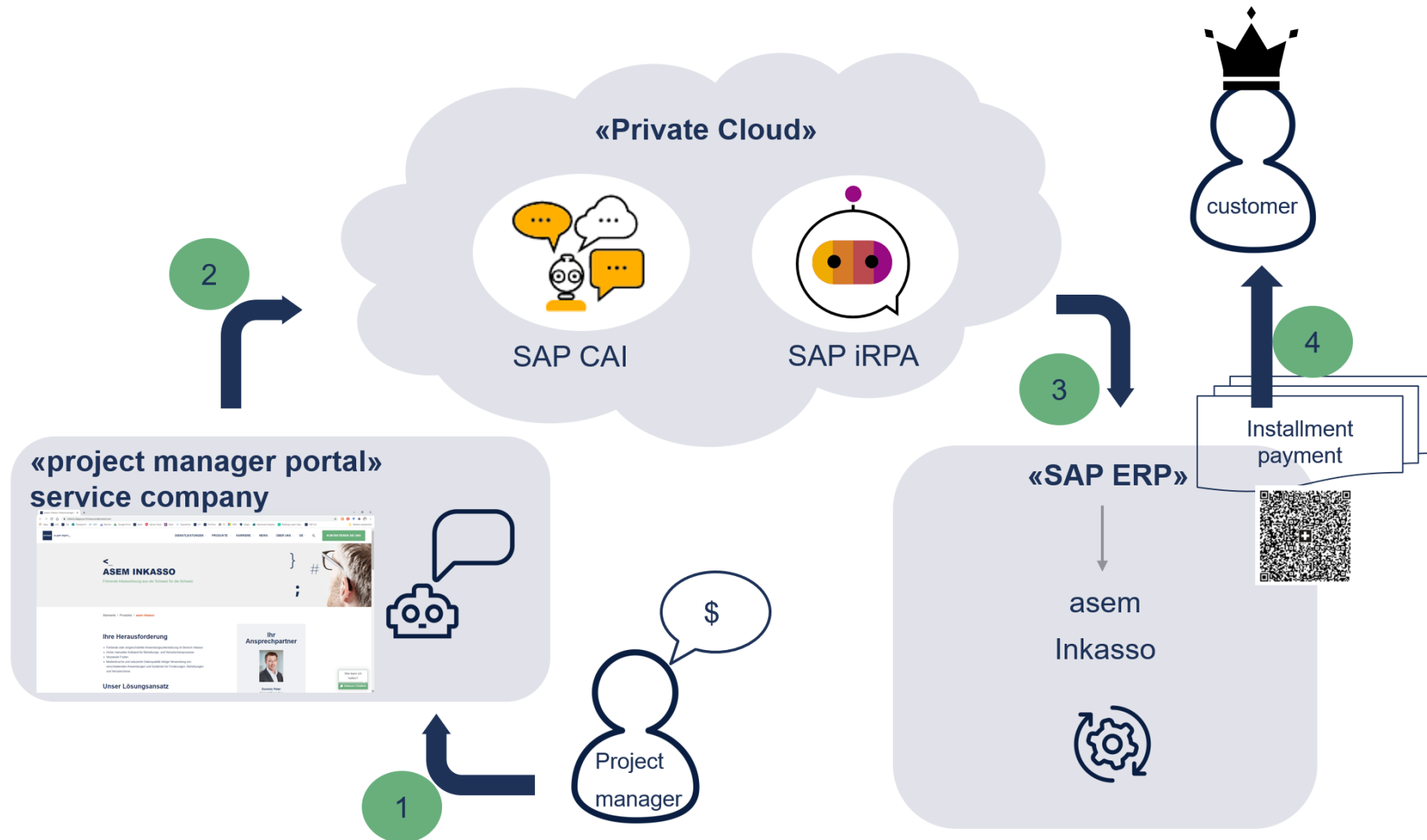
# Business Challenges and Objectives

- Solving internal dependencies
- Lack of SAP application knowhow
- Substantial reduction of administrative effort
- Customer centric solutions needed

- Increase throughput-time
- Reduction of manual effort
- One face to the customer



# Project or Use Case Details





# Benefits and Outcomes

## Business or Social

- Reduction of manual effort – no finance department resource needed
- increase in transparency – self monitoring possible

## IT (optional)

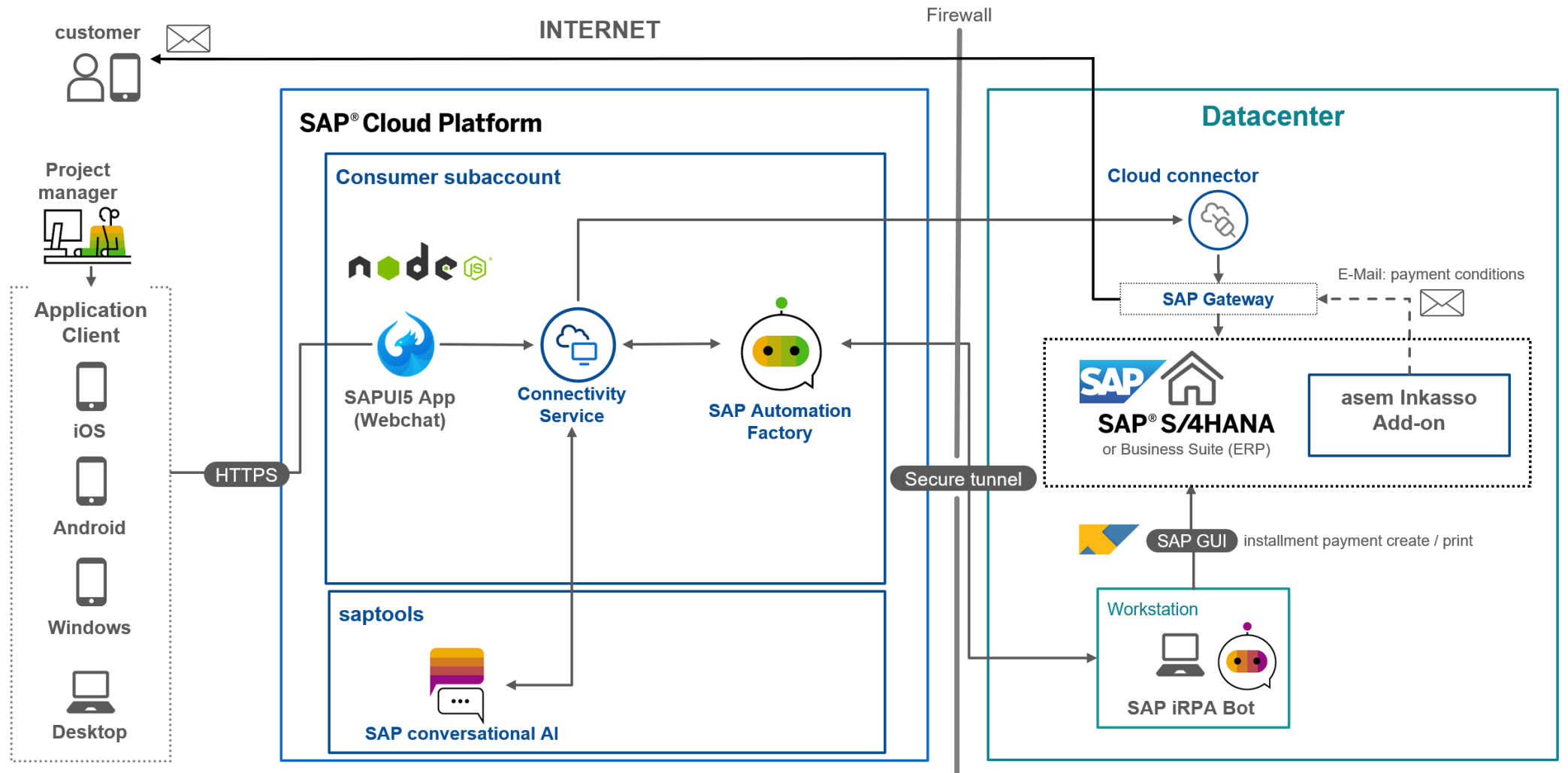
- Quick start
- Transparency of processes – monitoring includes
- Flexibility - fast adjustments possible
- Discover new advanced technologies – before moving to S/4HANA
- Motivate business to move to S/4HANA to gain additional improvements

## Human Empowerment

- Keep responsibility where it belongs @ customer facing project manager



# Architecture







# Deployment

Deployment status POC

Date

Number of users >20

## SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP ERP 6.0 EHP7	Live	Core ERP for financial processes
2	SAP Cloud Platform, SAP Conversational AI and SAP Intelligent Robotic Process Automation	POC	Chat bot interaction Process automation with the core ERP and the debt collection add-on

If you have used one or more of the services or support offerings from SAP Services and Support during the implementation or deployment phase, please indicate which one(s) below with an

SAP MaxAttention™

SAP ActiveAttention™

SAP Advanced Deployment

SAP Value Assurance

SAP Model Company

Others:

SAP Innovation Services

SAP Innovative Business Solutions



# Advanced Technologies (1 of 2)

The following **advanced technologies** were part of the project.

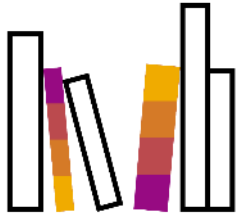
Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>1 Machine learning or artificial intelligence</b> Robotic process automation, conversational AI, AI-based knowledge graph	SAP Conversational AI SAP Intelligent Robotic Process Automation	Chat bot interaction with project manager (who does not have deep financial SAP competencies) Process automation with the core ERP and the debt collection add-on
<b>2 Intelligent data management</b> Multi-cloud, data virtualization and governance, smart data tiering, persistent memory, data privacy		
<b>3 Advanced and augmented analytics</b> <ul style="list-style-type: none"><li>Real-time and streaming analytics, spatial analytics</li><li>Natural language query and generation</li><li>AutoML to identify trends, patterns, outliers</li><li>Predictive analytics (time series analysis and forecasting, regression, classification)</li></ul>		
<b>4 Data and analytics solutions in the cloud</b> <ul style="list-style-type: none"><li>Unified data and analytics cloud platforms by SAP</li><li>Modern/self-service data to analytics</li></ul>		



# Advanced Technologies (2 of 2)

The following **advanced technologies** were part of the project.

Technology or use case	Product used*	Contribution to project and how product used integrates with SAP products
<b>5 Advanced cloud integration</b> <ul style="list-style-type: none"><li>• API economy (monetization and API marketplaces)</li><li>• AI-based or crowdsourced integration</li><li>• High throughput, low-latency digital integration hub</li></ul>		
<b>6 Industry cloud platform</b>		
<b>7 Blockchain</b>		
<b>8 Internet of Things</b>		
<b>9 3D printing</b>		



## Additional Information

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Product	Deployment status (live or proof of concept [POC])	Contribution to project
1 asem Inkasso	Live	SAP add-on to fully digitalize Swiss debt collection processes and to issue instalment payment documents