Deloitte Tech Trends
Facing a fast-moving future
SAP solutions in focus

Introduction

How will your organization navigate future uncertainty and thrive in the face of constant disruption? For many organizations, SAP technologies will be part of the answer, but enterprise leaders will need far more than an ability to connect and run the latest digital solutions. They will require a deep understanding of the potential that comes along with SAP and other solutions. They will need to understand how new technologies can unlock layers of business value and position their organizations for whatever comes next.

To do that—and to help organizations get a better view of what's coming—Deloitte's annual Tech Trends report explores the impact of emerging technology opportunities in the innovation areas of interaction, information, and computation, and the foundational areas of business of technology, cyber and trust, and core modernization. These trends underscore the need for activating a built-to-evolve enterprise—the Kinetic Enterprise™—a disruption-ready organization that operates with a clean core, responsive cloud solutions, intelligent technologies, and an inclusive ecosystem of services.

As a companion to Deloitte's Tech Trends 2023 publication, this report looks at evolving technologies through the lens of SAP® solutions—providing perspective that can help your business operate and innovate more effectively in a fast-moving future— a future that, for many leaders, is already here.

Through the glass:
Immersive internet for the enterprise

The imperative

The connection to the digital world has been mediated through an ever-shrinking series of rectangular screens, but now the paradigm is shifting toward interfaces that take users through the glass and into immersive virtual experience, including the digital world known as the metaverse.

Over the next few years, tangible, conversational, and virtual interfaces will likely continue to graduate from tech to toy to enterprise tool. This evolution should not only help companies build lucrative business models, but also provide immersive environments to streamline operations. Organizations will need to be prepared for reality to move online, through expanded ways of interacting with mixed reality.

Potential SAP solutions

SAP enterprise applications leveraging augmented (AR) and virtual reality (VR) have the potential to grow in a wide range of areas, from manufacturing to the medical field. And SAP technology can use WebVR (a web frame for building virtual reality), which enriches web applications with virtual/spatial add-ons to provide virtual 3D enhancements, on the fly, for AR/VR compatible devices.

SAP Extended Warehouse Management enables businesses to directly connect warehouse and logistics workers in real time with the critical data and information they need to perform their jobs. AR-based workflows can provide step-by-step instructions to workers via smart glasses and wearable devices, enabling them to work hands-free, improving pick rates by an average of 10-15 percent, and dropping error rates close to zero.

Extended reality (XR) with SAP solutions can help organizations develop insights they can use to improve designs and reinvent business operations. Service, maintenance, and asset quality inspection are areas in which XR shows high potential for enhancing value.
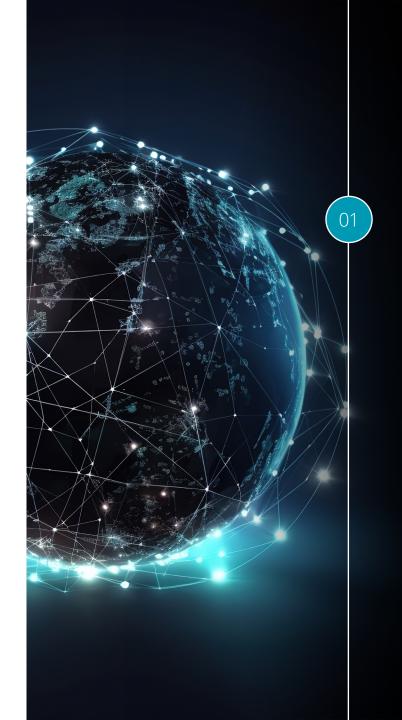
How we can help

Deloitte's technical capabilities, business process knowledge, and global network can help organizations connect VR technology with SAP S/4HANA, through Deloitte's Kinetic S4XR offering, to create an interactive virtual environment based on real-time SAP system data. The approach allows existing real objects and systems to be translated into the virtual world as digital twins, representing businesses processes in a more tangible way. With the latest XR technology, organizations can immerse themselves in virtual environment to conduct detailed analyses and readily identify issues—and to quickly adapt and optimize business processes.

Our solutions

Reimagine XR: Revolutionize supply chain transformation with virtual reality technology that connects SAP systems in a new digital world. The solution uses XR smart assets to help ensure that virtual objects are intelligently linked to various SAP technologies, including SAP S/4HANA and SAP Business Technology Platform, supporting more efficient and quicker business transformation.

KIT: An all-in-one clienteling and assisted selling application that modernizes the storefront, differentiates your brand, and helps drive sales. Designed with a strong focus on user experience, with AR and VR at the core.

01

Opening up to AI:
Learning to trust our AI colleagues

The imperative
There is plenty of evidence suggesting businesses that use AI pervasively throughout their operations perform at a higher level than those that don't. The degree to which businesses and workers learn to trust their AI "colleagues" could play an important role in their business success. What may matter in the future is not who can craft the best algorithm, but rather who can use AI most effectively. Developing processes that leverage AI in transparent and explainable ways will be key to spurring adoption. It is also important to understand the ethical use of AI—such as whether AI is being used in a consistent and purposeful manner, and whether there is a human in the loop to evaluate AI suggestions.

Potential SAP solutions
SAP offers SAP AI Business Services on Business Technology Platform to automate and optimize core business processes, including lead-to-cash, design-to-operate, source-to-pay, and recruit-to-retire, these services add intelligence to applications using AI models pretrained on business-relevant data, with scalability and responsibility in mind. With SAP AI Core and SAP AI Launchpad on SAP BTP, you can productize and operate AI models that natively integrate with SAP applications. SAP technologies such as SAP Analytics Cloud, SAP Conversational AI, and SAP Data Intelligence can also help build robust AI solutions.

How we can help
Deloitte provides AI strategy, services, and solutions to support clients' needs in their AI journeys, helping them anticipate and mitigate challenges, and to achieve outcomes sooner. Deloitte also guides clients with a Technology Trust Ethics (TTE) framework to help them use AI ethically. In Addition, the Deloitte AI Academy can help bridge the AI talent gap in the market today, to support the growth of AI talent.
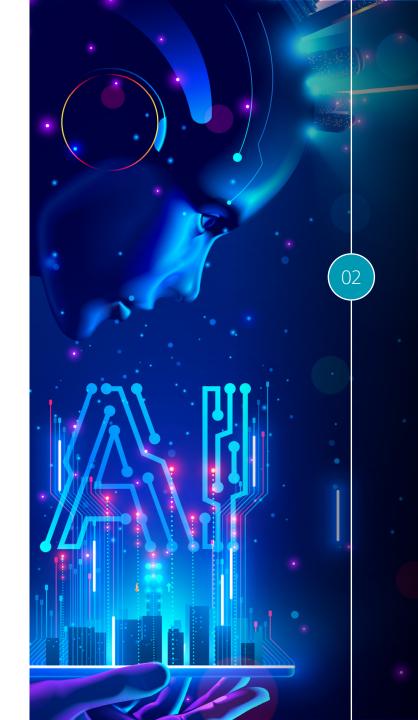
Deloitte offers innovative, secure and cloud-agnostic CortexAI, an AI Platform for your AI, analytics, and data solution needs. Examples of AI-enabled solutions that Deloitte has delivered include smart metering for utilities; early detection of safety issues for automobiles; fraud, waste, and abuse detection for states; and conversational AI in banking.

Our solutions
Smart Offering: An AI/ML-enabled Delivery Transformation one-stop solution to support SAP S/4HANA engagements across different project phases.

AIOPS.D™: An AI-fueled business platform that autonomously executes and manages core business processes across a wide range of functions, including procurement, finance, and supply chain. Built on Deloitte's CortexAI™ platform, AIOPS.D can help clients quickly jumpstart AI adoption.

Kinetic Microservices and Industry cloud solutions: A "core to edge" architecture that combines the best of SAP ERP, through Deloitte's next-generation preconfigured core assets, with industry-specific cloud apps and core extensions. Serves effectively as a digital innovation platform that can embed IoT, machine learning, blockchain, advanced analytics, and other intelligent capabilities enabled by SAP BTP.

02

Above the clouds:
Taming multicloud chaos

The imperative

Enterprises are looking for flexible platforms to create and launch apps that can adapt to future changes and that can work across multiple platforms. By using cloud-agnostic tools and infrastructure, they can choose the best platform for their needs and benefit from portability, performance, and cost savings without being locked into a single provider.

The maturity of a cloud-agnostic technology stack, using open-source frameworks, containers, and serverless and managed databases, allows for greater choice in cloud solutions. And the ability to use multiple clouds (multicloud) enables companies, customers, and partners to create high-availability solutions and services that can work across different cloud platforms.

Potential SAP solutions

RISE with SAP provides SAP solutions that can address a wide range of business needs, including automation of infrastructure, Industry 4.0 capabilities, analytics, and business process intelligence. It includes outcome-driven services from SAP and partners, as well as robust meta cloud offerings such as SAP HANA Enterprise Cloud, SAP S/4HANA Cloud, SuccessFactors, and the SAP Business Technology Platform. Additionally, SAP's SaaS portfolio includes solutions such as SAP Ariba, SAP Data Warehouse, and SAP Analytics Cloud, hosted in the SAP Cloud.

How we can help

Deloitte Cloud enables the transformation of infrastructure and migration to the cloud, while maintaining strong security standards. Deloitte's Kinetic Enterprise approach and offerings for RISE with SAP provide a

joint reference architecture, as well as complementary solutions that address needs across the "advise, implement, operate" spectrum, including capabilities for multicloud controls—to support scalability, performance, and innovation. Deloitte's strong alliances with hyperscalers also help drive added value for customers.
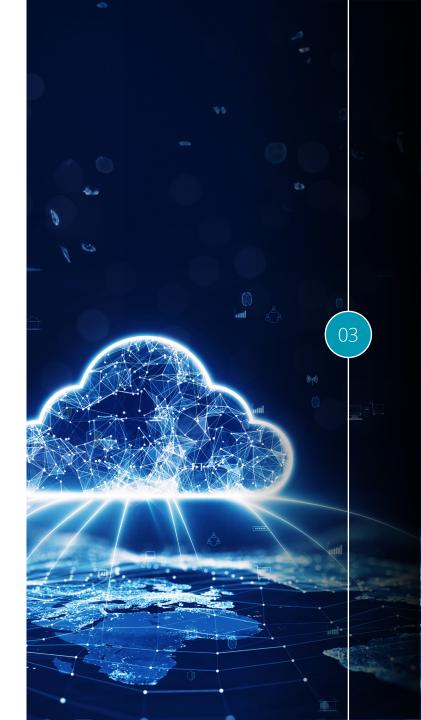
Our solutions

Kinetic Microservices: Built using SAP BTP and effectively designed for multicloud environments, these solutions address more than 60 ready-to-deploy use cases, targeting industry-specific business challenges, such as AI-enabled risk sensing and automated "lights out" finance capabilities.

Cloud Workbench: A web-based suite of proprietary Deloitte tools to help accelerate clients' journey to cloud, using data-driven intelligent analysis of your cloud environment.

Industry clouds: A digital cloud innovation platform using cloud-enabled smart manufacturing solutions that synchronize people, assets, and operations—supporting use cases for facility consumption with energy management; smart warehousing; quality sensing and detection; smart conveyance; engineering collaboration/digital twin.

Converge Health: Cloud platform life sciences and health care solutions that are changing the way organizations deliver patient experiences in more than 22 countries, improving the experience of more than 2 million patients.

03

Flexibility, the best ability:
Reimagining the tech workforce

The imperative

As technology becomes more ubiquitous and decentralized, the nature of work, the workforce and the workplace are all changing rapidly.
And the impact on people—their purpose, their work, where and how they do it—is seismic.

With technical skills becoming outdated every 2.5 years on average, hiring for current conditions is not a long-term winning strategy. Many leaders are considering new ways to curate, create, and cultivate technology talent—and to reimagine their businesses in a way that is human-centric as well as agile, resilient, and sustainable. When leaders harness the force of what people can do, people then expand on what business can do.

Potential SAP solutions

SAP´s global Future of Work organization has embarked on a journey—implementing a holistic Future of Work agenda that focuses on the future of SAP's workforce, innovative people, and workplace practices, as well as the future of HR.

SAP Academy for Sales launched a VR pilot in workforce training to reinvigorate relationships with colleagues and to teach associates concepts in an immersive environment. SAP BUILD helps in workforce learnings and building apps.

SAP cloud talent management, HR as a service and the SAP HXM Suite include tools for consistently managing feedback, recognition, succession planning, learning, and development.

How we can help

Using a "people first" lens, Deloitte is reimagining and designing a series of personas to capture the roles, responsibilities, skills, and behaviors expected of our practitioners. As we move forward, we are customizing careers to balance individual progression and assignments with personal life needs.

Deloitte is also providing supportive coaching and counseling with a focus on top performers. Meanwhile, AI-driven digital twins enable the workforce to focus on creative and problem-solving tasks instead of spending time on manual data collection and repetitive activities.
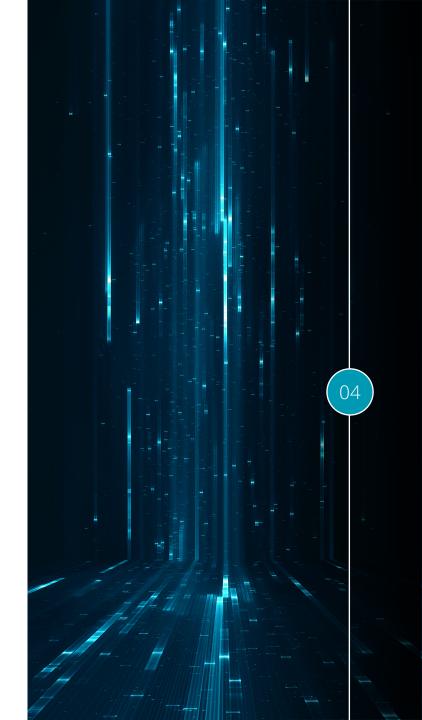
Deloitte's Project 120 aims to deliver more than 1 million hours of training on future applications of technologies. This experience should help us in guiding clients as they work to improve their future workforce plans.

Our solutions

Workforce Strategy: Key services and offerings include Future of Work blueprinting, work re-architected, talent strategy, workforce planning, talent acquisition, workforce equity, talent marketplace, performance management, "work from anywhere," workforce experience by design, and contingent workforce.

The Deloitte AI Institute: Can help organizations augment their workforce by using AI technologies to enhance capabilities and decision-making methods.

Digital Twin Bot Store: Offers RPA tools that can automate routine tasks, freeing up employees to focus on more important business functions. The BOT Store provides numerous bots for SAP business processes and functions across different phases of projects.

04

In us we trust:
Decentralized architectures and ecosystems

The imperative

From cybercrimes to data misuse, digital trust issues undermine confidence in traditional institutions and the technology that powers them. Meanwhile, many organizations are working diligently to build credibility by going beyond traditional business objectives—including efforts that encompass environmental, social and governance, as well as diversity, equity, and inclusion.

Blockchain solutions can help bridge the credibility gap. And Blockchain-powered ecosystems are becoming key not only to developing and monetizing digital assets, but also to creating digital trust. From everyday enterprise applications to blockchain-native business models, decentralized architectures and ecosystems disintermediate trust, placing it not in a single person or organization, but distributing it across the community of users. Blockchain, decentralization and tokens are the heart of the next iteration of the internet.

Potential SAP solutions

SAP Cloud Platform Blockchain and SAP HANA Blockchain as a service enables enterprise blockchain platforms to connect to SAP HANA. Integrated with SAP ERP systems, SAP Cloud Platform Blockchain can be used for functions such as mobile device management, shipment tracking, and wireless security networks.

SAP Business Blockchain Bridge (B3) can connect many business applications with a blockchain network using APIs, allowing businesses to perform transactions, securely send messages, and transfer virtual assets.

And GreenToken by SAP is a system enabled by blockchain technology, supporting transparency for raw material usage, before some products enter a supply chain.

How we can help

Our experience, insights, solutions, and leadership can help your business unravel blockchain and digital asset complexity and thrive in the future. Deloitte brings together a broad set of capabilities and a deep understanding to realize value through blockchain and digital assets. We continue to act as catalyst for changing business models, providing diverse blockchain offerings that leverage intelligent SAP capabilities. With our global blockchain labs and our alliances with leading industry players, we help build scalable platforms for leveraging blockchain and digital assets.

Our solutions

Kinetic Microservices and Industry cloud solutions: A "core to edge" architecture that combines the best of SAP ERP, through Deloitte's next-generation preconfigured core assets, with industry-specific cloud apps and core extensions. Serves effectively as a digital innovation platform that can embed IoT, machine learning, blockchain, advanced analytics, and other intelligent capabilities enabled by SAP BTP.

Strategy and vision: From identifying pools of value to navigating the uncertainty present in the market, our strategy services enable actionable roadmaps to move forward.

Vehicle registration system: Establishing a digital link between a vehicle and an owner, helping address existing pain points through a single, immutable, and unalterable nonfungible token (NFT) via blockchain.

05

Connect and extend:
Mainframe modernization hits its stride

The imperative

Rather than rip and replace legacy core systems, enterprises are increasingly looking to bring them into the modern era by connecting and extending them to emerging technologies. Through tried-and-true approaches to legacy system modernization, businesses are leveraging mainframes and their precious data to drive digital transformation.

Because mainframes remain business-critical and have long-term viability for many organizations, a number of companies expect to expand their mainframe footprint. Mainframes, however, bring potential challenges when it comes to integration with modern applications, and they often mean a lack of business agility.

Potential SAP solutions

SAP Integration Suite is an integration platform as a service (iPaaS) that allows you to smoothly integrate on-premise and cloud-based applications and processes with tools and prebuilt content managed by SAP.

SAP Process Orchestration supports custom process applications and integration scenarios. As the process orchestration layer of SAP Business Technology Platform, it can help you improve process efficiencies and respond to changing demands.

SAP Signavio Process Manager offers intuitive, cloud-based, professional process modeling, enabling organizations to document, model, design, and simulate processes, as well as outline their interconnection to create a shared understanding with increased performance at scale.

How we can help

Deloitte understands organizations' challenges to secure data and efficient integration—like having a diverse IT landscape that spans cloud, on-premise IT, and multiple middleware offerings. Deloitte's extensive industry-specific knowledge and proprietary accelerators such as Deloitte Integration Hub provide a modern, agile integration framework for environments that rely on SAP solutions. Deloitte Integration Hub leverages reference architectures, reusable implementation of code for middleware, and end-to-end monitoring—all supporting faster deployment.

Our solutions

Deloitte Integration Hub: Designed to provide an all-in-one solution for the integration process, offering a methodology and predefined business processes. Embeds Deloitte's extensive industry-specific knowledge, proprietary accelerators, and templates to help you realize value sooner and deploy a strategic, flexible framework for integration needs.

SAP Cloud Integration Vault: A unified platform consisting of APIs and an interfaces library that is essential for the "implement" phase of projects.

Clean EDI: A holistic B2B integration solution to build, automate, and mange external B2B integrations while reducing technical debt.

06

8

What does your future look like?

Each new technology can bring with it endless potential. That's a big deal in an era of endless disruption. So what's your plan? How will you tap the full potential of emerging technologies to unlock continuous value for your business?

If SAP solutions are part of your future, Deloitte can help you bring the technology trends and the potential for new value into sharper focus. Discover how our extensive global experience at the intersection of SAP technologies, business transformation, and industry-specific capabilities can help you prepare for what comes next—and thrive as a built-to-evolve Kinetic Enterprise.

Contact us to get additional insights, schedule a solution demo, or discuss a specific challenge your organization is facing.

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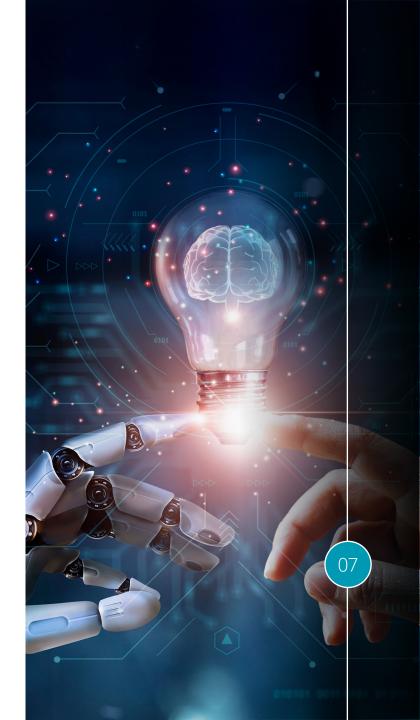
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