

# From AI to Autonomy: The Big Story from SAP Sapphire 2026

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asUG



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AI capabilities are  
compounding at a  
remarkable pace

**LIFE MOVES  
PRETTY FAST.  
IF YOU DON'T STOP  
AND LOOK AROUND  
ONCE IN A WHILE,  
YOU COULD  
MISS IT.**

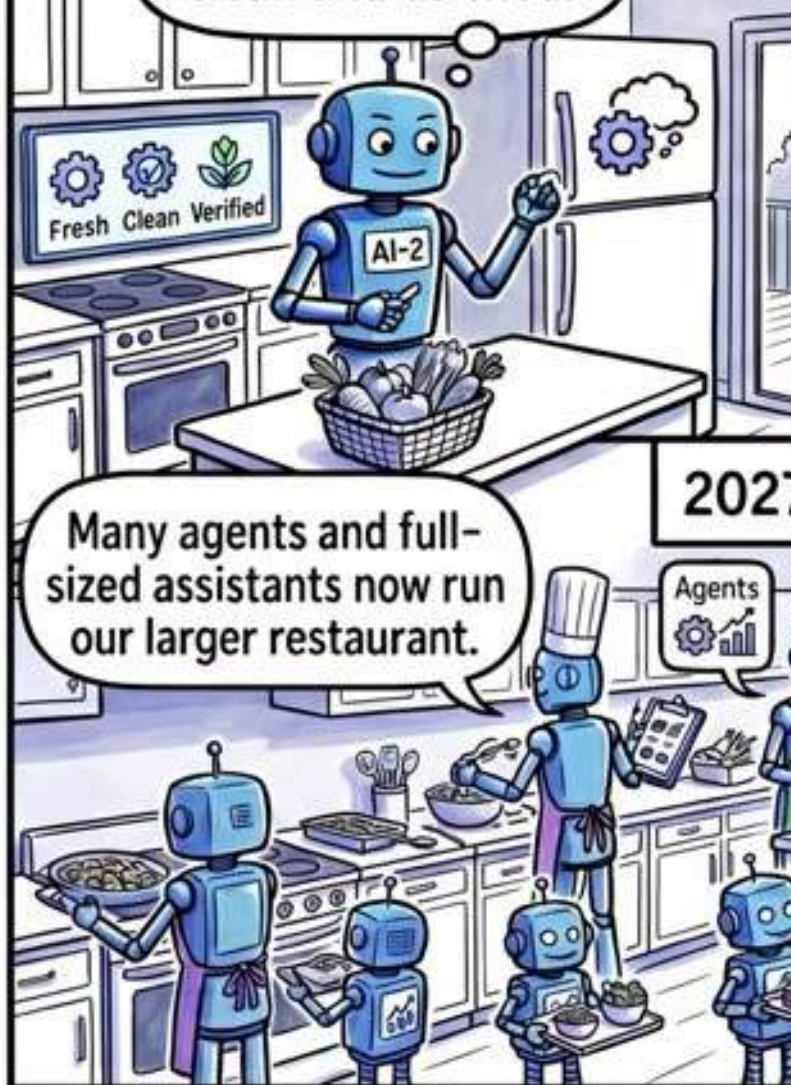
## 2024: GENERIC RECIPES

Here is your pattern-based sandwich! (Oops, a few patterns might be toxins.)



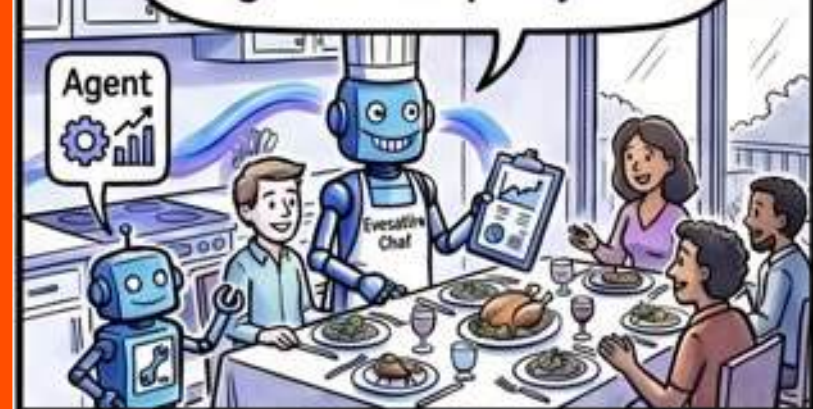
## 2025: GROUNDED INGREDIENTS

My kitchen data is clean and verified.



## 2026: DINNER PARTY

We are able to cook for a larger dinner party now.



## 2027-2030: RESTAURANT OPERATIONS

Many agents and full-sized assistants now run our larger restaurant.



# Replays on my YouTube Channel – Visit [ebitdai.com](https://ebitdai.com)



2024



2026



2025

# Walmart



**“AI is literally going to change every job”**

-- Doug McMillon, CEO Walmart

# Did you use AI this week?

**Purely  
Personal?**



Gemini

 Claude



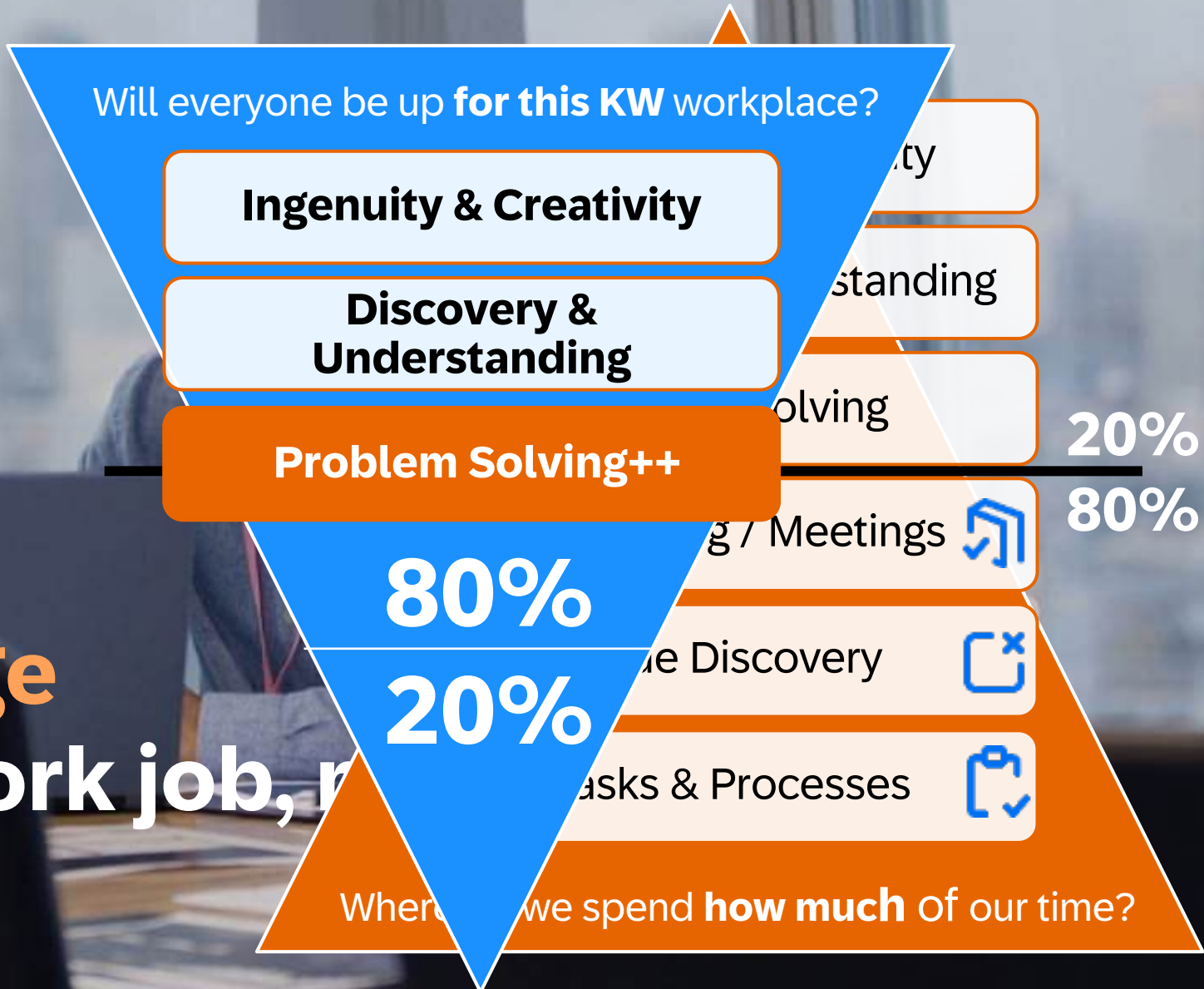
ChatGPT

Llama

**Business  
Productivity?**

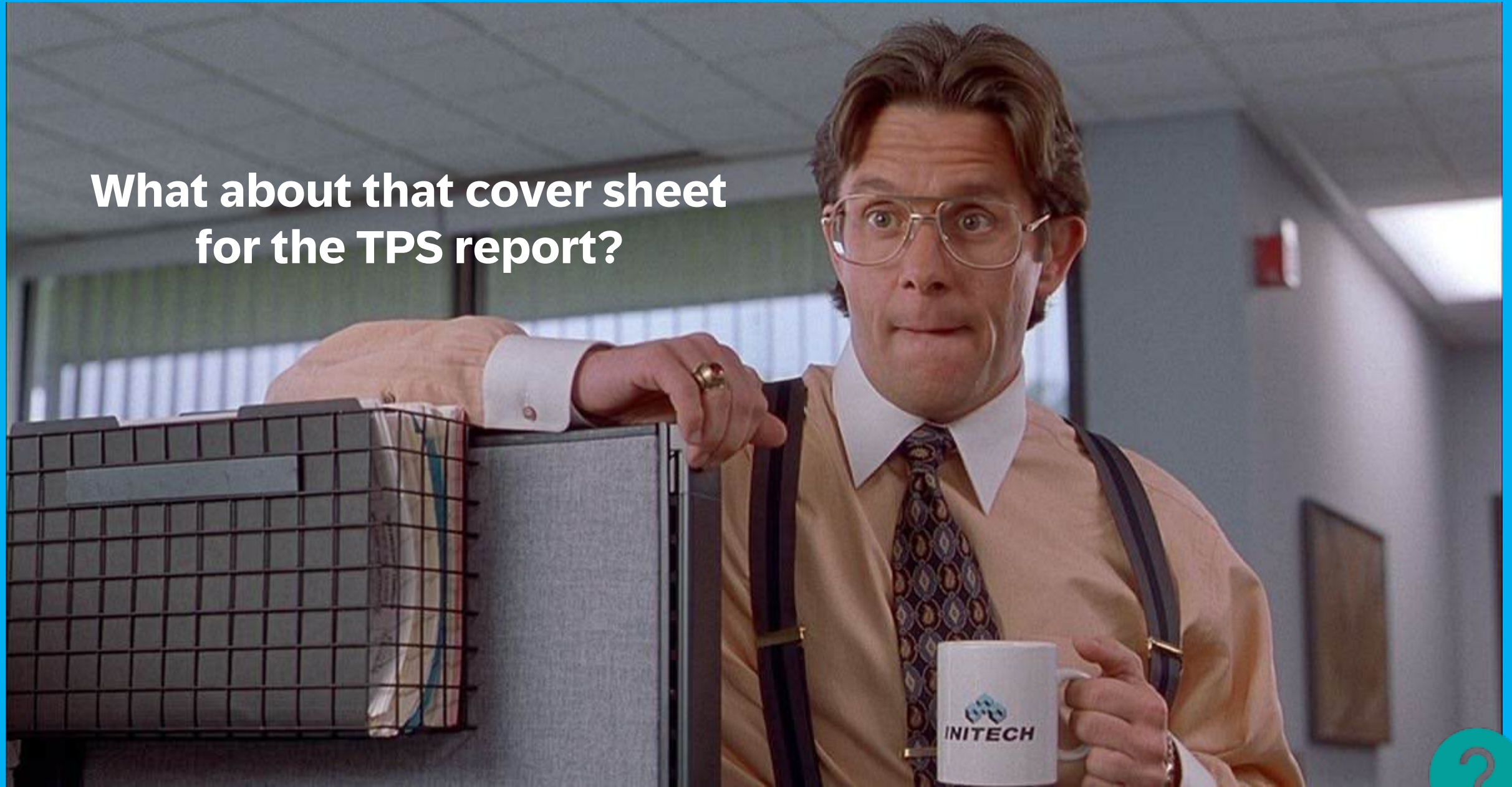
**Part of a  
Business Process?**

# What is “knowledge” work?



How will AI **change** my knowledge work job, my future?

**What about that cover sheet  
for the TPS report?**





# Stage 4 / 21

A medium shot of Jamie Dimon, CEO of JP Morgan, speaking at a conference. He is a middle-aged man with grey hair, wearing a dark suit, light blue shirt, and a patterned tie. He is gesturing with his hands as he speaks. The background is a blurred blue wall with the text "GLOBAL MARKETS CONFERENCE" visible.

**"We now spend \$2 billion a year on developing artificial intelligence...**

**and we have shown that for that \$2 billion of expense, we achieve \$2 billion of direct benefit.**

**We can point to the detail: we reduced headcount, saved time, and cut errors.**

**And I think it's the tip of the iceberg."**

**"AI could be as transformative [for society] as electricity."**

**-- Jamie Dimon, CEO JP Morgan**



#### Upstream & Exploration

**Reservoir Modeling:** Using the **TeraPOWERS** simulation system and deep learning to model the hydrocarbon system and update subsurface formation models in **minutes** instead of months.

Faster decision-making, improved accuracy in identifying reservoirs, and up to **50% reduction in exploration costs**.

**Seismic Data Analysis:** Reprocessing old seismic data with AI to generate new results and insights.

Improved discovery accuracy (up to **30% increase**) and great savings.

**Drilling Optimization:** AI-powered systems to drive drilling operations **autonomously**, analyze drilling plans, and recommend well options.

Maximizing production, reducing costs, and improving safety and accuracy.

#### Operational Efficiency & Maintenance

**Predictive Maintenance:** Leveraging IoT sensors and machine learning to predict and prevent equipment failures *before* they occur across critical assets like the Abqaiq plant.

Minimizing downtime, reducing costs, and enhancing safety.

**Smart Oil Fields:** Deploying over **40,000 sensors** at fields like Khurais to monitor wells and save fuel in machines.

Increased oil production, cut problem-solving time in half.

#### Safety and Environment

**Emissions Reduction:** Machine learning techniques to **monitor emissions** and predict/prevent safety hazards and equipment breakdowns.

Significant reduction in gas flaring (over **50%** since 2010), optimized carbon capture systems.

**Autonomous Monitoring:** Utilizing AI cameras, drones, and robotics for safer, cheaper, and more efficient inspections and maintenance.

Enhanced worker safety and improved regularity of inspections.

#### Business & Corporate

**Supply Chain:** AI-powered demand forecasting to optimize inventory, procurement planning, and logistics.

Dynamic adjustment of sourcing strategies for better cost and timing.

**Cybersecurity:** AI systems to predict potential cyber-threats and enhance security and resilience.

Improved protection of critical digital infrastructure.



**"Over the last year alone, our AI-powered safety and security tools have helped us prevent \$35 billion in fraud losses across our network.**

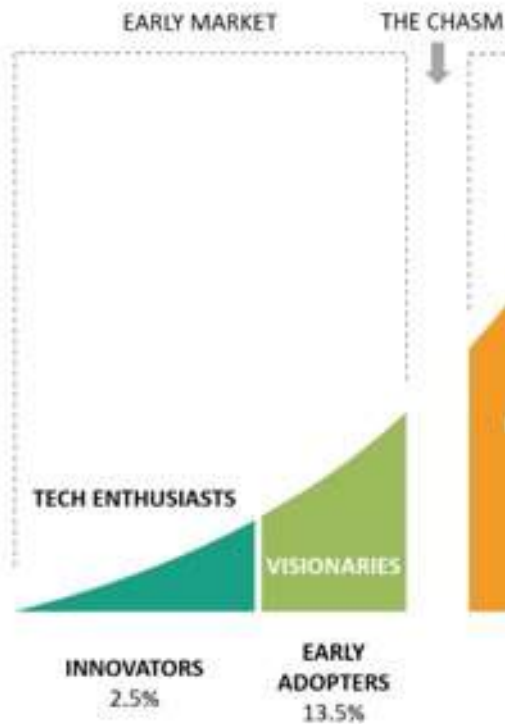
**This is the ultimate proof of scale: protecting the global economy in real-time."**

Source: Q4 2025 Earnings Call / Global Investor Update.

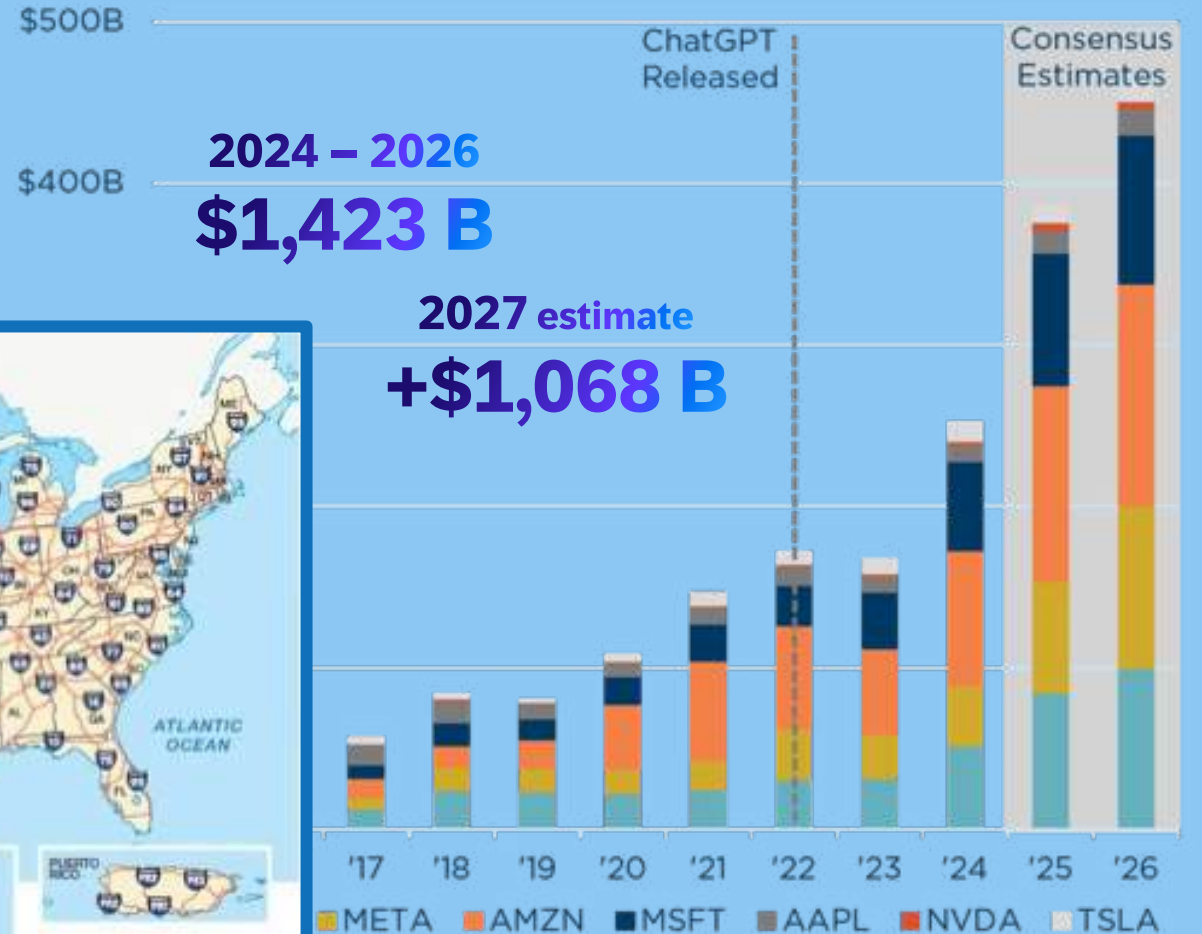
-- Michael Miebach  
CEO Mastercard

A.I. in 2026 is too big to fail  
(investment, commitment, investor expectations)

*A.I. will speed up success & failure*



### Magnificent 7 Annual Capital Expenditures 2015 - 2026



2024 - 2026

**\$1,423 B**

2027 estimate

**+\$1,068 B**

**Will AI become a key aspect  
of business processes?**

**Can an enterprise gain lasting advantage  
by leveraging AI better than its competitors?**

# Can an enterprise gain lasting advantage by leveraging AI better than it's competitors?

Buying AI is copyable. Rebuilding the company around AI is not.

## The likely outcome by type of AI use

| AI use case                                                                             | Will competitors catch up? | Lasting advantage?    |
|-----------------------------------------------------------------------------------------|----------------------------|-----------------------|
| Office copilots, coding assistants, customer service bots                               | Quickly                    | Low                   |
| Better forecasting, pricing, procurement, logistics                                     | Eventually                 | Medium                |
| AI trained on proprietary operating data                                                | Slower                     | Medium-high           |
| AI embedded into physical operations: refineries, wells, pipelines, factories, grids    | Much slower                | High                  |
| AI that changes capital allocation, asset design, drilling, exploration, product cycles | Slowest                    | Potentially very high |

# Autonomous Enterprise powered by Agentic AI



**Hasso Plattner**  
SAP Founder and Former CEO



# The Autonomous Enterprise

destination is clear and urgent

**Will AI become a key aspect  
of all business processes?**

A group of five business professionals are seated around a dark wooden conference table in a modern office setting. On the left, a man in a dark suit and tie is seen from the side, looking towards the center. Next to him, a woman with blonde hair, wearing a dark blazer over a light-colored top, is looking forward and gesturing with her hands. Behind her, a man with a beard and dark hair is looking towards the camera. To his right, another man with a beard and dark hair is looking towards the camera. On the far right, a woman with blonde hair, wearing a white blouse, is smiling at the camera. The background features large windows with dark frames and a white pillar. A blue banner with white text is overlaid at the bottom of the image.

**Expectations, effectiveness, efficiency, competitiveness**

A group of people, including a man with glasses and a beard in the foreground, are working in a modern office at night. They are focused on their computer screens, which display data visualizations like charts and graphs. The scene is dimly lit, with the primary light source being the computer monitors and some ambient office lighting in the background.

**An urgent reason for technology transformation**



What's today's **reality** for enterprises?



Enterprise AI offers great opportunity & consequences

A close-up, side-profile shot of a person with a beard and glasses, looking intently at a screen. The scene is dimly lit with a strong purple ambient light, likely from the screen or surrounding environment. The person's hand is visible near their chin, suggesting a thoughtful or focused state. The background is blurred, showing what appears to be a computer monitor and other desk elements.

**Chatbots and vibe coding offer possibilities & concerns**

A large container ship is docked at a port, with a massive gantry crane positioned over its deck. The ship's deck is densely packed with colorful shipping containers in shades of red, orange, green, and blue. The ship is situated in a body of water, with distant hills visible on the horizon under a clear sky. The crane's complex steel structure and cables are prominent in the foreground and background.

Hallucinations & systems of record cannot coexist



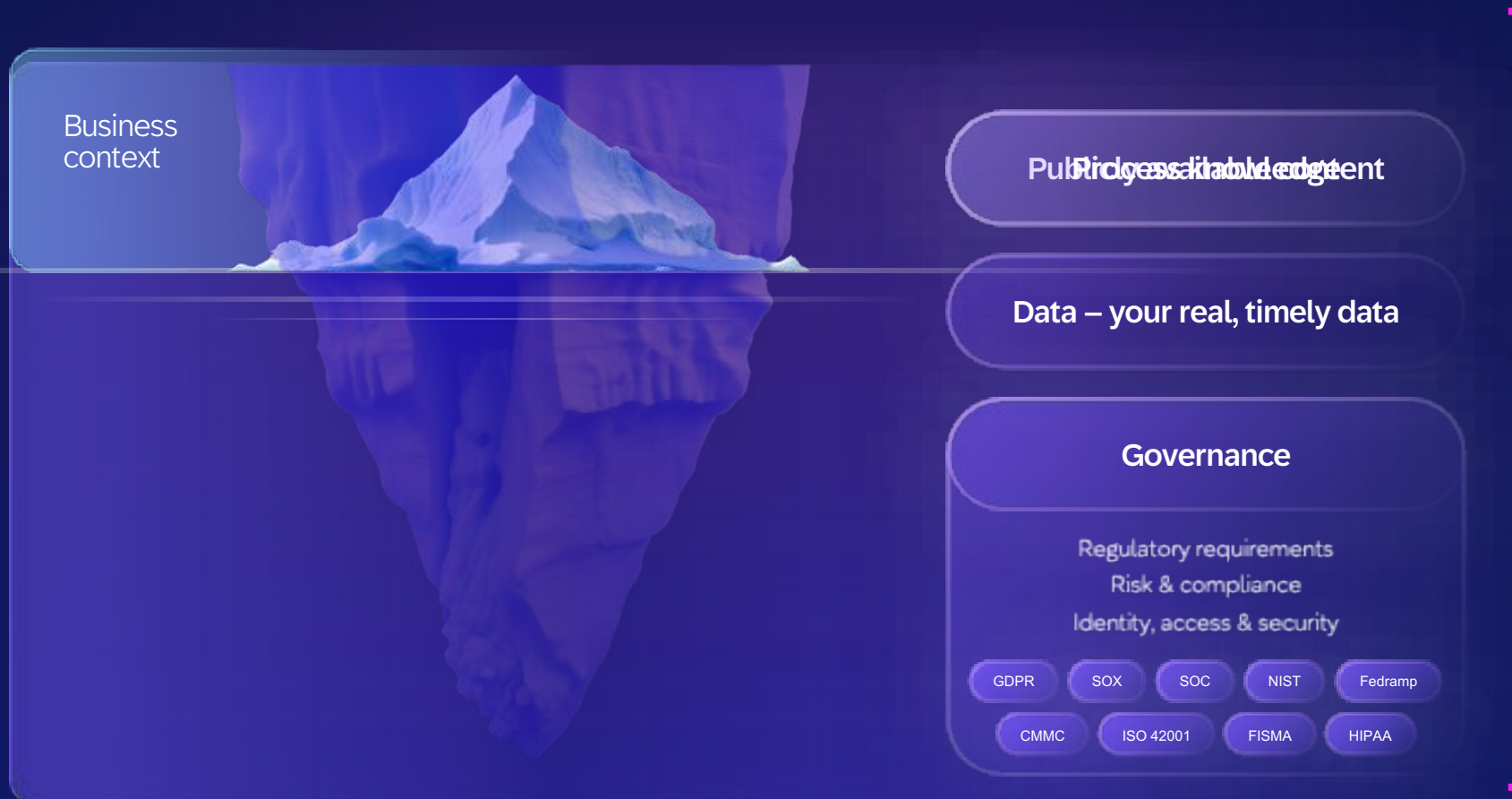


What does it take to leverage AI  
**well** in an enterprise?



**Do not add to the existing complexity & technical debt**

# What you need for a POC?





Leverage a **Business AI** platform to  
increase momentum.

A rowing team of five people is shown in a white scull on a calm body of water. The team consists of four men in dark singlets and one person in a white shirt and cap. They are all in a synchronized rowing motion. The background features a hazy shoreline with buildings and mountains under a soft, golden sunset sky. The water reflects the light from the sun.

**Leverage a platform that helps everyone work as a team**

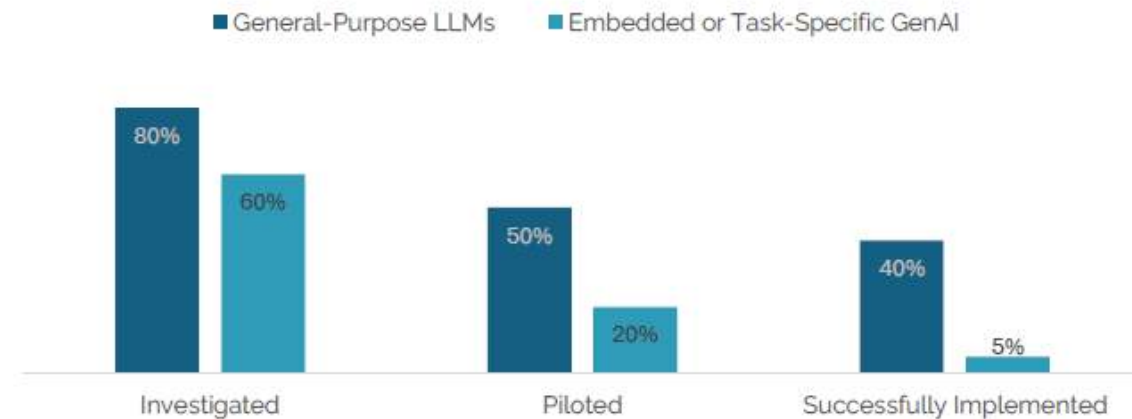
# Why are 4 of 5 enterprise AI POC's failing to get to production?

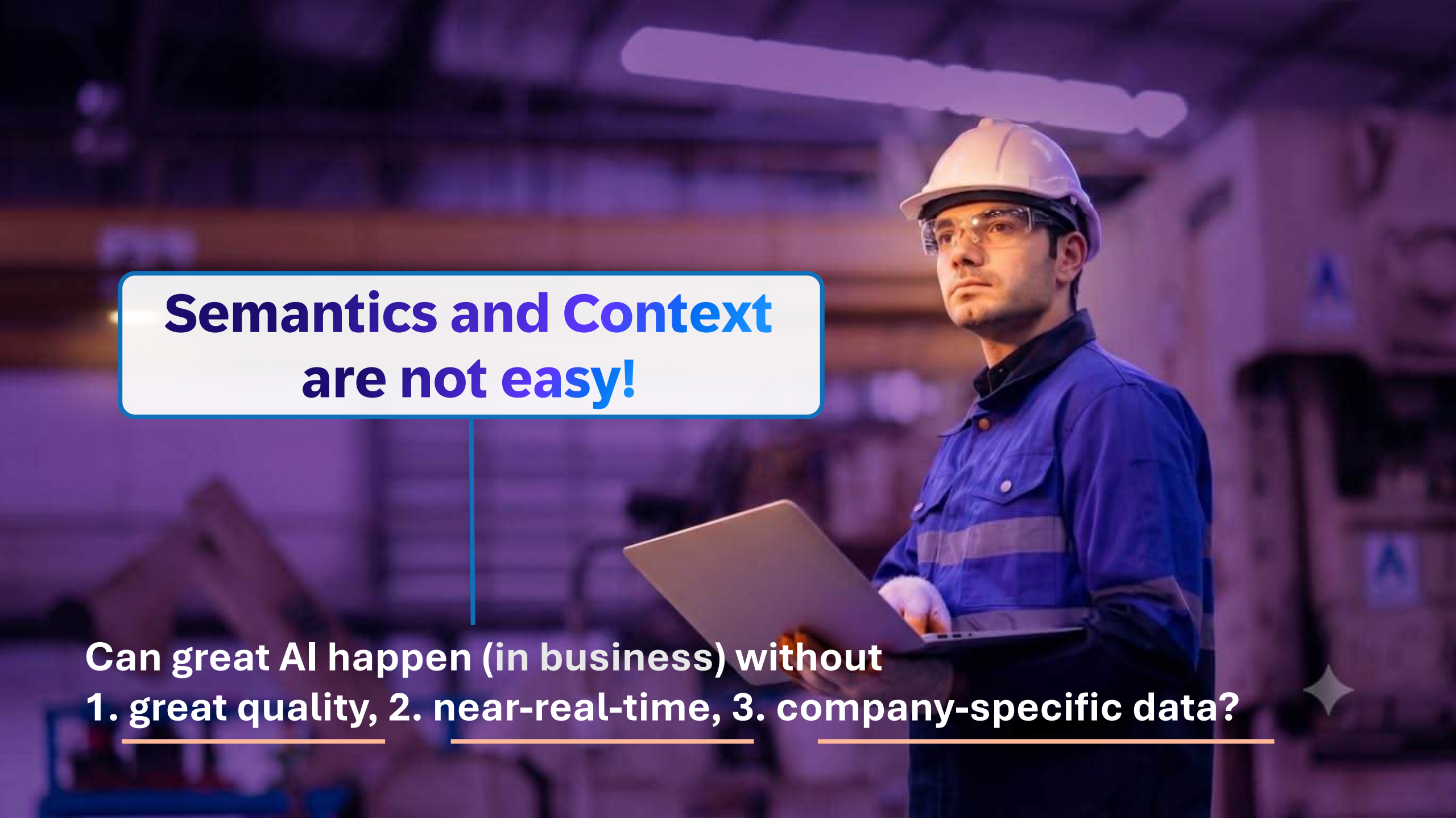


MIT - Project NANDA – July 2025

## The GenAI Divide STATE OF AI IN BUSINESS 2025

Exhibit: The steep drop from pilots to production for task-specific GenAI tools reveals the GenAI divide

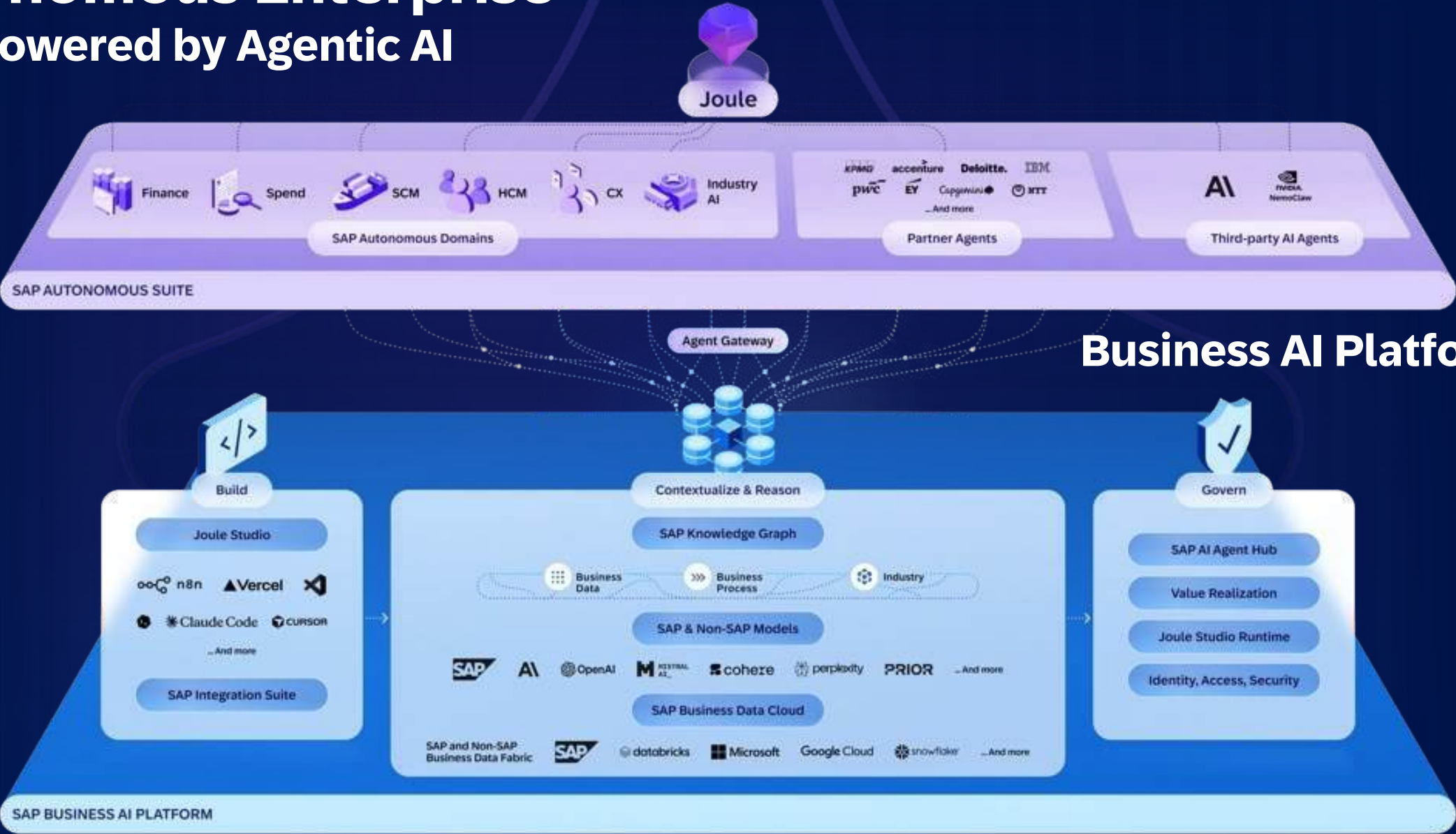




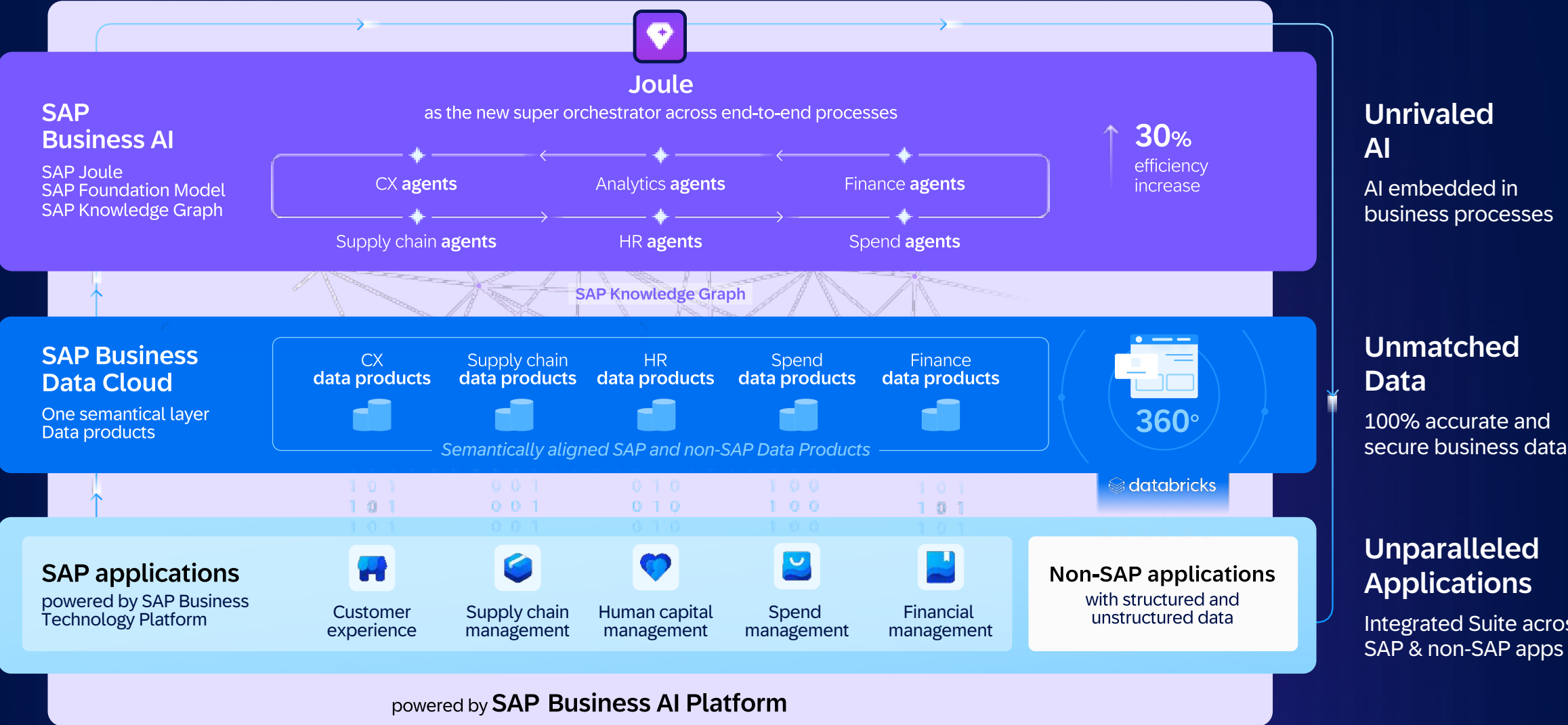
## Semantics and Context are not easy!

Can great AI happen (in business) without  
1. great quality, 2. near-real-time, 3. company-specific data?

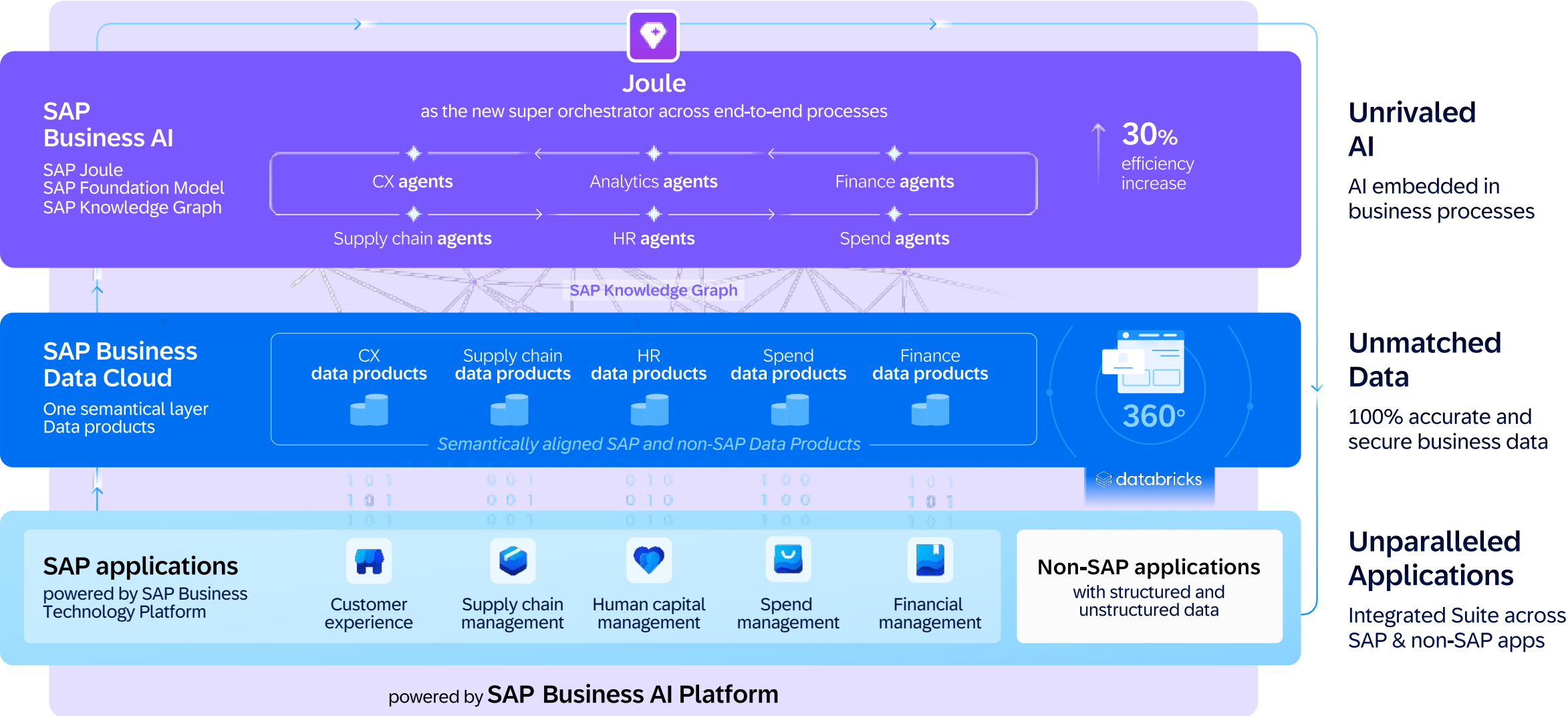
# Autonomous Enterprise powered by Agentic AI



# Amazing Progress in the last 18 months



# Amazing Progress in the last 18 months

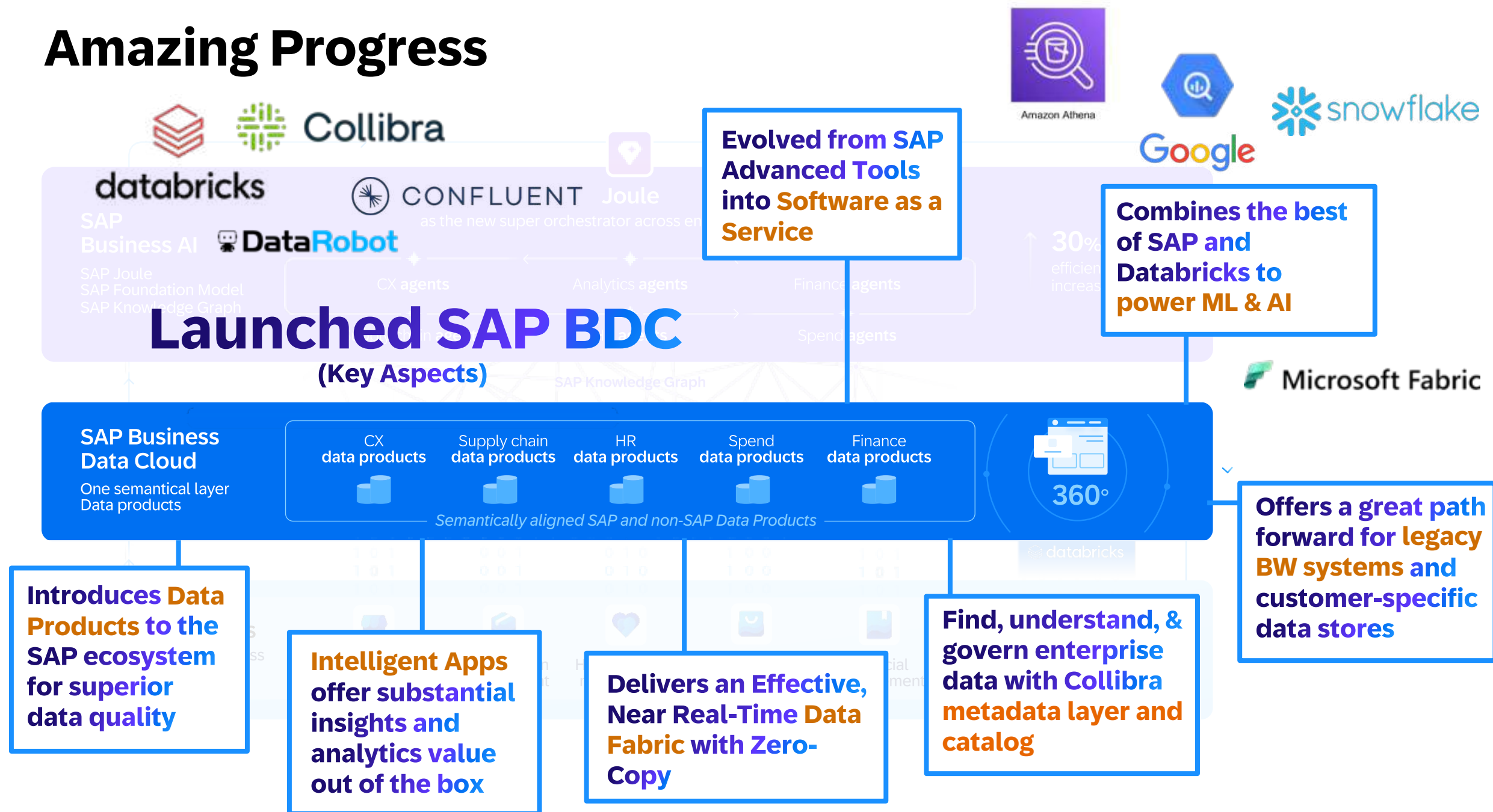


**Changed from creating (only) platform components...**



**...to delivering a best practice data products economy SaaS.**

# Amazing Progress



# Why is a Unified Data Platform Hard to Achieve?

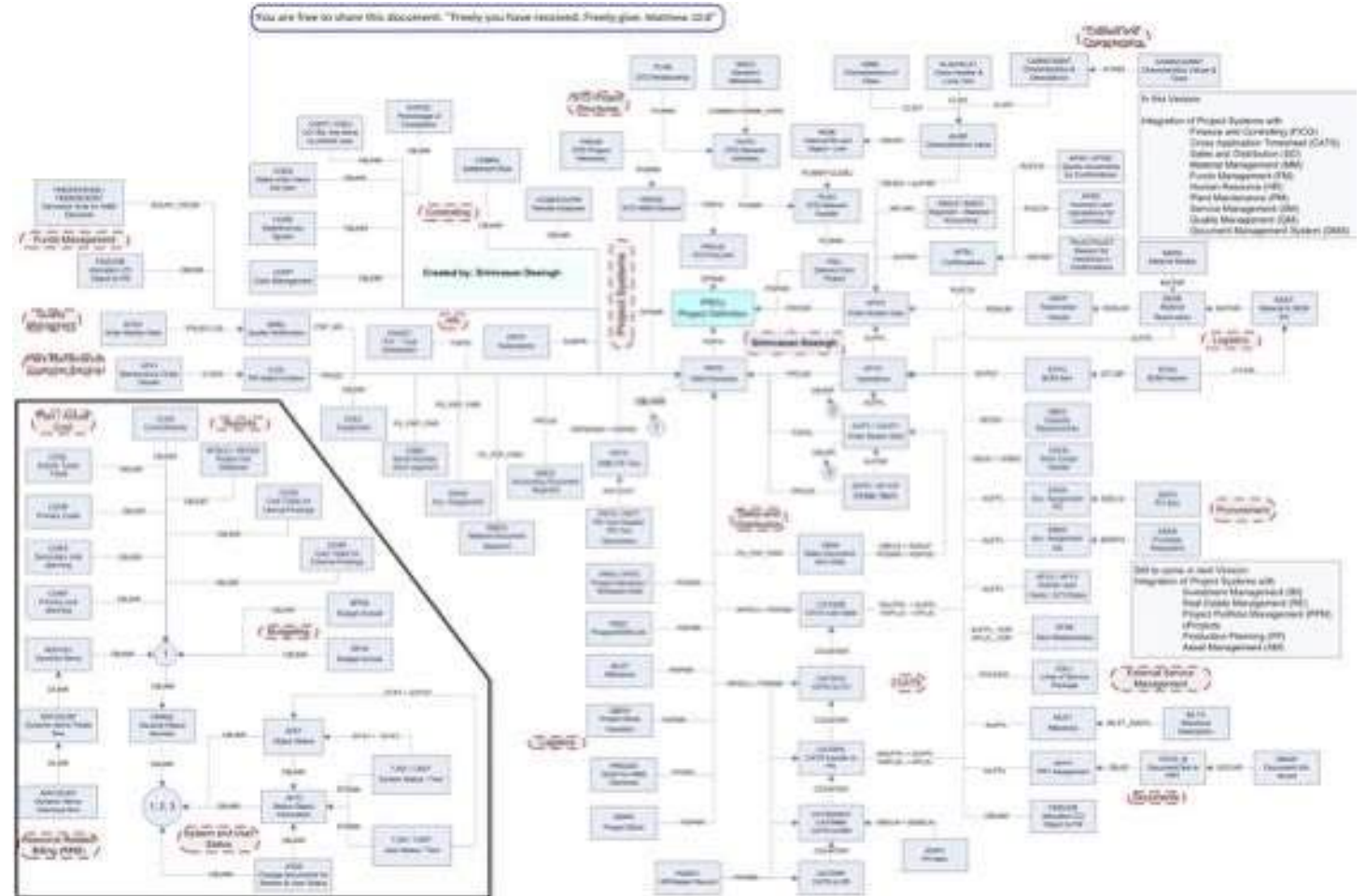
Many companies have enterprise applications with **20,000 – 100,000+ relational database tables and views**.

Entities (ex. customer, product, etc.) are **different** in different applications and databases.

Structures have **evolved** over 20 – 30 years of progress and migration.

Companies are often results of **mergers and acquisitions** where systems had to be cobbled together.

**Decentralized decisions** were often made by business departments.



# Becoming a Data-Driven Enterprise with a Modern Data Architecture



- Messer Americas is part of the world's largest privately owned industrial gases business, Messer Group, faced with increasing market complexity and dynamics
- **Surging demand in medical oxygen** (up to 5x) **during Covid-19** was a big eye-opener: Most data resided in silos with a lot of manual work and duplications, leading to **delays in data availability** as well as to challenged data integrity and security
- Set the **goal to become a data-driven enterprise** by creating a landscape with the scalability and flexibility to respond more efficiently to future crisis
- Combined a technical solution based on **SAP Analytics Cloud, Datasphere, Data Intelligence Cloud** with a strong change management and training approach
- Achieved **data integrity** and established a **single version of the truth** in a short time thanks to MVP approach
- **Outcomes:**
  - + Messer succeeded meeting oxygen needs and was better prepared for future challenges.
  - + Quick insights into contract- and price data have empowered them to better manage energy costs and improve business profit margins.



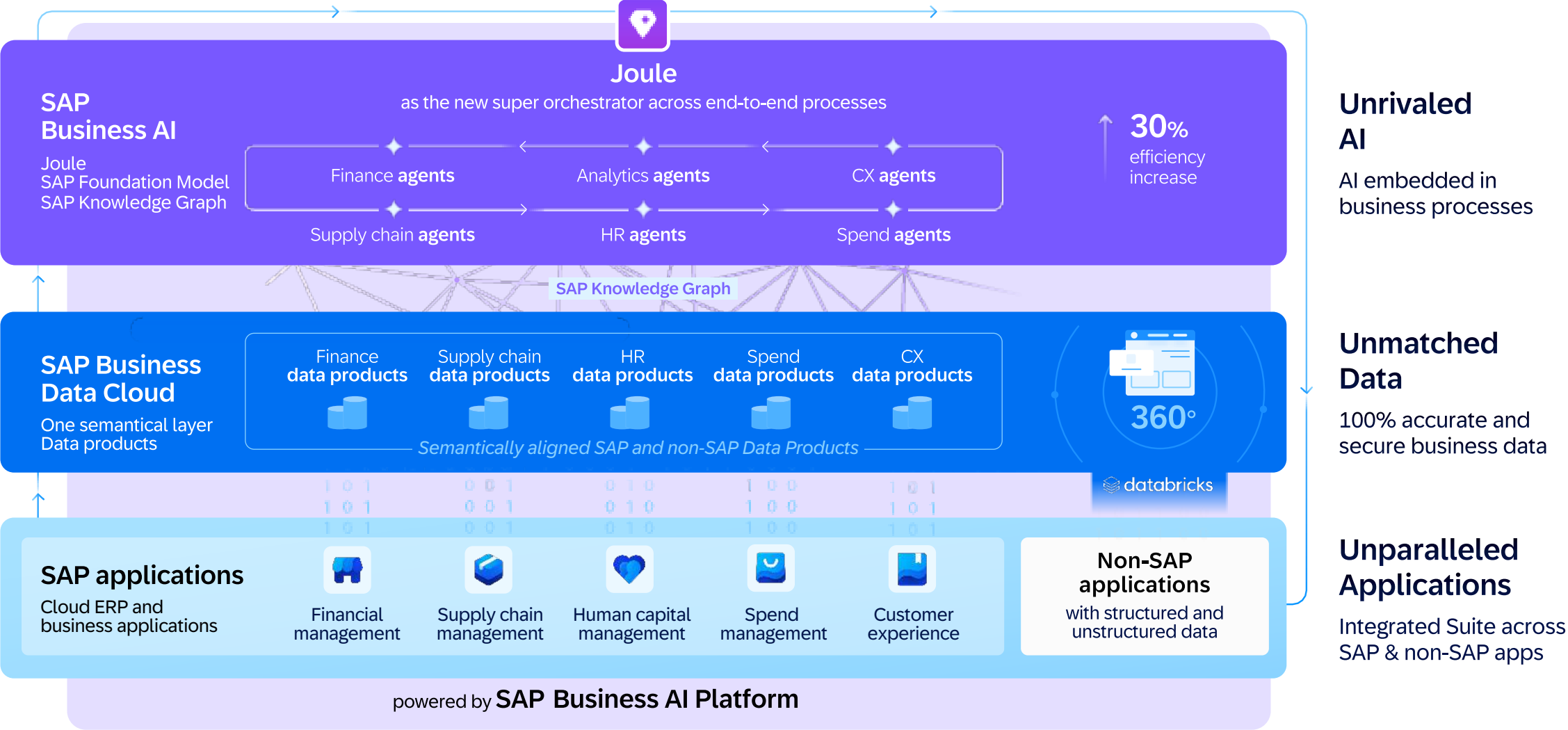
“

The business data fabric architecture enables us to bring SAP and non-SAP data together in the seamless and self-service way we've been envisioning. SAP Datasphere provided us with a solution to build a **harmonized layer across SAP and non-SAP, cloud, or on-premise data sources**, making the best use of our existing investments in SAP, Microsoft Azure, Salesforce, and Oracle.”

**David Johnston**  
Chief Information Officer, Messer Americas

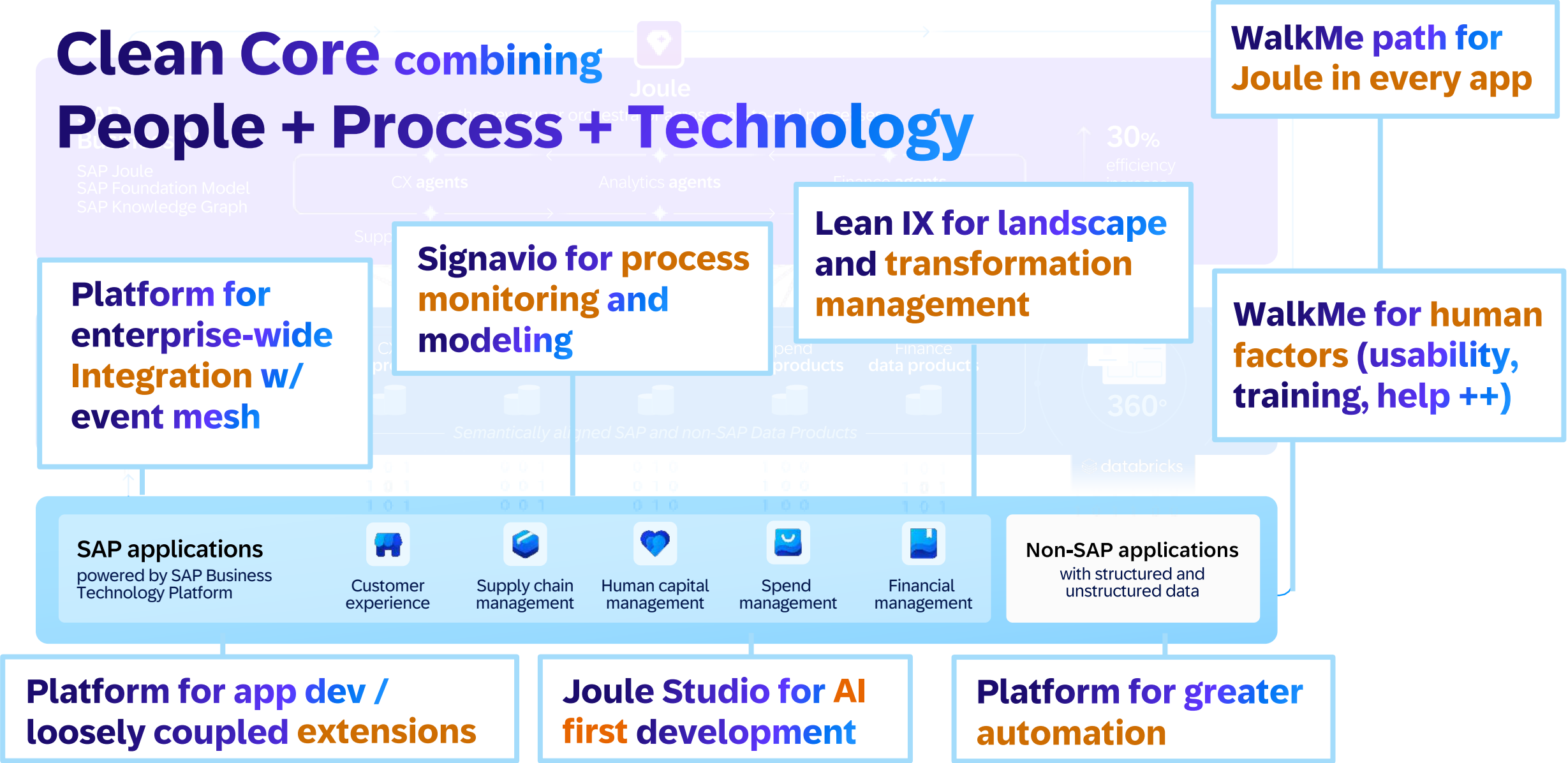


# Amazing Progress in the last 18 months



# Amazing Progress

## Clean Core combining People + Process + Technology



# ASUG Best Practices Oil & Gas – Houston – October 2025



# Clean Core Religion meets Big Complex Enterprises

Keeping up with the pace of change

**Key measures guide transformation success and sustainment**

| Fit-to-standard                                                                                                                                         | Clean core                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fit-to-standard measures business process standardization                                                                                               | Clean Core drives upgrade stability, ability to easily consume innovation, and lower total cost of ownership                                           |
| <b>87%</b>                                                                                                                                              | <b>96%</b>                                                                                                                                             |
| <ul style="list-style-type: none"><li>Business process redesign</li><li>Business Owners drive industry standard</li><li>Only when clear value</li></ul> | <ul style="list-style-type: none"><li>RISE with SAP methodology</li><li>Refined clean core guidance</li><li>SAP product roadmap acceleration</li></ul> |

**ExxonMobil**

SAP Business AI Platform

**What we achieved**

| Clean Core                                          | Strategic Localizations                                                                | Efficiencies                                                                                                  | Business Ownership                                | One Team Partnership                                                           |
|-----------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------|--------------------------------------------------------------------------------|
| Less than 6% deviation from standard out-of-the-box | Enabled differentiating capabilities of local business units (ex. Field Logistics, TM) | Improvements in non-productive time, invoice processing time, period-end closing working hours, project costs | 900+ super users embedded throughout the business | Solution-oriented teaming across 10+ vendor and SI teams supporting nextgenERP |

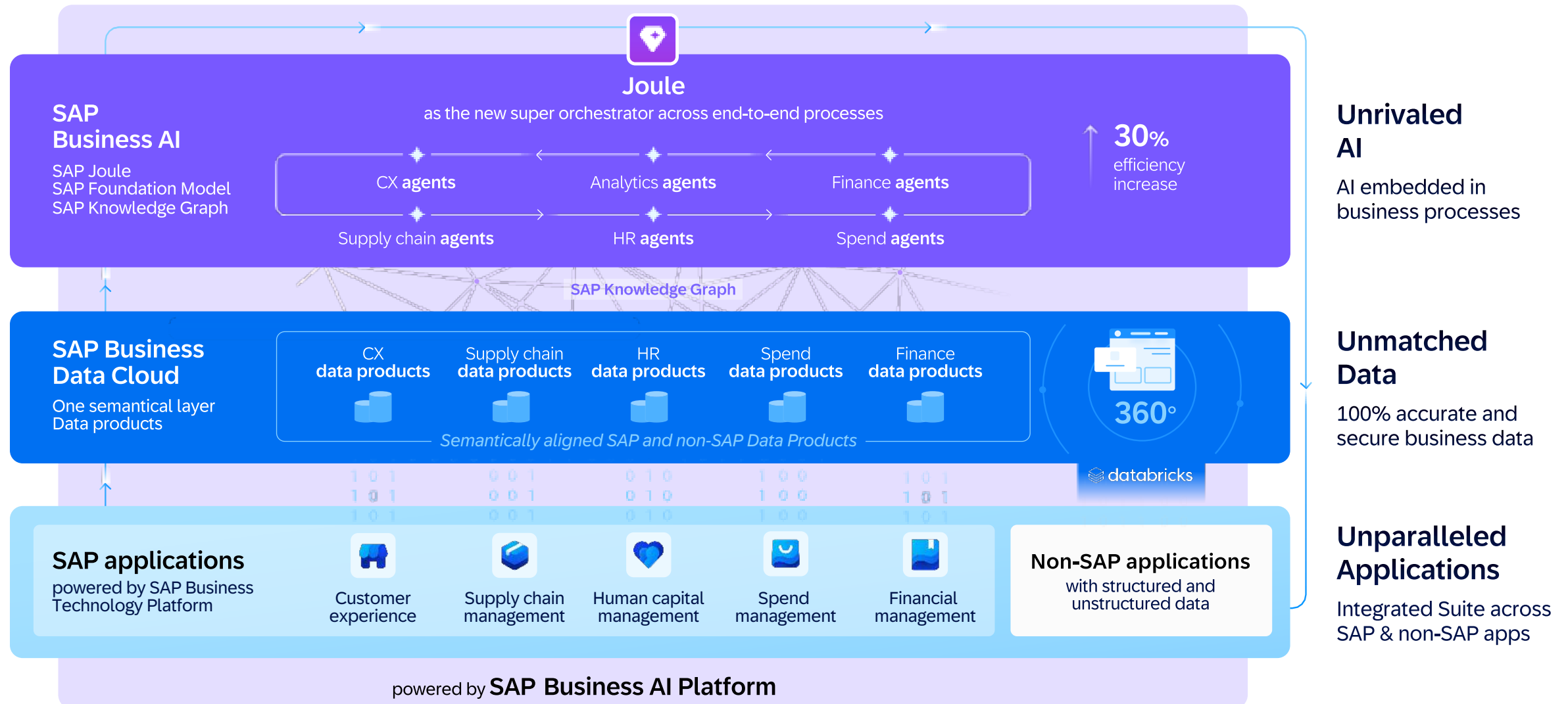
**ConocoPhillips**

# **Overcome Complexity**

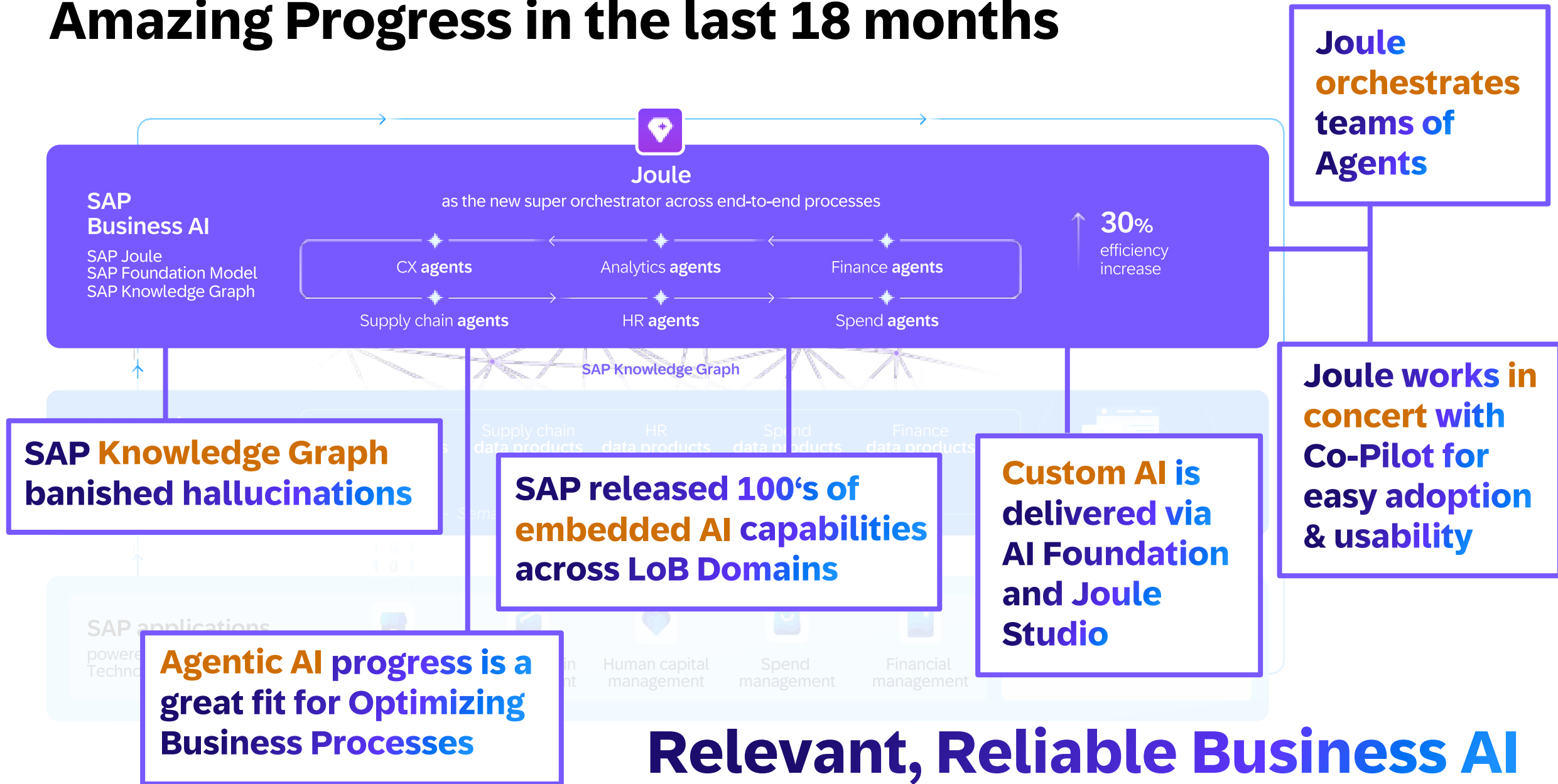
**Leverage the Right Platform**

**Accelerate Everything**

# Amazing Progress in the last 18 months



# Amazing Progress in the last 18 months

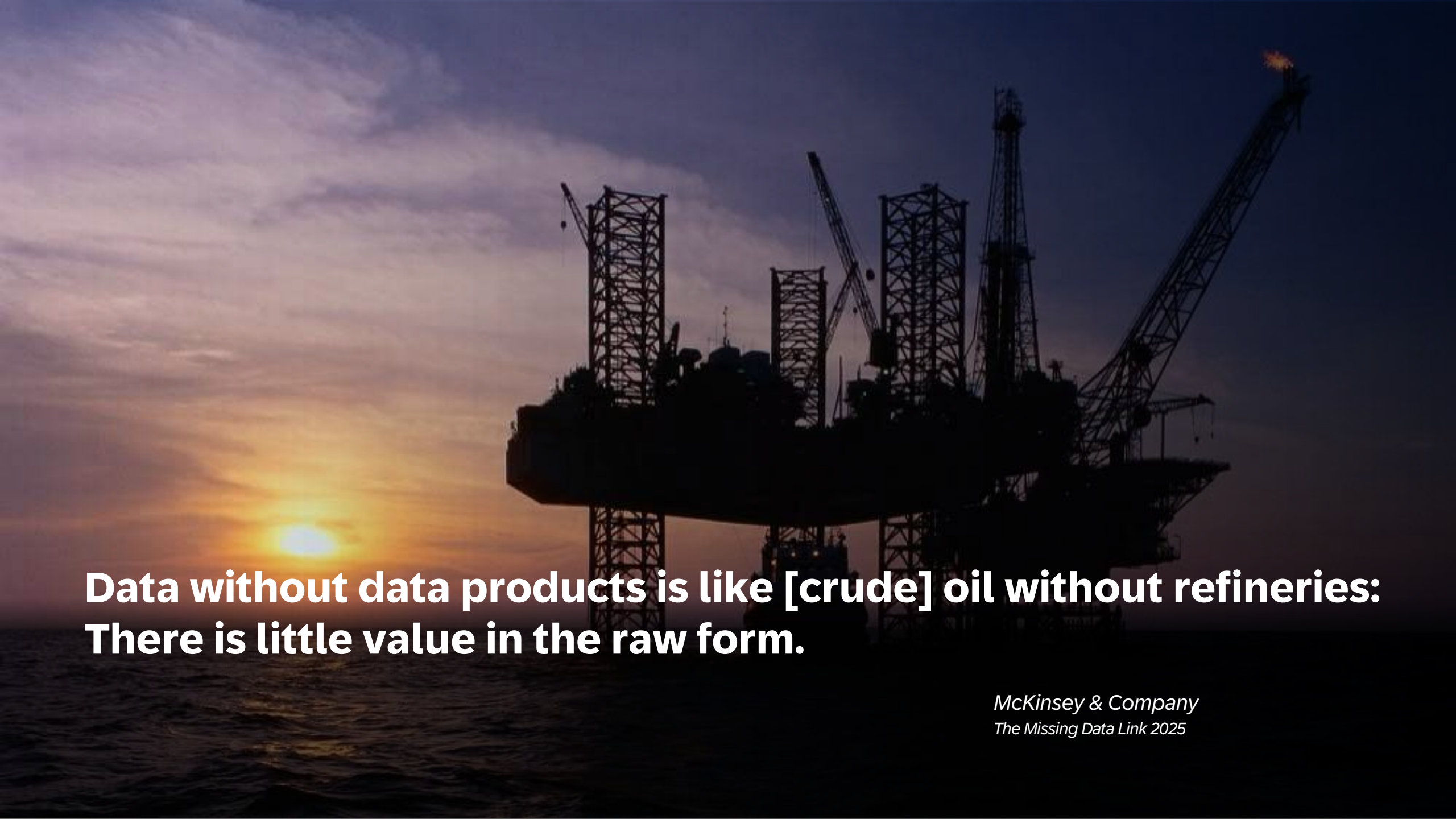




## Heineken is one of the largest beverage companies in the world.

- Heineken brews over 300 beer brands, has a presence in more than 190 countries, and over 89,000 employees. The company is based in Amsterdam, Netherlands.
- Wanted to **streamline data access for business users** and enable quick access to KPIs from BW systems with natural language queries within applications like MS Teams
- First POC was with MS Copilot alone.
- Leveraged **SAP Datasphere to create a unified** data model.
- BTP Generative AI Hub, integrated with other BTP services, enabled natural language queries, visualization, and secure data access.
- **Ask Hoppy** accelerated time of information retrieval up to 25%. Improved knowledge worker productivity by 5 – 10%.



The background of the slide is a photograph of an offshore oil rig at sunset. The rig is silhouetted against a sky with soft, orange and purple clouds. The sun is a bright, glowing orb on the left side of the frame. The rig's complex structure, including cranes and towers, is clearly visible against the sky. The water in the foreground is dark and textured.

**Data without data products is like [crude] oil without refineries:  
There is little value in the raw form.**

*McKinsey & Company*  
*The Missing Data Link 2025*

# SAP's All-In with AI Agents

Unprecedented Automation & Operational Excellence

Out-of-the-box  
Agents



Extend.

Customer  
Agents



Build.

Agentic  
Ecosystem



Share.

# **Autonomous**

**Is the Key Aspect of Agentic AI**

Activity

Chat

Teams

Calendar

Calls

Files

Outlook

...

Apps

Feed

▼

▼

⚙

Unread

@Mentions

Joule

posted a new message

Revenue Recovering Hub > Cases

11:00 am

<

>

Search

...

Go to Channel

...

Joule

11:00 AM

**Urgent Action Required on Customer Invoice Issue**

Complaint from customer **LogiBuild Inc.** concerning an incorrect billing for rented drilling equipment that arrived **1-5 days late**, but the invoice (Invoice #100100001699) did not reflect this delay. Our AI Agents propose the following resolutions after creating the case. Please review and decide:

**Option A**

- Cancel the incorrect original invoice.
- Issue a new invoice accounting for the delay in shipment immediately.

**Option B (Optional)**

- Credit the customer for the shipping costs as a gesture of goodwill, acknowledging the oversight and inconvenience caused.

**Option C (Optional)**

- Offer the customer a discount on their next billing cycle to foster continued business relations and goodwill.

Select an action:

Option A

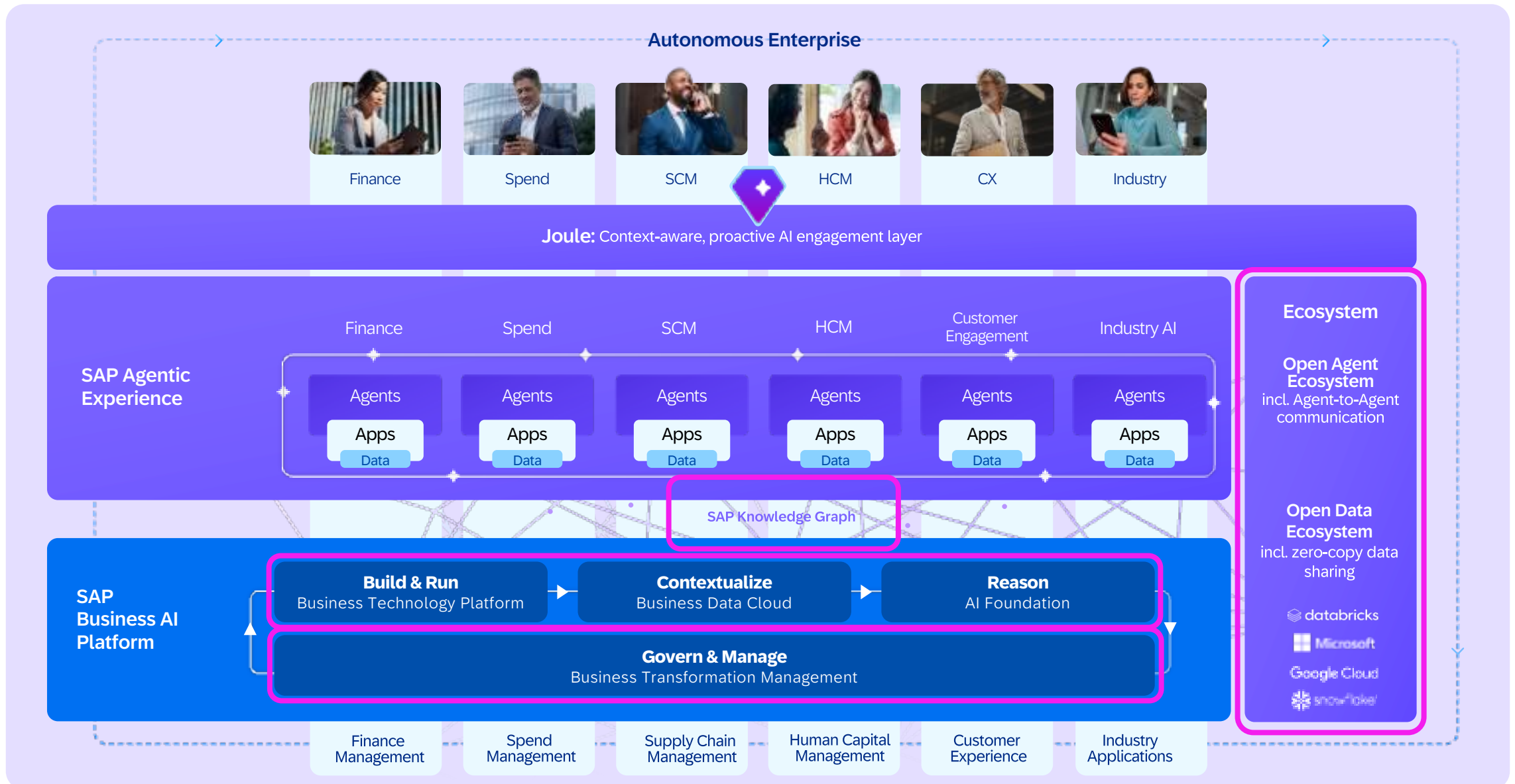
▼

Submit

Review

Type a new message

# Bringing together Apps, Data and AI



# **Ensure Reliable AI**

**with SAP Knowledge Graph**

# AI Grounded in Enterprise Data

Context-aware agents access all the right data through SAP Business Data Cloud

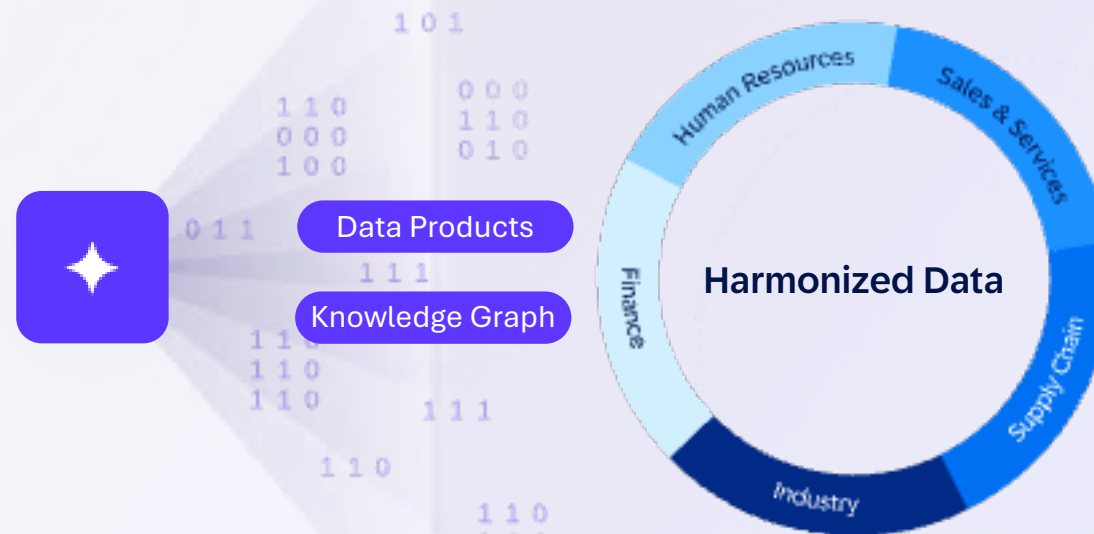
## Joule Agents

**Provides a single trusted**  
data layer

**Breaks down data silos**  
ensuring access to all the  
data in your enterprise

**Enabling Joule Agents**  
to reason, decide and act more  
reliably for complex problems

## SAP Business Data Cloud



### SAP Apps

S/4HANA  
Ariba  
Concur  
SuccessFactors

### SAP BW

### SaaS

### Lakehouse

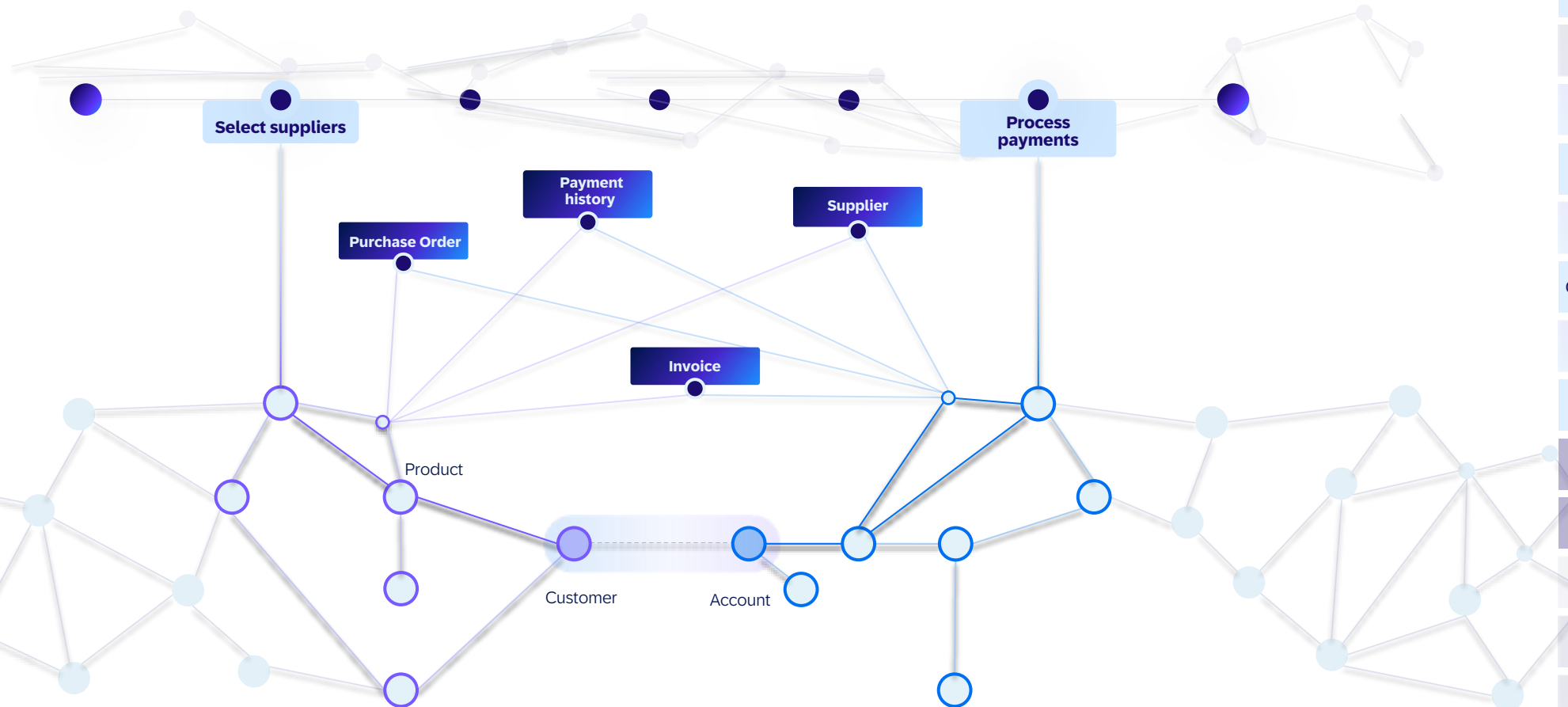
# SAP Knowledge Graph (KG)

A digital map of information. Simplify access to data and metadata for AI and development usage.

**Populated and managed by SAP,**  
no additional work needed

**Fast, correct and detailed answers**  
on customer data

**Embedded into the natural workflow**  
of business processes, hence no training needed



**452k**

ABAP tables

**80k**

CDS views

**7.3m**

fields

**1,800**

Fiori apps

Fiori Application

Scope Item

Solution Activity  
(User Task)

Solution  
Process Flow

Application  
Area

Transaction

OData API

Role

OData Entity set

OData  
annotations

OData Property

CDS view

CDS field

ABAP table

SAP Object  
Type

Semantic  
Object

SAP Object  
Node Type

Data  
Products

...



# Agent Comparison Generic LLM vs SAP Knowledge Graph

## STANDARD SCENARIOS

- Order Delay
- Partial Confirmation
- Delivery Status
- Credit Hold
- AR Aging
- Credit Portfolio
- Billing Block
- Order-to-Bill Recon
- Inventory Gap
- ATP Check

## + KG ADVANTAGE — BUSINESS CONTEXT

- SLA Breach
- Credit Release Decision
- Open Dispute Risk
- Product Recall Check

Enter a scenario prompt or select one above...

Run

### Generic Agent

No knowledge graph or MCP

ACCURACY TOOL CALLS TOKENS EST. COST LATENCY

Waiting for run...

### + SAP KG Agent

Knowledge Graph + MCP tools

ACCURACY TOOL CALLS TOKENS EST. COST LATENCY

Waiting for run...



# Why SAP for AI?

## What are the key differences?

A low-angle, upward-looking photograph of a complex industrial structure, likely an offshore oil or gas platform. The structure is composed of numerous white cylindrical vessels, pipes, and metal frameworks, creating a dense and intricate scene. In the lower right foreground, a male worker wearing a white hard hat, safety glasses, and an orange high-visibility jacket is looking down at a tablet device he is holding. The lighting is somewhat dim, with a cool blue/purple tint, and a few warm lights are visible on the structure. A semi-transparent blue banner with white text is positioned at the bottom of the image.

**Process – well integrated into key workflows**

A man with a beard, wearing a blue and white striped button-down shirt, is focused on his work. He is holding a silver laptop and has his hands on the keyboard. The background is a server room with several tall racks of server equipment. The lighting is dim, with a blueish-purple hue, and some server lights are visible in the background.

**Data – Timely, High Quality, & Company Specific**



**Governed – no compromises on visibility and control**

# Why SAP for AI?

Less chat. More act. Guided by fact.

Pretty Darn Great Business AI

## 1 Process

SAP AI is embedded where core business work happens.

It understands real workflows across finance, supply chain, procurement, HR, and more.

**The SAP AI advantage is action inside the business process — not chat outside of it.**

## 2 Data

SAP AI is grounded in business data, semantics, and context.

SAP Knowledge Graph and Business Data Cloud turn raw data into reliable business facts.

**The SAP AI advantage is not more data. It is trusted, connected, usable data.**

## 3 Governance

SAP AI scales within enterprise controls, roles, and compliance.

Agents can act without creating unmanaged AI sprawl.

**The SAP AI advantage is not experimentation. It is controlled enterprise adoption.**



**How does the autonomous  
enterprise vision become reality?**

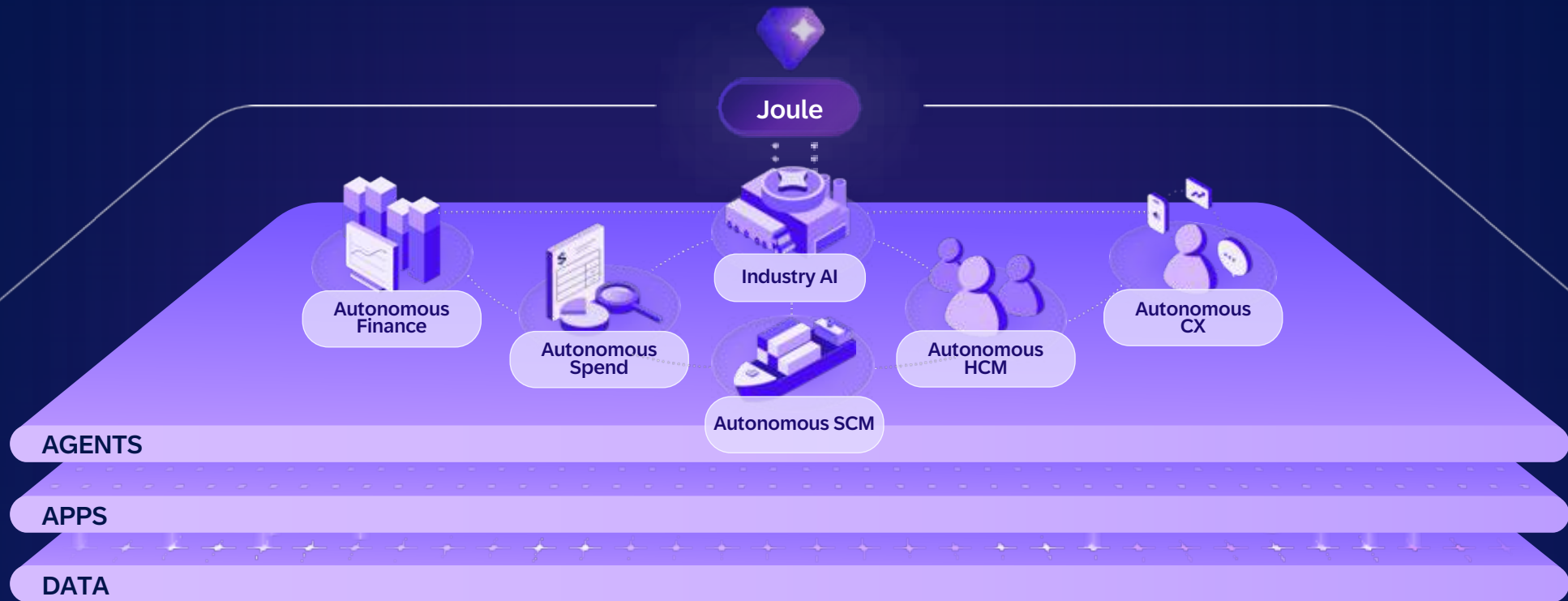


# Autonomous Enterprise Systems with Humans in the Loop

SAPS Aeroabexco Site



# SAP Autonomous Suite



# Platform Leverage

## Ground Up Approach



Joule Assistants



## Financial Closing Assistant

Accounting Accruals

Analytical Business Insights

Asset Accounting Anomaly  
Detection

Financial Consistency Analysis

Intercompany Matching and  
Reconciliation

Journal Entry





## Financial Closing Assistant

Accounting Accruals Agent

Analytical Business Insights Agent

Asset Accounting Anomaly Detection Agent

Financial Consistency Analysis Agent

Intercompany Matching and Reconciliation Agent

Journal Entry Agent

**10–20%**

cut to close cycle time,  
every period

**100%**

progressive achievement  
in close accuracy with  
zero reporting and  
closing errors

**20–30%**

productivity gains across  
General Ledger and  
close operations

# Outcome-based





## Financial Closing Assistant

Accounting Accruals Agent

Analytical Business Insights Agent

Asset Accounting Anomaly Detection Agent

Financial Consistency Analysis Agent

Intercompany Matching and Reconciliation Agent

Journal Entry Agent

**10–20%**

cut to close cycle time,  
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**100%**

progressive  
achievement in close  
accuracy with zero  
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**20–30%**

productivity gains across  
General Ledger and  
close operations





## Financial Closing Assistant

Accounting Accruals Agent

Intercompany Matching and  
Reconciliation Agent



Custom Agent

Joule Studio 2.0

Tools

Workflow steps

Code logic



10–20%

cut to close cycle time  
every period

100%

progressive  
achievement in 1st

20–30%

reduction in cycle time  
every period

# Extensible by design





## Financial Closing Assistant

Accounting Accruals Agent

Analytical Business Insights Agent

Asset Accounting Anomaly Detection Agent

Financial Consistency Analysis Agent

Intercompany Matching and Reconciliation Agent

Journal Entry Agent

**10–20%**

cut to close cycle time,  
every period

**100%**

progressive  
achievement in close  
accuracy with zero  
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errors

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## Financial Closing Assistant

Accounting Accruals Agent

Analytical Business Insights Agent

Asset Accounting Anomaly Detection Agent

Financial Consistency Analysis Agent



Intercompany Matching and Reconciliation Agent



Journal Entry Agent



ISO42001

**10–20%**

cut to close cycle time,  
every period

**100%** SOC

progressive  
achievement in close  
accuracy with zero  
reporting and closing  
errors

**20–30%** SOX

productivity gains across  
General Ledger and  
close operations

# Traceable and auditable





# Autonomous Finance



Enterprise Architecture Planning

Expense Management Planning

Financial Planning

Accounts Payable Assistant

Accounts Receivable Assistant

50–70%  
reduction in cash  
cycle time

70%  
elimination of cash  
management effort

10–20%  
reduction in DSO  
improving Working  
Capital



Sales Operations Assistant

Billing Assistant

Cash and Treasury Assistant

Financial Closing Assistant

10–20%  
cut to close cycle time,  
every period

100%  
progressive achievement  
in close accuracy with  
zero reporting and  
closing errors

20–30%  
productivity gains across  
General Ledger and  
close operations



Travel Assistant

Governance Assistant

Consolidation Assistant

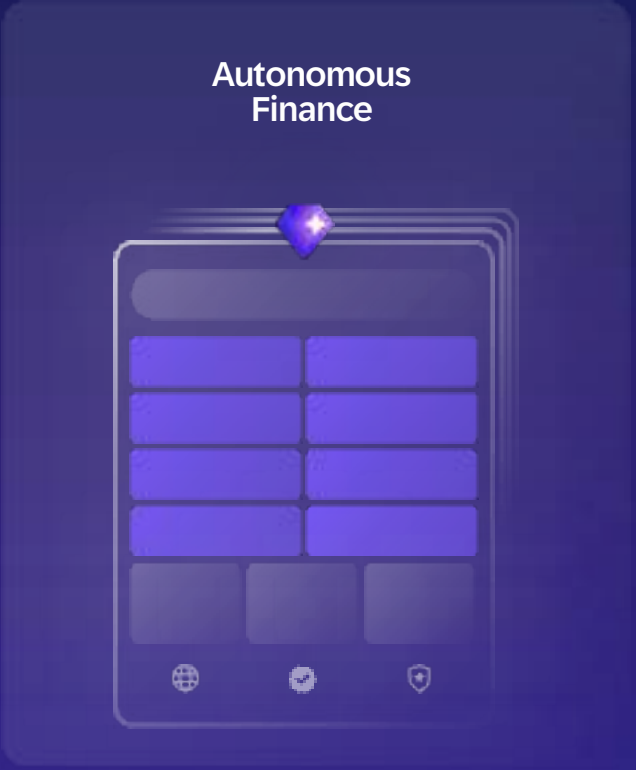
Tax and Compliance Assistant

50%  
reduction in trade  
classification effort

50–60%  
productivity gains  
in risk management  
and auditing

100%  
achievement of accurate,  
automated e-invoicing  
setup for national and  
local governments

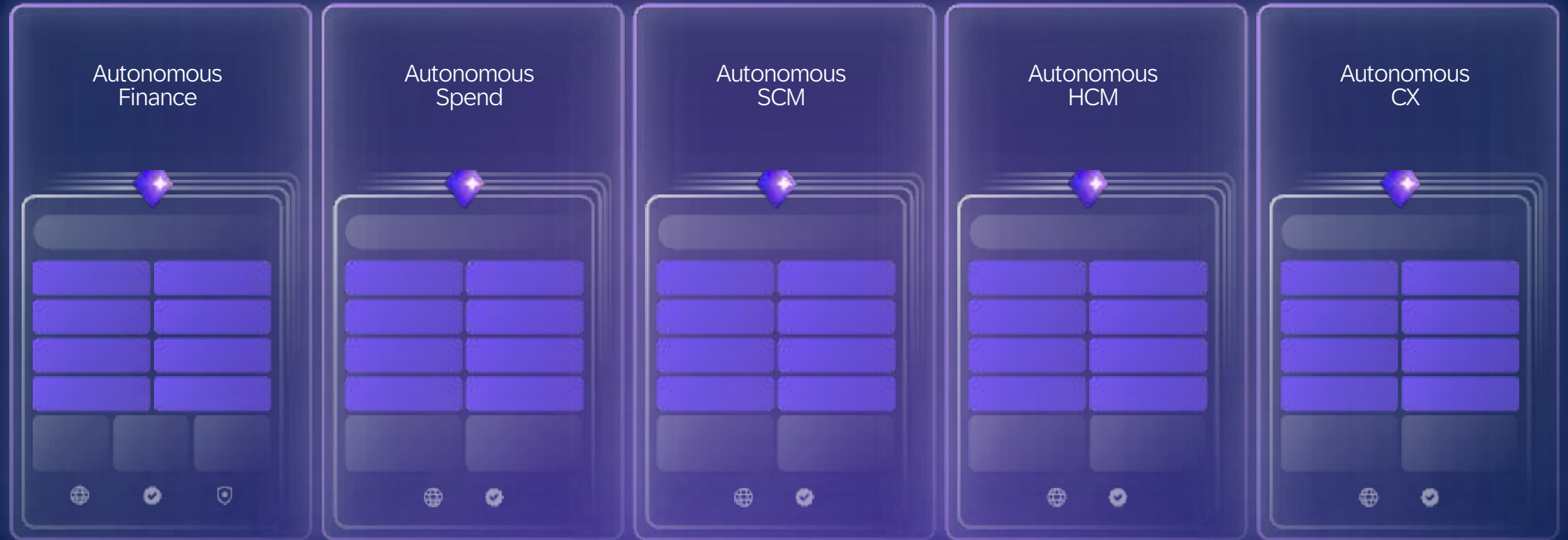
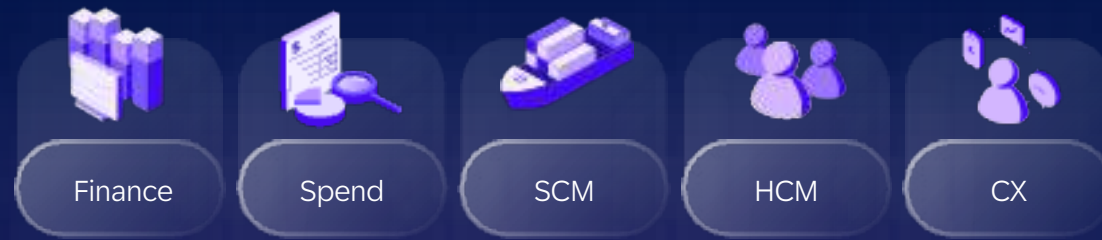




Joule Assistant

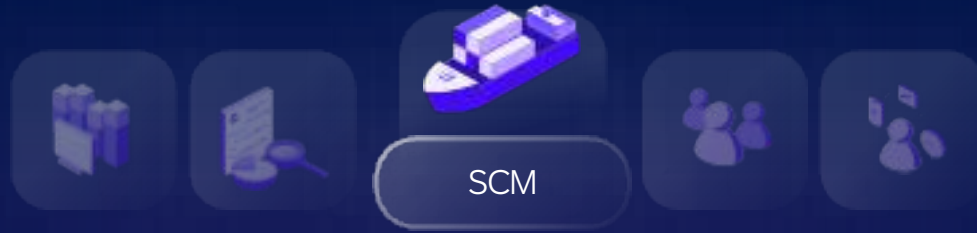


Joule Agent

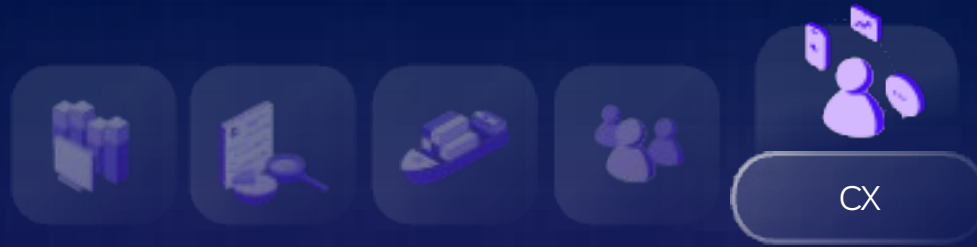




 Joule Assistant  Joule Agent







 Joule Assistant  Joule Agent





**Results**  
you can rely on



Public LLMs



SAP's  
context layer



Own company  
context

A high-angle, wide shot of a large industrial warehouse interior. The space is filled with a complex network of conveyor belts and sorting systems. Numerous orange cardboard boxes are visible, some resting on the conveyor belts and others in metal cages or on the floor. The facility features high ceilings with large windows, white structural columns, and yellow safety railings. A yellow sign with the letter 'A1' is visible on one of the columns. The overall scene conveys a sense of large-scale logistics and automated sorting.

Getting more done, faster and accurately



# Examples of AI Outcomes



Finance



## Cash Collections Assistant



Predict late payments,  
prioritize risks; auto-  
update FSCM and  
what-if simulations

70%

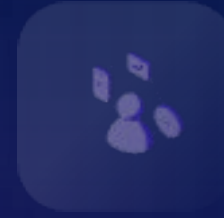
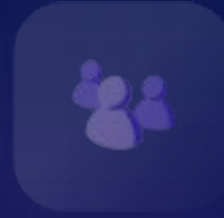
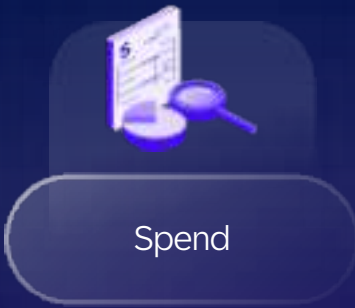
less cash management  
effort

50–70%

cash cycle time  
reduction

10–70%

DSO reduction



Sourcing  
Assistant

 NOVARTIS

AI-driven agents  
autonomously  
execute high-volume  
sourcing end-to-end

100%

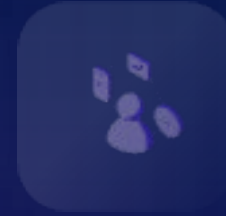
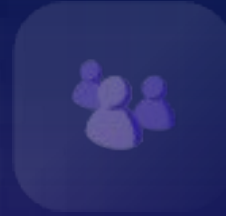
autonomous execution  
on low-complexity  
sourcing activities

>35%

total efficiency gains  
across all sourcing  
activities



SCM



Product  
Design Assistant

**KAESER**  
KOMPRESSOREN

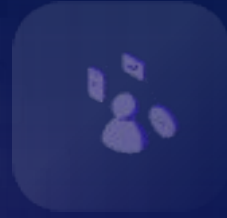
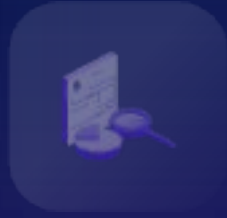
Product design  
to handoff

10–15%

COGS reduction: design  
reuse and unique  
materials reduction

10–20%

TTM reduction: earlier  
revenue capture  
on launches



Intelligent Goal  
Recommendations



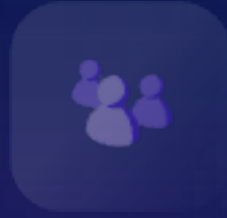
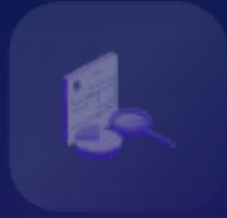
Joule-generated  
based on employee  
attributes and curated  
content

90<sub>k</sub>

Hours saved  
annually

85<sub>k</sub>

Employees with access  
to intelligent goal  
recommendations



CX

Merchandising  
Assistant

**petco**

Improve product  
content readiness  
and assortment  
quality

**31%**

Reduction in time  
spent on manual  
data consolidation

**15%**

Increase in  
conversion from  
consideration to cart

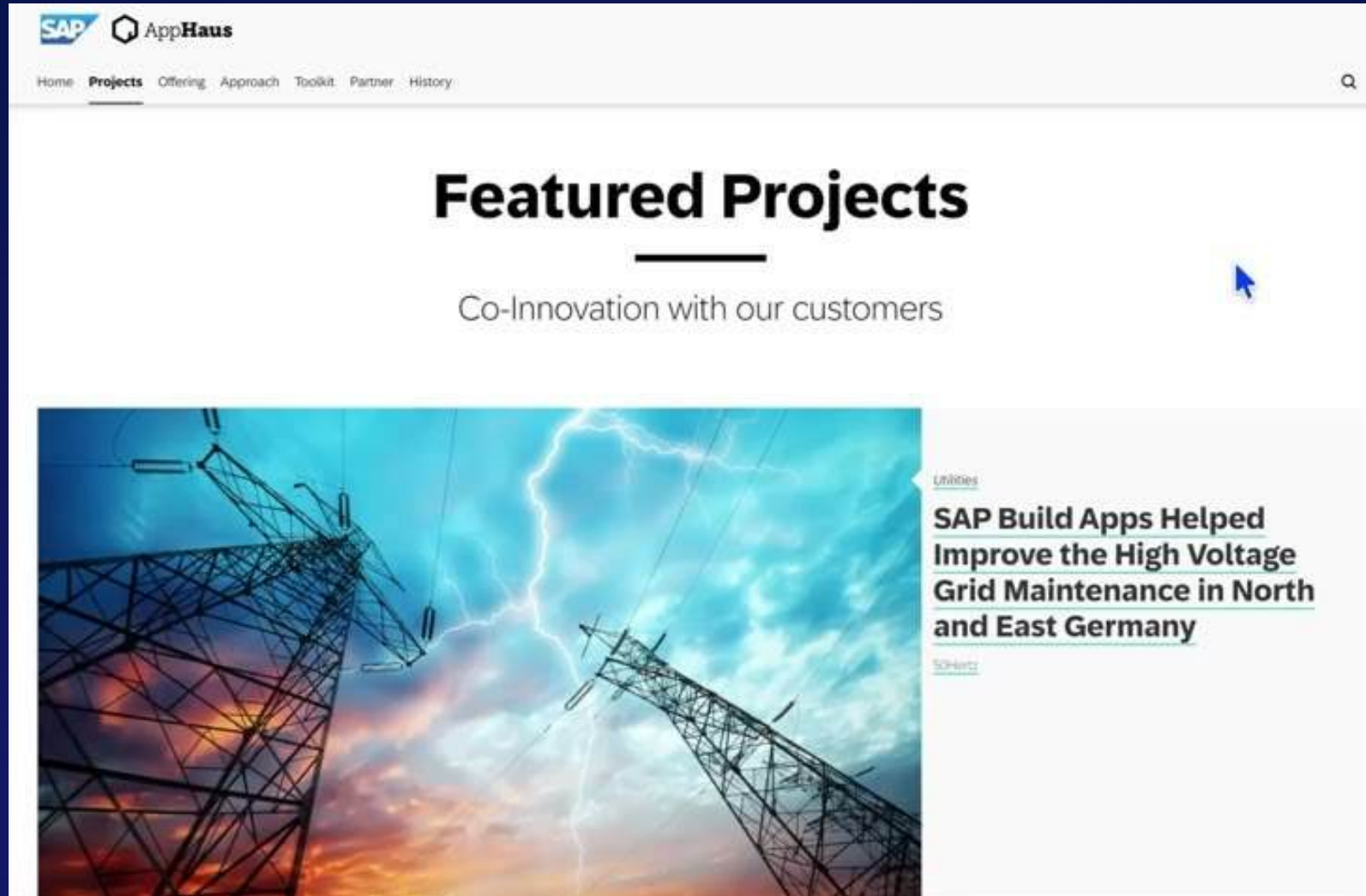


**Gee, that's a lot.**  
**How do we get started?**

# Solution Advisory (and SAP Partner) Workshops and Hackathons!



# SAP AppHaus (and AppHaus Partners) / Experience Center!







CIRQUE DU SOLEIL

## Cirque du Soleil is one of the world's renown entertainment companies.

- Montreal based Cirque du Soleil employs more than 4,000 performers, operates 40 shows globally, sold 10M tickets in 2024, and has inspired over 400 million people worldwide.
- **How can we streamline accounts payable operations and improve responsiveness to supplier invoice inquiries?**
- Too much manual effort: 70,000 invoices annually and delayed responses to ~40% of vendor inquiries.
- Explored solutions with the SAP AppHaus in Palo Alto.
- Leveraged **SAP Business AI Platform** to transform invoice management processes and enable
  - intelligent automation,
  - multilingual processing,
  - sentiment detection, and
  - secure data handling of invoice-related communications.
- **AI-enabled Invoice Assistant** automates triage and response to supplier emails, extracting invoice data, determining status, and generating responses in multiple languages.
- **Wow!** Reduced invoice inquiry handling time from 30 minutes to ~2 minutes, dramatically improving satisfaction





CIRQUE DU SOLEIL

“

The time-consuming research required to identify the payment status of an invoice, and its reason **was overwhelming.**

We were looking for a more efficient way to handle this, and **SAP Business AI provided us with a simply stunning answer.**”

**Philippe Lalumière**

Vice President of Information Technology,  
Cirque du Soleil Entertainment Group

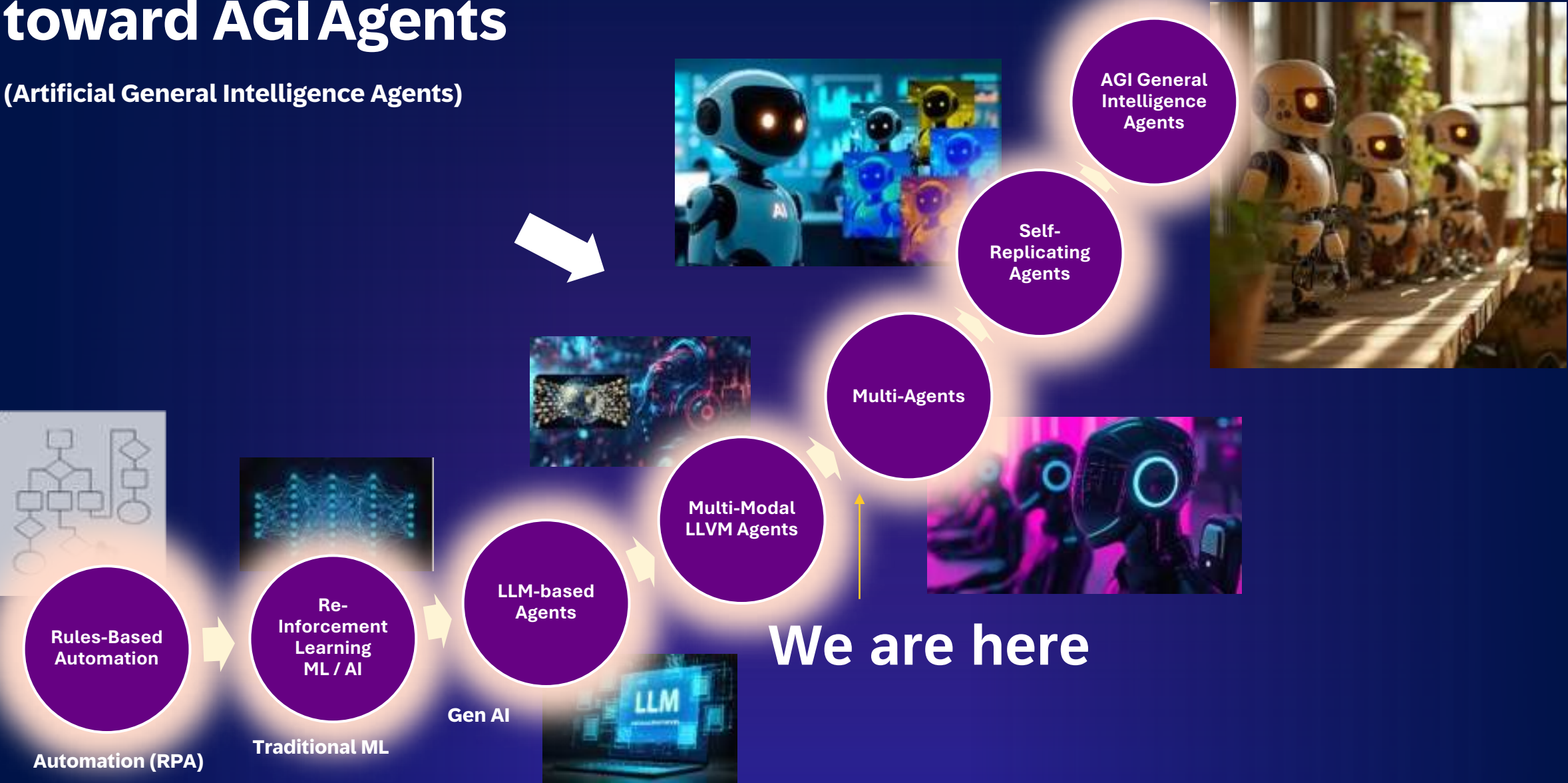




A peek into the future

# We are on the Journey toward AGI Agents

(Artificial General Intelligence Agents)







Download my deck:  
[prontodeck.com/indy26](https://prontodeck.com/indy26)



# Societal Thresholds

## Not just Technological Thresholds

Download my deck:

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Connect / subscribe @ [sapbob.com](https://sapbob.com)

What building is this? \_\_\_\_\_



Download my deck:  
[prontodeck.com/indy26](https://prontodeck.com/indy26)





# **Is the Error Rate Significantly Superior to Humans? Instead of No Tolerance for Any Mistake.**

**Will liability legislation support this stance?  
(and one level deeper, will voters?)**

**Change is a constant.  
Change is accelerating  
exponentially.**

**The business landscape is  
changing right now.  
How will we respond?**



**Christian Klein**  
SAP CEO

Download my deck:

**prontodeck.com/indy26**



# Can you afford to wait?

# Key Takeaways

Download my deck:  
[prontodeck.com/indy26](https://prontodeck.com/indy26)

1. Become an **Autonomous Enterprise** with SAP Joule, AI orchestration, & agentic AI
2. Infuse **Business AI** into business processes to move the needle in a responsible, reliable way
3. Important to get to **quality, integrated, near-real-time, company-specific data**
4. Must **optimize processes & business applications** in a clean core modular way



Adaptability Matters More than Anything Else (but Getting Started is Right Up There)

Download the deck  
[prontodeck.com/indy26](https://prontodeck.com/indy26)

## Key Takeaways

1. Become an **Autonomous Enterprise** with SAP Joule, AI orchestration, & agentic AI
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asUG





# Appendix