Business Process Automation with Intelligent Control Tower
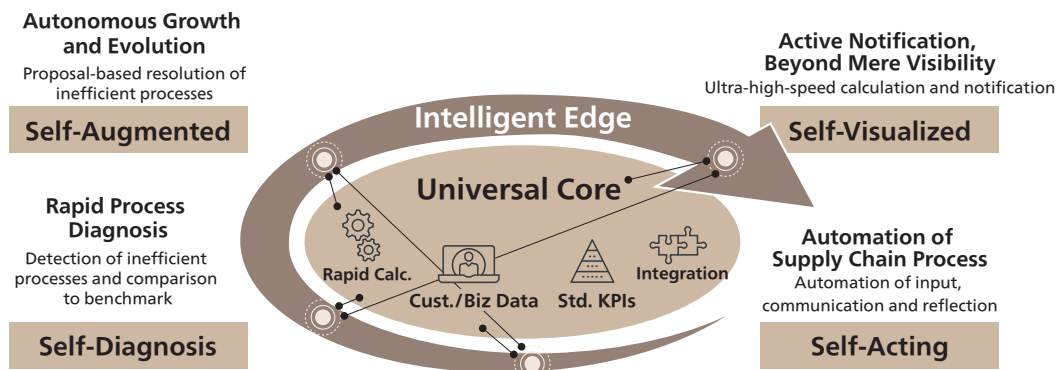
**AI-based business process automation,
a survival strategy for the hyper-automation era**

The spread of RPA/API use has been accompanied by automation of particular routine business process tasks. But we are now entering the next stage of development, an era of hyper-automation in which piecemeal automation is replaced by automation of the whole business process.

ABeam Consulting defines this kind of end-to-end business process automation as Self-Automation, made possible by integrating the AI-based business process model with accumulated ERP data. It is recognized as one of the key factors for successful implementation of next-generation ERP. The Intelligent Control Tower solution provided by ABeam Consulting makes it possible to realize the automation of end-to-end business processes, together with a one-stop service from implementation on through to support for utilization.
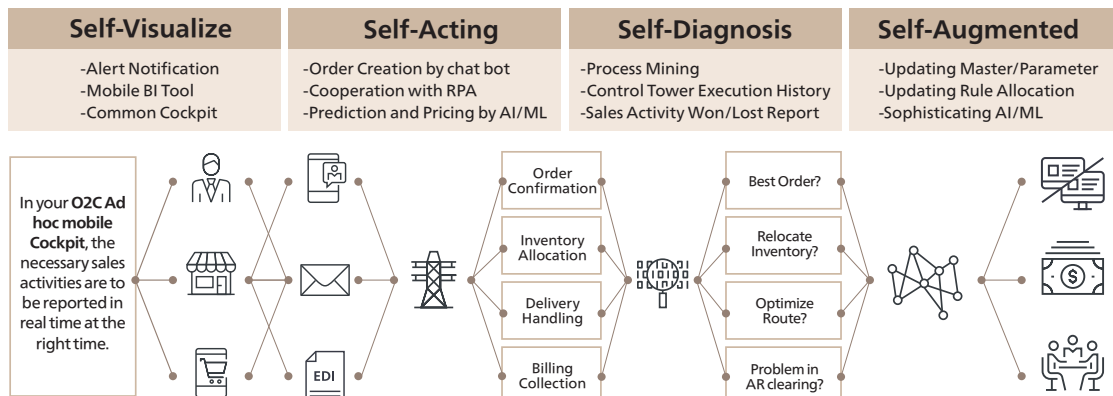
Concept

The business processes composing an enterprise can be classified into "Core" and "Edge". Until now, people have to determine the situation or raise the efficiency in a personal way which is to visualize the "Core" data by manipulating BI tool. From now, the "Intelligent Edge" solution will automate whole business cycle by notifying at the right time ("Self-Visualize"), automating the tasks ("Self-Acting"), diagnose the results ("Self-Diagnosis") and by improving the business process ("Self-Augmented"). This is the "Self-Automated", the automation of the business process based on AI, which is to be realized with the ERP of the next generation.
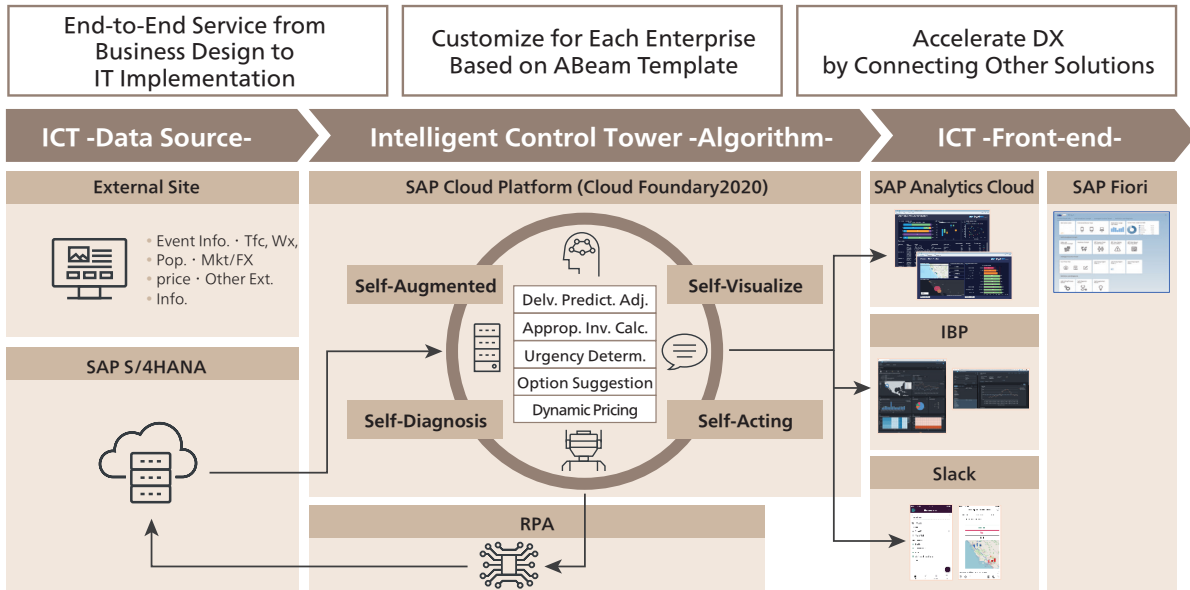

Autonomous Growth and Evolution
Proposal-based resolution of inefficient processes
Self-Augmented

Rapid Process Diagnosis
Detection of inefficient processes and comparison to benchmark
Self-Diagnosis

Intelligent Edge
Universal Core
Rapid Calc. — Cust./Biz Data — Std. KPIs — Integration

Active Notification, Beyond Mere Visibility
Ultra-high-speed calculation and notification
Self-Visualized

Automation of Supply Chain Process
Automation of input, communication and reflection
Self-Acting

Service Overview

Intelligent Control Tower accelerates enterprise Self-Automation. It establishes "Control Towers " between ERP and each device used by employees, so that it can support daily business operations as a partner by taking over such tasks as communicating information and executing processes. In addition, speedier, more logical determinations are enabled by replacing the personal criteria and expertise belonging to specific individuals with standard automated Control Tower processes.

Self-Visualize	Self-Acting	Self-Diagnosis	Self-Augmented
-Alert Notification -Mobile BI Tool -Common Cockpit	-Order Creation by chat bot -Cooperation with RPA -Prediction and Pricing by AI/ML	-Process Mining -Control Tower Execution History -Sales Activity Won/Lost Report	-Updating Master/Parameter -Updating Rule Allocation -Sophisticating AI/ML

In your **O2C Ad hoc mobile Cockpit**, the necessary sales activities are to be reported in real time at the right time.

Order Confirmation
Inventory Allocation
Delivery Handling
Billing Collection

Best Order?
Relocate Inventory?
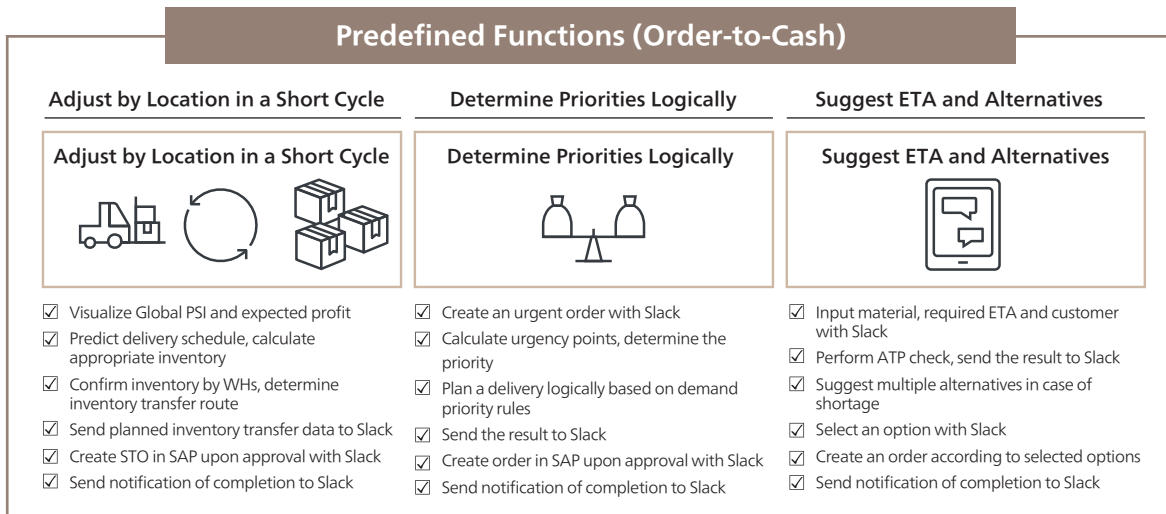Optimize Route?
Problem in AR clearing?

Service Features

The Intelligent Control Tower algorithm is designed to be run on the SAP Cloud Platform in order to facilitate connections among S/4HANA, user devices and cloud solutions. The front-end visualization tools are SAP IBP, SAP Analytics Cloud and Fiori, and the chat bot is Slack. Client enterprises can, however, use other front-end tools as long as they are confirmed to be compatible with the solution. Intelligent Control Tower is not a packaged SaaS solution, but a customized solution tailored to the client enterprise based on the ABeam template.

End-to-End Service from Business Design to IT Implementation	Customize for Each Enterprise Based on ABeam Template	Accelerate DX by Connecting Other Solutions

Three basic functions are provided with the Order-to-Cash ABeam template, enabling customization tailored to the company where it is to be implemented.

Predefined Functions (Order-to-Cash)

Adjust by Location in a Short Cycle	Determine Priorities Logically	Suggest ETA and Alternatives
☑ Visualize Global PSI and expected profit ☑ Predict delivery schedule, calculate appropriate inventory ☑ Confirm inventory by WHs, determine inventory transfer route ☑ Send planned inventory transfer data to Slack ☑ Create STO in SAP upon approval with Slack ☑ Send notification of completion to Slack	☑ Create an urgent order with Slack ☑ Calculate urgency points, determine the priority ☑ Plan a delivery logically based on demand priority rules ☑ Send the result to Slack ☑ Create order in SAP upon approval with Slack ☑ Send notification of completion to Slack	☑ Input material, required ETA and customer with Slack ☑ Perform ATP check, send the result to Slack ☑ Suggest multiple alternatives in case of shortage ☑ Select an option with Slack ☑ Create an order according to selected options ☑ Send notification of completion to Slack

Implementation Approach

First, business modeling is performed based on S/4HANA Best Practices and AI upon investigating current data sets and business processes, and a Self-Automated target is selected. The required functions are then selected, the Intelligent Control Tower architecture is determined, and the system is developed according to the business model of the client enterprise based on the ABeam template. Finally, it is ready to run the business operation with the solution.

Explore	Realize		Deploy	Run
Business Modeling / Function Selection	Architecture Consideration	System Development	Pilot Implementation	Go-Live / Utilization
• Investigate data/business • Select Self-Automated target • Select functions	• Design architecture • Select solution • Consider licensing	• Copy template • Design screen/data/model • Perform IT/business test	• Select pilot target • Train users • Analyze ROI	• Run business • Perform assessment • Build frame for improvement