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.

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.
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

ICT -Data Source-  
External Site  
- Event Info - Tfc, Wx  
- Pop. - Mkt/FX  
- Price - Other Ext.  
- Info.  
SAP S/4HANA

ICT -Front-end-  
SAP Analytics Cloud  
SAP Fiori  
IBP  
Slack

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)

Inventory Adjustment
Adjust by Location in a Short Cycle
- 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

Order Priority Handling
Determine Priorities Logically
- 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

Sales Support Bot
Suggest ETA and Alternatives
- 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  
- Business Modeling / Function Selection
  - Investigate data/business
  - Select Self-Automated target
  - Select functions
  - Design architecture
  - Select solution
  - Consider licensing

Realize  
- Architecture Consideration
  - Copy template
  - Design screen/data/model
  - Perform IT/business test

Deploy  
- System Development
  - Select pilot target
  - Train users
  - Analyze ROI

Run  
- Pilot Implementation
  - Run business
  - Perform assessment
  - Build frame for improvement

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