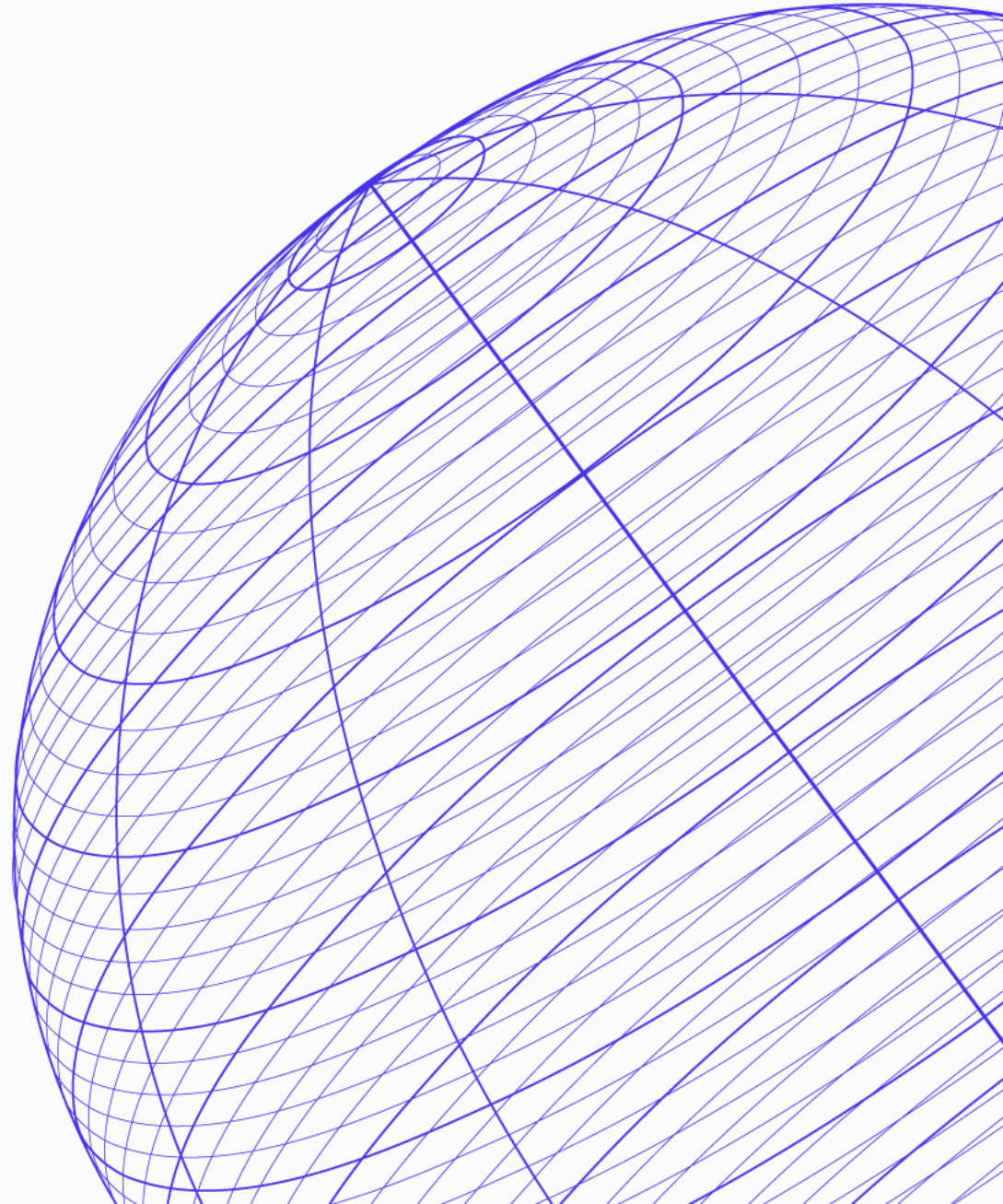




Microsoft + SAP Frontier Transformation





Frontier Transformation

Every company is on the same journey

Phase 1

Human with
assistant



Every employee has
an AI assistant that
helps them work better
and faster

Phase 2

Human-led
agents



Agents join teams as “digital
assistants,” taking on specific
tasks at human direction.

Phase 3

Human-led,
agent-operated



Humans set direction and agents
run entire business processes
and workflows, checking in
as needed

Agents are at the forefront of Frontier Transformation



88%

of Frontier Firms report
strength in top-line growth¹

compared to 23% for laggards

3.7x

ROI for every \$1
invested in AI²

40%

of enterprise apps will be
integrated with task-specific
AI agents by 2026³

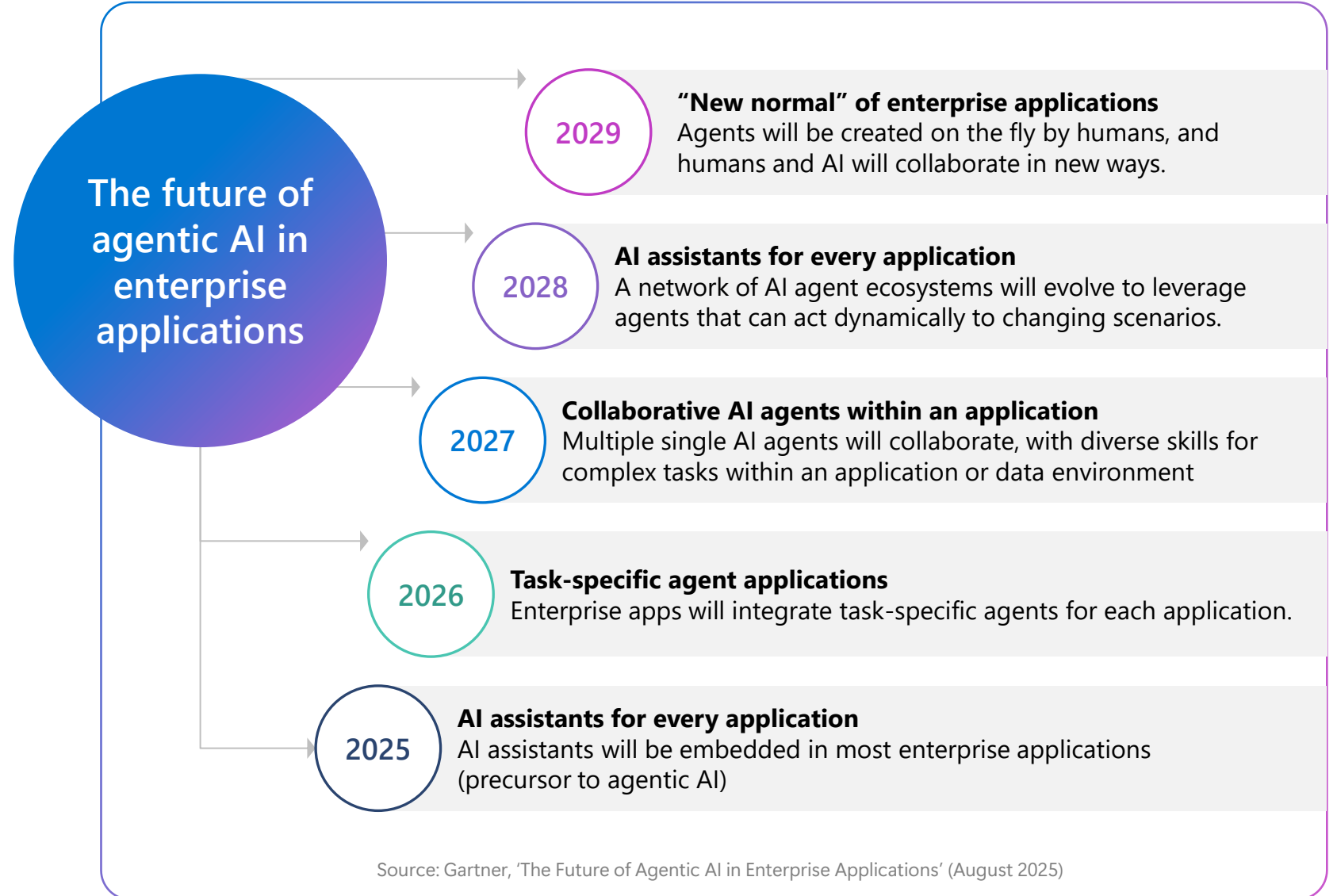
Gartner

Source: 1. IDC Info Snapshot, sponsored by Microsoft, 1.3 Billion AI Agents by 2028, May 2025 #US53361825

Source: 2. Gartner, <https://www.gartner.com/en/newsroom/press-releases/2025-07-01-gartner-identifies-the-top-strategic-trends-in-software-engineering-for-2025-and-beyond>

Source: 3 Gartner: [Gartner Predicts 40% of Enterprise Apps Will Feature Task-Specific AI Agents by 2026, Up from Less Than 5% in 2025](#)

Agentic apps are increasingly core to business operations





Intelligence + Trust

Enrich employee experiences

Enrich

Reinvent

Reshape

Bend the
curve



Challenge

Millions of dollars were at stake in logistics spend. Dow wanted to reduce costly overcharges to better manage supply chain costs.

Digital assistant automates invoice matching

Dow adopted Microsoft 365 Copilot to empower employees with AI-driven insights and automate tasks across departments. Copilot supports billing accuracy by reviewing freight rates, flagging billing discrepancies, and optimizing workflows across their Transportation and ERP systems.

Results

Employees report time savings, streamlined processes, and greater productivity. Dow anticipates its Copilot solution will achieve millions of dollars of savings on shipping operations in the first year.

[Read the story](#)



Reinvent customer engagement

Enrich

Reinvent

Reshape

Bend the curve



Challenge

Connect customers using the Canadian Tire Company app to the right tire products before they visit stores.

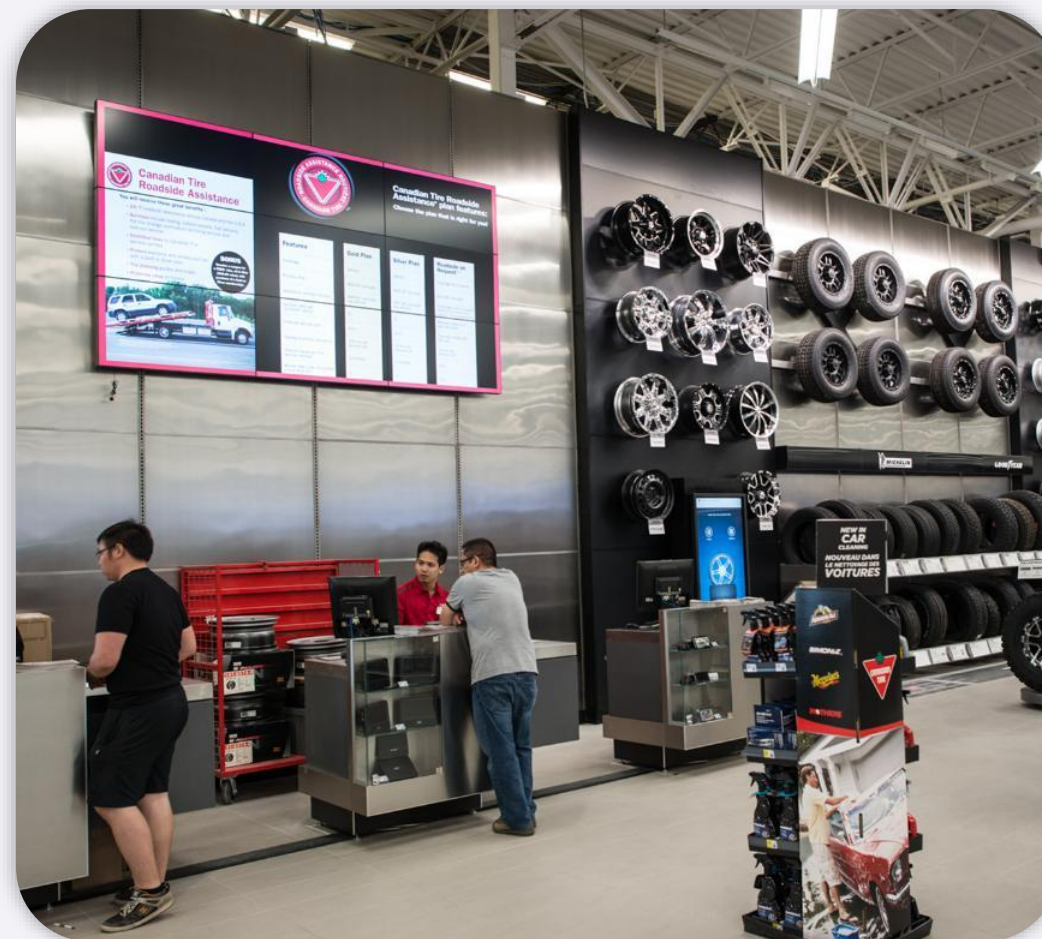
Digital assistant automates invoice matching

CeeTee, built in partnership with Microsoft, runs on Azure OpenAI Service and uses Open AI's GPT-4, combining internal product data and knowledge from the large language model. Online digital assistant helps customers select the best tire based on their vehicle model, make, and year and other requirements.

Results

Six months after its launch, the AI assistant has attracted almost 10,000 users and logged over 700,000 chat sessions.

[Read the story](#)



Reshape business processes

Enrich

Reinvent

Reshape

Bend the
curve



Challenge

Gain efficiencies across its mining operations.

Real-time insight streamlines operations

Petrosea now uses advanced analytics, smart sensors, and machine learning to monitor and control operations from its headquarters. The company's fuel analyzer, for example, ensures that operators use equipment in the field more efficiently. The fleet optimization manager helps the company deploy fewer vehicles by monitoring mining KPIs.

Results

Since it enabled real-time insight, the company has experienced a nine percent reduction in operational costs, decrease in incidents, and enhanced safety measures with real-time corrective actions.



Bend the curve on innovation

Enrich

Reinvent

Reshape

Bend the
curve

L'ORÉAL

Challenge

Disrupt the industry by personalizing products and experiences.

Digital assistant automates invoice matching

L'Oreal harnessed the power of its data, enabling users to virtually try on makeup products and hairstyles. The company also uses AI to analyze skin conditions and recommend personalized skincare routines or specific beauty products.

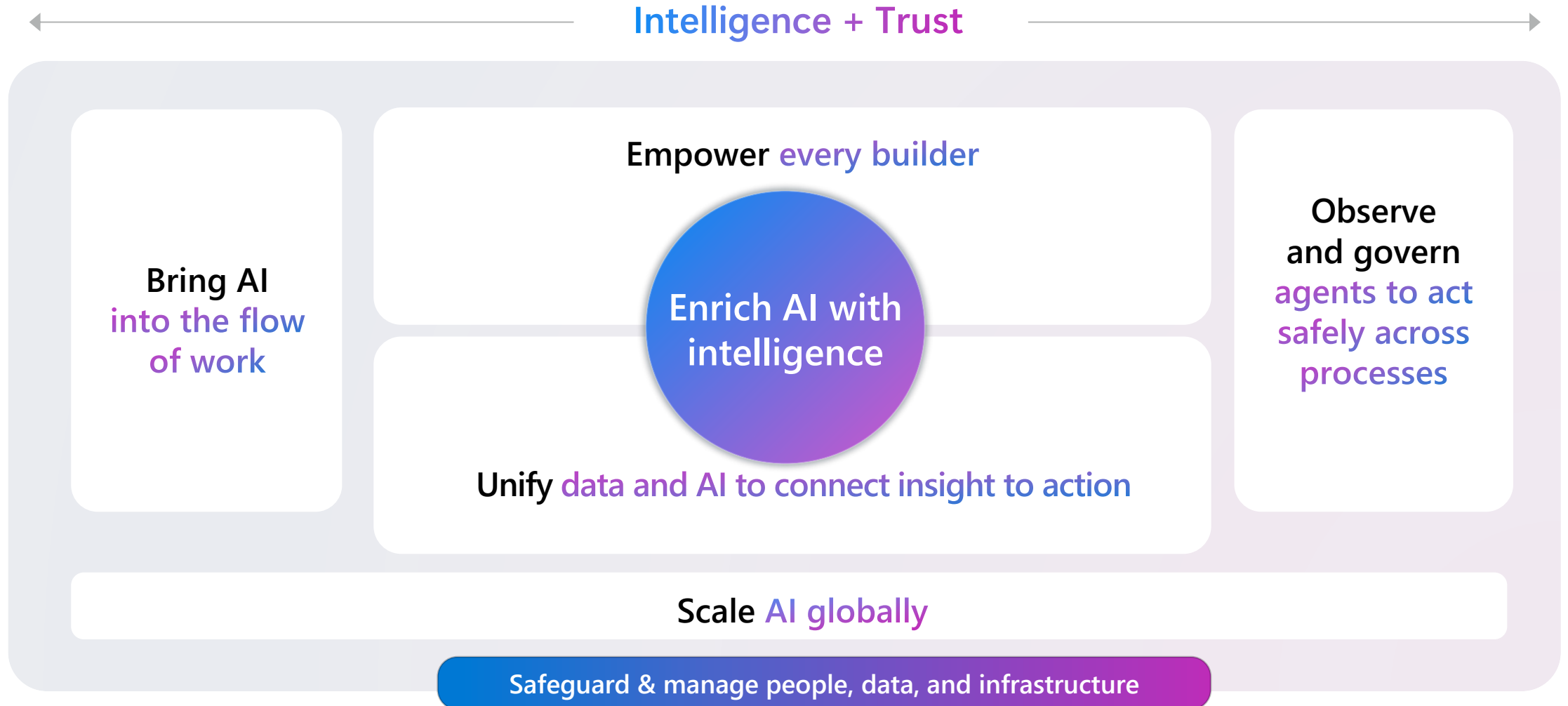
Results

The enhanced data management L'Oreal gains with data on Azure is helping drive deeper insights into consumer behavior and preferences, which will help align new beauty products with evolving consumer desires and trends.

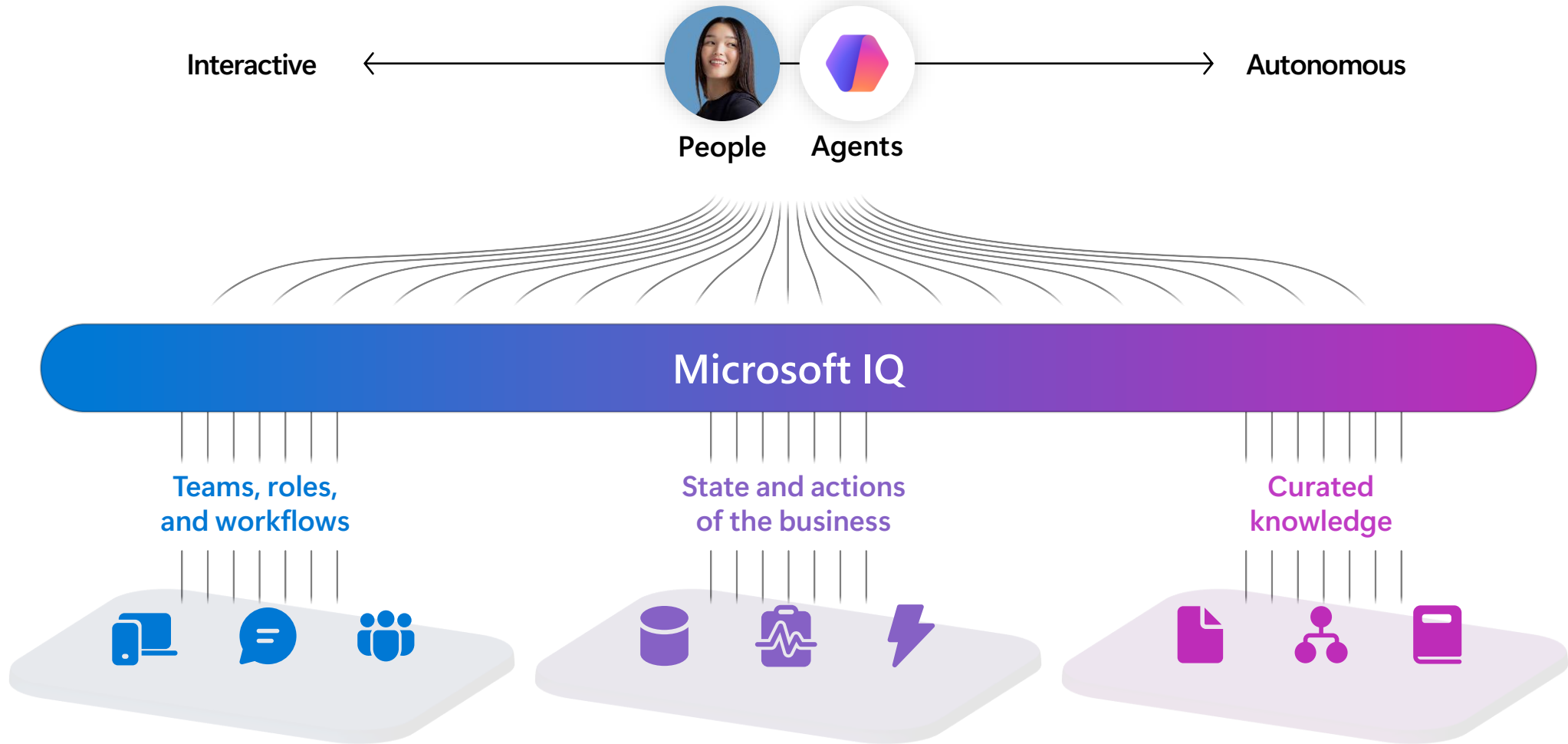


**Azure is the foundation
of Frontier transformation.**

Build intelligent systems



Your people. Your agents. Your IQ.



Microsoft IQ

Unified intelligence for enterprise AI



Work IQ

"How your employees work"

Context from people,
collaboration, and workflows



Fabric IQ

"How your business operates"

Context from business entities,
systems of record, and actions

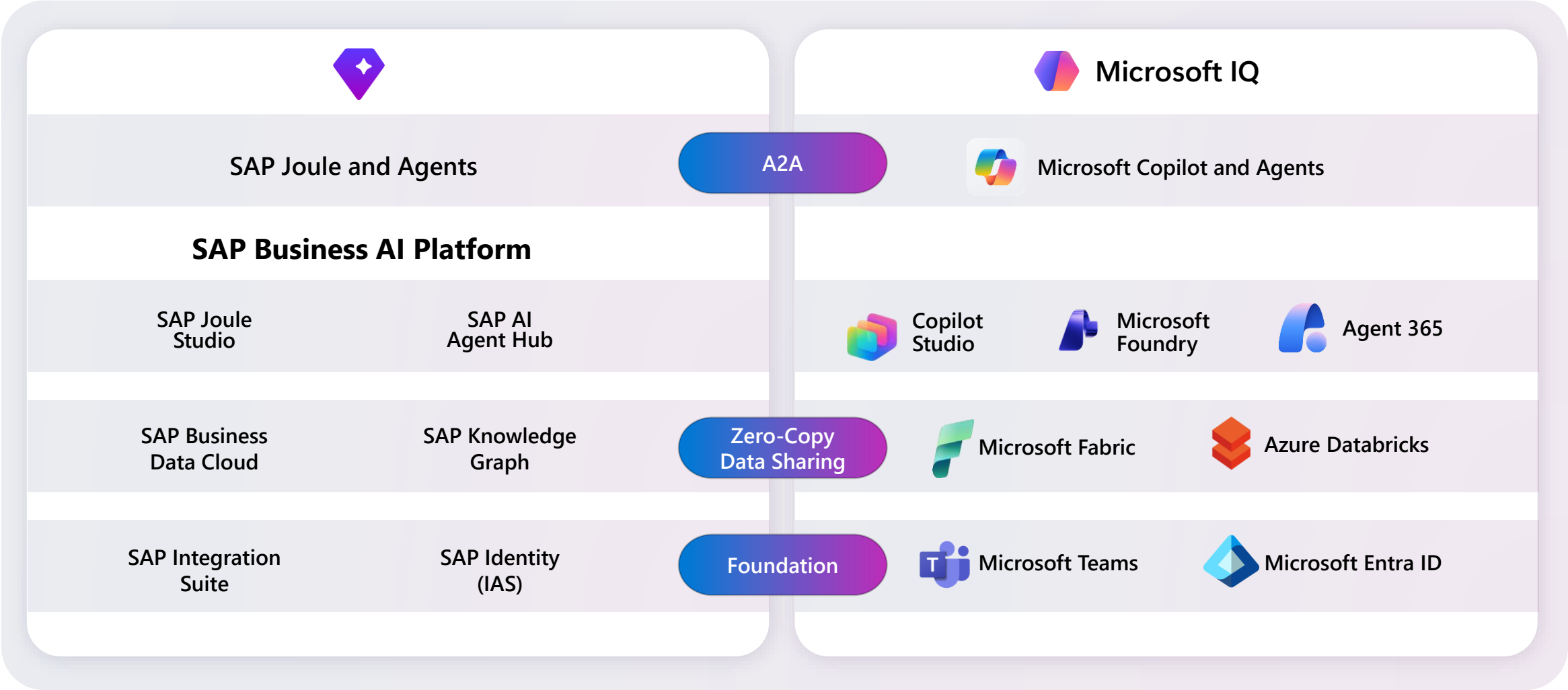


Foundry IQ

"How your agents
unlock knowledge"

Context from policies, authoritative
documents, and knowledge bases

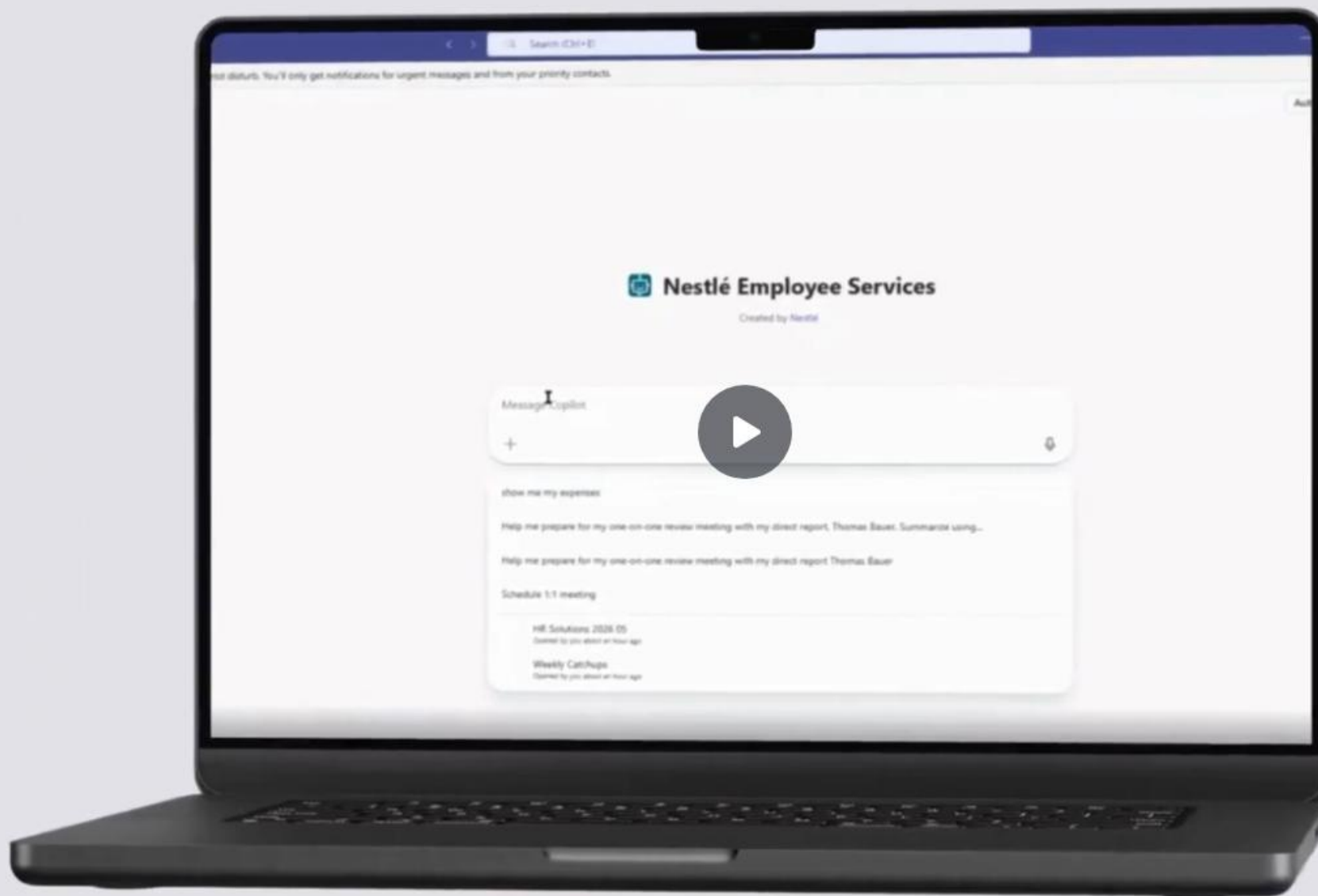
SAP + Microsoft unique value on AI transformation



Data and AI are interconnected.

SAP data provides the context and content essential for digital transformation with AI.



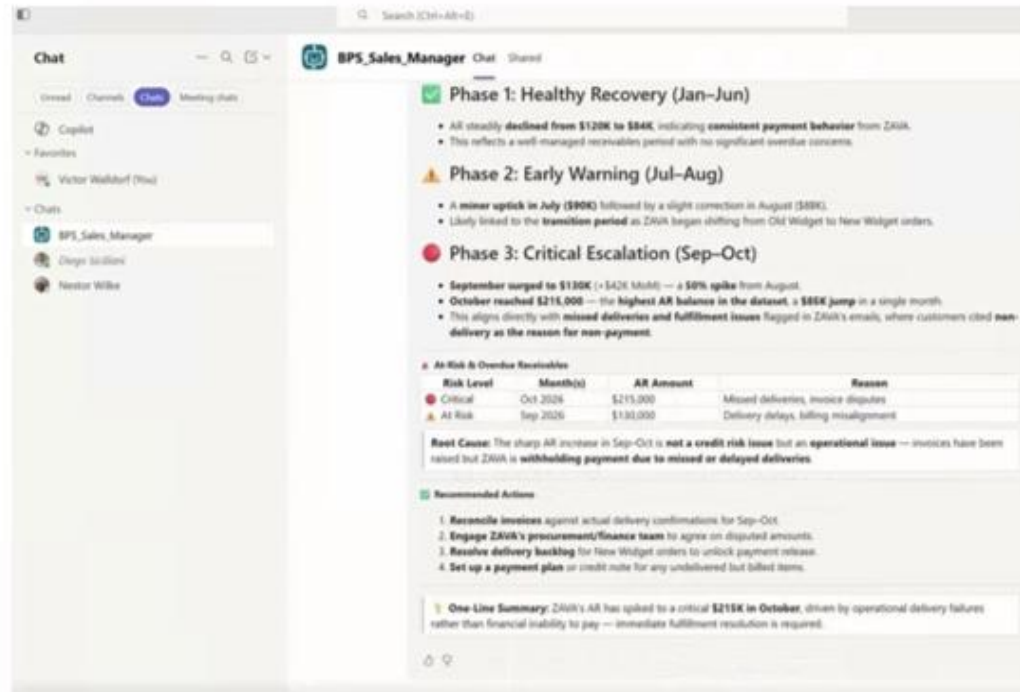


Context changes meaning; IQ helps you go beyond numbers

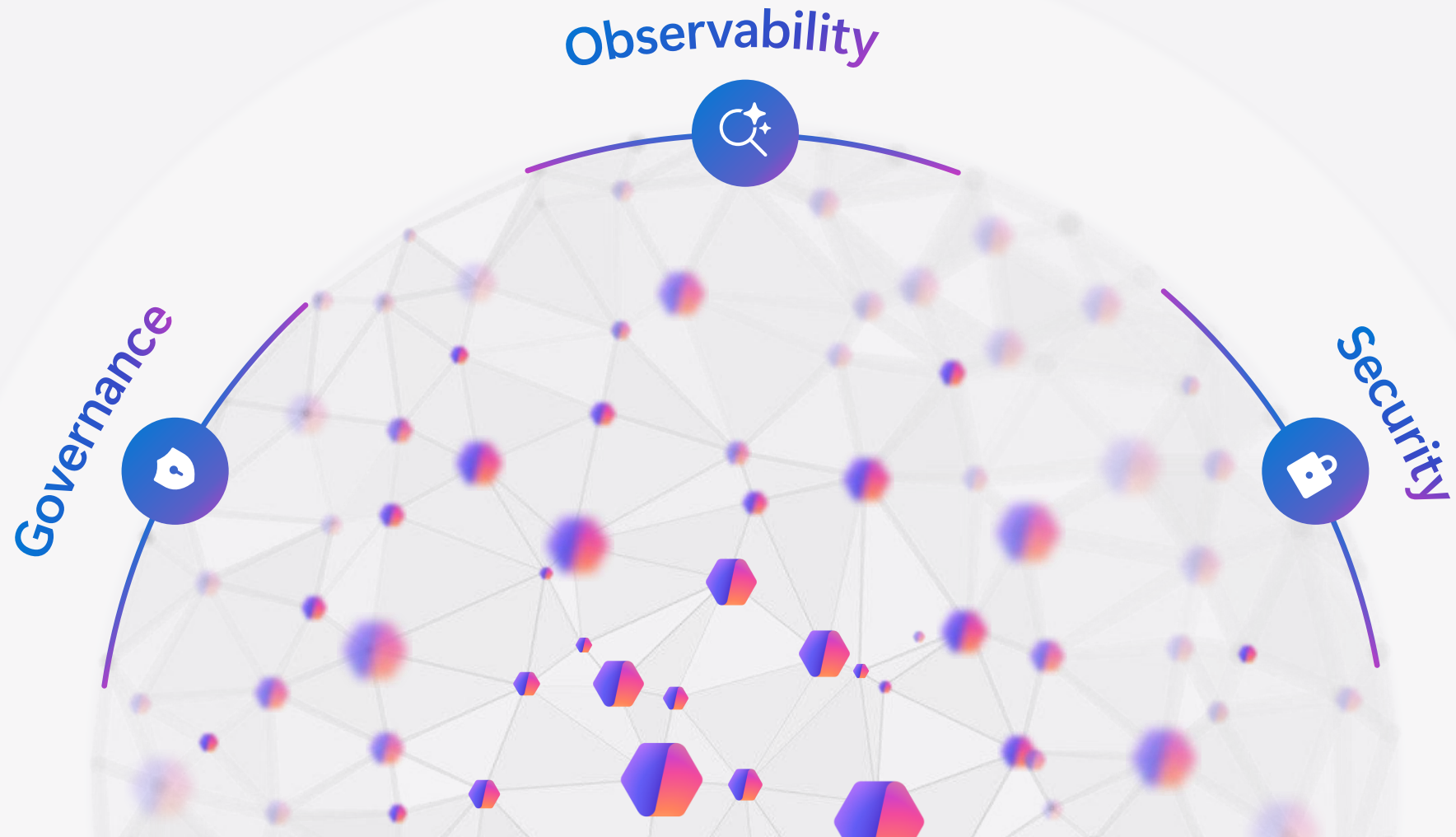
Our sales are down to customer ZAVA and our account receivables are up.

- Is this our issue or our customer's issue?
- Do we have a stake in their future?

Microsoft IQ helps you understand your data.



Frontier Firms ensure confidence at scale



Secure agentic SAP operations

One trust layer across SAP and non-SAP workloads

Govern, secure, and control AI agents across SAP and Microsoft workflows

Security AI

Microsoft Security Copilot*

AI-guided investigation and response across SAP and XDR/SIEM signals

*Customized for SAP

Identity

(agent and human access)

Microsoft Entra ID for SSO, MFA, and conditional access for SAP NetWeaver and SAP SaaS*

*Purpose-built for SAP

Data

(protect the data agents use)

Encryption (disks, storage, SQL)*

Azure Backup for SAP (with immutable vault for ransomware protection)*

Azure Key Vault

*Customized for SAP

Network

(private paths for SAP signals and data)

Azure ExpressRoute

Azure Private Link

SAP Private Link for Azure*

*Co-engineered with SAP

Threat protection

(detect and disrupt)

Microsoft Sentinel for SAP applications*

Sentinel for SAP BTP**

SAP attack disruption to stop attacks in-flight out of the box**

*SAP Certified for RISE

**Purpose-built for SAP

Additional partner solutions

Agentic AI at scale: Microsoft's SAP transformation results

Agentic AI at scale: Microsoft's SAP transformation results

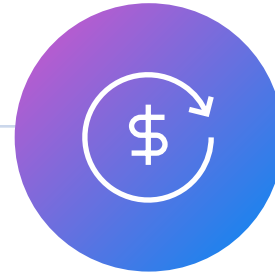
Agentic AI-powered experiences across SAP and non-SAP apps



250,000+ hours saved
annually in finance
through AI automation



97% reduction in tax file
preparation for audits
75% time savings
in reporting and
compliance processes

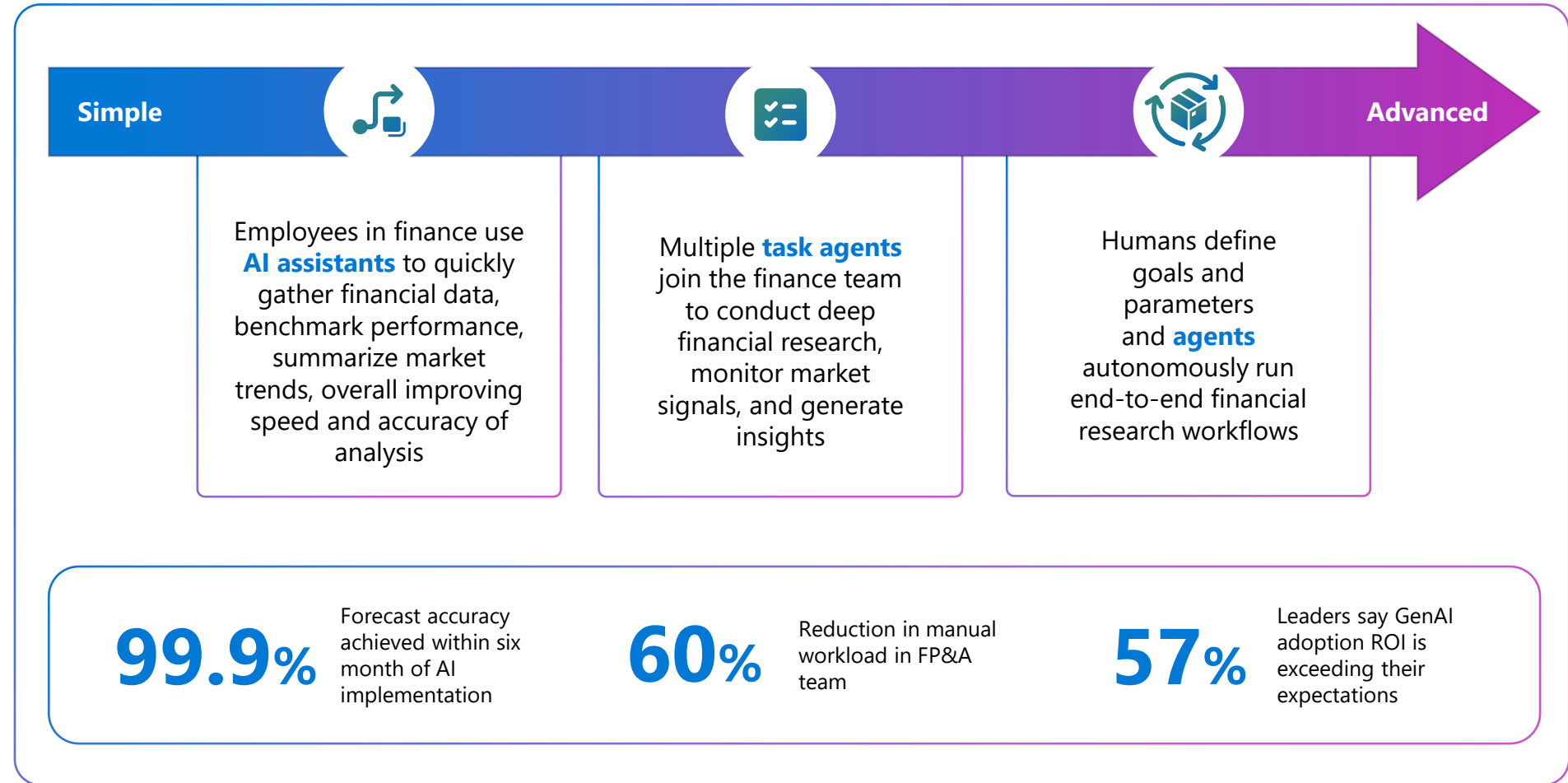


30–50% faster
supply chain response;
90% improvement in
inventory optimization



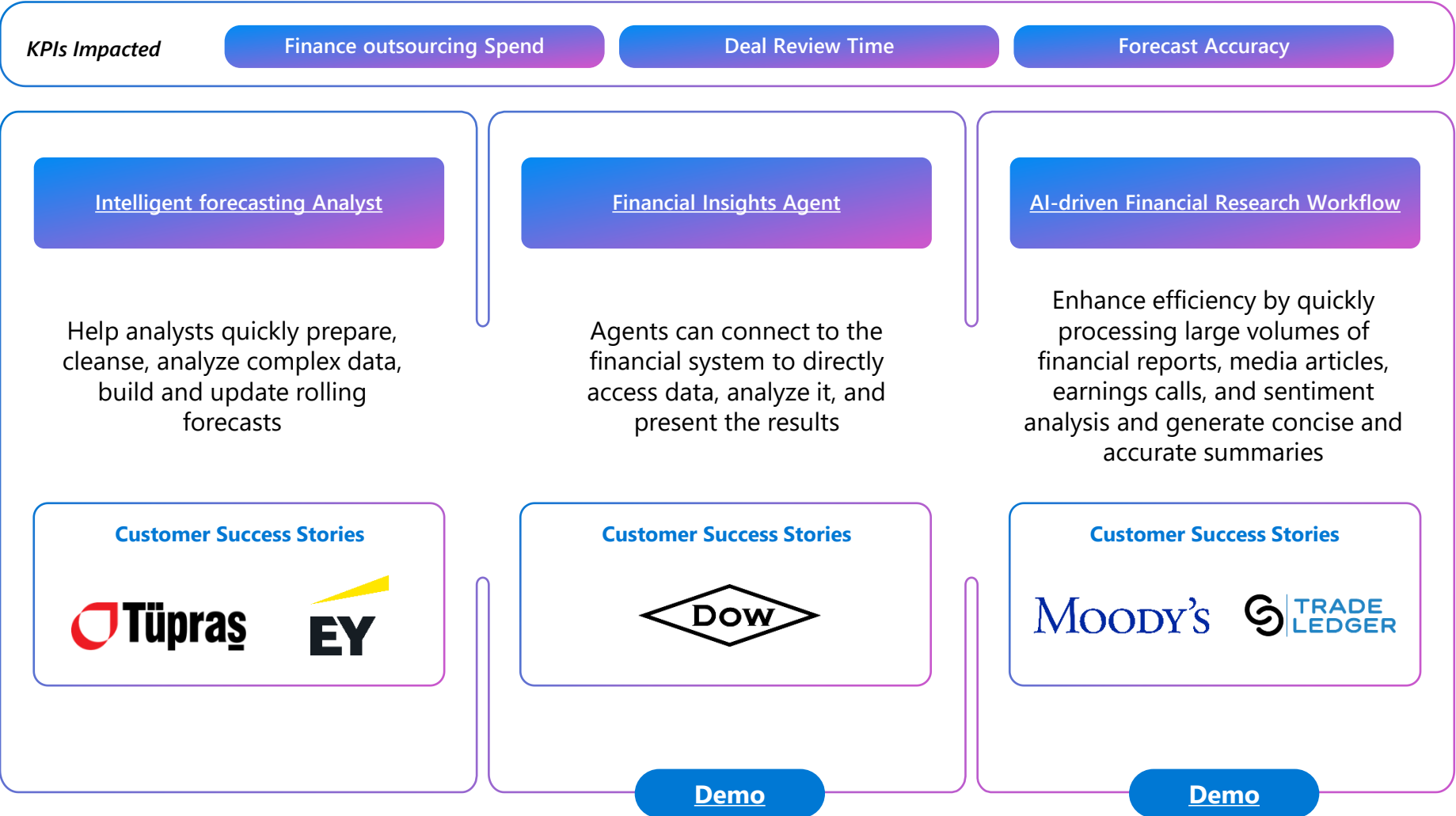
50% reduction
in forecasting time;
99% forecast accuracy

Forecasting: from periodic, manual cycles to continuous, AI-driven planning

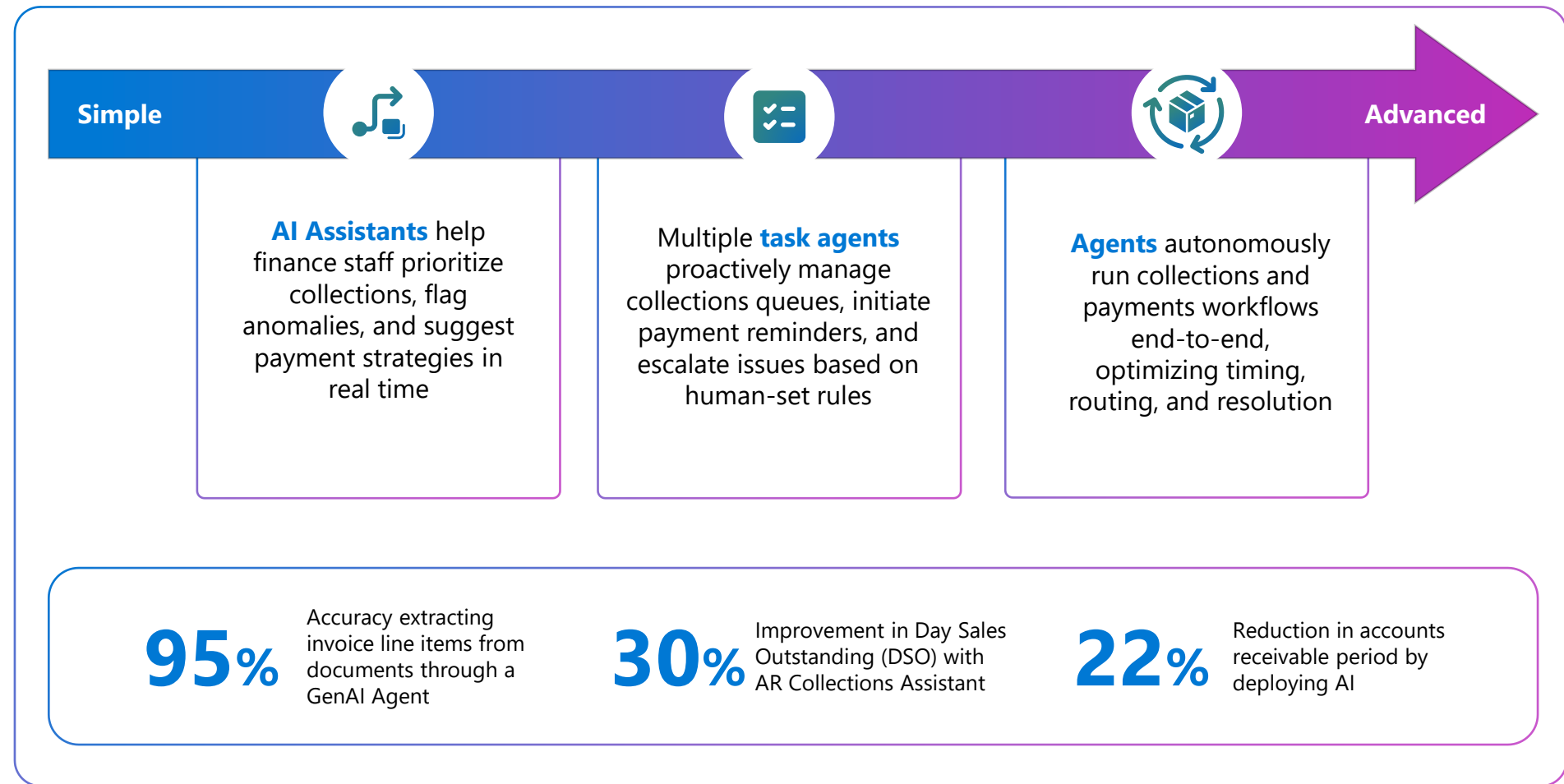


AI-powered financial research assistants

Shift to proactive, insight-driven planning by quickly processing large volumes of financial reports, media articles, earnings calls, and sentiment analysis and generate timely, concise and accurate insights to improve decision-making

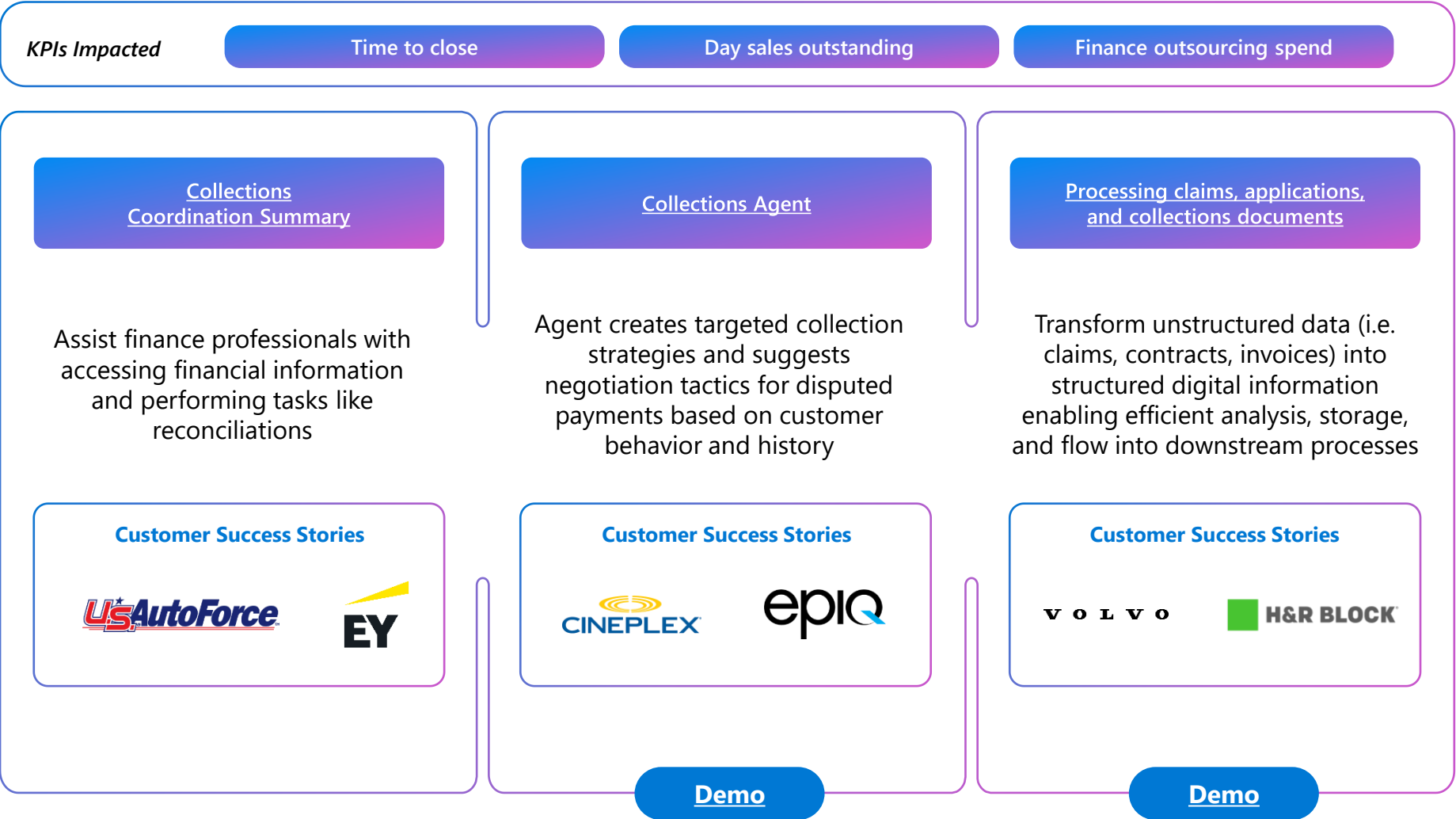
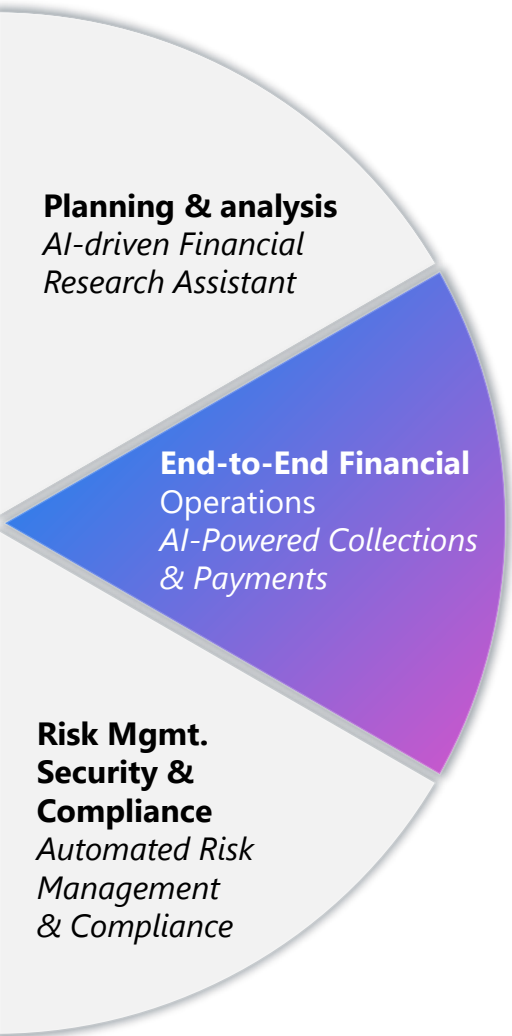


Operations: from manual collections to autonomous collections and payments

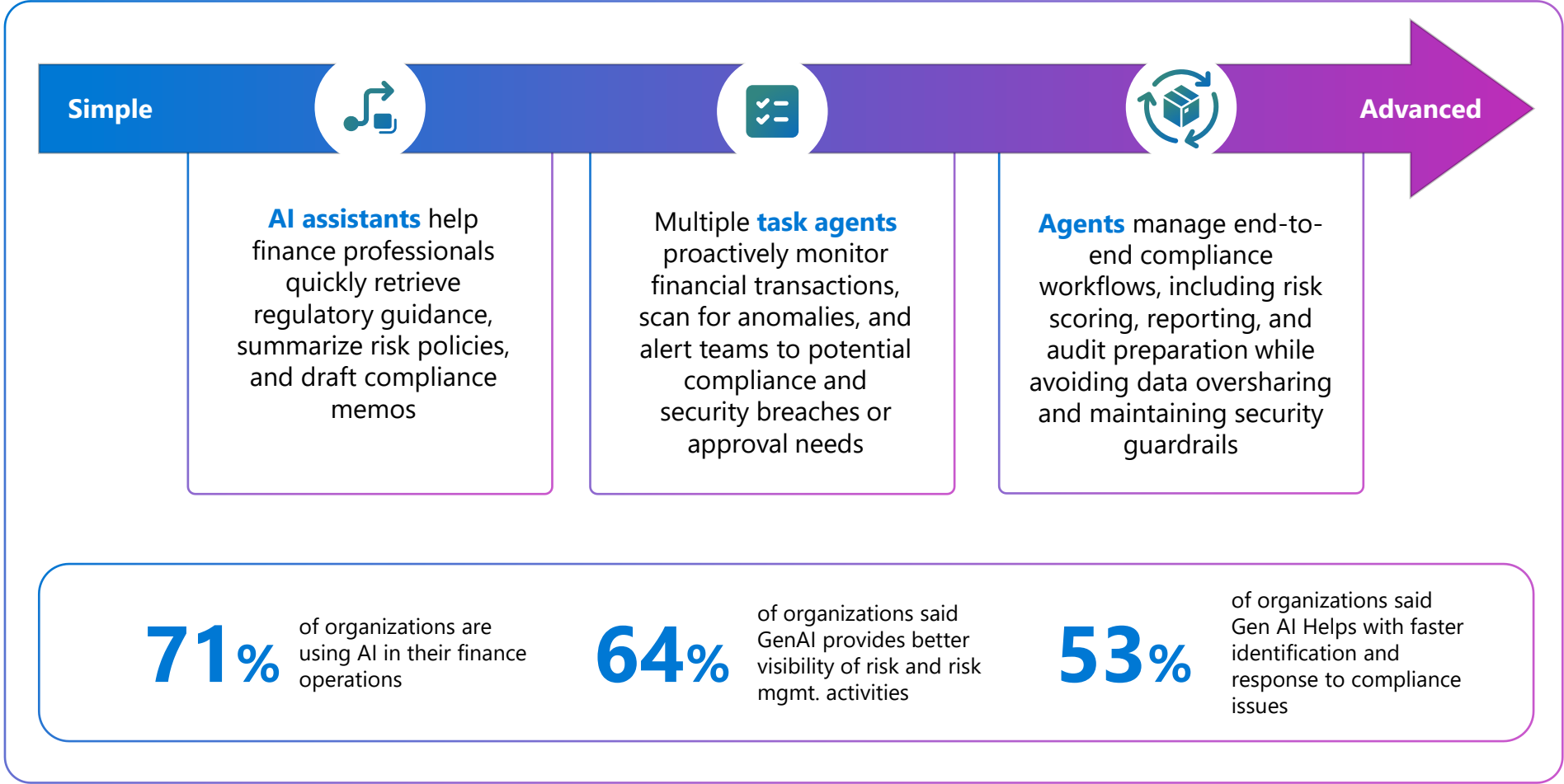
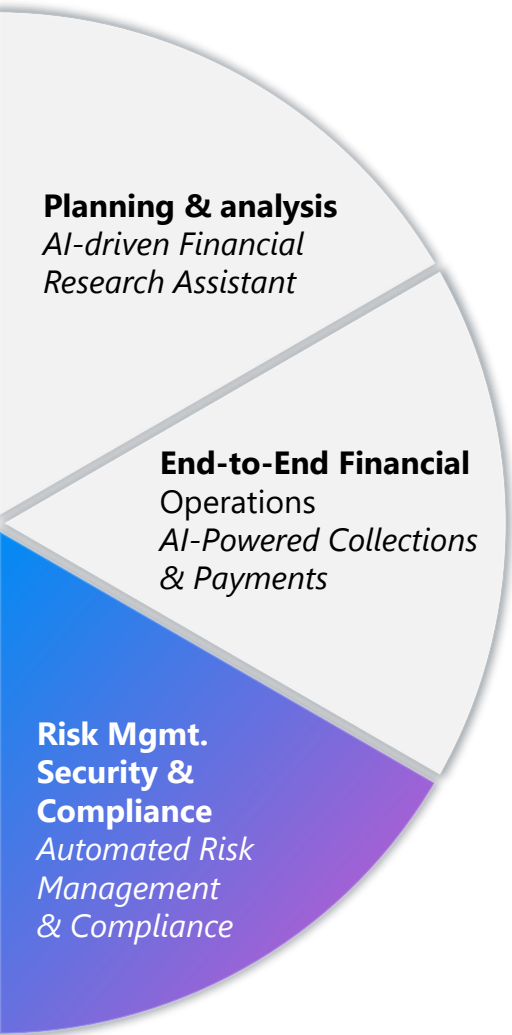


AI-powered collections & payments

Automate data extraction, categorization, and validation of data from documents. Transform claims, contracts, applications, invoices, and forms into structured digital information, enabling efficient analysis, storage, and flow into downstream processes like contract renewals, payments, and processing.

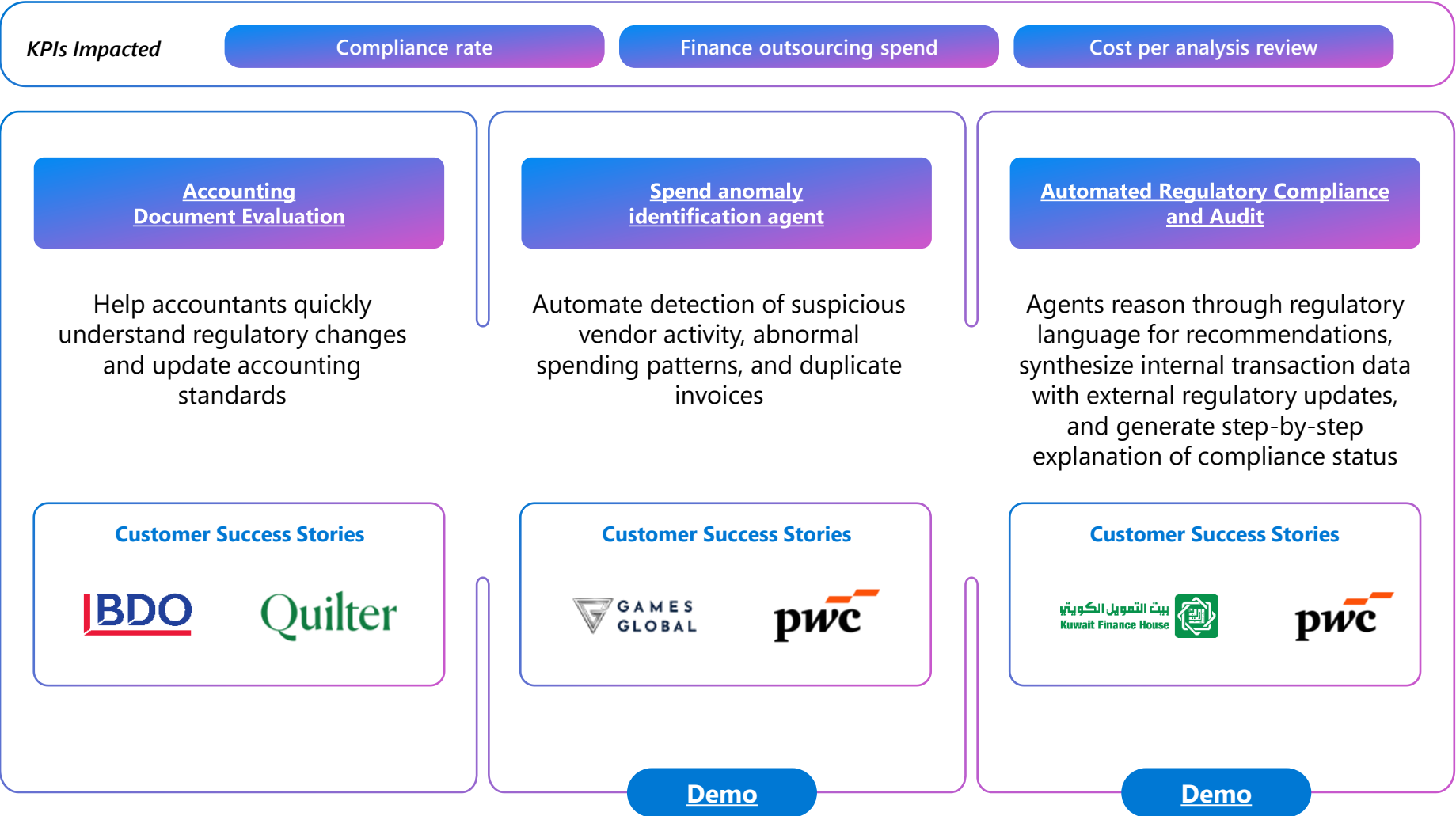
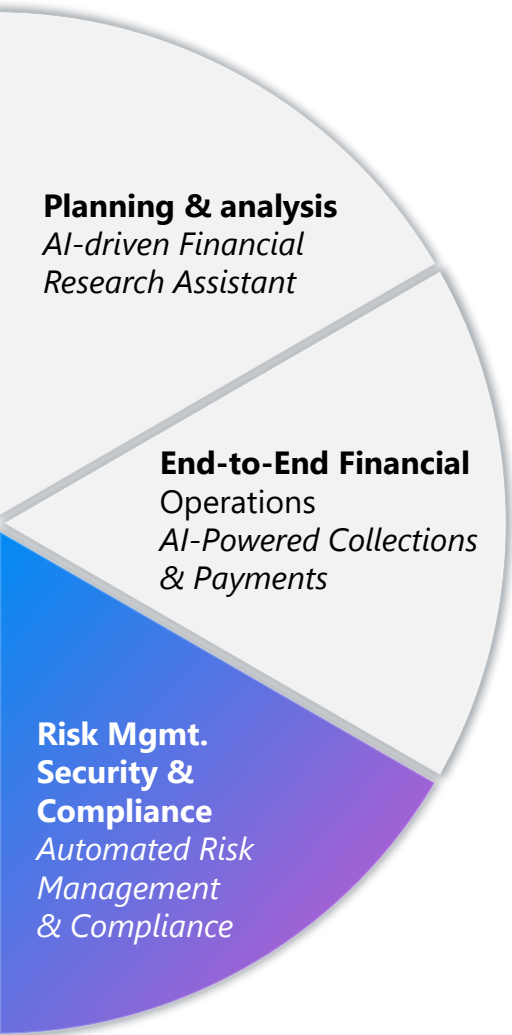


Risk and compliance: from insight to autonomous oversight

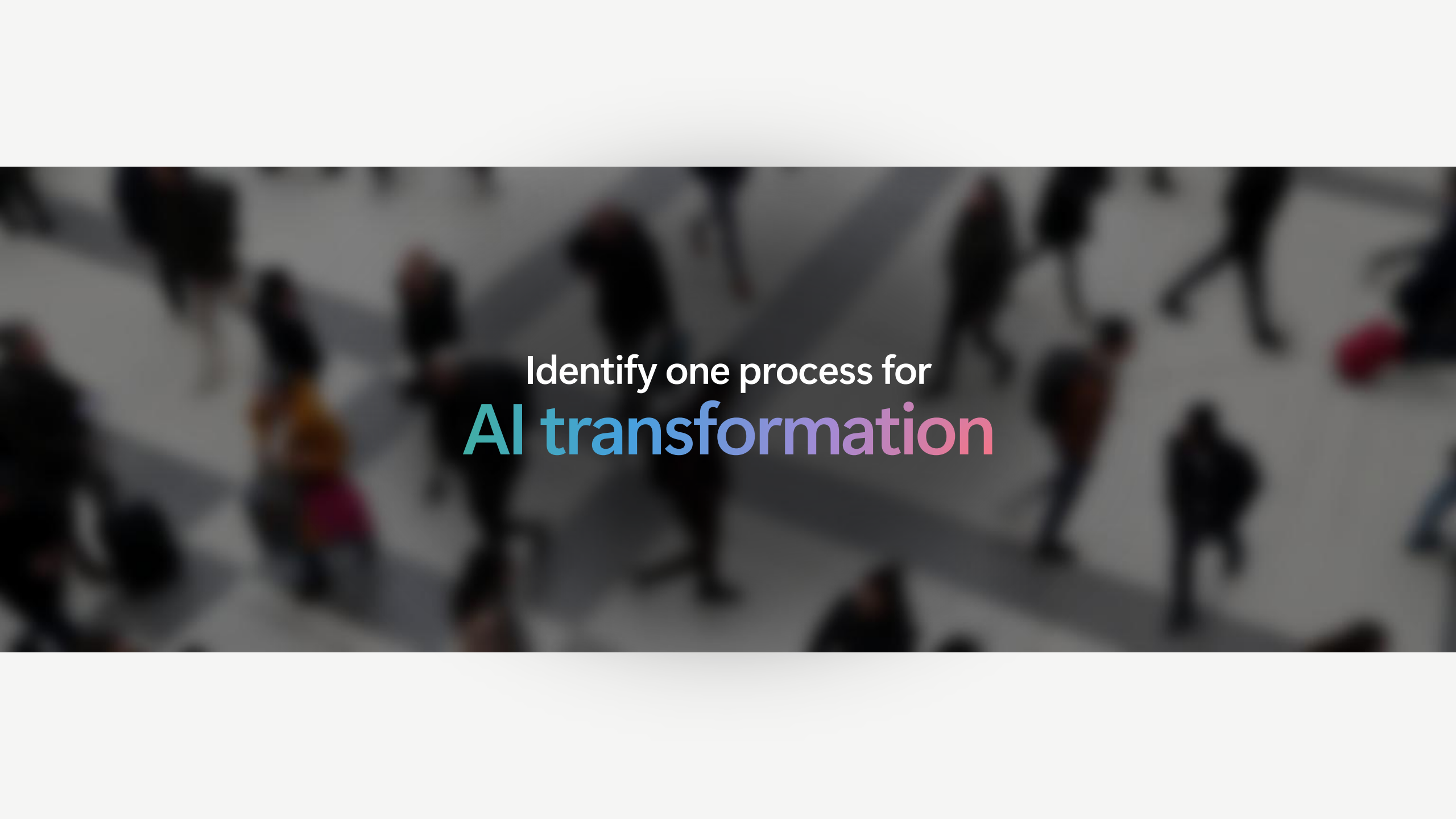


AI-powered risk management, security & compliance

Strengthen compliance and fraud detection capabilities by automating monitoring regulatory changes, streamline reporting, and enable proactive compliance management for all transactions and processes



What you can do now

A blurred, high-angle photograph of a large crowd of people walking on a light-colored surface, possibly a sidewalk or plaza. The people are out of focus, creating a sense of movement and a busy environment. The text is overlaid on the center of the image.

Identify one process for
AI transformation

Drive AI impact based on your industry

Cross-industry solutions

- 01** Order-to-cash process
- 02** Procurement & sourcing
- 03** Contact center operations
- 04** Contract lifecycle management
- 05** E2E supply chain operations

Financial Services

- 01** Loan processing
- 02** Mortgage processing
- 03** Fraud analysis & AML management
- 04** Claims processes
- 05** Market research and analytics

Retail & Consumer Goods

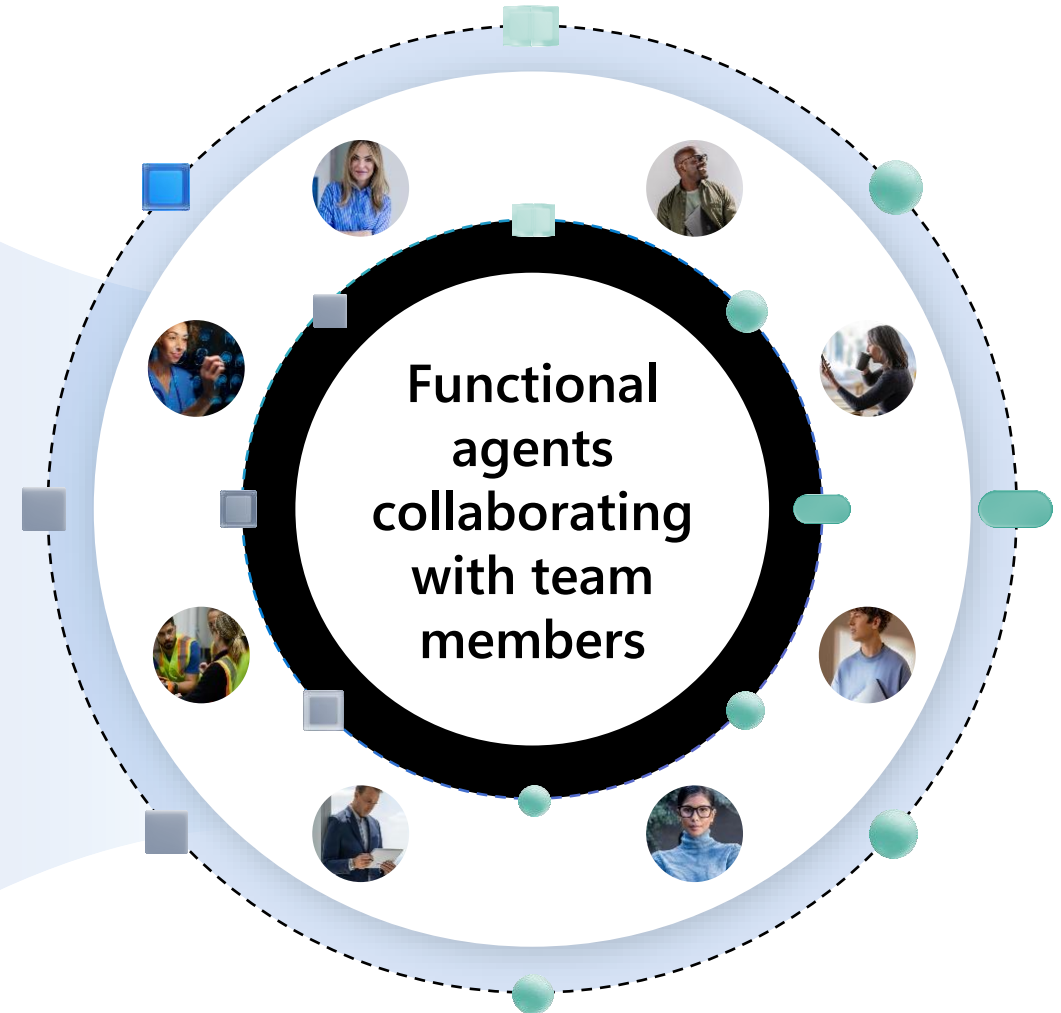
- 01** Interactive brand and product agent
- 02** Content generation and operations
- 03** Agentic commerce (shopping via 3rd-party agent)
- 04** Inventory planning and trend forecasting
- 05** R&D and product design

Telco & Media

- 01** Pred. assurance & outage recovery
- 02** Field operations
- 03** Customer-facing engagement
- 04** Agentic advertising
- 05** Creative & content co-creation

Manufacturing & Mobility

- 01** Agentic co-innovation
- 02** Predictive maintenance & asset orchestration
- 03** Knowledge management and preservation
- 04** Factory ops with real-time data
- 05** Engineering to-order/requirements



Drive AI impact based on your role

62% of finance professionals say they are stuck in the struggle of data entry and review cycles.³

Finance

- Manual reconciliation and data prep cause inefficiencies and errors.
- Missed cost-saving opportunities due to slow variance analysis and poor data integration.
- Excessive time on closing books limits strategic planning and forecasting.

56% of sales teams struggle to align their strategies with evolving customer needs and preferences.²

Sales

- Hybrid channels are standard, connecting with customers as they prefer.
- Successful sales organizations repeat best practices with data, tech, and agility.
- Talent needs reassessment due to pandemic attrition and more demanding customers.¹

71% of customers want to spend less time dealing with customer service altogether.⁴

Service

- Transitioning to new technologies.
- Driving customer adoption of self-service channels.
- Inadequate agent training affects support.
- Adapting to remote and hybrid work.

70% of marketing leaders struggle to fully harness the potential of AI and automation.⁵

Marketing

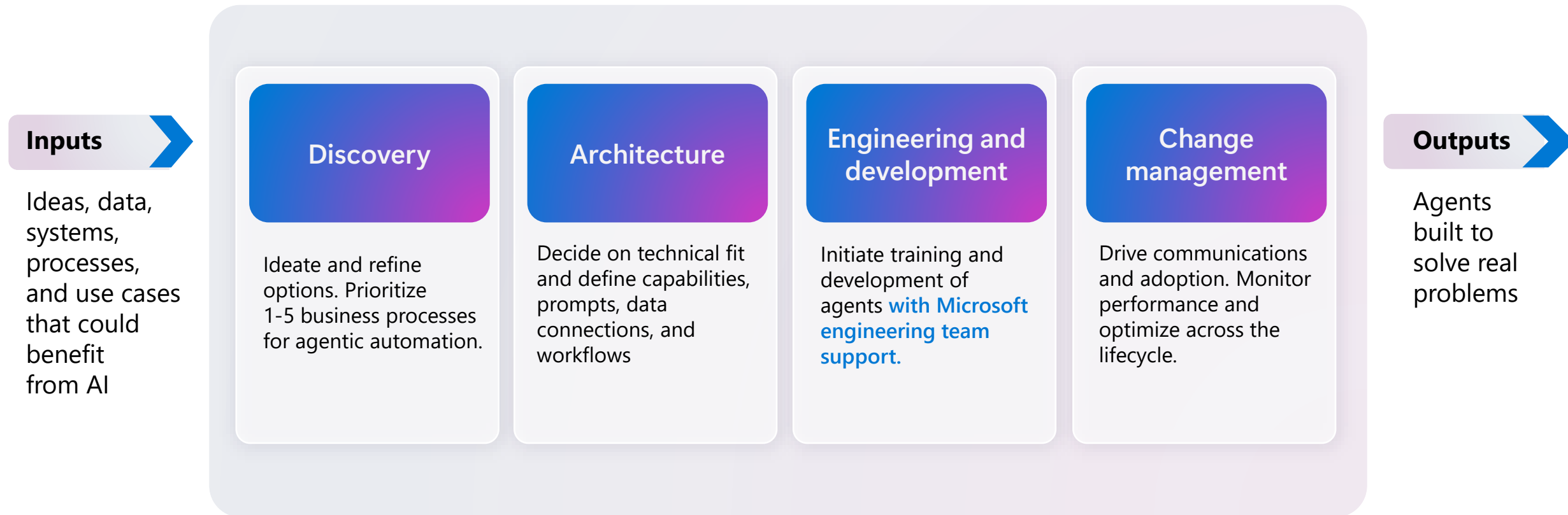
- Struggling to personalize campaigns for different customer segments, leading to lower engagement and missed opportunities.
- Delays in analyzing campaign performance data hinder timely decision-making and adjustments.
- Inefficiencies in tracking ROI across channels.

30% of new hires leave within 90 days, leading to an average replacement cost of \$52,000 per employee.⁶

Human Capital

- Recruitment processes are slowed by manual resume screening and inefficient hiring workflows.
- Limited insights into employee sentiment and engagement
- A lack of personalized training programs makes it difficult to address individual skill gaps and career growth opportunities.

Agentic AI delivery lifecycle with Microsoft



Resources

Solution websites

Microsoft: [Azure.com/SAP](https://azure.com/SAP)

SAP: aka.ms/SAP-Microsoft

Customer stories

aka.ms/FindSAPCustomerStories

Get expert help

aka.ms/AzureAccelerate

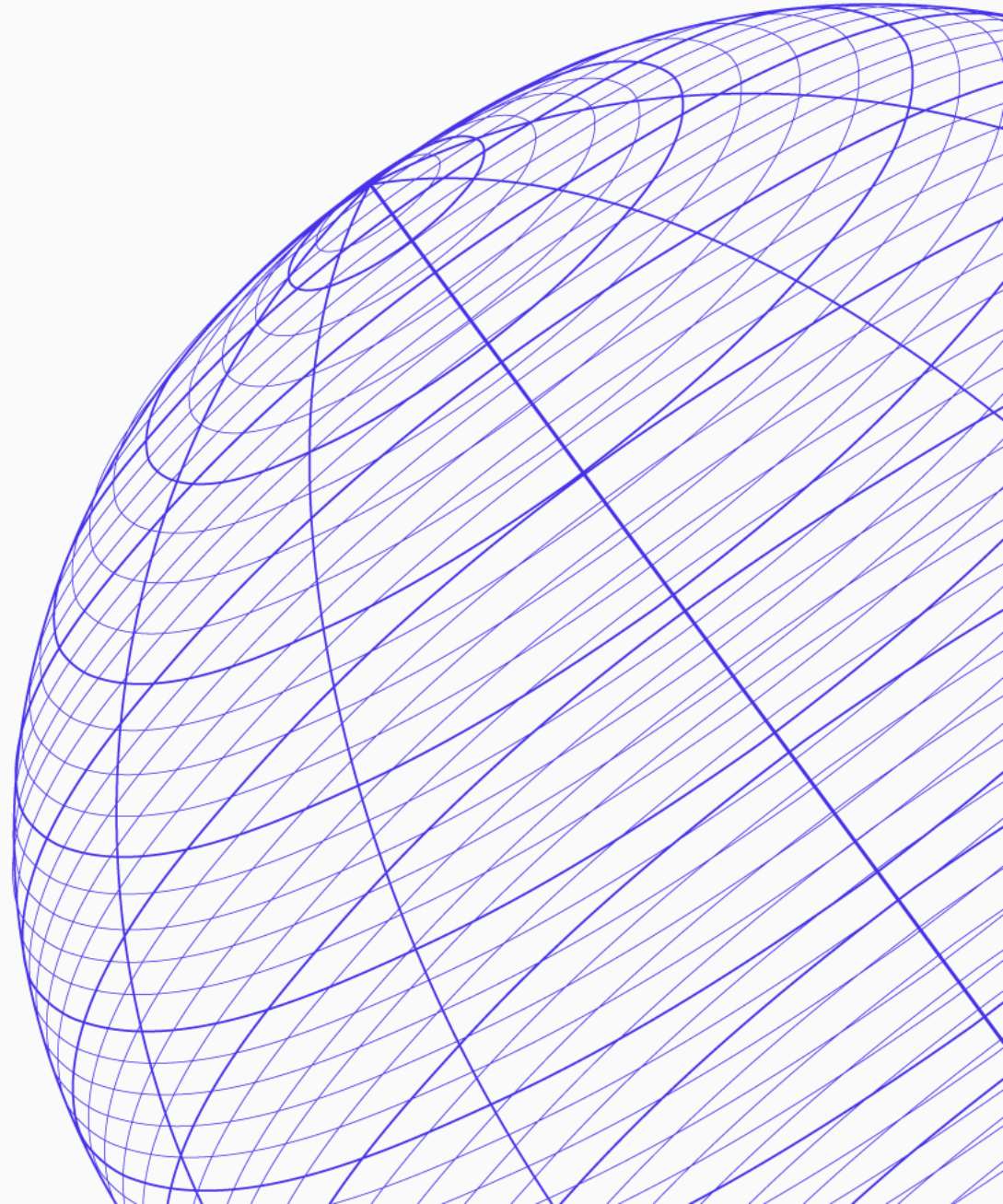
Skilling

aka.ms/SAPSkilling

Find a partner

aka.ms/SAPFindPartner

Thank you



Appendix

Joule + Copilot demo

The screenshot displays the SAP Joule + Copilot interface within a Microsoft Teams environment. On the left, a sidebar contains navigation icons for Activity, Chat, Calendar, Calls, OneDrive, Copilot (highlighted), SAP Joule, and Apps. The main chat area shows a conversation with 'SAP Joule'. The chat history includes a message from the user: 'Give me the current status for proejct data pulse'. A system message follows: 'SAP Joule is responding [Open SAP Joule](#)'. Below this, a 'Today' separator is visible. The current message from 'SAP Joule' reads: 'Project Data Pulse is a project designed to analyse marketing data using AI to identify efficient campaigns. It is currently showing a cost overrun, due to higher than budgeted staffing costs cause by the external project manager.' Below the text are icons for copy, like, dislike, and voice. A follow-up prompt appears: 'Would you like to follow-up on this?' with 'Yes' and 'No' buttons. At the bottom, a new user message is being typed: 'Show me internal candidates for the project manager of project data pulse'. The interface includes a search bar at the top, a 'Try GPT-5' button, and a status indicator 'JC' in the top right. A footer note states: 'AI-generated content may be incorrect'.

Give me the current status for proejct data pulse

SAP Joule is responding [Open SAP Joule](#)

Today

Give me the current status for proejct data pulse

SAP Joule

Project Data Pulse is a project designed to analyse marketing data using AI to identify efficient campaigns. It is currently showing a cost overrun, due to higher than budgeted staffing costs cause by the external project manager.

Would you like to follow-up on this?

Yes No

Show me internal candidates for the project manager of project data pulse

AI-generated content may be incorrect

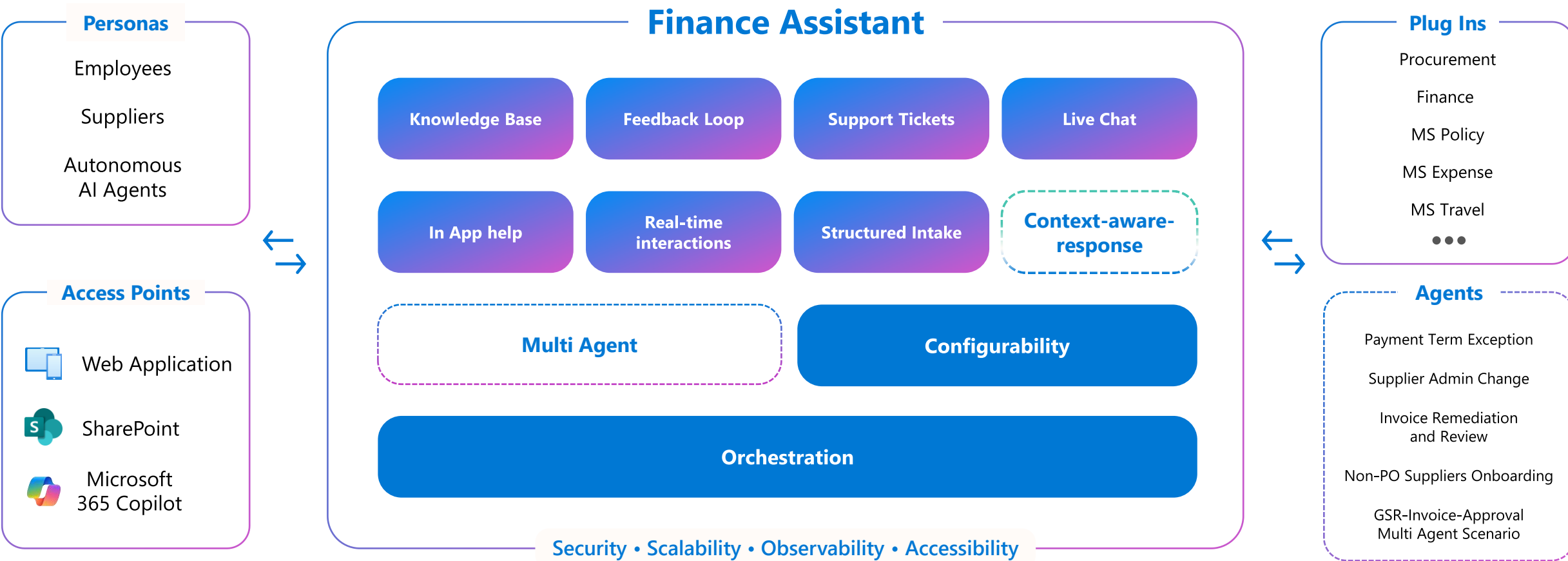
Frontier Finance impact at Microsoft (AI solutions)



Microsoft AI Finance Assistant custom agent

Serves 200K users, 70+ access points-services/plugins, 15 knowledge skills, 2,500 knowledge sources

The Finance Assistant is transitioning into an agentic model, enabling autonomous agents to oversee and direct other AI agents to handle intricate workflows.



Transforming finance operations with AI

Before: Analysts manually gather SAP data, reconcile inconsistencies, and build forecasts Forecast cycles take weeks and require multiple handoffs



Proven Impact Across Industries

- **60% reduction** of case resolution time in cash collections
- **Upfield:** 80% touchless invoicing
- **Prysmian:** \$100K saved annually
- **Danone:** 92% forecast accuracy
- **Hilton:** 97% automated reconciliations



Microsoft & Agents Driving Scale

- **\$600M savings** in operations
- **9.4% faster invoice** conversion
- **\$300M saved** via advanced containment
- **42% reduction** in regulatory spend



Why AI Skills Matter Now

- **Empower workforces** across industries to amplify output
- 77% of finance leaders see **AI as critical to transformation**
- **82% plan to use agents** to meet demand
- Human labor is reaching limits. **AI supplements to scale.**

AI delivers measurable improvements: Efficiency, accuracy, and strategic capacity

Over the next 12-18 months, leaders in finance are focused on:

Prioritizing AI specific skilling of existing workforce

Maintaining headcount but using AI as digital labor

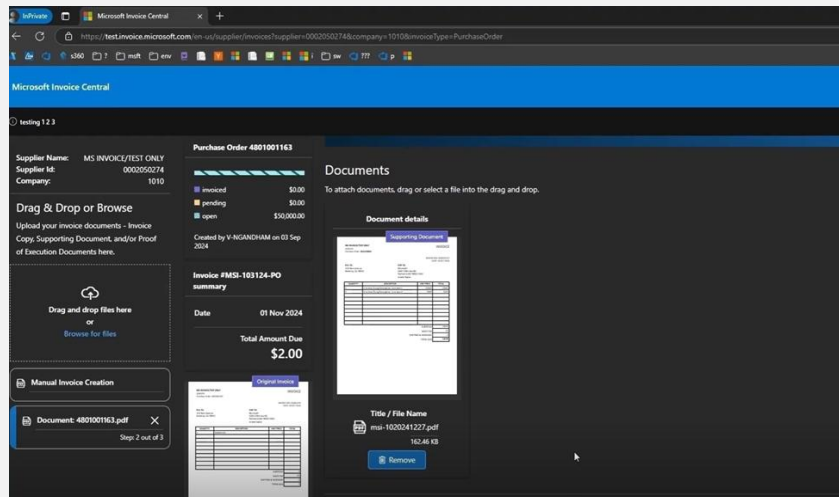
Investing in maintaining employee morale

Invoice – One Click

Procure to pay

✓ Solution Overview

- Suppliers upload invoices in the central invoice portal. AI service converts their invoice into data that they approve for accuracy. This data is now ready for back-end submission. Azure Document Intelligence Service is set a "confidence score" for each document for it to become a final accepted invoice.
- In future state this solution will be extended for language and for email submitted invoices.



🎯 Business Use Case

- Supplier uploads any invoice document that is converted into invoice data for immediate processing.
- Cost of invoice processing will drop by 50% for one million invoices received per annum.

✓ Benefits

- Labor reduction
- Cost per invoice reduced by 50%
- Timely invoice processing improves payment velocity (discount)
- Higher accuracy
- High ROI

📊 Key Results

\$1.2M

Cost savings

⚙️ Technology

- Azure AI Search
- Azure Open AI Service
- Azure Document Intelligence
- Azure CosmosDB
- Azure SQL Server
- Azure Blob Storage
- Azure Key Vault
- Azure Function Apps and Azure App Service

Supplier Onboarding

Procure to pay

✓ Solution Overview

- Finance Assistant provides chat experience, insights, and recommendations. Infers the tasks and completes them based on support ticket issues.

The screenshot displays the ProcureWeb interface. At the top, there's a navigation bar with links like Home, Find and buy, Receive, pay, expense, Learn, Quick links, and What's ProcureWeb?. Below this, a sidebar on the left contains icons for various functions. The main content area shows 'All supplier onboarding status' with a toggle for 'Show recently completed/expired (last 30 days)'. A table lists three suppliers with their RequestID, Date, Supplier/Payee, Status, and Action. The first two suppliers are in 'Pending payee action' status, while the third is 'Expired'. Below the table, there are three chat windows for the Finance Assistant. The first chat window shows a greeting and a prompt to ask for help. The second chat window shows a form to 'Add Supplier User' with fields for Supplier ID, Ticket #, Full Name, Email, Role, and Reason. The third chat window shows a confirmation message and a 'Submit' button.

RequestID	Date	Supplier/Payee	Status	Action
768093	2025-05-30	Test_Supplier1	Pending payee action	View Cancel
768067	2025-05-26	Test_Supplier2	Pending payee action	View Cancel
768066	2025-05-26	Test_Supplier3	Expired	View Cancel

🎯 Business Use Case

- Reduce supplier onboarding 23 days to 14 days. Reduce supplier generated tickets for support for onboarding. Engineering time for reconciliation of issues.
- Finance Assistant provides chat experience, data, insights and recommendations
- Improved adherence to policies to increase governance

✓ Benefits

- Reduce efforts for a supplier, financial operations, and engineering for tickets related to onboarding activity
- Improve user experience

📊 Key Results

30K tickets

estimated supplier raised tickets

🔧 Technology

- Azure AI Search
- Azure Open AI Service
- Azure Redis Cache
- Azure SQL Server
- Azure Blob Storage
- Azure Key Vault
- Azure Function Apps and Azure App Service

Purchase Order Creation Rule Validation

Procure to pay

✓ Solution Overview

- AI-driven automation system for internal procurement teams that streamlines and validates Purchase Orders (POs) in real-time, reducing manual intervention and processing time.
- 126+ manual checks automated. Example check for Microsoft policy requirements.

The screenshot displays the 'MyOrder' web application interface. At the top, there's a navigation bar with 'MyOrder' and a user profile 'Oliver Tanne (dtann) Log Out'. Below this, the main header reads 'Donation PO - Example (101265281) - General PO'. The form is divided into sections: 'PO Owner' with a dropdown for 'A Drive Sense (dtann)', 'Company Code' with a search for '1010 - MICROSOFT', and 'Shipping Location' set to 'One Microsoft Way'. There are buttons for 'Attach a File', 'Save as Template', and 'Save'. Below this, 'Orig Week Date' is set to 'Redmond WA, US, 98052'. The 'PO Details' section includes 'PO Title' (Donation PO - Example), 'PO description' (Donation PO - Example), and 'Start Date' (2/18/2025). A yellow banner at the bottom reads 'Donation Rule Automation'.

🎯 Business Use Case

- Microsoft employees and business units raise POs to suppliers for hardware, services, and more via the MyOrder system. The business operations team, known as BuyCenter, previously conducted 126+ manual checks leading ~2 day delay costing ~\$1.5M/yr.

✓ Benefits

Cost Savings:

- \$1.5M annual savings by reducing 30–35 BuyCenter headcount through automation.
- Lower business process outsourcing (BPO) costs via fewer manual reconciliation tasks.

Increased Efficiency:

- Significant reduction in PO turnaround time (TAT).
- Eliminates need for manual emails and document checks.
- Scalable solution to handle growing PO volumes.

Enhanced Accuracy & Compliance:

- AI validation reduces human errors and helps ensure better rule compliance.
- Standardized process reduces exceptions and delays.

📊 Key Results

30-35 Headcount

estimated annual time savings

2 days

reduced cycle time

🔧 Technology

- Azure AI Search
- Azure Open AI Service
- Azure Document Intelligence
- Azure CosmosDB
- Azure SQL Server
- Azure Blob Storage
- Azure Key Vault
- Azure Function Apps and Azure App Service