2020 SAPinsider Research Topics

The DART™ Methodology

SAPinsider has rewritten the rules of research to provide demonstrable deliverables from its fact-based approach. The DART methodology serves as the very foundation on which SAPinsider educates end users to act, creates market awareness, drives demand, empowers sales forces, and validates return on investments. It's no wonder that organizations worldwide turn to SAPinsider for research with results. The DART methodology provides actionable insights including:

Drivers – These are macro level events that are impacting an organization. They can be both external and internal and require the implementation of strategic plans, people, processes and systems.

Actions – These are strategies that companies can implement to address the drivers impact on the business. These are the integration of people, process and technology. The should be business first but fully leverage technology enabled solutions to be relevant for our focus.

Requirements – These are business and process level requirements to support the strategies. These tend to be end-to-end for a business process.

Technology – There are technology and systems related requirements that enable the business requirements and support the overall strategies that the company is taking, they must consider the current technology architecture and provide for the adoption of new and innovative technology enabled capabilities.

How SAPinsiders Participate in the Research

The SAPinsider research process is an invitation-only quantitative survey and qualitative interview-based method focused on the voice of the 370,000+ global SAPinsider community. During the course of a year, we survey and interview several thousand SAPinsiders and synthesize their insights. This peer best practices-led benchmarking research process extracts intricate knowledge of SAP and related ecosystem solutions, migration paths, road map and other insights in relation to the business drivers, strategic actions and requirements of end-users. The end objective of our research is to enable SAP users adopt, and upgrade technology efficiently based on sound decisions, performance parameters and business value.

Research Agenda Topics

GRC for SAP S/4HANA and Cloud Applications (May)

SAP customers will see a shift in the way they use SAP products as they migrate to SAP S/4HANA and cloud-based applications. Cloud-based solutions demand cloud-based GRC applications. Better integrated end-to-end workflows that grow business value demand end-to-end processes for all three lines of defense: operations management, risk management and compliance, and internal audit management. This SAPinsider report will examine how and why companies are using SAP GRC 12 as well as other GRC-related solutions such as tax compliance, and what operational benefits and tradeoffs they are experiencing.

The Business Case for SAP S/4HANA (May)

SAP S/4HANA offers enterprises tremendous potential to deliver significant business value. It can do this by centralizing and automating financial activities, supporting new business models, helping shorten the financial close period, providing improved analytics tools, and potentially lowering logistics and operations costs. To realize these benefits organizations will likely need to adapt many business processes and plan for change in their business case for SAP S/4HANA. This SAPinsider report will study how and why are customers are bringing together business and IT perspectives to understand the potential value and build a realistic and compelling business case for the move to SAP S/4HANA.

Process Automation and SAP S/4HANA (June)

SAP products such as SAP S/4HANA provide enterprise customers with the tools they need to document and implement end to end processes such as source to pay, order to cash, and hire to retire to fulfill customer and employee needs. If customers have the right data feeding into well-documented processes producing positive results, they can potentially automate processes to accelerate outcomes, improve data quality, and drive better business results. This SAPinsider report will benchmark the trends and progress of SAP customers in automating processes, identify the tools they use and plan to use, and highlight the challenges and benefits of process automation.

Deployment Approaches for SAP S/4HANA (June)

The move to SAP S/4HANA is presenting companies with a chance to reset their business processes, minimize their dependence on customization, and free themselves from outdated technology and infrastructure. This SAPinsider report will examine how and why companies are making the decision to move to SAP S/4HANA through a traditional system conversion, a new implementation of their core ERP platform, or a selective data transition, and what benefits and tradeoffs they are experiencing.

Research Agenda Topics

Analytics and BI Trends for SAP Customers (July)

The volume and variety of data available to SAP customers is increasing exponentially, constantly creating new analytics challenges. Fortunately, analytics technologies have advanced with new predictive and prescriptive capabilities that can help businesses make better, faster, and smarter decisions to help accelerate revenue and profit growth. At the same time, modern, self-service BI tools have been disrupting the traditional BI landscape. This SAPinsider report will examine if and how SAP customers use SAP Analytics Cloud, SAP BusinessObjects BI, or third-party tools as well as how SAP customers integrate these tools with the enterprise landscape.

Partner Tools & Services for SAP S/4HANA Migration (July)

Migrating to SAP S/4HANA requires a wide variety of preparation and work from updating infrastructure and integrating the ERP to front-end systems to data cleansing and migrating. This SAPinsider report will examine the tools and services that SAP customers use and plan to use to prepare for and execute a migration to SAP S/4HANA and how they address their priorities and needs.

Integrating Supply Chain Planning & Operations (August)

SAP held a market-leading position in operational planning and execution for years with its Advanced Planning & Optimization (APO) application. In 2014, it introduced SAP Integrated Business Planning for Supply Chain (IBP) to fill holes in APO's capabilities with sales and operations planning (S&OP) and inventory optimization. Since then, SAP IBP's capabilities have expanded to include forecasting and demand management, response and supply planning, and demand-driven replenishment. This SAPinsider report will examine how and why companies are using SAP IBP, SAP APO, and SAP S/4HANA for supply chain planning and operations and what operational benefits and tradeoffs they are experiencing.

Integrating the Business Application Landscape with SAP S/4HANA (August)

While the transition to SAP S/4HANA offers many benefits, to truly leverage that value the system must be integrated with many other solutions within the system landscape. This integration can include solutions from SAP Business Suite which were in use before the deployment of SAP S/4HANA, other SAP on-premise solutions, SAP cloud-based applications, or third-party solutions running either on-premise or in the cloud. This SAPinsider report will examine what solutions are being integrated, or planned for integration, with customers deploying or running SAP S/4HANA, the reasons for the integration, and how customers are planning on moving forward with future integrations to enhance the value of their SAP S/4HANA systems.

Research Agenda Topics

Central Finance & Optimizing the Financial Close in SAP S/4HANA (September)

Pressure to speed the delivery of business insight continues to put pressure on financial organizations to accelerate their accounting close and reporting cycles. SAP's S/4HANA in-memory technology, and Universal Journal architecture, carries potential to dramatically shift both the closing process as well as the access to live operational information in reporting and analysis environments. This report will examine changes in SAP users' approaches to financial data and closing processes, and benchmark strategies and results across the market.

Enterprise Cloud Deployment: State of the Market (September)

Cloud has become a de-facto standard and technology that every organization must consider but moving to the cloud carries unique technical considerations and skills requirements. This SAPinsider report will revisit and update our 2019 report on Cloud adoption and take the pulse of the enterprise market to determine where organizations are with their cloud migration, what's accelerating their plans and challenging their migration project.

Intelligent Automation in Finance (October)

Artificial intelligence, robotic process automation, and machine learning offer new opportunities for automating finance organizations that not only create cost savings but speed up processes and open new doors for profitability. This SAPinsider report will update the progress of the SAP customer community in respect to application of RPA, AI, and ML in the areas of finance and accounting.

Preparing Infrastructure for SAP S/4HANA (October)

Cloud and SAP S/4HANA have become game changing catalysts forcing enterprises to rethink their investments and strategies when it comes to traditional data centers and infrastructure. This benchmark report will take the pulse of today's enterprise IT leaders to see how they are adapting their current architectures and solutions to support the changing requirements of their business.

Artificial Intelligence and Machine Learning in SAP Customers (November)

Artificial Intelligence and Machine Learning have quickly gone from hype to reality in the enterprise as organizations look to leverage their data to intelligently automate, predict, and guide business processes and decision making. This benchmark study examines the state of adoption of these technologies looking at what solutions are being deployed, what business processes are being targeted, and how organizations are building and supporting intelligent applications.

Research Agenda Topics

Digital HR's Move to the Cloud (November)

Whether it is deciding which HR processes should be moved to the cloud, understanding how to improve key talent acquisition and retention efforts, or determining how to best integrate on-premise and cloud solutions, many SAP customers are facing difficult decisions related to their digital HR transformation activities. This benchmark study will look at where SAP HCM and SAP SuccessFactors customers are on the digital transformation journey, which revitalized HR business processes are delivering the greatest value, and which measurements and metrics are most effective at justifying future HR technology investments.

SAP Financial Planning and Analysis (December)

Finance is increasingly compelled to deliver insight towards predictive, forward-looking drivers of value—customer profitability, risk-aware supplier performance, detailed margin analysis, and so much more. To add to the challenge, the data required to support these analyses needs to come from a broader set of information sources than traditional finance and ERP systems. This report will assess the state of the market for SAP Financial Planning and Analysis, and examine the technologies, strategies, and trends shaping the discipline, benchmarking approaches and results across the market.