

Improve Process Efficiency in Shared Service Centres



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Improve Process Efficiency in Shared Service Centres

For many Shared Service Centres it's their SAP data processes that are proving to be the bottleneck in delivering a faster, more cost-effective service. In this presentation, we'll discuss the barriers to efficient processes and how we can help you lower your cost per transaction.

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Agenda

- Challenges in SSC's
- What kind of processes are automated with Automate Studio
- How is the automation developed
- Automate Studio and RPA

Scope of Shared Services

Top SSC business functions:



Data from: Global Shared Services 2017 Survey Report (Deloitte)

How do the SSC's work and communicate

The data is transmitted from the requestors to SSC with

- Emails
- Workflows are also used in some extent
- Ticket systems

The data is processed with

- SAP GUI based dialogues
- ABAP programs
- Other tools
- RPA

Challenges

Some of the methods and organization create problems due to

- Limited understanding of local business rules and regulations
- Loss of data
- SAP End-User dialogues not necessarily easy to use
- Time delays
- Minimal data validation possibilities
- Lack of auditability

What we do: Automate and streamline SSC business processes with Automate Studio



Order to Cash



Hire to Retire



Procure to Pay



Record to Report

What have ADSOTECH's customers done to improve SSC processes with Automate Studio

- Repetitive processes with high data volumes have been automated via development of automated routines to load data from EXCEL to SAP
- Workflow processes have been implemented to control the flow of data from requestors to the SSC's
- RPA processes are gradually implemented with Automate Studio and RPA tools

Examples of typical processes

Finance (Record to Report)

FB01/FB50 Post documents

FBRA Clear/ Reverse document

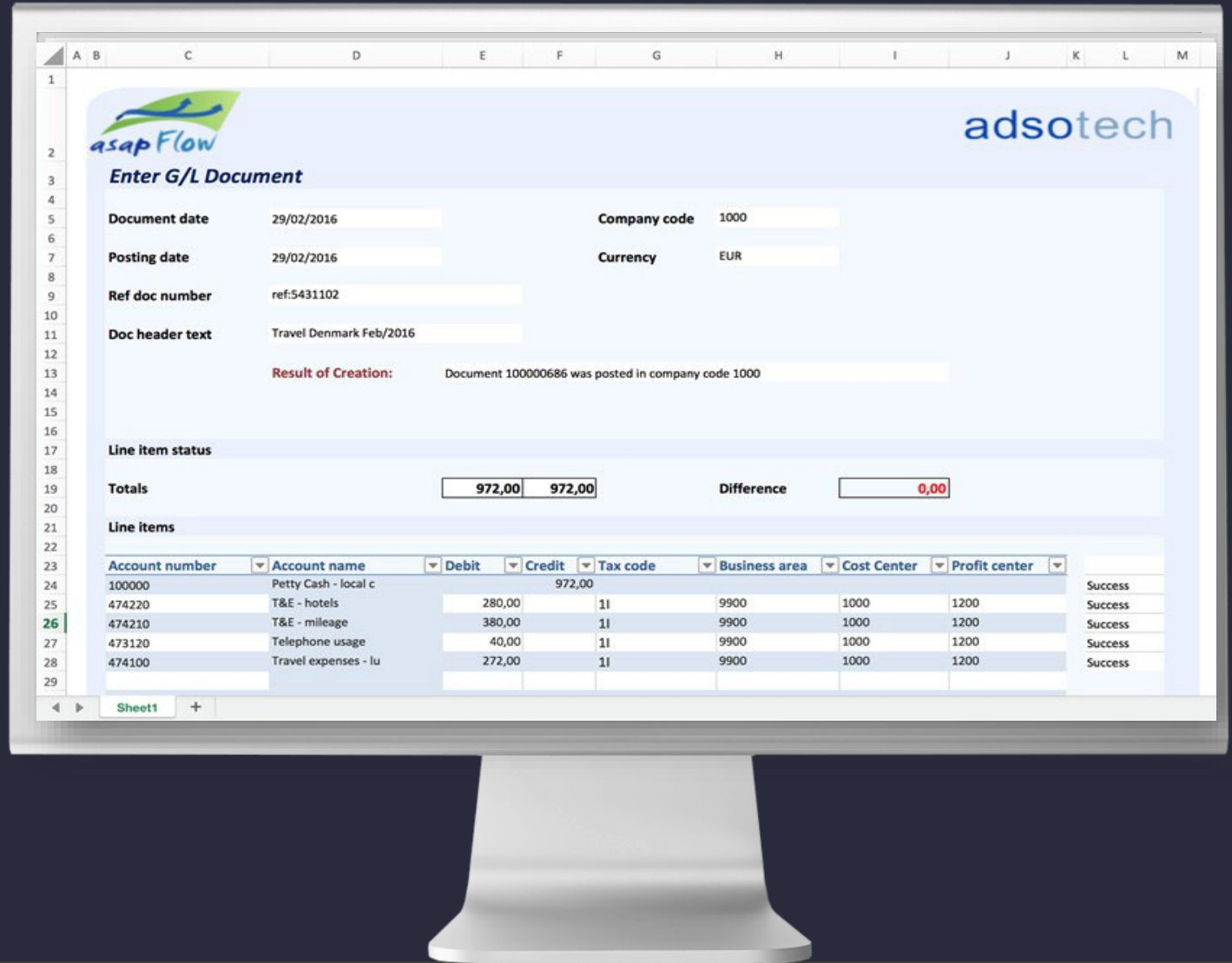
FD02 Change Customer

FD32 Change Customer Credit Management



Finance

GL Processing Automated



Examples of typical processes with large data volumes

Sales and distribution O2C

VA01 Create Sales Order

VA02 Change Sales Order

VF01 Create Billing Document

VK11 Pricing Condition Creation



SSC User Experience Order to Cash

O2C Processing

ID	Sales Org	Dist	Division	Sold to	Ship-to party	Customer PD number	PD received date	Requested delivery date	Material Number	Quantity	VA01 Log	VA01 Validat	Sales order #	shipping point	VL01N Log	Delivery Number	Billing Date	VF01 Log
H	3000	10	00	3443	3443	344343322	10.08.2018	10.08.2018	PA-1000	3	Standard Order 14635 has been saved		14635	3000	Delivery 80017238 has been saved	80017238	10.08.2018	Document 90039020 saved (no accounting)
D									PA-1001	2	Item row D: See Log above				Item row D: See Log above			
D									PA-1002	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1003	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1004	3	Standard Order 14635 has been saved				Delivery 80017238 has been saved			
H	3000	10	00	3443	3443	344343322	10.08.2018	10.08.2018	PA-1002	2	Standard Order 14636 has been saved		14636	3000	Delivery 80017239 has been saved	80017239	10.08.2018	
D									PA-1003	4	Item row D: See Log above				Item row D: See Log above			
D									PA-1004	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1005	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1006	3	Standard Order 14636 has been saved				Delivery 80017239 has been saved			
H	3000	10	00	3443	3443	344343322	10.08.2018	10.08.2018	PA-1000	1	Standard Order 14637 has been saved		14637	3000	Delivery 80017240 has been saved	80017240	10.08.2018	
D									PA-1004	2	Item row D: See Log above				Item row D: See Log above			
D									PA-1005	6	Item row D: See Log above				Item row D: See Log above			
D									PA-1006	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1007	3	Standard Order 14637 has been saved				Delivery 80017240 has been saved			
H	3000	10	00	3443	3443	344343322	10.08.2018	10.08.2018	PA-1000	3	Standard Order 14638 has been saved		14638	3000	Delivery 80017241 has been saved	80017241	10.08.2018	
D									PA-1008	1	Item row D: See Log above				Item row D: See Log above			
D									PA-1008	1	Standard Order 14638 has been saved				Delivery 80017241 has been saved			

Examples of typical processes with large data volumes

Material Management

MM01 Create Material

MM02 Change Material

ME32K Change Contract

Human Capital Management

PA30 Maintain Employee Infocord

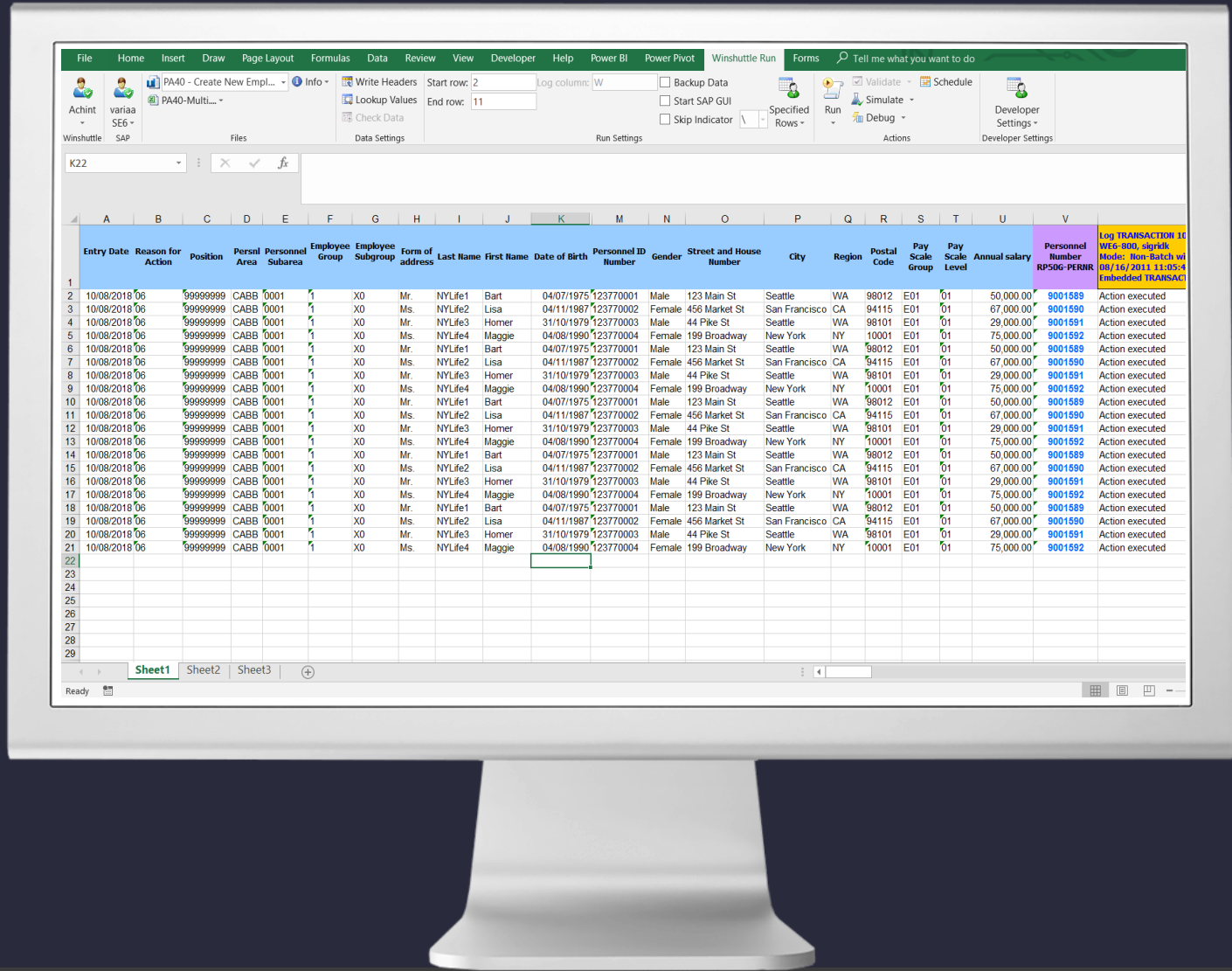
PA40 Hire employee



Business User Experience

HR

Mass employee load



Benefits according to customers

What are the benefits in using Automate Studio (Excel based processes)

- Easy to create any kind of script
- Enable SSC super users to make changes and create new processes whenever they need to
- Easy to use (user friendly)
- Validation of data before posting- better data quality
- Real productivity improvements and cost savings

Proven time savings

TCode description	Average days saved per customer	Processing time saved
VK11 - Create Condition Records	1,782	79%
MM02 - Change Material	959	77%
XD02 - Customer Change	404	89%
ME12 - Change Purchasing Info Record	392	83%
FB01 - Post Document	286	91%
PA30 - Maintain Personnel Master Data	280	88%
VA02 - Change Sales Order	127	67%
AS02 – Change Asset	102	75%
FB60 – Enter Vendor Invoice	82	95%



Business User Experience Finance

GL Processing Automated
Workflow

adsotech Journal Document Request form Sample file

Header Details

Document Date * 05.03.2018 Currency GBP
Posting Date * 05.03.2018 Reference number * ref132
Document type SA Document Text
SAP Language Company Code * 1000

Item Details

Export to Excel Upload Excel Data Add new item

Account	Credit/Debit	Amount	Cost Centre	Order Number	Profit Center	Tax Code	WBS Element
405000	Credit	1	3110			V0	
473000	Debit	1	3110			V1	
405000	Credit	2	3110			V1	
473000	Debit	2	3110			V0	

Validate Validate Data in SAP

LogField Success

Process Control

Browse...

Benefits according to customers

Workflow solution benefits

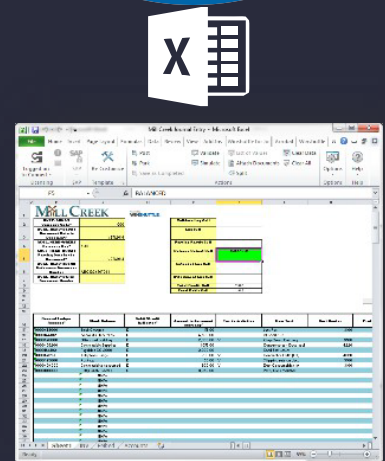
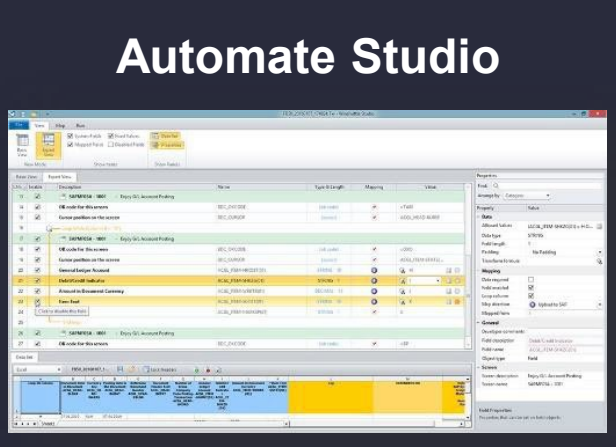
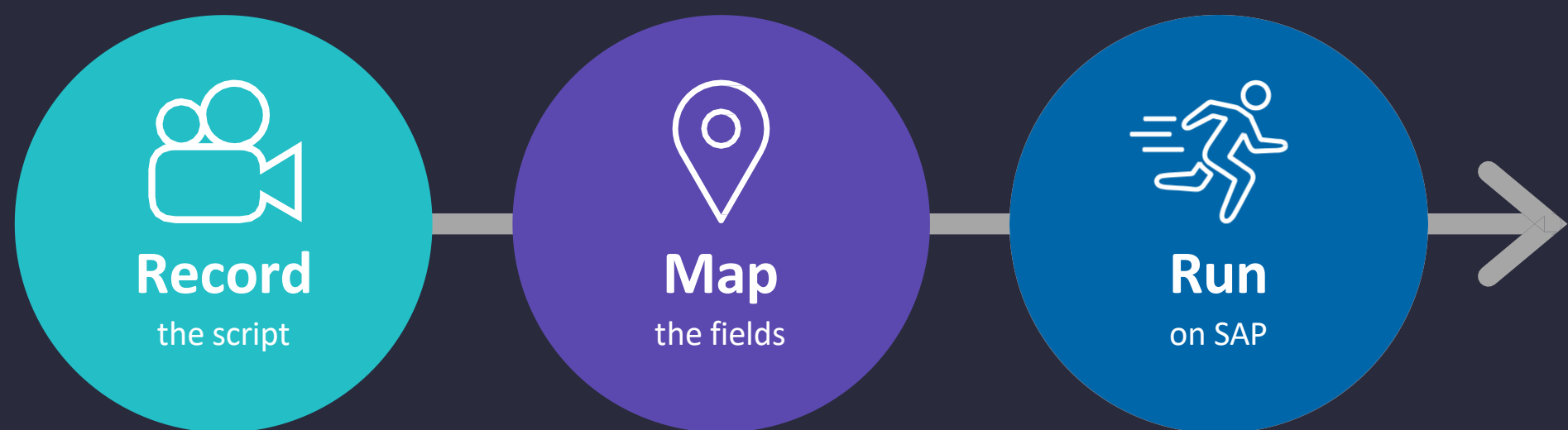
- Reduce data entry time
- Automatically populate data fields to reduce time and errors
- Improve data quality by real-time validations
- Enable SSC super users to make changes and new processes without IT involvement

Manage processes through visibility & standardisation

- Actively manage processes for greater efficiency
- View historical data to continuously improve processes

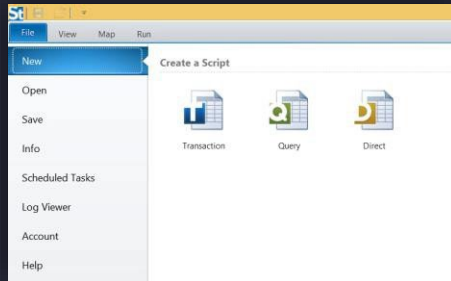


Creating an Automate Studio script

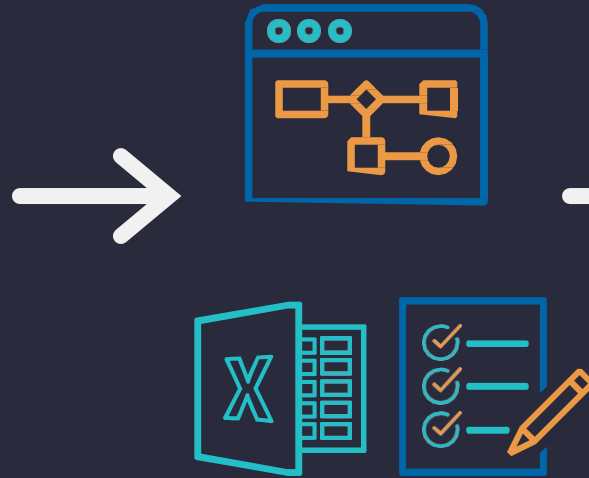


Web Form & Workflow Development

Record the Scripts



Create the Workflow Process

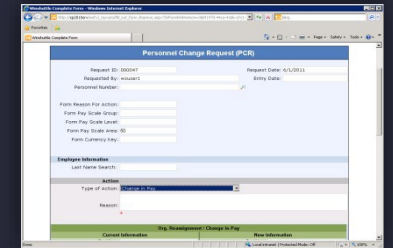


Create the Form Or Excel

Publish to Automate



Start the Process



Recipe for scale

“ We are moving quickly to structure our organization for faster growth and to ensure we can respond to the fast-changing needs of our consumers, customers, system and associates around the world.

CEO
Leading Global Beverage Company

2009	8,291 changes/creations
2015	12,027 changes/creations
Transaction volume	↑ 45%
Cost per transaction	Automate Studio ↓ 58%

Scale → Increased volume without additional resources

The Evolving Role of Shared Services

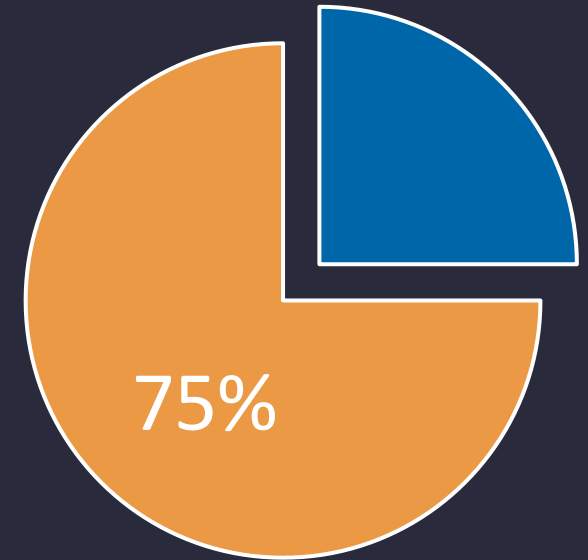


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Transactional vs Knowledge based work in most SSCs today

#1

Enabler for shifting away from transactional activities is **RPA or Process Automation**



Over 75% of SSCs plan to increase their knowledge-based processes

Data from: Global Shared Services 2017 Survey Report (Deloitte) & State of The Shared Services and Outsourcing Industry Report Europe – 2018 (SSON)

RPA and Automate Studio

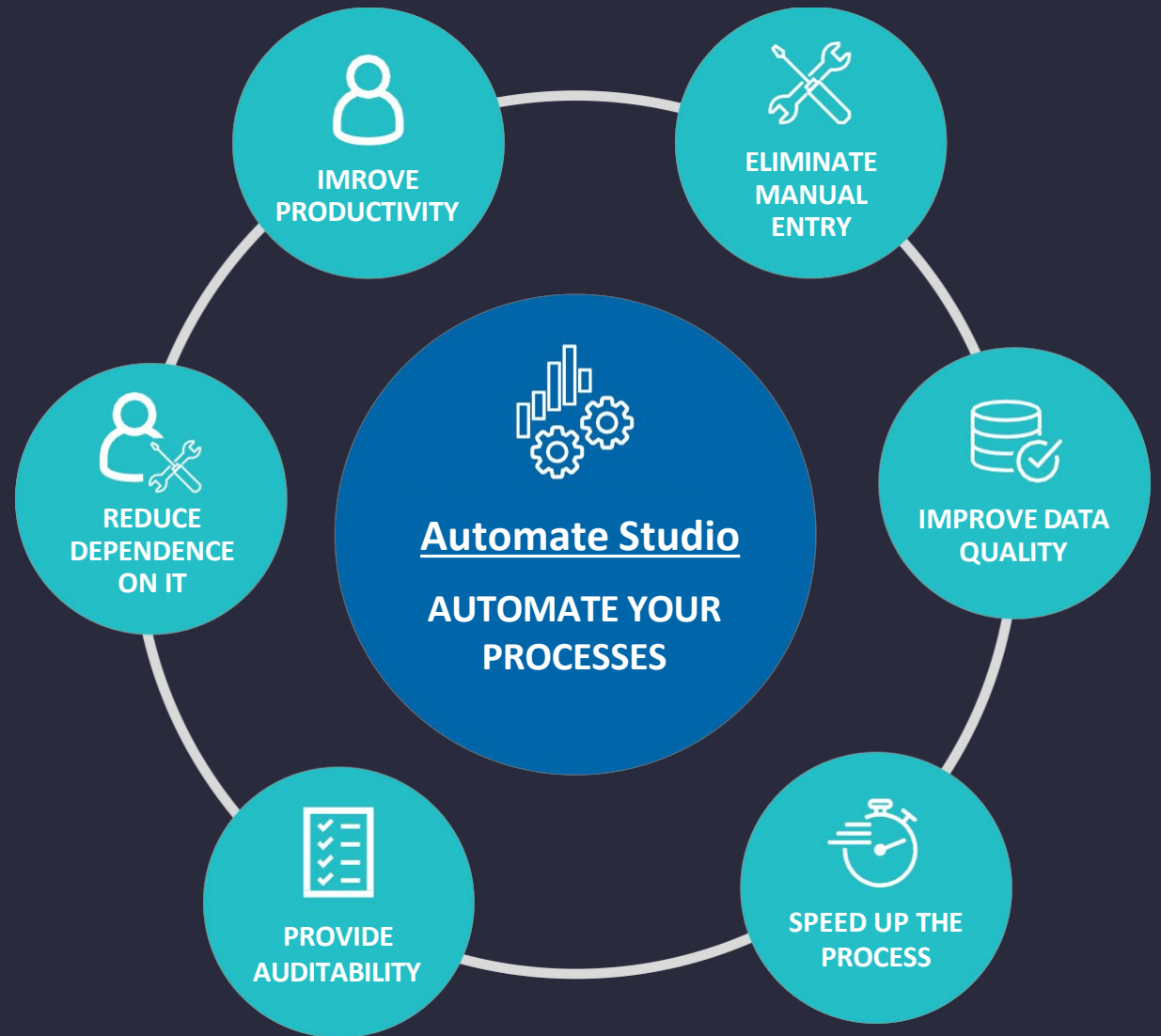
Automate is an RPA product, but SAP centric

- Integration between generic RPA products and Automate Studio provides the best solution
- The Automate Studio product has a lot of SAP intelligence which makes development of automation is easier and faster
- Automate is robust and fast in execution

Empower SSC teams to work better with SAP



Get time back by automating with Excel
and Workflow



Improve data management across your SAP landscape in all business units



FI
Financial
Accounting



CO
Controlling



SD
Sales and
Distribution



MM
Materials
Management



PM
Plant
Maintenance



AM
Asset
Management



PS
Project
Systems



PP
Production
Planning



QM
Quality
Management



HR
Human
Resources

Trusted by the biggest brands in Nordic Countries

Over 100 customers across every industry



Global and growing



Microsoft Partner
Gold Application Development
Gold Collaboration and Content

SAP Certified
Integration with SAP S/4HANA

25k+

business users

2,500+

companies

74

countries

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