Deloitte.

Insights on the top technology trends
Beyond the digital frontier
with SAP® solutions

Beyond the digital frontier with SAP® solutions

Across industries today, disruption remains relentless. Getting ahead of it requires relentless imagination—an ability to see beyond today's digital developments and possibilities, and to plan for what comes next.

As technologies evolve, new business models emerge, and customer expectations grow, understanding trends becomes imperative—especially for organizations that rely on SAP solutions to run their businesses.

Insights on the top technology trends

Intelligent. In motion.

For many of those organizations, addressing disruption will involve becoming a more intelligent enterprise—one that makes the most of its data to build intelligence, which in turn can drive new efficiencies, improve service, delight customers, and fuel growth.

How can you build that organization and continue the journey of digital enterprise transformation? What will it take to reshape your organization into a more flexible one that can adapt and thrive amid constant change?

Building on Deloitte's Tech Trends 2019: Beyond the digital frontier publication, this report projects several important trends through the lens of SAP—also touching on the technology macro forces at play and how modern businesses can navigate digital transformation. These SAP-specific insights offer an essential starting point that can help you reimagine your business, your future, your opportunities, and everything.

Macro technology forces at work

Artificial Intelligence-fueled organizations

NoOps in a serverless world

Connectivity of tomorrow

Intelligent interfaces

Beyond marketing: Experience reimagined

DevSecOps and the cyber imperative

Beyond the digital frontier:
Mapping your future

Where do we go from here?

Macro technology forces at work

The imperative

Control the collision of technologies such as cloud, analytics, cognitive computing, digital reality, blockchain, and cybersecurity to drive transformation and build scalable, reliable, secure, next-generation technology applications.

Potential SAP solutions

SAP® Leonardo intelligent services, SAP Cloud Platform for extending power of applications, SAP Analytics Cloud, and SAP S/4HANA® Cloud, the digital core ERP—to help businesses scale rapidly, meet shifting demands, and deliver leading-edge capabilities to customers and stakeholders.

How we can help

Deloitte's "lighthouse" agreement with SAP means ready-to-deploy "intelligent enterprise" capabilities are available today via SAP Cloud Platform. These and other offerings from the Deloitte Reimagine Platform include preconfigured solutions built around SAP Leonardo capabilities, including machine learning and IoT. The potential benefit? A future-facing enterprise that can innovate more efficiently, operate more flexibly, and respond to disruption more rapidly.

Our solutions
Clean ERP

Avoid custom-developing code, reduce technical debt, and operate more flexibly—rapidly adding (or removing) digital capabilities when and where you need them.

Reimagine Cold Chain Logistics

Supports safer product distribution, better quality, certified delivery, proactive actions, and predictive maintenance.

Digital Maintenance Assistant

A voice-based interactive "live enterprise" assistant—powered by Google Home® and SAP Cloud Platform.

Smart Retail

Automate merchandizing, optimize the supply chain, provide outstanding customer service and personalized marketing.
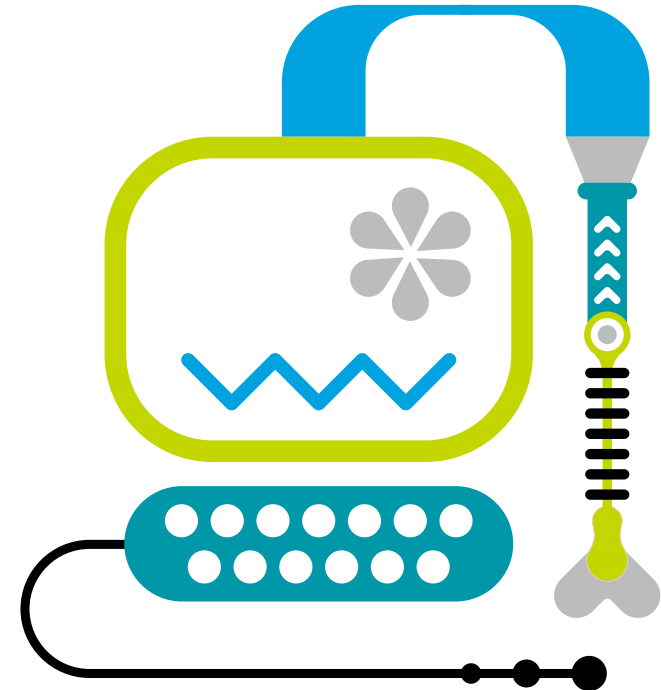
Artificial Intelligence-fueled organizations

The imperative

With cognitive tools and tactics becoming standardized across IT environments, the role of AI in the enterprise grows. As the amount of data being generated continues to increase, organizations have an enormous opportunity to leverage it for new value—to drive
new systems and digital processes that can make decisions automatically.

Potential SAP solutions

SAP Leonardo for next-generation applications plus the SAP S/4HANA ERP for digital core processes and analytics, as well as an "AI first" cloud-based approach that can support an intelligent finance core, AI-powered smart factories, and AI-powered project delivery.

How we can help

The Deloitte Reimagine Platform—built around SAP Leonardo capabilities such as machine learning and IoT—provides innovative, ready-to-launch use cases

and solutions that can help you transform your processes with machine intelligence, build nested AI models, enable the "live enterprise," and automate cognitive business actions.
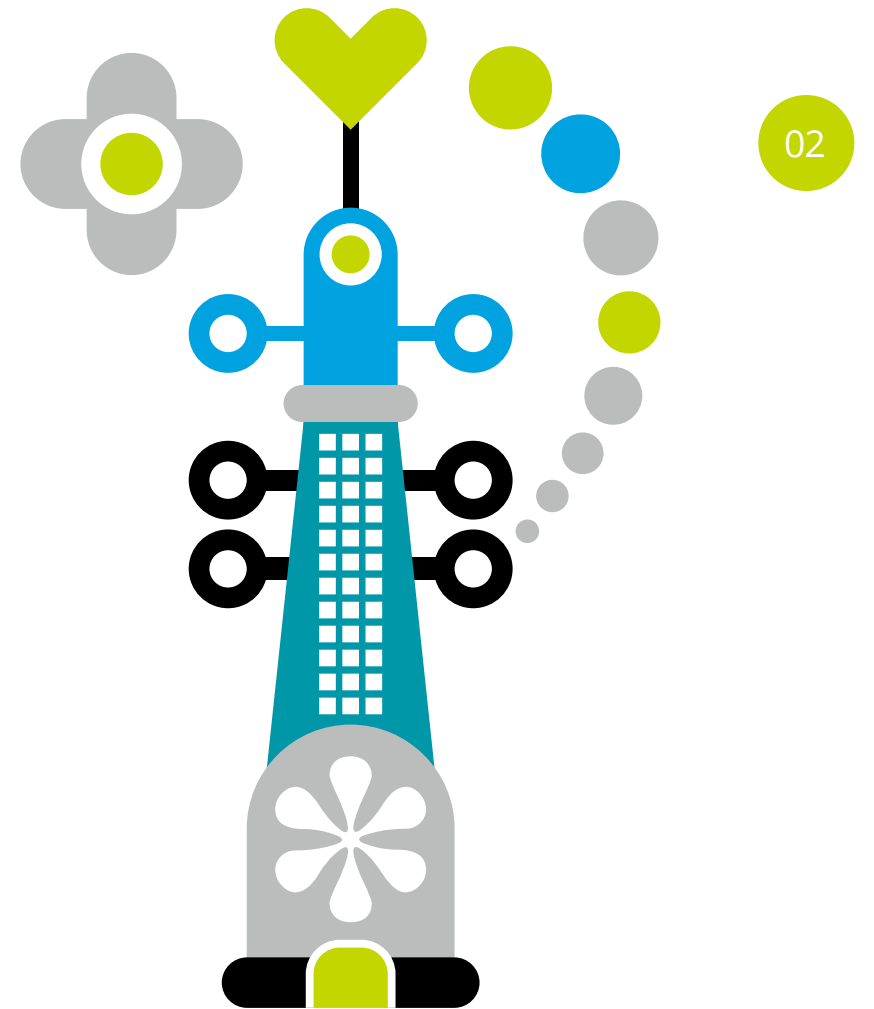
Our solutions

Arya

Next-generation, AI-powered project delivery and code generation.

Smart Payment

A deep-learning-based application for prioritizing vendor payments.

Lockbox

Tap the power of SAP machine learning to automate the lockbox clearing process in finance.

NoOps in a serverless world

The imperative

The evolution of infrastructure means organizations can outsource server management and shift their focus from landscape management to business outcomes. As infrastructure engineers drive next-level automation in infrastructure management, helping empower application developers to do what they do best. The ultimate goal? To shift financial, human, and intellectual resources from operations to innovations.

Potential SAP solutions

SAP Cloud Platform and its cloud-based products to support a NoOps/serverless architecture approach; options of private, public, and hybrid cloud—to offer selective landscape abstraction for organizations of all sizes.

How we can help

Deloitte's extensive experience with "clean ERP" implementation supports the serverless vision, helping organizations reduce technical debt, avoid needless ERP customization, and easily add or remove capabilities as needed. Our lengthy track record of large SAP HANA® and SAP Cloud Platform projects provides a foundation to help build NoOps capabilities—supported by Deloitte's risk and advisory capabilities for enabling layered security.

Our solutions

Operate Command Center

Landscape monitoring automation, performing first-level trouble-shooting—helping to reduce operations management needs for infrastructure support.

SA Hybris-YaaS (SAP Hybris as a service)

Responsive, ready-to-use cloud storefront and integrated solution with SAP S/4HANA, for B2B and B2C customers—supporting a consumption-based cloud services model; microservices are subscribed to via YaaS, on a per-usage model; allows for flexible use of services and a highly productive, agile, dynamic application environment.
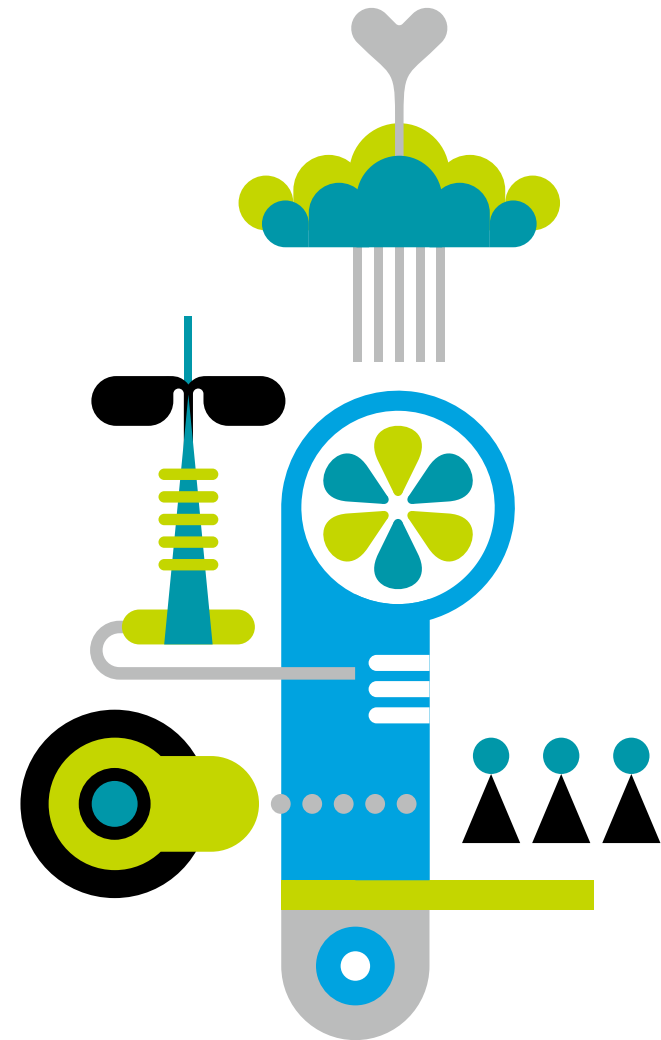
Connectivity of tomorrow

The imperative

With advanced networking comes a new level of connectivity that can drive new products and services, or transform inefficient operating models. Edge computing, mesh networks, 5G, ultra-broadband, and more technologies are all in the mix. For industry leaders worldwide, designing the networks of tomorrow becomes a priority.

Potential SAP solutions

SAP Leonardo, the digital innovation system that offers next-generation capabilities for IoT, blockchain, machine learning, and other functionalities.

How we can help

Deloitte can help you navigate the future of connectivity, collaborate with you to explore opportunities for using software-defined networks, network function virtualization, and network slicing. The potential payoff? Seamless, secure networks that include a multitude of device types and allow you to harness the benefits of distributed computing.

Our solutions
Smart Warehouse

An RFID/speech-enabled solution for improving warehouse processes with IoT, to help pickers and warehouse managers better manage warehouse operations.

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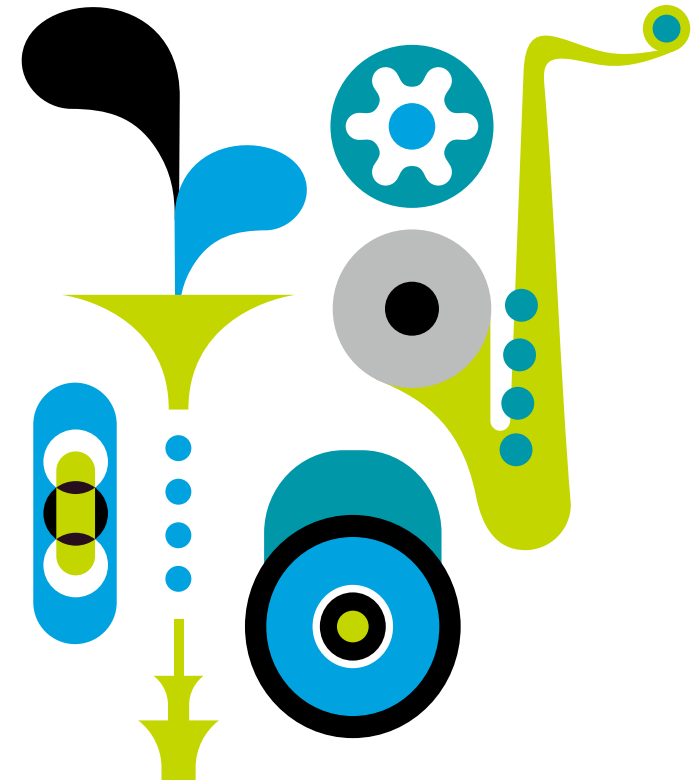
Intelligent interfaces

Intelligent interfaces combine the latest in human-centered design techniques with leading-edge technologies.

The imperative

Intelligent interfaces combine the latest in human-centered design techniques with leading-edge technologies such as computer vision, conversational voice, auditory analytics, and advanced augmented reality and virtual reality. Working in concert, these techniques and capabilities will transform the way businesses engage with machines, data, and one another.

Potential SAP solutions

SAP S/4HANA for a modern digital core ERP; the SAP Leonardo digital innovation system, for machine intelligence capabilities.

How we can help

New questions and opportunities for seamless, intuitive communication emerge at every point of interaction today. Deloitte can help you explore them—so you can operate more efficiently and effectively with VR/AR, mixed reality, AI, machine learning and sensor technologies.

Our solutions

Factory Floor

Enhance worker performance and assess worker mood using a variety of intelligent technologies— while also monitoring machinery and managing the overall shop floor environment.

D-Hub—Deloitte's Integration Hub

An all-in-one solution for the integration process, offering a methodology, predefined business processes, Deloitte's extensive industry-specific knowledge, proprietary accelerators, and templates— to accelerate time to value.
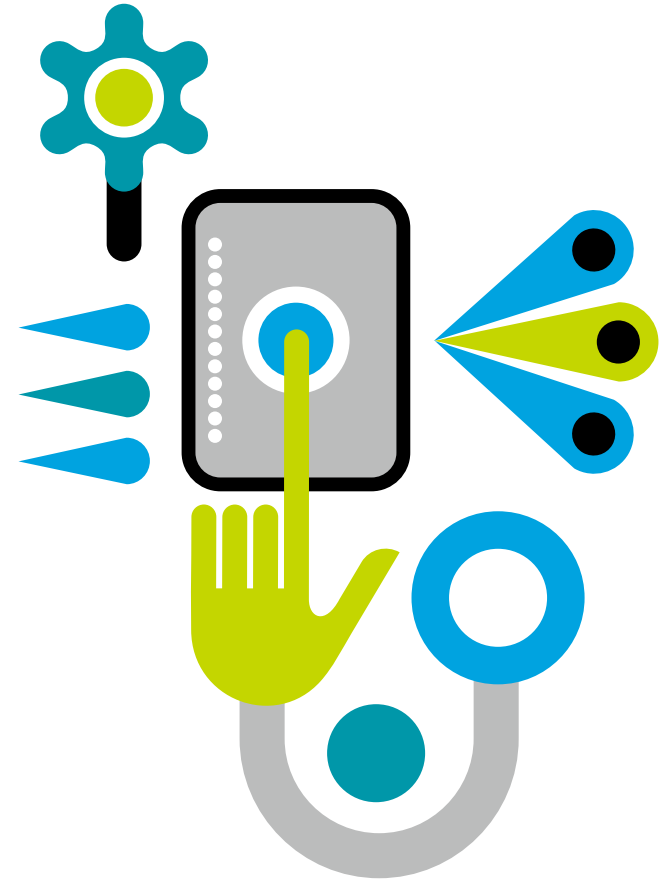
Beyond marketing: Experience reimagined

The vision

Customer experience is becoming more personalized and contextualized—and it is being built today with cloud, analytics, and next-generation digital capabilities. Beyond deploying these new technologies and processes, organizations should shift their mindsets and cultures to ensure that their digital strategies keep customers—and fast-moving customer expectations—squarely at the center of things.

The potential of SAP solutions

SAP Cloud Platform for extending the power of applications; SAP Customer Experience solutions, including the SAP® C/4HANA cloud suite, for enhancing customer engagement.

How we can help

As the line between back-office processes and the front-office customer experience blurs, Deloitte can help you innovate with impact—by tightly integrating SAP C/4HANA and SAP S/4HANA. On the mobile front, our continued innovation with the SCP SDK for

iOS—to build enterprise-ready iOS apps—helps our clients engage with their partners and customers in new, more meaningful ways. To elevate the customer experience, our team also can help you tap the potential of VR/AR technologies, working with your organization to develop new applications and integrate them with enterprise systems.
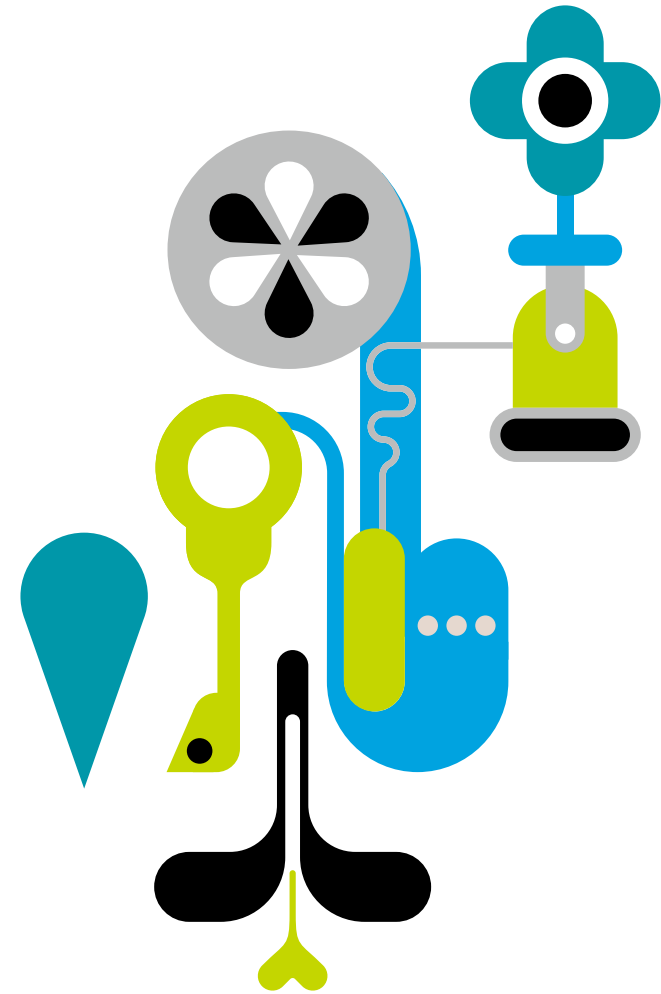
Our solutions

yMarketing

A solution that supports sentiment analysis, with Twitter integration—to help boost customer engagement.

GCP ML

Parts identification through image recognition; identify products in a webcam/file image using a Google machine learning engine.

Asset Tracking

Movable and immovable asset tracking and service assignment.

DevSecOps and the cyber imperative

The imperative

Digital business brings new risks—and a need to move fast. Treating cyber and risk management as primarily compliance-based activities (typically undertaken late in the development lifecycle) may no longer suffice. Forward-thinking organizations are embedding security, privacy, policy, and controls into their evolved IT delivery models—promoting new mindsets that help shape system design from the ground up.

Potential of SAP solutions

SAP Cloud Identity Access Governance to help streamline identity and access management (IAM) in complex on-premise and cloud environments—supported by an intuitive, dashboard-driven interface and a simple single sign-on (SSO) experience in the cloud.

How we can help

Deloitte can help you integrate security and a risk-focused mindset across your business processes and technology activities. Through resources such as our

Ideation Platform, we work with clients to develop fresh ideas for fostering a culture of innovation, embedding risk and security practices throughout the enterprise, improving transparency, and boosting accountability.

Our solutions

Robotic Process Automation (RPA) for Cyber Risk
A bot-based solution for automating security frameworks, supporting new efficiency and accuracy to help reduce risk.

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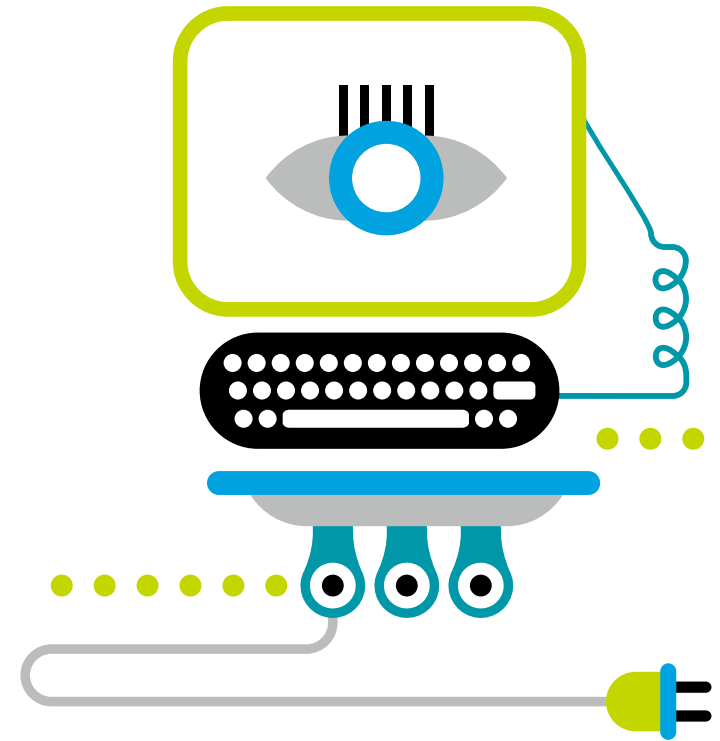
Beyond the digital frontier: Mapping your future

The imperative
How can you demystify digital transformation and make it concrete, achievable, and measurable? Developing a systematic approach for identifying and harnessing opportunities is an essential first step. Overwrought proofs of concept and random acts of incremental digital adoption are not the goal—and can interfere with a journey of true digital transformation.

Potential of SAP solutions
The entire portfolio of SAP solutions—including SAP® Ariba® procurement solutions, SAP® SuccessFactors® HCM offerings, SAP Customer Experience solutions, and SAP S/4HANA; next-generation SAP Leonardo capabilities, available through Deloitte SaaS products on SAP Cloud Platform.

How we can help
Deloitte brings end-to-end capabilities for helping you leverage SAP solutions to build the intelligent enterprise, a holistic core-to-edge integrated solution combining a "Clean ERP" and "Platform First" approach. A 30-year relationship with SAP, a global network of business and technology specialists, real-world-tested transformation methodologies, comprehensive capabilities, and industry-leading experience are all part of the package when you work with Deloitte.

Our solutions
Deloitte Reimagine Platform
A portfolio of ready-to-deploy offerings—some available via SAP Cloud Platform—that can help you innovate flexibly and rapidly across the supply chain, in your finance function, and beyond; the portfolio—built around SAP Leonardo capabilities such as machine learning, IoT, and blockchain—comprises dozens of out-of-the-box solutions, including Reimagine Cold Chain Logistics and Reimagine Risk Sensing.
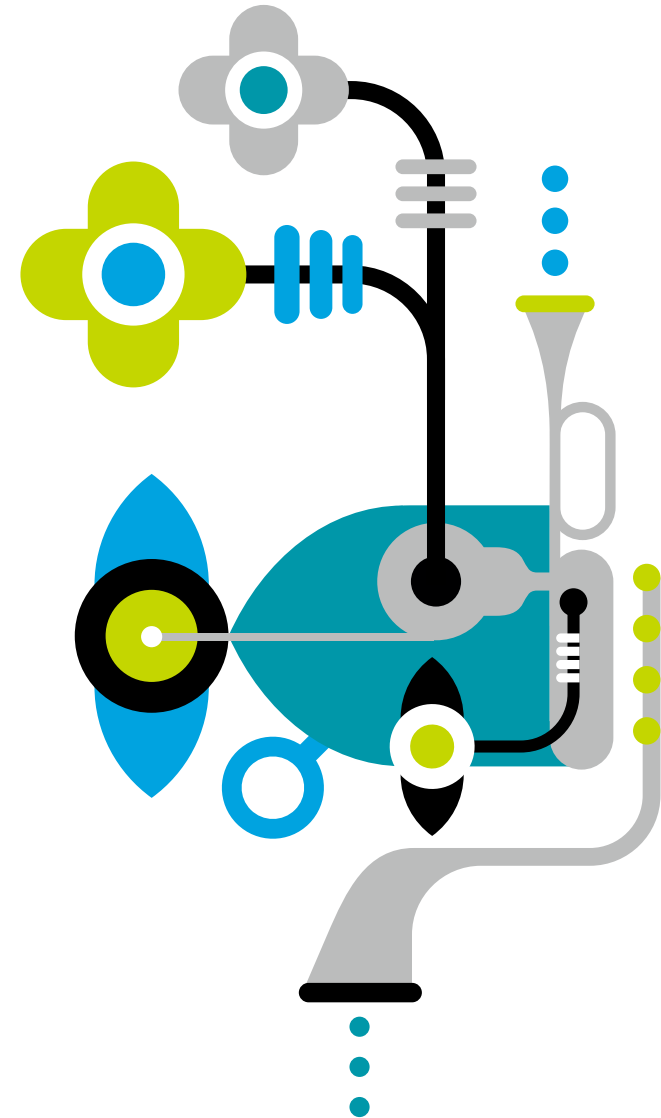
Where do we go from here?

For many organizations, building an intelligent enterprise with SAP solutions will be essential for moving beyond the digital frontier—for planning to thrive amid nonstop disruption.

No matter where you are in the journey of digital enterprise transformation, Deloitte can help. We bring a "clean ERP" mindset that can provide a strong foundation for future innovation, allowing you to operate more flexibly and reduce technical debt—rapidly adding digital capabilities where you need them, rather than heavily customizing your ERP. We also focus on helping you develop "core to the edge" strategies—to avoid building "islands" of edge applications and data that are difficult to harmonize with the core. The potential payoff? Reduced complexity and risk, plus an ability to respond to change faster.

And with ready-to-deploy Deloitte Reimagine Platform assets embedded with advanced SAP capabilities such as machine learning, IoT, and blockchain, we can help you move even faster.

Our global network of more than 23,000 professionals focused on SAP solutions is continuously building on our experience with industry-leading organizations, generating critical insights that can help you navigate tomorrow's trends. And we're happy to share what we have learned. Contact us to get additional insights on technology trends, the potential of SAP solutions, and how Deloitte can help you move beyond the digital frontier.

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