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Your Presenters Today

**Kenton Harman**
Senior Director, SAP IBP Product Management

**Anna Linden**
Senior Director, SAP IBP Product Management

**Karsten Schierholt**
Chief Product Owner, SAP IBP for Response & Supply

**Bela Tolvaj**
Head of Digital Supply Chain Planning Engineering
SAP Digital Supply Chain Solutions for Plan

Connect strategic and operational planning with real-time visibility and execution

Enable better ‘Customer and Product Experience’ by staying continuously aligned across departmental silos with a unified view of real-time ‘demand and supply’ of the Extended Supply Chain.
Key Investment Areas in SAP Digital Supply Chain Planning

Key Investment Areas 2019

- SAP IBP Order-Based Planning
- Available-To-Promise (aATP)
- Spare Parts Planning (eSPP)

SAP IBP Roadmap Webinar
10/2019: PDF ↓ Recording

Key Investment Areas 2020

- Production Planning (PP/DS) / Synchronized Planning

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Strategic Topics & Key Areas of Investment of SAP IBP

Cloud Operations and Engineering
- Scaling & Performance
- Security & Monitoring

Seamless Planning Processes
- Real-time integration
- Collaborative Enterprise Planning with SAP Analytics Cloud (SAC)
- External Collaboration via SAP Ariba
- Combining the Power of Qualtrics with SAP IBP for optimized results
- Social Collaboration with SAP Workzone

Advanced Planning
- Operational Supply Planning
- Synchronized Planning
- Forecast Automation
- Demand-Driven Replenishment (DDMRP)

Usability
- Powerful and Flexible Planning UIs tailored to the needs of the end user

Extensibility

Intelligence & Visibility
- Intelligent Visibility
- Machine Learning
- Decision Support

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Strategic Topics & Key Areas of Investment of SAP IBP

Our Focus Today

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- Scaling & Performance
- Security & Monitoring

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Detailed IBP Roadmap with all Planned and Future Innovations

Detailed information around all planned and future innovations for SAP IBP can now be found in the new roadmap explorer.

Link to Roadmap Explorer: https://roadmaps.sap.com/board?PRODUCT=67838200100800006742&range=CURRENT-LAST

Most viewed Road Maps

- SAP S/4HANA
- Automotive
- SAP S/4HANA Cloud
- Integrated Business Planning
- Source to Pay
- Analytics

Detailed information and further links and content:
Usability
Anna Linden
Planning UIs tailored to the needs of the end user

Adjust Data via IBP Excel Add-In

- Advanced Planning
- Master Data Maintenance
- Flexible & Customizable

Adjust Data via Web-based Planning App

- Basic Planning
- External Users (e.g. suppliers)
- Order Visibility
- Browser-based

This is the current state of planning and may be changed by SAP at any time.
Planning UIs tailored to the needs of the end user

Outlook

**SAP IBP, Excel add-in**

Support users in core and advanced planning activities

- Sorting of attribute values (e.g. z > a and Custom Sorting Rules)
- Workbook Refresh & Filtering across sheets
- Editability Horizon for key figures
- Side Panel
- Extensibility (e.g. access functions via VBA code or shortcuts)
- …

**Web-based Planning app**

Support users in core planning activities

- Planning Notes
- Value-based filter for key figure values
- Sub-Totals
- Contextual Chart and Grid
- Editability Horizon for key figures
- Filter, Sort, and Search for order information
- Order-data creation and editability
- …

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Major incidents impact supply chain management

COVID-19 Global Pandemic
- Many plants shut down, supply chains disrupted
- Surging demand of supplies on very short notice

Drought in German summer 2018
- Shipping on Rhine stopped due to low water levels
- Significant impact, for example, on BASF’s operating income

Australian bushfires
- Numerous road closures
- Air pollution will cause reduced worker productivity, increased health spending, and lower crop yields
- Kangaroo Island Plantation loses up to 90% of its timber
SAP Supply Chain Control Tower
From insight to action

Detect
- Manage information from different sources in one place
- End to end real-time visibility across entire network
- Centralized alerting for planning & execution

Visualize / Analyze
- Use of different visualizations, like geographical maps, tables and network views
- Upstream and down stream analysis to mitigate business risks (short and long term)
- Simulation and what-if analysis

Act
- Process management and collaboration from one place
- Intelligent recommendations
- Navigation to connected systems
- Automated actions

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Summary of use cases

- Inventory Visibility
- Transportation
- Supplier Risk
- Synchronized Planning
- Manufacturing
- Logistics
- Spare Parts Planning
- Warehouse Management
- Supply Chain Design
Inventory Visibility

Problem
• No single view to show the status of current and projected inventory in the supply chain network

Solution
• Single view of inventory in the network, including current, in-transit, and projected
• Navigation to Warehouse Management for current inventory, Transportation Management for in-transit inventory, Manufacturing for current status, and IBP planning views for projected inventory

Benefit
• Global visibility to inventory level and location in the network

Applications
• IBP, S/4 HANA, Transportation Management, Warehouse Management
Transportation Management

Problem
- A change to the delivery date of a stock transfer of a component impacts a customer order for the finished good

Solution
- Understand the impact of the delayed shipment beyond logistics
- Change the transport method for a multi-mode stock transfer to improve the delivery date and avoid impacting the customer order

Benefit
- End to end visibility of the supply chain
- React to upstream and down stream events faster

Applications
- IBP, S/4 HANA, Transportation Management, Global Trace & Trace

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Synchronized Planning

Problem
• A stock shortage caused by an unexpected higher short term demand requires to identify available inventory and capacity in production from one place.

Solution
• With Intelligent Visibility identify issues across the entire supply chain faster using map views, network view and table view
• Analyze and resolve inventory & capacity shortages starting from one app

Benefits
• Make an informed decision using Intelligent Visibility and your single view of the state of your supply chain
• Business process integration with what-if and simulation capabilities

Applications
• IBP, S/4 HANA, Production Planning, PP/DS and Transportation Management
Manufacturing

Problem
• A delayed fulfillment date for a high priority production order causes an alert in SCCT

Solution
• Analyze the root cause for the delay in the respective plant
• Understand that a machine produced too much scrap and is already in maintenance
• See that plant manager already works on mitigation plan with additional shift

Benefits
• Understand causes of manufacturing problems in more detail
• React to alerts timelier and more adequately

Applications
• Digital Manufacturing Insights, optionally: Asset Management, PPDS
Logistics Network

Problem
• A shipping delay by supplier of components have an impact on downstream production and distribution and might require re-planning.

Solution
• Understand the impact of the delayed shipment beyond transport with integration to Logistic Control Room
• Initiate re-plan of production and distribution to mitigate the problem and cost

Benefits
• React faster to unexpected circumstances that impact multiple LoBs in the supply chain
• Make informed decisions including all aspects of the supply chain

Applications
• IBP, LBN/GTT, S/4HANA
Supplier Risk

Problem
• The suppliers' late confirmations are combined with the supplier risk score to provide early insight to problems that may disrupt the supply of materials

Solution
• Suppliers' forecast commit and risk exposure visibility to buyers
• Intelligent alerts based on forecast commit and supplier risk
• Incorporate risk visibility into planning decisions
• Drive planning decision based on available insights

Benefit
• Early visibility risks and tactical confirmations increases the available reaction time to avoid supply disruptions

Applications
• Ariba Supplier Risk, Ariba Supply Chain Collaboration

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Value of SAP Supply Chain Control Tower

Get intelligent insights and warnings with all relevant information on one screen with different views, like maps and networks.

Sense, identify, and manage critical issues efficiently through alerts and case management functionality supported by rules and Machine Learning.

Ensure corrective action, response through cause-and-effect analysis and what-if simulations and contextual navigation.

Collaborate with external supply chain partners using a single business network like Ariba SCC.
Synchronized Planning
Karsten Schierholt
Synchronized Planning

A harmonized Supply Chain Planning from Customer Demand to Deployment. Ensuring a consistent planning process vertically and horizontally.

Supply Flow Analyst

SAP S/4HANA
Embedded PP/DS
Transportation Management

SAP IBP
Response & Supply

SAP Supply Chain Control Tower
Combining **Network & Plant -centric Planning** together

<table>
<thead>
<tr>
<th>Network Planning</th>
<th>Production Planning &amp; Scheduling</th>
<th>Deployment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Planner view</td>
<td>Integration IBP &amp; S/4HANA</td>
<td>What-if &amp; Simulation Capabilities</td>
</tr>
<tr>
<td>Centralized User Interface</td>
<td>A harmonized business process</td>
<td>Overall Supply Chain visibility</td>
</tr>
</tbody>
</table>

- **SAP IBP for Response & Supply**
- **SAP Supply Chain Control Tower**
- **embedded PP/DS Transportation Management**

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Synchronized Planning

Process Integration

Production Planning Integration between IBP order-based planning and embedded PP/DS is an important piece of Synchronized Planning.

Operational Supply Planning

Visibility of supply network plan, primary demands & priorities, detailed pegging, gating factors

Production Planning Integration

Detailed Production Planning and Scheduling

Visibility of detailed resource availability, detailed model of production

Deployment

IBP Order-based

ePPDS S/4

This is the current state of planning and may be changed by SAP at any time.
Production Planning Integration with SAP S/4 HANA and SAP IBP

Need for differentiated integration scenarios

There is a variety of local integration use cases
- for different Production Environments with different degrees of production complexity
- with different SAP Solutions for local Production Planning and Detailed Scheduling
- under the same IBP Umbrella for E2E Supply Chain Orchestration and Visibility
Synchronized Planning

Product Direction

- **Network and Plant Centric planning** by coupling SAP IBP and SAP S/4HANA
- **Multiple Application Dimensions:**
  - **Network Planning & Deployment Optimization** using IBP Response & Supply
  - **Production Planning & Detailed Scheduling** using S/4HANA ePP/DS
  - **Load Building** using S/4HANA Transportation Management
  - **Supply Chain Visibility** leveraging the Control Tower
- **Supply Flow Analyst** as the central planner across network and plant-centric planning
- **Flexibility and agility through mixed horizon handling**
  - Adjusting plans based on unexpected change of demand
  - Enable detailed scheduling of plans for far out sales orders

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Synchronized Planning - Product Direction

Value Stream View

Filter (Detergent + Germany)

Alerts (10)

Potential Cut
Deployment: DC3, Material: Ario/Upto
Depreciation: 50,500

Potential Cut
Material: Ario/Upto

Potential Cut
Resource: 4130, Material: Ario/Upto

Potential Cut
Material: Softener

Potential Cut
Material: Ario/Upto

Potential Cut
Resource: 4130, Material: Ario/Upto

Potential Cut
Material: Softener

Potential Cut
Material: Ario/Upto

Alerts: 7 Alerts

Available Filters

Deployment View

Material/Source/Plant

Deployment Requirements

Ingredient Requirements

Product Directions

Labs Preview

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Operational Supply Planning
Karsten Schierholt
Operational Supply Planning
Where we are heading to...

Supply Chain Network Planning in SAP IBP for Response & Supply...

...supports operational planning
• across the extended supply chain network
• on order-level
• spanning from supply planning to allocation planning to confirmation

...is tightly integrated
• to execution systems
• with tactical planning processes
• to provide visibility across the supply chain

...runs automated, but flexible
• interactive with the planner
• with flexible configuration of processes and parameters
• with fast simulation capabilities

...provides deep analytic capabilities
• to understand planning results
• to identify bottleneck and capacity overloads
• with a view on the full supply chain network

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Operational Supply Planning
Key Investments in 2020

**Functionality**
- Enhanced deployment planning
- Component validities
- Goods issue time

**Harmonization**
- Configurable data model
- Real-time Integration

**Planning Processes**
- Synchronized planning (connecting IBP and S/4 ePPDS)
- Order-based Demand-Driven MRP
- Characteristics-based planning (Customer Engagement)

**Flexibility**
- Interactive planning
- Navigation from Control Tower and to ERP
- Planning in subnetworks

**Simplification**
- Switchable constraints
- Supply planning as planning run

This is the current state of planning and may be changed by SAP at any time.
Deployment generates a **short-term distribution plan** to distribute available supply from plants and central stocking points to the demands in downstream stocking points.

- Tight order level integration to SAP ERP & S/4HANA
- What-if Simulation capabilities
- Multi-stage planning
- Flexible definition of order types as available supply in the **Available-to-Deploy Profile**
- Marking of **Deployment Stock Transfer Requisitions** in S/4HANA if pegged against available-to-deploy supply
- Order based, constrained **deployment heuristic** considering demand priority (pull scenario)
- **IBP 2005**: Order based, constrained **deployment optimization** considering network cost model (push and pull scenarios)
Deployment Optimization

Deployment Optimization is introduced as new planning run in IBP 2005. Optimization determines the globally optimal solution based on predefined costs for supply alternatives and demands.

Deployment Optimization provides an additional method for distribution planning besides the finite priority heuristic, fully integrated in the end-to-end process.

Customers can use Deployment Optimization to support push, pull and mixed deployment strategies.

Value Proposition

- Network-wide optimization of distribution supply chain weighing local decisions against each other
- Order generation with full traceability and root cause analysis
- Deployment Cost Generation (in IBP 2011) will allow easier cost setup based on business criteria

Capabilities

- Network cost model can be flexibly defined to support different business scenarios including push and pull deployment
- Complexity of network and constraints impacts on runtime and scalability
- Fully exchangeable with deployment finite heuristic with respect to input/output data
Deployment Planning Cycle - **Available Functionality** and **Product Direction**

**Preparation**
- Order-based Settings, Profiles for Planning Run incl. demand prio and cost profile, Fair-Share Set
- Deployment Settings: Available-to-Deploy Profile

**Data Load**
- Inbound integration: Sales Orders, PR/PO, STR/STO, Planned/Production Orders
- Data integration with Time-Series Planning Area, e.g. Forecast

**Deployment Run**
- **Product Direction:** Near Real-Time Integration
- Deployment Finite Heuristic considering demand priority (pull)
- Deployment Optimization considering network cost model (pull and push)

**Load Consolidation Run**
- **Product Direction:** Deployment Push Heuristic

**Review Exceptions**
- Custom Alerts for exception-based planning
- Order-based Alerts

**Manual Interaction / What-If Simulations**
- Adjusted distribution key figures, Simulations in planning versions and scenarios

**Release Distribution Plan**
- **Product Direction:** Interactive Planning, Order Maintenance

**Next Planning Cycle**
- Outbound integration: STR, Deployment STR
- **Product Direction:** Consolidated Load STR

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Web-Based Planning
Show order information in an OBP planning view

Value Proposition
• Show key figure values and underlying order information on the same screen.
• Understand which orders sum up to the selected key figure cell values.

Capabilities
• Show order information for supported order-based planning key figures.
• Show different types of orders:
  • Planned & production orders,
  • Stock transfer requisitions and orders,
  • Purchase requisitions and orders,
  • Sales order schedule line information
• Navigation to View Confirmation app and Analyze Supply Usage app
## Interactive Planning
### Product Direction

<table>
<thead>
<tr>
<th>IBP 2005</th>
<th>Order details shown in Web-based Planning with navigation to details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Min/Max constraints as on sources of supply</td>
</tr>
<tr>
<td></td>
<td>Source-side manual adjustments on transportation lanes</td>
</tr>
</tbody>
</table>

| IBP 2008 | Distinguish **fixed and unfixed supply elements** in key figures     |

<table>
<thead>
<tr>
<th>IBP 2011</th>
<th>Create planned supply elements in “View Projected Stock” App</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Change planned supply elements (Fix/Unfix orders)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Subsequent releases</th>
<th>Change planned supply elements (quantity, date)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Create fixed supply in key figure (infinite)</td>
</tr>
<tr>
<td></td>
<td>Change stock in non-base planning version</td>
</tr>
<tr>
<td></td>
<td>Change execution orders in non-base planning version</td>
</tr>
</tbody>
</table>

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Planned Capabilities

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Harmonizing Architecture for Order-based Planning
From static to configurable Data Model

Today: Static Data Model
- Predefined objects in data model
- Predefined extension fields
- Tightly linked to ERP model
- Integrated via SDI periodic integration
- Order-based planning applications directly map to data

Planned: Configurable Data Model
- Data model is defined in IBP configuration
- Part of the configuration is mandatory to map to ERP data
- Extensible with attributes and objects
- Integrated through real-time integration (IBP integration structures where possible) or ETL
- Applications can access and use configured data model (e.g. custom fields for prioritization or selection)
- Basis for planning area harmonization across IBP

This is the current state of planning and may be changed by SAP at any time.
# SAP Integrated Business Planning for response and supply

Long-term Product road map overview for order-based planning – key themes and capabilities

<table>
<thead>
<tr>
<th>2020 – Planned Innovations</th>
<th>2021 - Outlook</th>
<th>2022 - Outlook</th>
<th>2023+ - Outlook</th>
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<tbody>
<tr>
<td><strong>Generic Supply Planning</strong></td>
<td>Integration with S/4 and ERP</td>
<td>Integration with S/4 and ERP</td>
<td>Integration with S/4 and ERP</td>
</tr>
<tr>
<td>▪ Supply Chain Sub-Networks</td>
<td>▪ Integration of single ERP to multiple IBPs</td>
<td>▪ Cross system STR integration</td>
<td>▪ Enhancements to scalability and usability</td>
</tr>
<tr>
<td>▪ Switchable constraints for infinite planning</td>
<td>▪ Near real-time integration</td>
<td>▪ Combined Data Model for Supply &amp; Response</td>
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<tr>
<td>▪ Create/ delete version dependent master data</td>
<td>▪ Configurable data model for master and transactional data</td>
<td>▪ Generic Supply Planning</td>
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<tr>
<td>▪ Order Visibility</td>
<td>▪ Extensible supply chain – for priorities and UI</td>
<td>▪ Capacity Levelling</td>
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</tr>
<tr>
<td>▪ Control Tower to order data navigation</td>
<td><strong>Distribution Planning</strong></td>
<td>▪ Intelligent Alert</td>
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<tr>
<td><strong>Order-based Optimization</strong></td>
<td>▪ Stock segments, MRP Areas</td>
<td><strong>Distribution Planning</strong></td>
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<td>▪ Transportation resources</td>
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<td><strong>Order-based Optimization</strong></td>
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<td>▪ Deployment Optimization (for Push)</td>
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<td>▪ Fair Share in Optimization</td>
<td>▪ Re-order point planning</td>
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<td>▪ Supply Optimization</td>
<td>▪ Order-based planning support for DDMRP</td>
<td><strong>Process Integration</strong></td>
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<td>▪ Production Planning Integration: Integration between IBP and S/4 with ePP/DS</td>
<td>▪ Integration of single ERP to multiple IBPs</td>
<td>▪ Cross system STR integration</td>
<td>▪ Component Allocation, Supply Segmentation</td>
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<td>▪ Subcontracting</td>
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<td>▪ Make-to-order segments</td>
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<td>▪ Production in another plant</td>
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<td>▪ Use cases for characteristics-based planning</td>
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<td>▪ Planning of configured products</td>
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<tr>
<td>▪ Further use cases for Characteristics-based Planning</td>
<td>▪ Location substitution</td>
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</table>
Order-based Planning Integration
Today (SDI) – Future (Real-Time)
Karsten Schierholt
Order-Based Integration – Data Flow

Order Based Integration:
- **Integration technology:**
  - SDI (SAP HANA Smart Data Integration)
  - File-Based integration (IBP Open-API)
  - Tables Integration
- **Integration flow:**
  - **Periodic** data integration
  - **Pull-Logic** for master and transactional data from source system (ECC, S/4HANA On Premise) via scheduled job
  - Full data load
Real-Time Integration*

*Below figure shows an overview of the data flow from ECC / S/4HANA to IBP. Plan is to provide bidirectional integration, including back-integration from IBP to ECC / S/4HANA

Main differences to existing order based integration:
- Push from source system to target system, instead of pulling the data
- Initial Load + Delta Load
- Real-Time

Data Capturing for each Planning Relevant Object - create, update, delete -
- Transactional Data: PO, Purchase Req, ...
- Master Data: Product, Location, ...

Data transformation and simplification for each planning relevant object

Continuous Delta

Inbound Queue

Connectivity Agent (NW)

SAP Cloud Connector

Outbound Queue

SAP IBP

ECC, S/4HANA

Labs Preview - Prototype -
Real-Time Integration*

*Below figure shows an overview of the data flow from ECC / S/4HANA to IBP. Plan is to provide bidirectional integration, including back-integration from IBP to ECC / S/4HANA

Main differences to existing order based integration:
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Forecast Automation
Anna Linden
Forecast Automation and Advanced Forecasting Models

Outlook

Improve Forecast Accuracy and Planner Productivity

**Forecast Automation**

- Continue to enhance functionality around „Change point detection“
  - Leverage change points in time series analysis
  - Usability (e.g. improved filtering)
  - Detecting automatically lifecycle stages (e.g. phase-in and phase-out)

**Enhance functionality around existing forecasting regression models (Gradient Boosting, (S)ARIMAX, MLR)**

- Enable Gradient Boosting to support trend
- Support for categorical variables (categorical variables are special key figures that store a code, e.g. type of promotion: 1 – discount, 2 – buy one get two, 3 – advertising, …)
- “Week Before / Week After” (simplify configuration to reflect impact of e.g. promotions before or after promotion period)
- Leverage calendar information (e.g. # workdays)
Demand Sensing

Outlook

Demand Sensing at any level

• Remove the restriction to execute Demand Sensing only at Product-Location-Customer planning level

Next-generation machine learning based Demand Sensing algorithm

• Complete re-design of the algorithm - leveraging a specialized Gradient Boosting algorithm fine-tuned for short-term forecasting

Leverage calendar information

• Granular modelling of calendar and holiday information
• Easier modelling and configuration
Business Collaboration
Anna Linden
Collaborative Enterprise Planning

SAP’s vision for Collaborative Enterprise Planning is to bring together all siloed planning processes across the enterprise.

SAP Analytics Cloud and SAP Integrated Business Planning integrate to provide the Financial Planning and Digital Boardroom visibility to complete the Collaborative Enterprise Planning process.

- **Digital Boardroom** – Integrate Supply Chain data from IBP with real time data from S/4 and other LOBs in SAC for full 360 view of the business.

- **Integrated Financial Planning** to align Corporate Financial Plan including P&L from SAC with Demand and Supply plans in IBP

**Interfaces:**

- Visualize SAP IBP Data in SAC Digital Boardroom

- Integrated Financial Planning with data write back to IBP from SAC
Business Network Collaboration
External Collaboration via Web-based Planning app for external partners

Planner using a PC
(Internal User)

Sales Representative at customer location using a tablet
(Internal User)

Customer or Supplier using PC or Tablet
(External IBP user)

- Customer / Sales representative updates forecast in IBP WebUI
- IBP makes forecast available to customer / sales representative in IBP WebUI
- Collaboration on Consensus Forecast
- Forecast Commit on supply plan
Combining the Power of Qualtrics with SAP IBP for an Optimized Forecast

**Qualtrics**
- Gather feedback for a new product e.g. reviews / sentiments
- Structure this in meaningful sentiments, e.g. good, wanted, bad

**SAP IBP**
- IBP Data Integration maps X Data (e.g. as new key figure)
- Compare with X Data with demand sensing key figures

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**Customer** ➔ **Collect Raw Data** ➔ **Analyze Raw Data** ➔ **Integrate** ➔ **Demand Sensing**

**SAP CX** ➔ **Qualtrics XM** ➔ **SAP CPI-DS** ➔ **SAP IBP**

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*This is the current state of planning and may be changed by SAP at any time.*
Our Topics in the area of Engineering and Cloud Operations

Normalized data model
New memory upsizing process
Hyperscaler strategy
12-TB system
Security
Hotfix collection update
Problem management
  – Root Cause Analysis (RCA)
  – Post upgrade validation
Normalized data model
Future Direction

Improves

☑️ Performance
☑️ Memory utilization
☑️ Scalability
☑️ Robustness

No direct impact on user or business processes

Roll-Out

• All new customers from IBP 1908 onwards
• 28 customer systems migrated and 32+ test systems

SAP IBP customer with data model normalized in Q1 2020

Future

<table>
<thead>
<tr>
<th>Systems migrated in release</th>
<th>IBP Release</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2005 2008 2011 2102 2105</td>
</tr>
<tr>
<td>20</td>
<td>60  200 400 520</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Systems migrated cumulated to date</th>
</tr>
</thead>
<tbody>
<tr>
<td>20  80  280  680  1200</td>
</tr>
</tbody>
</table>

Migration to Normalization on Feb 29

This is the current state of planning and may be changed by SAP at any time.
New memory upsizing process

New processes and tools

Site Reliability Engineering (SRE) Team
monitors the sizing and performance

New Heath Check and Heuristic tools
help the daily work of the SRE team

Aligned with Cloud Operations, Center of Excellence (CoE) and Customer Engagement (CEE) teams
Growing Worldwide Coverage
SAP IBP Data Centers & Hyperscalers

- 4 new SAP data centers running SAP IBP - 2018 & 2019
- SAP IBP running in the SAPNS2 Cloud for regulated industries in US - Launched in Q2/2019

SAP IBP running on Hyperscalers:
- AliCloud (planned for Q3/2020)
- Google Cloud (planned for Q3/2020)
- Microsoft Azure (planned for Q3/2020)

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SAP Integrated Business Planning on Scale-Up to 12-TB system

Future Direction

Evaluation of IBP on **12-TB system in Google Cloud Platform** ongoing

- Goal: functionality, performance and load testing
- Memory-optimized machine type: m2-ultramem-416 (SKU at Google Cloud Platform)
- High memory per core ratio: 11776 GB memory, 416 CPU, Intel Cascade Lake technology
Security - Why customer managed encryption?

Future Direction

Customer managed encryption

**Compliance**
Help comply with global data protection regulations

**Agility**
Quickly identify and react to suspicious activity relating to sensitive customer data

**Enhanced security**
Customer owned and controlled encryption for business data in the cloud

**Help avoid fines and reputational damage**
Through enhanced data transparency and data access, storage, and movement controls

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**Generation**
Create and store security in Data Custodian

**Encryption**
Activate and use the key for encryption or decryption process

**Decryption**

**Destruction**
If key is no longer in use, delete it from the system
Hotfix collection update – weekly maintenance downtime reduction

Future Direction

Gradually reducing weekly maintenance downtime for hotfix collection deployments of SAP IBP

Weekly maintenance downtime will be reduced from 4 hours to near zero downtime in 3 phases

- **Phase 1 & 2** will focus on SW deployment process optimization

- **Phase 3** will introduce new SW deployment procedure (Blue / Green deployment)

This is the current state of planning and may be changed by SAP at any time.
Problem Management

RCAs requested by customers

- Internal problem management processes since 2019 to ensure smooth root cause analysis (RCA) handling

- **SAP Knowledge Base Article** contains necessary steps to open an RCA incident

- Development support provides root cause description and in parallel starts to work on **perventive actions to avoid further occurrence** of very high priority issues

Post upgrade validation

- **War room working model** to solve every very high and high incidents occurring due to release upgrades (both product and technical upgrade related)

- **CEE connections** can be contacted to expedite the process

- **[UPG REG] prefix** can be added into the incident if a feature/function tool that worked before the upgrade, but stop functioning/working as expected after the upgrade

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Customer Success and Centricity
Anna Linden
SAP Integrated Business Planning for Supply Chain
Cloud Innovation and Service Delivery as One Team

Significant growth in the customer service ecosystem with dedicated

• Customer Engagement Executives & Customer Officers working directly with you and the experts on SAP side.

• Virtual and Onsite SAP IBP Events (e.g. Customer Success Days available in many regions globally).

• Large amount of annual webinars to provide expert knowledge on specific topics, but also overviews and the general direction of the product.

• Webinars driven by partners and customers.

• Influencer platform to drive your requirements.
Our 700+ Customers by the Numbers in 2019

WHERE ARE OUR 700+ CUSTOMERS?

- **50** Countries
- **27** Industries
- 40% Europe, Middle East, and Africa (EMEA)
- 35% North America
- 15% Latin America
- 10% Asia Pacific Japan (APJ)

MEET-THE-EXPERT SESSIONS

- **30** Sessions total
- **500+** Participants (on average)
- **30,000** Presentations downloaded
- **11,000** Recordings downloaded

CUSTOMER SUCCESS DAYS

- **15** Customer success day events
- **315** Attendees
- **135** Companies

REFERENCE CUSTOMERS

- ~**100** Reference Program
- **2x** More customers compared to 2018

CUSTOMER INFLUENCE PROGRAM

- **700** Requests submitted
- **5,000** Votes
- ~**100** Enhancements delivered
Benefit from Customer Influence, Customer Engagement and Events

**Influencer**
Submit and vote on improvement requests, and collaborate with the product team to help us enhance the SAP Integrated Business Planning solution.
[Check out SAP Influencer](#)

**Events & Webinars**
Learn more about SAP Integrated Business Planning through the numerous onsite and virtual events as well as customer and product webinars we are offering this year, and explore past sessions recordings.
[Sign up for an upcoming event](#)

**Customer Engagement**
Your customer success team is dedicated to the success of your business and will ensure a smooth experience with SAP Integrated Business Planning.
[Contact your Customer Engagement Executive](#)

**Communities**
Stay up to date with the latest community news, projects, and features. Ask questions and join in the conversation to share information and best practices with your peers.
[Discover the SAP IBP Community](#)
Customer Communications

- **SAP IBP Upgrade Planning and Communication process**
- **Critical upgrade related information on the WIKI**
- **SAP IBP Help**
- **SAP IBP Customer Events, Meet the Expert and What’s New Webinars**
- SAP IBP on [www.sap.com/ibp](http://www.sap.com/ibp)
- **Release highlights** BLOGS and VIDEOS on latest innovations
- **SAP IBP Community**
- **SAP Digital Supply Chain Accounts on LinkedIn and Twitter**
Wrap Up
Anna Linden
SAP Digital Supply Chain Solutions for Plan
Key Development Innovations & Highlights

Continue the successful growth of SAP Integrated Business Planning by accelerated investments into seamless planning processes and integration with SAP S/4HANA.

- Quarterly shipment of innovation in Supply Chain Planning in SAP IBP
- Yearly shipment of innovation in Supply Chain Planning in SAP S/4 Hana, e.g. Service Parts Planning, PP/DS and aATP
- Accelerated delivery along the Supply Network Planning roadmap (IBP)
- Revitalize PP/DS (investment and partnering)
- Shift to value chain-driven supported by synchronized planning (IBP&PP/DS)
- Deliver on DDR (Demand Driven Replenishment) as integrated solution offering covering S/4 and IBP
- Further enhance Control Tower towards map-based Intelligent Visibility & Response Automation by connecting the different supply chain applications
- Follow Hyperscaler strategy
Thank you.

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