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The DART™ Methodology

SAPinsider has rewritten the rules of research to provide demonstrable insights 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 a qualitative interview-based methodology that is focused on the voice of the more than 450,000 global SAPinsider community members. 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, roadmap and other insights in relation to the business drivers, strategic actions and requirements of end users. The ultimate objective of our research is to enable SAP users adopt and upgrade technology efficiently, based on sound decisions, performance parameters and business value.

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JULY

User Access and Identity Management for SAP S/4HANA

The move to SAP S/4HANA is being used by many organizations as an opportunity to create a centralized view of business and financial data across the organization. But being a single source of truth also means that organizations must ensure that every user has an appropriate level of access to that data. This SAPinsider report will consider how organizations are securing access to their SAP S/4HANA systems, what their requirements are around user access and identity management, and which tools they are using to enforce those requirements.

Modernizing Logistics and Inventory Tracking

Traditional ERP systems provide capabilities to monitor and allocate inventory and materials. SAP S/4HANA now has built-in capabilities for transportation and warehouse management. If SAP customers want to track items in real time at a more granular level, however, they will need to leverage a combination of other shipping, IoT, and track and trace solutions. This research will explore the trends in both the demand for and adoption of all of these solutions as well as their impact on supply chain performance.

AUGUST

SAP Integration Landscape

Enterprise ERP systems are the central source of business and financial data for many organizations, and they are being integrated with multiple systems across the organizations. This SAPinsider report will look at the current state of the SAP integration landscape, see what solutions are being used, where data integrated is located, and the key criteria for selecting those tools. We will also update and revisit the results from our 2020 research.

SEPTEMBER

Enterprise Cloud Deployment: State of the Market

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 and 2020 reports on Cloud adoption in our Community and take the pulse of the enterprise market to determine where organizations are with their cloud migration, what's accelerating their plans, and what is challenging their migration projects.

Asset Management and Digital Twins

The concept of the digital twin has existed for several years but has taken off more in the PLM space than the ERP space. With SAP's deeper partnership with Siemens, that could start to change. Siemens has established itself as a leader in the IIoT and digital twin space with its MindSphere capabilities, which empower customers to maintain a digital record of assets and products from design through production and maintenance. This research will explore the SAP customer perspective in terms of the demand, adoption, and benefits of digital twins and asset management integrated with the ERP.

Data Warehousing/Data Management in the Cloud

With 99% of the members of the SAPinsider Community running at least some applications in the cloud, determining where and how data will be stored in the cloud is a critical need. This need is demonstrated by the fact that data warehousing, data lakes, and data storage represent the second most important workload in the cloud. This SAPinsider research will look at how organizations are planning on storing that data, what tools they are using for storing and managing that data, and what plans they have moving forward.

OCTOBER

Trends in Tax

Revenue authorities across all regions continue to step up enforcement capabilities, amid more robust enhanced electronic filling and invoicing requirements, in support of an expanding indirect tax environment.

Greater tax compliance requirements add complexity to an already rapidly changing business landscape, putting pressure on CFOs and tax professionals to provide real-time reporting and insights. Best-in-class organizations are prioritizing investments in data management and process automation tools to build end-to-end visibility across digital tax workflows and processes. SAP S/4HANA, universal journal, and tax engine represent some of the key technologies forming the foundation for an enhanced digital tax plan. Our research will explore the trends and strategies, shaping investment decisions around tax automation. The report will also examine the impact of indirect tax policy momentum occurring across Europe.

NOVEMBER

Optimizing Financial Close and Record-to-Report Process
Over the last two years, SAPinsider research has shown that the financial close and record-to-report process represent significant pain points for most organizations. Over-reliance on

HR State of the Market
For many organizations, HR is the last department to receive technology investment. Still, the trend to more remote work and changing employee expectations are putting the spotlight on HR. Cloud offerings have become the dominant force in HR technology. There are more and more options for outsourcing the management of everything in HR from software to the processes. I this report, we will examine what is driving companies to address HR needs, what actions they are taking to create more effective HR processes, the results they expect to get from their HR departments, the technologies that HR departments are using to accomplish their goals, and what HR functions will be most important for 2022.

RISE with SAP
SAP announced their RISE with SAP solution in January 2021, transforming their cloud-based approach and offerings. Since January, SAP has extended the offering to include HXM and procurement features, as well as announcing industry specific versions. But while many customers expressed an initial interest in learning more about the solution, it is unclear how many plan on adopting it in the long term. Our research will explore whether SAPinsiders plan on adopting RISE with SAP, if they are leveraging the Business Process Intelligence features to help drive their business transformation projects, and how much traction the solution is getting in the marketplace.

The CIO's 2021 Transformation Report Card: Who's Winning and Why
Digital transformation and innovation remains a top priority for CIOS and other tech leaders. But how are these projects going and are they delivering tangible benefit to both business and IT? This executive research report study examines data and input from a variety of tech leaders across many of the major industries. We will look at how leaders are measuring ROI from their transformation initiatives related to efficiency, productivity, and the ability to support new business models and products. We will explore the key factors that are separating successful transformation initiatives from failing projects. Leaders will describe in their own words how they are scoping initial projects and establishing important metrics. You will also learn how CIOs are increasing collaboration between business and IT, addressing change management challenges, and putting innovation in the hands of the entire organization.

Future of Business Intelligence
We have entered the age of Artificial Intelligence (AI) and Machine Learning (ML). Technology has taken a massive leap in the last decade and is expected to take another exponential leap in this coming decade, leading to rapid advances in the discipline of data science. Data science practices introduced the world of business to the significant impact AI and ML tools. With the emergence of these new tools and technologies, a key question that organizations that leverage BI tools and the end user of BI tools are asking is : What is going

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to be the future of Business Intelligence? The objective of this report is to explore the answer to this question by capturing the knowledge and insights accumulated by the SAPinsider community and combining those insights with our industry insights.

DECEMBER

Inventory Management and Optimization

Traditionally, organizations are challenged with inventory optimization at sites in the supply chain often hold excess inventories to avoid stock outs. This challenge is further compounded in a multi-echelon supply chain environment with many locations within the enterprise. With the advent of the pandemic, a new norm is gathering pace with companies shifting their inventory management strategies to accommodate the increasing demand for responsive supply chain requiring distribution centers to be closer to the customers. The objective of this report is to answer what emerging technologies have been developed to meet the inventory management and optimization challenges. Through this research SAPinsider will look at what companies look for in solution capabilities, tools that connect the warehouse with effective WMS solutions, inventory optimization solutions, initiatives being undertaken, and lessons learned.

SAP Change Management and Testing Tools

As organizations deploy new systems and update existing applications, they need to ensure that these systems are functioning without error. This same requirement can exist when moving changes from development and test systems into QA and production as everything needs to be performing as expected to avoid business disruption. This SAPinsider research will examine the tools that organizations are using to manage changes to systems and environments, how they are performing testing, and what challenges they are facing in performing these tasks.

Analytics in The Cloud

As organizations digitalize at a rapid pace, the amount of data that their processes are generating is exponential. Rapid expansion of edge analytics and collection of unstructured data is also proliferating. As organizations move to cloud-based data platforms and warehouses, they are also looking at cloud-based analytics applications. Analytics in the cloud offers several advantages like agility, flexibility, ease of integration and rapid innovation that align with today's rapidly evolving data and analytics landscape. This report will examine where SAPinsiders are in their journey, what are their pain points and their planned roadmaps.

Automation in Finance

Recent economic disruptions were a catalyst for multi-national organizations to reduce complexity across business units and provide decision makers with visibility. True end-to-end visibility requires automation across core finance functions as part of an overall financial transformation that translates daily business activity into real-time insights. For organizations, financial automation can elevate the CFO as an engaged strategic partner able to allocate downstream resources to high-value tasks and reduce workload across routine processes. In this report, SAPinsider will deliver an update on the implementation of RPA, AI, ML and NLP innovations within core financial management functions.

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JANUARY

Development in the SAP Landscape

SAPinsiders have traditionally used ABAP as their core development language for customizing and enhancing SAP applications. But with organizations now accelerating their adoption cloud-based technologies, there are many low-code and no-code alternatives alongside more traditional programming languages. Although SAP has made significant efforts to focus more on the developers that are key part of their ecosystem, it can be difficult for SAPinsiders to understand where they should focus their teams from a skills and education standpoint to have the most impact on technologies they may only just be adopting. This research will explore where organizations are focusing their development efforts, what types of tools they are investing in terms of both education and capabilities, and what their plans are for the future.

Automation in GRC

GRC teams are increasingly important to organizations, and GRC professionals may be expected to do more with less. Automation is key to enabling GRC teams to be more efficient, and allows GRC professionals to focus more on the areas where the organization is most vulnerable. This research will explore what is motivating organizations to automate in GRC, what strategies they are taking to automate, what types of tools they are using to automate, and what they hope to achieve through GRC automation.

FEBRUARY

The CIOs 2022 Agenda for SAP, SAP S/4HANA, the Cloud and Beyond

2021 has certainly been a year of transition for both business and IT teams. But what does 2022 hold in store for Tech Leaders who run SAP? This executive benchmark study delves into the key organizational and technology focused priorities that CIOs who run SAP are investing in for 2022. Learn how executives continue to navigate the challenges of managing hybrid work environments. See what progress they have made in their SAP S/4HANA and Cloud journeys and whether or not these technological shifts are truly driving transformation and innovation within their business. Understand the key skills and talent that leaders are betting on and how they are evolving their current SAP, business, and IT organizations. We will compare results between our 2021 and 2022 benchmark studies so that you can see what trends are accelerating and which ones are struggling to gain traction amongst technology executives.

AI and ML: State of The Market

We have entered the age of Artificial Intelligence (AI) and Machine Learning (ML). Technology has taken a massive leap in the last decade and is expected to take another exponential leap in this coming decade, leading to rapid advances in the discipline of data science. Data science practices introduced the world of business to the significant impact AI and ML tools. This report intends to examine where SAPinsiders are in their AI and ML journeys, what pain points they plan to alleviate leveraging AI and ML, and what is their roadmap to build AI and ML enabled capabilities within their organization.

Transformation in the Enterprise

While some organizations are already well advanced with their overall business transformation, but true business transformation is more than just moving workloads to the cloud. Features in RISE with SAP are helping accelerate or jump start that deeper business transformation for those who may not have already started, but it is important to gain an understanding of what business transformation is before it can be properly implemented. This research will examine whether organizations are going through a digital or business transformation, what that transformation means to them, how far they have reached, what workloads they may be transforming, and what infrastructure they are using to support that transformation.

2022 Research Agenda

Optimizing Order-to Cash Cycles

Reducing complexity and manual processes in the Order-to-Cash (OTC) cycle is imperative for global organizations focused on business model expansion. To support the strategic new sales opportunities and revenue growth initiatives, CFOs are prioritizing innovation strategies that provide improved efficiencies to optimize data collection, harmonize master data and accelerate processes. This SAPinsider report will benchmark the trends and track shifts in the OTC optimization strategies of SAP customers. Our research will explore both, the planned benefits and pain points of implementing automation across end-to-end processes.

Transportation Management and Optimization

With the explosion of B2B and B2C commerce during the pandemic, higher fuel costs and capacity constraints, the significance of having an effective transportation and logistics capabilities to meet the demand of a fast-paced demanding customer base has increased focus. While most organizations are familiar with the benefits that a transportation management system (TMS) can provide, driving transportation efficiency remains a much more elusive goal. As enterprises assess their post-pandemic strategies, shifting their logistics and transportation management capabilities to accommodate the increasing demand for responsive supply chain, they are looking for solutions that can provide greater visibility, eliminate transportation waste, build and enhance relationships, develop insights into cost, and provide rules-based automation. The objective of this report is to determine what emerging technologies have been developed to meet the transportation management and optimization challenges.

MARCH

Business Process Intelligence: State of The Market

Transformation initiatives position technology as an enabler. This enabler works best when it is aligned with optimal people and process capabilities. And yet, the ability to sync these three aspects remains a key challenge for many organizations undergoing a digital transformation journey. Before they embark on their strategic initiatives, organizations must consider whether their business processes and organizational design need to change in order to accommodate the new digital reality. This SOM will benchmark where SAPinsiders are in developing their BPI and BPM capabilities, what are the challenges they are running into, what are the pain points they are looking to alleviate and what are the next steps and priorities for them.

Workforce Movement: State of the Market

Companies in many industries are finding it more difficult to recruit and retain employees in key positions. This has put pressure on HR teams to come up with new ways to either retain their current staff or explore new talent that was available. Some industries have struggled to meet staffing requirements in general. In this report, we will explore what strategies companies are using to recruit, onboard, and retain top talent and what is driving them to build out to build out their workforce movement capabilities. We'll also examine what they expect to achieve from their recruiting, onboarding, rehire, and retention programs, and what technologies they are using to meet those expectations.

SAP S/4HANA Migration Benchmark Report

Over the last three years, SAPinsider research has showed a steady increase in the proportion of those who have already adopted SAP S/4HANA. However, our 2021 research on this topic showed an increase for the first time in three years in those who indicated that they currently have no plans to make the move. These customers have used the extension of mainstream maintenance provided by SAP to put off a long-term, expensive project. This state of the market report will determine where the SAPinsider community currently stands with their plans to move to SAP S/4HANA, and whether those that delayed their plans are starting to re-evaluate that decision. We will look at the data behind these findings, as well as the transition strategies of the survey respondents.

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APRIL

Spend Analytics
The emergence of Supply Chain Analytical technologies combined Artificial Intelligence (AI) and Machine Learning, have opened new possibilities regarding how real-time data can be used to improve and optimize procurement spend across the supply chains. Gaining multi-dimensional insight and visibility into vendor pricing and performance, aggregating into total spend will allow organizations to identify leakages, compliance and operational issues. This report will determine what emerging Procurement and sourcing analytics technologies have been developed to meet the spend management and optimization challenges. We will provide insight on what companies look for in solution capabilities, tools that connect the sourcing, supplier pricing and performance contracts with effective analytics solutions, and solutions that balance costs, service, and contract management utilizations.

Cybersecurity Threats to SAP Systems
Cybersecurity has become an increasingly important topic over the past year, particularly as SAP systems become a central point of business and financial truth within the organization and are more desirable as targets. With growing numbers of businesses being hit by ransomware or supply chain attacks, or a combination of both, understanding the nature of threats to SAP systems and what organizations can do to protect themselves is critical. This report will determine the most important factors driving organizations to protect their SAP systems, the tools that they are using to secure them from both external and internal exploits, and the strategies that they are taking to ensure the data in their SAP systems is secure.

SAP S/4HANA Finance and Central Finance
Multinational organizations are increasingly selecting SAP S/4HANA Central Finance as the primary technology to launch their digital transformation journey. The Universal Journal can deliver near-term ROI for CFOs validate the long-term vision for the financial system of the future. SAP S/4HANA Central Finance provides CIOs the flexibility to proceed with greenfield, brownfield or bluefield deployment and standardize highly customized and complex systems at their own pace. SAPinsider will highlight the different ways SAP customers are handling financial data and closing processes, while updating performance of implementation strategies against benchmark data.

MAY

GRC: State of the Market 2022
Governance, risk, and compliance is becoming increasingly important as companies move to new technologies, many of which are in the cloud. In this report, we will revisit our 2021 benchmark to determine what has changed for companies in the past year regarding GRC. We will explore what is now driving their GRC strategies, how and why their GRC actions expectations may be changing, and the trend of GRC technology adoption.

Data Management and SAP HANA
The SAP HANA database has become the back end for SAP systems from ERP to analytics and multiple line of business solutions. Whether this is running in an on-premise environment, or organizations are leveraging a fully cloud-based data lake that they can use to drive real-time decision making across the enterprise, SAP HANA is the tool that many SAPinsiders are using as their primary repository for data. But effectively managing that data and fully leveraging SAP HANA are key tasks that can be complex and not easily achieved. This research will examine whether organizations are adapting SAP HANA as their primary data store, what is driving their data storage and data management decisions, and how much impact the positioning of SAP HANA has had on their broader plans for data within the organization.

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JUNE

Deployment Approaches for SAP S/4HANA
Over the past three years SAPinsider has tracked how organizations are deploying SAP S/4HANA. While those who have already adopted the solution were more likely to be driven by a business need to transform and update processes combined with having increased flexibility and scalability in supporting infrastructure, the upcoming end of maintenance of existing ERP systems remains the primary driver for those who are still evaluating the solution or are yet to make plans. This SAPinsider report will examine what deployment models organizations are looking to use, how those are changing from what previous research has shown, and what impact offerings like RISE with SAP are having on deployment strategy and choices.

Payroll State of the Market
Companies may fear change in payroll more than any other area—getting a paycheck wrong is the most surefire route to an unhappy employee. However, the rise of cloud payroll offerings that offer new capabilities and managed payroll services that purport to guarantee accuracy may be causing some organizations to re-examine their payroll processes and systems. If this follow-up to our 2019 Payroll and Its Impact on Cloud HR report, we will examine what is driving companies to transform payroll strategies, what processes are most important, what they expect to get out of any payroll transformation, and the payroll technologies they are using or evaluating.

Financial Reporting and Visibility
Over the past three years SAPinsider has tracked how organizations are deploying SAP S/4HANA. While those who have already adopted the solution were more likely to be driven by a business need to transform and update processes combined with having increased flexibility and scalability in supporting infrastructure, the upcoming end of maintenance of existing ERP systems remains the primary driver for those who are still evaluating the solution or are yet to make plans. This SAPinsider report will examine what deployment models organizations are looking to use, how those are changing from what previous research has shown, and what impact offerings like RISE with SAP are having on deployment strategy and choices.

Manufacturing in the Digital Age
The emergence of IoT technologies combined Artificial Intelligence (AI) and Machine Learning, have opened new possibilities regarding how real-time data can be used to improve and drive an efficient manufacturing environment in the digital age. Need for strong solutions that leverage IoT technologies, aggregate data and act as a Digital enterprise manufacturing control tower are become key requirements. The objective of this report is to determine what emerging technologies have been developed to meet the challenges of manufacturing in the digital age. It will provide insight on what Companies look for solution capabilities, tools that connect shop floor equipment with effective decision-making tools, how solutions can help organizations with their supply chain strategies, production optimization solutions that balance costs, customer service, and transportation asset utilization, and solutions that complement techniques such as manufacturing Kanban and JIT.

Process Automation and SAP S/4HANA
Efficient business processes are the lifeblood of any organization. The opportunity to leverage intelligent technologies such as artificial intelligence, machine learning, and various forms of robotic process automation are abundant today, but organizations need to carefully select the right technologies and solutions that are the right fit for their business culture, skillsets, and existing solutions. This benchmark report revisits where SAPinsiders are on the maturity curve when it comes to process automation across core functional areas. We'll explore key technology investments and help customers navigate the challenges of automating processes between divisions and organizations.