The Intelligent Enterprise for the Public Sector

Preparing for a government organization that is foresighted, citizen focused, and agile

THE BEST RUN **SAP**

Paving the Way for Sustainable Business Model Innovation

The world is changing at a strikingly fast rate, while the core mission of the public sector – to protect the community, provide services, and help the economy prosper – remains firmly in place. To continue to achieve their mission, governments must embrace cultural and technical transformation and become more agile and resilient to changing conditions.

- **Higher citizen expectations:** Citizens expect more and trust less. They experience personalized, swift, digital interactions with commercial companies and expect the same with government. Upholding security and privacy are requisites to maintaining trust.

- **Inclusion and equity:** Governments are faced with increasing pressure to deal with issues of inclusivity and equity for constituents and employees alike.

- **Changing demographics:** Aging populations, decreasing birth rates, and rising social protection needs are forcing governments to increase productivity with the same or fewer resources in developed countries.

- **Talent and skills gap:** Government executives lack the right talent to address urgent challenges and meet the mission. The problem is exacerbated because of the war for talent against commercial companies.

- **Sustainability:** Governments need to successfully battle climate change to achieve economic growth and resilience in communities. Policies and programs are being put in place to mitigate risk and loss of resources.

- **Pandemic uncertainties:** Rapidly changing circumstances and increased demand for online services and hybrid working conditions are forcing governments to accelerate digitalization.

- **Rapid technology advancements:** Innovative technologies continue to rapidly transform how we live and work. Governments must take advantage of new digital technological capabilities to improve agility, collaboration, services, and data-driven decisions.

- **Security and privacy:** Cyberattacks are getting more sophisticated, more frequent, and destructive. Governments need to protect their sovereignty, data, and critical functions.

- **Critical Infrastructure:** Governments are facing a lot of pressure to ensure safe, cost-efficient, and sustainable infrastructure. Governments are providing secure, resilient, and sustainable infrastructure that can evolve as public needs change in the decades ahead.

- **Moving to the cloud:** The extreme challenges created by the COVID-19 pandemic forced governments around the world to operate with agility and speed. They are rapidly moving to the cloud to quickly scale to deliver on their mission.

Sustainable Business Model Innovation

The most successful government agencies in 2025 will manage a balancing act. They will meet their core responsibilities to provide security, economic opportunity, and services while reimagining the ways they serve. They will change their business models to become service orchestrators and information brokers rather than direct service providers, and they will adopt a data-driven culture to make better-informed decisions.

We believe that business model innovation and process optimization are the by-products of government agencies that think first about their citizens' experiences. The governments that deliver the best experiences will reap the rewards – increased trust, increased access to data, and better, more efficient policy outcomes.

Strategies for Governments
Run as Intelligent Enterprises

While there is no one-size-fits-all solution for the transformation of government, there is a set of common challenges that all governments must overcome. We have identified four strategic priorities that will keep them moving forward:

Put the citizen at the center
Leading governments will simplify complicated processes and provide predictive, proactive, personalized, and self-managed services for citizens on all channels. Organizations will employ intelligent technologies such as conversational UIs for better delivery of services. Agencies will become service orchestrators and information brokers and will deliver end-to-end customer journeys across departments.

Improve the use of data as an asset
Leading governments will integrate operational and experience data from internal and external sources to create a baseline set of facts that informs their decision-making. In addition, government organizations will make the data available to constituents, helping to build trust and foster a more fluid give and take of data.

Enhance operational excellence and resiliency
Government agencies will redefine their core processes and service delivery models. With more-efficient processes, governments can refocus their employees toward their specific mission. They will modernize legacy systems and lay a digital foundation for data-driven decision-making. They will automate everyday tasks so government workers can focus on the cases that require human engagement.

Enable the workforce of the future
Leading governments will invest in and deliver great employee experiences to better meet their mission. Given the impact employee experience has on engagement, it has become essential to support employees wherever and however they need to work and give them every opportunity to do and be their best.

Focus on the Citizen – Data in Action

Wiener Wohnen Hausbetreuung GmbH is using SAP S/4HANA® and SAP® Service Cloud solutions to improve customer satisfaction by digitalizing its processes around public housing management and green-space services for all residential facilities under the administration of the City of Vienna.

From Best Practices
to the Vertical Edge

In the digital economy, intelligent technologies and integrated business processes are now driving digital transformation. In a digital world, innovation must become an integral part of each department and discipline, so they all contribute to the evolution from best practices to industry next practices, right to the "vertical edge." This enables cross-functional teams to experiment with new ways to create unique value for stakeholders, thus generating top-line, bottom-line, and green-line improvements.

	Best Practices	Next Practices	Vertical Edge
Put the citizen at the center	Create simple, easy-to-use citizen experiences across channels	Deliver personalized services to the citizen without compromising privacy and permission	Provide predictive and proactive citizen service to support citizens in real time with life events
Improve the use of data as an asset	Make integrated information available in real time across the government hierarchy	Build a "single-version-of-the-truth" platform and use simulation and predictive technologies to improve strategic planning as well as citizen-centric and outcome-based decisions and policy-making	Leverage a single version of the truth as a platform to establish a data-driven culture in government and its ecosystem
Enhance operational excellence and resiliency	Employ automation-enhanced and repeatable processes focused on citizen-facing services and internal agency processes	Leverage cross-ministry data and machine learning to personalize outcome-based processes	Establish networks of government and nongovernment stakeholders that leverage autonomous AI to deliver novel, outcome-focused business models
Enable the workforce of the future	Automate and simplify employee and manager self-service	Use intelligent knowledge capturing and machine-learning-guided training	Allow high-performing teams to collaborate flexibly using virtual and augmented reality

Business Process Innovation

For the public sector organization, the journey to become an intelligent enterprise is a collaborative effort between government agencies, partners, and SAP. The world is changing quickly, and there are many untapped innovation opportunities.

Responsive Government

In this fast-changing environment, governments need to build a new set of capabilities that allow them to exceed the expectations of their citizens and employees to better deliver on their organization's mission. They need to continually update and improve their services and programs based on feedback from their citizens and employees. As technology continues to evolve, they need to ensure that they are using innovative solutions to achieve responsive government and to regain the trust of their citizens.

Put the Citizen at the Center

Organizations will further leverage intelligent technologies to become service orchestrators and information brokers. They will deliver end-to-end customer journeys across departments and simplify their processes in a move to provide personalized services proactively and transparently, without compromising privacy and permission. Government employees will be free to focus on more complex service needs of some citizens.

BEST PRACTICE

Create simple, easy-to-use citizen experiences across channels.

Outreach › Discover › Apply › File › Renew › Pay
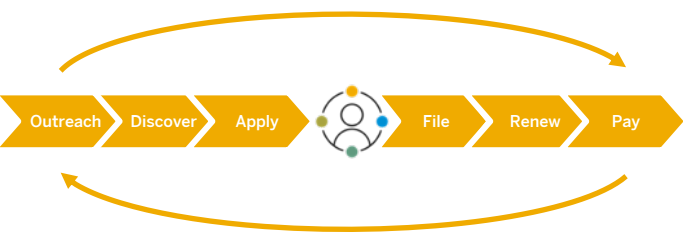
- Deliver easy-to-use services with a citizen's experience as the driving factor to improve satisfaction
- Plug and play new services easily and efficiently, using an API-driven approach with a common platform
- Connect data to help ensure a 360-degree view of the citizen and for the citizen
- Create smooth omnichannel digital services for convenient access and consistent information
- Merge operational data with feedback data, and draw insights that are used to design even better experiences

NEXT PRACTICE

Deliver personalized services to the citizen without compromising privacy and permission.

Awareness → Consent → Context → Personalization → Customization → Experience → Awareness

Personalized outcome
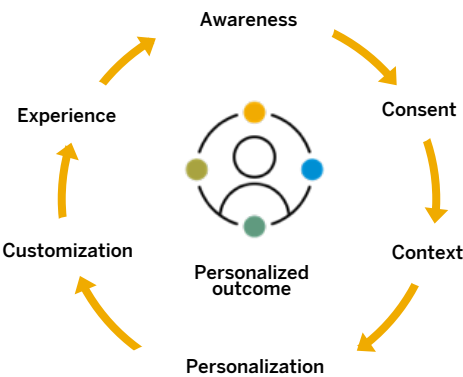
- Provide transparency to citizens in how and when their personal data will be used in a consent-driven approach
- Collect customer data once to create a unified profile, enabling a single version of the truth for consistent and meaningful experiences across channels, devices, and programs
- Provide personalized service based on contextual data in the moment
- Facilitate collaboration and service across department, agency, and program, enabled by a customer-data profile, data sharing, and consent
- Increase trust in government by respecting data privacy and delivering on the mission with excellent experience and transparent service outcomes
- Respond to emergencies faster with a comprehensive customer profile to quickly and easily offer targeted interventions with a reduced opportunity for fraud

Innovations at the Vertical Edge

Enable predictive and proactive citizen service to support citizens on their life journey. Offer holistic services to citizens by proactively supporting life events for them and their families. Also use sensor and location services for service offerings to respond to real-time events.

+30%
Improved constituent satisfaction

-8%
Reduced service and support costs

-50%
Reduction in processing time

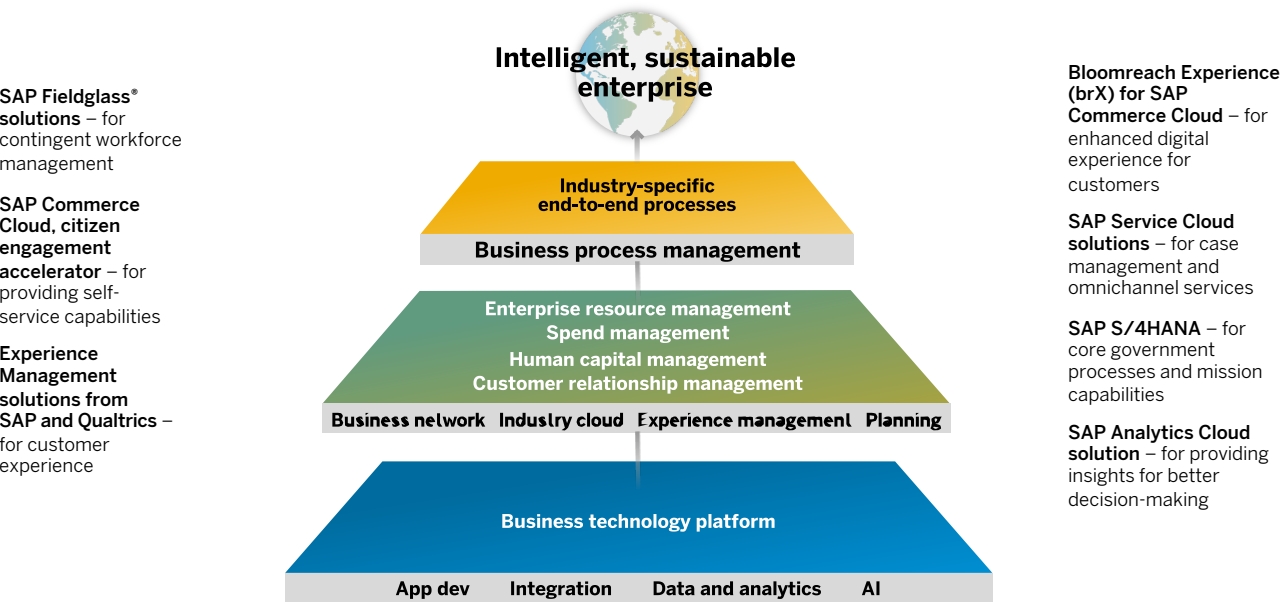Source: SAP Performance Benchmarking

SAP Solutions: Put the Citizen at the Center

Treat citizens as customers. Design services and processes from your citizens' standpoint. Focus on delivering true comprehensive processes across departments and agencies to improve customer experience. Increase trust and deliver on your mission and promise to citizens by understanding their experience, and take action.

Required Capabilities

Policy and planning

- Design government policy with input from customers
- Let customers provide feedback into the budget planning process
- Implement policies with the customer at the center and not around internal processes
- Use employee feedback to improve operations for employees and customers

Public finance management

- Create, maintain, and execute budgets
- Provide comprehensive mission capabilities for improved customer service
- Make it easy for customers to follow program funding rules and requirements

Programs and services

- Create a customer data platform for a unified customer profile
- Integrate AI, machine learning and predictive analytics to improve service
- Provide omnichannel, self-service capabilities for customers to engage and transact with government
- Publish and share data in an open and transparent way to improve trust in government
- Constantly monitor and report on performance

Digital asset management

- Collaborate closely with constituents to ensure delivery of required services
- Provide public information related to asset management works to improve transparency and increase citizen satisfaction
- Establish maintenance plans in coordination with local communities to minimize disruption to the public

Human resources

- Incorporate employee and customer feedback to continually train the workforce to provide excellent customer service

Procurement

- Allow citizens to provide feedback on services provided by third parties to improve service and compliance
- Offer public agencies a choice of service providers to meet their needs and schedule
- Ensure equality of chance with transparent tendering processes

The architecture for the Intelligent Enterprise in government agencies starts with SAP Business Technology Platform and business applications from SAP, including industry cloud solutions that support agencies with their industry-specific end-to-end processes.

SAP Fieldglass® solutions – for contingent workforce management

SAP Commerce Cloud, citizen engagement accelerator – for providing self-service capabilities

Experience Management solutions from SAP and Qualtrics – for customer experience

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

Enterprise resource management
Spend management
Human capital management
Customer relationship management

Business network | Industry cloud | Experience management | Planning

Business technology platform

App dev | Integration | Data and analytics | AI

Bloomreach Experience (brX) for SAP Commerce Cloud – for enhanced digital experience for customers

SAP Service Cloud solutions – for case management and omnichannel services

SAP S/4HANA – for core government processes and mission capabilities

SAP Analytics Cloud solution – for providing insights for better decision-making

City of Cape Town

Cape Town is South Africa's second most populous city. Tasked with managing roads and stormwater infrastructure, the city administration's transport department wanted to streamline and automate processes followed by its maintenance teams. To achieve this, it deployed a field service management solution that incorporates a user-friendly mobile app to connect maintenance workers with planners and record updates in real time. As a result, the city can now repair roads faster and is able to take a more proactive approach to road maintenance.

Improve the Use of Data as an Asset

A shift in mindset toward data-driven government can bring tremendous opportunity for the public sector. The most progressive agencies are already breaking down existing silos and combining some of their strategic and operational data. Embarking on the next level, they are building a "single-version-of-the-truth" (SVT) platform that becomes the one source of an agency's insights and empowers scalable innovations. The SVT platform is a stepping-stone toward building a data-driven culture in government and its ecosystem, where evidence is a starting point for everything from mission building to end-service delivery.

BEST PRACTICE

Make integrated information available in real time across the government hierarchy.
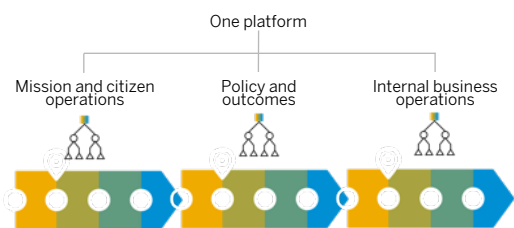
- Merge the most important data sources into one platform, combining analytics and planning capabilities to make faster decisions and act with confidence
- Continually integrate and enriched real-time data from different sources
- Put emphasis on identifying data sources and managing data quality
- Focus the organization on a robust data management capability
- Move agencies toward data-driven policies and practices
- Enable governments to start realizing the enormous value of data for building the right strategy and policies that help ensure the best outcomes

NEXT PRACTICE

Build an SVT platform and use simulation and predictive technologies to improve strategic planning as well as citizen-centric and outcome-based decisions and policy making.
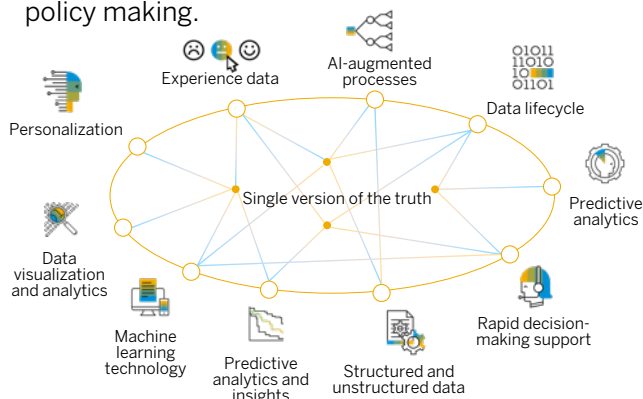
- Build an SVT platform for unifying agency data – strategic, operational, citizen data, and more – structured or unstructured, from both from internal and external sources
- Continually enrich data through data-driven processes and technologies, such as machine learning
- Augment insights and processes with AI
- Constantly redefine government priorities, policies, and operations
- Support an evidence-based decision-making culture, laying the groundwork for outcome-based programs
- Manage data as a strategic asset across agencies, and share with trusted government partners to deliver on the joint mission.

Innovations at the Vertical Edge

Leverage an SVT platform to establish a data-driven culture in a government and its ecosystem.

+5%	**+2%**	**-57%**
Improved citizen satisfaction	Improved increase in the yield from tax-revenue collection	Lower audit costs by leveraging real-time data

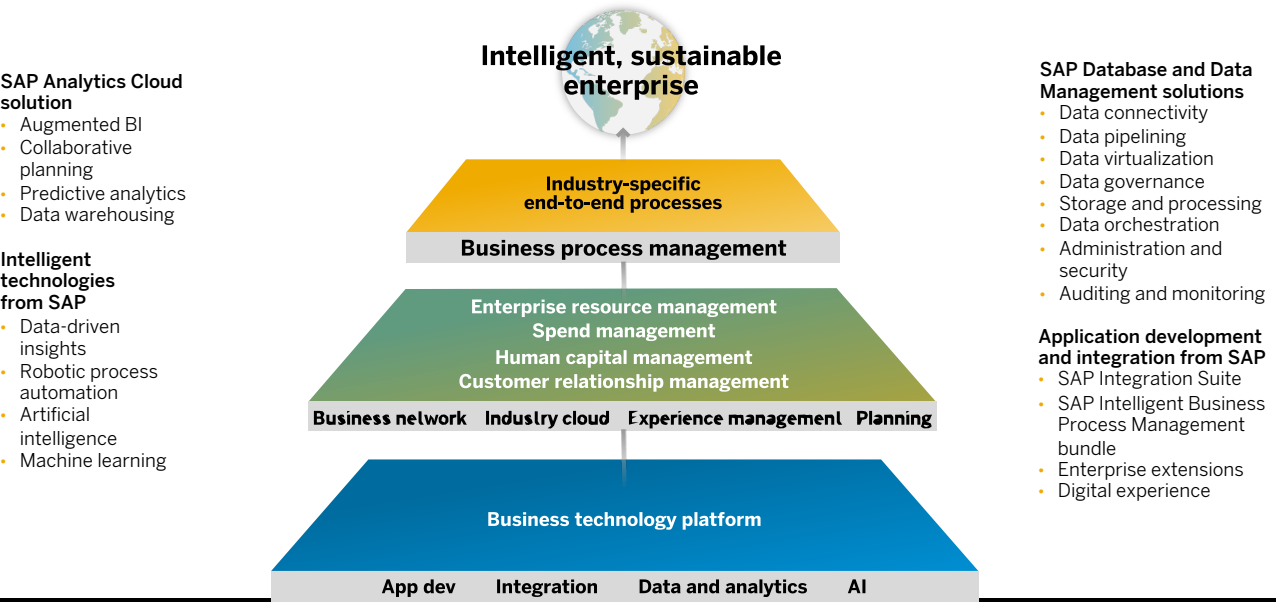Source: SAP Performance Benchmarking

SAP Solutions: Improve the Use of Data as an Asset

In a data-driven government, digital transformation brings new architectural capabilities that change the paradigm of data management. It can enable new business models and better fact-influenced decisions by decoupling data from the application layer and enabling scalable delivery on any platform.

Required Capabilities

Policy and planning

- Access a wealth of historical and operational data
- Simulate and design policies that drive effective, citizen-centric programs
- Multicriteria policy analysis
- Cross-agency factor analysis
- Policy realization – data sources, data architecture, data quality
- Policy formulation based on data-driven insights
- Cybersecurity and privacy controls

Public finance management

- Monitor budget, portfolio, program, and project performance against planning simulations
- Automated analysis of performance and triggered workflow for variance management and reporting
- Understand and plan for revenue and spending growth
- Budget analysis – projection, prediction, and cash-balance surpluses and deficits
- Root-cause analysis

Programs and services

- In-flight program modification
- Single version of the truth for analytics, reporting, planning, and prediction
- Gather citizen satisfaction and stakeholder feedback data
- Cross-government data sourcing and analysis
- Evaluate citizen experience data
- Nongovernment collaborative partnerships
- Embedded process designed for data sharing

Digital asset management

- Determine the best maintenance strategies for each critical asset
- Enable real-time analytics and monitoring of critical infrastructure to detect anomalies early
- Build digital twins and apply machine learning models to predict failures before they occur
- Use sensor data along with predictive technologies to increase longevity while reducing unexpected and costly maintenance expense
- Support internal and external benchmarking on emissions and carbon footprint to meet sustainability

Human resources

- Predictive planning of personnel resources
- Analyze headcount growth, workforce quality, and projected early retirements
- Train for life programs analysis

Procurement

- Spend analysis and planning
- Assess, plan, and modify buying strategies
- Pricing and peer-spending profiles
- Commodity classification
- Sustainability driven with enriched content on suppliers and products

The architecture for the Intelligent Enterprise in government agencies starts with SAP Business Technology Platform and business applications from SAP, including industry cloud solutions that support agencies with their industry-specific end-to-end processes.

SAP Analytics Cloud solution
- Augmented BI
- Collaborative planning
- Predictive analytics
- Data warehousing

Intelligent technologies from SAP
- Data-driven insights
- Robotic process automation
- Artificial intelligence
- Machine learning

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

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Spend management
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Customer relationship management

Business network | Industry cloud | Experience management | Planning

Business technology platform

App dev | Integration | Data and analytics | AI

SAP Database and Data Management solutions
- Data connectivity
- Data pipelining
- Data virtualization
- Data governance
- Storage and processing
- Data orchestration
- Administration and security
- Auditing and monitoring

Application development and integration from SAP
- SAP Integration Suite
- SAP Intelligent Business Process Management bundle
- Enterprise extensions
- Digital experience

hub.brussels

Formed following the merger of three separate entities, the Brussels Business Support Agency (hub.brussels) promotes the city's economic development by offering comprehensive services for entrepreneurs. To help ensure that the agency provides maximum value from public investment, detailed activity planning is key. However, with data split across multiple siloed sources, it was difficult and time-consuming to gain an organization-wide overview. To address this, hub.brussels decided to implement a cloud solution that could provide consolidated, real-time reporting while offering advanced analytics to support effective project planning.

Enhance Operational Excellence and Resiliency

Leading government agencies are reimagining their core processes (tax, social security, HR, finance, procurement, and services), service delivery, and business models. They are modernizing legacy systems and laying a digital foundation for data-driven intelligence, decision-making, and innovation. They are investing in embracing intelligent technologies, automating the majority of standard tasks, and augmenting the end user to focus on specific cases that require human involvement.

BEST PRACTICE

Enable automation-enhanced and repeatable processes focused on citizen-facing services and internal agency processes.

- Focusing on robust, transparent processes optimized within the selected area of the organization
- Radically simplifying complicated processes with a focus on the citizen, transforming the citizen-facing service delivery function
- Processes documented with process improvement training and standardized tools, methodologies, and measures
- Deployment of technologies such as robotic process automation, workflow, and voice interfaces, significantly enhancing service outcomes and workforce engagement
- Redeploying employees from repetitive activities to more-critical tasks, driving better outcomes for stakeholders

NEXT PRACTICE

Leverage cross-ministry data and machine learning to personalize outcome-based processes.

- Government departments focused on personalized outcome-based services by augmenting cross-ministry functions, streamlining services, and optimizing internal operations
- Processes aligned to business and citizen outcomes
- Continuous assessment of the citizen experience, closing the loop on process optimization
- Embedded analytics that provide real-time, 360-degree visibility into changing environments, simulate the impact to solve policy issues, and maximize the benefit of scarce public funds
- Leveraging machine learning – for example, to identify government fraud, waste, and abuse – combing historical and real-time data to uncover previously unseen correlations
- Using virtual agents to help constituents with taxes, licenses, and public transportation needs as well as public safety and infrastructure issues

Innovations at the Vertical Edge

Establish networks of government and nongovernment stakeholders that leverage autonomous AI to deliver novel, outcome-focused business models.

+10%
Increase in end-to-end budget process efficiency

-25%
Reduced budgeting and forecasting costs

-15%
Reduced procurement function costs

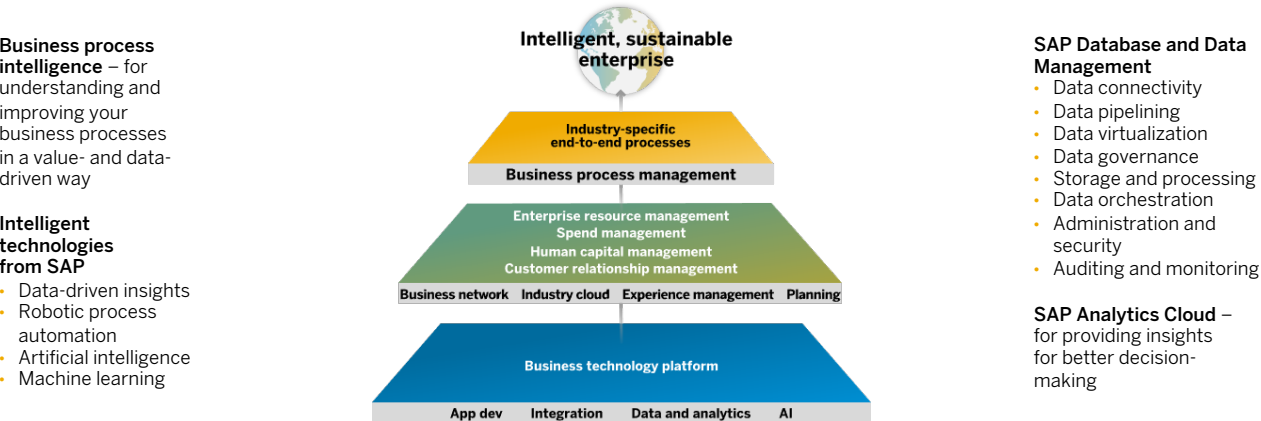Source: SAP Performance Benchmarking

SAP Solutions: Enhance Operational Excellence and Resiliency

Focus on delivering true comprehensive processes and overcoming organizational boundaries. This lays a digital foundation for more efficient and agile processes, enabling quick reactions to unforeseen disruptions. Digitalization and business model innovation will substantially improve the quality of the services delivered by the back-end processes, in line with the expectations of the citizen.

Required Capabilities

Policy and planning	Public finance management	Programs and services	Digital asset management	Human resources	Procurement
• Develop a budget plan and execute it while adhering to financial, budgetary, and managerial standards with budget and financial solutions • Adjust capital project budgets by anticipating resource expenditures	• Allocate funds in accordance with defined programs and projects, aligned to funding programs • Provide comprehensive capabilities for the management of sponsors, grant posting, and grant billing and receivables • Embed intelligent automation into end-to-end revenue-collection yield • Manage core taxation processes efficiently, from registration to payment, with government funding solutions • Detect fraudulent activity and potential debtor default faster by scanning high volumes of data and transactions in real time • Build audit plans, document and analyze results, communicate opinions, and monitor progress	• Use machine learning and AI to provide superior service to citizens • Simplify and automate citizen experiences with predictive and personalized services • Automate conversational interaction using chatbot interfaces • Plan, select, manage, and evaluate grant programs with a single integrated system for grants management • Simplify the performance management process by reducing preparation time and offline topics with collaboration tools that leverage expert knowledge • Integrate data across systems to support budget, policy, and management decisions	• Migrate from books and paper to constantly updated electronic workbooks with interactive graphical representation of parts and equipment • Monitor asset operations and maintenance in real time for complete asset history and financial impact • Improve asset management collaboration with manufacturers, operators, and other stakeholders through asset digitalization and data sharing • Manage public buildings more efficiently by optimizing space occupation, reducing vacancies, and leasing out available space	• Automate and simplify to meet the digital demands of your workforce • Develop, deploy, and track comprehensive learning and skills programs and required certification • Collaborate with stakeholders to assess outcomes achieved with critical skills	• Achieve compliance, visibility, and procurement control, cutting costs and risks • Establish integration between sourcing, contract management, operational procurement, and financial processes while complying with policies and regulations • Automate and streamline invoice processing, matching, and approval

The architecture for the Intelligent Enterprise in government agencies starts with SAP Business Technology Platform and business applications from SAP, including industry cloud solutions that support agencies with their industry-specific end-to-end processes.

Business process intelligence – for understanding and improving your business processes in a value- and data-driven way

Intelligent technologies from SAP
• Data-driven insights
• Robotic process automation
• Artificial intelligence
• Machine learning

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

Enterprise resource management
Spend management
Human capital management
Customer relationship management

Business network | Industry cloud | Experience management | Planning

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SAP Database and Data Management
• Data connectivity
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• Data orchestration
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SAP Analytics Cloud – for providing insights for better decision-making

Swiss Post

Increasing competition and decreased margins necessitated a digital transformation for Swiss Post, focused on standardizing best-practice core processes across divisions. Centralized data management and governance resulted in real-time transparency of its customers and supplier relationships, as well as its suite of products and services. Having a single source of truth is changing Swiss Post into a data-driven organization with enhanced insight-driven analytics capabilities. Using a digitalization platform is enabling innovative projects with a short time to market, resulting in new solutions and services delivered faster.

Enable the Workforce of the Future

Reimagine the way you approach your people management strategy, beginning with small steps that can lead to transformation. Start by creating frictionless interactions. Provide an intuitive, easy-to-use interface and user experience to empower workers and managers to focus on important deployment and HR needs, improving the overall individual performance and therefore the organization. Next, create better experiences in moments that matter. Track and manage employee health, and assess workforce engagement to understand potential implications for culture, productivity, and the organization overall.

BEST PRACTICE

Automate and simplify employee and manager self-service

Government agency ⟷ Employee contract ⟷ Employee
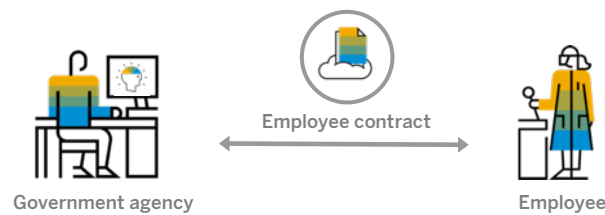
- Manage workforce composition – more temporary workers, an increasingly diverse workforce, gig workers
- Manage constantly evolving employee expectations and demands
- Incorporate workflow and enhance human capital management processes
- Prepare for the future, upskilling and reskilling the people
- Offer reward packages based on the position, not the person, ensuring fair and equitable pay with increased transparency
- Use simplified technology to enable effective remote work programs
- Increase agility and achieve faster innovation due to leaner, standardized HR services centralized on one cloud-based platform

NEXT PRACTICE

Enable intelligent knowledge capturing and machine learning–guided training

Additional services, Outcome-based contract, Contingent workers, Shared responsibility, Agreed measures, Monitoring, Outcome management, Agency and employee
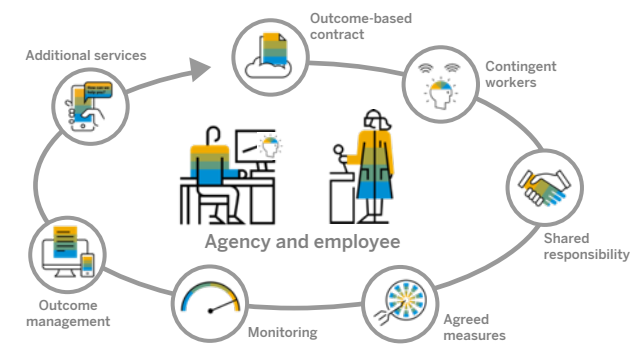
- Gain a single point of entry into a structured auditable process
- Fully integrate the workforce across the organization
- Standardize and streamline processes that are easy to use for end users while still complying with policies and procedures
- Understand and respond to employee needs and experience gaps
- Leverage intelligent technologies such as robotic process automation and AI, allowing personnel to focus on higher value-add activities
- Help ensure employee retention and increase satisfaction with a digital experience that treats employees as individuals

Innovations at the Vertical Edge

High-performing teams collaborating flexibly using virtual and augmented reality

10%
HR time savings

-9%
Lower employee turnover

6%
Employee engagement

Source: SAP Performance Benchmarking

SAP Solutions: Enable the Workforce of the Future

Establish a secure digital platform that brings together your different human experience management (HXM) processes. With a secure HXM platform in place that standardizes and automates your agency's processes, human resources can shift focus from transactional duties to strategic responsibilities that have a direct impact on the overall mission.

Required Capabilities

Policy and planning
- Policy design aligning skill sets
- Development of operational headcount plans to ensure effective policy and program execution
- Ensuring alignment of strategy, goals, and people across the organization

Public finance management
- Strategic workforce and budgetary planning
- Enhancement of the payroll function
- Alignment of compliance and risk
- Strategic plans for the workforce
- Improvements in productivity and performance

Programs and services
- Attracting, selecting, hiring, and onboarding the talent needed to achieve mission objectives
- Reskilling existing talent to transition from static roles and processes to dynamic, multidisciplinary, outcome-focused teams that are reconfigurable
- Empowerment of leaders with real-time engagement and sentiment insights addressing reform attainment
- Continuous assessment of workforce performance against mission objectives and adapting them as needs evolve

Digital asset management
- Digitalize maintenance and scheduling processes to ensure you have the right skilled people at the right place with the right tools
- Provide mobile asset management to increase labor agility and enhance operations
- Use augmented reality to improve reliability and productivity of your field technicians
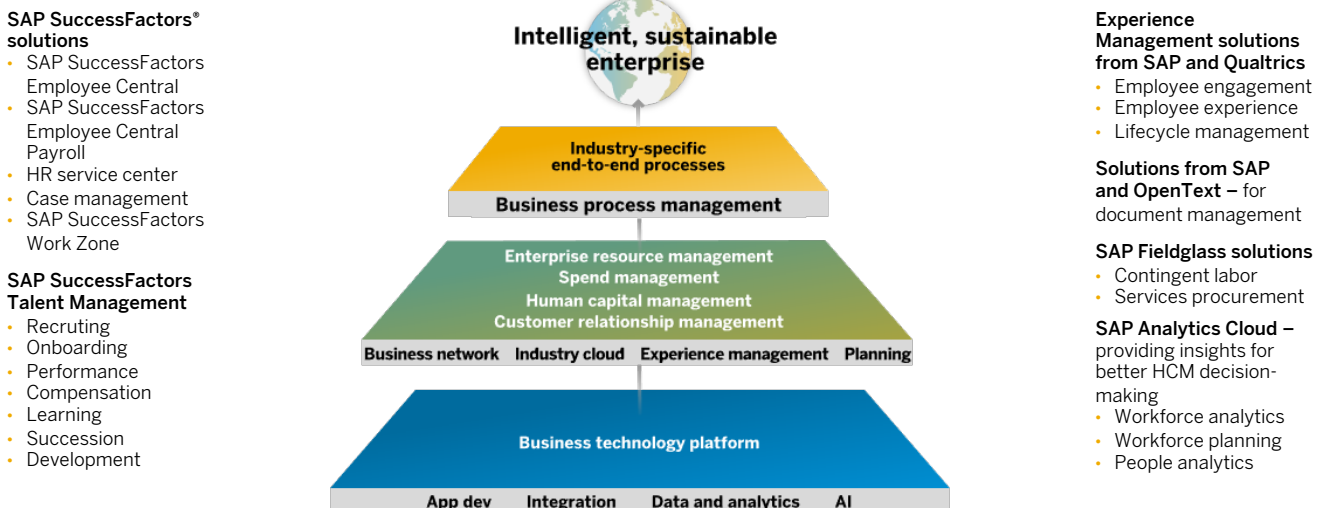
Human resources
- Enable capabilities for sourcing global talent, managing candidate relationships, and providing exceptional recruitment experiences
- Attract, develop, and retain top talent
- Build a culture of continuous learning with a modern experience

Procurement
- Formalized supplier management practice
- Enhanced service-level agreements
- Aligned compliance programs and targets
- Offer customers a choice of service providers to meet their needs and schedule

The architecture for the Intelligent Enterprise in government agencies starts with SAP Business Technology Platform and business applications from SAP, including industry cloud solutions that support agencies with their industry-specific end-to-end processes.

SAP SuccessFactors® solutions
- SAP SuccessFactors Employee Central
- SAP SuccessFactors Employee Central Payroll
- HR service center
- Case management
- SAP SuccessFactors Work Zone

SAP SuccessFactors Talent Management
- Recruting
- Onboarding
- Performance
- Compensation
- Learning
- Succession
- Development

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

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Spend management
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Customer relationship management

Business network | Industry cloud | Experience management | Planning

Business technology platform

App dev | Integration | Data and analytics | AI

Experience Management solutions from SAP and Qualtrics
- Employee engagement
- Employee experience
- Lifecycle management

Solutions from SAP and OpenText – for document management

SAP Fieldglass solutions
- Contingent labor
- Services procurement

SAP Analytics Cloud – providing insights for better HCM decision-making
- Workforce analytics
- Workforce planning
- People analytics

Toronto Transit Commission

The Toronto Transit Commission used SAP S/4HANA and SAP SuccessFactors solutions to overhaul its HR, payroll, and finance processes, streamlining payroll and delivering novel services that boosted employee engagement and productivity. It was able to:
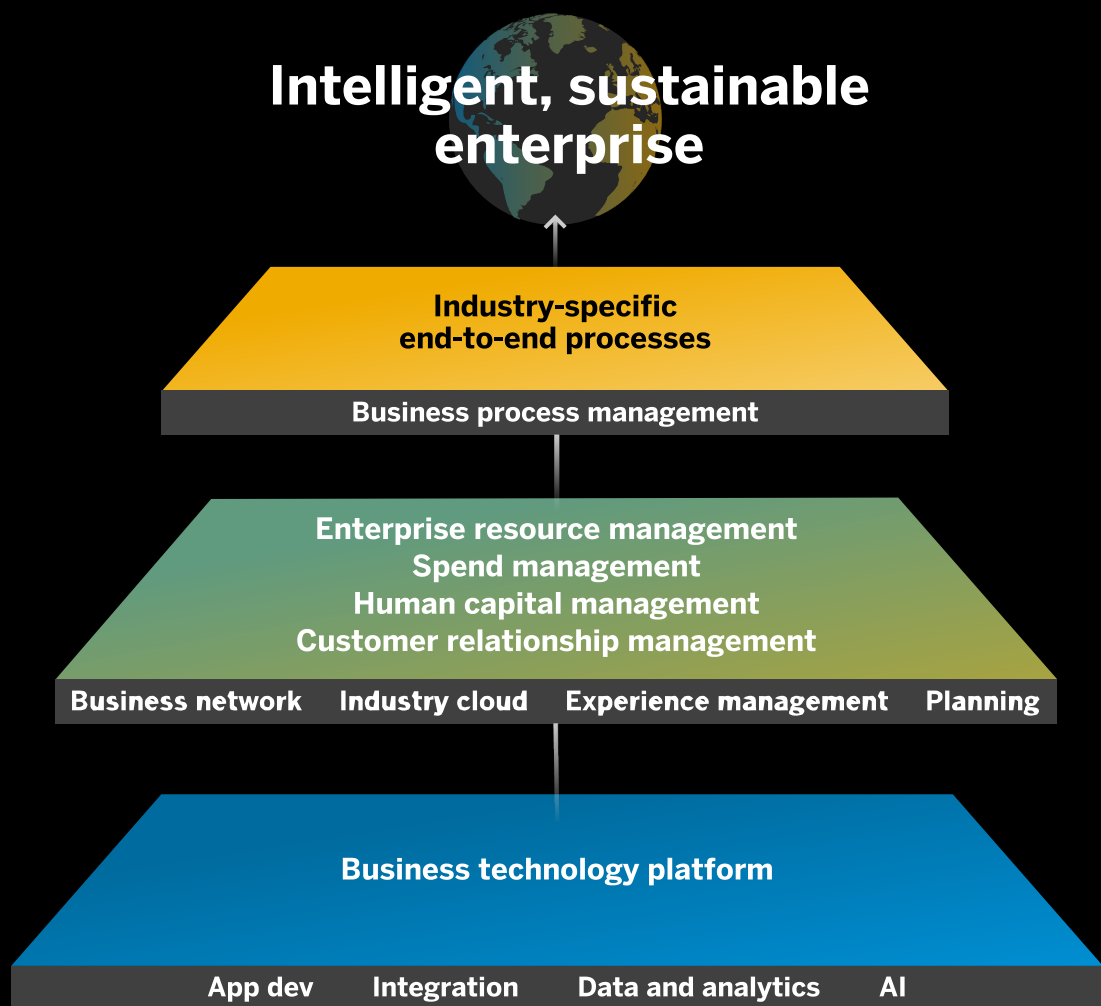
- Eliminate paper-based processes causing bottlenecks along the employee lifecycle, minimizing the impact that HR frustrations exert on daily job performance

- Empower employees to perform routine tasks quickly and work more conveniently through an online portal with a central contact point for HR inquiries and a transparent resolution process

- Create the foundation for further technological innovation with the newly engaged employee base

SAP's Industry Cloud:
A Joint Innovation Space

We enable our customers to become intelligent, sustainable enterprises by bringing together our comprehensive portfolio of solutions and technology in service to customers' business process needs.

- It starts with our platform technology that provides the foundation of application integration, extension to a robust ecosystem of solutions, and data and AI.

- Then our industry-leading business applications work together spanning front-end and back-end systems that only SAP can provide.

- This all comes together to provide the customer with support for the end-to-end, industry-specific business processes they need to run as an intelligent, sustainable enterprise.

Intelligent, sustainable enterprise

Industry-specific end-to-end processes

Business process management

**Enterprise resource management
Spend management
Human capital management
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Business technology platform

| App dev | Integration | Data and analytics | AI |

Industry Innovation Spaces

Stand-alone applications struggle to deliver relevant business value. Enterprise applications always need access to essential business domains such as products, assets, factories, cost centers, employees, and customers. SAP's industry cloud provides direct access to business domains and processes in the intelligent suite through APIs. At the same time, our business and technology services provide the tools and infrastructure to create and run innovative industry cloud solutions.

Intelligent Technology at Your Fingertips

Business innovation needs digital technologies that are ready to use to solve a business problem.

SAP's industry cloud solutions, built on SAP Business Technology Platform, provide a full set of technologies ranging from user interfaces to robotic process automation to artificial intelligence and machine learning. All can be used readily in new solutions.

Open Innovation Platform
and Ecosystem

SAP and our partners deliver industry cloud solutions for customers that unlock new levels of efficiency, extend end-to-end business processes at the edge, and enable innovative business models.

SAP partners find a unique environment in our industry cloud in which the data domains and business processes of the intelligent suite and our business networks are readily accessible through open APIs. Within this environment, our partners can accelerate innovation by focusing on the differentiating business capabilities they want to build and deliver to our joint customers.

This enables a spectrum of partnership and innovation models, ranging from close co-innovation over identified white spaces to completely open innovation spaces with free competition to drive customer value.

The innovation models are complemented by a set of commercialization models that are strongly correlated to the value the solutions deliver to the business of our customers.

Freedom of choice is a key value, so customers can choose any partner or hyperscaler to deploy their industry cloud solutions.

Open Ecosystems Deliver More Innovation
Open platforms, available to the wider ecosystem, have consistently delivered more innovation and choice for customers. Therefore, our industry cloud solutions can be run by the major infrastructure-as-a-service providers, giving our customers the freedom to implement their own individual platform strategy.

RISE with SAP: Driving Business Innovation Together

Every enterprise needs to develop new business models to avoid being disrupted, gain efficiencies to fund innovation, and transform mission-critical systems without business risk. RISE with SAP is the solution.

RISE with SAP is a comprehensive solution with:

- Cloud ERP for every business need
- Industry next practices and extensibility
- Analytics and business process intelligence
- Outcome-driven services from SAP and partners

Discover the value of RISE with SAP

Take the lead with industry innovation for top-line, bottom-line, and green-line growth

- ✓ Optimize revenue collection
- ✓ Meet your mission with built-in industry-specific processes and best practices
- ✓ Increase end-to-end efficiency with intelligent automation across all mission-critical processes
- ✓ Manage sustainability with organization-wide transparency and controls

Never stop improving with continuous insight to optimize business processes

- ✓ Prioritize optimization opportunities with instant analysis of processes, activities, and tasks
- ✓ Sharpen process performance based on actual system usage, best-practices, and industry benchmarking
- ✓ Accelerate your progress with tailored insight on where to automate business processes with AI

Secure your organization with a trusted partner for your needs, every step of the way

- ✓ Run your mission-critical operations at scale
- ✓ Reach the cloud without compromise with solutions for every business and every regulatory requirement
- ✓ Take charge of change using a versatile platform to speed innovation
- ✓ Own your tomorrow with a guided journey and outcome-driven practices from SAP and our partners

RISE with SAP is built to fit your needs

RISE with SAP is designed to support your business needs – for your industry, in your geography, for your regulatory requirements – with SAP responsible for the holistic service-level agreement, cloud operations, and technical support. It includes:

Cloud ERP	Business process intelligence	Business platform and analytics	Business networks	Outcome-driven services and tools
SAP S/4HANA Cloud	Business process intelligence starter pack	SAP Business Technology Platform (CPEA credits)	SAP Business Network Starter Pack	From partners

RISE with SAP is the foundation for an intelligent, sustainable enterprise in the cloud. We look forward to joining our customers on their transformation journey into the future. Find out more about RISE with SAP.

SAP's Comprehensive Partner Innovation Ecosystem

SAP has been a proud solution provider for the government industry for almost five decades. More than 15,800 public sector institutions in 151 countries are innovating with SAP solutions.

Our comprehensive ecosystem for the public sector offers:
- The Intelligent Enterprise as the overarching strategy to meet future requirements, offering:
  – SAP S/4HANA co-development programs for customers and partners
  – Industry co-innovation programs for industry-specific use cases
  – Delivery of enterprise-to-enterprise industry clouds
- Thought leadership, evangelism, and enablement by industry through events, councils, and regular customer exchange
- Integration into a wide range of business services (OEMs, suppliers, key vendors, and more)
- Open architecture, with a choice of hardware and software specifically designed to meet requirements
- Complementary and innovative third-party solutions to provide innovative technology
- Thought-leadership collaboration in partnership with governments and academia through the SAP Institute for Digital Government site – a think tank that aims to create public value from digital government initiatives by leveraging digital capability to tackle societal challenges.

Our partner ecosystem includes, among others:

accenture bloomreach Capgemini Deloitte.

DXC.technology esri EY graVity·it here

IBM invenio itelligence NTT DATA Business Solutions L&T Infotech

movilitas myWave NTT DATA Trusted Global Innovator OPENTEXT THE CONTENT EXPERTS EPI·USE

PHOENIX BUSINESS CONSULTING SIERRADIGITAL Oxygen for Peak Performers Sodales Solutions TSC

Engagement Model

SAP is the partner for government in the long run. We have established a co-innovation and collaboration model with many of our customers that is based on mutual trust and long-standing, value-based relationships.

This is the foundation for governments to chart the journey into the new world of citizen centricity, leveraging data to improve decision-making, redefine their core processes, and invest in their employees to better meet the mission.

Follow us

THE BEST RUN SAP