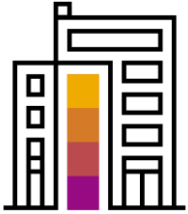




SAP® Innovation Awards 2020 Entry Pitch Deck

Transforming IT Landscape into Cognitive Intelligent Enterprise powered by SAP Conversational AI

Skybuffer Sp. z o.o.



Company Information

Headquarters	Wroclaw, POLAND
Industry	Professional Services
Web site	www.skybuffer.com

International SAP implementation and development company founded in 2013.

Countries: Norway, Belarus, Poland, India, USA

Since the beginning of 2018, Skybuffer has been focused on developing cognitive automation scenarios on the basis of **SAP Conversational AI** platform leveraging a solution with deep integration of **SAP Cloud Platform application runtime** and **SAP Translation Hub** services. The result is an outstanding innovative partner product for SAP ERP, SAP S/4HANA and non-SAP digital core on-premise systems transforming the way people work.

Intelligent Decision Dimensions (an official product name) is already successfully implemented in 2 locations (Eastern Europe and the Caribbean) providing cognitive automation to SAP ERP and non-SAP digital core systems in Energy and Banking business areas.

The product has recently acquired a status of **SAP Qualified Partner-Packaged Solution** which boosted Skybuffer's active leads pipeline generating interest from companies in Germany, Austria, Columbia, Mexico, South Korea and other regions worldwide. Skybuffer's verified roll-out plan allows deploying Intelligent Decision Dimensions within just 5 days for a new client.

Cognitive Intelligent Enterprise Experience

Skybuffer Sp. z o.o.



“When it comes to communicating with a system, **Cognitive Experience is believed to be a competitive necessity and basic expectation for Connected Enterprise**. Intelligent in hundreds of business scenarios, knowledgeable in dozens of lines of business, voice-enabled, speaking any language, pluggable into any channel and offered ready-to-be-used – Intelligent Decision Dimensions developed by Skybuffer is more than an AI solution, it is a transformation-based service that handles the organization’s challenges and extend employees’ and business partners’ capabilities.” **Djurick Henriquez, Section Head Information Systems, Refinery ISLA Curacao**

Challenge

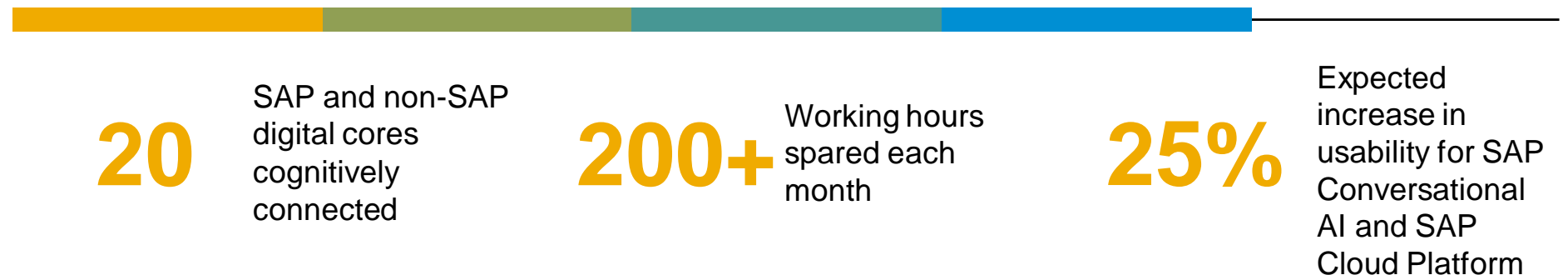
Humanize, extend and facilitate IT landscape accessibility for business partners, clients and employees from any edge, in any language, via digital and even voice-enabled communication channels allowing seamless on-demand targeted human guidance step in and out the conversation flow.

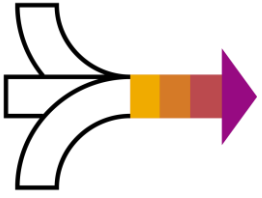
Solution

400+ business scenarios for SAP ERP and SAP S/4HANA, 50+ scenarios for Banking, 40+ scenarios for Passenger Transportation to orchestrate and transform the way people work. Cognitive experience in any language, patched into any communication channel, voice-enabled, working both autonomously and seamlessly engaging human expertise for targeted monitoring of processes and scenarios in hybrid communication mode.

Outcome

Cognitive automation brings together business partners, clients and employees. User-centric experience based on SAP Conversational AI real-time recommendations, predicted outcomes, actions instantly executed in the backend system combined with complex decisions made by human experts involved on demand to reinforce cognitive skills.





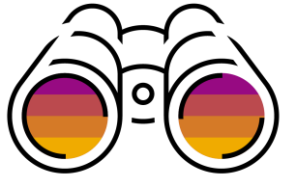
Business Challenges and Objectives

Complex and non-harmonized user interfaces limit access to enterprise data for employees, clients and business partners. Spending working time dealing with system data via RIA user experience channels completing tiny tedious tasks, growing number of interactions between people because of impossibility to access data from any edge leads to hidden costs that can be avoided with cognitive automation implementing.

Current approaches to conversational AI implementation do not allow seamless involving on-demand human guidance at the point of time when people need it and releasing the conversation back to cognitive autopilot mode after expert support is provided. Hybrid communication mode for cognitive automation should be developed to enforce cognitive skills with human intelligence jointly delivering ultimate satisfaction to employees, business partners and clients transforming the way of interaction with Intelligent Enterprise.

The main product objectives are to:

- Make the company's digital core accessible and reachable from any edge, in any language, in any channel of communication to free up time resources for the employees to spend them on value-adding and non-routine tasks that can't be automated
- Roll-out product for SAP ERP (or SAP S/4HANA) system within as quick as 5 days thanks to turnkey AI content fully available, SAP Cloud integration applications and certified ABAP add-on
- Develop Cognitive Enterprise Experience working 24/7/365 autonomously, making instant smart decisions, preparing and analyzing data, taking appropriate expected actions in the enterprise digital core.



Project or Use Case Details

Cognitive automation empowers employees, clients and business partners to access Intelligent Enterprise data from any edge in any language communicating via their preferred channel using text or voice messages.

Intelligent Decision Dimensions based on SAP Conversational AI platform understand corporate guidelines, make real-time smart recommendations, predict workflow actions, and execute Intelligent Enterprise operations. Skybuffer unique methodology for cognitive skills development makes it possible to combine in the unified AI mindset 400+ business scenarios covering all lines of business, embedded into any number of backend systems, executing cognitive actions 24/7/365 autonomously with ability to seamlessly engage human expertise in hybrid communication mode and release the steering back to cognitive automation as soon as human expert decision is taken.

All 400+ business use cases form unified cognitive set of services on SAP Conversational AI platform:

- Employees cognitive services simplify management of absence and time sheets, control procurement and travel management processes, allow requesting paystubs copies and other information via corporate messenger solution or using Microsoft Teams, WhatsApp, Viber, Amazon Alexa, Google Assistant and other popular communication channels
- Business partners cognitive services ensure partners' access to Intelligent Enterprise information and shift internal employees' work focus from communicative to value-adding activities
- Clients cognitive services simplify support activities via clients' access to the Intelligent Enterprise, increase clients' satisfaction and loyalty, autonomously orchestrate clients' needs, preferences and make them an offer they can't refuse



Benefits and Outcomes

Business or Social

- Cognitive automation made real with 5-day implementation time as an SAP Qualified Partner-Packaged Solution
- Transparent TCO for implementation and support services, including SAP licenses
- Cognitive automation that transform the way people work and access Intelligent Enterprise data from any edge, in any language
- Smart autonomous control over business processes execution in self-service scenarios
- Simplified clients support activities, autonomous orchestration of clients' needs and preferences to make an offer they can't refuse

IT

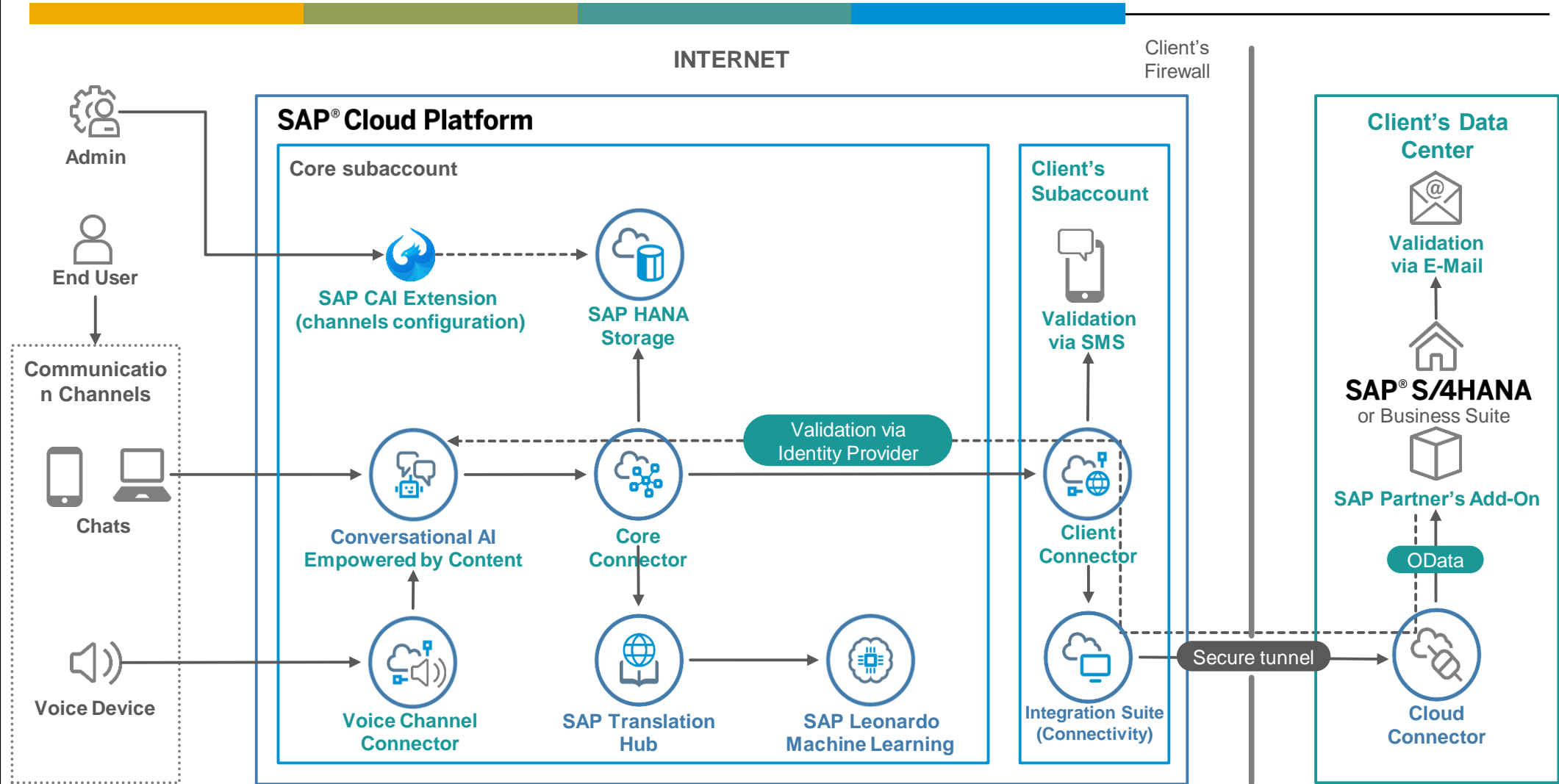
- Hybrid communication mode for cognitive automation that enforces cognitive skills with human intelligence jointly delivering ultimate satisfaction to employees, business partners and clients transforming the way of interaction with Intelligent Enterprise.
- SAP Conversational AI skills test automation add-on for SAP Solution Manager test suite allows significant saving regression testing efforts

Human Empowerment

- Cognitive automation empowers employees with real-time recommendations, predicted outcomes, actions instantly executed in the backend system combined with complex decisions made by human experts involved on demand to reinforce cognitive skills
- Cognitive skills for business partners and clients shift internal employees focus from communicative to value-adding activities
- Gamification element making the working routine less tedious and dreary



Architecture



Skybuffer solution-related development is highlighted with this color



Deployment

Deployment status

Live

Date

12-December-2019

Number of users

500+ (is to boost in Q1 2020 once solution is rolled out in customer support area)

SAP technologies used:

**Deployment status
(live or proof of
concept [POC])**

Contribution to project

SAP product	Deployment status (live or proof of concept [POC])	Contribution to project
1 SAP Conversational AI	Live	Cognitive skills development and integration into Intelligent Enterprise
2 SAP Cloud Platform	Live	Integration mechanism based on node.js application deployment to consume On Premise SAP systems data via SAP cloud connector
3 SAP Fiori	Live	SAP Conversational AI platform extension via Fiori applications development to tune in cognitive skills in different communication channels
4 SAP Leonardo Machine Learning Foundation	Live	Speech Processing Services, Language detection and Translation embedded into Intelligent Decision Dimensions to support 100+ languages
5 SAP Cloud Platform Integration Suite	Live	Connectivity

If you have used one of the 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:

☐

SAP MaxAttention™

☐

SAP Value Assurance

☐

SAP Innovation Services

☒☐

SAP ActiveAttention™

☐

SAP Model Company

☐

SAP Innovative Business Solutions

☒☐

SAP Advanced Deployment

☐

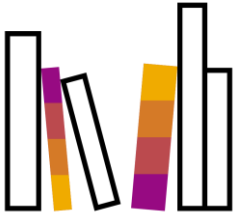
Others: SAP Integration and Certification Center



Advanced Technologies

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

	Technology or use case	Yes or No	Contribution to project
1	3D printing	No	
2	Blockchain	No	
3	Internet of Things (IoT)	No	
4	Machine learning or AI	Yes	Speech Processing Services for hybrid omnichannel chats with seamless human expertise involvement. SAP translation services usage for language detection and real-time conversation flow translation
5	Conversational AI	Yes	Cognitive skills development and integration into Intelligent Enterprise
6	Robotic process automation	No	
7	Data anonymization	No	
8	Augmented analytics	No	



Additional Information

- Intelligent Decision Dimensions entire skills set is published on Skybuffer official website with a business sense of every skill and GIF animation in different languages showing the scenario course <https://www.skybuffer.com/intelligent-decision-dimensions/intelligent-assistant/>
- Some generic cognitive business scenarios from different lines of business embedded into SAP ERP on premise system are available for free trial at Skybuffer Innovative Technologies Portal at <https://www.skybuffer.com/demo-portal/>
- Official promotional video of Intelligent Decision Dimensions showing 3 demo cases: Smart Procurement, Leave Request Creation in chat and Breakdown Report in voice channel (8:10 min) <https://youtu.be/IZw0YNNYeQ4>
- Intelligent Decision Dimensions use case for Customer Credit limit check in the Sales team meeting video (3:55 min) <https://youtu.be/p7CWtgHcLUI>
- Intelligent Decision Dimensions use case for Travel Budget Approval Request Creation in the voice channel directly from the coffee corner area (video, 3:45 min) <https://youtu.be/xSXFc7rZufs>
- Intelligent Decision Dimensions use case for Vendor Self-Service Invoice Status Check via WhatsApp (video, 4:38 min) <https://youtu.be/9iN3WWMCDDQ>
- Linked page with history of promoting the content at <https://www.linkedin.com/company/skybuffer/?viewAsMember=true>