

Overcoming the digitalization challenges with SAP Intelligent Suite

The digital age comes together with a set of demands, and the companies must adapt to them, preferably in an innovative way, keeping their customers' level of satisfaction at high standards. SAP calls companies with these capabilities "intelligent enterprises" and it offers a set of tools that come in handy for the companies investing in their digital transformation. The resources involved in the process may vary from one company to another. However, the results will speak for themselves: your company may (or may not) respond to the demands of the industry and the customers. Digitalization is the approach that many companies need to take into consideration, but as necessary as it is, the implementation might be challenging.

The challenge of digitalization

Running a successful company nowadays is more about adapting to technology trends than coming up with innovative ideas. As technology assumed the role of making people's life easier (which is already doing), companies must deliver services and products that meet customers' expectations - making their life easier. And this is a continuous task to deliver, as the development of new technologies gained momentum.

Digitalization means solving business problems using the latest available tools and technologies, and not developing them from scratch (as in the case of digitization). In the coming years, organizations prepare to face significant changes, adapting their task profile, toolbox, and mindset to the new everchanging parameters.

One general available challenge is not only defining changes in the papers but implementing the new approaches within the whole company. Creating an accelerated developing rate will attract also enhanced corporate profits and new business models. To keep up, businesses need to make sense of a growing volume data, increase productivity, and innovate almost immediately after a

new tech release. When a company manages to keep up with the technology trends, it can be considered an Intelligent Enterprise.

Becoming an intelligent enterprise

An intelligent company is simple to describe: it uses modern cloud-based technologies (including AI and IoT), so it can use the data to get real-time insights on their customers and market environments.

Some of the most intelligent companies featured in Fortune 500 are there for taking the opportunity to transform their business into a more customer-focused one, more flexible and more adapted to the market demands.

SAP joins the companies in their digital transformation road by developing new features to their existing tools so that reaching the “Intelligent Enterprise” title will be more achievable. SAP’s input to this goal translates into making the applications more intelligent by interconnecting them, under the same platform. This process takes place across all SAP cloud products, creating the possibility to connect everyday data objects and enabling data sets within apps to be leveraged together.

Moreover, the next steps involve unified user experience across all SAP products, allowing users a smooth transition from one tool to another, with reduced learning phases. Having excited, productive teams leads to a positive impact on customer service, which is an essential element of the Intelligent Enterprise journey.

SAP Intelligent Suite: enabling the Intelligent Enterprise

Being intelligent refers to the ability to learn from experience, to solve problems, and use the knowledge to adapt to new situations. This definition aligns with the capabilities developed by SAP for its enterprise software. They implemented the knowledge gained from the experience to anticipate certain machine failure, the behavior of employees, and the needs of their customers. The ability to implement past lessons enabled SAP to solve problems in

real-time, at the moment they occur, such as fraud detection, technical anomalies, supply chain modification, and automated database tuning. All these new capabilities are integrated into their program by robots, set to handle intelligently repetitive tasks, saving valuable resources. This is the Intelligent Enterprise by SAP.

The Intelligent Enterprise can be achieved through 3 components: Intelligent Suite, Intelligent Technologies, and Digital Platform. This article will further discuss the first of them, Intelligent Suite, together with its characteristics. The businesses that implement those characteristics can take advantage of the integrated applications that enable customers to automate their daily business tasks, leading to better communication to their clients, suppliers, and employees. This being said, automation not only allows companies to use increasingly sophisticated capabilities but also eliminates repetitive tasks, allowing employees to focus on high-value tasks like customer service and innovation.

Intelligent Suite allows companies to enable machine learning algorithms so that they achieve higher accuracy in processes like understanding languages and image recognition. Furthermore, the advances in the extensive connectivity and the latest cloud developments are essential elements for business productivity. These two factors, together with artificial intelligence, can work in the advantage of business productivity. Which, nowadays is translated as data-driven insights from customers, that have a direct impact on better design, lower costs for materials, and lower budgets for tests.

To sum up the core benefits of implementing the Intelligent Suite, they rely on business efficiency: simplified processes within real-time platforms, predictive processes of analytics and robot automation, and enhanced user experience.

Conclusion

The Intelligent Enterprise journey is a long-run process, but once you've started it, you can see a positive impact on delivering better customer service. It will connect the employees to the higher purpose of the enterprise, having

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more time to spend on value-driven tasks, while the company gathers insights from the customers through automated channels and data collection.

Is your company ready to take the Intelligent road?

[Get in touch](#) with SE16N, and we will answer all your questions and provide full support along the process.