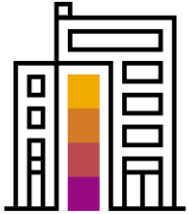




SAP® Innovation Awards 2020 Entry Pitch Deck

Transforming SAP IT Operations using cognitive automation

Saipem S.p.A



Company Information

Headquarters	Italy
Industry	Oil and Gas
Web site	https://www.saipem.com/

Saipem is an Italian leading company in engineering, drilling and construction of major projects in the energy and infrastructure sectors. Saipem is a global solution provider with distinctive skills and competences and high-tech assets, which it uses to identify solutions aimed at satisfying customer requirements. Listed on the Milan Stock Exchange, it is present in over 70 countries worldwide and has 32 thousand employees of 120 different nationalities.

Transforming SAP IT Operations using cognitive automation

Saipem S.p.A



Challenge

Saipem being an leading EPC company, Procurement and Finance are critical and complex business functions. Delay in availability of service due to time consuming process execution and manual intervention raising concern for business and leading to poor user productivity and experience.

Solution

Saipem partnered with TCS for transforming their IT Operations using best in class cognitive automation product available in market. TCS did assessment and suggested to optimize and automate certain functions of E-Bidding Process, Purchasing Cycle, Payment Cycle, Asset Accounting under Procurement and Finance. Solution implemented by consideration of existing business rules, validation and checks to manage intelligently and effectively TCS' Machine First Delivery Model (MFDM™) without human intervention.

Outcome

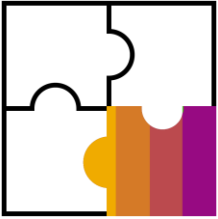
Smarter, Faster and Accurate execution of business process through cognitive automation helped Saipem users to focus in business value added services.



~3200 Business hours
saved annually

10x Enhanced User
Experience

90% Faster Period-End
Closing of Asset
Accounting



Participating Partner Information

Tata Consultancy Services

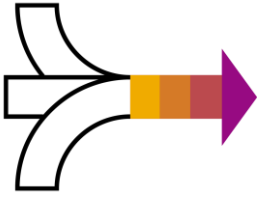
TCS' understanding of our process, collaboration with business users helped to identify the problem statement and to build robust solution with cognitive automation. TCS team collaborated with various Saipem stakeholders to ensure smooth execution.



“I’m very happy about the performance and results of Functionality of Get User Details for SAP ERP Central Component (SAP ECC). In these days I used this utility starting from Service Now many times. For example, in the attached mail there are the users authorized for transactions FB03, SM37, ME23. There are many users and I inserted the request at 11:38 AM CET and I received the mail 11:44. In the past, I had to send the mail to SAP PROFILE and we waited the reply on base of workloads for this Group. Thank you very much for your work about this improvement.”

“Thanks for the implementation in a short time about this functionalities required before the end of SAP Closure for AA Module. This tool will be useful to speed up the End Year Closure Procedures in SAP.”

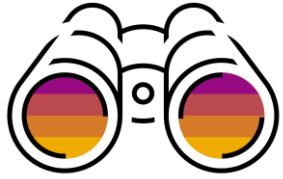
SAP IT Head - Saipem



Business Challenges and Objectives

- Business Operations are getting impacted due to high turn around time
- Delay in onboarding of vendors for E-Bidding process due to manual execution
- Handling of large volume of assets during period end closure
- Delay in customer or vendor payment
- Lack of process standardization in SAP AMS Operation which in turn delayed the decision making

- Bring operational efficiency and reduce total cost of operation
- Autonomous execution of activities in various business function to provide the first time right solution
- Proactive Health Check to reduce risk in SAP operations
- Process standardization and end-to-end process intelligent automation of procurement and finance business functions



Project or Use Case Details

Saipem has chosen ignio™ for SAP transformation journey with an objective to streamlining and transform SAP IT operations to ensure smooth and faster execution of their core business functions. Key focus of project is to leverage latest technologies to transform SAP IT operations. Following aspects have been covered during the implementation of project

Procurement

- Time bound onboarding of supplier on SAP Supplier Relationship Management (SAP SRM) portal with all business rules, validation and check intelligently
- Faster alignment of PR-PO quantity, additional invoicing through service entry sheet for smooth execution of purchasing cycle

Finance

- Autonomously handling of asset accounting master data like negative posting indicator, set super number, change control of reconciliation account

In addition, access enablement to all SAP application made faster to improve the productivity.

Overall solution tightly integrated with ServiceNow, mail server and respective infrastructure with cognitive automation.



Benefits and Outcomes

Business or Social

95% time saving during period end closing activity

100% automation of supplier onboarding process

Standardized and automated the business process for vendor payment

Optimized purchasing cycle

Proactive health check helped to reduce risk of business process failures

IT

MTTR reduction by **~96%**

Transformed operations with seamless integration with ecosystems

Self-healing of 5000+ tickets annually in areas of SAP Security and SAP Modify Transactions

Azure cloud based solution helped in TCO reduction

Human Empowerment

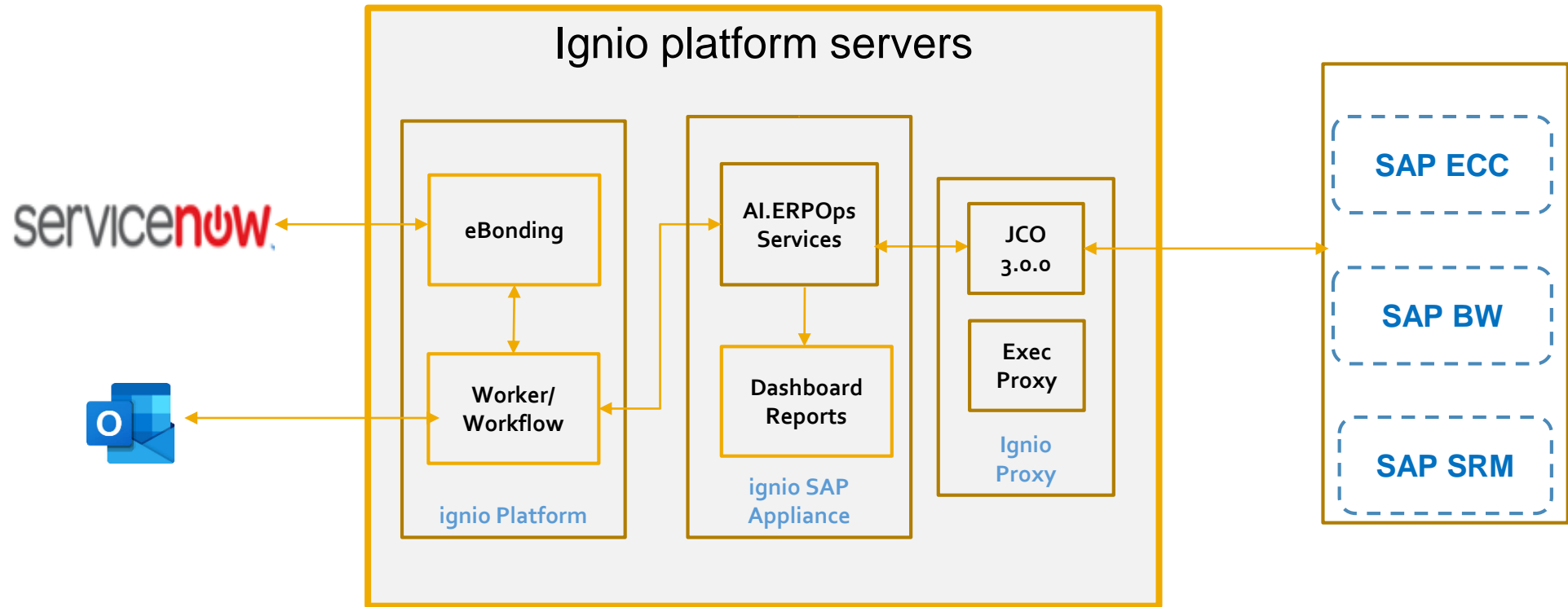
User experience enhanced by **10x**

Increased user productivity **~90%**

Workforce empowered to focus on business critical tasks



Architecture





Deployment

Deployment status Live

Date 12 December 2019

Number of users 6000+

SAP® technologies used:

	SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1	SAP ERP Central Component	Live	Transformed IT Operations and smooth & faster business functions of SAP ECC leveraging cognitive automation
2	SAP BW	Live	Transformed IT Operations and smooth & faster business functions of SAP BW leveraging cognitive automation
3	SAP Supplier Relationship Management	Live	Transformed IT Operations and smooth & faster business functions of SAP SRM leveraging cognitive automation

If you have used one of SAP's services or support offerings from SAP Digital Business Services during the implementation or deployment phase, please select with ☒ one or more of the following offerings:

- | | | |
|--|---|--|
| <input type="checkbox"/> SAP MaxAttention™ services | <input type="checkbox"/> SAP ActiveAttention offerings | <input type="checkbox"/> SAP Advanced Deployment service |
| <input type="checkbox"/> SAP Value Assurance program | <input type="checkbox"/> SAP Model Company service | <input type="checkbox"/> Others: |
| <input type="checkbox"/> SAP Innovation Services portfolio | <input type="checkbox"/> SAP Innovative Business Solutions organization | |



Advanced Technologies

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

	Technology or use case	Yes or No	Contribution to project
1	3D printing		
2	Blockchain		
3	Internet of Things (IoT)		
4	Machine learning or AI	Yes	Transformed IT Operations and smooth & faster business functions of SAP ECC, SAP BW, SAP SRM
5	Conversational AI		
6	Robotic process automation	Yes	Transformed IT Operations and smooth & faster business functions of SAP ECC, SAP BW, SAP SRM
7	Data anonymization		
8	Augmented analytics		