An SAP Perspective

Procurement 2025

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SAP Run Simple

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The golden age of procurement is upon us.

Over the next 10 years, companies will face more opportunity and disruption than ever before. Digital transformation is already helping companies redefine their business models, operating processes, and work – and this trend will accelerate as powerful technologies mature. Given that up to 65% of the value of a company's products or services is derived from its suppliers[1], procurement will play a leading role in enabling this transformation.

But, how will procurement organizations evolve? What new capabilities will emerge, and how will procurement transform the work it does and the value it brings to an organization? These important questions are top of mind for CPOs.

SAP believes that procurement will play a growing role in most organizations. Emerging technology, changing workforce demographics, and the growing power of business network ecosystems will greatly redefine how goods and services are sourced, purchased, and tracked across every spend category. And, procurement roles and organizational structures will change as a result.

This document explains our point of view on the future of procurement and how SAP®, SAP Ariba®, SAP Fieldglass®, SAP Concur®, and SAP S/4HANA® innovations will play a critical role.

Procurement of The Future

Top eight beliefs driving a paradigm shift

Will there be a procurement function in the future? Although some experts think procurement may virtually disappear as an autonomous function, SAP believes its role will strengthen to become a strategic partner and trusted advisor to the business. Cost savings will continue to be a leading goal, but we expect procurement to expand its charter to play a key role in influencing broader business performance and innovation. Guided by the following eight beliefs, CPOs will embrace emerging technologies, define a clear digital strategy, and reimagine the procurement landscape to drive this transformation.

01 Procurement will be a driver of corporate goals and an enabler of business innovation and digitization

02 Procurement will be the steward of corporate reputation and brand perception by ensuring a sustainable supply chain

03 Business networks will be the business-to-business (B2B) marketplace of the future, allowing buyers and suppliers the ability to collaborate with ease

04 Hyperconnected ecosystems will enable business agility, an essential capability for procurement to thrive in the future economy

05 Suppliers and external workforces will be invaluable business partners acting as extensions of an organization

06 Negotiations will be based on the collective value of the ecosystem; partnerships will be formed to unlock innovation and value

07 Real-time data insights, predictive analytics, blockchain and artificial intelligence will make procurement simpler, smarter, and more strategic than ever before

08 Intelligent enterprise systems will be self-learning, providing consumer-grade, personalized user experiences and products

Transforming The Procurement Organization

Procurement organizations are on the brink of change – and the future is bright. In the coming years, companies will automate most transactional activities, freeing up resources to focus on strategic efforts that drive value to the business. As a result, the **cost to run procurement will decrease, while the actual value derived from the organization will grow.**

This change enables procurement to rethink activities, resource allocation, and skill sets across its organization. However, a one-size-fits-all approach will not work, and procurement will evolve differently across corporate, business-unit, and shared-service levels. Procurement professionals will more closely align with business teams, and their work will draw heavily on analytical insights empowered by rich data across the internal and external landscape. Moreover, traditional procurement skills will give way to newer skills in data science and analytics, risk management, and collaboration.

Procurement model for the future:

Corporate Procurement

Optimize evolving procurement model and deliver value across a range of corporate goals
Risk, sustainability, and brand | Value management and reporting |Strategic partnership development | Supplier performance management

Business Unit Procurement

Partner and "embed" with business teams to drive value beyond cost savings
Category spend management | Supplier management | Contract management | Innovation | Sourcing

Shared Service Centers

Perform highly automated and autonomous activities to optimize cost, accuracy, and cycle time
Transactional procurement (order and invoice processing, goods receipt, audits, tactical sourcing) | Master data management | Analytics |Support

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World-class procurement organizations have **22%** lower labor costs and **29%** fewer FTEs[2]

60% of source-to-pay processes have the potential to be fully or largely automated, yielding up to **3.5%** of overall spend savings[3]

84% of procurement organizations believe that digital transformation will fundamentally change the way their services are delivered over the next three to five years[4]
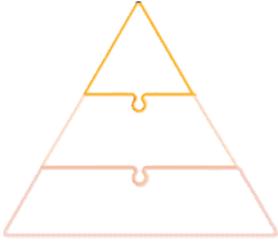
Corporate Procurement:

Procurement leadership will work with other line-of-business leadership to ensure that enterprise-wide needs are met as organizations evolve. Although they will still measure (and be evaluated on) their ability to lower costs, there will be clear expectations to drive tangible benefits in other areas, including **customer satisfaction, supplier innovation, cash flow, compliance, and even delivering on the brand promise**. Key areas of focus and expected change include:

KEY AREAS	THE PAST	NEW EXPECTATIONS
Risk, sustainability, and brand	• Focus on managing supplier risk and preventing business disruptions	• Procurement must support and strengthen the brand promise by ensuring a transparent and sustainable supply chain • Purpose driven organizations will eliminate modern day slavery and child labor from their supply chains
Value management and reporting	• Focus on measuring incremental cost savings and efficiency	• Customer satisfaction will emerge as the key success metric (for both internal and external customers) • Advanced analytics will enable "soft" benefits to be quantified and managed
Strategic partnership development	• Negotiations with strategic partners focused on price, terms, and conditions, often with "zero-sum" outcomes	• Real-time information sharing and collaboration will enable partnerships to drive additional mutual benefits along with shared risks • Companies will leverage business networks to identify the best suppliers and enable rich collaboration that may evolve well beyond traditional buyer and seller relationships
Supplier performance management	• Supplier performance evaluated versus benchmarks or past activity • Lack of process and controls to properly manage growing external workforce, potentially exposing company	• Real-time capabilities and Big Data will drive analysis to dramatically improve performance management. Delivered as a service, accurate scorecards and dashboards will identify patterns, best practices, and strengths and weaknesses across holistic measures • Visibility, transparency, and management around suppliers and external workforce will minimize exposure to legal risk

Only 36% of CPOs state that "delivering more savings" is the highest priority for them[5]
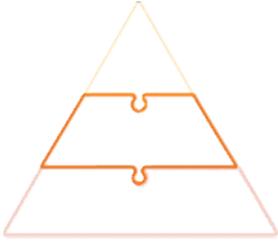
Business-Unit Procurement:

Procurement activity at the business-unit and operating-segment level will **evolve from executing tactical procurement activities to partnering** with business and functional managers to drive better outcomes. Although part of the activities for core sourcing, contracting, and supplier management will shift to shared services, procurement specialists aligned to business units will ensure that these activities integrate into supply chains and support the needs of their customers. Specialists will also play a much more **active role in innovation, design, and supply chain conversations** and will bring the voice of externally sourced capabilities into these discussions. Specific areas of change include:

KEY AREAS	THE PAST	NEW EXPECTATIONS
Sourcing	• Supporting the unit on end-to-end, expertise-based activities – sourcing, category and supplier management, as examples • Driver of sustainable savings across the organization • Sourcing strategy development • Supplier negotiation	• Artificial intelligence, Blockchain, and cognitive systems will guide buyers to create RFPs, draft contracts, and provide guidance on sourcing decisions • Predictive analytics will be used to increase spend visibility, drive sourcing decisions, and inform demand planning • Open ecosystems will connect buying channels and allow policy to be easily applied across spend categories, including travel • Easy-to-use marketplaces and automated systems will eliminate maverick spend
Category spend management	• Often lacks visibility into total spend • Hard to control maverick spend across category	• Customer satisfaction will emerge as the key success metric (for both internal and external customers) • Advanced analytics will enable "soft" benefits to be quantified and managed
Supplier management	• Supplier discovery is manual, and often requires the buyer's help • Supplier management, driven by the aspects of price, quality, and delivery, is a manual, paper-driven process • Supplier risk assessments are static and infrequently updated	• Business networks will streamline and improve supplier discovery and management • Overall supplier management will be improved by integrated analytics and dashboards highlighting actual performance across numerous dimensions, predicted risk, and projected performance
Contract management	• Manual processes for authoring and execution • No central location for document management • Difficulty ensuring compliance to contracts	• Digitization of contracts will increase quality, collaboration, transparency, and speed during the negotiating process with suppliers • Smart contracts will reduce compliance concerns • Negotiation bots (hagglebots) will drive simple sourcing events
Innovation	• Procurement involved in make-versus-buy analysis	• Procurement specialists will bring expertise on trends and future capabilities that can be sourced into early stages of product development and innovation discussions, and will embed with teams and be true partners
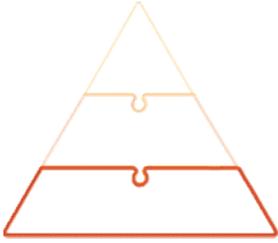
Shared Service Centers:

Shared service centers will evolve rapidly to **support increasingly complex transactions** and work in a highly automated environment. Leveraging technologies such as robotic process automation (RPA) and machine learning, these centers will become **autonomous "lights-out" facilities** enabling unprecedented response times and efficiencies.

KEY AREAS	THE PAST	NEW EXPECTATIONS
Transactional activities: • Order requisitioning and processing • Goods receipt • Invoice processing • Audits • Tactical sourcing	• Requests manually created, reviewed, approved, and processed • Manual intervention for exception handling, such as invoice exceptions or expense report audits • Time-intensive, manual, and disconnected activities – follow Standard Operating Procedures or checklists to hold the fragmented processes and steps together	• Job functions will be replaced by automation, such as Robotic Process Automation (RPA) and machine learning • Transactional work will be largely automated and centered in "lights-out" centers • Consumer-like systems will enable self-service procurement • Travel spending is captured where it happens, even when it happens outside of existing management systems; policy is seamlessly applied to direct bookings to better support traveling employees and utilize negotiated rates
Master data management	• Manual, and error-prone processes that create issues, such as delayed payments • Integration issues and time lag between systems	• Job functions will be replaced by automation or self-service portals, such as RPA and blockchain • Real-time data and communicating systems will eliminate integration issues
Analytics	• Focused on execution key performance indicators (KPIs), such as accuracy rates, cycle times, and throughput, for Shared Service Center (SSC) staff • KPIs often difficult to pull from various sources	• Advanced analysts and data scientists will tune models and identify exceptions, risks, and opportunities • Greater emphasis will be placed on quantifying value beyond cost savings
Support	• Maintain processes and policies • User and supplier support • Training and communications • System administration	• Job functions will be replaced by automation, such as chatbots • Consumer-like tools will lessen the need for training • Policies will be embedded in the tools
Talent and staffing	• Staffing profile focused on low-cost but dependable personnel	• Advanced analytics skills, data scientists, and data architects will be required to adapt, monitor, and optimize automated activities • Lower turnover will be seen due to higher talent needs and higher-value activities

Emerging Technologies and SAP Innovations

Without a doubt, digital technologies will revolutionize how goods and services are procured, tracked, delivered, and managed. Advancements in real-time connectivity, 3D printing, drones, and other innovations have great potential to disrupt existing supply chains. Procurement organizations must stay abreast of new developments in these areas.

Four technologies, however, have the greatest potential impact on procurement. Together, these technologies will extend core procurement solutions across secure cloud architectures to drive business innovation and customer value while improving productivity.

AUTOMATION AND MACHINE LEARNING

Step-change in productivity with autonomous systems
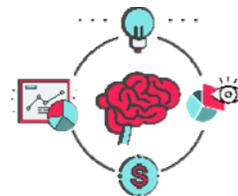
PREDICTIVE ANALYTICS

Data transformed into powerful insights to drive proactive strategy and smarter actions
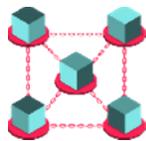
BLOCKCHAIN AND THE INTERNET OF THINGS

Secure, transparent, and efficient exchange of assets and value without intermediaries

HUMAN ENGAGEMENT & AUGMENTED SENSES

Bridging the physical and digital worlds for well-guided and faster execution

Automation and Machine Learning

Build intelligent and adaptive business capabilities to automate activities and improve results

Based on a recent study with over 630 customers, **52% of the procurement organization's time is spent on transactional activities.[6]** Though much of this time is dedicated to reconciliation and compliance activities, maverick spend, cycle time, and accuracy rates still fall short of expectations. To make matters worse, most of these activities are reactive and are unable to address issues until the damage is done.

Soon, automation technologies, supported by robust machine learning algorithms, will redefine activities across the entire source-to-settle spectrum. These technologies will enable organizations to perform transactional activities at much **greater speed, lower cost, and higher accuracy**. More importantly, these self-learning systems will adapt and strengthen to evolve with the organization.

> **"It's easy to predict which jobs are going to disappear, but it's hard to predict which new jobs are being created."**
>
> **Juergen Schmidhuber,**
> director of IDSIA (Institute for Artificial Intelligence)[7]

CPOs are evaluating machine learning capabilities to:

- Automate all manual, tactical, repeatable processes, limiting human intervention to decisions that have not been preconfigured. Resources can therefore shift to more strategic and value-creating activities.

- Extract and analyze huge volumes of structured and unstructured data to improve self-learning and cognitive automation, empowering sourcing professionals to evaluate, negotiate with, and appraise suppliers much more effectively.

- Reduce the time, effort, and costs consumed by source-to-contract activities, using cognitive analytics to remove bias and dramatically speed up review cycles and decision making.

Only **half** of large companies (having more than 100K employees) **have an AI strategy** in place [8]

World-class procurement organizations achieve **71% lower cost per order** than their peers [9]

RPA typically drives **25-50%** cost savings [10]

Key **Automation and Machine Learning** innovation scenarios:

Corporate Procurement

Risk management: Algorithms can identify, evaluate, and mitigate global risk and supply disruptions in real time. Transactions and negotiations account for potential risk based on real-time analysis of multiple internal and external data sources.

Business Unit Procurement

Contract management: Self-learning algorithms extract and interpret critical information from documents to enforce terms, and improve compliance and negotiation capabilities. Automated contract reviews require human review of only non-standard clauses or terms. Automated contract creation takes place in the contract repository.

Shared Service Centers

Order management: Autonomous systems self-trigger requisition and PO processing based on data triggers such as stock information, thereby limiting human intervention for approvals.

External workforce: System can be enabled to release a request for proposal (RFX) or statement of work (SOW), which suppliers can then use to attribute the needed workers. Skill matching can be done using machine learning algorithms, which will lessen lead time and the manager's tasks, and will encourage the use of flexible labor for non-core company tasks in the future.

Invoice management: Invoices are automatically matched to purchase orders using machine learning algorithms with 99% accuracy rates and faster cycle times.

SAP Innovations include:

Machine learning-powered SOW creation with SAP Fieldglass solutions

Accelerate the SOW creation process by leveraging machine learning to analyze a user's previous actions and apply them to the new service request

SAP Concur Invoice and SAP Concur ExpenseIt

Automatically digitize paper receipts and invoices as **machine learning algorithms** accurately extract data from receipt or invoice images and then **predictively categorize and assign the information**

Classify spend with SAP Ariba solutions

Enable efficient collaboration between trading partners by automatically **clustering and matching products** based on **machine learning analysis** of flows across the business network
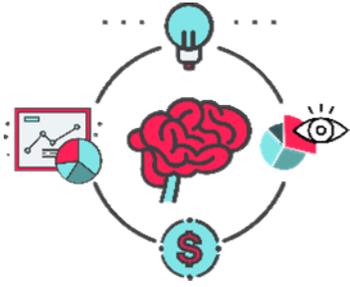
Predictive Analytics

Predict outcomes by combining multivariate data sets, modeling techniques, and complex algorithms

Traditionally, procurement has been focused on cost savings and has delivered year-on-year savings successfully. While, this remains an important objective, the current growth rate in procurement savings isn't sustainable. Moreover, rapidly changing consumption habits and complex supply chains are creating new expectations on procurement to bring in much-needed agility and risk mitigation techniques to these processes.

IoT and Big Data capabilities, with advanced analytics engines, will drive holistic and futuristic insights to **enable procurement to become cognitive, identify breaking points early, and unmask opportunities to innovate**.

CPOs are evaluating advanced analytics capabilities to:

- Improve decision making based on information-driven planning and analysis, including "clean sheeting" or "should-cost" calculations

- Simulate demand based on more criteria and using more sources of information

- Enable agile supply chain operations based on transactional and IoT sensory data that monitors internal and external conditions for continuous monitoring and timely actions

- Develop standardized dashboards based on complex algorithms for closer evaluation of supplier performance management and capabilities

> **65%** respondents say that **analytics** will have the most impact on procurement in the next two years[11]

Advanced analytics, including should-cost analysis, can reduce cost of component products or services by up to **40 percent**[12]

50% of respondents identified data analytics skills as the biggest talent gap in an e-Sourcing Society survey[13]

57% of respondents say that Big Data technology is being extensively applied across procurement for **intelligent and advanced analytics for negotiations**[14]

Key **Predictive Analytics** innovation scenarios:

Business Unit Procurement

Spend management: Identify new categories of spend and additional sources of savings in the areas of strategic sourcing, maverick spend, and tail spend buying by including unstructured data to spend analysis.

Contract management: Leverage the structured and unstructured contract data for performing should-cost analysis to factor in margin considerations and to strengthen negotiation capabilities.

Supplier risk management (SRM): Enhance SRM capabilities with risk-sensing technologies and supplier dashboards to enable predictive and proactive risk identification and real-time supplier performance management.
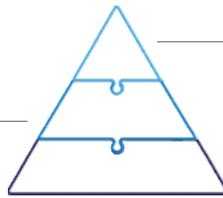
Corporate Procurement

Go-to-market risk: Simulate go-to-market conditions based on access to supplier and other external information, taking more than just the historical and transactional data into consideration. This can help organizations identify key risk or opportunity areas very early – in the product design and development phase – and formulate their strategy accordingly.

Shared Service Centers

Error and fraud assessment: With in-memory computing, running analytics on the transactions platform can help identify fraud and errors in real time, saving significant time and losses to the organization. Audit expense reports in real time using machine learning technology to identify errors, uncover potential fraud, and expose policy and compliance issues.

SAP Innovations include:

SAP Ariba Supplier Risk

Manage supplier risk at scale across large supply base; proactively **monitor risks** from external data sources in the context of 360-degree supplier engagement exposure.

SAP Fieldglass Live Insights service

SAP Fieldglass Live Insights simulates and predicts **external talent scenarios**, helping customers make workforce decisions in moments, in one uninterrupted workflow, moving seamlessly from idea to requisition.

SAP Ariba runs IBM Watson

SAP Ariba is using the processing power of IBM Watson, which can also be leveraged to **improve advanced analytics**, such as enriching the supplier risk solution with IBM Watson's weather data.
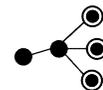
SAP S/4HANA Sourcing and Procurement solution

The **predictive analytics algorithm** leverages historical data to estimate the consumption date. This will be supplemented with situational and contextual awareness capabilities going forward.
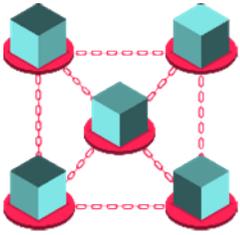
Blockchain and Internet of Things

Ensuring trust by enabling transparent and secure transfer of digital value, assets, and records

Supply chains need to be far more responsive and dynamic than ever before. Customers have more information and choice at their fingertips. At the same time, sustainability requirements and the risk of fraudulent goods and transactions are becoming bigger concerns than optimizing costs. This makes it imperative that the procurement function reinvent itself with the latest technologies to provide the necessary speed, agility, security, and traceability to the supply chain.

Blockchain and Internet of Things (IoT) will help organizations ensure that goods and digital assets have clear provenance, can be trusted, and are efficiently transferred from one party to another. Additionally, **smart contracts**, which contain criteria, triggers, and actions embedded into a blockchain record itself, leverage blockchain's underlying distributed ledger technology. This enables **trusted relationships** amongst multiple parties, without the need of extensive paperwork, intermediaries, or dedicated staff; lowers the operational costs for procurement; and provides the necessary **agility to adapt supply chains quickly**.

CPOs are evaluating IoT and blockchain capabilities to:

- Enhance transparency into the supply chain through the input, finished goods, and consumption stages

- Accelerate procure-to-pay activities (digitizing verification and validation, automating invoicing and payment triggers) while enhancing security and lowering costs

- Expand collaboration internally and externally by establishing a higher level of peer-to-peer trust

$ 20 Billion in projected annual infrastructure cost savings by 2022 through Blockchain [15]

Blockchain for Invoice Processing could reduce cost per invoice by up to **60%** [16]

By 2020, IoT technology will be in **95%** of electronics for new product designs [17]

Key Blockchain and Internet of Things innovation scenarios:

Business Unit Procurement

Contract management: Smart contracts with less to no paperwork, higher trust and compliance, and stronger integration capabilities with other technologies, such as AI and RPA

Supplier management: Faster supplier onboarding and evaluation, with supplier rating aggregated by network

Operational and supplier risk: Rapid mitigation of disruptions by enabling traceability of goods and services from point of origin throughout the supply and distribution chain
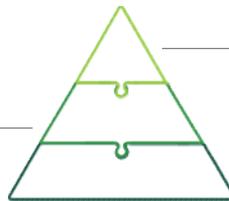
Corporate Procurement

Sustainability and corporate social responsibility: Blockchain and IoT will ensure a sustainable supply chain by strengthening the traceability and credibility of goods transacted

Shared Service Centers

Procure-to-pay cycle: Real-time connectivity to sensors for automatic goods receipt and auto-invoice creation governed by smart contracts

Autonomous shared services: Immutable records for self-triggers and -approvals, making transactional activities completely autonomous (staff involved only in exception handling)

SAP Innovations include:

Trusted B2B commerce

SAP Ariba and Everledger are partnering to **track each asset's movement** and inherent value from origination to end consumption. [18]
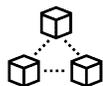
SAP Cloud Platform Blockchain service

Enable customers to build **blockchain extensions** and capabilities that integrate with core processes, emerging IoT technologies, and broad partner ecosystems.

SAP Cloud Platform, Internet of Things services, application enablement option

Securely connect with a magnitude of devices over a broad variety of protocols to derive **business relevant data.** The IoT services enable flexibility as to where and how **to process IoT data and real-time analytics**, and interacting with the digital core.

Human Engagement and Augmented Senses

Influencing user behavior with simplified and contextual information delivery to drive actions that maximize value

As digital technologies evolve in their capabilities, users will be empowered by highly personalized tools and processes that will increase efficiency, compliance, and productivity. Human engagement will be the top priority for procurement organizations as they look to deliver valuable services to both internal and external customers. Experiences will be seamlessly integrated, with self-service capabilities providing both scale and agility. Real-time guidance along with embedded policies will enable compliant activity, and mobility for both internal and external stakeholders will be key. Users will be able to adopt and apply capabilities with little to no guidance.

Advances on the user interface (UI) and user experience (UX) front coupled with visualization and AI tools will play key roles in driving the benefits of digitalization. This will lead to **simplified understanding of data and absorption of insights** to enable better and more timely decision making.

CPOs are evaluating digital technologies to:

- Deliver consumer-grade experiences that drive compliant and productive behavior. These intuitive and elegant applications and interfaces will use traditional, mobile, augmented reality (AR) and/or virtual reality (VR) visualization technologies to contextualize insights and guide users

- Bring in smart digital assistants using natural language conversational technologies to simplify the ordering process and rules enforcement

- Enable procurement professionals to interact with partners and customers in a highly cost-efficient and scalable manner

On average **5%** of all spend does not comply with corporate procedures (e.g., is "maverick")[19]

4 minutes+ average time saving per chatbot enquiry when compared to traditional call centers[20]

By 2025, the VR/AR market could grow to **$675 Billion**[21]

Key **Human Engagement and Augmented Senses** innovation scenarios

Corporate Procurement

Risk mitigation: By delivering consumer-grade tools and processes, users are naturally encouraged to use compliant behaviors, essentially lowing corporate risk and exposure. Users also provide real-time feedback, which can highlight deviations from policies to further drive compliance.

Business Unit Procurement

Source-to-contract: Using visualization and AR/VR technologies with haptic experience to enable buyers to remotely access and evaluate product characteristics, drive faster cycle time, and make better decisions more efficiently.

Shared Service Centers

Purchase requests: Guided tools and conversational UIs afford users a simplified, easily navigable, and rules-driven interface that helps them work faster while enforcing checks and balances. Combined with AR/VR technologies, users can "feel" the product before ordering. With the self-service abilities, most transactions will be no-touch from a shared services perspective.

Service desks: Chatbots can be used for responding to queries, alerts, or recommendations in combination with machine learning and analytics.

SAP Innovations include:

Guided buying capability for SAP Ariba solutions

One place to buy – a simplified user experience for the user with **preferred buying channels** and built-in policies providing guiderails.

SAP Ariba Spot Buy Catalog

Ready-to-go marketplace providing **consumer-grade experience** with choices for the user; solves maverick spend challenges for customers and **eliminates the long tail of suppliers**.

SAP Leonardo Conversational AI Foundation system

Drive **higher adoption, automation, and user productivity** by enabling humans to interact with machines using **natural language.**

SAP AR Warehouse Picker mobile app

Incorporate augmented reality and smart glasses to access business processes and information from a **wearable device** to supercharge convenience and productivity.

Starting the Transformation Journey

SAP's approach to digital is pragmatic and proven. Through innovation, partnerships, and acquisitions, we have built the digital platform of the future. The **SAP digital core** combined with best-of-breed SAP Ariba, SAP Fieldglass, and SAP Concur cloud applications provide a comprehensive solution to help organizations meet the diverse spend management needs of today's enterprise. This is the only offering for true total spend management, providing the ability to scale along with agility and choice.

We know that a digital transformation can be achieved by connecting **business models and processes through a single digital core.** A comprehensive business network that simultaneously spans end-to-end processes and drives collaboration and innovation between buyers and sellers is an essential component to realizing this transformation – both inside and outside the four walls of your organization.

SAP has a unique position in the digital economy. With our strategic relationships with thousands of companies across 25 industries, we are deeply invested in helping our customers succeed with their transformation. Given our expertise and position in the digital ecosystem, we are excited to offer new services to digital leaders.

SAP's modern business suite of fully integrated solutions:
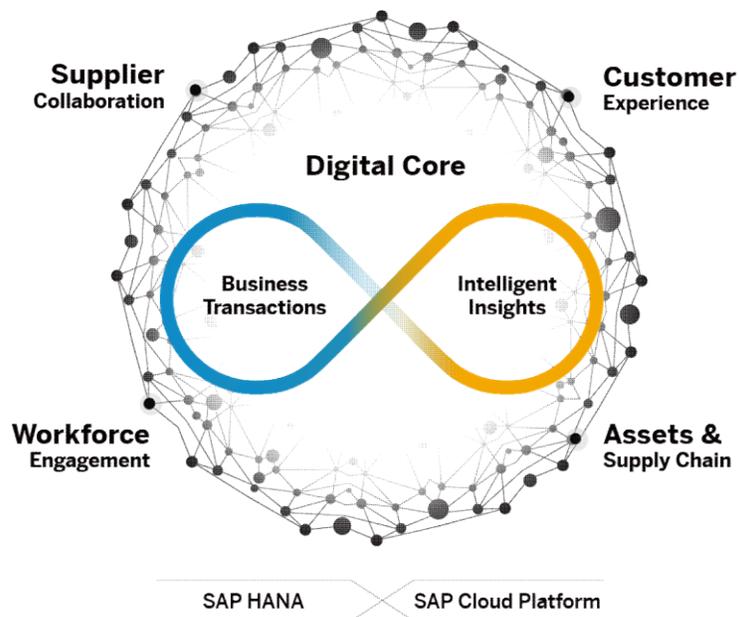
SAP Leonardo brings digital technologies (machine learning, IoT, blockchain, etc.) to every SAP solution category to enable our customers to extend SAP solutions and/or build new apps

A strategic partner

SAP brings a strategic partnership with an unparalleled amount of experience and strong track record to assist you on your journey.
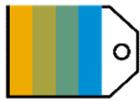
Plan and measure value with value engineering

- **Collaborative approach**: Focused on value, we partner with our customers to understand where the business is today and plan for the future
- **Start with your desired business outcomes**: Programs are developed based on your desired outcomes
- **Tailored road map**: Chart your short-term and long-term approach

Enable value with world-class services

- **Holistic point of view:** Consider organizational, process, and metrics aspects, as well as technology
- **Proven approach:** Realistic program-based approach, starting with defining the outcomes and finishing with your users hitting the ground running
- **Relevance and experience**: Our services organization has an average tenure of over 10 years
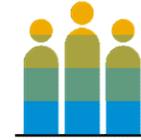
Realize value with customer management

- **Ambassadors for your success:** Your partner to guide you on your journey and chart your next steps
- **Single point of contact for the cloud:** A focal point to address all things cloud
- **Adoption champions:** We work with you to get the most from your investment

Next steps

Achieving your digital strategy will require significant focus and executive commitment along with a business partnership with SAP to drive a successful outcome. SAP brings unparalleled experience and a strong track record to digitally transform your organization's commerce and run it more effectively for years to come.

SAP Executive Digital Exchange community

Community of digital leaders, sharing strategic insight and ideas for a competitive advantage and a better world

Digital readiness

Understand if your procurement organization is ready for digital—benchmark yourself to assess capabilities and skill gaps
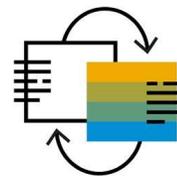
Design thinking

Explore new angles and perspectives to your problems to unearth underlying desires and needs

Why SAP?

SAP's industry-leading portfolio of cloud solutions is uniquely positioned to enable our customers' digital transformation across all key aspects of their business value chain, offering total spend management. The value of SAP is in the seamless integration we deliver across every part of the digital business framework. As we strive to embrace emerging technologies, our customers can look forward to continued simplicity and efficiencies across the procurement technology landscape.

MARKET LEADER

- 40+ years of experience in supporting mission critical processes across 25 industries
- #1 Leader in many categories (ERP, business networks, total workforce management, B2B e-commerce, marketing, supply chain, analytics and many more)
- Largest and fastest growing cloud application portfolio with more than 30 solutions for all lines-of-business (LoB) as well as business suites
- Positioned as a Leader in Gartner Magic Quadrant for Operational Database Management Systems (OPDMS)
- Integrated end-to-end solutions with flexibility to deploy on-premise/on-cloud/hybrid
- 17K+ strong partner ecosystem (including major SIs, Google, Apple, Siemens, etc.) to drive innovations and deliver solutions
- SAP portfolio includes innovative and cost effective solutions for the SME segment

DRIVING INNOVATION

- With SAP S/4 HANA companies can finally operate in real-time and drive step change in productivity
- Market leading open cloud platform with new generation technology stack to drive digital transformation
- One of the first technology companies to embrace design thinking and help customers to drive innovation
- Well positioned to bring newer technologies (like machine learning/ blockchain) into enterprise applications with minimal disruption.
- Through the integration of our industry solutions and new technologies such as IOT and ML we are delivering on a true SENSE/ANALYZE/RESPOND solutions that redefine how companies operate.
- Packaged solutions and services to kick-start innovation and scale quickly

SAP QUICK FACTS

Global presence & relevance

- 87K Employees representing 130 nationalities
- 365K+ customers
- SAP operates in 180+ countries
- 17K+ SAP partner companies

Industry & LoB focus

- Solutions for 25 Industries and 12 LOBs
- 98% of top valued brands are our customers
- 76% of world's transactions managed on SAP
- $22 trillion of consumer purchases touched by SAP systems
- Over 3 M enterprises are transacting business in the cloud through the Ariba Network.
- More than 46.5 M end users book travel and process expenses with SAP Concur.
- SAP Fieldglass solutions manage >3.9 M flexible workers per year.

Digital Economy ready

- 137M business cloud users
- 3 M connected businesses
- ~$ 1 Trillion in B2B commerce
- 97%+ of mobile devices connected with SAP messaging
- Every day, Ariba Network processes $29 M on-time payments with remittance information
- Every 60 seconds, the Ariba Network processes ~$2 M B2B commerce exchanges.
- On an average day, SAP Concur processes over 590K billable transactions, more than 700K mobile logins, and books >191K business trips.
- Every day, SAP Fieldglass solutions process over 35,600 timesheets for external workers and 1,600 flexible work postings.

Innovation leader

- 100+ development and innovation centers
- 5.9K+ startups on HANA platform
- The SAP HANA® platform can increase analysis speed by more than 10,000x, equal to walking from California to New York in six minutes.
- Guinness World Record® for loading, storing, and analyzing big data at 34.4 terabytes per hour
- Analytics solutions from SAP help track more than 6 billion U.S. stock trades per day to identify fraud and protect investors.

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