

CAI & RPA BY APSOLUT

APsolut



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CONVERSATIONAL ARTIFICIAL INTELLIGENCE

Conversational Artificial Intelligence (CAI) also may be known in common language as chatbot. A chatbot can also be applied to procurement processes within the SAP ecosystem. Here you can see a graphical representation of a process that shows a conversation between a procurement employee and a chatbot and the subprocesses that follow:



ROBOTIC PROCESS AUTOMATION

Robotic Process Automation (RPA) automates business processes by replicating user actions. This is especially suitable for highly manual and repetitive tasks which spread across multiple systems. Applying RPA to procurement processes can yield several benefits:



Improve operations

RPA automates repetitive manual tasks, allowing humans to focus on high-value tasks.



Increase service quality

Bots can run 24/7 and allow task parallelization, resulting in efficiency gains.



Increase compliance

Since bots strictly follow rules, RPA can increase compliance and help to document audit trails.



Reduce human errors

If processes are automatically executed by bots, human errors can be reduced.

ADDED VALUE

Gaining added value from the usage of a bot requires more than just selecting a technology. It is also key to understand the processes in which the bot should be applied.

We have in-depth knowledge of procurement processes and vast experience in optimizing them. Based on this experience, we offer to support the identification and implementation of CAI and RPA use cases to optimize your processes.

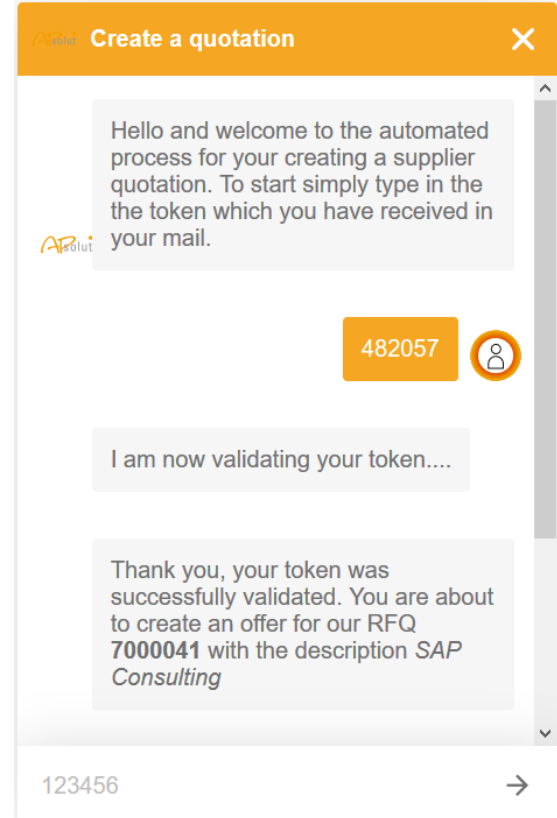


CAI USE CASES – NEGOTIATION BOT

One valuable use case for CAI is to support suppliers in the creation of quotations.

The supplier can access the negotiation bot via a link, received per email. After validation based on a token, the bot answers any questions about the specific RFQ and guides the supplier through the quotation generation process. Once the bot has collected all required data, it creates a quotation in your SAP S/4HANA system on behalf of the supplier and confirms the creation via email.

The strategic purchaser usually involved during the bidding process to answer suppliers' questions or create offers on behalf of the supplier is only brought in if necessary and can thus concentrate on more strategic tasks.

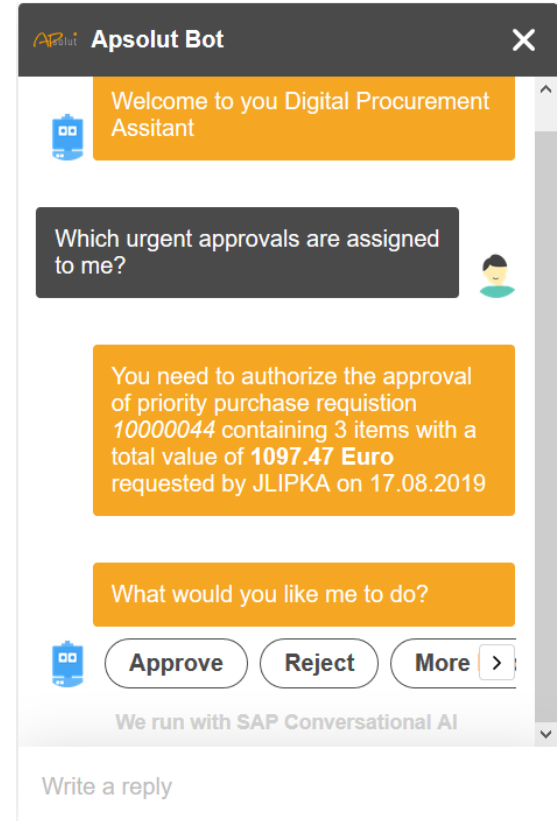


CAI USE CASES – APPROVAL BOT

CAI can be used to create a central access to work items for the users.

A user can simply ask the bot about all open work items assigned to him. The bot not only shows the user the work items, but also allows approval or rejection.

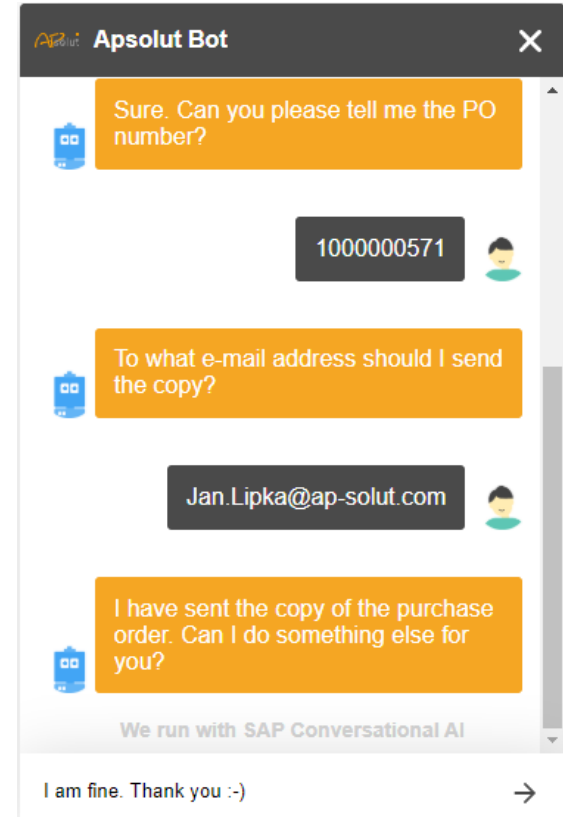
If there are critical work items, the bot may also contact the user directly to remind him of the required approvals.



CAI USE CASES – REPORTING BOT

CAI can also serve as a source of information about purchase orders for your users.

The user can ask the bot for specific information about a purchase order. If he wishes to receive a purchase order copy, the bot will ask for the purchase order number and the user's email address. Once the required data was given by the user, the bot sends a purchase order copy via email.

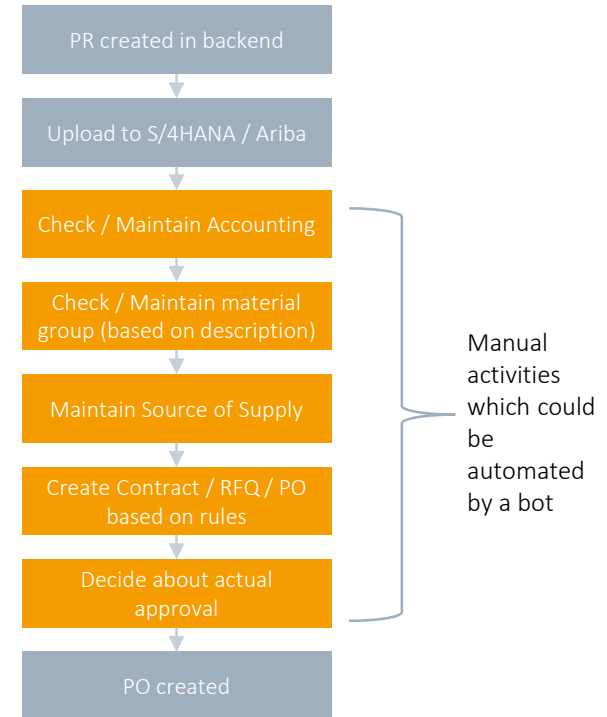


RPA USE CASES – PR COMPLETION BOT

RPA can be used to automate the approval of low value shopping carts based on pre-defined rules and thus reduce manual efforts of operational purchasers.

Certain approval steps (e.g. when the buyer checks the shopping cart for the correct material group, account assignment etc.) could be completely automated. The bot could also correct wrong values in the purchase requisition.

To allow recognition of material groups from free text and further advanced capabilities, the bot can be combined with Machine Learning services.



RPA USE CASES – MASTER DATA UPLOAD

RPA can relieve your purchasers from manually updating master data records.

Master data updates are often received via email. You can use a bot to retrieve this data from incoming emails and update the master records in your SAP S/4HANA or SAP Ariba system accordingly.

Examples for master data which can be updated using RPA:

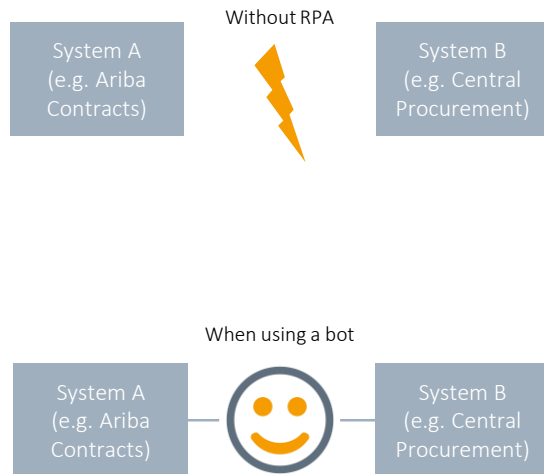
- SAP Ariba suppliers
- S/4HANA suppliers
- SAP Ariba contracts
- SAP Ariba catalog upload
- User management (create or block users in Ariba or S/4HANA)

RPA USE CASES – INTERFACE SUBSTITUTION

You can use RPA as a substitute for various interfaces.

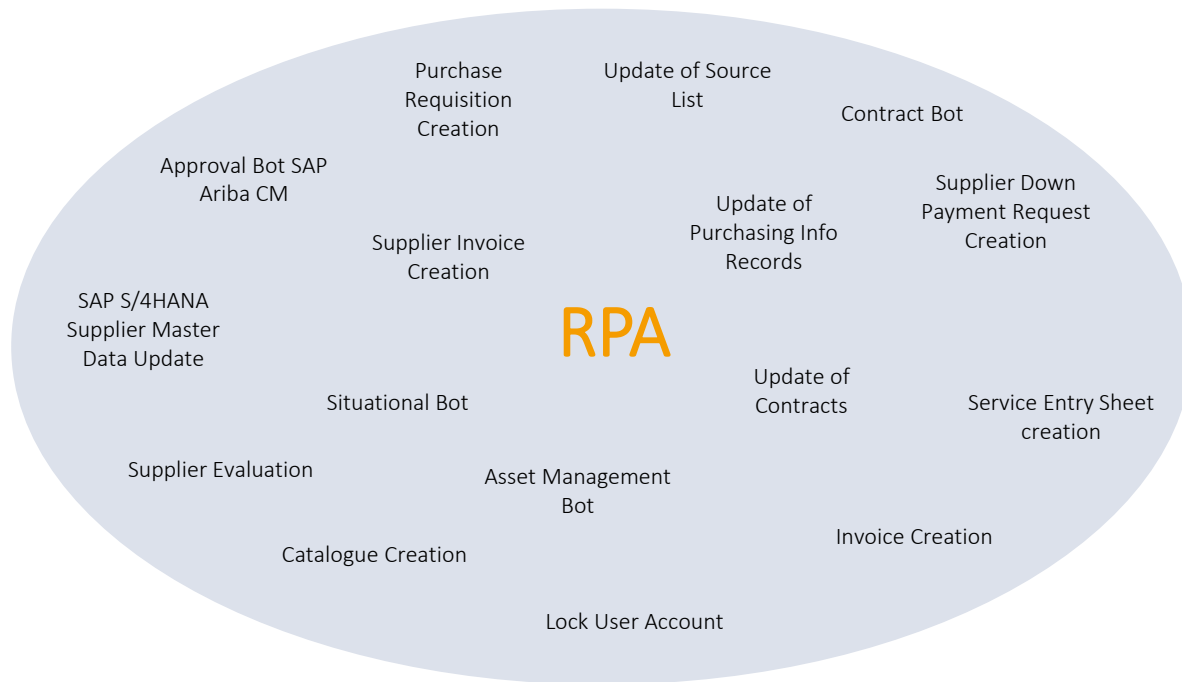
For example:

- **Contract Distribution:** Substitute the standard central procurement interface for contract distribution if minimum system requirements for standard interface are not met
- **Ariba Contract transfer to Central Procurement:** Automate contract transfer from SAP Ariba to SAP S/4HANA Central Procurement via bot since no standard interface is available
- **RFQ interface:** Use a bot to transfer RFQ documents to a third party system as a substitute for the standard interface which exists only for SAP Ariba
- **Digital Signature Integration:** Automate document download from SAP Ariba and upload to a 3rd Party digital signature system if not using one of the two signature solutions which natively support integration with SAP Ariba



We can support you to determine if using RPA is the best choice or if a custom development makes more sense for your specific case.

WE HAVE FURTHER USE CASES



Interested in more details? Please get in touch with our experts.

ADD MORE VALUE

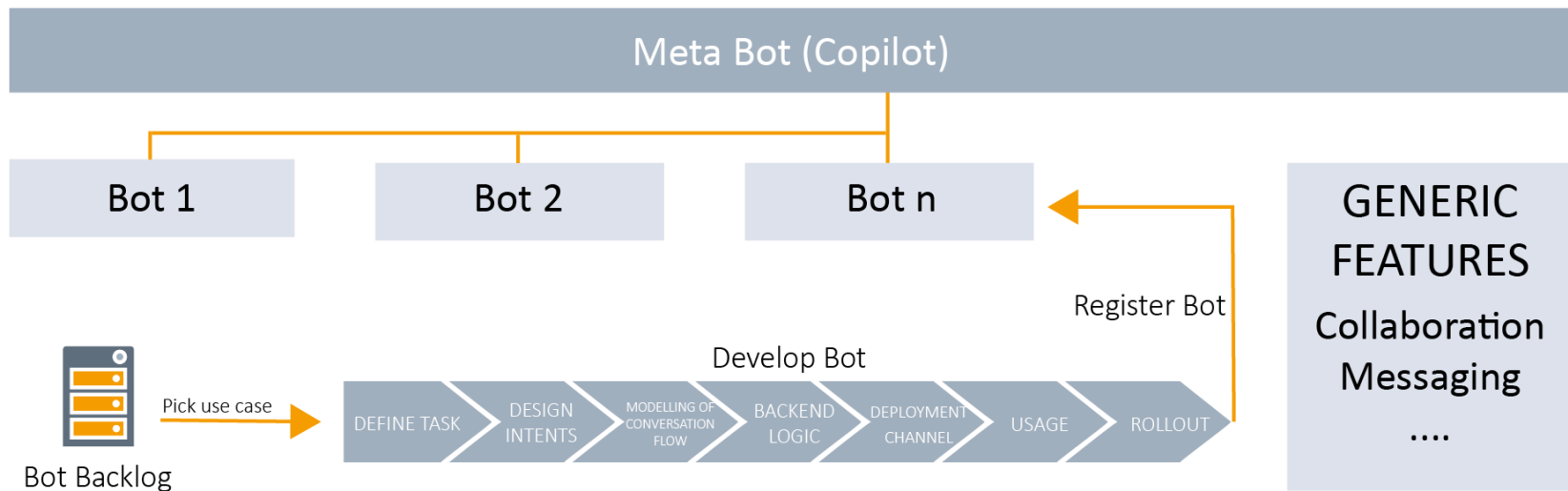
To generate more added value, create more than just one bot. Combine a number of bots and connect to more and more business applications to form a real digital enterprise assistant.

This allows you to provide one unified conversational experience across multiple applications to your customers, suppliers and employees.



FROM A SINGLE CHATBOT TO A REAL ENTERPRISE ASSISTANT

Combine a number of bots to form a real digital enterprise assistant for more added value:



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