

# Tout sur SAP S/4HANA Les outils et les services pour vous accompagner

Christian Charvin, Hyacinthe du Reau Avril 2020



## Programme.

**Fév 2020**: Pourquoi aller vers SAP S/4HANA?

Mar 2020 : De l'importance de la donnée

Avr 2020: Les outils et les services pour vous accompagner

Mai 2020 : De l'importance des analytics

Juin 2020 : Les apports pour la finance (1/2)

Juil 2020 : Les apports pour les opérations (1/2)

**Sept 2020** : Les solutions partenaires pour accélérer et sécuriser vos projets

**Sept 2020**: Les apports pour la finance (2/2)

Oct 2020 : Les apports pour les opérations (2/2)

**Nov 2020**: Les nouveautés de la version 2020

**Nov 2020**: Retour client (1/2)

**Dec 2020**: Retour client (2/2)



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## **Planification**

Overview

Integrated Business planning

pMRP

**DDMRP** 

Order monitoring in S/4HANA

Scheduling



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### SAP S/4HANA: what is different to SAP ERP?

#### **PROCUREMENT SALES** SUPPLY CHAIN MANUFACTURING R&D Real-time Inventory & TM 4 Portfolio & Proj. Mgmt. Customer 360° MRP live & MRP Cockpit Procurement Overview Overview Det. Scheduling PPDS Software Mgmt. Central Procurement\* Sales Force Support\*\* Embedded EWM DDMRP\* Settlement Mamt. Embedded TM Product Compliance\* Contract proposals\* International Trade Advanced ATP Prod Engineering & Ops Recipe Management\* Prop. groups & cat. items\* Image based buying\*\* Pred. Stock in Transit\* Predictive MRP\*\* New VC Engine w. Simul. One Single Invoice Predictive Q2Order & Int. Approval Workflow\*\* Pred. slow moving mat.\*\* QM Defect code prop.\*\* Delivery Performance\* SAP Ariba SAP C/4HANA\* DWC, SAP Fieldglass **FINANCE SERVICE** ASSET MGMT. **CROSS INDUSTRIES** New Customer Mgmt., Key Industry function Enterprise Contract Mgmt. U-GL & Prediction\* Maintenance Overview\* Embed. Service Core\*\* embedded inside ÛÛ



BRIM, incl Order Mgmt.\*\*

Orch. Financial Close\*\*

Group Reporting\*

Compliance Framework

Cash App\*

01011 1010 01101

GR/IR Monitor\*

Abnormal Liquidity\*\*

Multi-Channel Interaction Center

Quotation of Product Bundles\*

Service Ticket Automation\*\*





Report & Repair Malfunction

> Asset Mgmt. for resource scheduling





**GDPR Tools** 

Responsibility Mgmt.\*

Co-Pilot/ Digital Assistant

RPA scenarios\*\*

Additional ML scenarios\*

SAP SuccessFactors SAP Concur C. SAP Analytics Cloud SAP Cloud Platform

(e.g. Automotive, Consumer, Retail\*, Mill, Prof. Services: Commercial Project Mgmt....)



Re-architecture & improved functions (e.g. Chemicals, A&D, Oil Gas, Utilities\*\*...)

Details &restrictions...







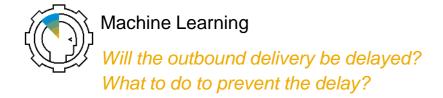








## Predicted delivery delay



- Fulfilling a customer's demand to the requested delivery time is essential.
- Sales clerks want to identify critical order fulfillment issues, their root causes and proactively prevent such issues.



Order Entry

Order Clarification

- Incompletions
- Credit block
- Delivery block
- Payment block
- Unconfirmed quantity

Pre-delivery activities

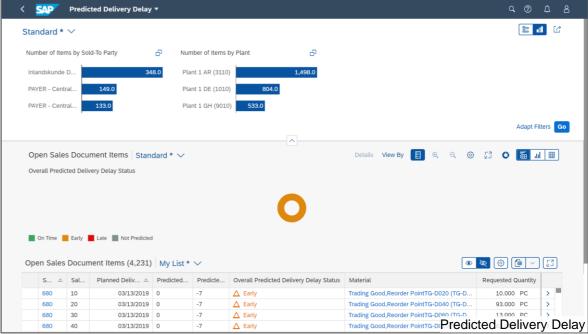
Outbound

delivery

Purchasing

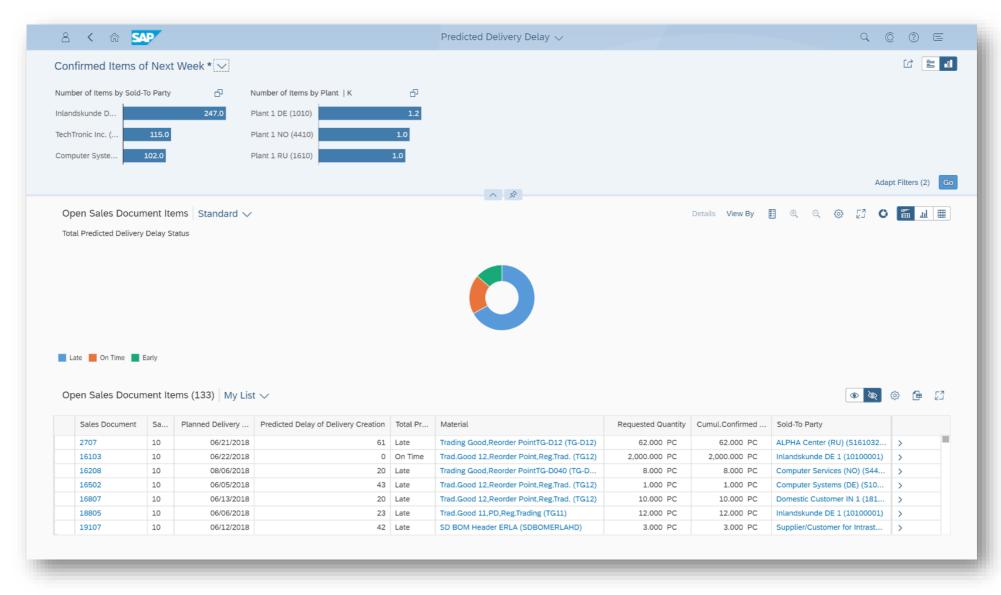
- Manufacturing
- Ship from stock

Warehousing, Shipping, Goods Issue



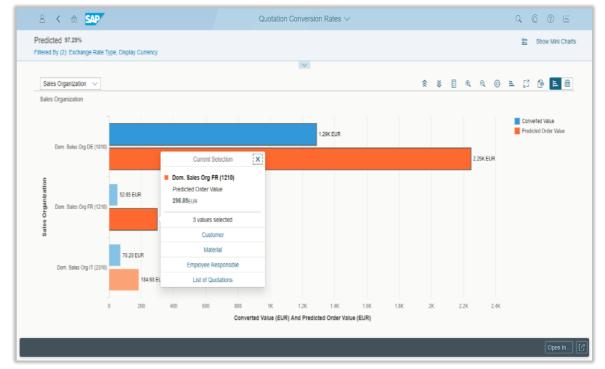
#### Predicted Delivery Delay Fiori App allows Sales Manager & Internal Sales Representative to proactively

- Monitor how likely a sales order item is to be delayed with two KPIs: (1) predicted delay for creation of outbound delivery; (2) predicted delay for creation of goods issue
- Take appropriate actions to avoid the delay



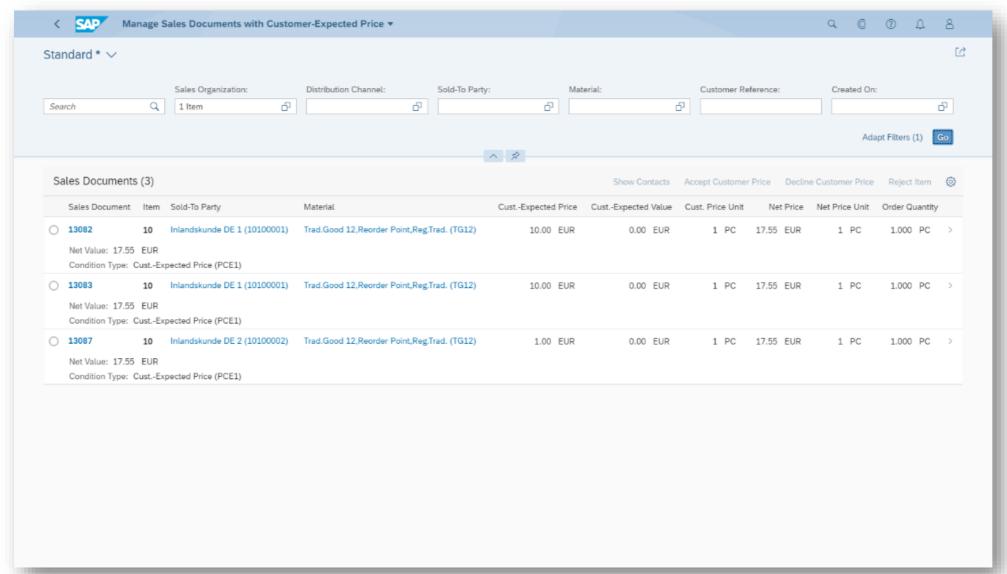
### **Predicted Sales Quotation to Order Conversion Rate**







#### Discrepancies between customer-expected price and actual price



## **Supplier Delivery Prediction**

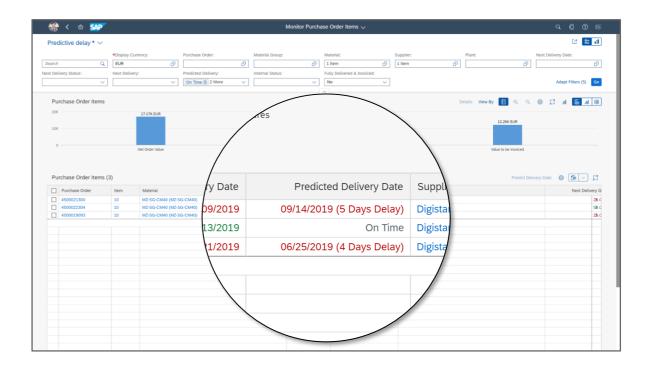


#### Machine Learning

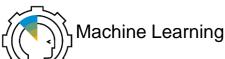
Will the supplier deliver the ordered item in time as requested?

- Support procurement professionals with accumulated historical data
- Predict if the ordered item is likely to arrive on time or not



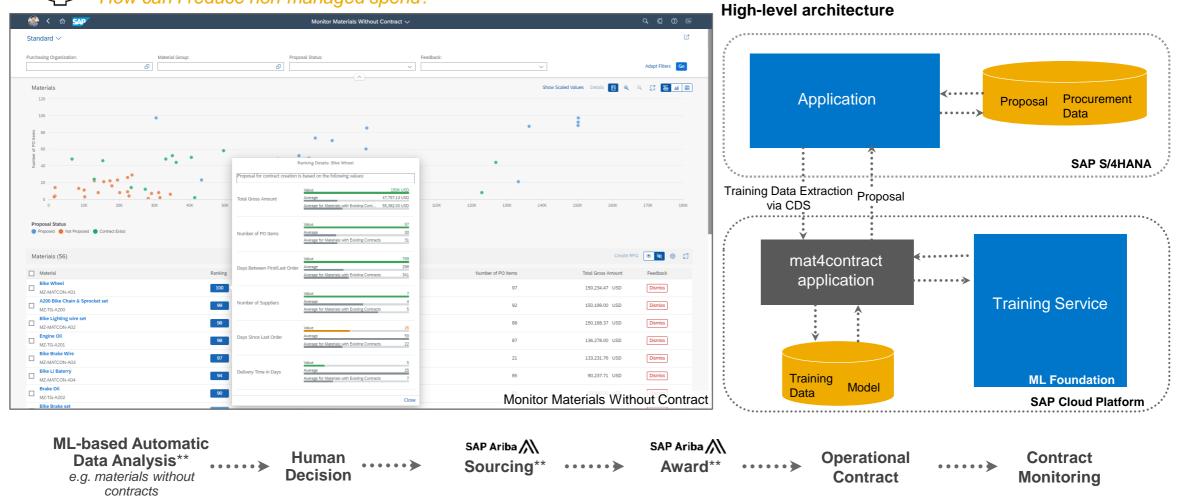


## SAP proposal of options for materials without a purchase contract



Augmented Decisionmaking For Purchasing\*\*

How can I reduce non-managed spend?



## **SAP Propose Material Group for Free-Text Items**





#### **Machine Learning**

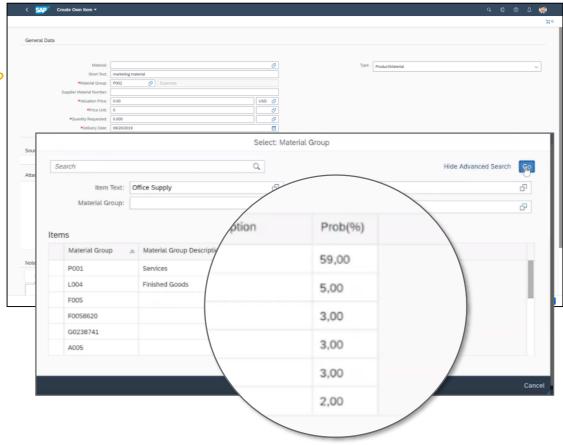
Which material group do I need for this free-text item?

Can the system help to follow the corporate purchasing policy?

Augmented Decisionmaking For Purchasing\*\*

- Choosing the correct material group is critical when creating a free-text item to be compliant with a corporate purchasing policy
- You often end up putting sticky notes next to the PC monitor for the most frequently used material groups





You can let the system propose a material group appropriate for the free-text item you are creating based on the historical data within your organization – no more sticky notes.

## **SAP Propose Creation of New Catalog Items**

Augmented Decisionmaking For Purchasing\*\*

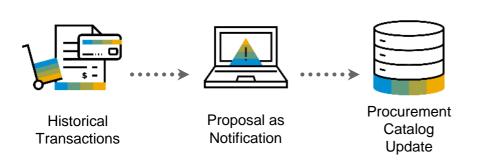


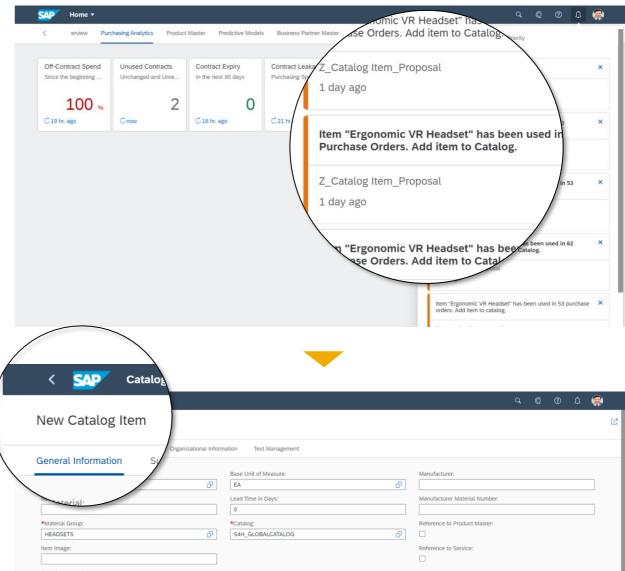
#### **Machine Learning**

Which items are frequently purchased as free-text items?

Which items should be considered for the corporate procurement catalogs?

- Free-text purchasing items from end users require buyers' manual intervention
- To maximize automation in the purchasing process, coverage of frequently purchasing items by corporate procurement catalogs is important consideration





### **Stock in Transit: How does it work**



**Machine Learning** 

When will my Stock Transports be delivered?



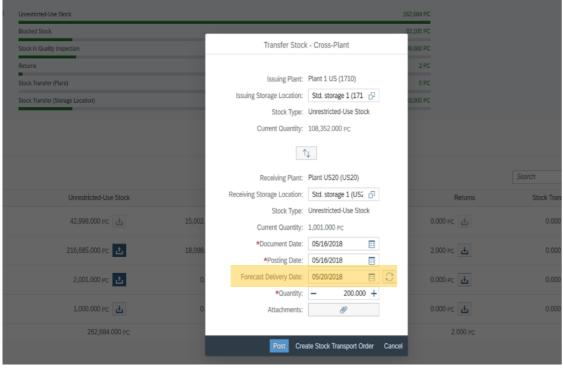
Creation of stock transport order

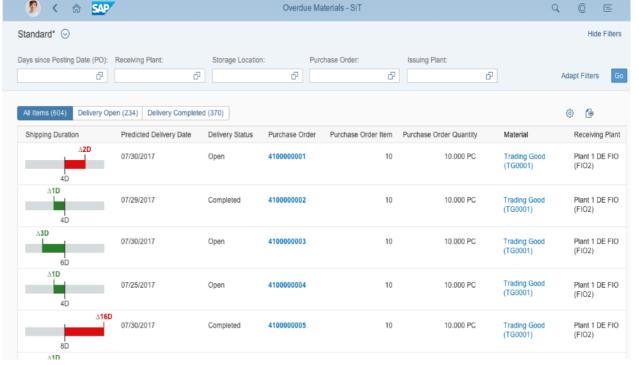
Creation of Delivery Picking / packing in warehouse

Goods Issue



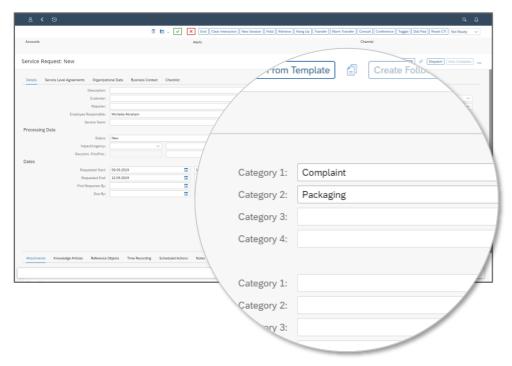
Goods Receipt





## Machine Learning Scenario: SAP Service Ticket Intelligence\*\*

For Automated Email and Service Request Category Mapping



- SAP Note 2506240 CRM ERMS: Machine Learning approach for ERMS email content analysis
- SAP Note 2673363 Automatic classification of service requests
- SAP Note 2646975 CRM Automated training data upload for an STI ML model

#### What is it?

 Categorize incoming emails or service requests based on applying deep learning neural network techniques to historical datasets by converting text descriptions to category proposals

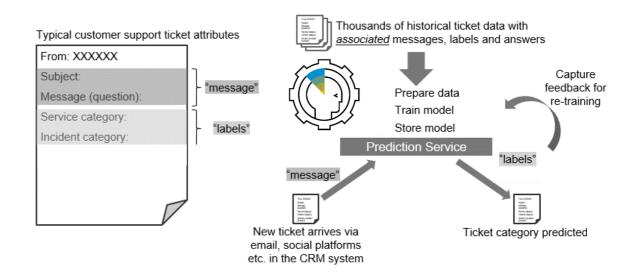
#### **Business Problem**

- Service agents spend a large amount of time to manually classify emails and service tickets
- No reference to best practices/accuracy based on historical data sets
- Poor automation

#### **Key benefits**

- Increase in agent productivity
- Better prioritization of incoming tickets
- Fast automatic classification, routing, template determination

#### How does it work?



## **Image-Based Buying**



#### **Machine Learning**

I have "this" in front of me, and order it again from the corporate catalog. Can I get the machine to recognize it for me?

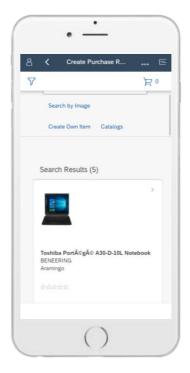
Augmented Decisionmaking For Purchasing\*\*

- Ease the process of creating a purchase request by getting the machine to recognize the item by camera or photo
- Match the image with a picture of catalog item to order it

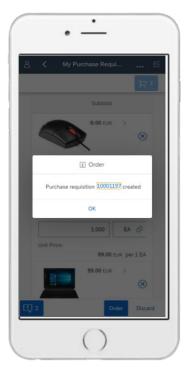


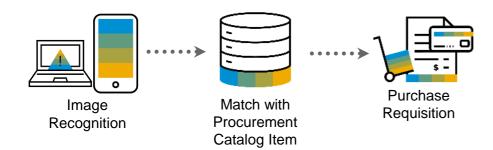
SAP Ariba

Take Photo or Video
Photo Library



Þ.º





## **Intelligent Approval**



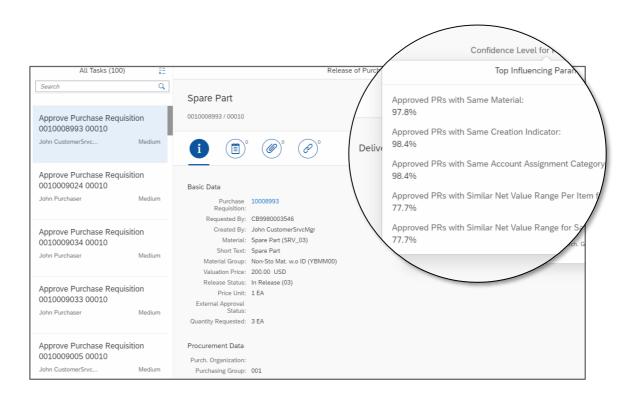
#### Machine Learning

Which requests for approval should I spend time to carefully review?

Augmented Decisionmaking For Purchasing\*\*

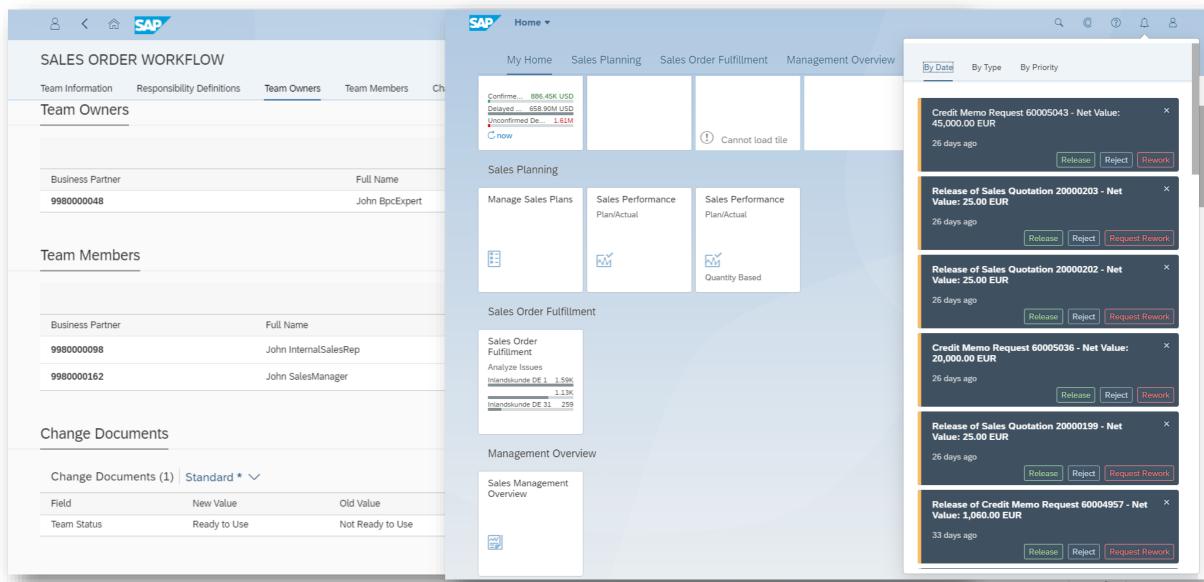
- Assist managers sift through requests for approvals
- Use historical data to automatically "tag" incoming requests for approval







#### Approval workflows for sales quotations, credit memo, orders



Key innovations do not reflect licensing

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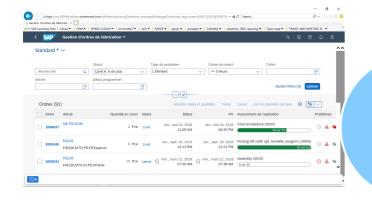


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## SAP S/4HANA 1909 - business area overview

	Sales & Marketing	Finance	Finance		nufacturing	Supply Chain
Suite LoB Solutions**	SAP digital payments add-on SAP CRM  SAP C/4HANA SAP Sales Cloud SAP Commerce Cloud SAP Marketing Cloud	<ul> <li>Financial services network</li> <li>SAP digital payments add-</li> <li>SAP Cash Application</li> <li>Financial planning &amp; analy</li> </ul>	<ul> <li>Financial services network</li> <li>SAP digital payments add-on</li> <li>SAP Cash Application</li> <li>Financial planning &amp; analysis</li> </ul>		inufacturing (ME, MII, QIM, VE) rations (MII, QIM) ns for manufacturing	Integrated business planning     Global batch traceability     Extended warehouse management     Transportation management
SAP S/4HANA LoB Solutions*	<ul> <li>Sales performance management</li> <li>Subscription billing and revenue management</li> </ul>	<ul><li>Advanced financial operati</li><li>Treasury management</li></ul>	<ul> <li>Advanced financial operations</li> <li>Treasury management</li> <li>Enterprise risk and compliance</li> </ul>		oduction planning and	<ul><li>Advanced warehousing</li><li>Advanced transportation</li><li>Advanced order promising</li></ul>
	Order and contract management Sales force support	Accounting and financial c     Financial operations     Cost management & profit		<ul><li>Production pl</li><li>Production ol</li><li>Quality mana</li><li>Manufacturin</li></ul>	perations agement	<ul><li>Inventory</li><li>Warehousing</li><li>Shipping and transportation</li><li>Order promising</li></ul>
SAP S/4HANA				Manadamin	g morgrito	eraci promong
Enterprise Management	Service master data and agreement management     Service operations and processes     Service parts management	Maintenance management	<ul> <li>Enterprise portfoli management</li> <li>Product developm configuration</li> </ul>	, ,	Operational procurement     Sourcing and contract managem     Supplier management     Procurement analytics     Invoice management	Core HR and time recording ent
SAP S/4HANA LoB Solutions*		Asset operations and maintenance     Environment, health, and safety	Extended enterprise portfolio a project management     Product lifecycle management     Product compliance		Central procurement	
Suite LoB Solutions**	• SAP CRM  SAP C/4HANA • SAP Service Cloud	Asset performance and intelligence	Digital operations     Requirement ma		Intelligent insights for procurement Supplier collaboration Business network Guided end-user buying External workforce management SAP Ariba A SAP Concur	Talent management Time and attendance management Human capital analytics  SAP SuccessFactors Control SAP Fieldglass (1)
	Service	Asset Management	R&D / Eng	gineering	Sourcing & Procureme	nt Human Resources

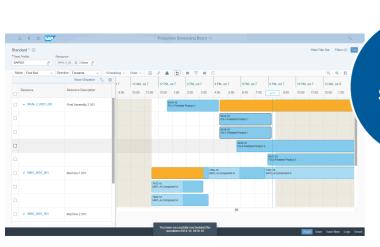
## **Planning Cycle**



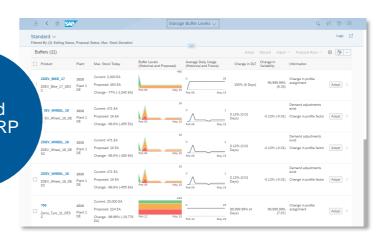


Order









## Supply Chain Planning processes and solutions: what is changing

	SAP ECC	SAP APO	SAP S/4 HANA	SAP Integrated Business Planning
Visibility				Supply Chain Control Tower
Sales & Operations Planning				Sales and Operations
Demand Planning		Demand Planning		Demand Planning Demand Sensing
Supply Planning		Supply Network Planning		Supply Planning
Inventory Optimization				Inventory Optimization
MRP	MRP		MRP Live DDMRP	DDMRP
Finite Scheduling		Production Planning Detailed Scheduling	Production Planning Detailed Scheduling	
Order Management	Available-To-Promise	Global Available-To-Promise	Advanced Available-To-Promise	Response Planning

## **Planification**

Overview

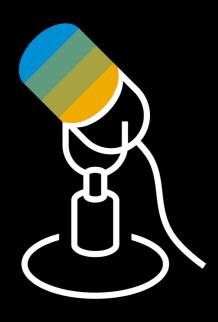
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## **SAP Supply Chain Control Tower**



Increase end-to-end visibility across your extended network



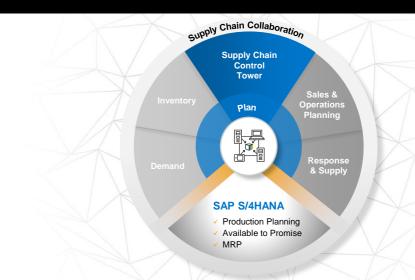
Improve supply chain performance by managing Key Performance Indicators



Manage exceptions with automated alerts, root cause analysis and resolution



Increase supply chain agility and reduce supply chain cost





## **SAP Integrated Business Planning for Sales and Operations**



Create the optimal business plan to drive revenue growth and increase market share



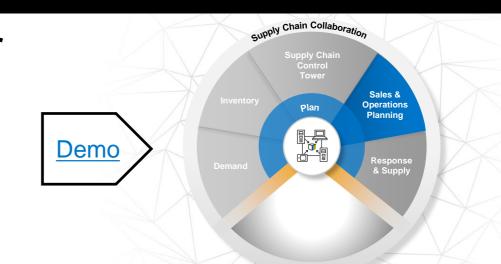
Effectively balance demand and supply and attain financial targets

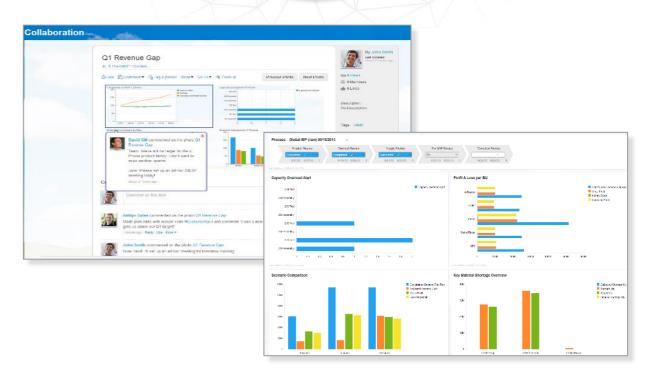


Increase speed and agility of planning and drive most profitable responses



Enable cross-functional process orchestration and collaboration





## **SAP Integrated Business Planning** for Response and Supply



Support of tactical (rough cut) supply planning, as well as operational supply planning



Scenario planning / what-if analysis of actual or hypothetical changes to demand and/or supply



Fast matching of supply and demand to respond to operational changes; pegging and gating-factor analysis



Constrained optimization and priority rules-driven algorithms



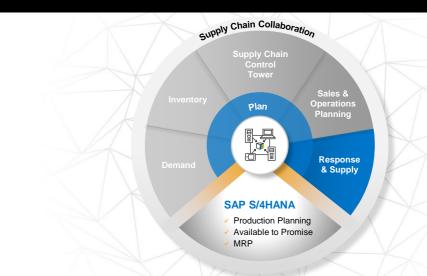
Unconstrained demand propagation and heuristics options

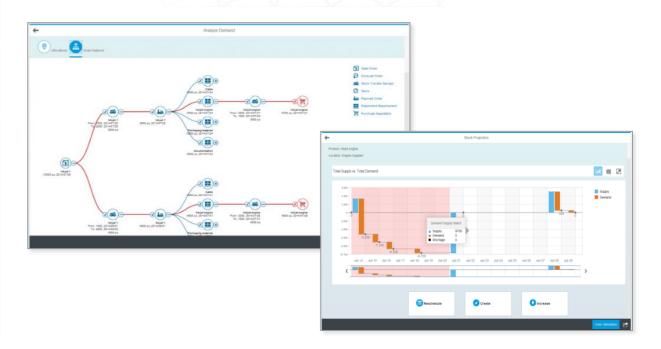


Generate and provide allocations to ATP, and reschedulesales orders



Production and distribution (deployment) use cases





## **SAP Integrated Business Planning for Demand**



Develop more accurate mid-term statistical forecasts



React faster to short term demand changes with pattern recognition based algorithms



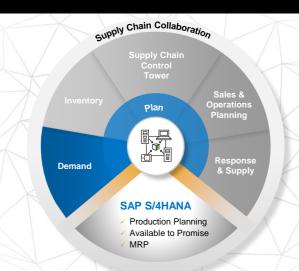
Drive more accurate deployment of product based on short term demand

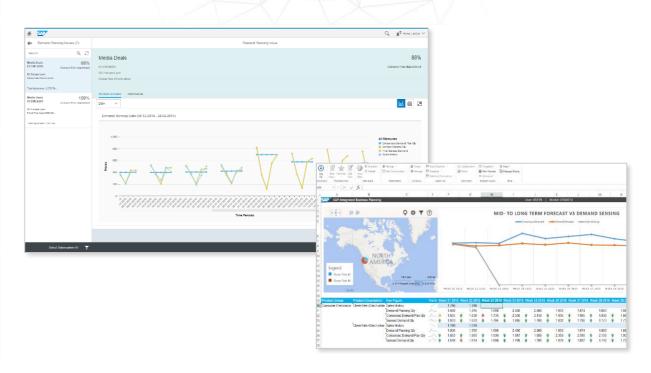


Enable planning flexibility and accuracy through segmenation



Collaborate to ensure the most accurate forecast





**SAP Integrated Business Planning for Inventory** 



Improve customer service levels



Maximize the efficiency of inventory and working capital



Reduce production and distribution costs

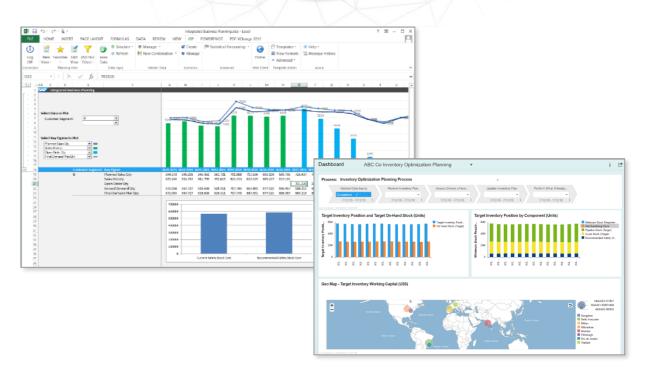


Standardize the inventory target-setting process at each tier within the supply chain to feed operational plans



Support for Demand Driven MRP strategic Inventory positioning and buffer sizing (steps 1 & 2)





## Supply Chain Collaboration with SAP Ariba Solutions for Direct Materials



Collaboration with all suppliers in real time across plan-to-deliver processes increases visibility into supply



Better visibility enables improved fill rates and decreased buffer stock



Transition from push to pull model enables reduced lead times



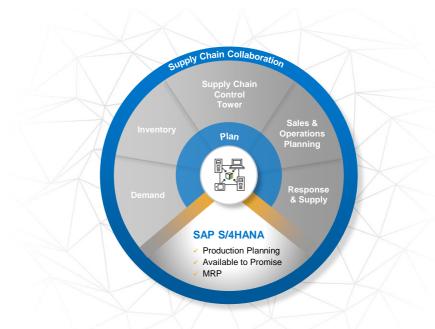
Standard automated processes drive productivity improvements

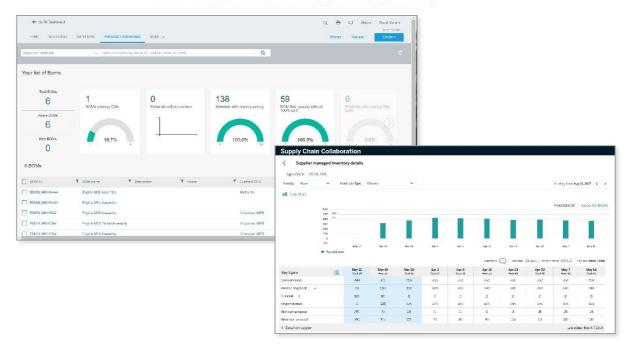


Faster and cheaper onboarding enables scaling and time to value



Bill of materials and product sourcing enable hard cost savings and reduced cost of goods sold





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## Predictive MRP: Simulative MRP for mid-/ long term planning

#### **Positioning**

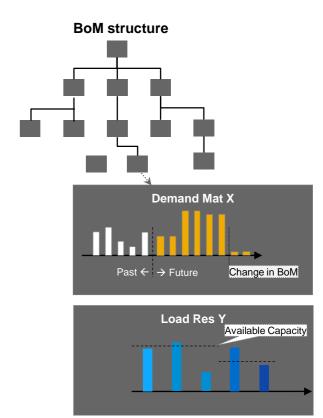
- Mid/long term demand scenario simulation for capacity, production, purchasing and internal material flow in production plants on detailed level
- · Successor of classic ERP "Long-term-planning", but not with identical functionality

#### **Approach**

- Simple and fast infinite MRP run for planning scenarios
- ... based on demand versions for finished goods (material variants)
- ... with simplified MRP logic (no lot sizing, always plan-driven)
- ... exploding complete Bill of Materials and 'Bill of Operations', considering simplified effectivity
- ... natively leveraging the full potential of SAP HANA

#### Result

- Component and capacity demand on all levels for all resources
- Full information about pegged requirements across all levels
- In an optimal format for HANA evaluations as basis for analytical apps
- ... and for interactive planning via capacity adjustment, sourcing decisions and demand leveling



### **Predictive MRP**

#### new simulative and interactive long-term planning

Scope ..

Define business scope and its top level demand

**Calculate** 

Propagate the demand across the multi-level (max) BOM individually, i.e. no lot sizing(!) Result

Derived demands and (rough) capacity loads on all (sub) component levels, linked to the top demand **Evaluate** 

Which top level demands drive overload?
What are my limits and constraints?

**Simulate** 

How to make it fit?

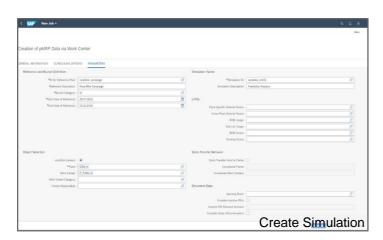
Change top level demands, change component or work center availability

Check Multilevel impact

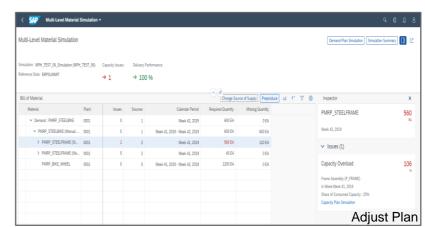
**Apply** 

Adjust the actual business objects based on the findings:

- Change capacity
  - Preproduce
- Adjust Demand
- Change Source of Supply

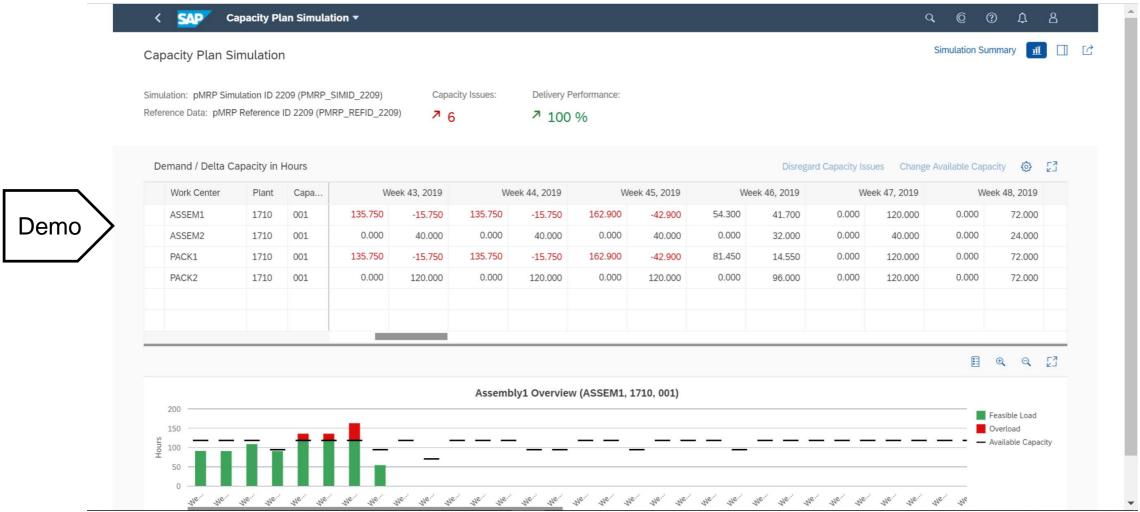








Reduce inventory carrying costs by forecasting component demand with predictive material and resource planning



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## The world has changed since MRP was introduced in the 1950s...

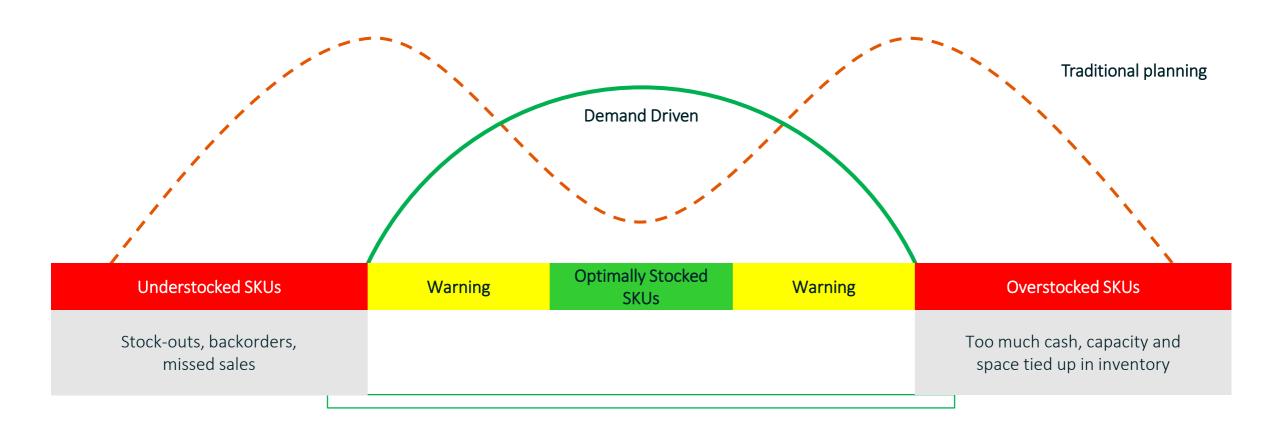
 High supply chain complexity
 Short product lifecycles
 Short customer tolerance times
 High product proliferation

 High product customization
 Many long lead time parts
 Many more...

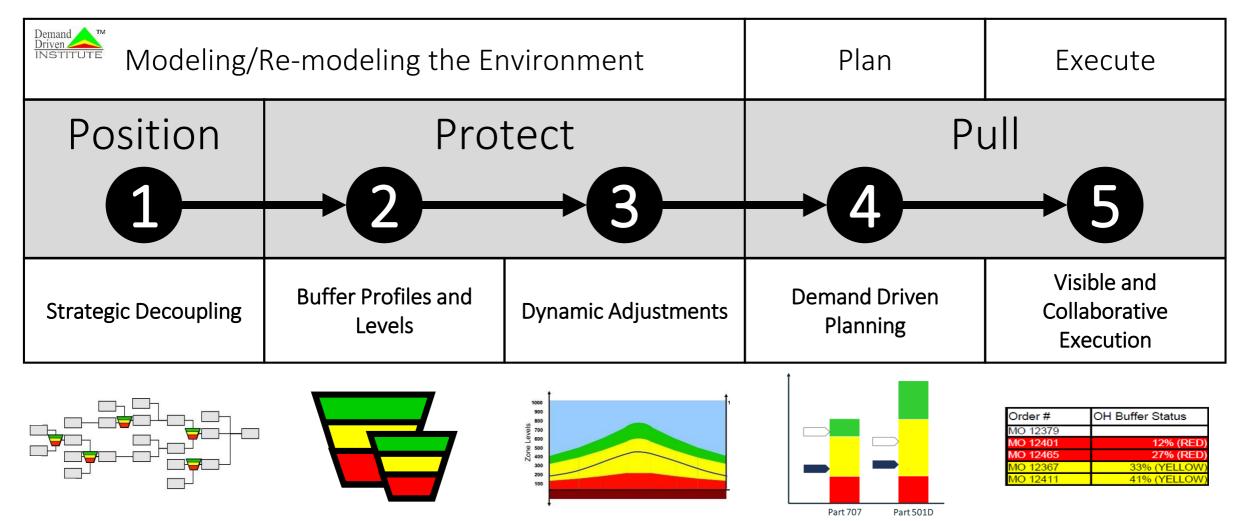
## Demand Uncertainty / Slow & disruptive response

**Inventory & Service Challenges** 

## Classic (forecast-driven) planning can lead to bi-modal SKU distribution

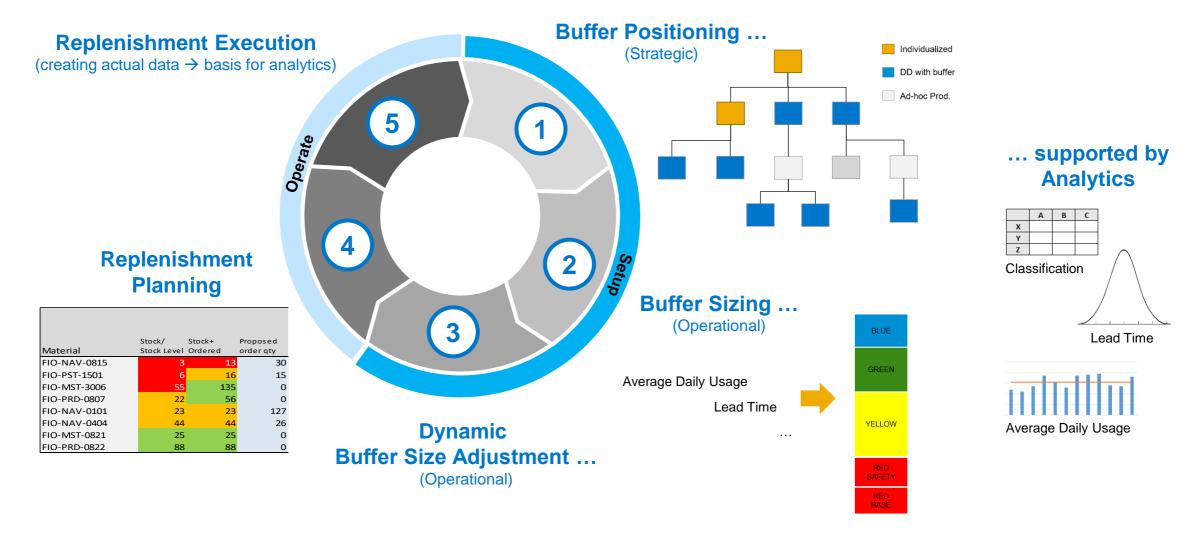


## DDMRP consists of 5 components and forms the basis of the demand driven operating model

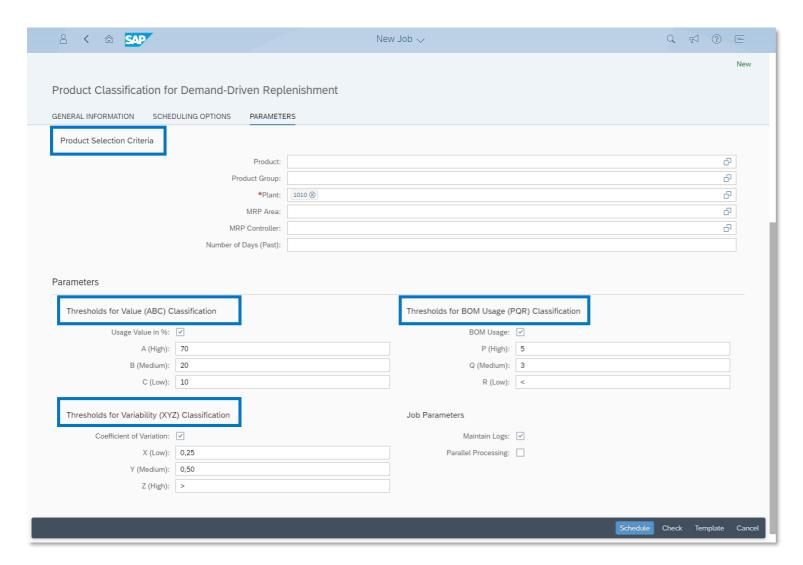


Source: Demand Driven Institute

# SAP Demand-Driven Replenishment The (planned) End-to-End Process Flow in S/4HANA



## Step 1 – Buffer Positioning S/4HANA Analytics for Demand Driven Replenishment



Classify Materials by ...

- Value
- BOM Usage
- Variability

... based on actual data and freely definable threshold values

### **Step 1 – Buffer Positioning**

#### Worklist: Filter and review candidates, identify decoupling points

#### **Bottleneck Protection**

Components which are consumed at a bottleneck work center should be available

Select by bottleneck work centers

Derive buffer candidates (component products) via production version

#### **Outbound Protection**

Ensure to meet response time expected by the customer

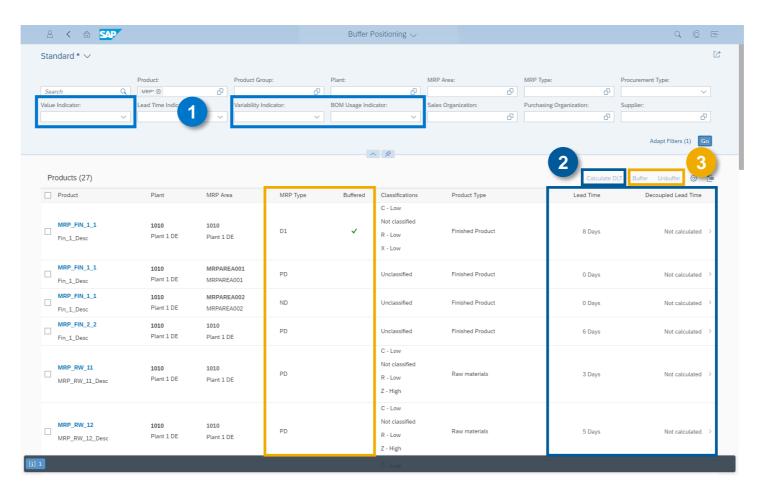
Select sold products by sales organization

Check the calculated decoupled lead time

#### **Inbound Protection**

Stabilize the material flow within my company through protection against supply variability

Select by purchase organization & supplier



Further narrow down the list by attributes like classification (and others)

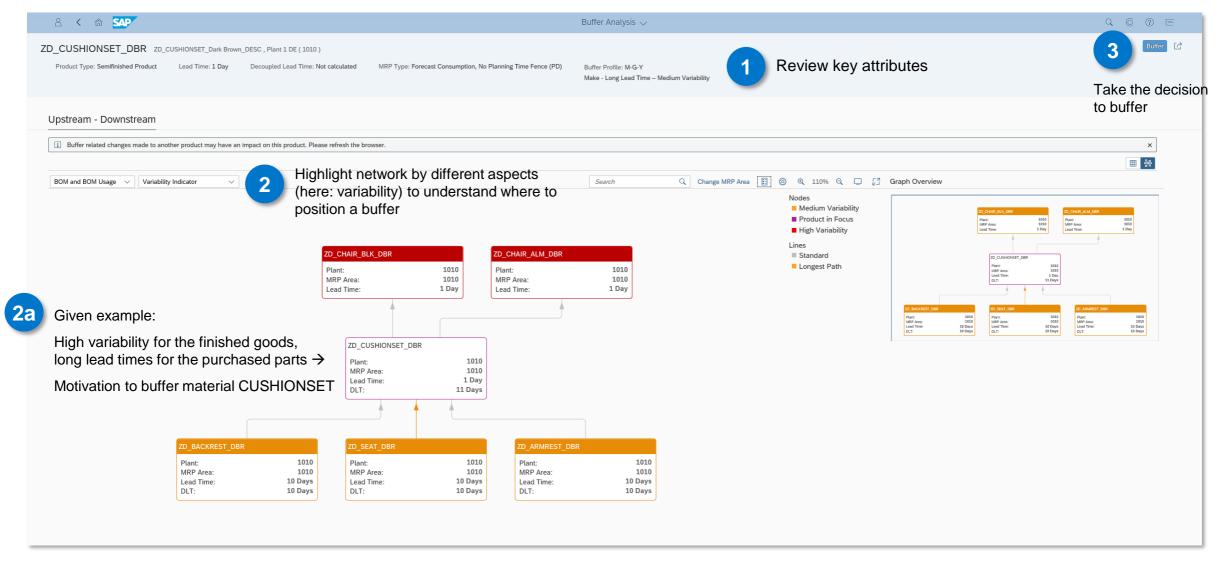
On demand, re-calculated certain key attributes

Take the action to buffer by assigning MRP Type = D1 (Demand-Driven)

Or drill down into more details ...

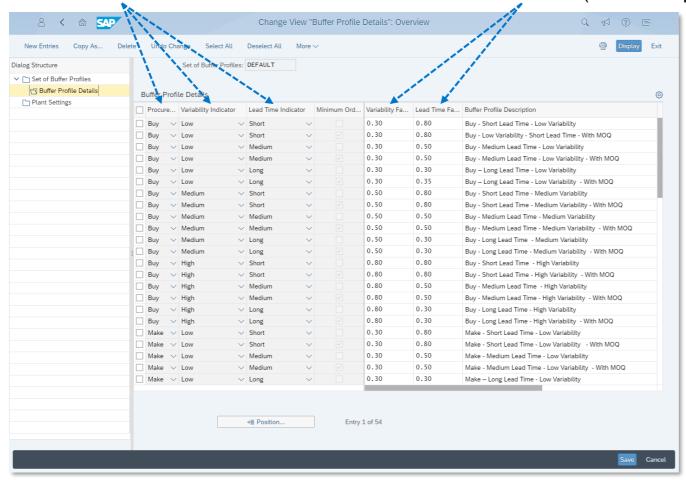
## Step 1 – Buffer Positioning

#### **Set the Decoupling Points**



## Step 2 – Buffer Sizing Define Buffer Profiles

Classification values determine the buffer calculation factors (via buffer profiles )



## Step 2 – Buffer Sizing

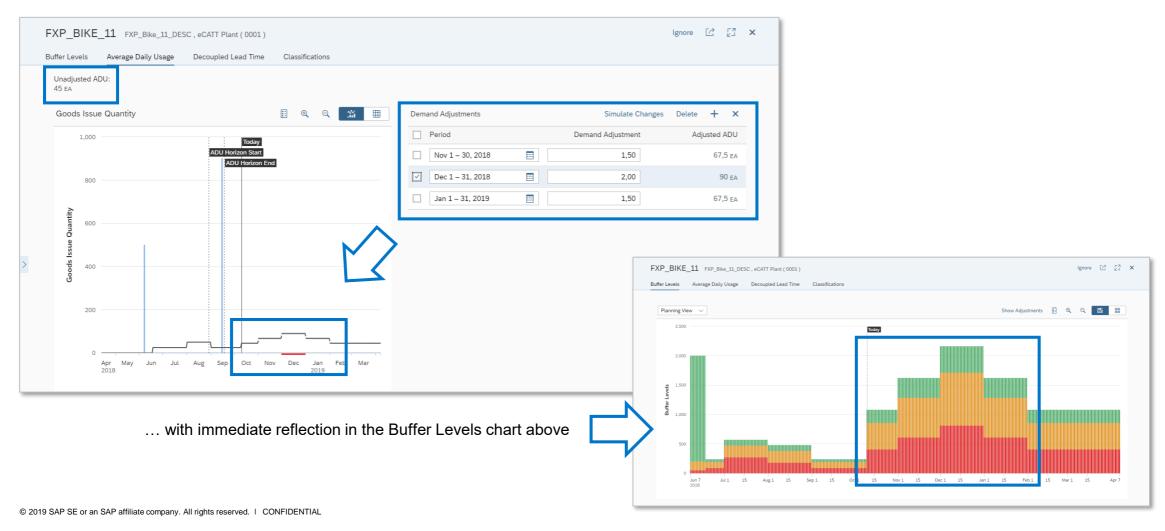
#### **Review and Adopt Buffer Level Proposals in a Worklist**



#### **Step 3 – Dynamic Adjustments**

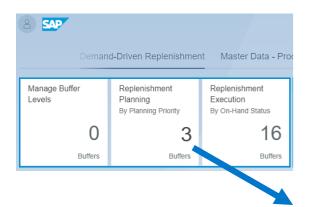
#### ... as a part of Buffer Sizing: Time-Dependency of Average Daily Usage

Possibility to maintain Demand Adjustment Factors ...

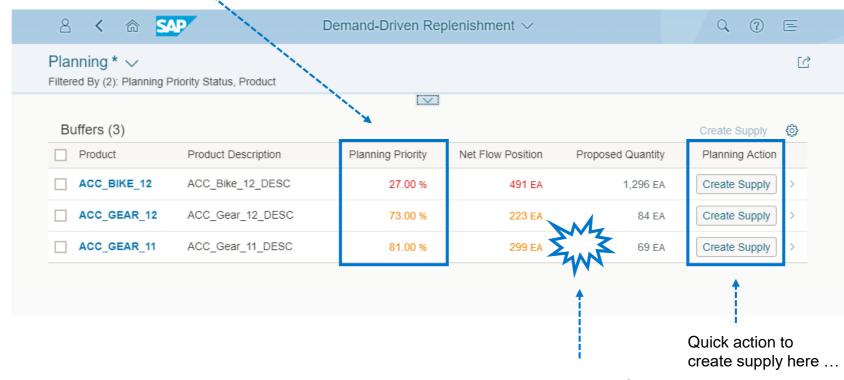


### **Step 4 – Replenishment Planning**

#### Monitor the Planning Priority and Net Flow Position, Option to Create Supply



Buffers to be replenished, sorted by the Planning Priority, i.e. Net Flow Position / Max Stock



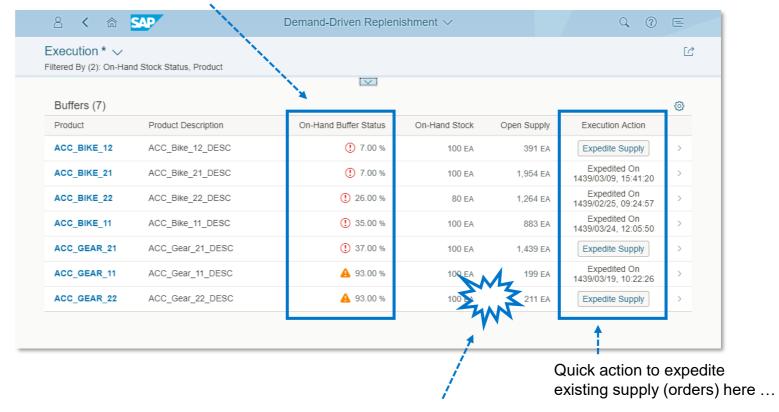
... or navigate into object page for detailed planning by clicking on a line

## **Step 5 – Demand-Driven Execution**

#### Monitor the On-Hand Buffer Status



Buffers with critical fill level, i.e. physical stock below a certain threshold, sorted by On-Hand Buffer Status = Physical Stock / Safety Stock

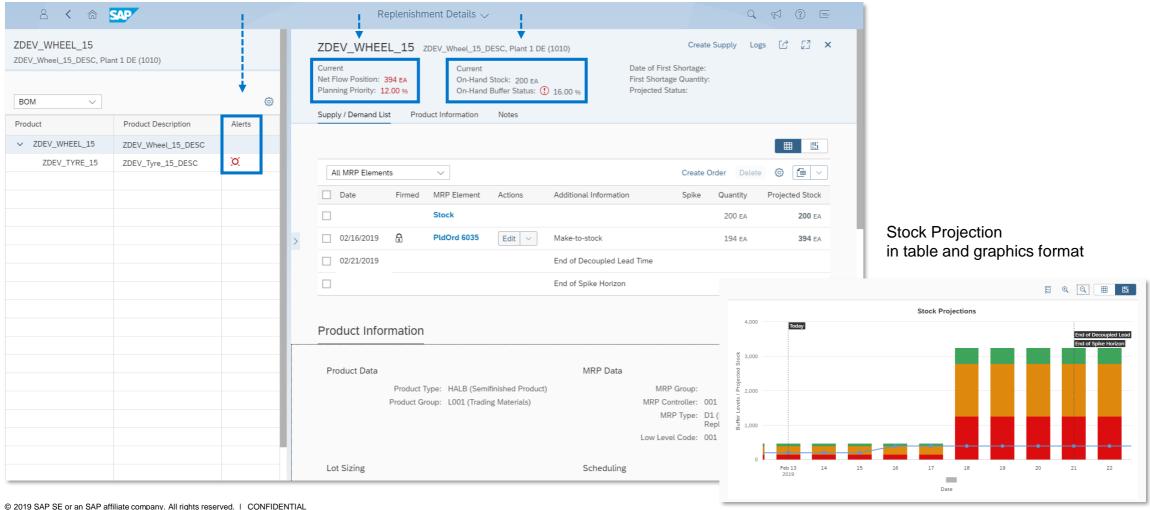


... or navigate into the object details for a comprehensive picture by clicking on a line

#### **Step 5 – Demand-Driven Planning and Execution Alerts Based on a comprehensive Buffer Context**

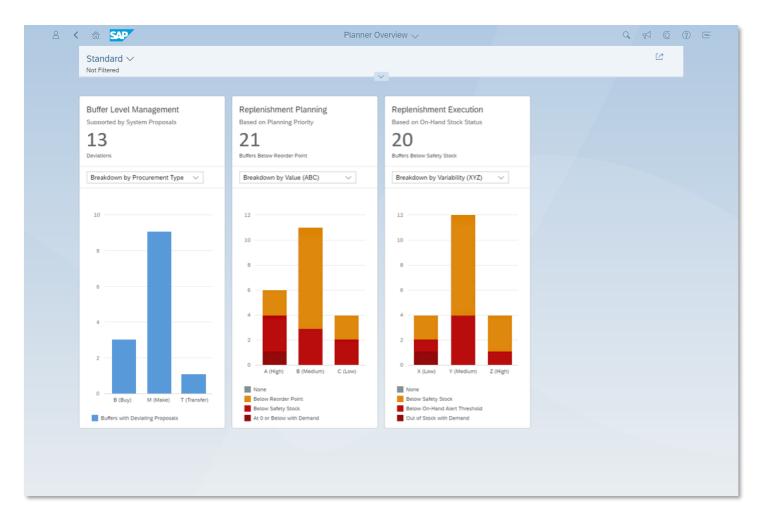
Highlight issues in upstream flow of buffered material (synchronization)

**Net Flow Position** On-Hand Buffer Status



### **Steps 3+4+5 – Planner Overview Page**

#### ... supporting the Planner in Monitoring the End-to-End Process



The planner can see the key figures, which are also visible on the Fiori Launchpad tiles:

- Buffer proposals to be review
- Buffers to be planned
- Low on-hand buffer fill level to be managed

The key figures can be broken down by different dimensions:

Breakdown by Procurement Type

Breakdown by Value (ABC)

Breakdown by Lead Time (EFG)

Breakdown by Variability (XYZ)

Breakdown by BOM Usage (PQR)

Breakdown by Procurement Type

By click on a stacked bar, the user navigates into the respective work list.

## **Planification**

Overview

Integrated Business planning

pMRP

**DDMRP** 

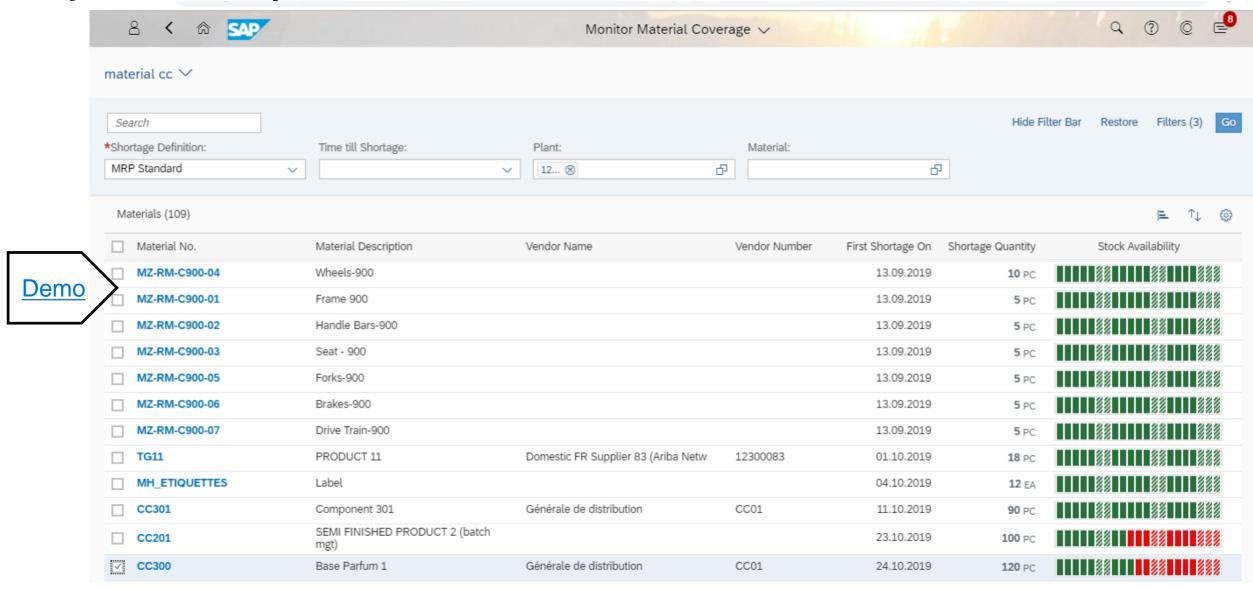
Order monitoring in S/4HANA

Scheduling

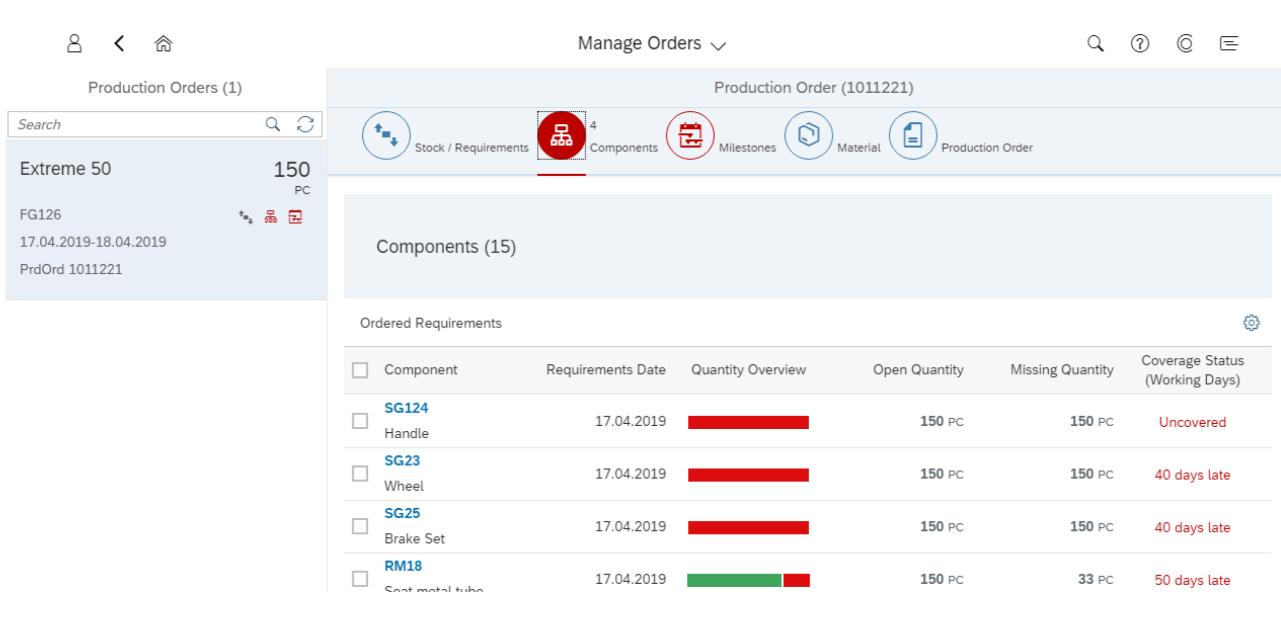


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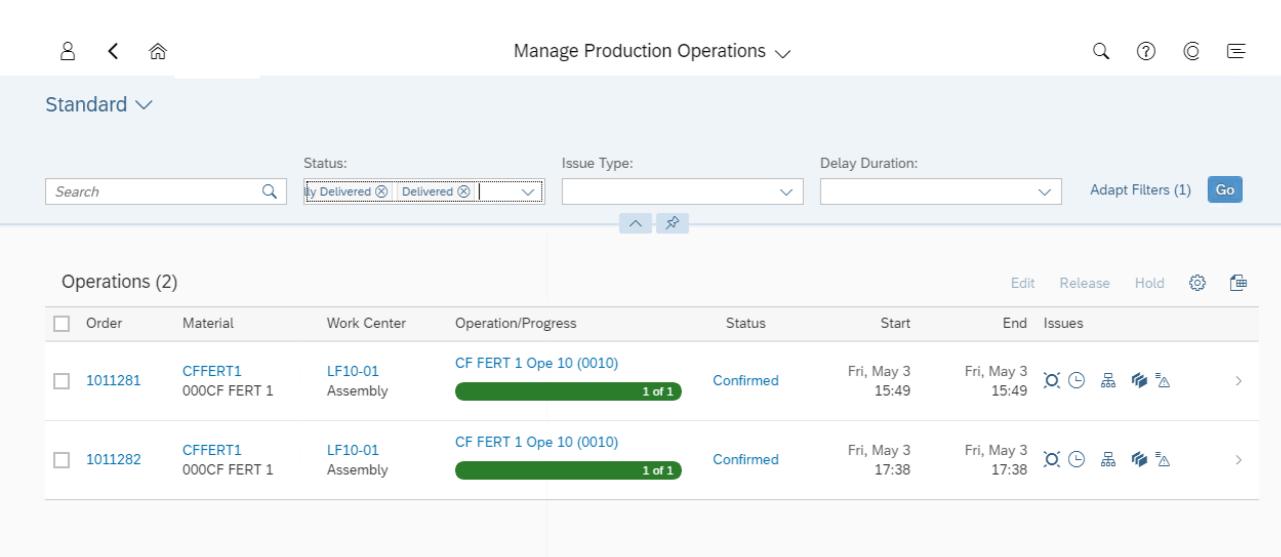
### **Mrp Result Analysis**

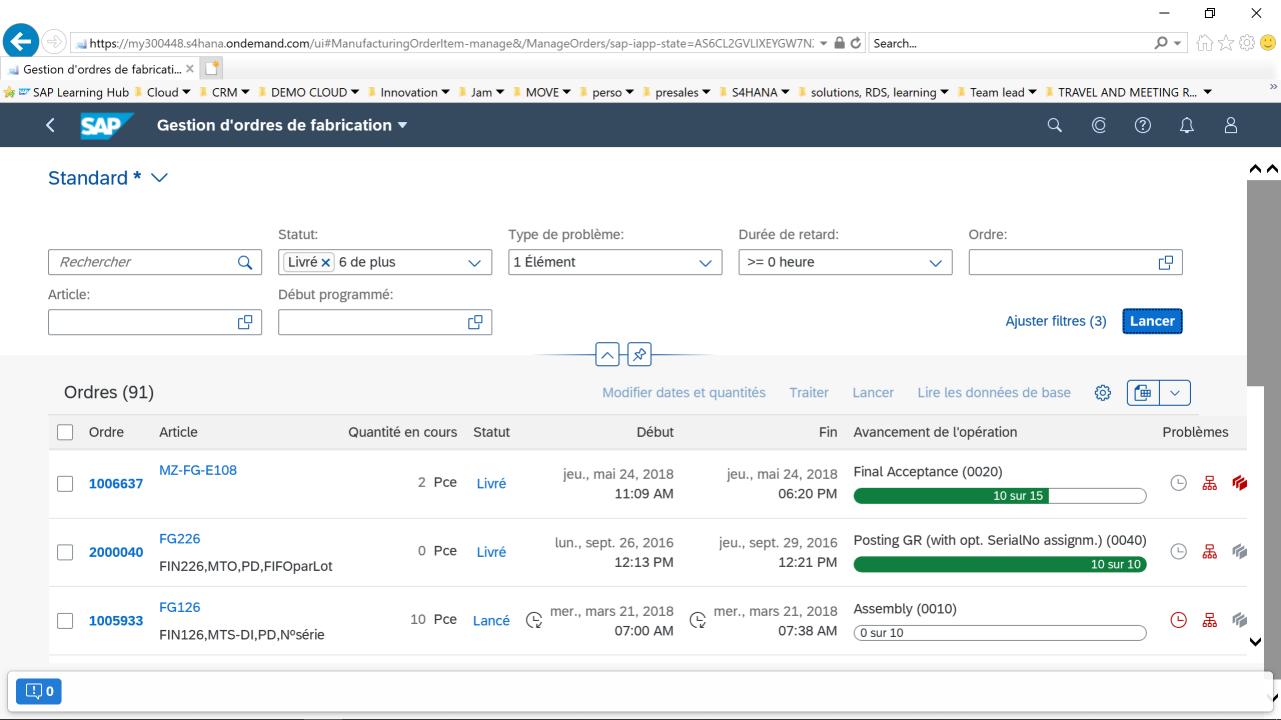


## Manage production order



## **Production Cockpit**





## **Planification**

Overview

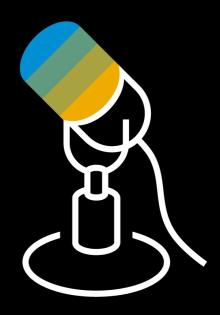
Integrated Business planning

pMRP

**DDMRP** 

Order monitoring in S/4HANA

Scheduling



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### S/4HANA Constraint based Production Planning & Scheduling

Crusher wwz.sn-o1\_1710\_001

Finite capacity planning - PP/DS in S/4HANA: One MRP

**Production Scheduling Board** 

**Heuristics and optimization** 

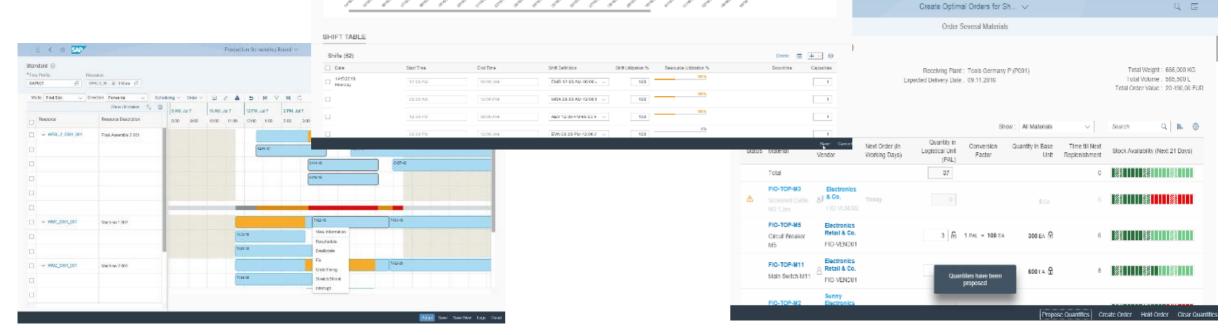
**Combined order support** 

Monitor Capacity Utilization with new object page to analyze capacity details by resource and manage shifts and operations.

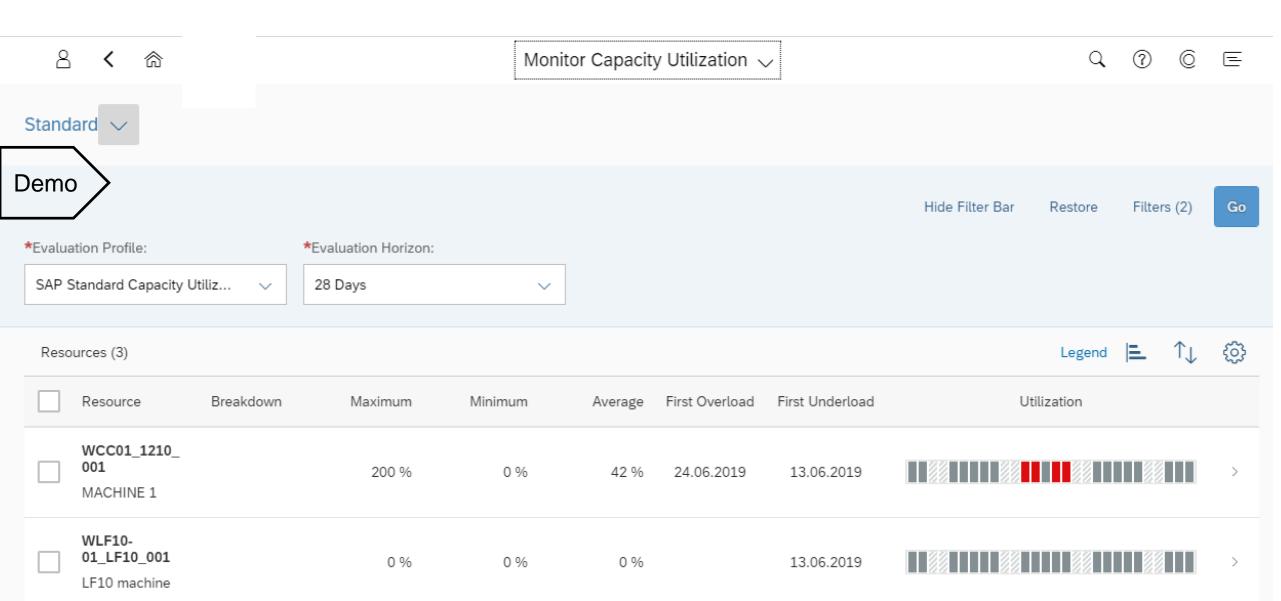
Capacity Utilization 1

#### **Create Optimal Orders for Suppliers:**

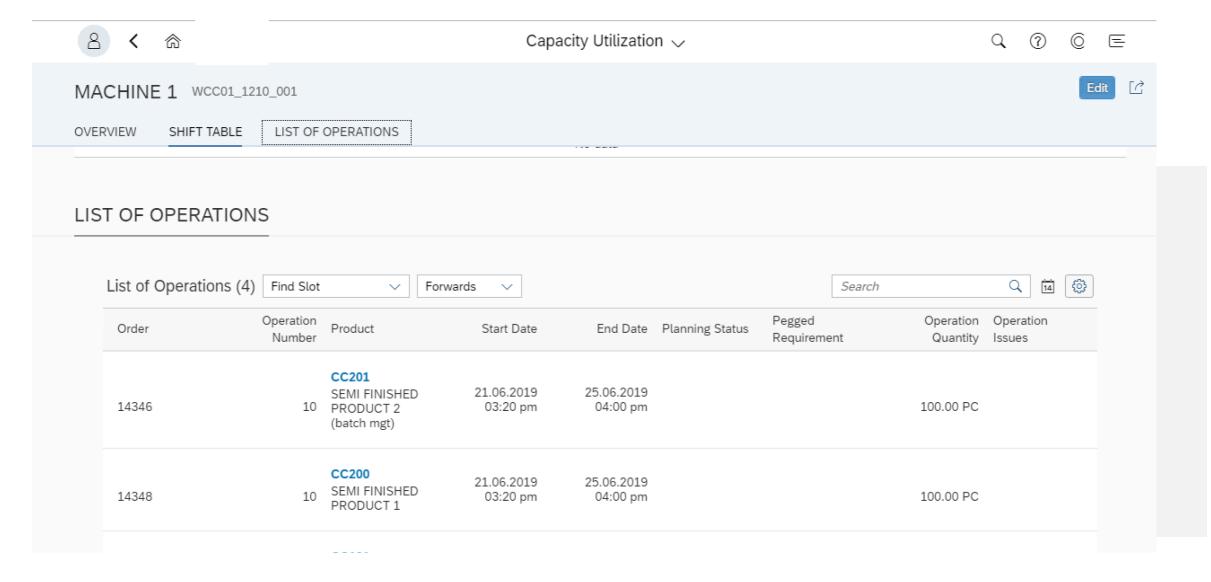
- Use calculation logic of S/4HANA to optimize a collective Purchase Order for your schedule in seconds!
- Considers supplier capacities to harmonize own requirements against supplier constraints
- Use native HANA capabilities for simulating order combinations supported by graphical visualizations.

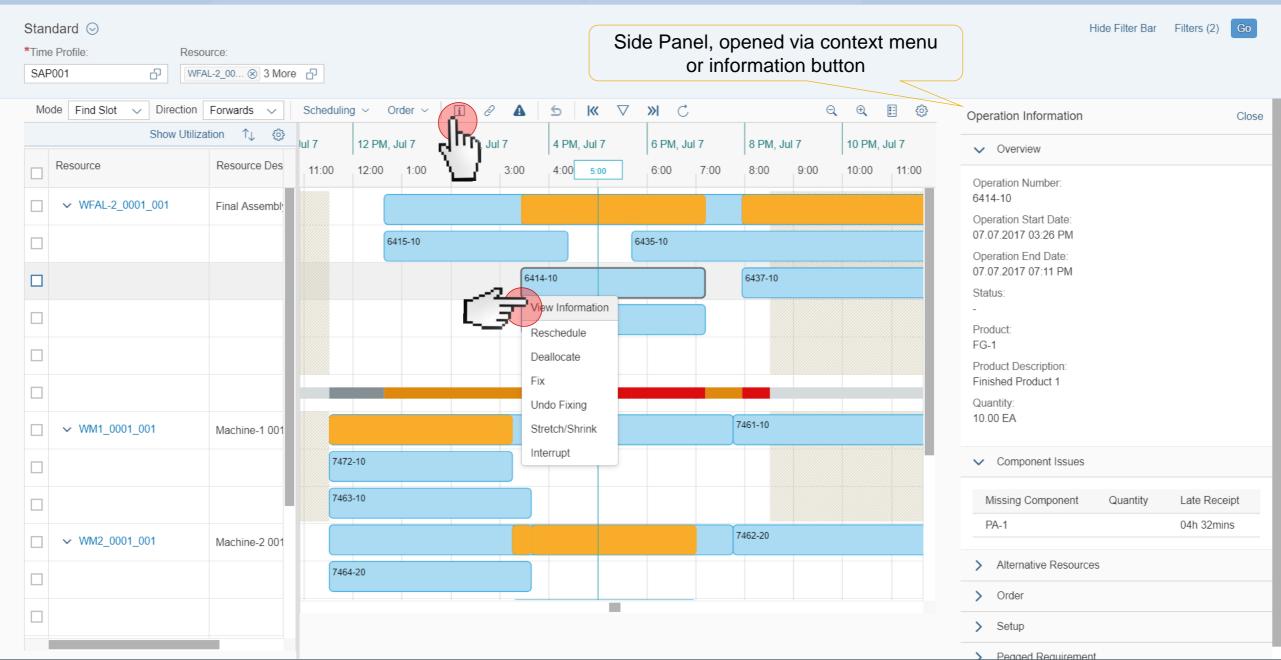


#### **Monitor capacity utilisation**



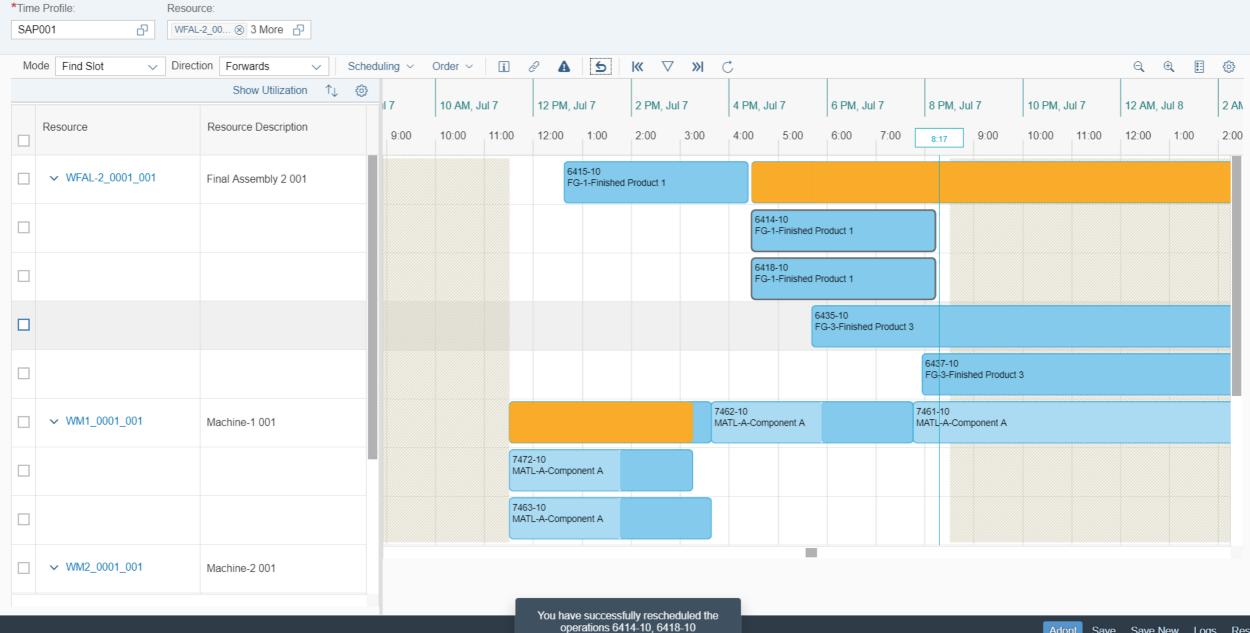
#### **Capacity Utilization**





Standard \* ⊙

Q



# Merci

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