



Maximising the value of ERP with AI and Generative AI

Enabling the Outcomes that Continuously Drive Business Forward



Mickey North Rizza
Group Vice President,
Enterprise Software, IDC



Ritu Jyoti
Group Vice President,
Worldwide Artificial Intelligence
and Automation Research Practice,
Global AI Research Lead, IDC

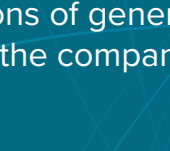
Current Impact of GenAI in Business

GenAI Has Captured the Attention of Tech and Business Leaders Globally



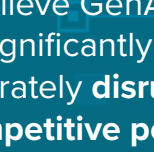
83%

of organizations believe GenAI models that leverage their own data will give them a significant advantage over their competitors.



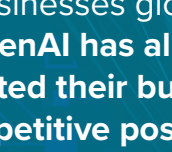
55%

of organizations note that the CIO and IT team actively engage C-suite to gain insights into the benefits, risks, and IT implications of generative AI for the company.



42%

believe GenAI will significantly and moderately disrupt their competitive position and operating model in the next 18 months.



19%

of businesses globally say GenAI has already disrupted their business competitive position and business operating model.

n = 1,363; Source: GenAI ARC Survey, IDC, August, 2023

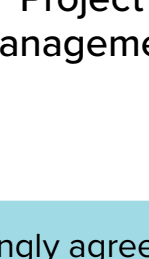
GenAI and ERP

GenAI and ERP are dramatically changing how businesses run by combining embedded AI processes with complex and diverse data sets, reliable business data, and industry knowledge.

The top 5 use cases identified by organizations are:



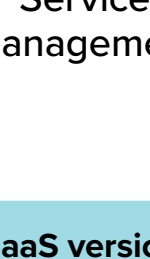
Working capital



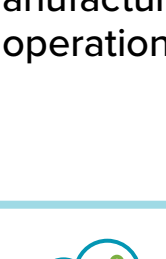
Project management



Profit and loss



Service management



Manufacturing operations



strongly agree and agree that leveraging SaaS versions of core enterprise applications software will bring faster access to new GenAI capabilities and technologies than their competitors.



of organizations are purchasing innovation packages from their ERP vendor to enable AI within their business processes.

n = 305 Top 2; Source: AIPath, November 2022



n = 1363; Source: GenAI ARC Survey, IDC, August, 2023

Envisioning the Perfect ERP System

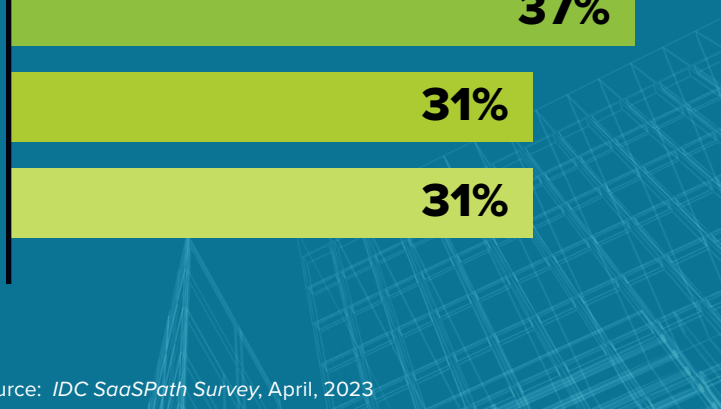
More speed, greater agility, and the ability to scale as needed

Easy integrations

A modern and intelligent system that enables our business to scale, with speed and agility

One digital platform that handles all our internal and external workflows

Easy updates



n = 150 and ERP interviews; Source: IDC SaaSPath Survey, April, 2023

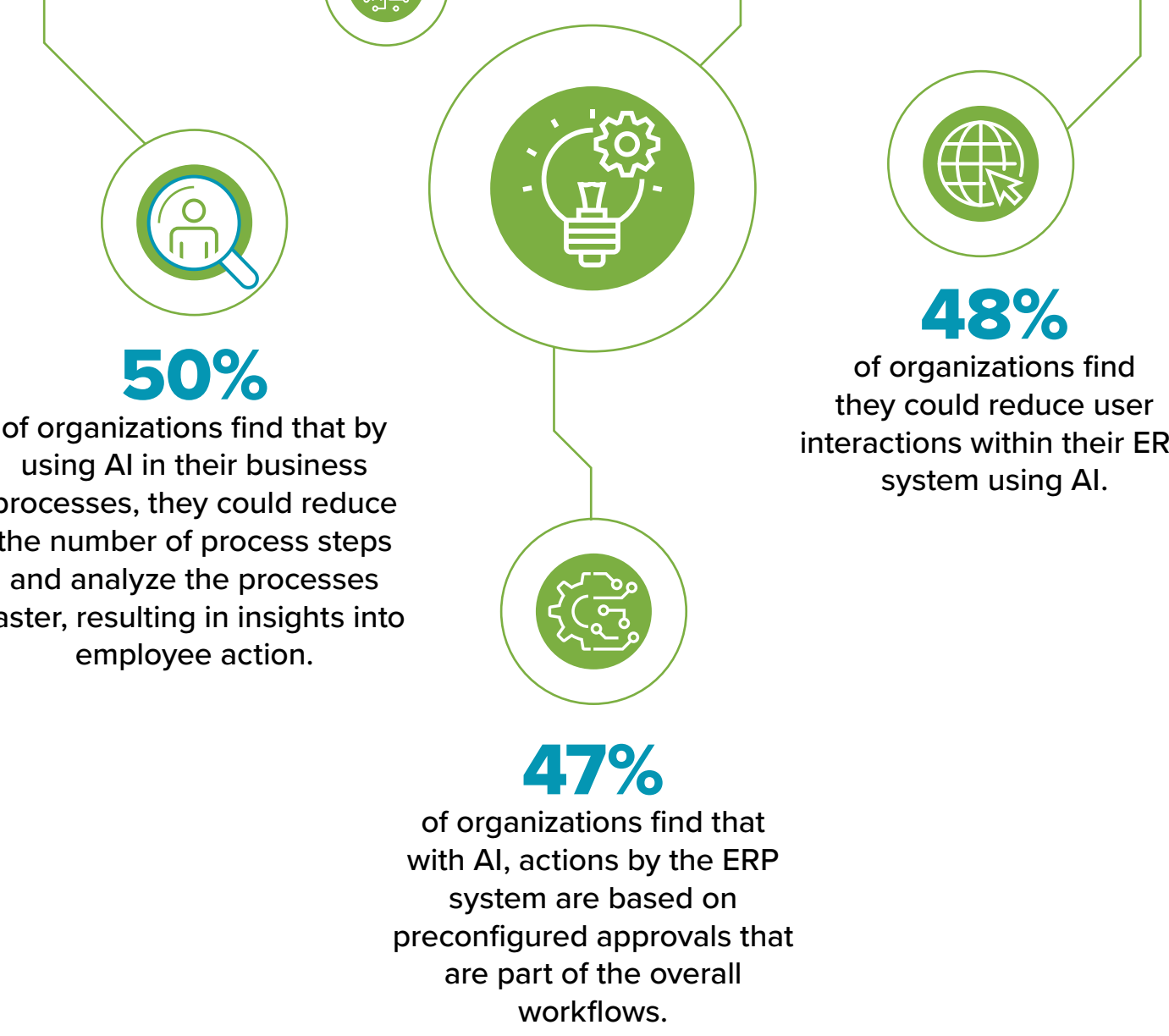
“Our Perfect ERP system is “One that is low maintenance/easy to use and provides info across the business to the people who need it.”

GM of Finance, Food Manufacturer

“One that can provide as many of the basic needs for accounting and inventory management in one place as possible. The more you can put in one application—the base system without a bunch of integrations—the better.”

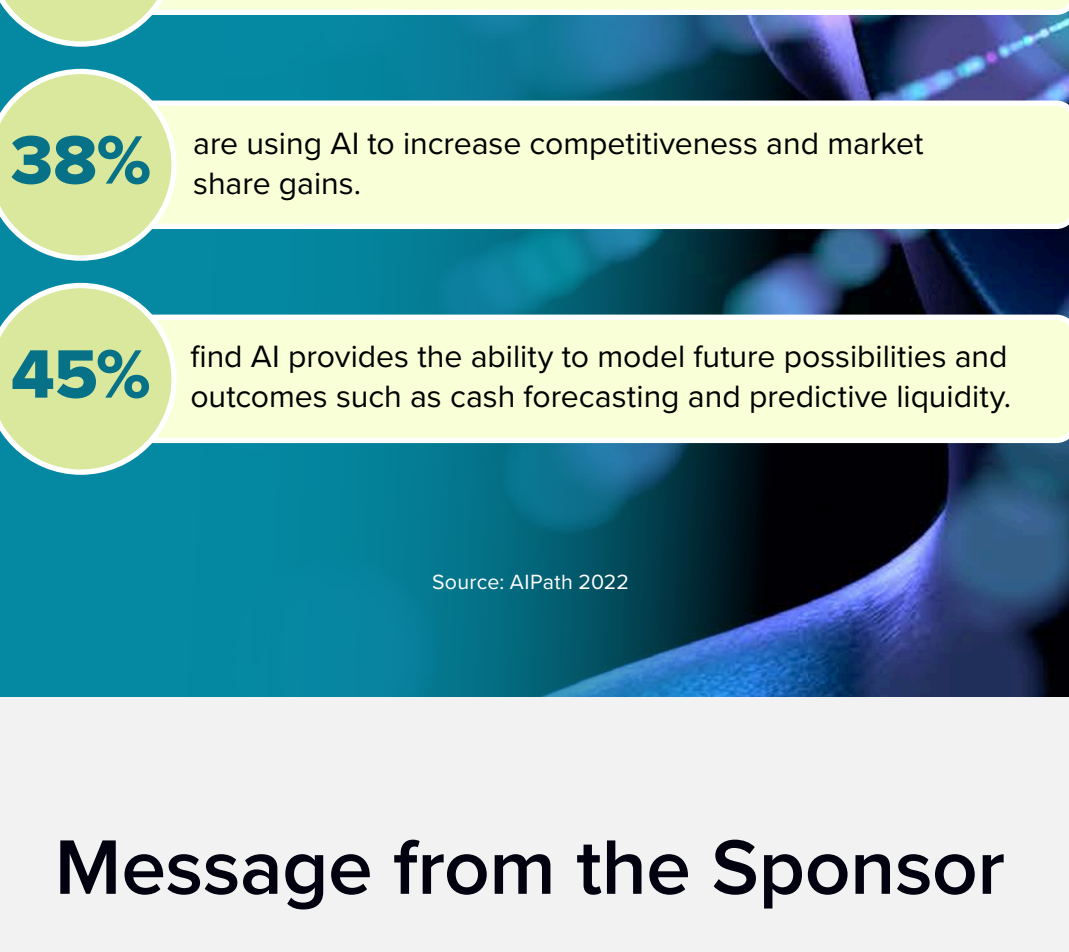
CIO, Upper Mid-Market Manufacturing Company

Together AI and ERP Bring Intelligence to Business Processes



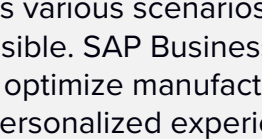
Source: AIPath November 2022

Future Proof the Business With Embedded AI



Source: AIPath 2022

Message from the Sponsor



Discover the Potential of SAP Business AI

SAP has embedded AI in many of its applications, with more than 24,000 customers already benefiting from SAP Business AI across various scenarios, underpinned by the core principles of being Relevant, Reliable, and Responsible. SAP Business AI and Cloud ERP redefine customer service, enhance finance operations, optimize manufacturing, streamline order fulfillment, and empower end-users through personalized experiences and increased efficiency.

Contact your SAP Partner to learn more about SAP Business AI