

Intelligent Automation and Co-pilots: The New Era of SAP Development

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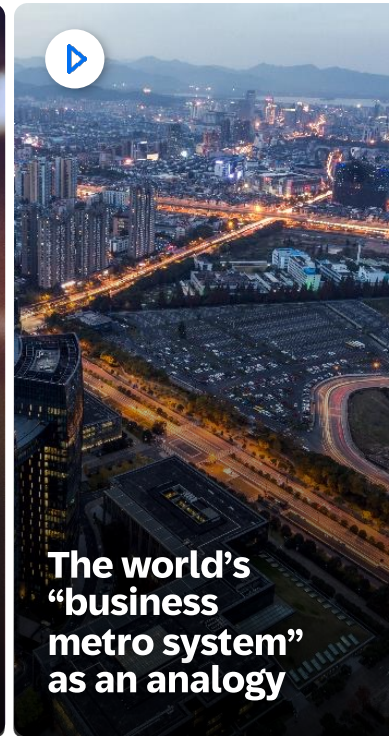
INTRODUCTION TO SAP

Overview of the company



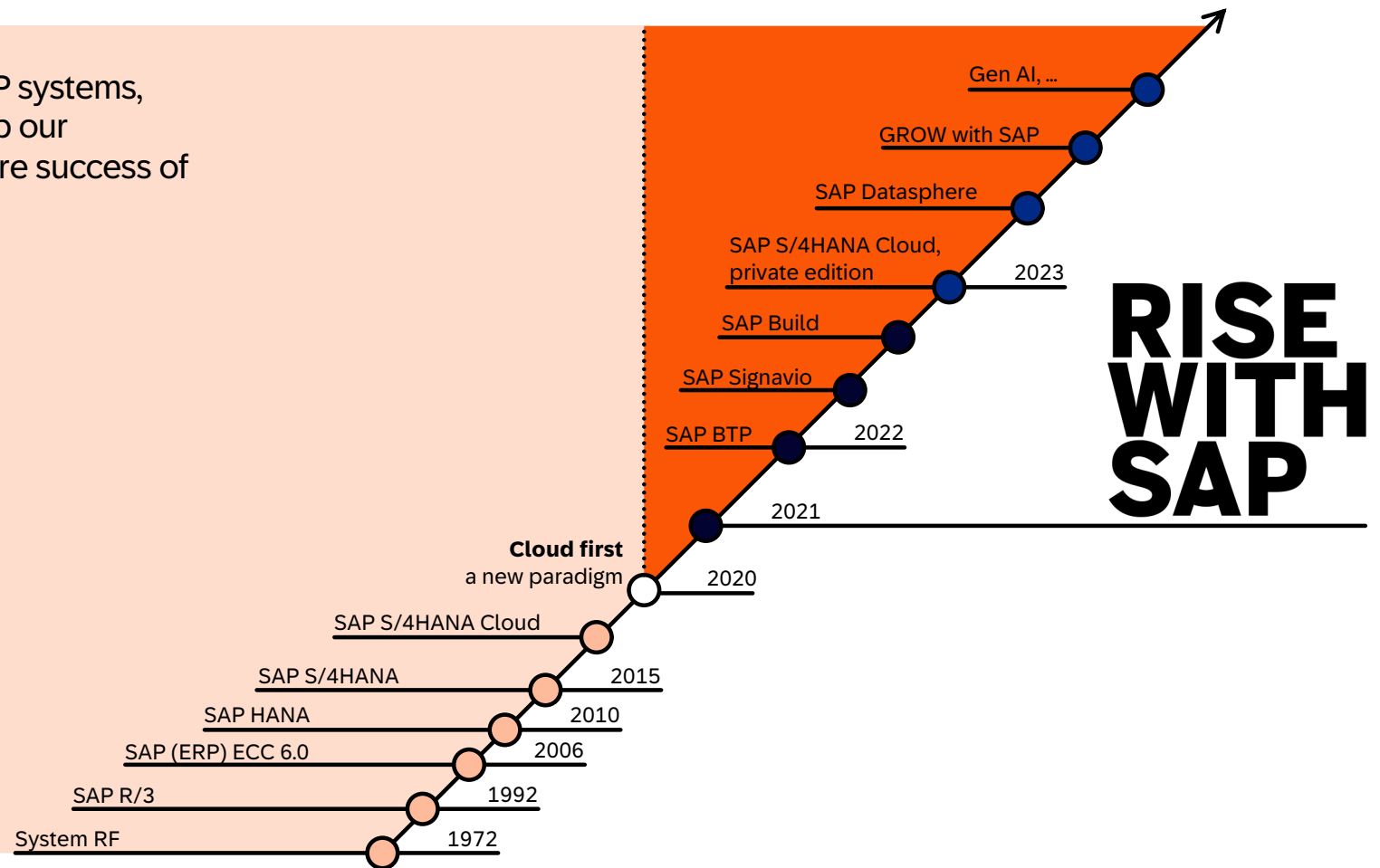
Get to know SAP

What is SAP?



Pioneering ERP for 50 Years and Counting

We invented integrated ERP systems,
and we continue to develop our
pioneering idea for the future success of
our customers.





Key facts

- Only **Fortune 50** global tech company **headquartered in Europe**. SAP is headquartered in Walldorf, Germany
- **>100,000** employees across the globe



Customers

- **98 of the 100 largest companies** in the world are SAP customers
- SAP customers generate **84% of total global commerce**
- **SMEs make up for 80%** of SAP's customers



Portfolio

- Solutions for **26 industries** and **12 lines of businesses**
- **2 dedicated offerings** for large and mid (RISE and GROW)
- **AI embedded** across the portfolio



Innovation and Ecosystem

- Global **ecosystem** with **>24.000** SAP partner companies
- SAP operates more than 100 development locations worldwide

OVERVIEW AND CONTEXT



BEFORE

Highly manual development.

Strong reliance on specialized technical knowledge.

Long delivery cycles.

Frequently outdated documentation.

Steep learning curve.



AFTER

Automates routine tasks and processes.

Integrated Generative AI tools.

Intelligent co-pilots to accelerate tasks.

Development and testing automation.

Real-time contextual assistance.

Natural language-driven development.



Intelligent Automation and Co-pilots in SAP Development

Transformation with Generative AI



Generative AI is revolutionizing SAP development by automating code, testing, and maintenance.

Role of Intelligent Co-pilots



Digital co-pilots assist developers by generating code, identifying errors, and proposing improvements.

Automation Beyond Code



Intelligent automation encompasses business processes, integration, testing, and user experience.

Technological and Cultural Evolution



Cultural and technological change that empowers developers to focus on strategic decisions.

Our vision

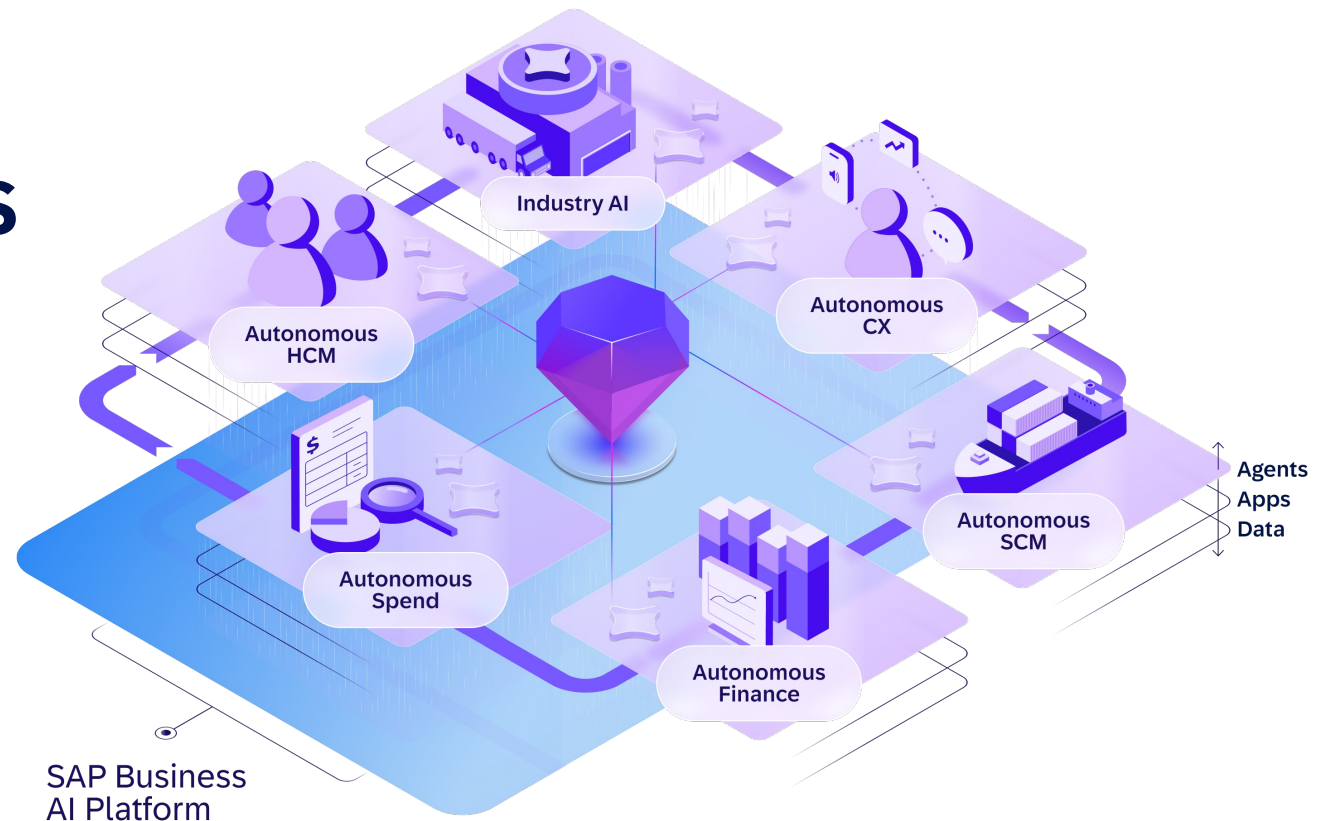
We bring out the best in every business

by helping them become an Autonomous Enterprise

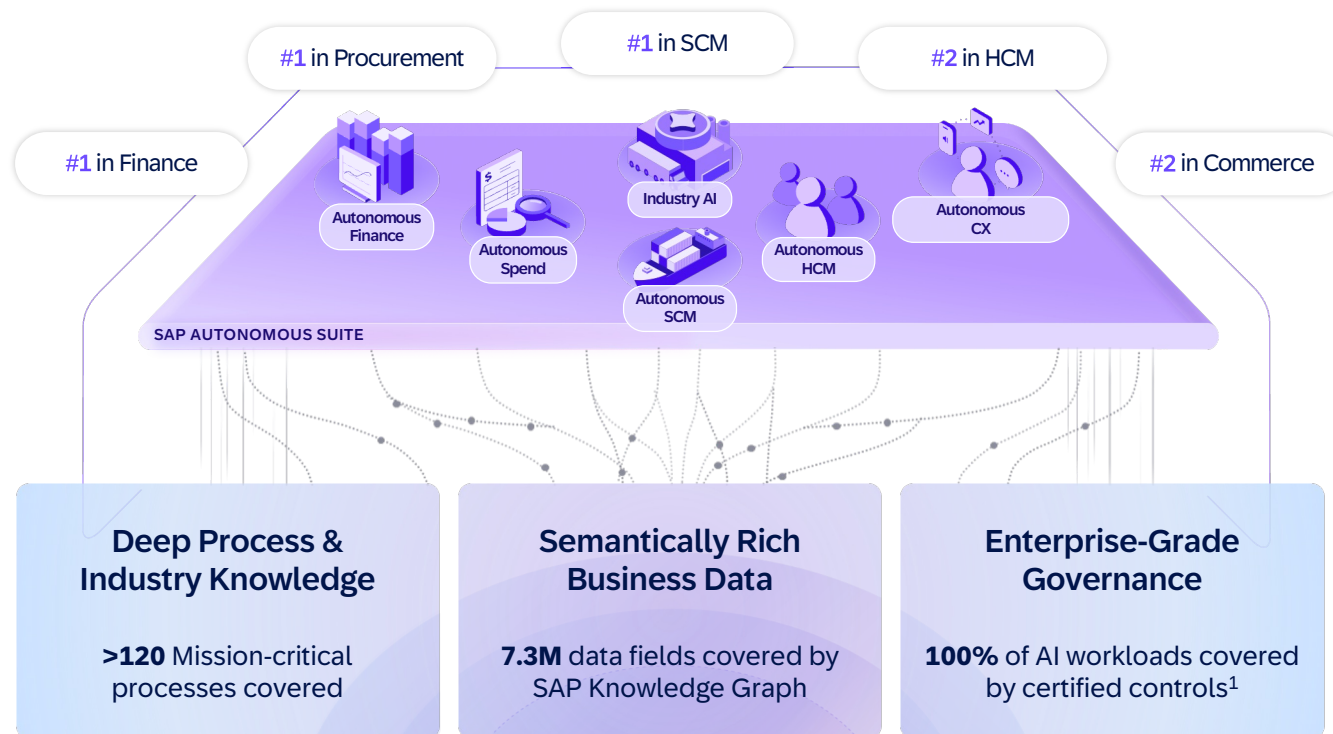
Transform constantly
and at scale

Achieve more
across the value chain

Innovate sustainably
and with confidence



The Autonomous Enterprise builds on our ERP strengths



¹ ISO 42001 AI management system; ISO 27001 Security Management System; ISO 9001 Quality Management System

SAP Business AI Platform

The place to build agentic AI, bridge every system, every process, and every decision, and govern it all



Build

From idea to enterprise impact. Unified solution to build AI agents, apps, and workflows grounded in business context, deploy them without operational overhead, and seamlessly integrate them to your systems.



Contextualize & Reason

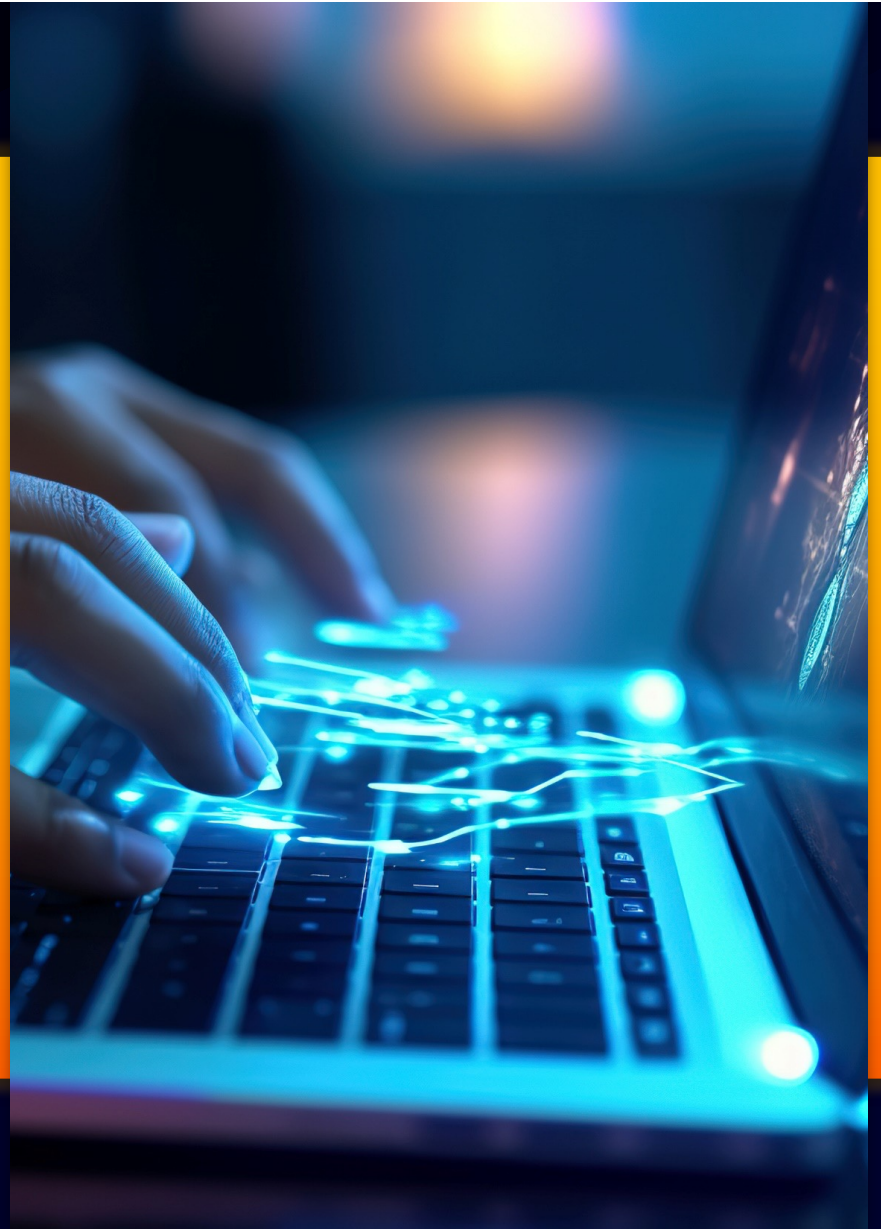
AI anchored in a business data fabric. Provides universal business context and serves as the trusted knowledge core for every enterprise application and agent. Amplified by governed access to purpose-built and best-in-class third party models.



Govern

The command center for enterprise-wide data & AI governance. With an AI Agent Hub that enables organizations to securely manage agents across their full lifecycle – from planning through decommissioning.

KEY INNOVATIONS ENABLING THE NEW ERA





The role of Generative AI in SAP

	Plan and design	From intent to working scaffolds
	Build	Code generation, guidance, and guardrails
	Test and quality	Continuous, automated checks
	DevOps and delivery	CI/CD and change automation
	Operate and optimize	Runbooks and process automation
	Security	Vulnerability detection
	Support	Intelligent troubleshooting

Plan and design with Natural-language

Describe a data model and service in plain English, and get generated CAP (SAP Cloud Application Programming Model) project scaffolds (CDS entities, service definitions) plus starter handlers and tests.

Accelerate Fiori elements app bootstrapping (annotations, list/object pages), with in-context refinement prompts.

In-product help to explain ABAP objects, navigate APIs, and propose code snippets or refactorings, right from the development context.

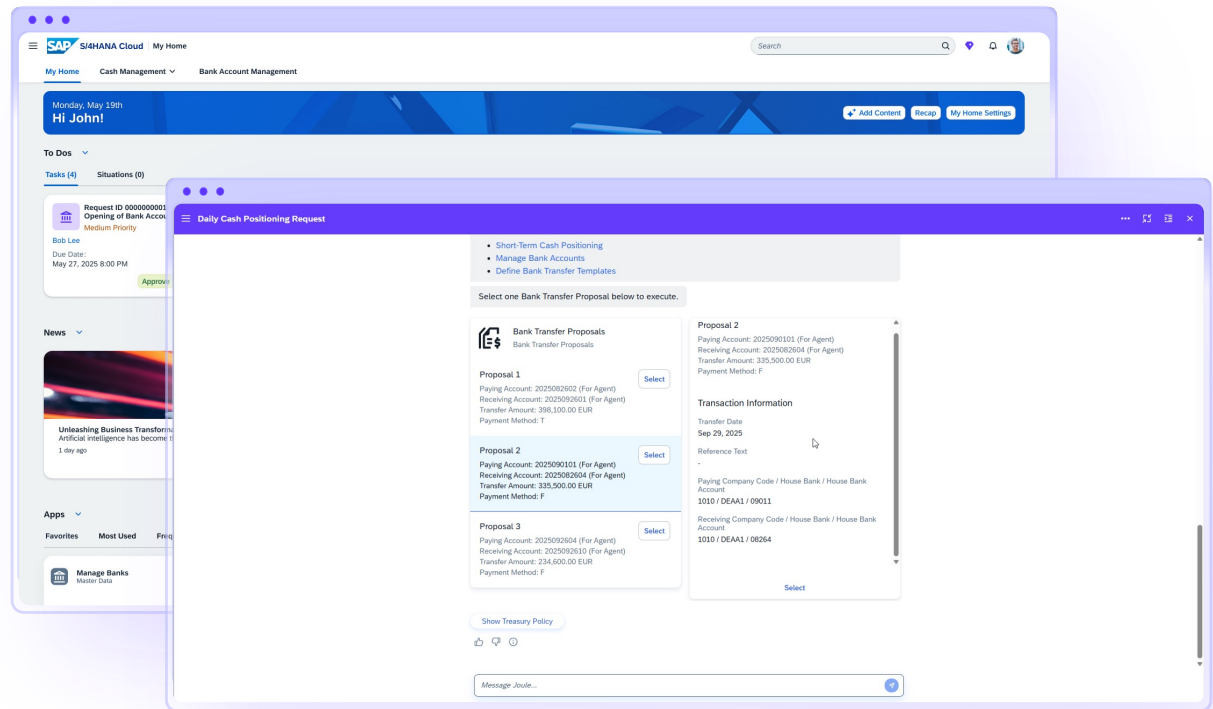
SAP Joule: The Generative AI Copilot

SAP Joule is SAP's contextual generative AI co-pilot, embedded directly into development tools.

Automates complex workflows
with teams of ready-to-use AI agents

Delivers insights on demand
grounded in your data and trusted sources

Proactively recommends
next actions to keep work moving



Build: AI-Assisted ABAP Development

Automated Code Generation

Copilots allow for the rapid generation of functional ABAP code from natural language descriptions.

Optimization and Best Practices

The generated code includes optimized selects, modern structures, and best practice recommendations.

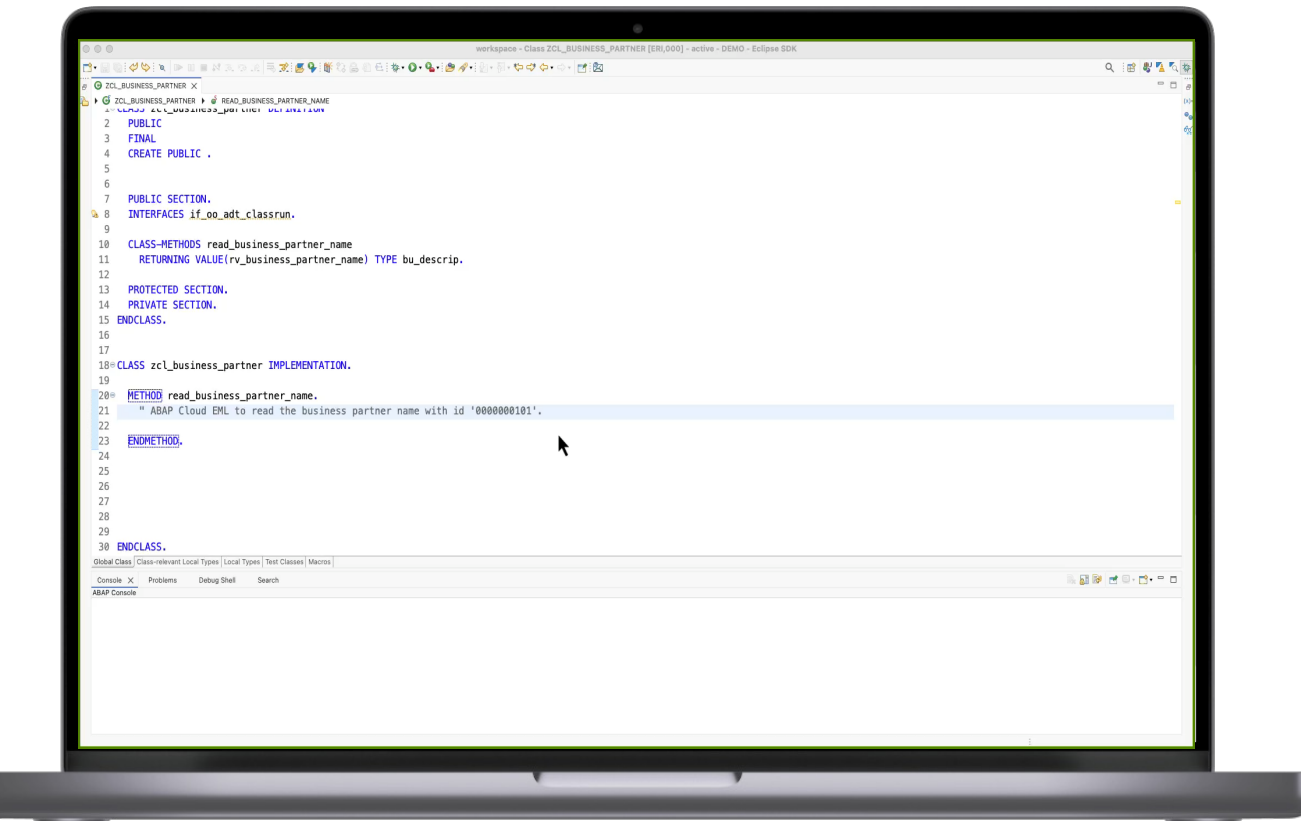
Reduced Errors and Time

Using copilots reduces common errors and accelerates development, freeing up time for complex tasks.

Necessary Review and Validation

The generated code should always be reviewed to ensure compliance with internal standards and business requirements.

Enable faster and smarter development with AI-assisted code refactoring



 Inline code completion in
Java/JavaScript and ABAP

 Code refactoring available in ABAP environment and SAP Build Code

 Code explanation, code search, and comments generation

Process Automation with SAP Build

Intelligent Process Automation

AI automates end-to-end business processes, such as invoice approval and service requests, reducing manual work.

Integrated Technologies

Combination of OCR, intelligent data extraction, and workflows for analysis and decision-making on unstructured documents.

Focus on Processes and Integration

Less custom code allows developers to focus on process definition and simplified integration with SAP and external systems.

Impact on Operational Efficiency

AI-powered automation improves organizational efficiency, accelerating the delivery of business value.



New Conversation



One more thing before the day wraps up?

Helping you compile resources and edit along the way.

Can I help with anything else?



[Show suggestions](#)

Joule uses AI, verify results.

Create agents with Joule Studio



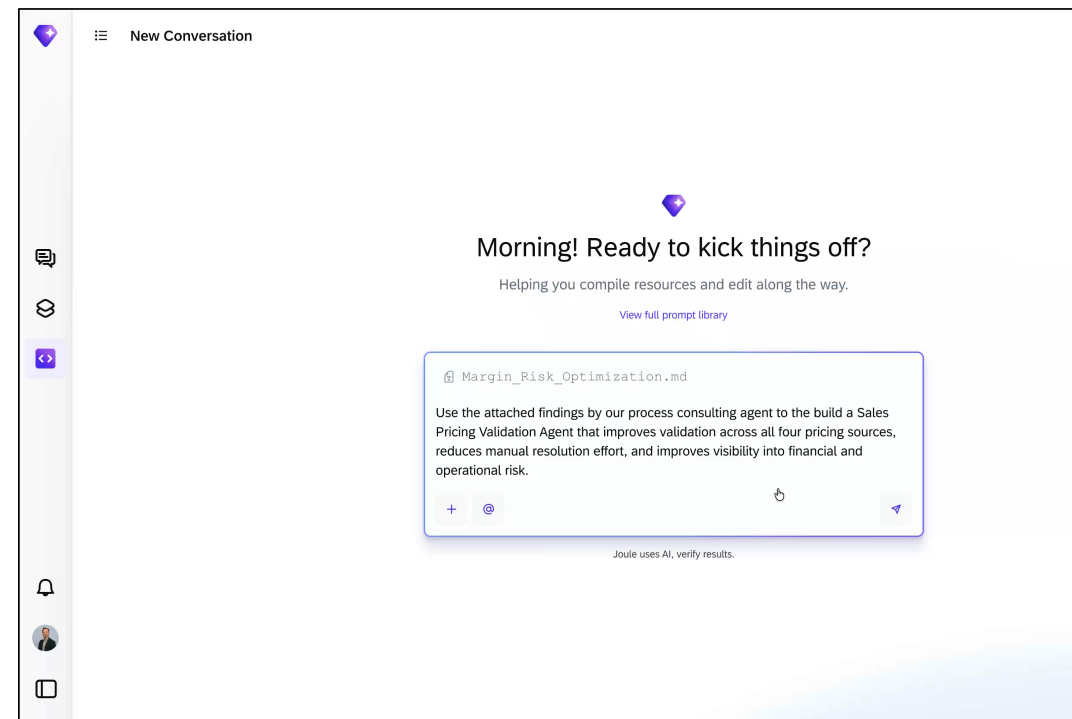
Develop agents, apps and workflows faster in **one workspace** with your choice of tools



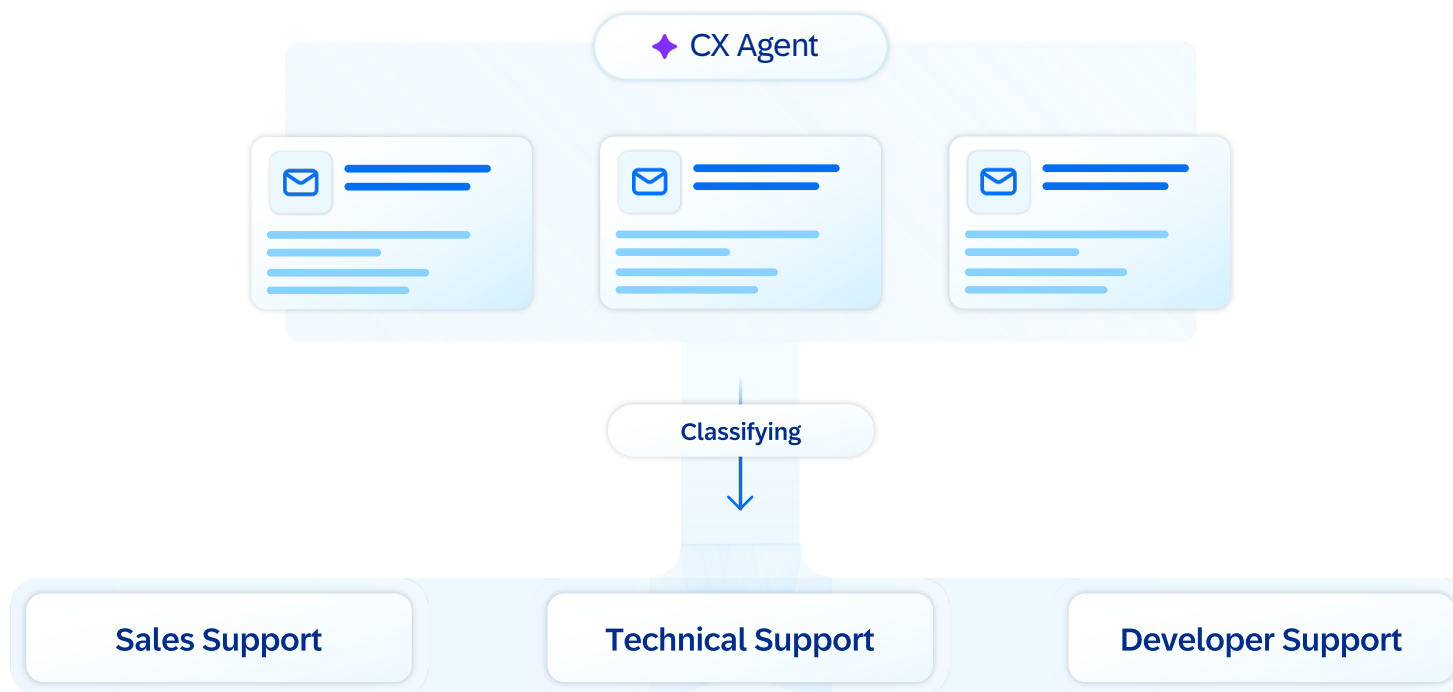
Enterprise scale with control with built-in governance, lifecycle management, and agent observability



Deliver value from AI by grounding every agent in deep SAP business context



Working like a  **BOSCH**





Accelerate service operation efficiency with SAP Service AI Agents

saving

200 h

Through more
accurate routing

35%

Improved classification
accuracy

saving

1,300 h

through automated
documentation

saving

1,000 h

through automated
response preparation

The screenshot displays the SAP CX AI Toolkit interface for configuring a Service Classification Agent. The top navigation bar includes the SAP logo and 'CX AI Toolkit'. The breadcrumb trail shows 'CX AI Toolkit / AI Agent Builder / Service Classification Agent'. The main title is 'Service Classification Agent' with an 'Activate' toggle switch. Below the title is a progress bar with five steps: 1 Agent Type, 2 Agent Setup, 3 Agent Trigger (current step), 4 Agent Goal, and 5 Playground. The 'Agent Trigger' section contains two dropdown menus: 'Source Application' (set to 'SAP Sales and Service Cloud Version 2') and 'Entity' (set to 'CASE'). Below this is the 'Trigger Operations' section, which is expanded to show 'Cases'. Under 'Cases', there is a field 'Operate' with a checkbox 'On Create' that is checked. At the bottom right, there are 'Back' and 'Next' buttons.

Efficiently match skills, reduce routine HR tasks

BT Group



80%

Of users reporting positive impact of AI-assisted skills matching on work experience

40%

Average time saved using Joule

85%

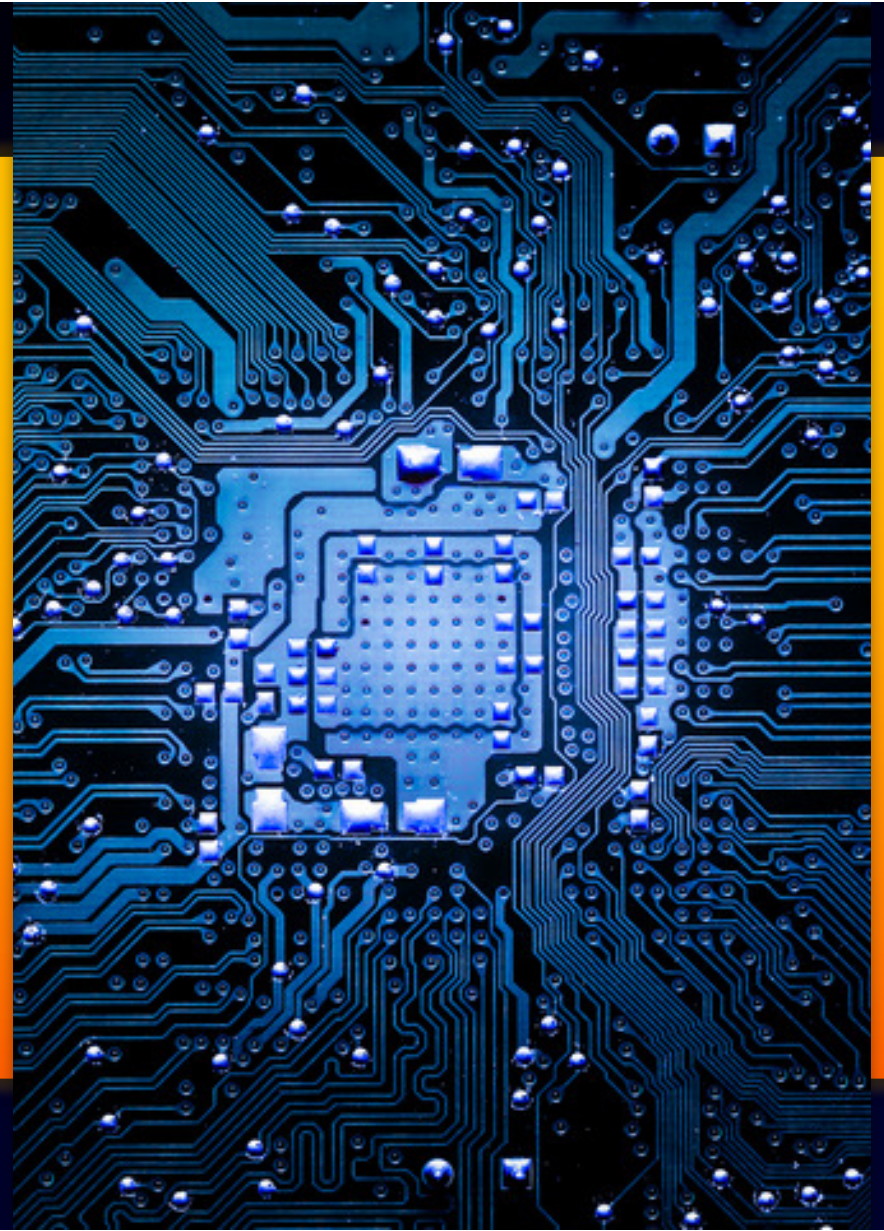
Average time saved using AI-assisted candidates skills matching

“

Our accelerated implementation of **Joule** and **generative AI within SAP SuccessFactors solutions** has proven that, with the right focus and business outcomes, a large organization can move at speed demanded by today's digital landscape. We're confident this significant first step on the AI journey with SAP will drive value.

Nick Hawkes
HR Technology Director, BT Group

BENEFITS AND CHALLENGES



Benefits of Intelligent Automation

Increased Productivity

Intelligent automation allows developers to focus on strategic tasks, reducing repetitive activities and increasing productivity.

Cost Reduction

Automation reduces operational costs by accelerating processes and optimizing resources within organizations.

Quality Improvement

The use of co-pilots promotes standardization, ensuring more consistent and sustainable software solutions in the long term.

Agile Delivery Cycles

Intelligent automation enables faster deliveries and greater adaptation to market changes.



CHALLENGES

Ensuring data security and compliance

Managing change and upskilling teams

Avoiding over-reliance on AI-generated code

Keeping pace with rapid technology evolution

The Road Ahead

AI-Native Paradigm

Artificial intelligence will be integrated into all phases of the SAP application lifecycle, transforming its development.

Specialized Co-pilots

AI co-pilots will better understand the functional and technical contexts of SAP solutions, becoming more effective.

Conversational Development

Applications will be created and adapted through continuous dialogue with artificial intelligence, facilitating innovation.

Evolution of the Developer Role

The SAP developer becomes an orchestrator of intelligence, integrating business, architecture, and AI for innovation.





THANK YOU

Ayise Trigueiros
Data & AI Solution Advisor

