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A DXC Technology Company

SAP Process Digitalization

Leverage low-code BPM tools from Pega and Appian to automate SAP processes while retaining SAP as the system of record

Case study

Clients:
Three of the top five consumer product companies and one of the world's largest oil and energy field service companies

Technologies and tools:

Pega   SAP

Appian's low-code platform

Power BI   BPM

Abbyy   Blueprism RPA

Provided users with digital tooling — offering rapid development capabilities

Increased productivity and brought greater visibility of the process

Challenge

We've delivered SAP digitalization solutions for three of the top five consumer product companies and one of the world's largest oil and energy field service companies.

Similar journeys can be automated for all our clients who use SAP and want to retain it as a system of record but who also want low-cost, low-code, digital solutions.

Changes in SAP can be expensive and take time to build, test and deploy. Low-code solutions can be deployed rapidly at a fraction of the cost.

Key challenges included selecting the right integration method with SAP and data integrity (validate data with SAP at various stages before final submission).

Solution

For consumer products company:

The client's need for case management was addressed by creating cases (forms) in Pega and using the Pega Customer Service application to handle workflow needs.

The approach was to replicate simplified workflows by using standard workflows and applying framework features.

The unique part of the solution was that customer service representatives and internal users were given access to the same portal, providing unified visibility. Citizen development was used to the maximum extent possible to quickly develop and deploy configurable changes. We integrated with SAP to keep SAP as the source and to leverage existing reporting needs.

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For an oil and energy company:

The client's need to automate several business workflows (e.g., purchase request/purchase order management, crew onboarding, appointment letter generation [for specific positions], HazMat/explosives shipments, etc.) was met using simple and fast-to-build workflows.

Key reference data continues to be managed in SAP, which is used by multiple other systems as well as for reporting. We used SAP as the system of record to fetch and update this data as needed, allowing us to seamlessly integrate with other systems as well. The data was also available for reporting through existing reporting tools like Power BI.
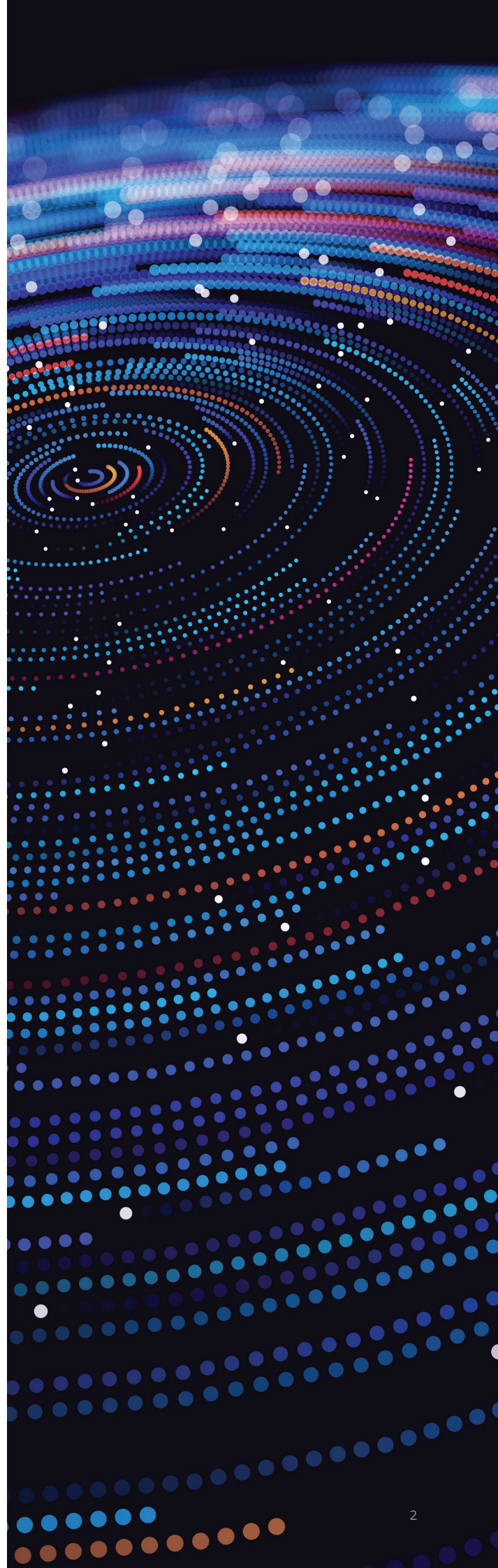
For consumer products company:

Our technical solution was to have Pega as the workflow engine and SAP as the system of record.

Pega's out-of-the box features were used to quickly build and deploy forms. Email approvals and rule-based automatic approvals were introduced to reduce human touchpoints and delays. Frequent standard changes were made configurable so that the changes could be made by citizen developers directly in the production.

For an oil and energy company:

We used Appian's low-code platform to automate several business workflows.

We also used inbuilt connectors to connect to SAP for use as the system of record to fetch and update data as needed.

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Results

Validations introduced in the flow ensured significant reduction in the failure rates of workflow

We increased productivity and brought greater visibility of the process and failure points

Approvals can be done through emails which reduce the turnaround time

Client is pursuing moving other workflows to Pega and Appian

For an oil and energy company:

Appian has been chosen as the strategic platform to automate or manually migrate processes from other systems (e.g., PowerApps) into Appian.

The client can now manage their tasks globally from any location. In the long run, with process mining, these workflows will be improved, causing system and process efficiencies and reducing waste through continuous improvement.

About Luxoft

Luxoft, a DXC Technology Company delivers digital advantage for software-driven organizations, leveraging domain knowledge and software engineering capabilities. We use our industry-specific expertise and extensive partnership network to engineer innovative products and services that generate value and shape the future of industries.

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