

ADAM: AI-Driven Active Monitoring

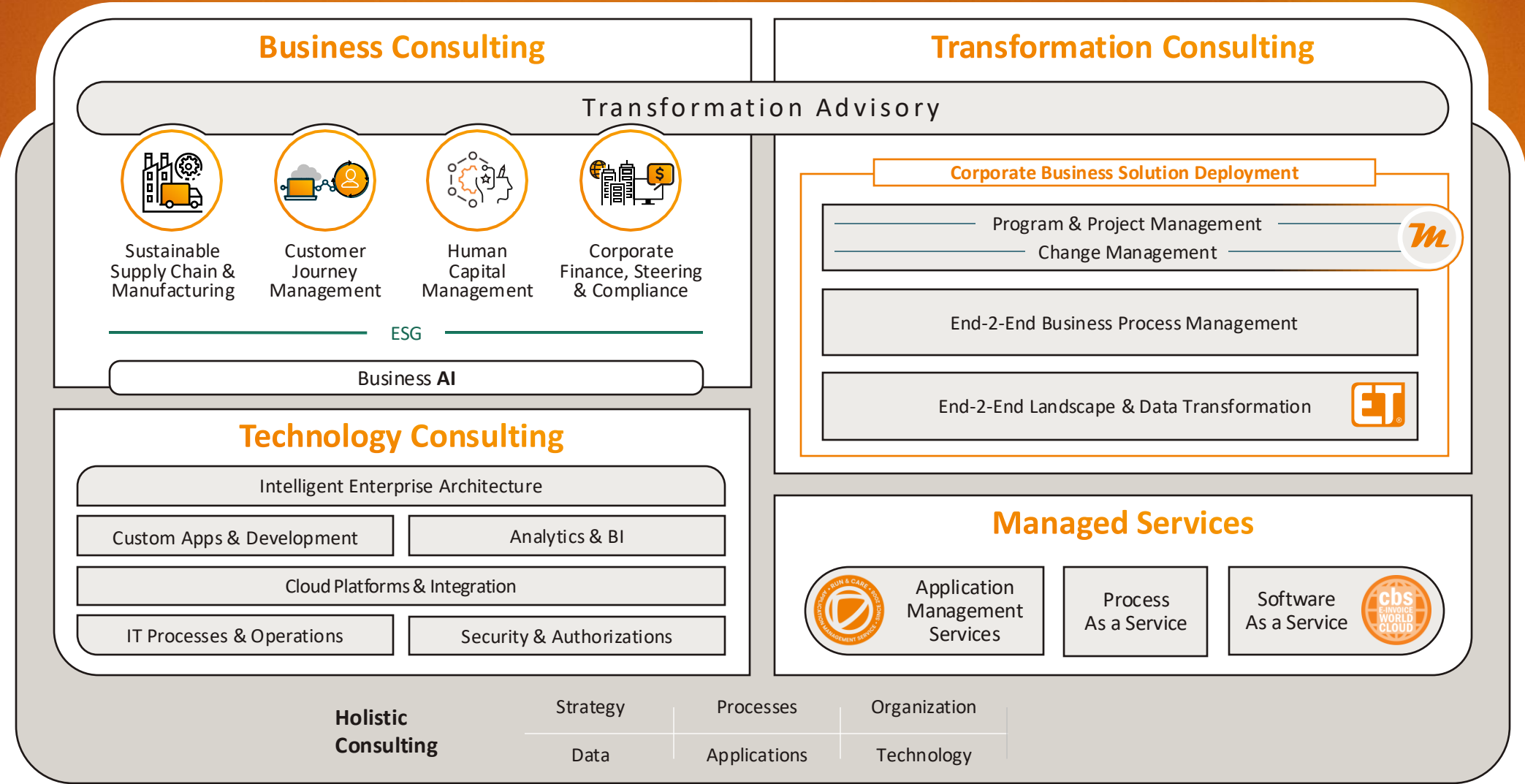
Resolving everyday headaches in system integration



Connor Payne



Next Generation Corporate Business Solutions from one Source



“Nothing more than a new SAP?”

It is not a new SAP. It is a new **layer** on top of SAP.

WHAT STAYS

ERP is the brain — the governed System of Record
Your processes, your data, your controls
The reliable operational core

WHAT IS NEW ON TOP

A System of Action: agents that reason and act
Joule, Knowledge Graph, orchestration across the suite
Context + autonomy — evolving together

SYSTEM OF ACTION

contextual intelligence · orchestration · agentic action

SYSTEM OF RECORD

the reliable, governed operational core

The core does not disappear. The new layer must be built — that is a consulting question, not a license.

Both must evolve together — at different speeds.

FAST VALUE BUSINESS TRANSFORMATION



PIONEERING THE AGENTIC ENTERPRISE

What Makes Interface Monitoring so Frustrating – Today

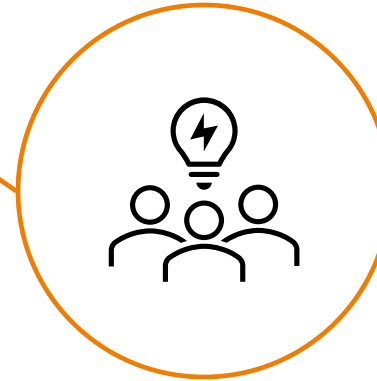
Cryptic Error Messages

Feels like you need a PhD in SAP to decode them



Tribal Knowledge Required

Only limited IT / Business resources or expensive consultants can help to resolve the error



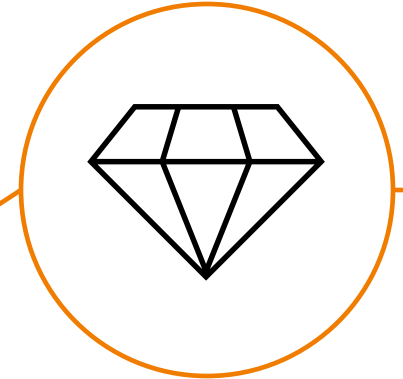
Manual Log Diving

Click, scroll, repeat ... for hours



Real Bad Business Impact

Delayed orders, missed invoices, angry customers — and yes, lost revenue

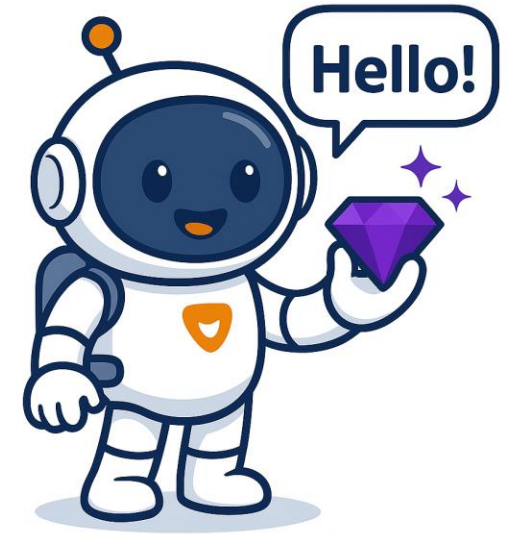


Meet ADAM - AI-Driven Active Monitoring



Your AI-powered integration assistant.

Built with SAP Joule.
Ready to talk.



Use Case Library

Message Processing Log Analytics

- MPL data incl. Error Information
- Message Attachments
- Custom Header Properties

Which interfaces had failed messages since yesterday 12pm?

How many interfaces failed in the last hour?

Give me the top 5 interfaces with the most messages.

Give me a list of all interfaces with receiver system 'SAP_ERP'.

Give me all message attachments for interface 'IF001' from today.



Integration Content Analytics

Designtime Artifacts

Which integration flows & message mappings are contained in package 'P001'?

Can you check if the following entry exists in value mapping 'VM001'?



Runtime Artifacts

Are there any mismatches between design version & deployed version for Integration flows on the tenant?

Give me a list of all deployed script collections?



Error Explanation & Solution Proposal

Can you explain me the following error and tell me how I can solve it?

org.apache.cxf.binding.soap.SoapFault: Error reading XMLStreamReader: Unexpected character 'j' (code 106) in prolog; expected '<' at [row,col {unknown-source}]: [1,1], cause: com.ctc.wstx.exc.WstxUnexpectedCharException: Unexpected character 'j' (code 106) in prolog; expected '<' at [row,col {unknown-source}]: [1,1]

This error message is related to the processing of a SOAP-based message in your SAP Integration Suite.

What the Error Means

SOAP messages are expected to start with an < character, indicating the beginning of the XML content. The error suggests that the message starts with the letter 'j' instead, which is incorrect and not valid XML.

Likely Cause

This usually occurs because the incoming request or data isn't a properly formatted SOAP message or XML file

How to Fix It

1. Verify the Source System:

Ensure the source is sending valid SOAP/XML data compatible with your integration scenario.

2. ...



Alerting Mail for IT & Business Responsible

- ✓ DYNAMIC RECEIVER DETERMINATION

✓ SMART ERROR DUPLICATE HANDLING

✓ DIFFERENT KEY USER HANDLING (KNOW-HOW LEVELS)

Hello Dennis Bollian,

An error occurred in the integration flow **LEGACY01onetoone** in package **FMT FIGAF Migration Test**.

Message-GUID: AGioxThWWMqY5FndgUGpnYAD5K5N
Correlation-ID: AGIoxThIhbryHaaNlhqdlIcX6ypP

Error Message:
org.apache.camel.component.file.GenericFileOperationFailedException: Cannot change directory to: Inbound, cause: 3: Permission denied

AI-generated Advice:
This error occurs in SAP Integration Suite when using the **SFTP adapter** or another **File-based integration** and indicates that the system process encountered permission issues while trying to change the directory to Inbound. Here is an analysis of the error, along with strategies for addressing it:

Error Analysis:
org.apache.camel.component.file.GenericFileOperationFailedException is a Camel-specific exception that indicates operations on the file system failed. The root cause is 3: **Permission denied**, which means the user account or key used to connect to the SFTP server lacks sufficient permission to navigate to or operate within the targeted directory.

- Summary of Resolution**
- To resolve the error:
- Check directory existence and user permissions on the file server.
 - Confirm SAP Integration Suite adapter configuration (path, credentials).

Alerting Reports for System Administrators & Integration Leads

Aggregated Integration Flow Errors (1.1.2025, 00:00:00 - 12.12.2025, 00:00:00)

Hello Dennis Bollian,

This is the aggregated report of integration flow errors between **1.1.2025, 00:00:00** and **12.12.2025, 00:00:00**.

The attached Excel file contains **15 errors** with AI-generated advice for each one.

Please review the attached Excel file for details.

Cons_Errors_2025_08_27_15_34...
98 KB

IflowName	MessageGuid	ErrorText	AiAdvice
int4demo-BUPA-S4T- AGinET9LB...		Web service processing error; more details	The error message indicates that the SAP Integration Suite e
IF04.1_Starter_Proce	AGilzUXiZm...	No consumers available on endpoint: /int4	The error `org.apache.camel.component.directvm.DirectVmC
ASUG_Migrated_INV	AGit0RUHQ...	HTTP operation failed invoking http://pts	The error message indicates that the HTTP request being m
DEMO_DRF_BP_SOAGITQiiDap...		Cannot connect to sap-sftp://cbsSFTP01@t	The error `org.apache.camel.component.file.GenericFileOpe
I001_IDOC_Router	AGilkAesSe...	No consumers available on endpoint: /iflov	The error message you're encountering suggests that your S
LEGACY01onetoone	AGioxThW...	Cannot change directory to: Inbound, caus	The error `org.apache.camel.component.file.GenericFileOpe
Int4_Dispatcher	AGinEA6J4...	UnknownHostException: Name or service n	The error message `java.net.UnknownHostException: Addre
c4c.businesspartner.	AGIO-3cLr...	Authorization role missing for service "Serv	The error message indicates an issue with authorization wh
AccessControl4EmpA	AGiPBLxtpf...	HTTP response '503: Service Unavailable.	The given error indicates a connectivity issue between SAP I
AccessControl4EmpA	AGiVmw2L...	Error reading XMLStreamReader: Unexpect	The error `org.apache.cxf.binding.soap.SoapFault: Error read

Use Case Library

Automation

Integration System Management

- Integration Artifact Configuration
- Deployment Management
- Security Material Management

Undeploy all interfaces without any messages
in the last 3 months



The following 3 interfaces were undeployed:

- IF00x – CRM to ERP Connection Test
- IF00y – Order from Webshop to ERP
- ...

Please add the following entry to Value
Mapping 'VM001': ...

After adding the entry, save the artifact as a
new version & deploy it.



The entry was added to the value mapping.
The new version 1.0.1 was deployed.

[View Artifact](#)**DETERMINISTIC SKILLS**

Automated Issue Resolution

...



This error means you're trying to register a SOAP 1.2
listener on the path "/fromS4" when one already exists.
To fix it, undeploy the duplicate endpoint or change the
URL of your current interface so only a single listener is
bound to that address.
Should I assist you with one of the options?

Please change the configuration
parameter 'address' for my current
interface to '/fromCRM'.



The interface configuration was updated.
Do you want me to redeploy the artifact?

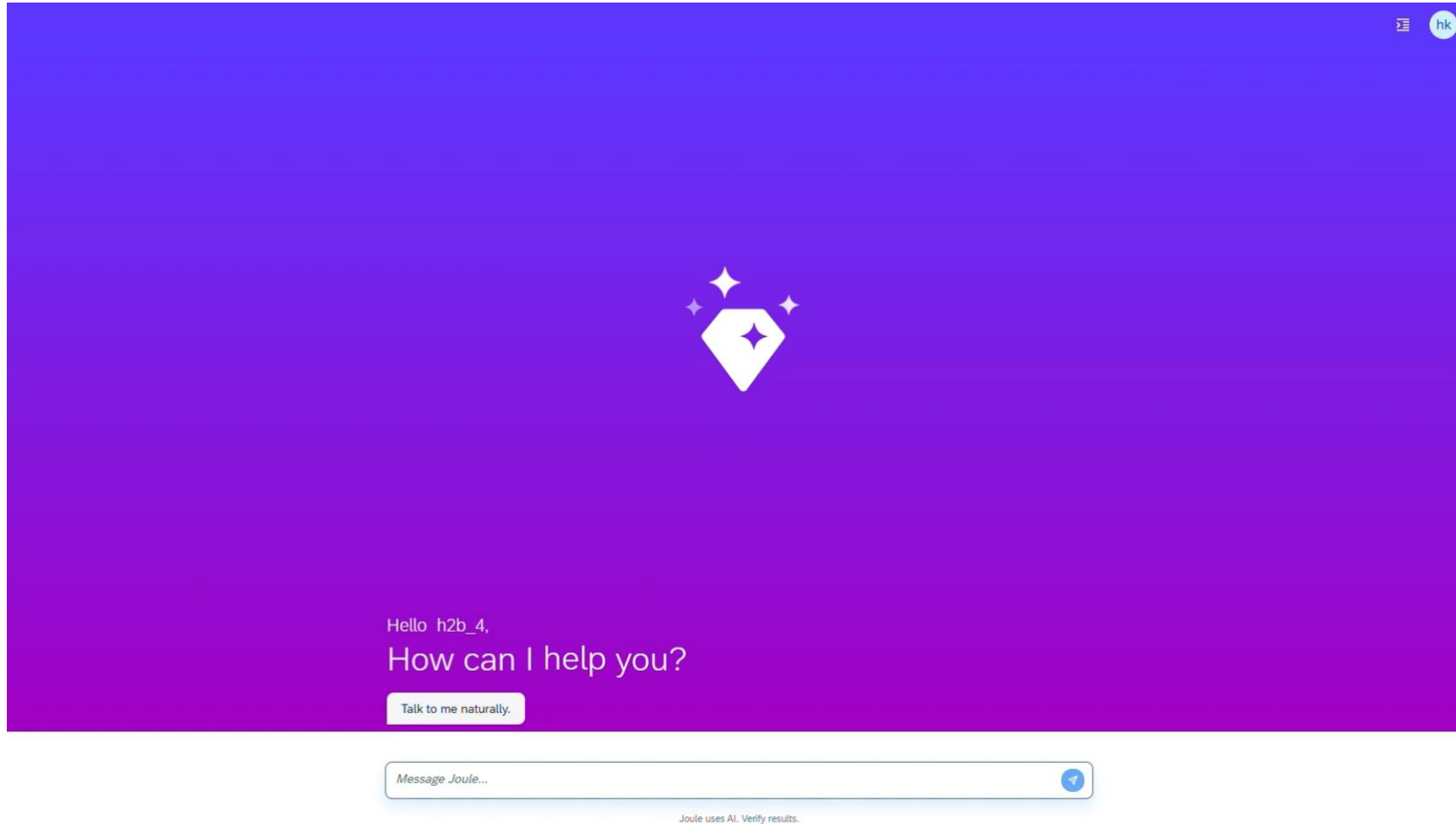
yes



The 'IF001' interface was successfully deployed
on 16.01.2026 13.37 CET with version 1.0.2.

[View Artifact](#)**AGENT MODE**

Turning Integration Errors into Actions



Challenges

Cryptic error messages

Insufficient insight on
root causes

Broad error spectrum

Diverse complexity
levels

User knowledge gap

Actionable Insights & Real Results through Simple Dialogue

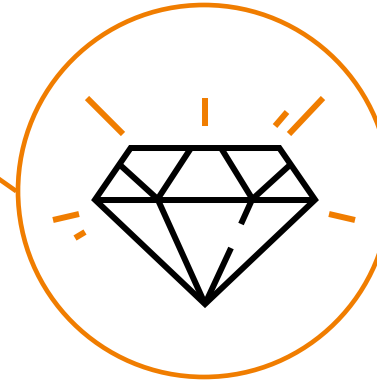
Simple for Everyone

Empower IT & business users of every industry



Serious Effort Reduction

through reduced issue analysis & resolution time



Fast & 24/7 Help

No dependency on availability of integration experts



Built for the Future

One assistant for all integration matters



FAST VALUE BUSINESS TRANSFORMATION



SYSTEM OF RECORD
the reliable, governed operational
core

SYSTEM OF ACTION
contextual intelligence ·
orchestration · agentic action

PIONEERING THE AGENTIC ENTERPRISE

Get in touch



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Business AI - creating real value with cbs

AI for Business Domains



Sustainable Supply Chain & Manufacturing



Customer Journey Management



Human Capital Management



Corporate Finance, Steering & Compliance

AI Adoption in Processes

Optimization

AI Supports

Automation

AI Acts

Reengineering

AI Leads

"AI Infused"

"AI Driven"

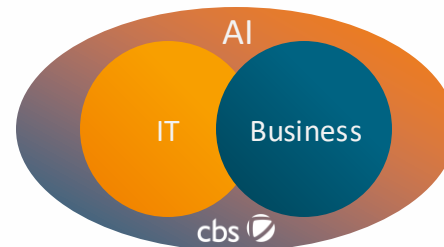
AI on all Layers

Joule

Embedded Business AI

Custom Business AI

AI Projects & Business Cases



- Automated inbound document processing
- Hands-free SAP interaction with smart glasses
- AI-driven production planning & execution
- AI-driven KPI optimization
- AI-powered knowledge management
- And many more

Business AI
Discovery
Workshop &
Business Case
Ideation

PoC

MVP

Go-Live

Continuous
Improvements

Strategic Roadmap NextGen Enterprise

Track 1: Fast value creation through optimization and automation of business processes ("AI infused")

Track 2: Strategic utilization of the full innovation potential with intelligent end-to-end processes ("AI driven")

External References



SAP Hack2Build AI
2 x Winner | 1 x Finalist



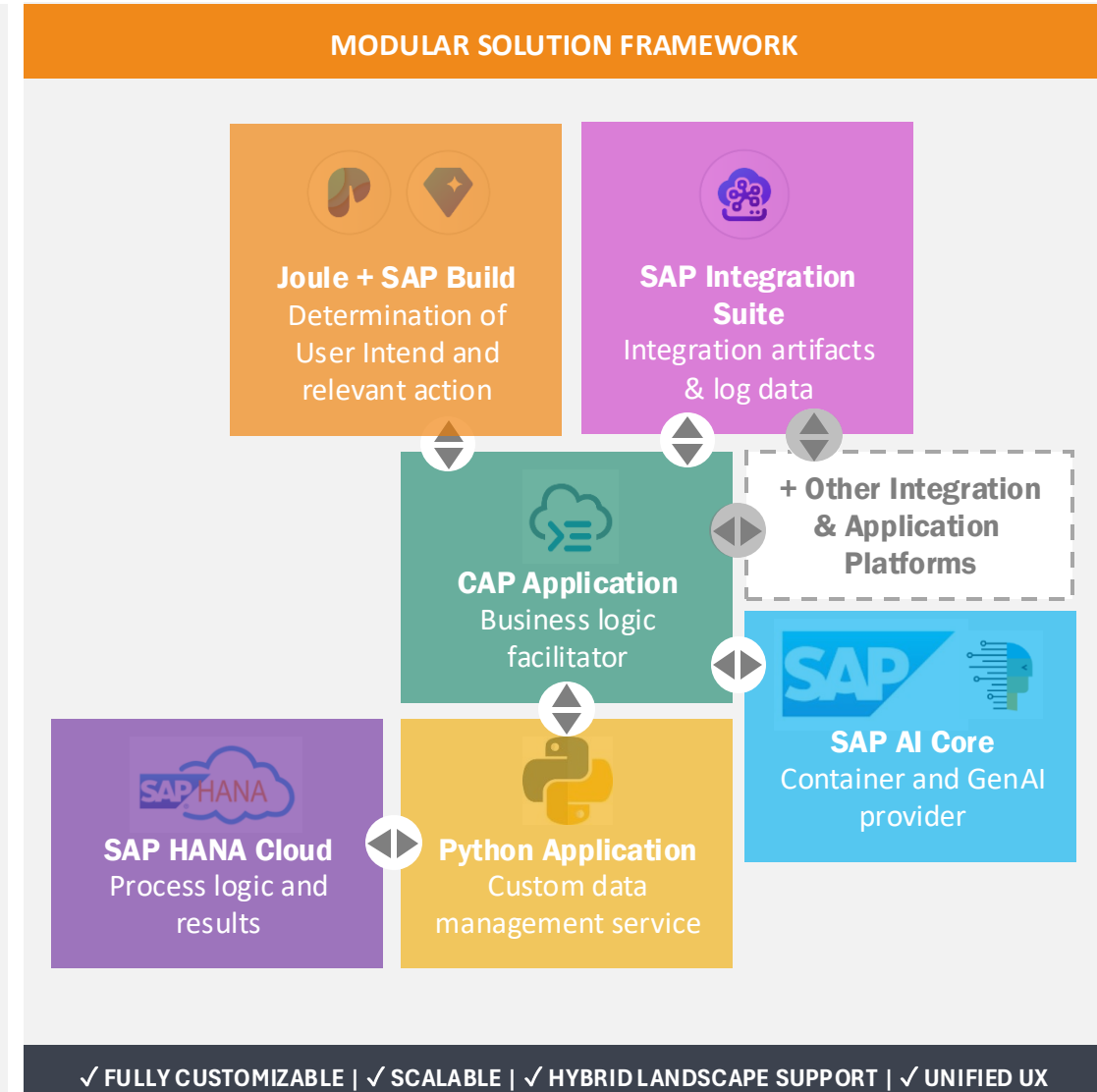
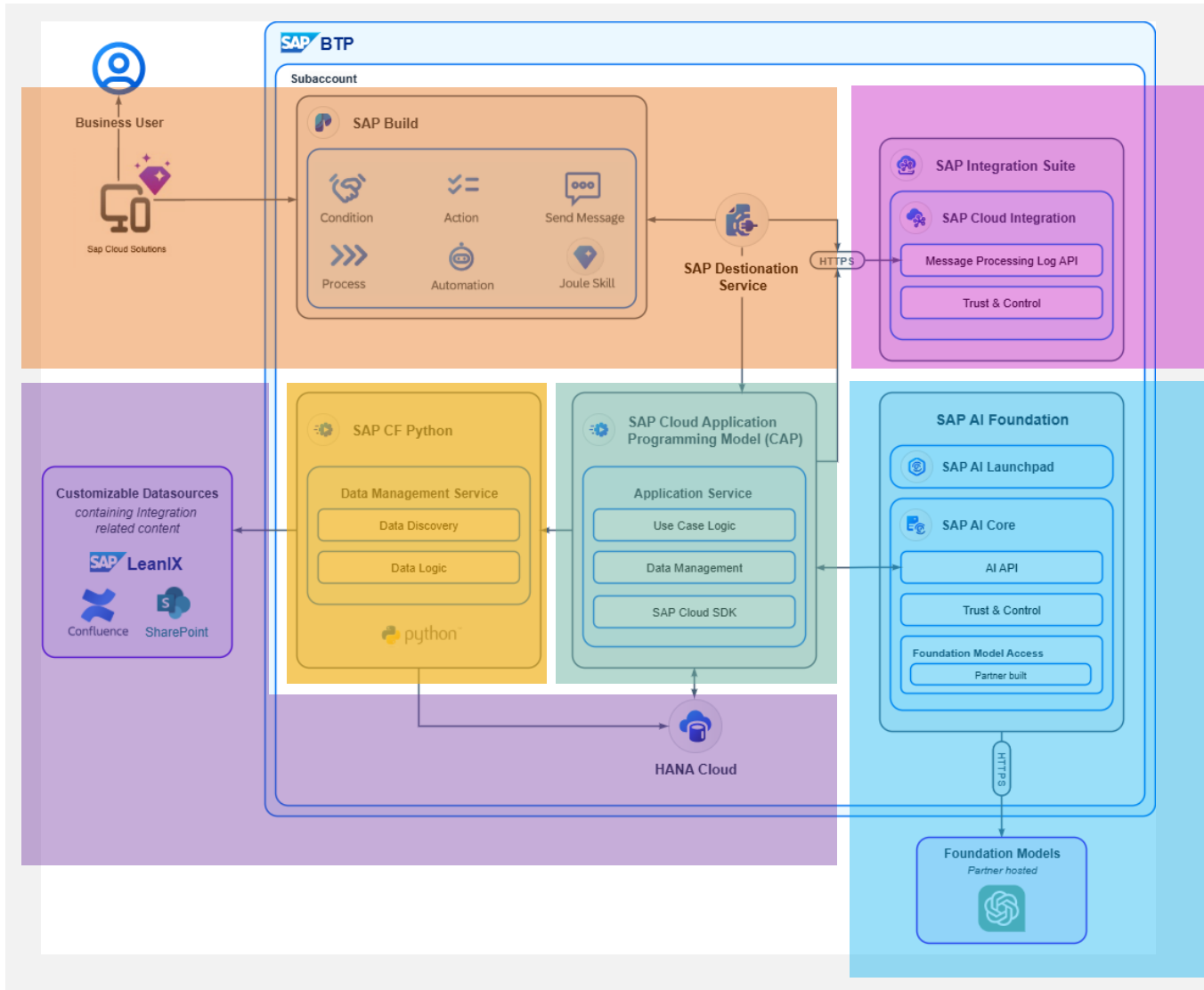
CLAAS



IDEXX

MIGROS
Genossenschaft Migros Ostschweiz

ADAM- In a Nutshell



✓ FULLY CUSTOMIZABLE | ✓ SCALABLE | ✓ HYBRID LANDSCAPE SUPPORT | ✓ UNIFIED UX