

Elevate your ERP operations

5 Key insights from leading SAP professionals

ASUG (Americas' SAP Users' Group) and Digitate surveyed power users at major SAP customers in North America and received honest, unfiltered, anonymous answers from more than 150 different enterprises.

1

Troubles caused by downtime

90% of the respondents said they experienced downtime and up to 25% of their daily time is spent on resolving these unpredictable issues that affect SAP application downtime.

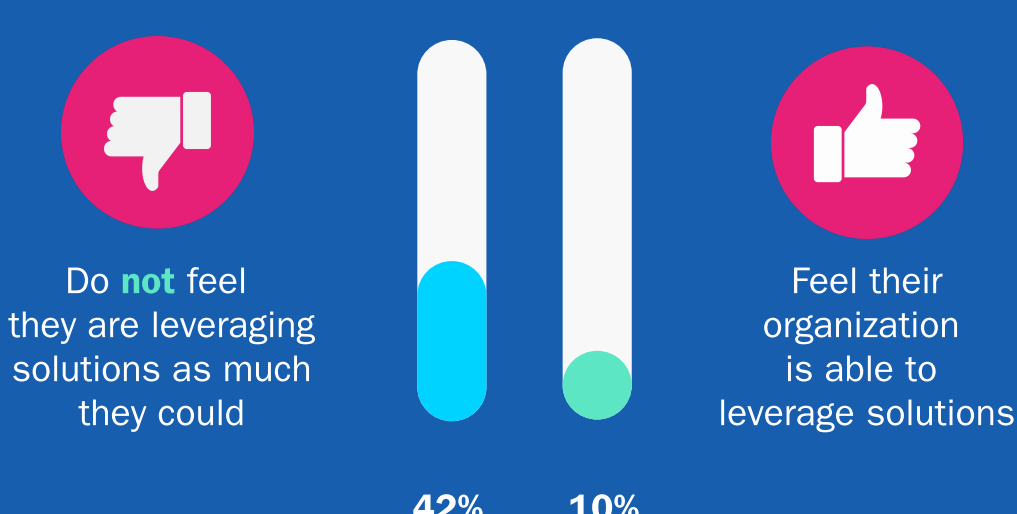


Impacts of Downtime

2

Leveraging SAP automation solutions

52% of the respondents think they are using automation but are still stuck with using RPA tools. Also, the largest share feels their organizations are not leveraging solutions as much as they could.

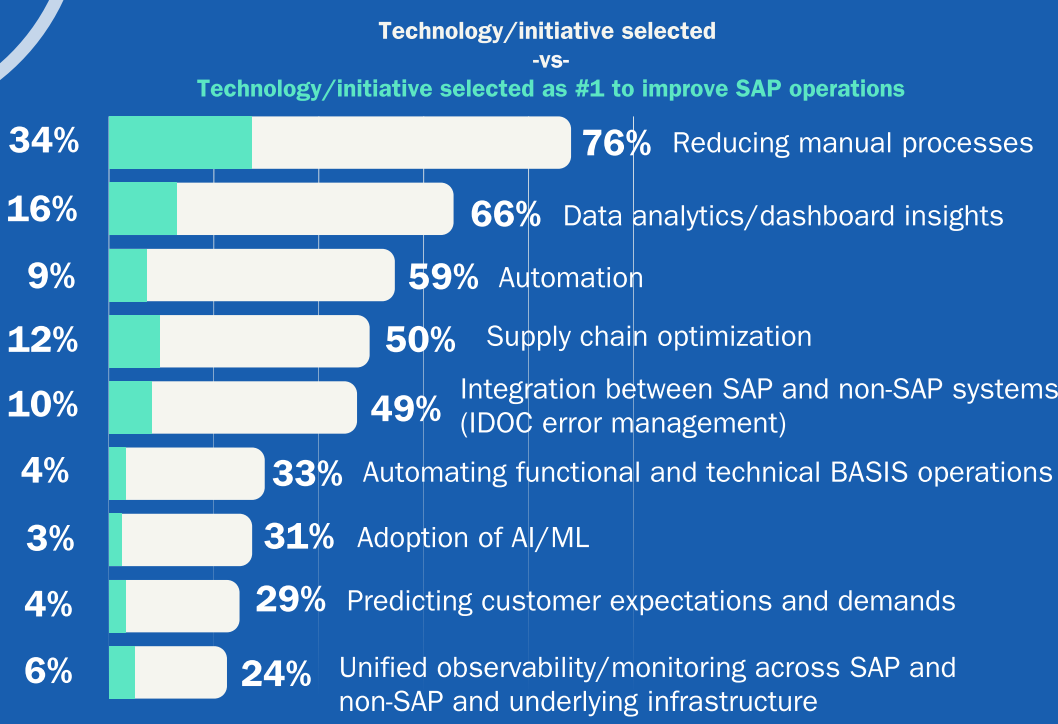


Ability to leverage automation solutions

3

Transforming SAP operations

Reducing manual processes is the No. 1 initiative needed to improve SAP operations. Data analytics/dashboard insights and supply chain optimization are also the leading technologies/initiatives needed. More than half also selected automation.

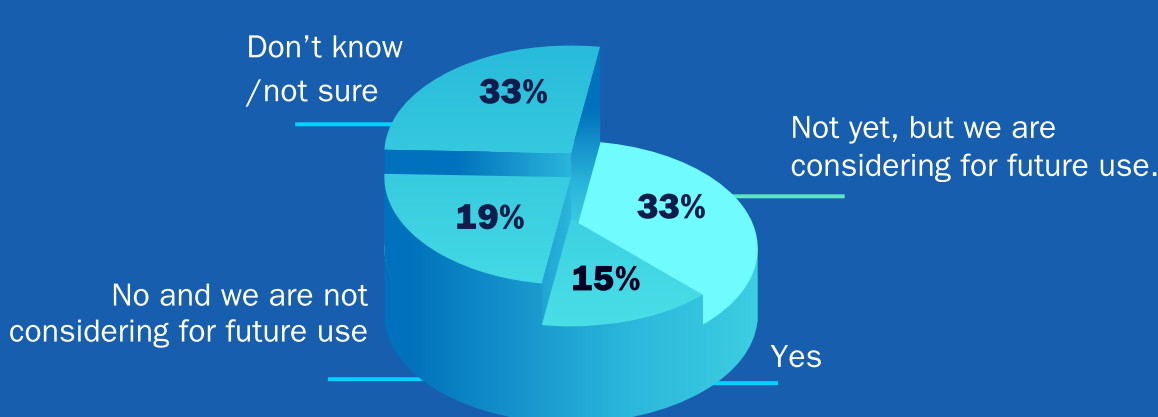


Technologies/initiatives needed to transform SAP operations

4

Usage of AI, ML, and monitoring tools

Just 15% of respondents are currently using AI/ML and only 33% are considering it in the future. 60% of the respondents use up to 20 tools for monitoring.

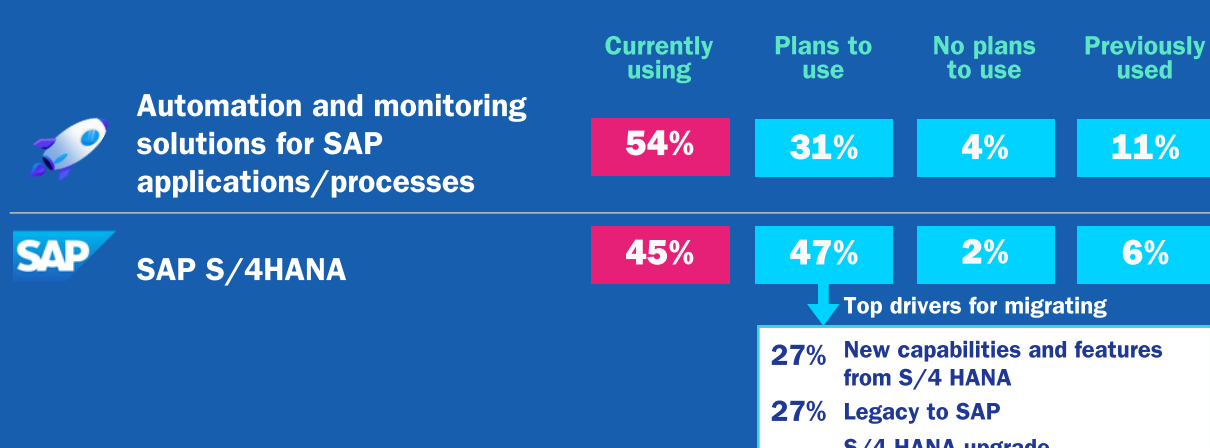


Are you using AI/ML in your current SAP applications/processes?

5

S/4 HANA status and key automation areas

Automation and SAP S/4HANA are top-of-mind for customers. 60% of customers will be using automation in the SAP S/4HANA migration process.



Your organization's experience with SAP migrations and digital transformation processes