#AMBITIONMADEPOSSIBLE

AI Adoption
EXAMPLE USE CASES

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SAP Platinum Partner

united VARs

CYBER ESSENTIALS CERTIFIED PLUS

RECOMMENDED AI ADOPTION THEMES

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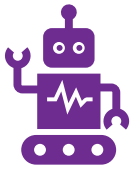
Reporting & Analytics

Deploy AI-enabled solutions to elevate your reporting and data analytics

AI Ops

Leverage AIOps to drive proactive problem detection and resolution

Digital Assistants



Augment digital assistants with your team to improve efficiency and productivity

Predictive AI

Drive proactive maintenance and other activities using predictive AI

SAP Specific

Focused assessment identifying the best OOTB SAP AI solutions for you

We will work with you to identify the theme and use case most appropriate for your organisation

REPORTING & ANALYTICS

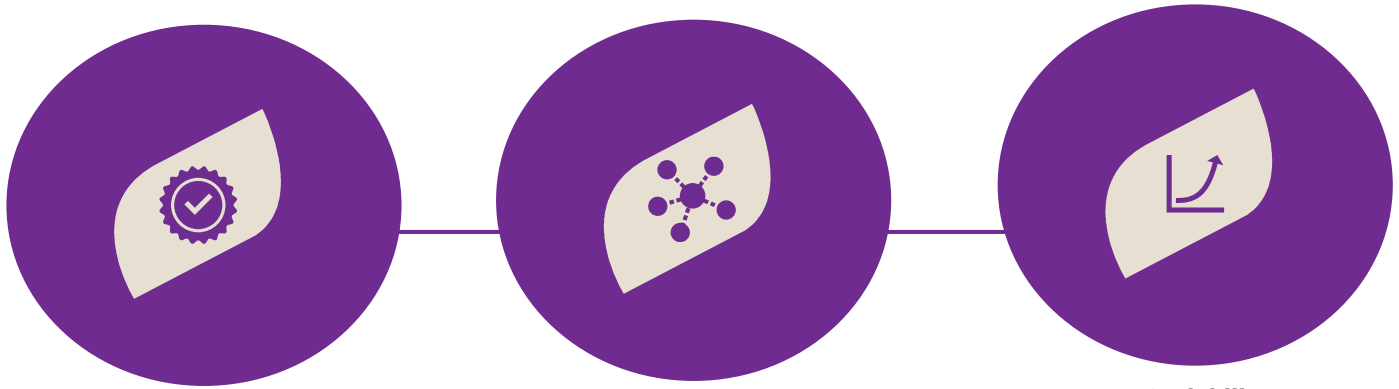
Intended Outcomes

Faster Insights
Identify patterns and trends quicker and more accurately for large data volumes

Scenario planning
Model scenarios and predict future trends more efficiently and accurately for both small and larger data sets

Anomaly Detection
More efficient data anomaly detection, particularly in large data sets

Key Considerations



Data Quality
Ensuring baseline data quality as well as ongoing quality management is essential to avoid dirty data polluting your solution

Integration
Consider integration needs e.g. if aggregating data from multiple sources and any integration pre-requisites

Scalability
Consider the scalability of your use case and what infrastructure, processes and tools are required to enable this

Example Use Cases

Data cleansing and transforming
Leverage AI tools that can support with data cleansing, structuring and transforming for use in data-driven decision making

Predictive analytics & forecasting
Analyse historical data trends to automatically model future scenarios to support data-driven planning and decision making

Data insights
Leverage AI tools for natural-language querying of data to surface insights to help data interpretation and analysis

Dashboard creation
Support end users to create more effective dashboards using AI to prompt fields selection and configuration

AI OPS

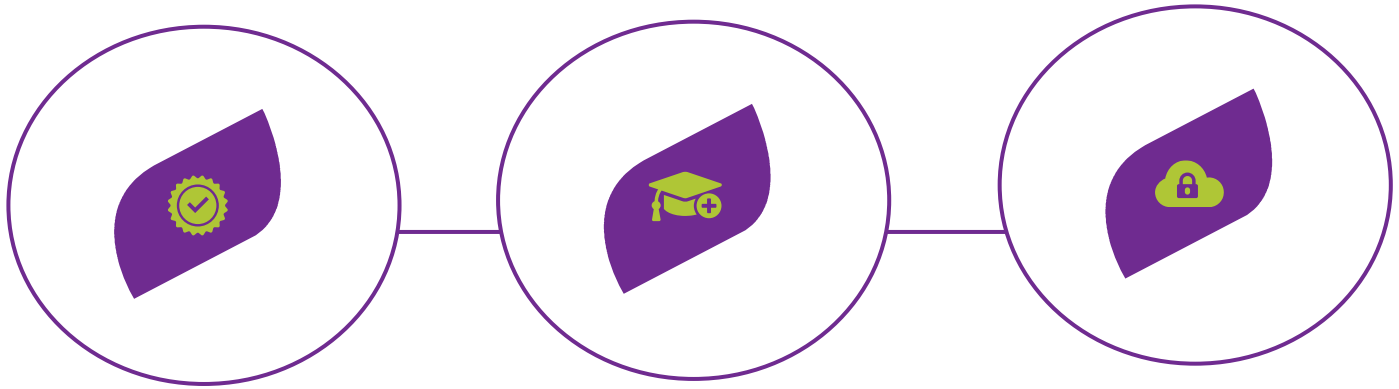
Intended outcomes

Faster problem resolution
Augment AI into your operations to support with fasted issue detection and resolution

Reduce downtime
Leverage auto-healing with AI to reduce downtime and prevent small issues escalating in impact

Enhance security monitoring
Leverage AI to proactively identify security threats

Key considerations



Data quality
Ensuring that a data cleansing exercise has been completed prior to implementation and that ongoing data quality management is in place

User enablement
Ensure users understand how to interpret the AI output to ensure that there are no false positives or missed critical notifications

Security and privacy
Ensure that any AI tools you implement adhere to your security and privacy policy

Example use cases

Incident detection & resolution
Leverage AI to analyse logs and monitoring in real-time to support proactive incident detection and conduct first-level triage

Security threat detection
Use AI to analyse network traffic and system behaviour to identify potential security threats in real-time

Root cause analysis support
Leverage AI to analyse the logs from systems involved in incidents to identify patterns to assist with more efficient root cause identification

Self healing systems
AI-powered systems can autonomously take corrective actions to respond to minor issues without the need for human intervention and preventing major incidents

DIGITAL ASSISTANTS

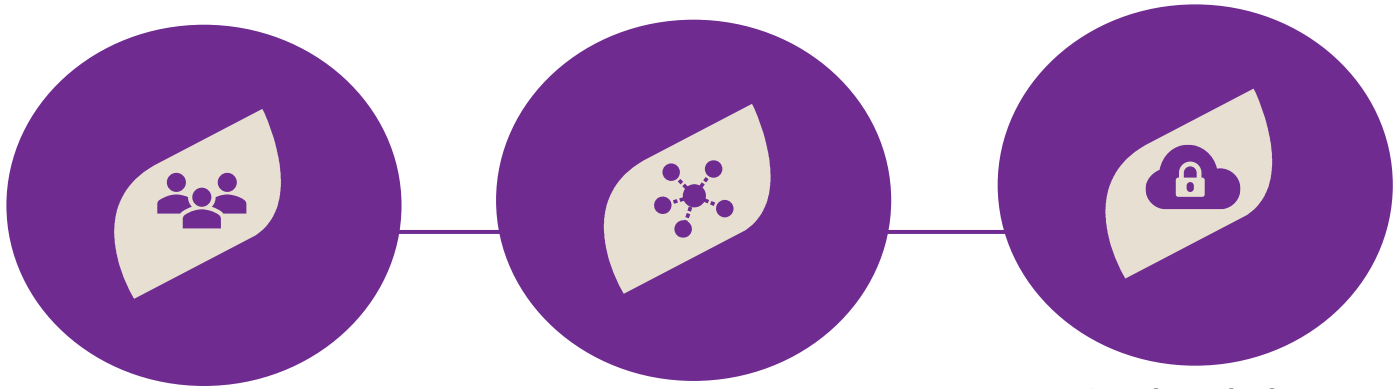
Intended outcomes

Streamlined information access
Empower users to quickly receive information from multiple sources on demand

Increase efficiency
Reduce the amount of time employees spend looking for information, enabling them to focus on value-add work

Task automation
Digital assistants can support with basic task automation to streamline workflows

Key considerations



Change management
Ensuring that a robust change management plan is considered to avoid impact to adoption through fear of job displacement

Integration
Understand which systems need to be integrated with the digital assistant to maximise value

Security and privacy
Ensure that any digital assistants comply with your privacy policy, especially for handling sensitive data

Example use cases

IT helpdesk
'Build once, deploy in multiple places' solutions allow you to enable self-service for IT issues as well as accelerated agent training using AI

Customer support
Provide 24/7 support to your end customers to answer questions and autonomously resolve basic issues

Accessibility
Digital assistants can provide information and support to employees with disabilities which supports inclusion and diversity in your workplace

Health & safety reporting
Leverage AI to improve the efficiency and quality of your health & safety incident reporting

PREDICTIVE AI

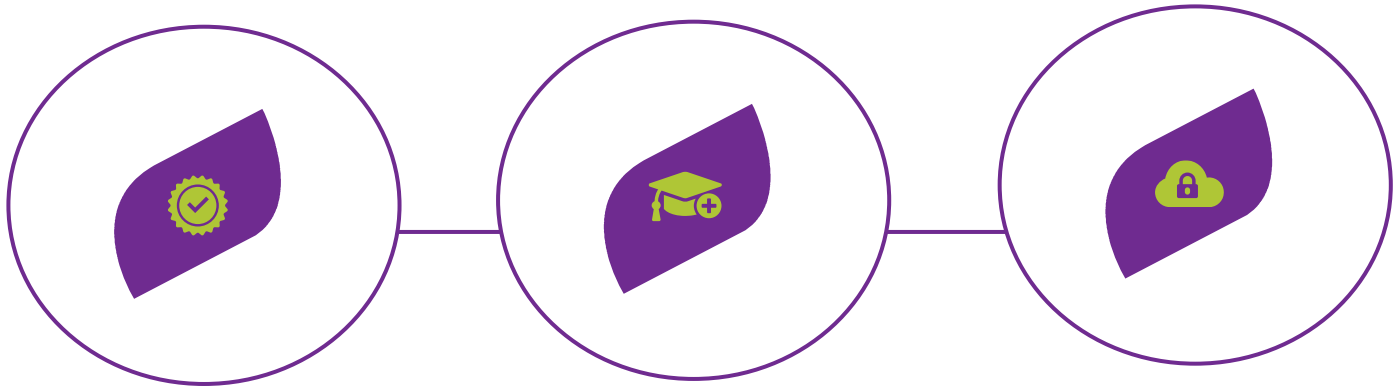
Intended outcomes

Proactive planning
Move your organisation from reactive to proactive using predictive AI.

Minimise wastage
Ensure that you do not over-order or over-produce, instead making data-driven decisions about stock and inventory levels

Cost efficiencies
By reducing unnecessary purchasing of inventory or stock, you can realise cost efficiencies

Key considerations



Data availability
The success of AI's predictions is determined by the availability and quality of data, both at the time of setup and ongoing

Model explainability
Ensure that you choose AI models where the method behind the output is transparent to ensure users understand how predictions are made

Scalability
As you gather more data for the models to predict, consider scalability of your data storage

Example use cases

Predictive maintenance
Use AI to analyse historical data about equipment failure to predict future failures and therefore calculate repair and replacement points

Stock replenishment
Use AI to calculate optimal stock replenishment time based on historical consumption

Demand forecasting
Use historical data to predict times of high demand so that resourcing and production expectations can be planned to ensure demand is met with minimal waste

Risk Management
Use AI to compare historical data regarding risks and compare to current data to proactively identify hidden risks

SAP AI PRODUCTS

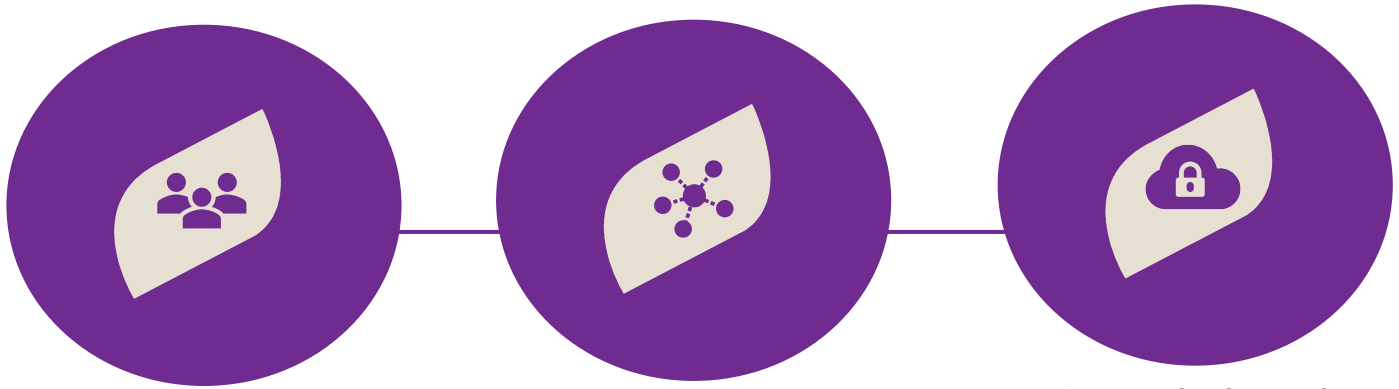
Intended outcomes

Plug and play
Leverage OOTB SAP AI functionality with no additional development, integration or implementation cost

Your AI, SAP's product
Bespoke low-code, no code AI solutions that you know will work in the SAP ecosystem

Simple billing
Billing for AI services wrapped up in SAP billing to keep things simple

Key considerations



SAP version
Some features (e.g. Joule) only available on certain SAP SKUs

Consolidated billing
Consolidating everything through one provider can limit negotiation opportunities

Consumption forecasting
Ensure that you forecast your SAP AI Credits consumption to ensure you can support solution scaling

Example use cases

Joule
SAP's flagship digital assistant that sits across the SAP ecosystem and supports with information retrieval as well as basic task automation

JustAsk
Available in SAP Analytics Cloud, JustAsk enables users to query their data using natural language to receive natural language insights

AI core & launchpad
Create your own AI scenarios using AI Core and Launchpad through BTP. Low-code, no code solutions and SDKs to enable you to create your own extensions

Signavio
SAP's process mining product that uses AI to generate intelligent insights about your processes and identifies improvement opportunities

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EXPLORE MORE WITH OUR

AI OPPORTUNITY ASSESSMENT

Contact us:

E: Charlotte.hyde@birchmangroup.com

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