

SAP Business AI and other advantages of Software as a Service - overview and practical examples

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PUBLIC

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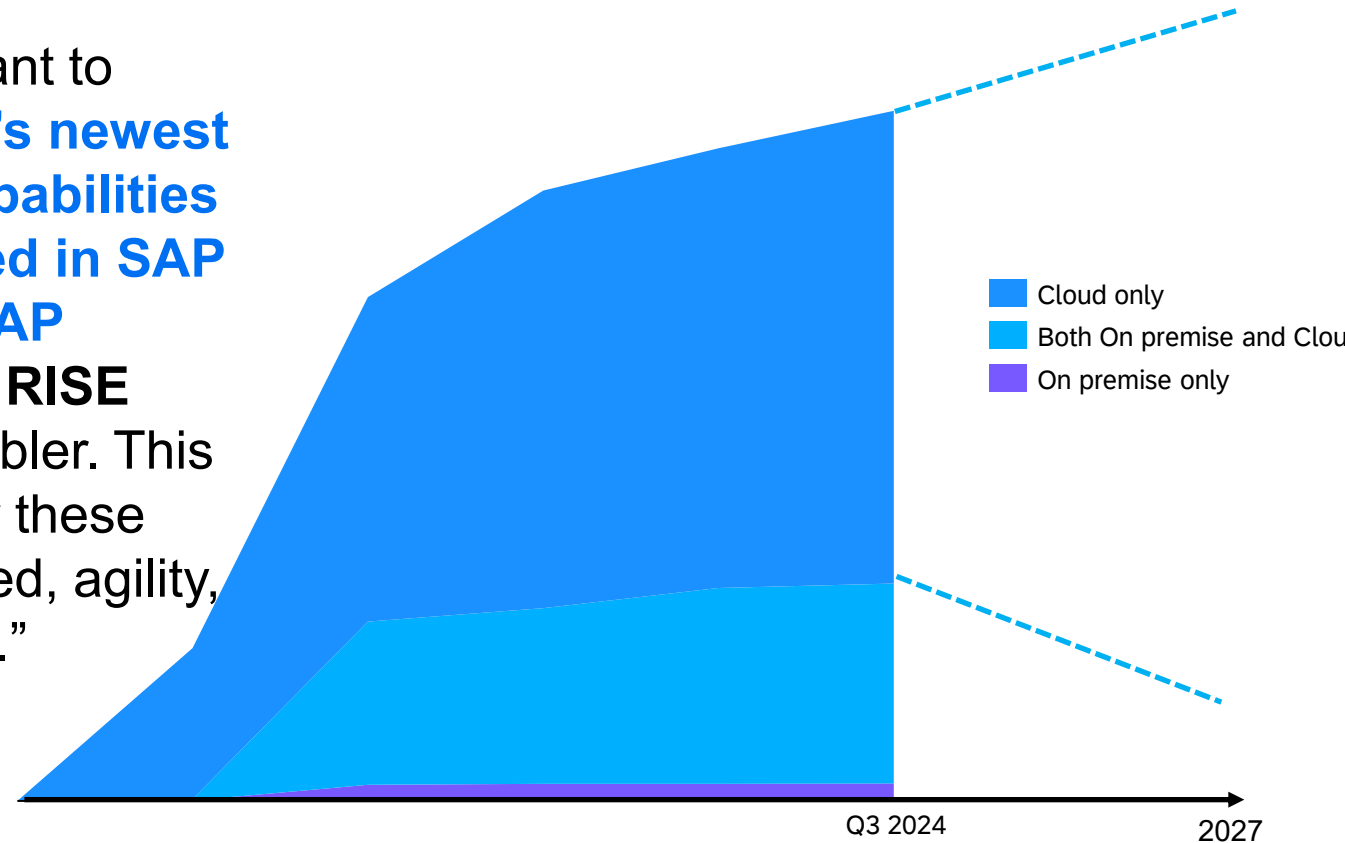
Availability of Innovations



Christian Klein
CEO, SAP

“It’s also very important to emphasize that **SAP’s newest innovations and capabilities will only be delivered in SAP Public Cloud and SAP Private Cloud** using **RISE with SAP** as the enabler. This is how we will deliver these innovations with speed, agility, quality and efficiency.”

2023, Q2, External Communication





1900+

Skills

are supported by Joule

400+

embedded AI use cases



Available by the end of 2025

Access to top tier models

with generative AI hub

[explore available use cases](#)

[AI Feature Catalog](#)



Reduce dispute management
handling costs by

30%

SAP Dispute Resolution Agent

Reduce offsite meeting
planning time by

15%

Concur Travel, Meeting Location Planner Agent

Increase sales staff
productivity by

50%

SAP CX Sales and Service Agents

Increase sales staff
productivity by

50%

SAP CX Sales and Service Agents

Improve productivity

50%

and unplanned down time

SAP Dispute Resolution Agent

Reduce analyzing and
reconciling by

75%

SAP Accounts Receivable Agent

Increase maintenance planner
productivity by

40%

SAP Asset Management, Maintenance Planner Agent

Reduce RFP
creation time by

70%

SAP Ariba Sourcing Agent

Increase field service
dispatcher productivity by

50%

SAP Field Service Dispatcher Agent

Reduce time preparing and
submitting reports by

30%

Concur Expense Report Validation Agent

Increase online conversion
and order value by

10%

SAP Shopping Agent

Reduce time preparing
performance discussions by

50%

SAP Performance and Goals Agent



Why SaaS?

Transitioning to the cloud unlocks significant advantages



On-premise, BYOL,
best of breed

Limited

Access to business
impacting innovations

Less efficient

Outdated usability and lack of
automation

Disconnected

Siloed data, applications
and systems

Effort intensive

Responsibility, maintenance
and administration



Cloud, 
Best of Suite

Access

Latest innovations
and best practices

Productivity

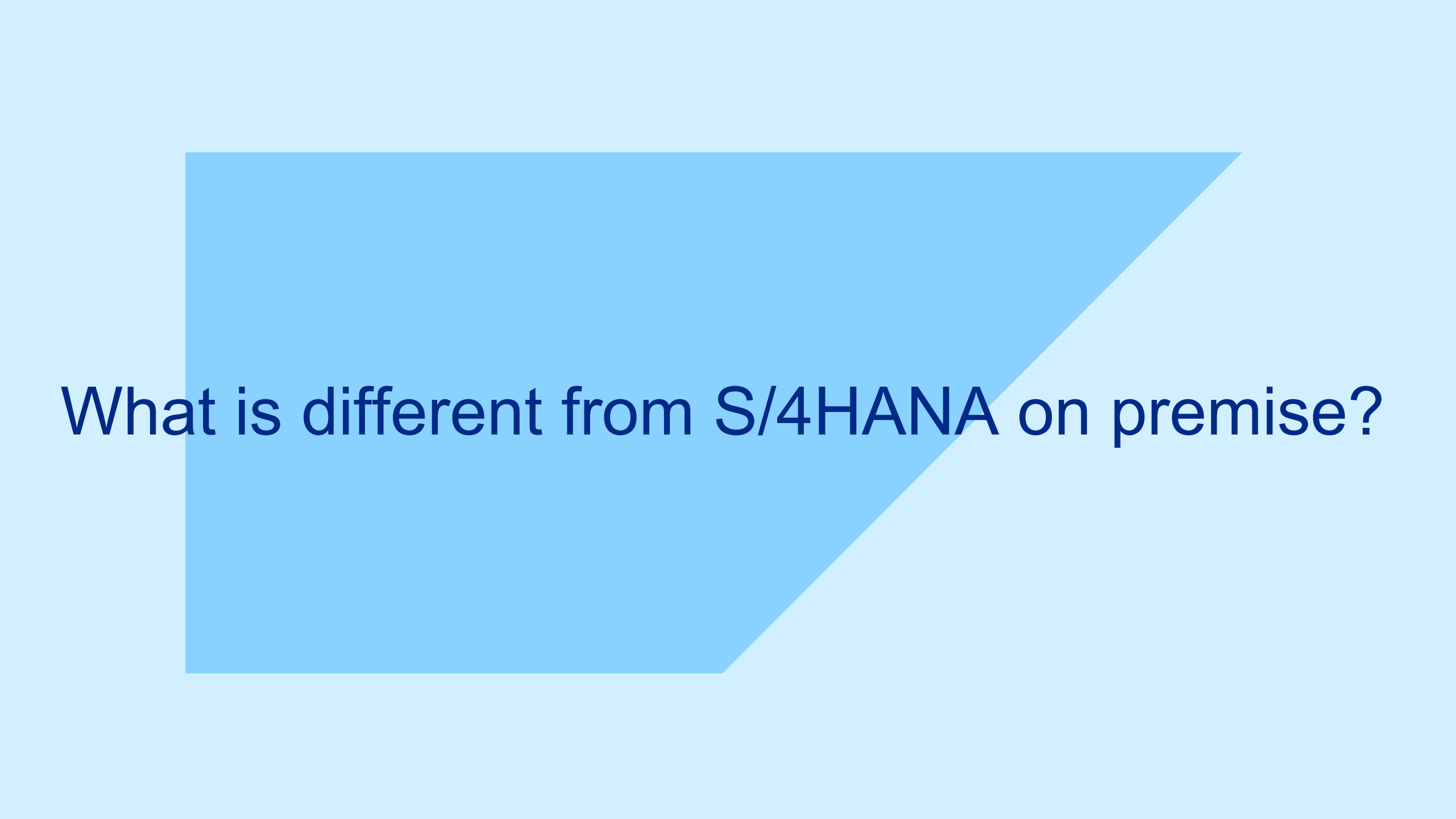
Work more
effectively with AI

Insights

Better decisions with
integrated landscape

Reduce TCO

Agility, resilience and
security



What is different from S/4HANA on premise?

Unlocking access to unique functionalities and cloud innovations with SAP Cloud ERP Private

Functionalities in and around the core

Innovations and functional enhancements in (and integrated with) SAP Cloud ERP Private only, like:

- Central procurement and finance
- Selected sustainability solutions

Solutions and services **commercially packaged** into SAP Cloud ERP Private:

- Business Applications
- Transformation Tools & Services
- Optimization & Extensibility

Joule and SAP Business AI

Powerful AI and agents fueled by the context of your ERP data to create transformative impact

- **Joule** is fully embedded in SAP Cloud ERP Private as the new user interface
- **Process embedded business AI use cases and agents** are available and will be released to SAP Cloud ERP Private customers

Unmatched data insights

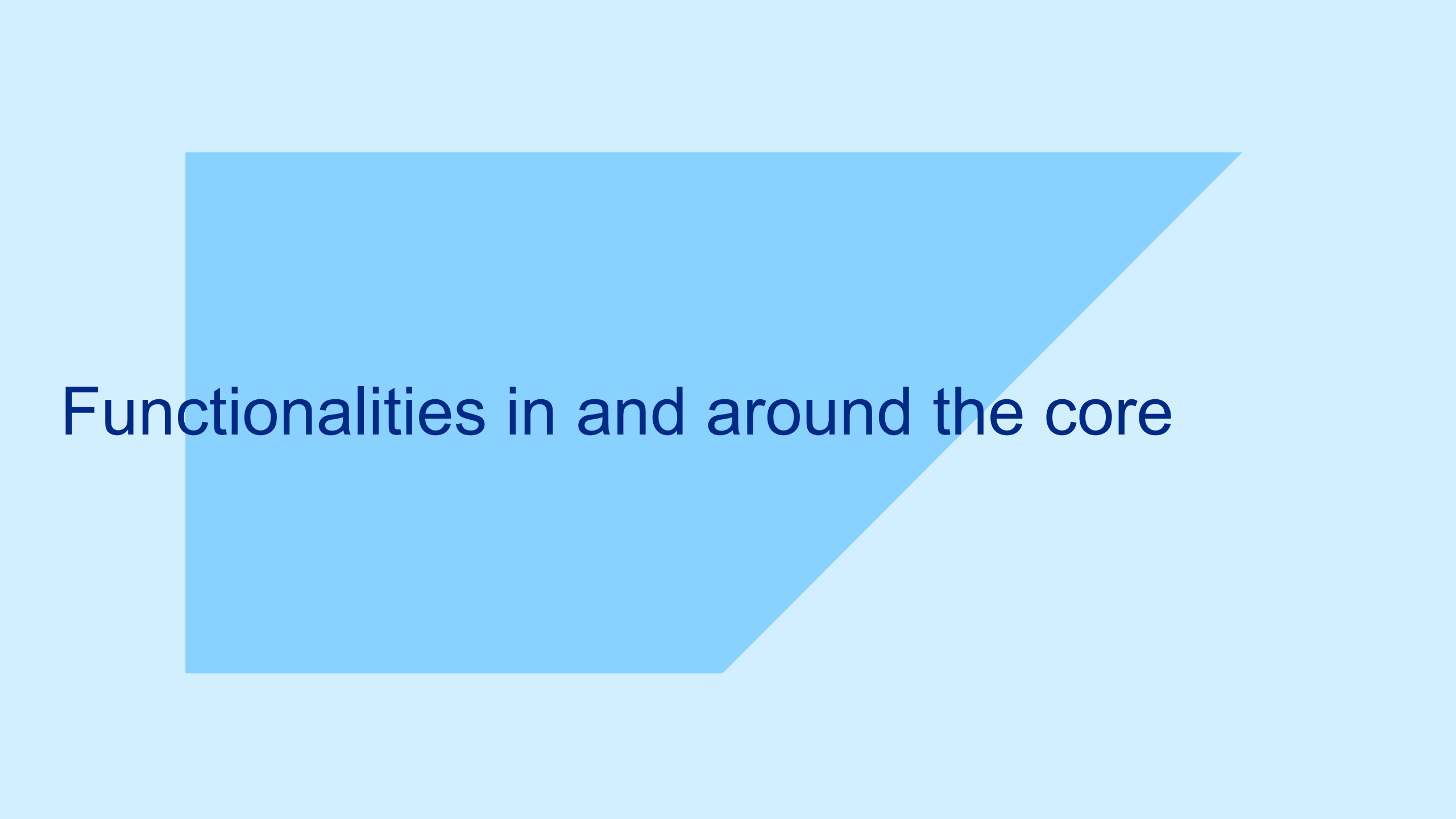
SAP Cloud ERP Private is integrated with SAP Business Data Cloud, a fully managed SaaS solution that unifies and governs all SAP data and seamlessly connects with third-party data, providing:

- **100+ data products** of SAP Cloud ERP Private curated with rich meta data
- Ready to use **Intelligent applications** infused with AI

Excellence in cloud operations

Cloud Operations managed by SAP provide top rated security in addition to industry-leading SLAs

- Fully managed infra stack with **actual 99.99% SLA** in the trailing 12 months
- **146,000+ managed** systems with **~80% on hyperscalers**
- **Clean Core implementation** through proven RISE with SAP methodology



Functionalities in and around the core

Unlocking access to unique functionalities and cloud innovations with SAP Cloud ERP Private

Existing add-ons

Global control and visibility by running your **procurement and finance centrally**

Get the right parts in the right place at the right time across the entire supply network with **Extended Service Parts Planning**

Planned innovations

Streamlining logistics and **finance within a corporate group**, optimizing supply chain efficiency, and enhancing financial transparency

Ensure consistent communication aligned with company branding through a controlled, template-based approach

Sustainability

Connect sustainability and environmental, social, and governance (ESG) data with your ERP solution for data-driven decisions

Comply with regulations, accelerate decarbonization, and drive sustainable growth while reducing carbon-related costs

Packaged applications

The SAP Cloud ERP Private package drives customers' transformation, accelerate time to value, and enable business agility with **Business Applications**, Transformation tools and services, and Cloud optimization and extensibility

SAP Cloud ERP Private differentiators

Functionalities in and around the core

Procurement



Multistage Intercompany Stock Transfer**



Central Procurement*



Supply Chain



Extended Service Parts Planning*



Sales



Multistage Intercompany Stock Transfer**



Multistage Intercompany Sales**



Service



Extended Service Parts Planning*



Finance



Central Finance*



Universal Parallel Accounting**



Cross Functional



Integrated Business Communications**



Sustainability



SAP Sustainability Control Tower*



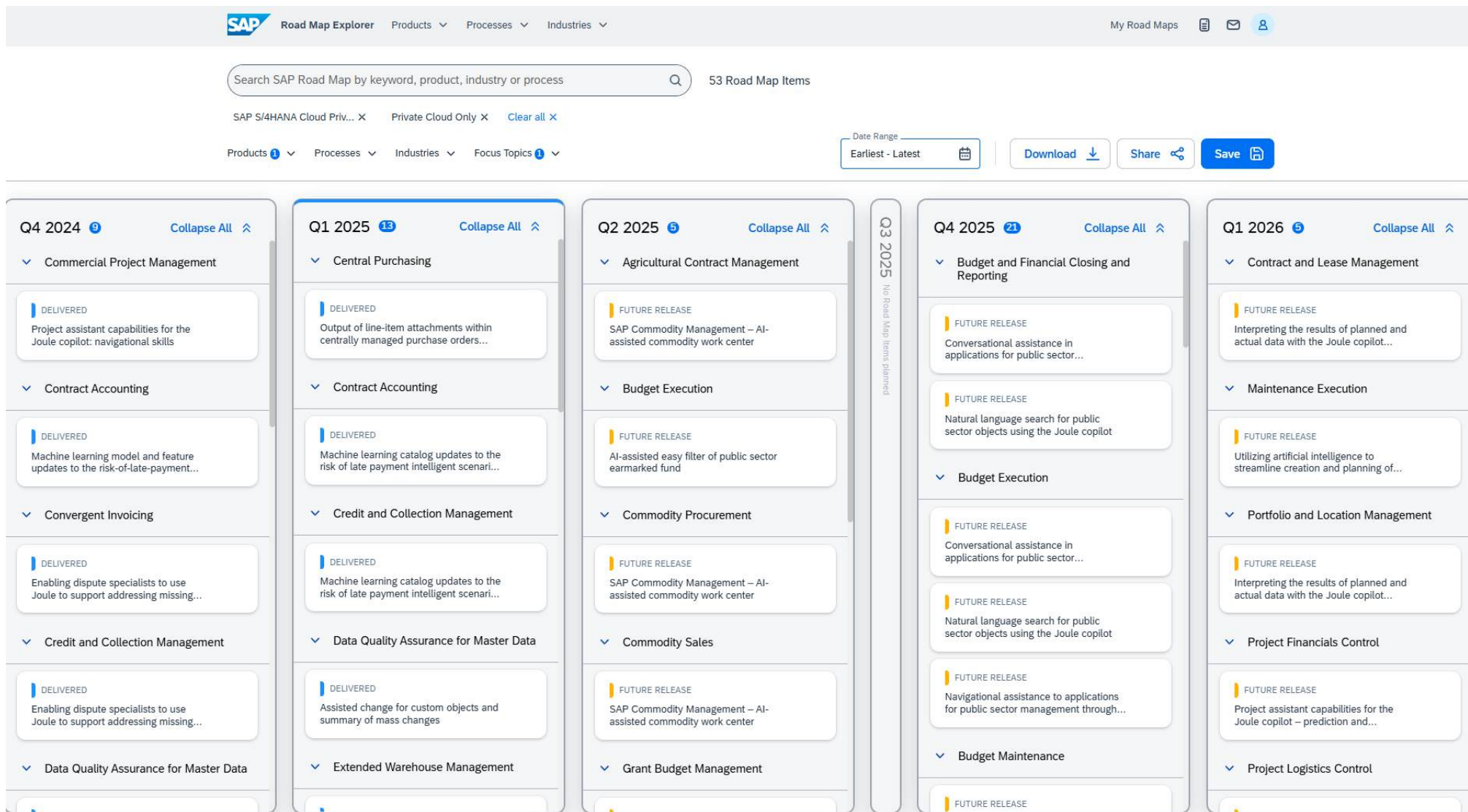
SAP Sustainability Footprint Management*



SAP Green Ledger*

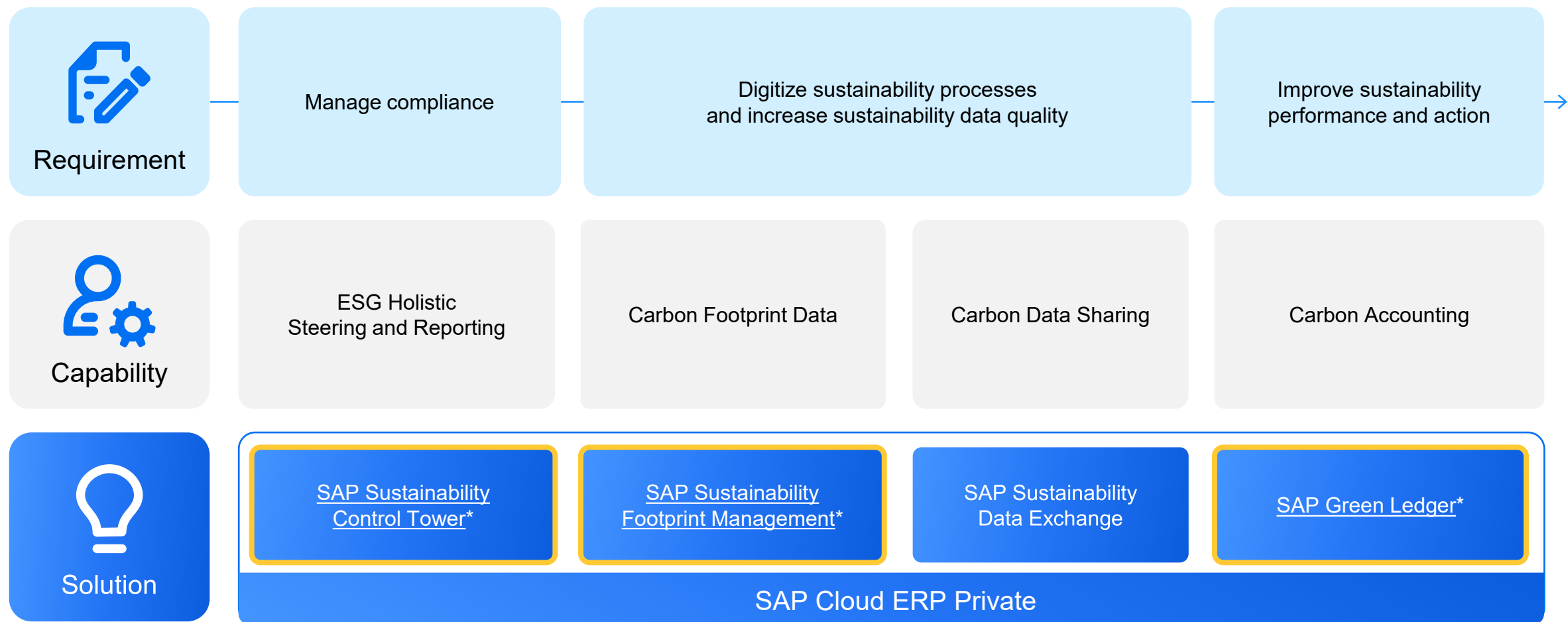


SAP Cloud ERP Private Only Roadmap



SAP Cloud ERP Private differentiators

Sustainability solutions



* Solutions available only for RISE or SAP Cloud ERP Private package customers

SAP Cloud ERP Private differentiators

SAP Cloud ERP Private: Business Applications packaged together with SAP Cloud ERP Private

Leverage modern cloud business applications with continuous innovation and the latest standard capabilities. Gain financial agility across your supply chain through integrated solutions, enhancing visibility, control, and a connected experience.

Advanced finance capabilities

SAP Analytics Cloud
for planning

Shared services management

SAP Enterprise Service
Management

Working capital management

SAP Taulia

Advanced procurement
capabilities

SAP Business Network
Supplier Portal for SAP
Cloud ERP Private

[Learn more about the SAP
Cloud ERP Private Package](#)



[Press release for SAP Cloud
ERP Private Package](#)





Joule and SAP Business AI

SAP Cloud ERP Private differentiators

Joule: Infused across the SAP cloud portfolio

The word "Joule" is written in a dark blue, sans-serif font. It is positioned on the left side of a large, light blue trapezoidal shape that tapers to the right, creating a sense of depth and movement.

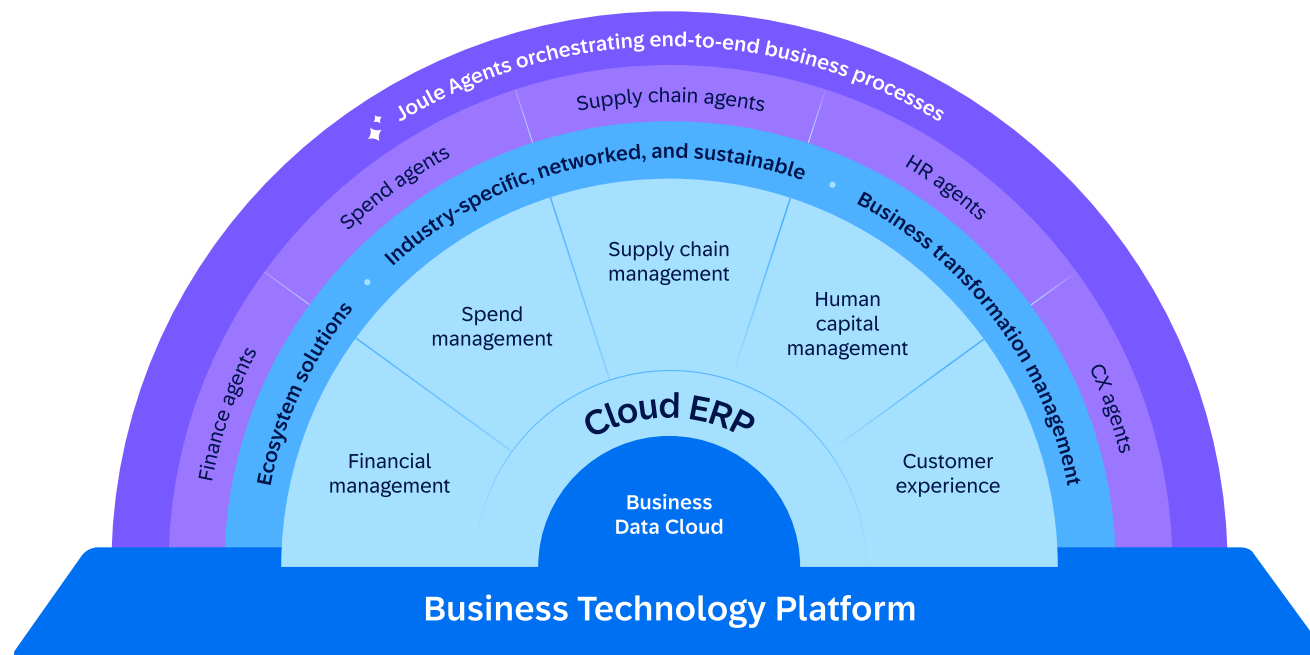
SAP Cloud ERP Private differentiators

Joule: Infused across the SAP cloud portfolio

Unified Cross User Experience

Natively Embedded Chat UI

Out of the Box Capabilities



Agility for all

Give your people more efficient ways of working so they can get more done, faster

Insights at scale

Give employees immediate, context-rich insights that connect the dots across lines of business to support more effective decision-making.

Simple and secure

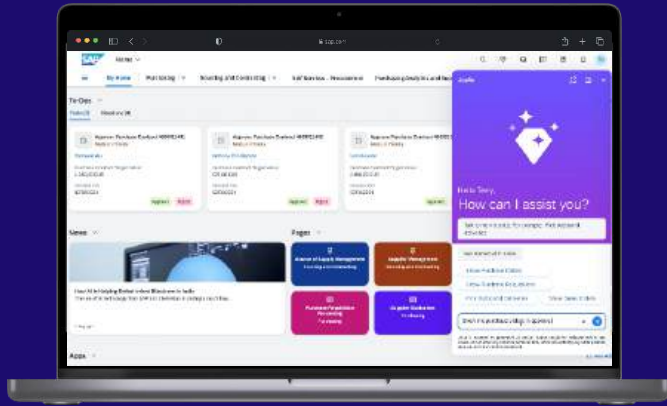
Accomplish tasks quickly across your SAP and third-party systems through a single, integrated, and secure conversational interface.

Limitless outcomes

Break down siloes with collaborative AI agents capable of reasoning and prioritizing to solve high impact challenges.

SAP Cloud ERP Private differentiators

Joule in SAP Cloud ERP Private



Joule for SAP Cloud ERP Private

empowers users to execute their everyday tasks more efficiently and express their business requirements in natural language.

Users can quickly navigate to applications, gain fast insights into critical business data, receive help based on SAP help documentation and run business scenarios.

Example overview of skills

Transactional

“Show me maintenance order 916233”

“Give me an overview of the material documents”

“Show me the master data for business partner XYZ”

Navigational

“Where can I see overdue purchase requisitions?”

“Find apps to check item quantity in purchase order 012345678”

“Are there apps for uploading a supplier invoice?”

“Where can I see overdue purchase requisitions?”

Informational

Answer questions on SAP help documentation with direct navigation to sources

Links

SAP S/4HANA Cloud Private Edition

[SAP.com](#) [SAP Discovery Center](#) [SAP Community Blog Post](#)

[Interactive Value Journey](#)[SAP Help Documentation](#)

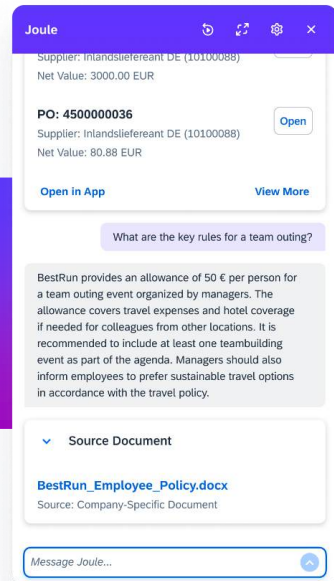
[Navigational and Transactional capabilities with Joule in SAP S/4HANA Cloud Private Edition](#)



SAP Cloud ERP Private differentiators

Joule: Learn how you can interact with Joule—Informational pattern

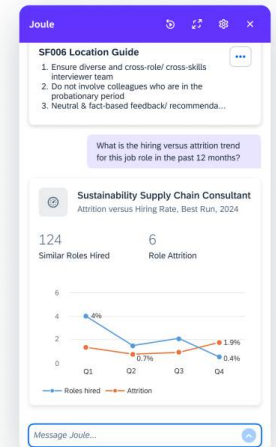
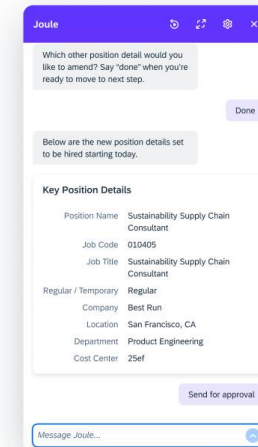
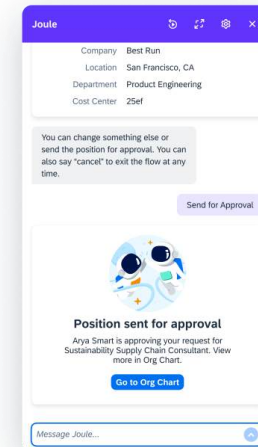
Informational



With **informational interactions**, Joule provides knowledge-based results.

Information based on **SAP help documentation** will be available for all SAP cloud applications.

With **document grounding**, you can upload your own content, such as HR & travel policies or FAQs.



SAP Cloud ERP Private differentiators

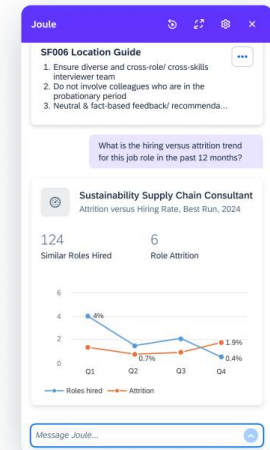
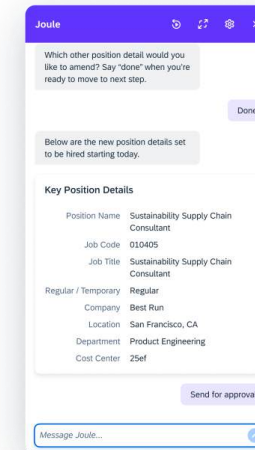
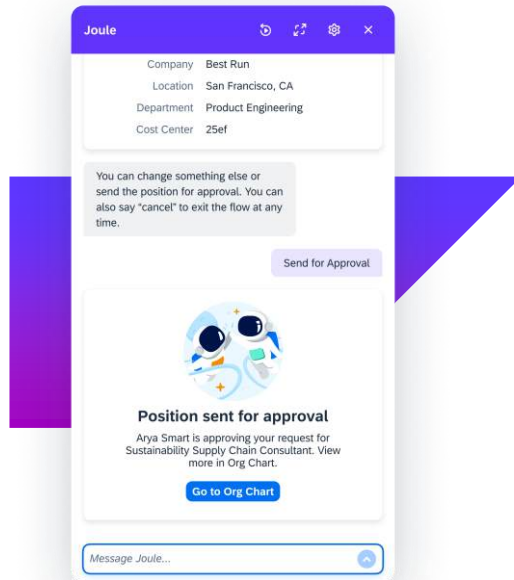
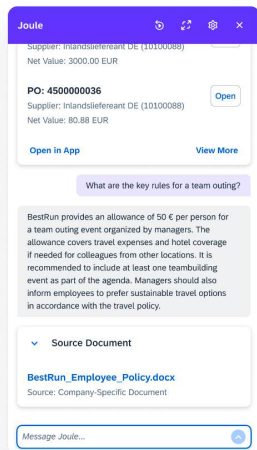
Joule: Learn how you can interact with Joule—Navigational pattern

Navigational

With Joule, you can **easily navigate across SAP products** with navigational interactions.

Joule offers a navigational link that opens the relevant application and interface in a new browser tab.

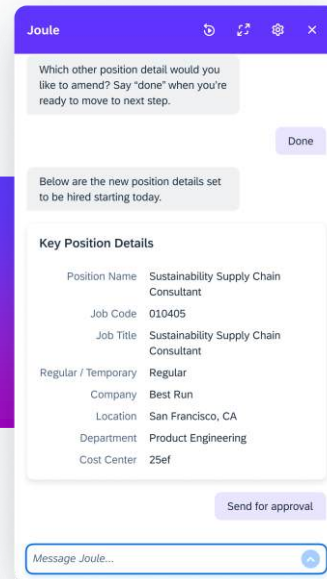
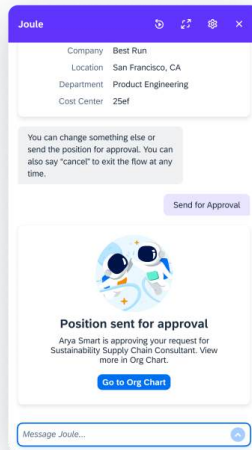
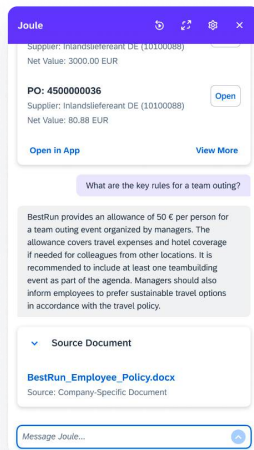
At the destination, you can continue from where you left off, with your previous conversation history and context intact.



SAP Cloud ERP Private differentiators

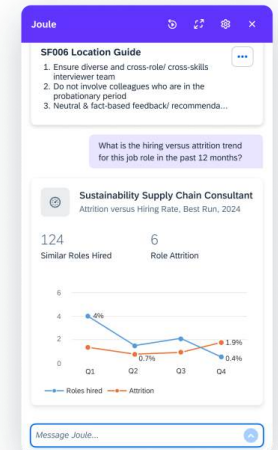
Joule: Learn how you can interact with Joule—Transactional pattern

Transactional



Transactional interactions allows you to access backend systems and manage business processes through natural language and AI.

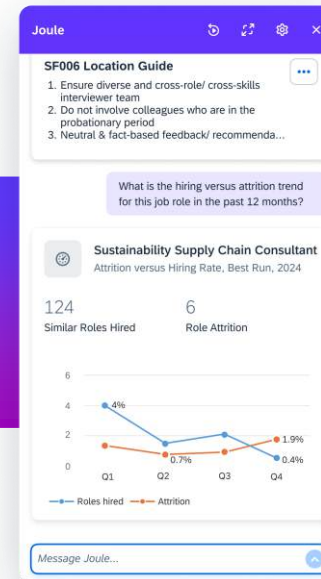
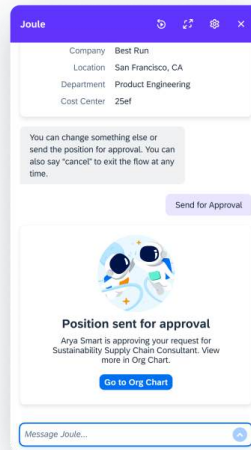
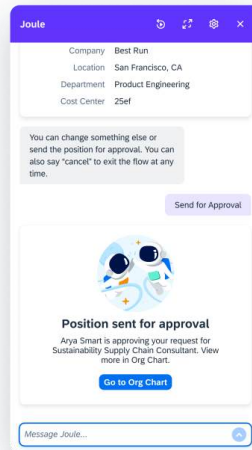
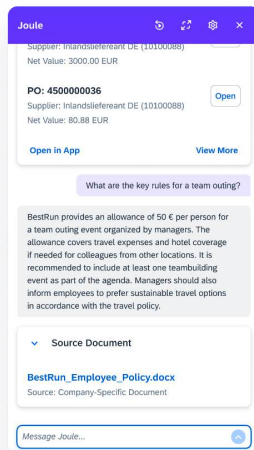
This includes tasks like approving purchase orders, creating job positions, or other actions (create, read, update, delete) across SAP business processes.



SAP Cloud ERP Private differentiators

Joule: Learn how you can interact with Joule—Analytical pattern

Analytical



Joule supports **analytical interactions**.

You can ask analytical questions while Joule leverages **JustAsk in SAP Analytics Cloud** to provide analytical insights.

In 2025, we aim to integrate Joule into **SAP Analytics Cloud** and enhance Joule's analytical capabilities with the power of **SAP Business Data Cloud**.

SAP Cloud ERP Private differentiators

Joule: Learn how you can interact with Joule—Across lines of businesses

Procurement



Joule for purchase requisitions and purchase orders



Supply Chain



Joule for outbound deliveries



Manufacturing



Joule for production orders and process orders



Sales



Fetch sales order and billing document information using Joule



Create sales orders with a reference using Joule



Mass change of sales orders using Joule



Service



Fetch service confirmation information using Joule



Navigate/Search/Change Service Order using Joule



Release Service Orders and Service Order Items using Joule



Finance



Joule for G/L Account Balance and Line Items



Joule for subscription order creation and contract summarization



Joule for accountants, cash managers and project controller



Joule for convergent invoicing and contract accounting



R&D



Joule for BOM for transactions and navigation



Joule for change records for transactions and navigation



Joule for project assistants



Asset Management



Using Joule for Perform Maintenance Jobs



Using Joule for Maintenance Orders and Notifications



Using Joule for create and View Maintenance Events



Cross Functional

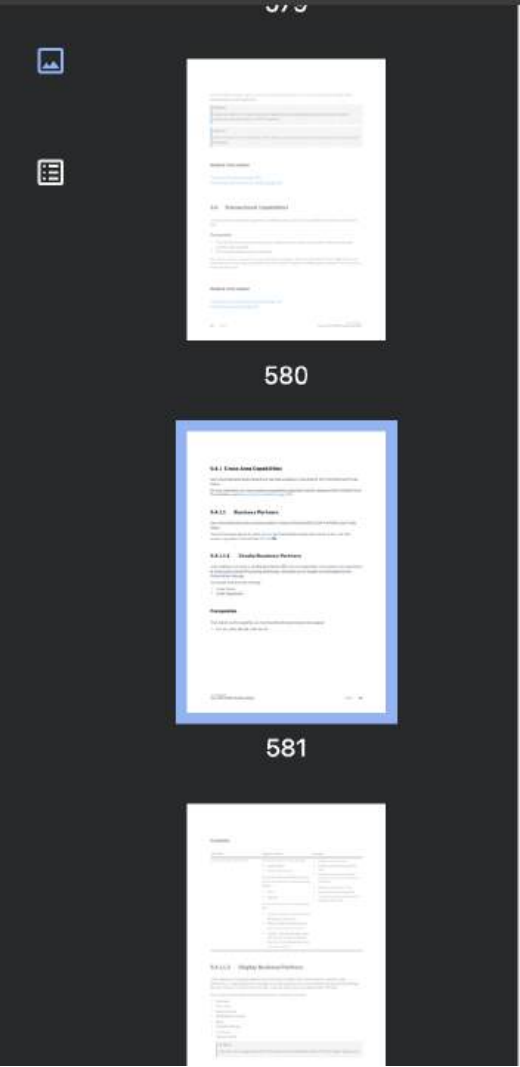


Display Business Partners using Joule



Display Product Master using Joule





9.4.1.1.1 Create Business Partners

Joule enables you to create a new Business Partner (BP). You can create either a new person or an organization by choosing the relevant BP grouping. Additionally, Joule allows you to navigate to the *Manage Business Partner Master Data* app.

You can ask Joule to do the following:

- Create Person
- Create Organization

Prerequisites

To be able to use this capability, you must have the following business role assigned:

- `SAP_BR_BUPA_MASTER_SPECIALIST`

SAP Cloud ERP Private differentiators

Joule: Fetching sales order and billing document information

Display sales order details

- Joule fetches sales order details at:
 - Header level, such as order number, customer information, order status, delivery date, and payment terms.
 - Item level, such as the requested quantity, delivery status, net amount, and billing status.

Display sales order fulfillment issues

- Joule fetches issues in the sales order fulfillment process, including incomplete data, billing blocks, delivery issues, credit blocks, and trade compliance issues in sales orders.

Display sales order document flow

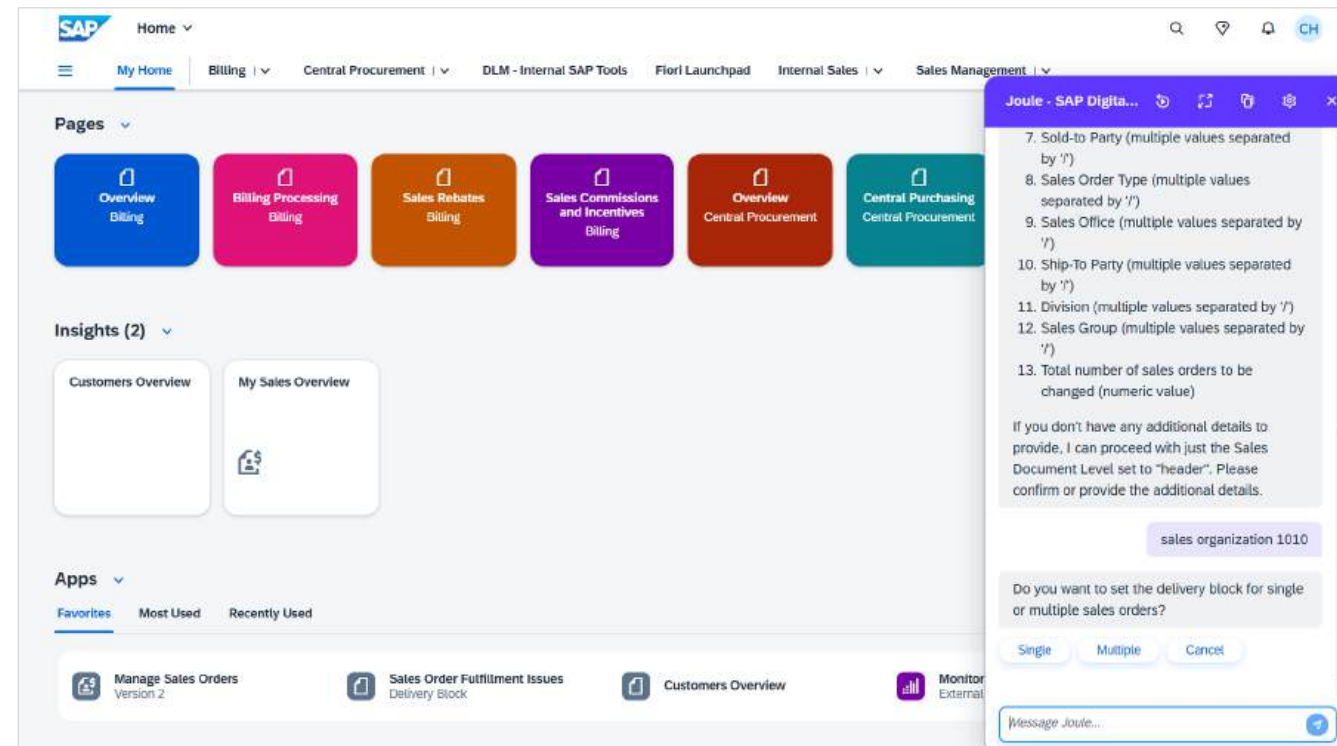
- Joule fetches information regarding the document flow related to a specific sales order, which includes information about the various documents and processes involved in the order fulfillment, such as document sequence, types, status, details, and dependencies.

The screenshot displays the SAP Fiori Launchpad interface with the Joule AI chatbot open. The chatbot window shows a conversation where it has fetched details for sales order 27111. The details include the order's creation date (July 19, 2024), customer information (SANKANNAR for Company Domestic Customer US 3/70363-5455 Houma), and its status (complete and fully delivered, though billing is blocked). It also lists the items and their net amount (\$120 each). Below this, the chatbot provides a document flow for the order, listing six documents: Sales Order, Delivery, WMS Transfer Order, Goods Movement, Invoice, and Journal Entry, each with its creation date. The background shows the SAP Fiori Launchpad dashboard with various tiles for business role assignment, insights, and apps.

SAP Cloud ERP Private differentiators

Joule: Mass change of sales orders

- Joule allows you to make changes to sales order fields at both the header and item levels. You can also make mass changes to these fields.
- At the **header level**, Joule can update the requested delivery date, purchase order number, customer payment terms, delivery block reason, billing block reason, and order reason.
- At the **item level**, Joule can update the requested quantity, billing block reason, item rejection reason, and item description.





Home ▾

[DLM - Internal SAP Tools](#)[DLM UI - Fiori Launchpad Admin TEST](#)[Intelligent Scenario Management](#)[Query Design](#)[Analysis Path Framework Modeling](#)

PRP

**My Business Role
Assignment**
DLM Self-Service



DLM UI - Fiori Launchpad Admin

**Manage Launchpad
Pages**



**Manage Launchpad
Spaces**



**Create Launchpad
Pages from Groups**



Launchpad Designer
Client Specific



Deprecated

**Launchpad Content
Manager**
Client Specific



**Launchpad App
Manager**
Cross Client



Intelligent Scenario Management

**Intelligent Scenario
Management**

Intelligent Scenarios

**Monitor Planned
Task Jobs**

Joule - Team Uno ...



Hello Pradeep,
How can I help you?

Talk to me naturally. For example, 'Update payment terms for sales orders'

Get started with Joule

[Sales Orders - Change Prcg Date](#)

[Sales Orders - Change Billg Date](#)

[Sales Orders - Change Payt Terms](#)

[Sales Orders - Change Shipg Cndn](#)

[Sales Orders - Remove Billg Blk](#)

Message Joule...



Joule is powered by generative AI and all output should be reviewed before use. Please do not enter any sensitive personal data, and avoid entering any other personal data you do not wish to be processed.

Joule Base vs. Premium

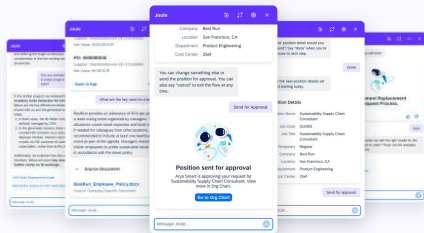
Capabilities in detail

Joule Base

Base AI enhances the user experience by enabling plain-language input for navigation and information retrieval.

It acts as a **conversational layer** on top of the solution — making it easier to access and use, without changing core functionality or expanding the solution's scope.

- **Navigational:** All Joule Navigational scenarios
- **Informational:** Access to SAP Help Documentation, Document Grounding retrieval of customer-owned content (not indexing)¹
- **Transactional:** Simple transactional capabilities for business object data (create / read / update / delete)
- **Analytical:** e.g., integration with justAsk in SAC²

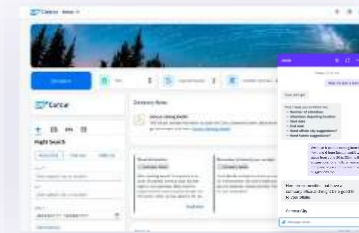


Joule Premium

Premium AI enables Joule to perform tasks directly within your application through advanced capabilities.

It also delivers **exclusive insights** and **intelligent recommendations** based on analytical data sets & proprietary information not available through standard public sources.

- **All Base capabilities**
- **Advanced AI capabilities:** access via Joule to embedded AI features and dedicated AI high-value Joule features
- **Analytical:** includes features such as AI-assisted calculations, advanced formula generation, and chart summary, among others²
- **Agents:** Actions executed by agents



1) "Explain Pay" is part of Joule Premium for the Human Capital Management package due to its use of LLM-based processing, which requires AI units.

2) Joule's analytical capabilities always require an SAP Analytics Cloud license, along with the corresponding underlying solution license.

Please note: All currently released SAP SuccessFactors and SAP S/4HANA Private Cloud Edition Joule Skills are categorized as Base. Future Joule Skills may be considered Premium and require AI Units.

SAP Cloud ERP Private differentiators

SAP Business AI across the lines of businesses



Embedded SAP Business AI

Drive impact with AI grounded in your business data and embedded into every business function.



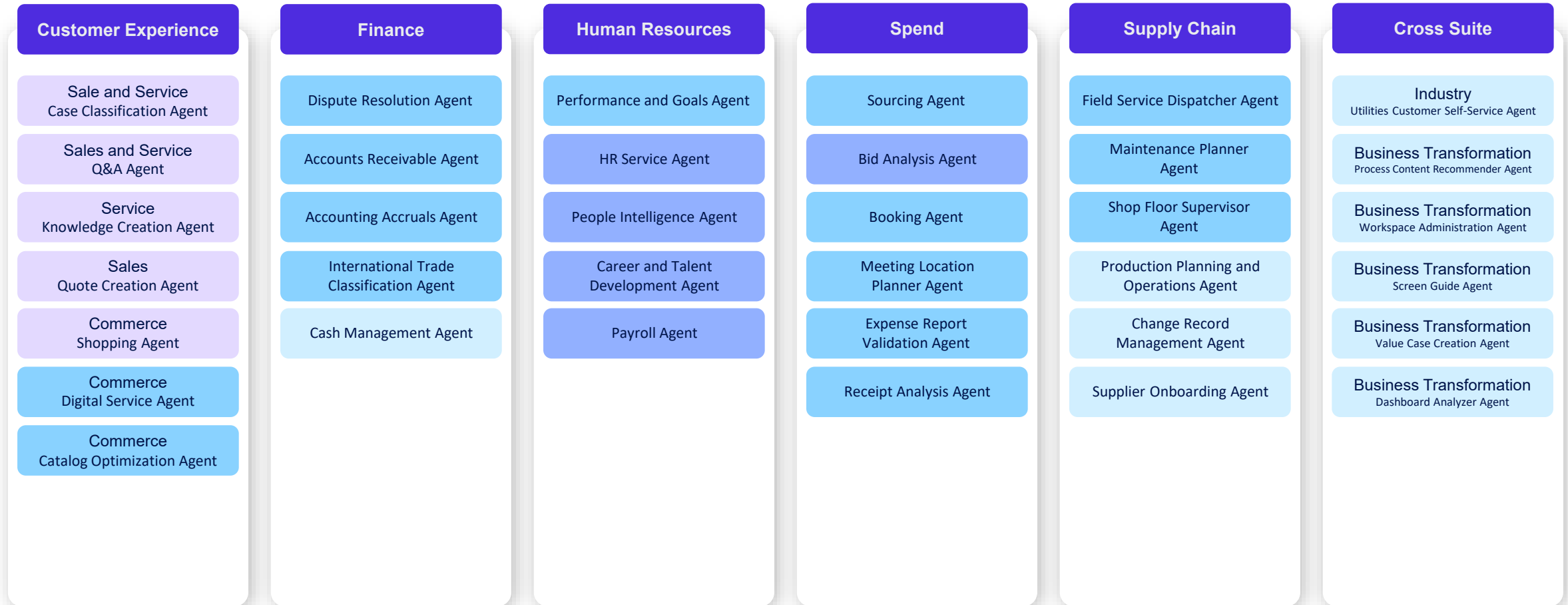
AI Agents

Solve complex challenges with AI agents that securely collaborate across your entire business, seamlessly executing end-to-end, cross-functional processes.

Planned innovation
Subject to change

Joule Agents Roadmap

AI agents available and planned across SAP Business Suite



● Generally Available

● Beta/EAC

● Planned for H2 2025

● Planned for H1 2026

SAP Cloud ERP Private differentiators

SAP Business AI across the lines of businesses

Supply Chain



AI-assisted creation of inbound cargo and shipping documents



Machine learning based planned execution times for warehouse tasks



AI-assisted conversational planning in Transportation cockpit



Manufacturing



AI-based explanation assistant of "Detailed Scheduling Optimizer" results



Sales



AI-assisted monitoring and resolving sales order fulfillment issues.



Service



AI-assisted in-house service initiation



Finance



AI-assisted in-house service initiation



AI-assisted generation of Trade Classification Proposals



Dispute Resolution Agent and Accounts Receivables Agent*



Asset Management



AI-assisted maintenance order recommendation



Maintenance Planner Agent*



Cross Functional



MDG: Assisted Changes and Summarization of Change Requests



MDG: Assisted Change for "Custom Objects"



SAP Cloud ERP Private differentiators

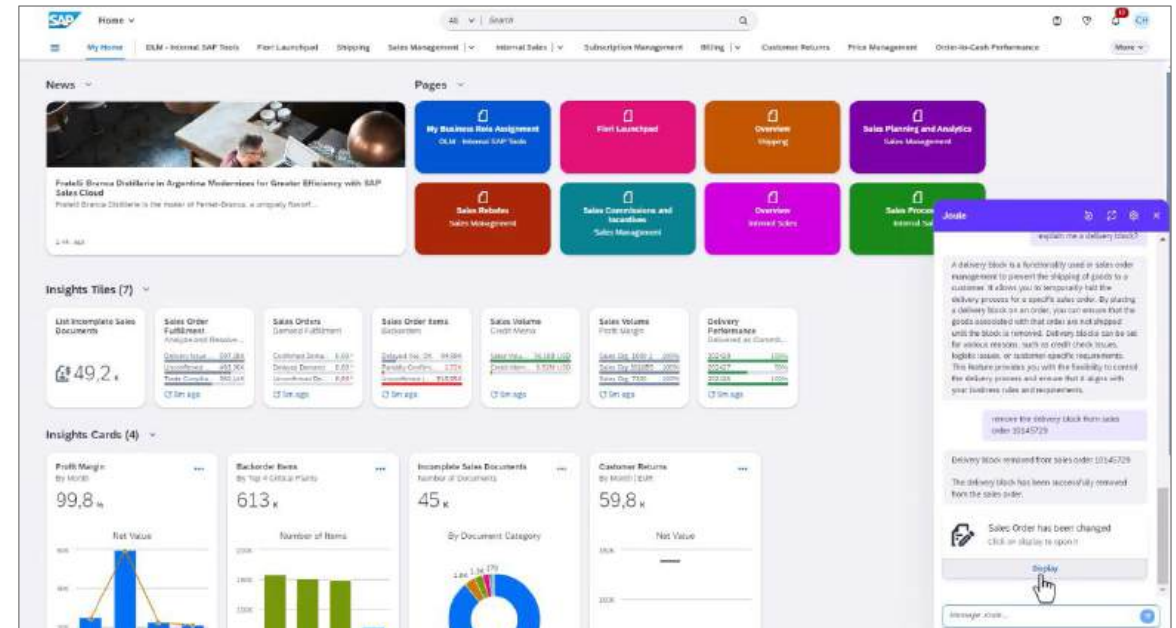
AI-assisted monitoring and resolving of sales order fulfillment issues

You can improve the efficiency of sales order issue monitoring with a fast problem resolution. Benefits include:

Improved efficiency of sales order monitoring by accelerating the response time

Reduction of operational cost with automated customer-centric resolutions and responses

Transform sales-order-fulfillment insights into action by automated removal of blocking issues



Using generative AI, sales order header and item data are summarized in natural language, fulfillment issues are identified and resolved, sales orders are updated, and make document flows transparent.



Home ▾

☰

My Home

Billing ▾

DLM - Internal SAP Tools

Fiori Launchpad

Internal Sales ▾

To-Dos (0) ▾

You have completed all of your to-dos.
New ones will show up here.

Pages ▾

📄

Overview
Billing

📄

Billing Processing
Billing

📄

Sales Rebates
Billing

📄

Sales
Commissions and
Incentives
Billing

📄

My Business Role
Assignment
DLM - Internal SAP
Tools

📄

Fiori L

Apps ▾

Joule - Sd Premium Assi...

🔍 🔖 🔔 👤

🔄 🗑️ ⋮ ✕

Item Level

The quantity of Plutonium Case in sales order 28269 has been changed to 10 units.

📄💰

Click on display to open Sales Order 28269

Display

What are the Issues with this Sales Order

🕒

Working on your request...

Message Joule...

🗑️

Public

SAP Cloud ERP Private differentiators

AI-assisted maintenance order recommendation

Benefits

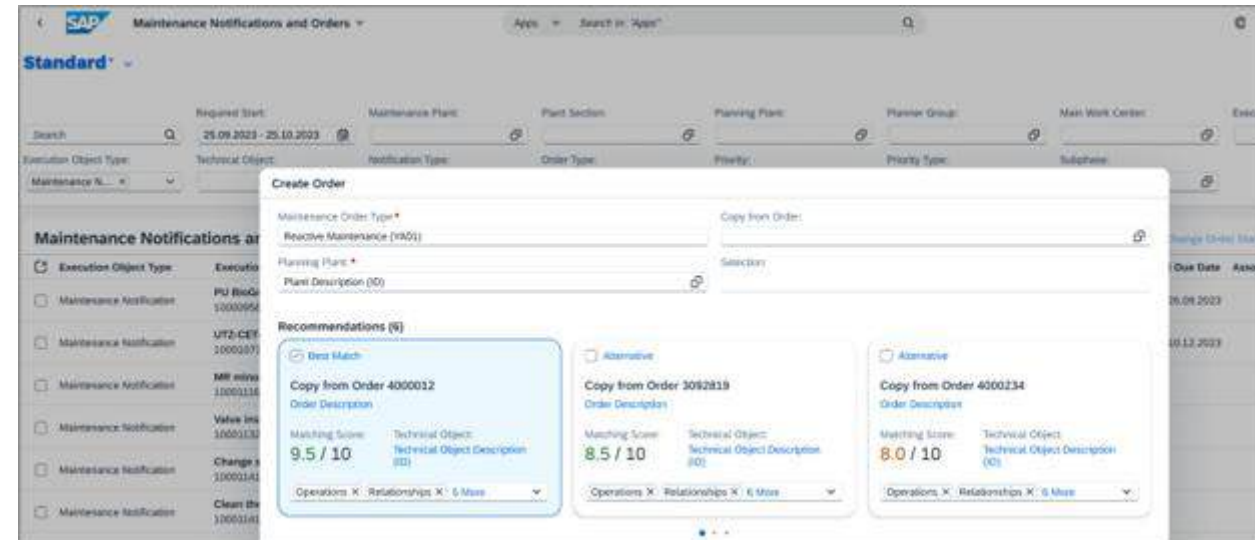
- Streamline planning with AI-driven recommendations that reduce manual effort for order creation
- Boost decision making with adaptive algorithms, helping minimizing downtime
- Enhance resolution rates with AI-recommended solutions based on successful historical resolutions

Business Value

40% increase in maintenance planner productivity

1% reduction in unplanned downtime

5% increase in maintenance technicians first-time resolution rate



By analyzing the content of the maintenance request, you can streamline creation and maintenance order planning.

This allows you to automatically fetch past orders with similar resolved issues and provide score-based recommendations.

SAP Cloud ERP Private differentiators

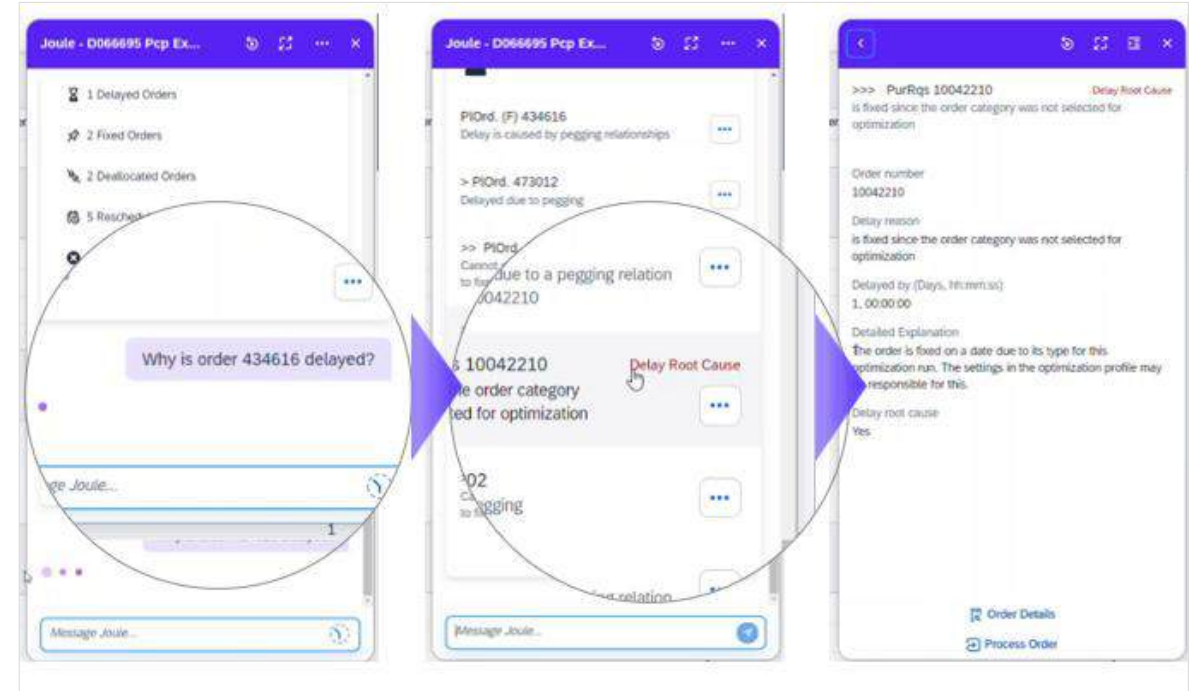
AI-assisted explanation of detailed scheduling optimizer results

Clarify complex scheduling optimization results for better exception handling and decision-making

Production planners can interact with the system via a chat format, asking questions about the results, with the AI offering explanations and guidance

Help navigating planners to relevant apps for resolving any detected planning issues

Enables the planners to quickly detect issues the optimizer couldn't resolve and get to the root cause of specific planning problems



Production planners can ask questions in natural language using Joule, allowing them to intuitively grasp what occurred during the scheduling process.



SAP Cloud ERP Private differentiators

Additional information



Which AI functionality is available in which release



SAP Discovery Center
for more info on
SAP Business AI Features



AI Assistant for
"Detailed Scheduling
Optimizer" Results - Video



Unmatched data insights

SAP Cloud ERP Private differentiators

Unmatched data insights



Data products

Access all your SAP data across your most important business processes with curated data products that eliminate the high costs of data extraction and replication



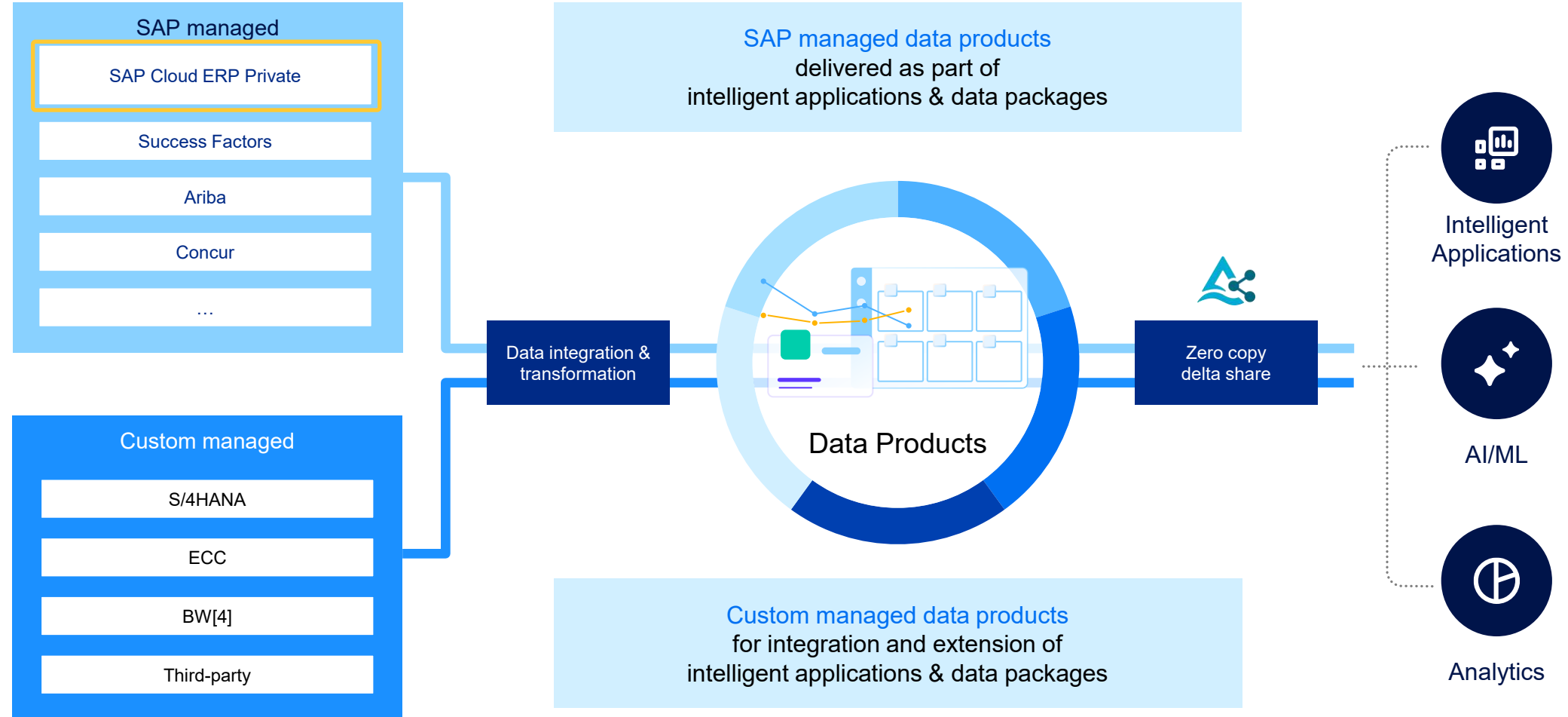
Intelligent applications

Automate routine tasks and complex business processes with applications that learn from your data over time and can act on your behalf.

*A **data product** is a **managed, reusable artifact** that packages curated data with metadata, semantics, and interfaces so it can be easily consumed for business use cases. Unlike raw datasets, data products are designed with a **product mindset**: they have clear ownership, documentation, and lifecycle management.*

SAP Cloud ERP Private differentiators

Data products: SAP managed data products for SAP Cloud ERP Private



[Available SAP
Managed Data
Products](#)



SAP Cloud ERP Private differentiators

Intelligent applications: Working capital—Gain a deep understanding of your operations

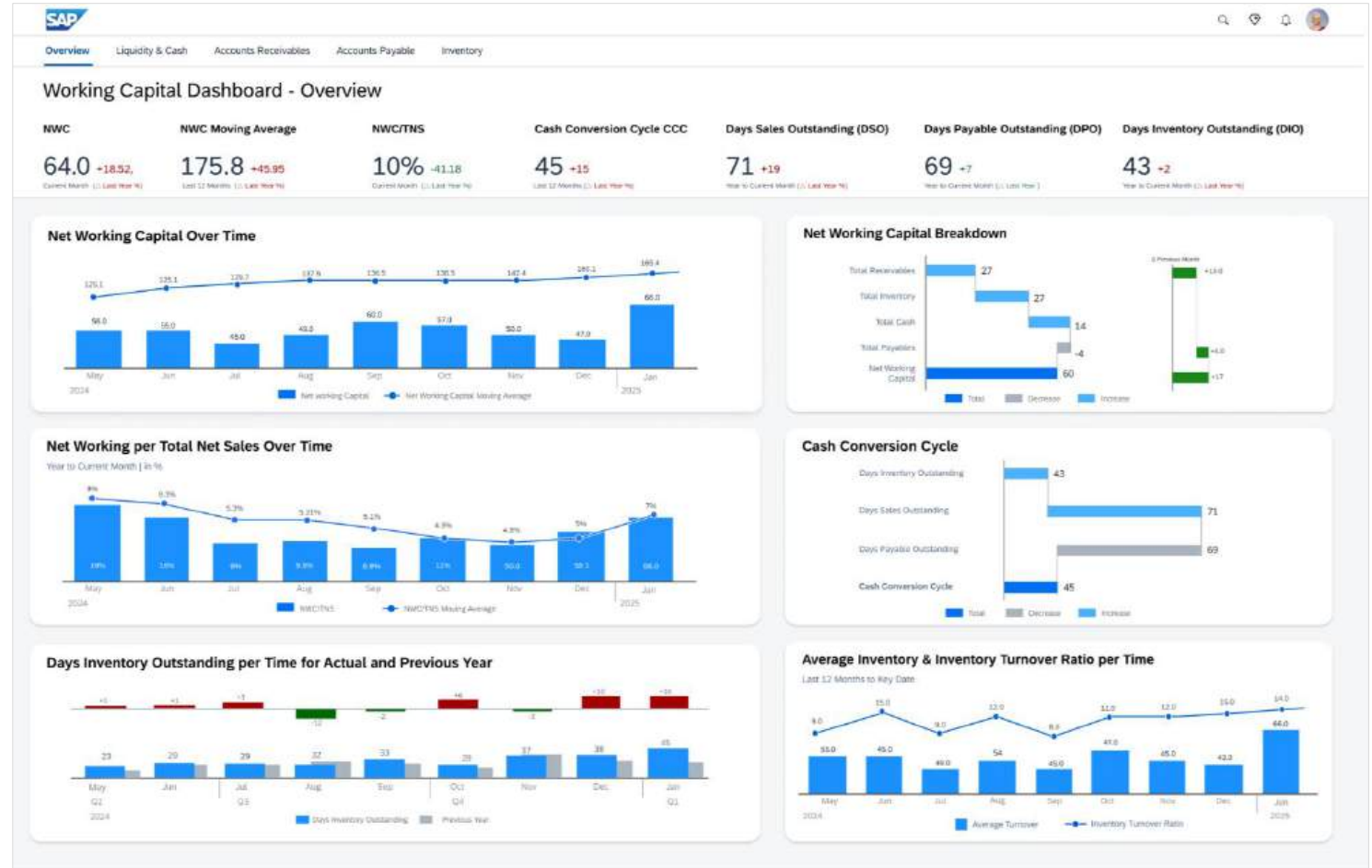
Cloud ERP Intelligence Private

This package enables companies to effectively make use of current assets and maintain sufficient cash flow to meet short-term goals and obligations.



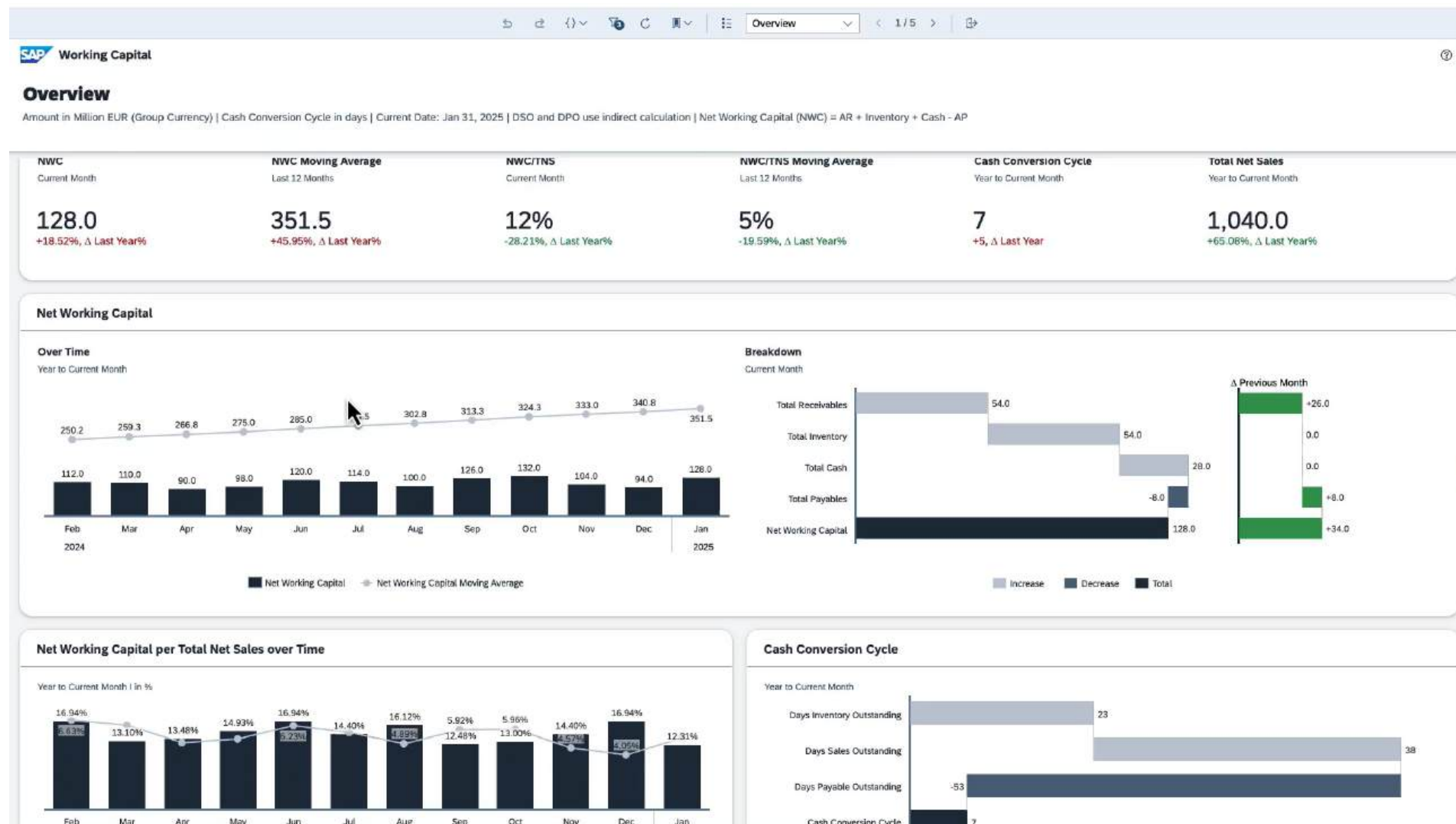
The intelligent application helps to answer:

- How has the working capital trended over the past few periods?
- What is the average payment period for accounts payable?
- Are there opportunities to negotiate better payment terms with suppliers?
- What is my days sales outstanding?



SAP Cloud ERP Private differentiators

Intelligent applications: Working capital—Gain a deep understanding of your operations





Excellence in cloud operations

SAP Cloud ERP Private differentiators

All-in-one cloud ERP management

SAP as your one trusted partner — running, monitoring, and updating your private cloud, while giving you visibility into operations and control over your business processes.



Management & support

Streamlined business continuity with AI-driven monitoring, support, and issue resolution.



Security & resiliency

Built-in cybersecurity, certified compliance, and data protection safeguards.



Scalability & agility

Flexible deployments that adapt and grow with your business needs.

SAP Cloud ERP Private differentiators

Streamline operations and support



✓ **Free up IT teams** by offloading daily operations to SAP

✓ **Upgrade system responsiveness** and robustness

✓ **Refocus experts** on innovation and strategy

Deployment using global SAP Reference Business Architecture

On-premise or IaaS

ERP - Business client management
ERP - Technical client management

Database

OS

Virtualization

Storage

Backup

DC network

Infrastructure – hardware

DC facilities

Managed by customer

Managed by hyperscaler on IaaS*

SAP Cloud ERP Private

ERP - Business client management

Governance, monitoring, security and business continuity

SAP
SAP Cloud ERP Private

Harmonized SLA

SAP Reference Business Architecture

- Co-engineering with hyperscalers
- Operational excellence
- Future-proofing
- Never Trust, Always Verify Architecture
- Defined roles and responsibilities
- AI-driven efficiency
- Consistent SLA from infrastructure to application

*or managed by customer on-premise

145,000+

managed systems

SAP Cloud ERP Private differentiators

Proactive issue management powered by AI



- ✓ **Boost stability** and availability with intelligent monitoring
- ✓ **Prevent issues early** through AI-powered, always-on support
- ✓ **Reduce downtime** and free teams from constant firefighting

24/7

support available in all cloud subscriptions

Personalized and powered by AI

Customer support engagements and activities based on specific customer setup, fueled by AI.



Invisible support

AI prevents issues by identifying risks



Empowered support

AI enables self-service customer solutions



Accelerated support

AI speeds up issue resolution process

SAP Enterprise Support

SAP Cloud ALM

Available in all cloud subscriptions

Fast
problem solving

Rich
empowerment

Seamless
experience

Prescriptive
guidance

SAP Cloud ERP Private differentiators

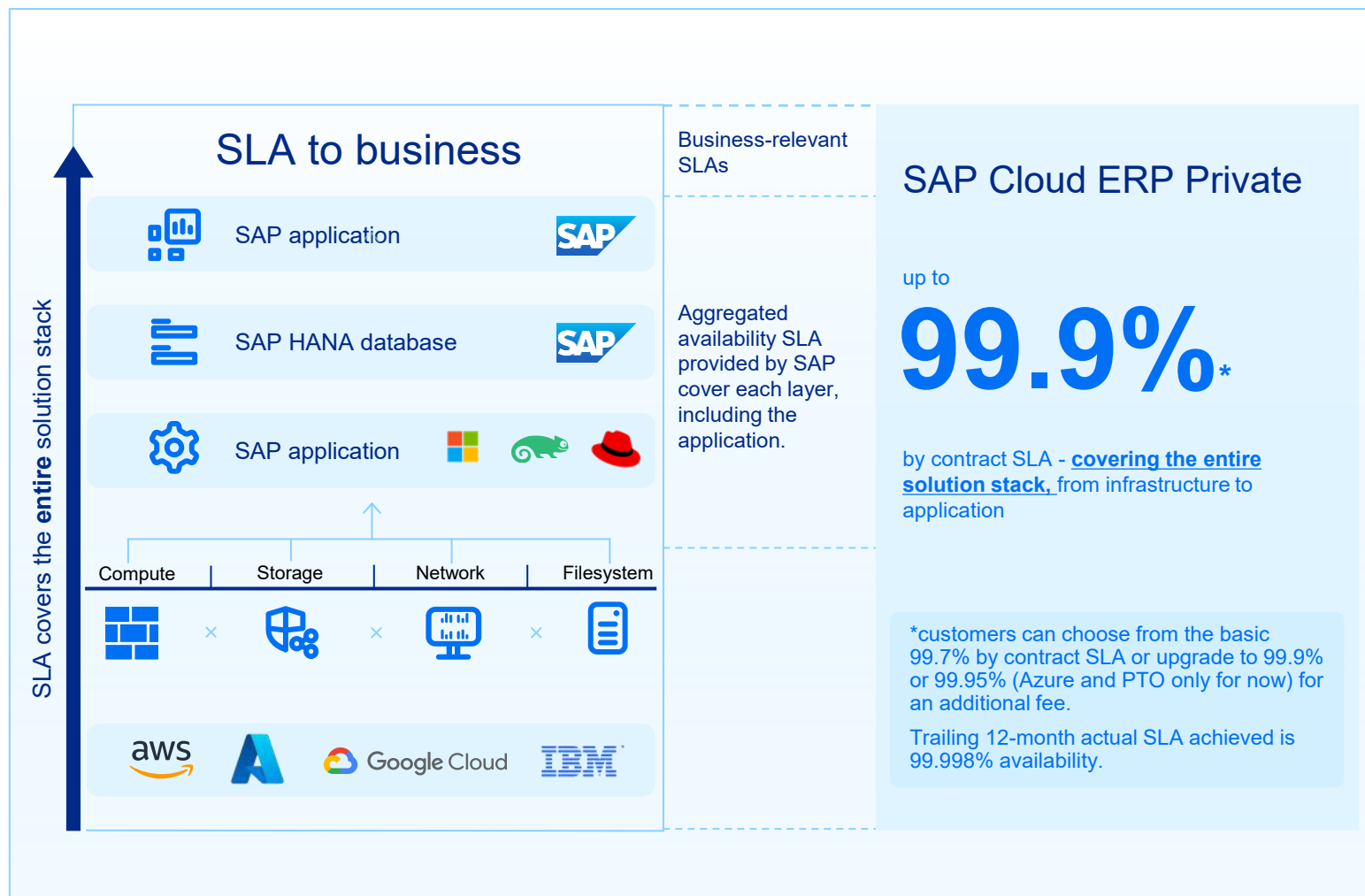
Operational continuity



- ✓ **Support smooth operations**, even during updates or changes
- ✓ **Prevent critical disruption** with proven, resilient tools
- ✓ **Maintain business continuity** with SAP's built-in support

10,000+

SAP Enterprise Cloud Services and Support experts located worldwide



SAP Cloud ERP Private differentiators

Defend your systems



- ✓ **Enhance security** with always-on protection against evolving threats
- ✓ **Benefit** from the latest security innovations from SAP
- ✓ **Lower internal security workload** without sacrificing performance

~99%

cloud security posture management compliance, exceeding the industry average



SAP Cloud ERP Private differentiators

Protect your data



✓ **Protect sensitive ERP data** with built-in safeguards and backups

✓ **Help ensure fast recovery** to minimize disruption

✓ **Strengthen resilience against ransomware** with secure, recoverable systems

Up to

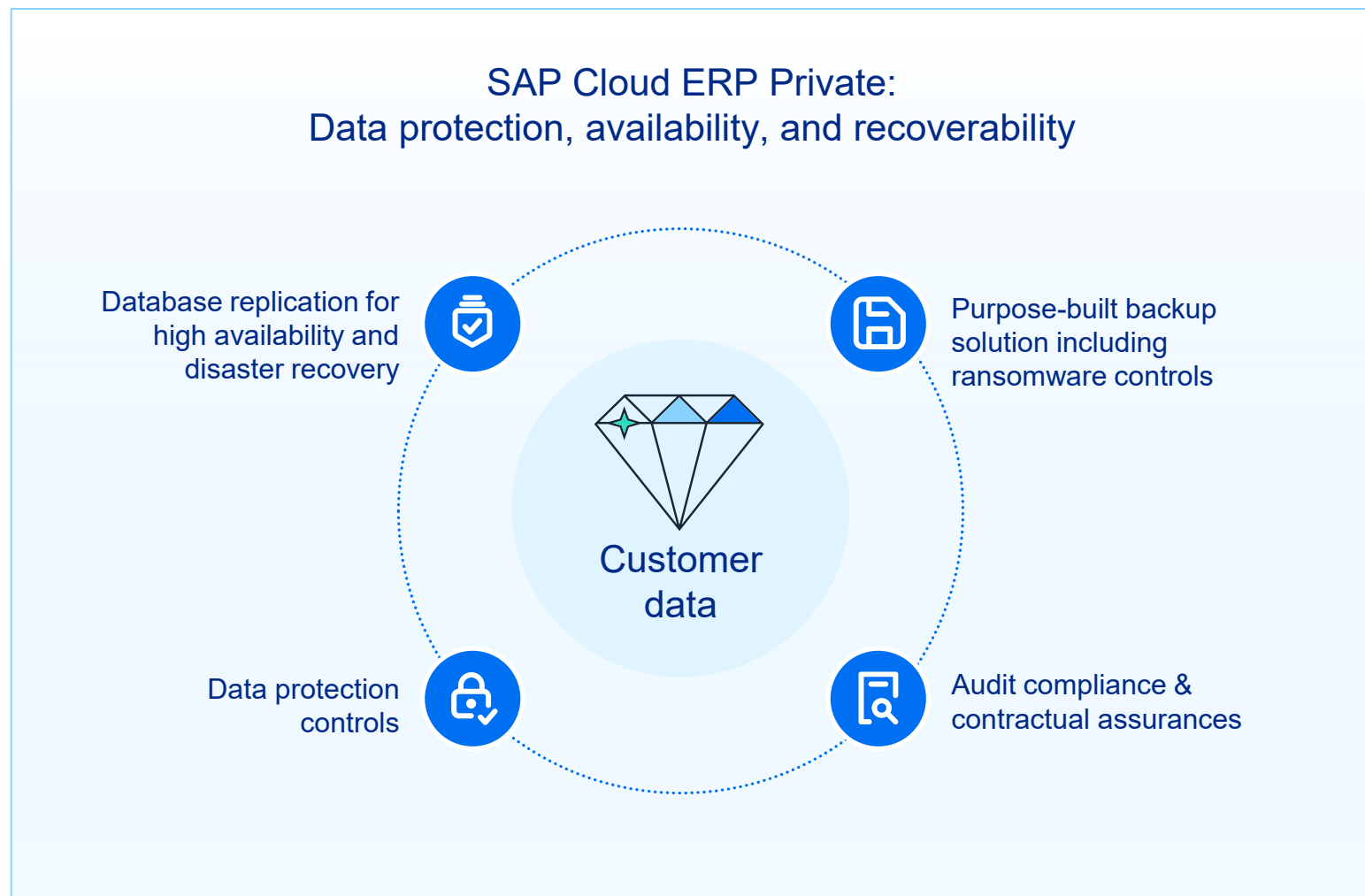
0mins

for short distance disaster recovery

Up to

30mins

for long-distance disaster recovery



SAP Cloud ERP Private differentiators

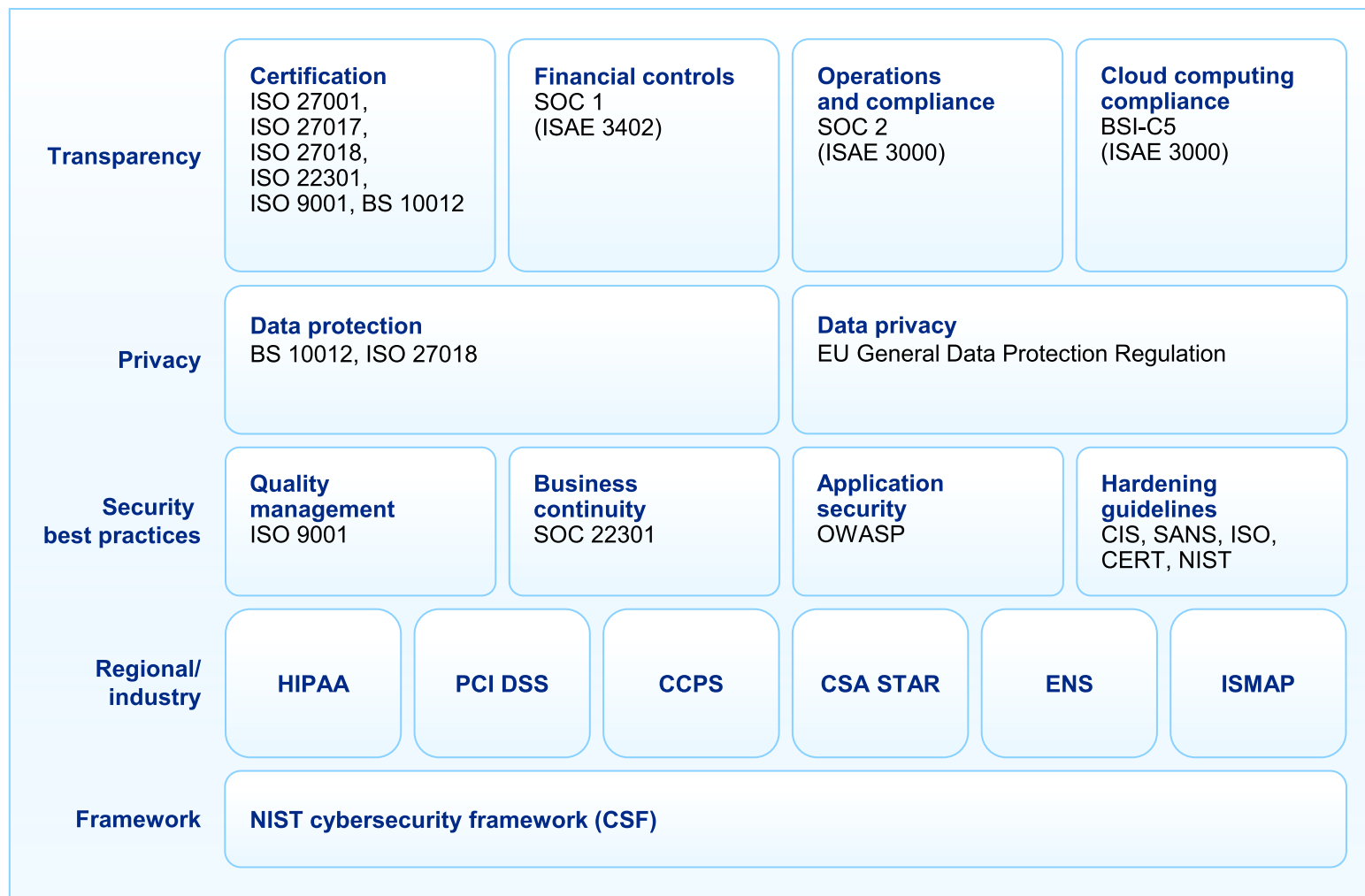
Manage compliance with confidence



- ✓ **Simplify governance** by sharing responsibility with SAP to meet regulatory compliance.
- ✓ **Reduce audit stress** with audit-ready reporting from SAP.
- ✓ **Manage global standards** so you can focus on growth, not paperwork

~130

internal and external audits
conducted every year



SAP Cloud ERP Private differentiators

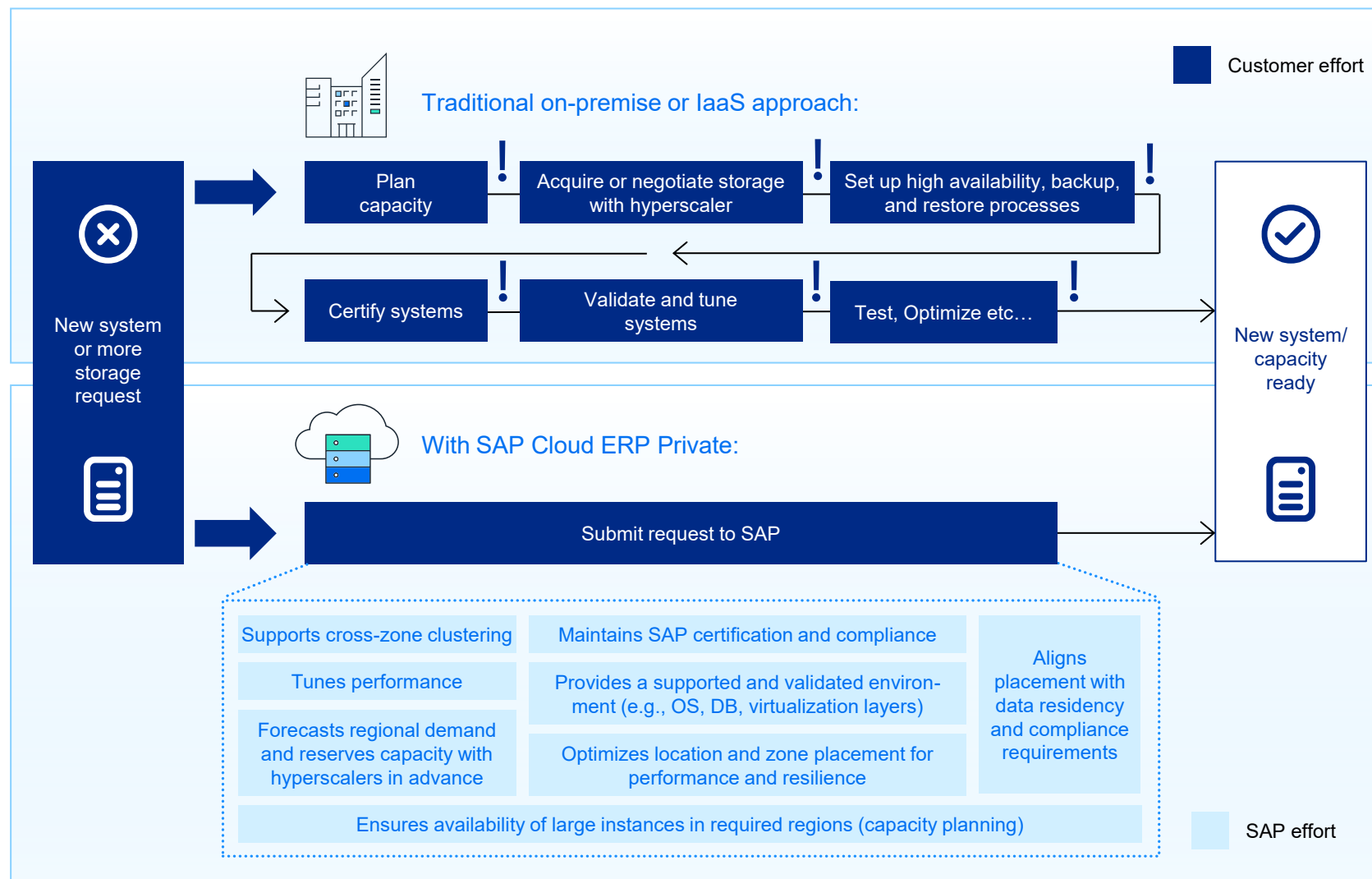
Scale systems and resources when needed



- ✓ **Scale seamlessly** – Adapt systems and storage at the pace of your business
- ✓ **Control costs** – Eliminate surprises with predictable pricing for technical resources
- ✓ **Reduce total cost of ownership** – SAP plans, tests, and delivers new systems and storage to support compatibility and consistency with your SAP business applications.

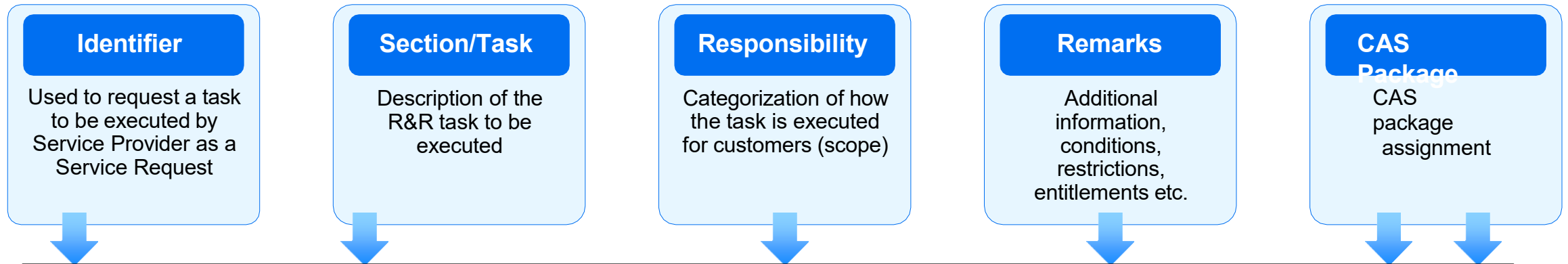
45,000+

TiB of total memory managed



SAP Cloud ERP Private: Roles & Responsibilities

Understanding the document format



Identifier	Task	Responsibility	Remarks	CAS Package	Package Code
BASIC_1.3.01	Homogeneous system copy (aka System refresh) for non-Netweaver systems during initial build phase.	Excluded Tasks	Only available after initial build phase is complete and the system is live (with the according status displayed all the tools).	n/a	n/a
BASIC_1.3.11	Pre-processing tasks which are not covered by PCA (Post-Copy Automation) - i.e. export customer defined tables with 'old' configuration	SAP Cloud Application Services ("CAS") available at additional charge. Needs to be performed by customer if applicable and if the SAP CAS Service is not used.	Additional examples of tasks which are not covered by PCA include but are not limited to: saving configuration for HANA remote connections; implementing "Export Customer Defined Configuration Tables" for use in PCA; and transaction screenshots defined by customer.	Application Operations	A1
BASIC_1.3.10B	Homogeneous system copy for ABAP systems - post build phase (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality) - Intra-regional (same region) refresh only	Standard Services	Process flow - additional information available . Up to Twelve (12) refreshes per SID, per contract year, are included; additional refreshes are available as a chargeable request. Only available after initial build phase is complete and the system is live (with the according status displayed all the tools). Note: copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases. Intra-regional (same region) only (e.g. restore a system in region 2 from backup from region 1 is not possible). Extra-regional (between region) refreshes are available as an Optional Service. Does not include activities such as data masking, scrambling etc.	n/a	n/a
BASIC_1.3.10B1	Homogeneous system copy for ABAP systems - additional requests	Additional Service	Requests for additional refreshes beyond entitlement noted in BASIC_1.3.10B for ABAP systems.	n/a	n/a
BASIC_1.3.10C	Homogeneous system copy for non-ABAP systems - post build phase (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality) - Intra-regional (same region) refresh only	Standard Services	Process flow - additional information available . Up to Two (2) refreshes per SID, per contract year, are included; additional refreshes are available as a chargeable request. Only available after initial build phase is complete and the system is live (with the according status displayed all the tools). Note: copies for non-NetWeaver systems need to be evaluated on a case by case basis and is not possible in all cases. Intra-regional (same region) only (e.g. restore a system in region 2 from backup from region 1 is not possible). Extra-regional (between region) refreshes are available as an Optional Service. Does not include activities such as data masking, scrambling etc.	n/a	n/a
BASIC_1.3.10D	Homogeneous system copy for non-ABAP systems - additional requests	Additional Service	Requests for additional refreshes beyond entitlement noted in BASIC_1.3.10C for non-ABAP systems.	n/a	n/a
BASIC_1.3.10A	Homogeneous system copy - post build phase (Planning, preparations, checks, database backup, database restore, technical post processing tasks, test of technical system functionality) - Extra-regional (between regions) refresh	Optional Services	Process flow - additional information available . Extra-regional (between region) refreshes are available as an Optional Service. Note: This service is not available in all regions and/or datacenters and is not available from all service providers. Does not include activities such as data masking, scrambling etc.	n/a	n/a

RISE with SAP S/4HANA Cloud, Private Edition Roles & Responsibilities

Standard Tasks Performed by SAP

Total Number of Tasks in R&R Document

29% Cloud Application Services

- Can be performed by customer, but customer may choose to delegate to SAP
- Subject to additional service fees

13% Excluded Tasks

- Tasks are expected to be performed by customer and not in the nature of cloud services

5% Additional Tasks

- One-off tasks/services subject to additional one-time service fee per delivery

8% Optional Tasks

- Optionally contracted for and itemized in the customer's contract (or via a change request)

45% Standard Tasks

- Included as part of customer's standard services
- Covered by service fee

Standard Tasks Include:

SAP Software + Support

- Continuous improvement & innovation
- Mission critical support
- Support advisory center
- Continuous quality check
- Basic SSO Capabilities – enhanced options available

Infrastructure Management & Technical Managed Services

- Infrastructure footprint including HA & DR
- Infrastructure setup, deployment and maintenance
- Network & storage management
- Standard Backup & retention

Cloud Managed Service

- Regular cadence and reporting with Customer Delivery Engagement team
- OS, DB management & operations
- Best practice architecture & deployment
- Technical Basis and operations support
- SAP security framework & compliance reporting
- 24x7 monitoring & operational support

Execution of Technical Upgrades

- Technical changes (parameters, client copies, system copies, etc.)
- Patching / updating
- Technical execution of support packages and version upgrades

Single SLA

- Cross Stack 99.7% SLA

SAP Cloud ERP Private differentiators

Optimize your spend with on-demand services



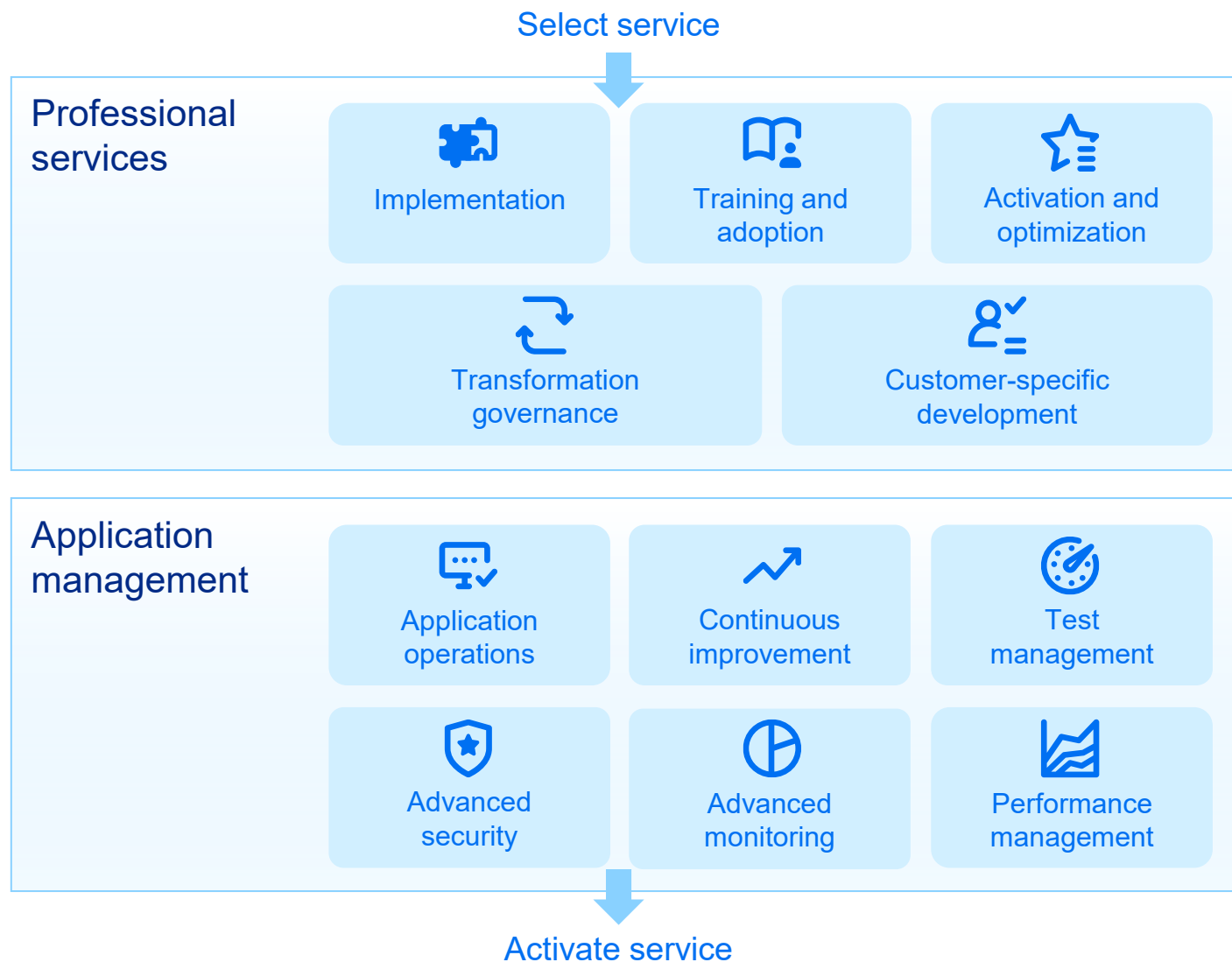
- ✓ **Adapt quickly** to changing demands with flexible, on-demand resource provisioning
- ✓ **Optimize workforce efficiency** through centralized management and scalable staffing models
- ✓ **Control costs effectively** with cost-efficient scaling and function-based pricing

20+ years

experience in business application management

200,000+

certified partner consultants in SAP ecosystem

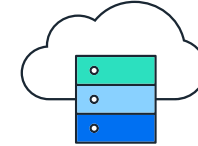


SAP Cloud ERP Private differentiators

Benefits powered by AI and the experts who make it work



On-premise or IaaS



SAP Cloud ERP Private

Management and Support

Experience One-unified-SLA from infrastructure to application



Get AI powered support with SAP Cloud ALM



10,000+ SAP experts available to manage and support



Security and Resiliency

Benefit from SAP's security tools and 3rd party collaborations



Use SAP's purpose built backup and disaster recovery solutions



Reduce audit stress with audit-ready reporting from SAP



Scalability and Agility

Scale infrastructure reliably — with predictable costs and no surprises



On-demand premium services from trusted SAP experts and certified partners



Truly reduce total cost of IT ownership



Transitioning to the cloud unlocks significant advantages



On-premise, BYOL,
best of breed

Limited

Access to business
impacting innovations

Less efficient

Outdated usability and lack of
automation

Disconnected

Siloed data, applications
and systems

Effort intensive

Responsibility, maintenance
and administration



Cloud, 
Best of Suite

Access

Latest innovations
and best practices

Productivity

Work more
effectively with AI

Insights

Better decisions with
integrated landscape

Reduce TCO

Agility, resilience and
security

34.000+ customers

are already benefitting from SAP Business AI



How 34,000+ customers

Win with SAP Business AI



50%

growth in email revenue
in the first year

Chobani

75%

less time spent on
travel expenses



2x

increase in forecasting
management efficiency

Reduce dispute management
handling costs by

30%

SAP Dispute Resolution Agent

Reduce offsite meeting
planning time by

15%

Concur Travel, Meeting Location Planner Agent

Increase sales staff
productivity by

50%

SAP CX Sales and Service Agents

Increase sales staff
productivity by

50%

SAP CX Sales and Service Agents

Improve productivity

50%

and unplanned down time

SAP Dispute Resolution Agent

Reduce analyzing and
reconciling by

75%

SAP Accounts Receivable Agent

Increase maintenance planner
productivity by

40%

SAP Asset Management, Maintenance Planner Agent

Reduce RFP
creation time by

70%

SAP Ariba Sourcing Agent

Increase field service
dispatcher productivity by

50%

SAP Field Service Dispatcher Agent

Reduce time preparing and
submitting reports by

30%

Concur Expense Report Validation Agent

Increase online conversion
and order value by

10%

SAP Shopping Agent

Reduce time preparing
performance discussions by

50%

SAP Performance and Goals Agent

SAP Joule for Developers – Free Offer Extended!

Enjoy unified AI capabilities across SAP Build solutions at no cost until end of Q3/2026

SAP Joule for Developers can now be subscribed to **for free until end of Q3 2026** — for both SAP Build and ABAP Cloud.

How to Activate in SAP Build

1. Go to the **SAP Build homepage** and select **Control Tower** in navigation panel
2. Navigate to the **Generative AI** section
3. Toggle "**Enable Generative AI**" to turn it on
4. Read and accept the SAP AI terms

How to activate ABAP Capabilities

1. Sign up for the **no-cost service (ID 8019124)** in SAP BTP
2. Read and accept the SAP AI terms - AI capabilities will be activated within **48 hours**.
3. Enable **ABAP AI** in your global account and assign users



Need more help? Check out this step-by-step [blog](#).

Business AI Feature Catalog & AI Estimator

Explore and estimate SAP AI Units

Use the Business AI Catalog and AI Unit Estimator to explore AI features, estimate AI units, and request a quote immediately.

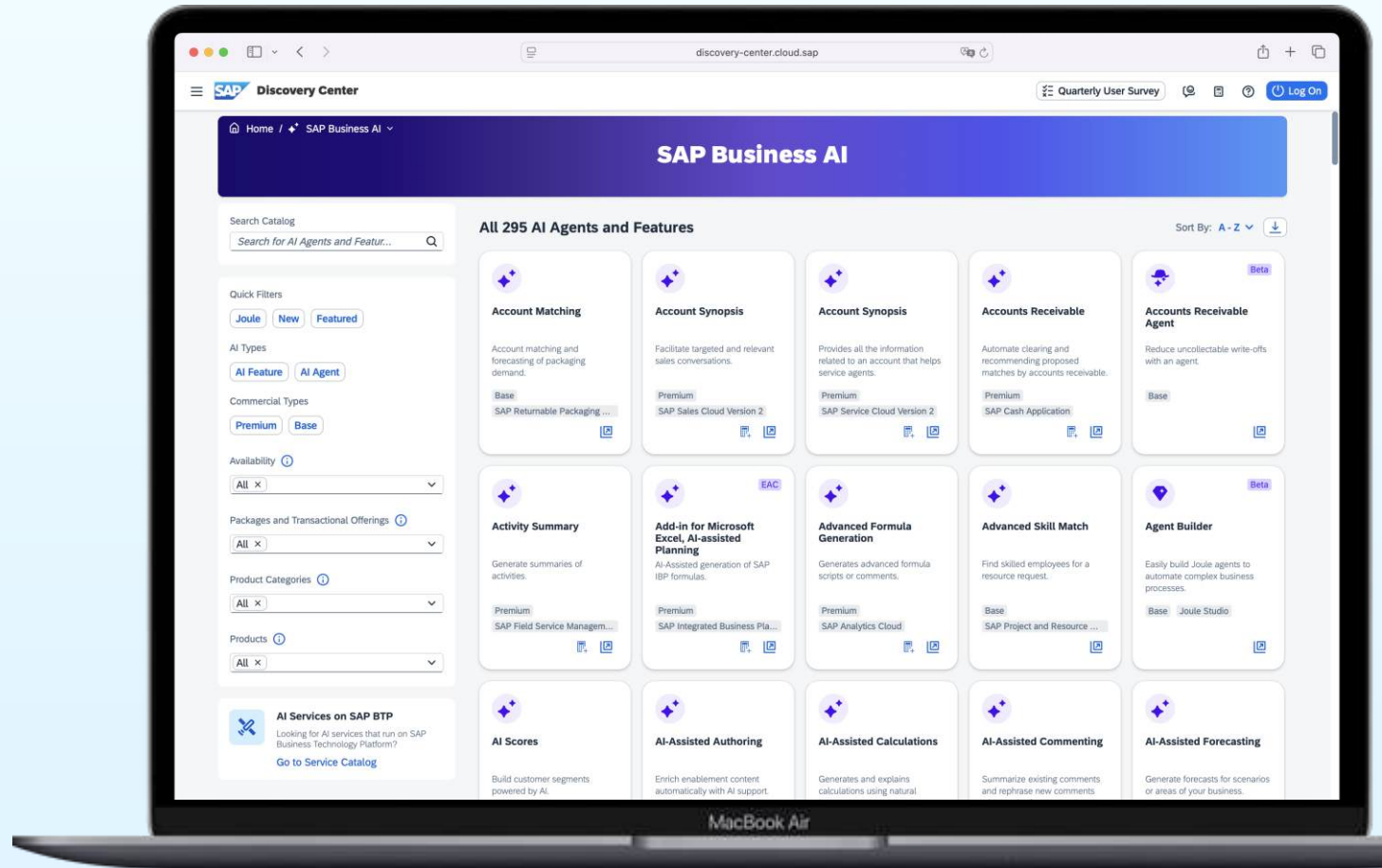
Filters let you narrow results, for example by premium vs. base capabilities or by product.

AI Feature Catalog

AI Unit Estimator

Overview Video

Enablement Video



Thank you.

Contact information:

tomislav.zrnc@sap.com