

# SAP S/4HANA – Intelligent Order Creation



# Solution Overview

The sales order creation process in today's industry is a tedious, cumbersome, and slow manual process. It is prone to errors and delays, and with a sheer number of orders there are, the cost becomes very high. CPG industry is under tremendous pressure from price competition and operating margins. Cutting down operating costs is the need of the hour. Non-EDI orders that constitute about 30% of total orders add substantially to the order management cost. Microsoft Azure AI-based Document Extraction service "Form Recognizer" provides us the ability to extract information from incoming documents, apply advanced machine learning algorithms to it and present data in the form of key-value pairs and even help extract tables. A persona-based rich user experience built on Business Technology Platform using SAPUI5 provides decision support to the user to take the best possible action and create the sales orders in the system.

**Reduced  
cost**

**RPA-based**

**Reduced  
errors**

**Real-time**

**Less  
disruptions**

**Highly  
scalable**

**Reporting  
dashboard**

**Persona-  
based front  
end**

# Manual Order Creation and its Challenges



Receive order in emails



Verify completeness



Validate correctness



Manual data entry



Slow



Cumbersome



Non scalable



Costly



Erroneous

# Infosys Vision of an Intelligent order creation



# Infosys Intelligent Order Creation Process Overview

## Business challenges

- High cost and operating margins
- Creating sales order is a tedious manual process
- Error prone and time consuming process

## Solution overview

- Using cognitive services, match the incoming order to relevant templates or create new templates
- Using deep learning algorithms-based Azure Form Recognizer, 'read' incoming document data
- One time mapping of the template to SAP objects at field level
- Using either manual validation or auto approval, post the order in SAP S/4HANA

Reduced  
cost

RPA-based

Reduced  
errors

Less  
disruptions

Uses AI/ML

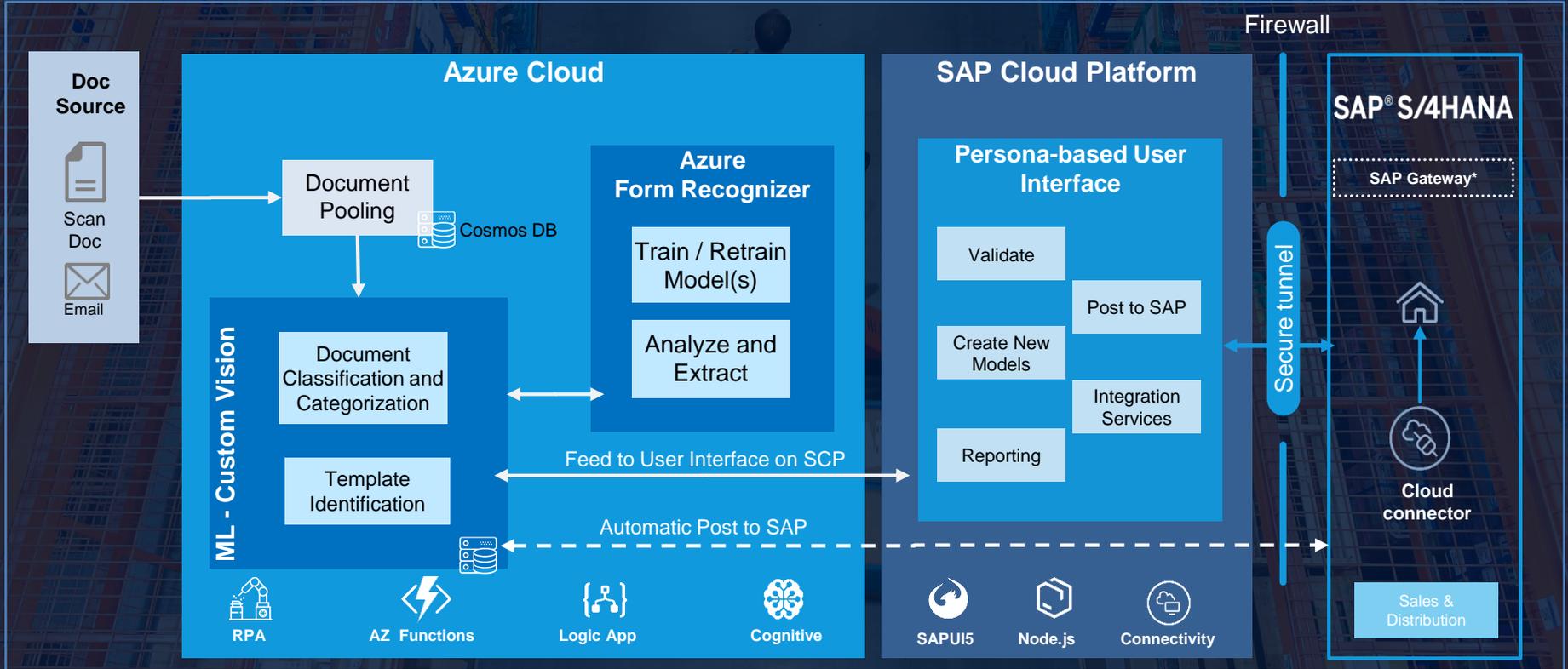
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# Intelligent Order Creation – High-level Architecture



# Solution Components Specifications



## Cloud Infrastructure

- Cosmos DB
- Blob storage



## Cloud Business Services

- Azure Form Recognizer
- Azure functions
- Azure Logic apps
- Node API call(SAP Cloud Foundry)
- Azure Custom Vision



## SAP Components and Integrations

- SAP Cloud Foundry
- UI5
- oData
- Node.js
- Business Technology Platform
- SAP S/4HANA
- SAP Cloud connector



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THANK YOU

