



# Collaborating for **Success**

**How SAP and Microsoft are working together to accelerate customer innovation and transformation**

Q1 2021



SAP and Microsoft: Collaborating for your Success

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People Collaboration: Integrating Microsoft Teams with SAP Solutions

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System Collaboration: Facilitating Migration to SAP S/4HANA on Microsoft Azure

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Technology Collaboration: Improving Global Availability, Integration, Connectivity, and Security

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# Collaborating for **Success**

SAP and Microsoft are working to accelerate customer on and transformation



# SAP and Microsoft: Collaborating for your Success

The need for more business flexibility and resilience has never been greater. Together, SAP and Microsoft are helping to accelerate the transformation of businesses of all shapes and sizes into intelligent and frictionless enterprises and to run in the cloud with confidence. We are pleased to present the first edition of our collaboration road map. This document outlines the practical steps we are taking to integrate our products to support the customer's journey to the cloud and accelerate time to value at every stage.

SAP and Microsoft have worked together for almost 30 years to support our joint customers and ensure their success. Recently we agreed to deepen our partnership to give those customers a clear, unified path to transform their business by delivering intelligent, agile, and innovative solutions in the cloud. We are currently working on more than 40 integration projects covering three key areas of collaboration: people, systems, and technology.

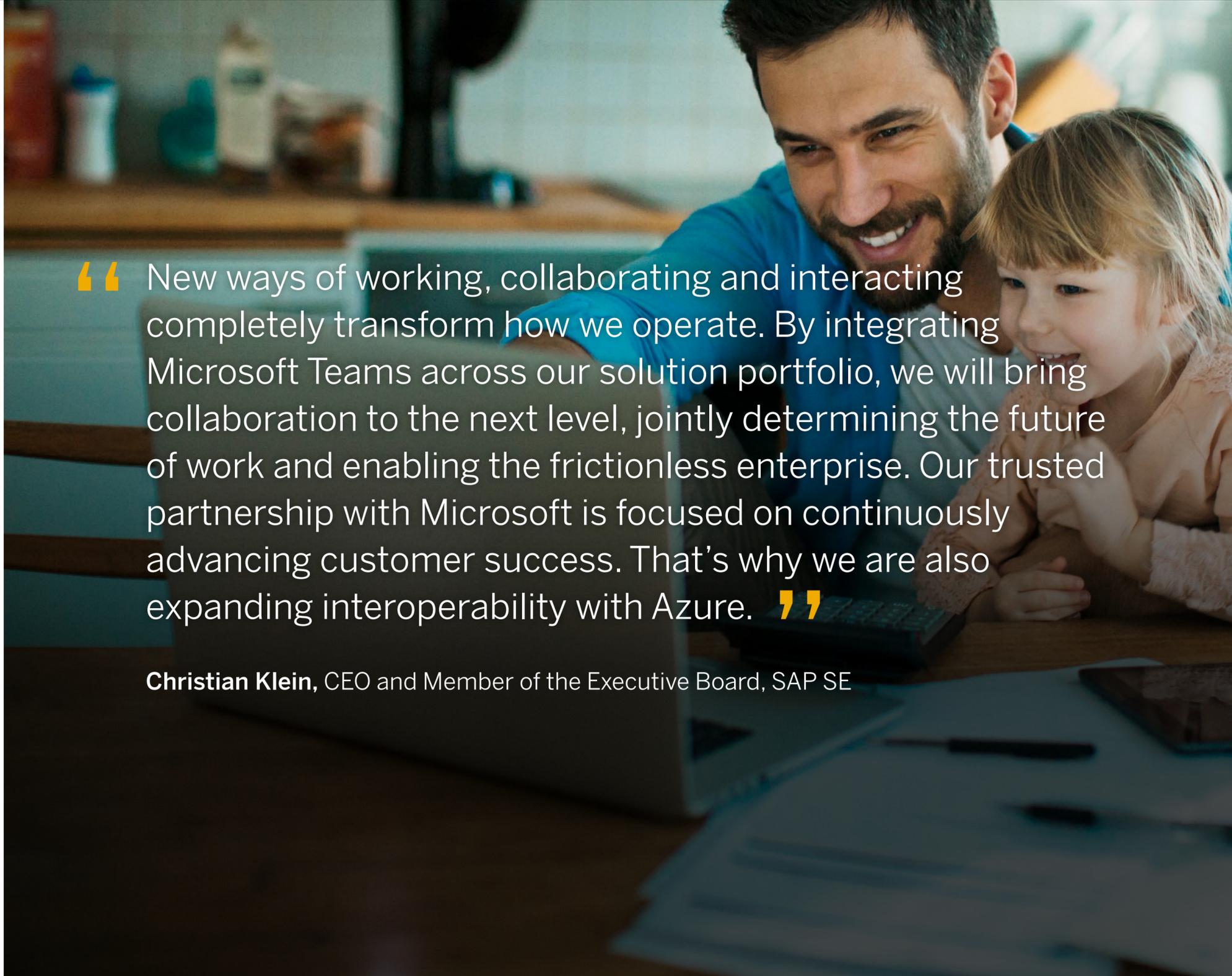
These will be supported by a unique offering of published joint essential architectures that provide detailed technical guidance to deploy, run, integrate, and interoperate our respective products to achieve optimal outcomes.



These high value collaboration, integration, and operational improvement projects are in varying stages of development. The first in a series of regular updates, this e-book is designed to keep customers in the loop about the latest innovations, plans, and releases. In the following pages, we focus on people collaboration and provide deeper dives into three use cases for the integration of Microsoft Teams into SAP® solutions. We also outline the plans for the the other two collaboration areas: system and technology.

“ “ The case for digital transformation has never been more urgent. By bringing together the power of Azure and Teams with SAP’s solutions, we will help more organizations harness the power of the cloud so they can more quickly adapt and innovate going forward. ” ”

**Satya Nadella**, CEO and Member of the Board of Directors, Microsoft Corp.



“ “ New ways of working, collaborating and interacting completely transform how we operate. By integrating Microsoft Teams across our solution portfolio, we will bring collaboration to the next level, jointly determining the future of work and enabling the frictionless enterprise. Our trusted partnership with Microsoft is focused on continuously advancing customer success. That’s why we are also expanding interoperability with Azure. ” ”

**Christian Klein**, CEO and Member of the Executive Board, SAP SE



# People Collaboration: Integrating Microsoft Teams with SAP Solutions

The challenges posed by COVID-19 have highlighted the crucial importance of effective collaboration. Remote working has altered how people connect, communicate, and interact with each other and with technology. The change in consumer buying habits and restrictions on travel have stressed supply chains. Employees have had to learn new skills, adopt new ways of working, and adapt to new processes and different pressures.

Meeting these challenges requires productive collaboration across the business. During 2020 the use of Microsoft Teams skyrocketed from 44 million active daily users in March to 115 million by October<sup>1</sup> and is now used by 500,000 organizations. The growing communities of SAP and Microsoft continue to show interest in learning about the set of new integrations currently being developed by SAP and Microsoft.

Our goal is to enable customers to create a frictionless enterprise. Workplace productivity and efficiency can be improved by giving users the ability to work in their application of choice and perform tasks simply and easily across the company's platforms (or applications). On the following pages we share three scenarios that are currently under development across various SAP solutions, and planned for release in 2021. Each showcases a tangible workplace productivity gain within the immediate context of employees' day-to-day activities.

## Coats: Pivoting to PPE in the COVID era

Learn how the world's leading thread manufacturer transformed its 265-year-old business to meet the global demand for PPE, following the outbreak of COVID-19. After modernizing its systems with solutions from SAP and Microsoft, Coats is helping its customers speed up PPE production at a lower cost, reducing the risk of future shortages.

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1. Source: "Microsoft blog by Jared Spataro, Corporate Vice President for Microsoft 365, October 28, 2020."



# Collaborating more effectively with business partners

The traditional linear supply chain has evolved into an intelligent and responsive demand and supply network. When disruption occurs or uncertainties arise, business users need real-time synchronization and communication with their trading partners.

**Imagine the scenario:** A company's purchasing director using the sourcing and procurement capabilities of SAP S/4HANA spots that the raw materials needed to manufacture her company's products are running low. She determines that it is due to a discrepancy in the quantity of goods in the latest purchase order. She doesn't pick up the phone to call her supplier. She doesn't switch from SAP S/4HANA to her e-mail system to send them a note.

Instead, she opens a chatbot directly from within SAP S/4HANA, which identifies her supplier contacts and initiates an immediate meeting with them in Microsoft Teams to discuss and ultimately resolve the discrepancy.

*The integration between Microsoft Teams and SAP S/4HANA through a chatbot enables the purchasing director to address the problem instantly without switching applications or devices.*

**SAP and Microsoft Partner to Run Supply Chain and Industry 4.0 in the Cloud**

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“ “ As part of our overall transformation we transitioned to SAP S/4HANA. Running it on Microsoft Azure provides the velocity, availability, scalability, and elasticity we need for more visibility and better efficiency across our business. The pandemic struck as we were in the middle of our SAP implementation, so by using Microsoft Teams, we were able to continue to work on the project, stay on schedule, and keep everyone informed. The combination of SAP and Microsoft was especially helpful during a challenging time. ” ”

**John Hill**, CIO & SVP of Business Planning, Carhartt, Inc.

“ “ When it comes to our customers delivering personal protective equipment (PPE) we can't be late, so we rely on SAP and Microsoft to provide the digital backbone that's essential to keeping our supply chain running smoothly. The combination of Microsoft Teams with our SAP solutions has given our employees the ability to work from anywhere while ensuring orders are delivered on time to our customers supporting the people putting their lives at risk working on the front line. ” ”

**Helge Brummer**, Vice President, Technical Infrastructure, Support & Operations, Coats Group plc



# Modernizing the remote sales experience through **better collaboration**

Remote selling has become the new reality for many organizations. Removing barriers for sales teams enables them to focus on customer engagement and closing deals instead of record keeping.

The integration between the SAP Sales Cloud solution and Microsoft Teams provides sales professionals with everything they need at their fingertips in their daily work processes. Account executives can use Microsoft Teams to contact clients and prospects directly from within the SAP Sales Cloud solution, CRM records are automatically updated, and every activity is documented in Microsoft Teams.

*The result is greater speed and productivity. There is no need for account executives to switch between apps, which can slow the pace of their activity. The faster tempo increases customer satisfaction, with data instantly updated in Microsoft Teams to reflect each activity.*



# Fostering learning communities in collaborative environments

Virtual learning is here to stay. More organizations understand the need to upskill and reskill their workforce, and know that speed and agility are essential.

In this scenario, a newly-promoted manager is leading a team for the first time. In her learning map for SAP SuccessFactors solutions she finds several training courses for new managers. She selects one that uses Microsoft Teams as a conferencing tool, which allows her to interact directly with other newly promoted managers. It also enables her to collaborate with colleagues and see activity feeds associated with her courses, which are shown as an additional tab directly in her learning map.

*By accessing the latest conversations and joining the discussions within Microsoft Teams, she taps into a valuable network of like-minded colleagues and further increases her skills.*





# System Collaboration: Facilitating Migration to SAP S/4HANA on Microsoft Azure

Make the move to SAP S/4HANA with  
Microsoft Azure

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Simplification is central to successful digital transformation. To improve migration efficiency and enable customers to run a frictionless mission-critical enterprise, SAP and Microsoft are providing common essential reference architectures. The objective is to give customers the technical details and insight they need to operate SAP S/4HANA on Microsoft Azure.

Customers broadly favour Microsoft Azure as their choice to move on-premise SAP S/4HANA to the cloud. SAP and Microsoft are growing the endorsed cloud partnership, and continue to reinforce customer value by expanding engineering, interoperability, and monitoring for customers who want to modernize their enterprise applications by running SAP S/4HANA on Microsoft Azure. Specifically, this includes:

- **Simplifying the move from on-premise editions of the SAP ERP application to SAP S/4HANA in the cloud.** Along with industry-specific journey maps to the cloud and reference architectures for customers, SAP and Microsoft will continue to co-innovate around SAP S/4HANA on Microsoft Azure with

migration tooling and automation, enhanced monitoring, and platform and application security and provisioning.

- **Expanding joint engagements with customers.** In addition to integration and implementation work with our system integration partners, we will continue to provide roadmaps for customers who are journeying to the digital enterprise, with a harmonized approach by industry and lines of business, and jointly developed and published reference architectures.

Planned integration capabilities for 2021 include automated landscape creation features, cognitive features with SAP S/4HANA, and landscape migration and deployment improvements.



“ SAP S/4HANA has given us real-time visibility into our inventory, which is crucial for us as a pharmacy and healthcare retail company during the pandemic. We chose to run SAP S/4HANA on Microsoft Azure because of its agility and flexibility to scale up and out quickly to meet our business needs. Now we have access to our data in one place so we can offer the best possible customer experience online and in our stores. Microsoft Teams coupled with SAP solutions helped us overcome business continuity challenges and enabled our employees to collaborate very effectively despite the shift from office to remote work. ”

**Francesco Tinto**, Senior Vice President, Global Chief Information Officer, Walgreens Boots Alliance, Inc.

### Workplace collaboration with Carhartt

See how global premium workwear company Carhartt uses SAP and Microsoft solutions for its business transformation, including support for its 2,000+ at home employees and real-time visibility into its supply chain.

[Watch the video >](#)



# Technology Collaboration: Improving Global Availability, Integration, Connectivity, and Security

A scalable, flexible, and secure technology foundation is the cornerstone of a global business. SAP Business Technology Platform provides an open, integrated platform that enables developers to create intelligent and frictionless end-to-end business processes and build and extend SAP and non-SAP applications quickly. Combining [SAP Business Technology Platform](#) with Microsoft Azure's reliable and scalable platform can help you fulfill your business goals of expanding into new markets and creating new business models.

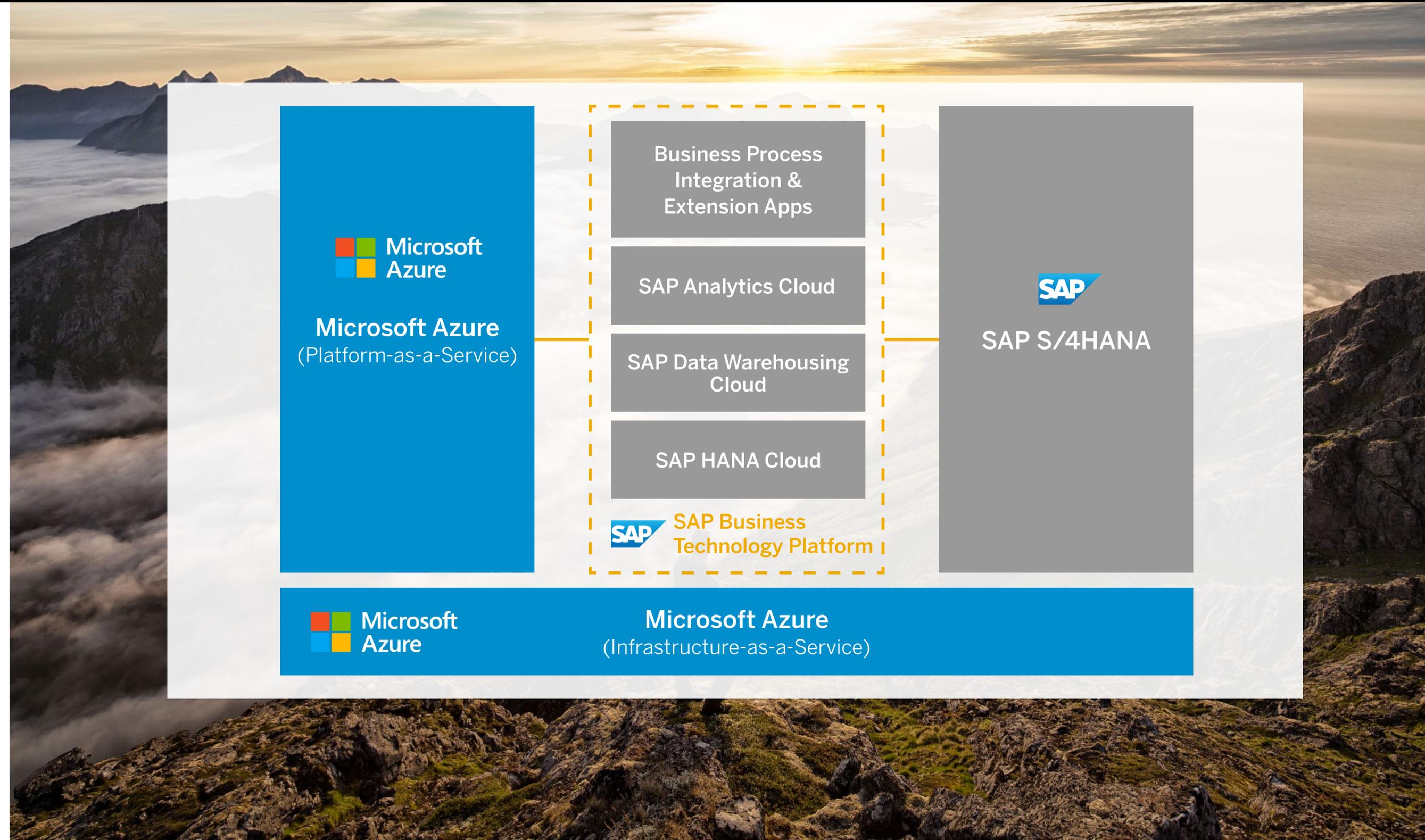
Together, SAP and Microsoft will continue to expand global availability during 2021 while improving the customer experience for enterprise architects, DevOps, system administrators and information security experts using SAP solutions on Microsoft Azure. The range of capabilities being addressed includes event integration, simplified administration and provisioning of users between Microsoft and SAP, and faster and simpler landscape creation and provisioning.



Other planned improvements include more secure network integration, enhanced network performance, improved integration of Microsoft Azure and SAP software development environments, and better provisioning and management of Microsoft Azure services on the platform. For all these efforts, SAP and Microsoft will continue to provide reference architectures, enriched with enterprise architecture methodology, to guide and support you in building out your SAP software and Microsoft Azure landscape.

### Optimize and Automate Processes with SAP and Microsoft Azure | SAP Cloud Platform

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