Intelligent Content Management for the Intelligent Enterprise
AFTER DIGITAL TRANSFORMATION COMES THE AGE OF ENTERPRISE INTELLIGENCE.

Wielding the latest technological innovations, the intelligent enterprise extracts new insight from a wide array of distributed content. It eliminates information silos to increase your agility and match the pace of market evolution. You hone your competitive edge by basing your actions on real-time situation awareness and responding quickly to change.

The Intelligent Enterprise consists of three components: an intelligent suite, a digital platform, and intelligent technologies, as illustrated in the figure.

We’ve got you covered on your evolution to an intelligent enterprise. Integrated enterprise content management capabilities from SAP support all three pillars of the Intelligent Enterprise. And they help you create a single, unified customer experience.

Figure: The Components of the Intelligent Enterprise

THE INTELLIGENT ENTERPRISE features 3 KEY COMPONENTS:
Improve the customer experience by tightening content management across channels.

Integrate with billing, commerce, and ERP solutions in a single workflow

Collect, find, use, and distribute all types of content across omnichannel systems

Handle movie clips, audio files, flash animations, and PDFs

11x higher customer retention with digital asset management in omnichannel marketing
Aberdeen 2017

Enhance employee engagement by unifying HR records management.

Maintain regulatory compliance

Centrally create and manage all HR documents and records

Set permissions for access to core applications

US$1 million cost reduction for 3.88% HR budget impact with HR document and records management
Internal estimate based on typical customer business cases
Tighten the supply chain by communicating better with customers, suppliers, and employees.

- **Generate** documents centrally and distribute them across channels.
- **Personalize** content based on information from SAP applications and other data sources.
- **Make** business communications processes more efficient.

80% reduction in costs with robust business communications management.

Tap in to Ariba Network in procurement.

- **Use** AP workflow management to support all incoming channels for invoices.
- **Establish** collaborative processes for fast and accurate invoice processing.

3% increase in early-payment discounts and 60% reduction in invoice processing costs with accounts payable automation.
Manage content centrally across your organization.

Generate a 360-degree view of all information related to SAP business processes.

Rely on DoD 5015.2–certified records management.

Encourage and track collaboration in business workspaces.

Safeguard your enterprise information.

Deploy content management on premise or in the cloud.

Rely on secure, compliant information governance.

Manage metadata consistently across applications.

ROI of 68% and payback in 15.4 months, along with present value benefits of $4.4 million in 3 years.

Forrester Total Economic Impact study 2017

Typical savings of US$2 million over 3 years with smart content management.

Forrester Total Economic Impact study 2017
Comply with Europe’s General Data Protection Regulation (GDPR).

- **Manage** the archiving, retention, deletion, and destruction of personal data
- **Meet** data access and portability requirements compliantly
- **Automatically check** for related data or attachments before changing personal data

Avoid the 4% of revenue or €20 million in penalties spelled out in the GDPR for violations.

**Automate** invoice processing with machine learning capabilities.

- **Harness** machine learning to match incoming payments to receivables
- **Free** accounts payable professionals to solve more strategic problems
- **Lower** total cost of operations

Elimination of 90% of manual invoice processing
Capitalize on Internet of Things (IoT) technologies by working with digital twins.

- **Design** digital twins of processes and services as input to machine learning algorithms
- **Pull together** all sources of data on your assets, including the machines themselves
- **Capitalize on** IoT technologies for assistance and feedback

5x lower maintenance and service costs with rigorous asset management

SAP Benchmarking

Take advantage of machine learning for intelligent information extraction in invoice processing.

- **Automate** the transfer of data from paper invoices or e-mail attachments to SAP software
- **Support** straight-through processing without human intervention
- **Capture** and classify invoices

98% accurate processing and 90% reduction in manual posting of invoices

SAP Customer Reference Slide

Learn more about extended enterprise content management.