



The Intelligent Enterprise for Public Sector **Thriving in a digital world**

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November 2019

The timeless mission of government in our digital world stays the same

Protect the community

Provide services

Help the economy prosper

But global **trends** are providing challenges and opportunities

Decreasing government trust

Rising resource consumption due to population growth

Growing wealth inequality

Climate change

Rising citizen demands

The future of work

Globalism vs protectionism

Hyper-connectivity

At the same time the government agencies need to deal with . . .



**Enhancing the
citizen
experience**



**Improving the
employee
experience**



**Making use of
new
technologies -
upgrading
legacy IT**



**Making use
of data while
preserving
privacy**

In response, government organizations are pursuing a **bold vision** to become the Intelligent Enterprise. The Intelligent Enterprise is to be . . .

**more proactive, foresighted, automated -
data driven and citizen focused**

...they are investing in digital transformation **to transform across all lines of business**, focusing on three priorities:

Putting the citizen at the center



- Regain trust in government
- Radically simplify complicated processes
- Provide personalized services

Leveraging data as an asset



- Garner a single version of the truth
- Attain actionable trustworthy information
- Provide transparency and accountability to citizens

Reimagining business processes and models



- Modernize legacy systems
- Lay a digital foundation for data-driven intelligence and innovation
- Automate standard tasks
- Put processes in place that continually and dynamically improve based on data, behavior and results.

Customer Example of: Putting the citizen at the center

Single view of the customer across all services

- Single view and enhanced understanding of customers, providing new insights, delivery of new services and streamlined processing
- Better service with a digital identity that allows citizens to serve themselves from the convenience of their home
- Greater customer engagement using mobile devices and sensor technologies
- 70% of digital citizen services to be transacted online by 2020
- Brought together 8 local governments into one council

[Reference link](#)





Customer Example of: Using data as an asset

Improving life through new insight

- Indiana is connecting data to recognize unseen patterns and act accordingly
- Citizens have been able to use data to determine the best route to take when traveling. And first responders use data to position themselves in the best place should an accident occur.
- Data is shared to drive transparency and accountability to citizens.
- State funds are now used when and where most critically needed.

[Reference link](#)



Customer Example of: Reimagining processes and new business models

Intelligent collection and improved taxpayer services

- Identified high-risk events or influences that could lead to tax default
- Proactive intervention strategies
- Personalized management strategies tailored to each individual taxpayer's circumstance
- Can now predict taxpayers at risk of default with over 80+% accuracy

[Reference link](#)



Customer examples of focusing on the three priorities:

Putting the citizen at the center



<https://www.youtube.com/watch?v=JQYjY37cS8I&list=PLWV533hWWvDnJLSZ0MsUDgkcmZUJmBL59&index=14>

Leveraging data as an asset



<http://www.saps4hanahub.com/i/661906-s4hana-customer-stories/23?m4=>

Reimagining business processes and models



<https://www.youtube.com/watch?v=DHnZw1vCkAE&feature=youtu.be>

<https://www.youtube.com/watch?v=E1PGL7qXwrg&list=PLWV533hWWvDnJLSZ0MsUDgkcmZUJmBL59&index=15>



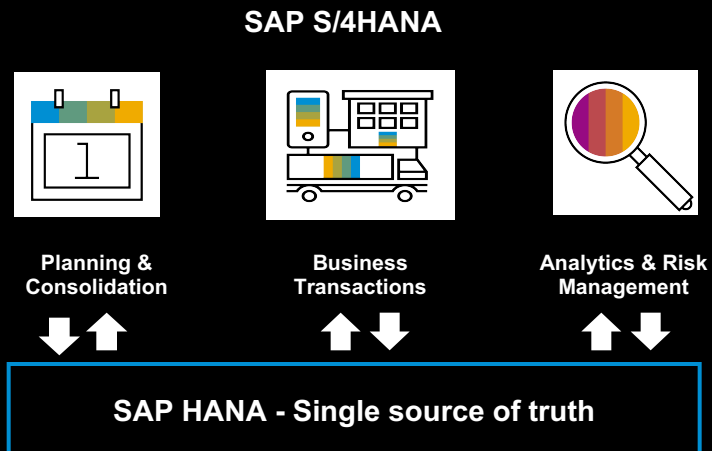
Optimize - Existing processes for more efficiency or reliability with an Intelligent Enterprise

SAP S/4HANA Single Instance removes Limitations from the Past

A single source of truth for prediction, transactions and analytics in real-time

Using data as an asset

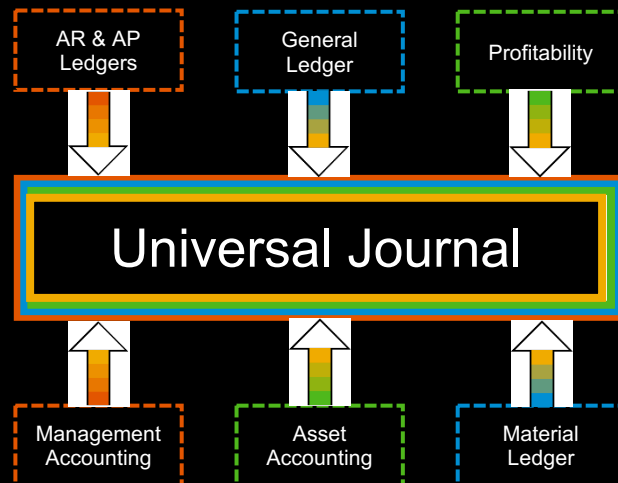
Single Source of Truth



- One platform for prediction, transactions and analytics
- Removal of data silos and batch-processes
- Real-time analysis and drill-down
- Embedded risk monitoring and controls

Reimagining processes and new business models

Optimized Accounting

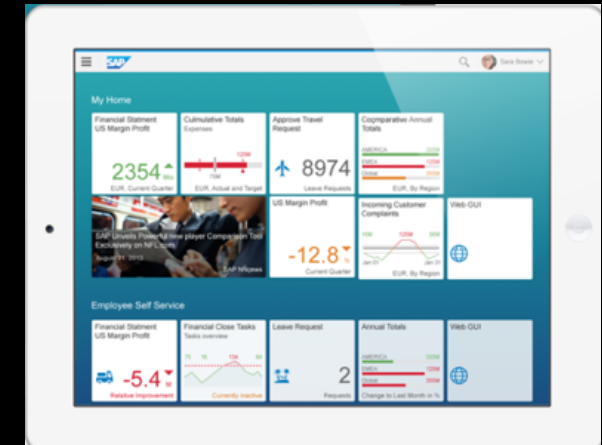


Powered by SAP HANA

- One universal journal for financial and management accounting
- Automatic reconciliation
- On-the-fly aggregation

Putting the citizen at the center

Increase Innovation Across Your Enterprise



- Rapid access to innovations using S/4HANA Functionality
- Consolidated Global processes
- Accelerated Business transformation

Optimized user experience with Innovative Dashboards

Insight to Action

- ✓ Proactive business assistance
- ✓ Conversational interaction
- ✓ Cross Devices
- ✓ Self Learning





My Home

Financial Times News Feed

Cash Discount Forecast
USD: Expiring in 5 D...

2.00 K

now USD

Overdue Receivables
Today

82.36 %

Collection Progress
Current Run

0 %

Display Financial Statement

Profitability Analysis
Design Studio

Process Collections
Worklist

0

Open Items

Credit Limit Utilization
Customers > 80% To...

41

Overdue Payables
Today

Critical Overdue 1.35B
Uncritical Overdue 3.73M

Cash Discount Utilization
Today

26.32 %

Aging Analysis
Payable Amount USD

1.59 B

USD

Days Sales Outstanding - TMB
DSO TMB

55

now

Days Payables Outstanding
Days USSU-VSF50 t...

19.11

now

Cash Position
Today

1.79 B

now EUR

Manage Payment
Blocks

Videos & Demo's

How the SAP CFO runs SAP Digital Boardroom

<https://www.youtube.com/watch?v=w9hMHIGw0zI&t=1s>



The Journey to **SAP S/4HANA**

Christine Diaz, SAP
November, 2019

INTERNAL



Your end-to-end Journey to SAP S/4HANA

Plan Your Journey

SAP S/4HANA Adoption Starter Program

Scope the Digital Core
Desired Future State

Transformation Navigator
Determine Road Map

Innovation Scenario Check
Identify Innovation Opportunities

Opportunity Check
Determine Process Improvements

Quick Value Assessment
Estimate Value of Improvements

Effort Estimate
Cost to Reach Desired State

Readiness Check
Determine Readiness to Move

Conversion vs. Greenfield
Determine Transition Path

Starting Point
Where to Start Deployment

Outcomes

Business Case

- Value Drivers and Aspirations
- Benefit Case
- Baseline and Potential
- Effort Estimate

Road Map

- Target Architecture
- Product Recommendations
- Consolidation Opportunities

Transformation Plan

- Transitions and Approach
- Start Point / Migration Path
- Conversion vs. Greenfield
- Readiness to Start
- Relevant Accelerators
- Next Level Services

Deliver Your Future

Delivery Approach Determined Using Road Map and Transformation Plan

SAP Value Assurance

Support for customer or partner-led delivery projects

Planning

Design Support

Orchestration & Safeguarding

SAP Advanced Deployment

End-to-end delivery by SAP

Planning

Design

Execution

Co-design

Design support for customer/partner led projects

Design

SAP Model Company

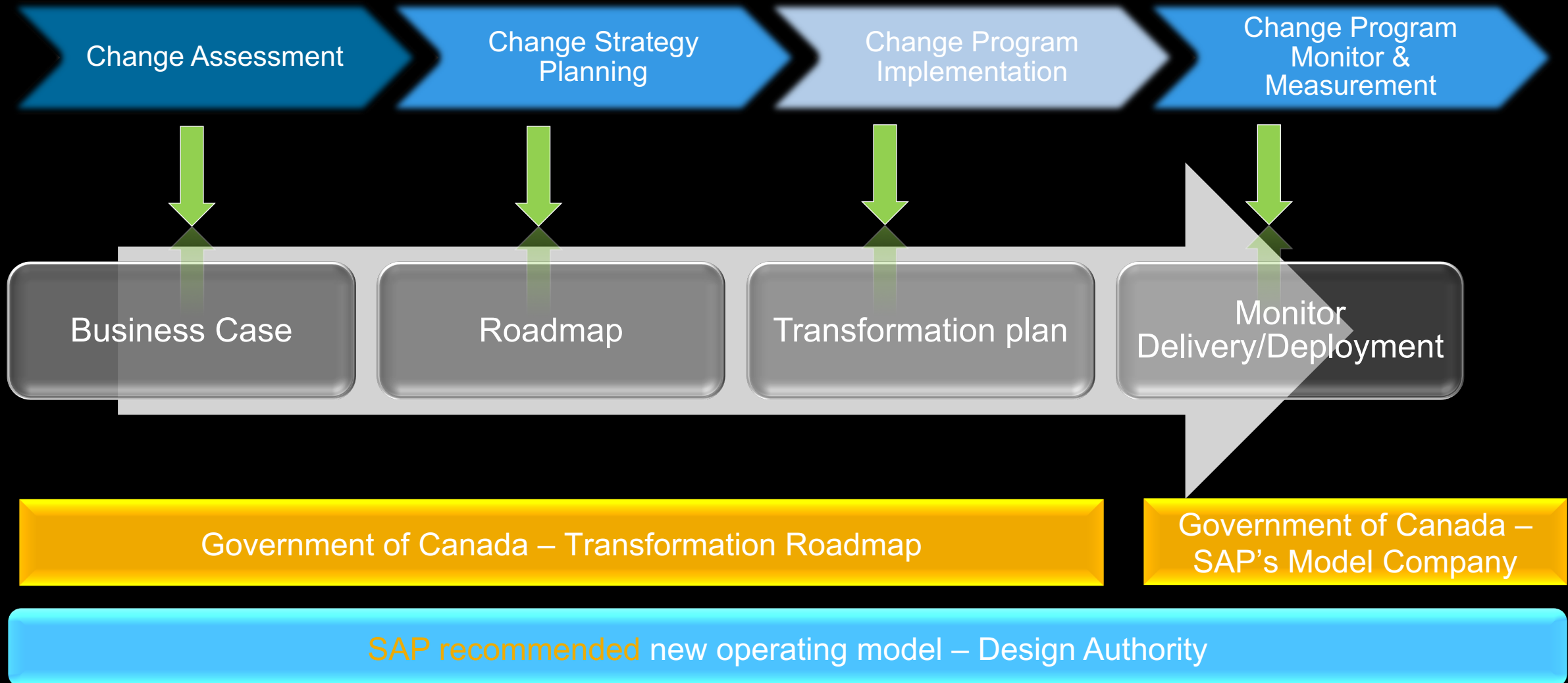
Accelerated delivery

Pre-configured Solution

Leading Practices/Processes

Accelerators

Change Management Approach

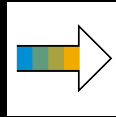


Thoughts for the **transformation roadmap** – overall Finance perspective



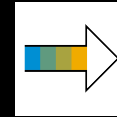
Current state

Pre-requisite
& early wins



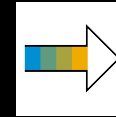
Transition state

Process integration
& data consolidation



Target state

E2e, intelligent processes
& enriched experiences



2019

20XX

Major Achievements

1. Efficient financial & management accounting and reporting with standard processes and tools for departments
2. Real-time profitability analysis
3. Revolving funds management
4. Enable base functionality for grants and contributions management
5. Cost driver-based planning

1. Automation of complete cycle of portfolio and project management for depts and OCG PPM
2. GC consolidation and reporting (including Public Accounts)
3. Automated Interdepartmental Settlements
4. Integration of treasury functions with financial platform. Automated bank account management, payments and liquidity management for the departments
5. Billing and collection for G&C
6. Process change control automation
7. Foreign trade regulations compliance
8. GDPR compliance
9. Integrated travel and expense management

1. Automated and predictive fraud prevention capabilities
2. Automation of governmental closing and consolidation tasks
3. Government-wide access and segregation of duty controls
4. Integrated and automated audit management
5. Real-time government-wide insights on integrated SAP and 3rd party applications

1. Integration of treasury functions with government-wide financial platform, including automated bank account management, payments and liquidity processing for the departments
2. Utilization of natively integrated strategic planning functionality

Enablers

1. Parallel and/or Extension ledger
2. S/4HANA Margin Analysis
3. Fund management configuration within GCfm
4. SAP Social Services Management
5. Additional BPC configuration

1. SAP Portfolio and Project Management
2. SAP Group Reporting
3. SAP Intercompany Financial Hub
4. SAP Cash and Liquidity Management (dept. use)
SAP Payments and Bank Communications (departmental use)
5. SAP Public Sector Collections & Disbursement
6. SAP Process Control
7. SAP International Trade
8. SAP Data Privacy Governance
9. SAP Concur

1. SAP Business Integrity Screening
2. SAP S/4HANA Cloud for Advanced Financial Closing
3. SAP Access Violation Management
4. SAP Audit Management
5. SAP Digital Boardroom

1. SAP Cash and Liquidity Management, SAP Payments and Bank Communications
2. SAP Analytics Cloud Planning

SAP Model Company for Public Sector, Government of Canada Version MC4C



The SAP Model Company team has approved the investment request to create an SAP Model Company for Public Sector and the localization for the Canadian Government

The planned release date is end of **December 2019**

The Model Company will be built on a baseline of 2 existing SAP Model Companies combined with Public Sector functionality built on top and localized for Canada

SAP Model Company for Multinational Corporations

The SAP Model Company service for Multinational Corporations offers a ready-to-run, pre-configured, localized core template based on pre-activated SAP Best Practices to provide country version covering 20 countries. The true power design of the Model Company helps you reduce costs, decrease risks, and accelerate adoption during discovery, evaluation and implementation activities.

Business Processes and Capabilities

- Finance**
 - Accounting & Financial Close
 - Cost Management & Profitability Analysis
 - Fixed Assets (SAPFI)
 - Treasury Management (SAPTRM)
- Asset Management**
 - Asset Management
 - Asset Management
 - Asset Management
- Supply & Contract Management**
 - Supply Management
 - Supply Management
 - Supply Management

Key Results

- Reduced costs and resource effort
- Increased innovation and decreased time to value through agile and best practices

Applications

- SAP S/4HANA
- SAP S/4HANA
- SAP S/4HANA

Service-Scope Options

- Advanced Cash Management
- Advanced Cash Management
- Advanced Cash Management

Delivery Approach

- Pre-activated solution
- Pre-activated solution
- Pre-activated solution

When to Consider

- When to consider
- When to consider
- When to consider

Benefits

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Public Sector Financials

Public Sector Processes



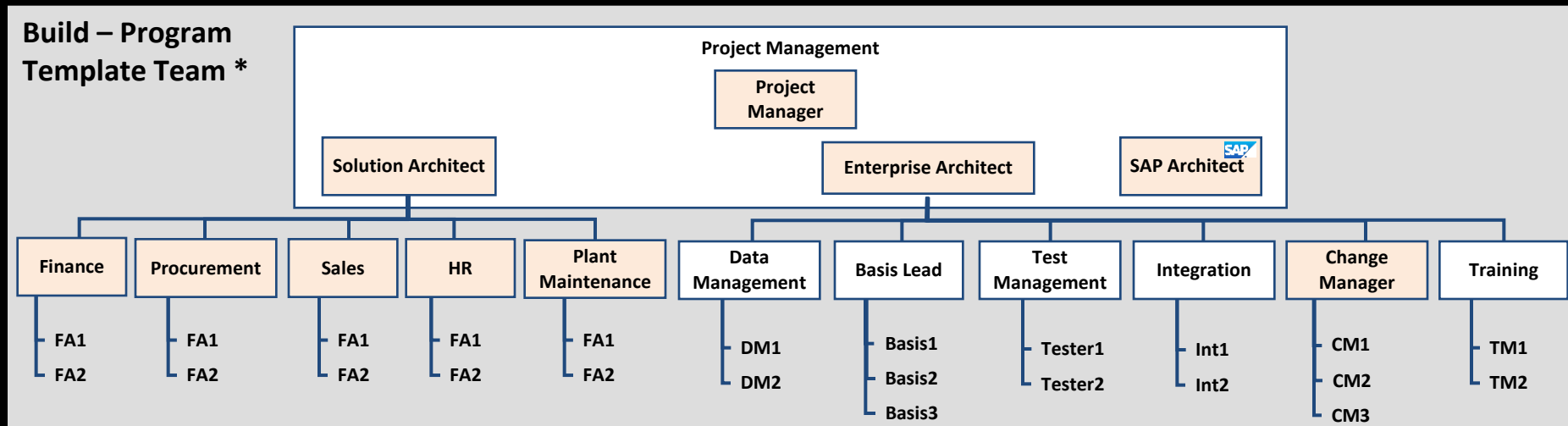
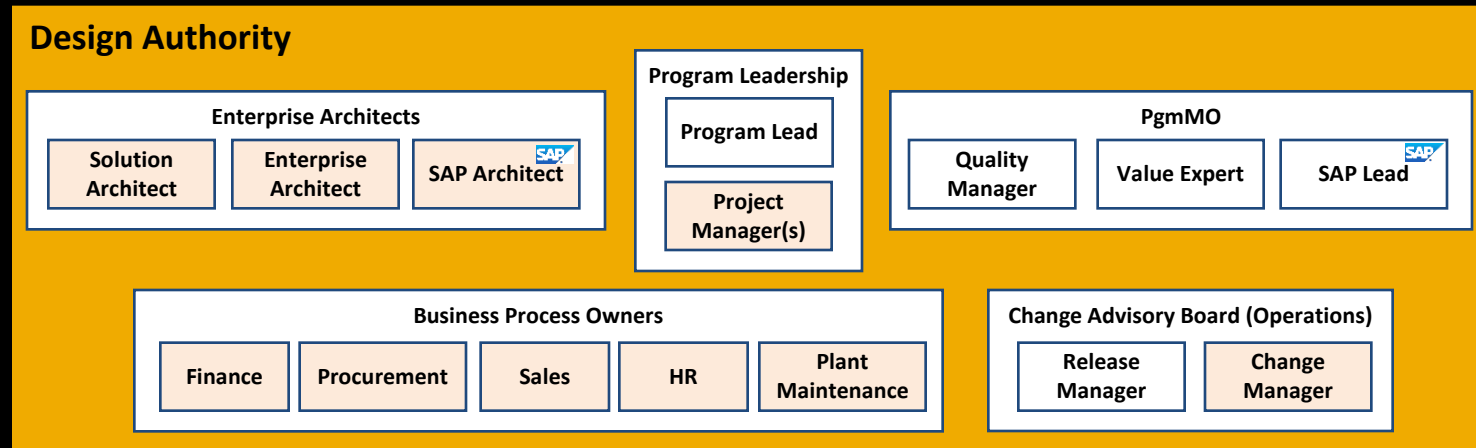
Localization for Canada

Canadian
Country Version




Canadian Dollar
Canada Country Version

SAP recommended new operating model – Design Authority



Example of Design Authority and Build

Legend

 Potentially overlapping resource roles (e.g., same person)

Strategic priorities and relevance to GC's FMT program

Strategic priority

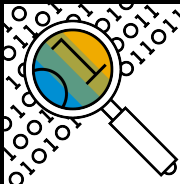
Description

Suggested evolution



Put the citizen at the center

Build engaging experiences: Radically simplify complicated processes for citizens and provide personalized, self-managed online services for guiding them, thus enabling governments to be more responsive, efficient and accountable to their citizens. Citizen-centric governments will catalyze civic participation, public innovation



Primary FMT focus

Leverage data as an asset

Become a data-driven government: Integrate real time financial and operational data and other knowledge source across departments to turn data into actionable insights for analytics-based, transparent and timely decisions. Data-driven governments will anticipate needs and become more pro-active in allocating funds and resources cost-effectively for higher performance levels.



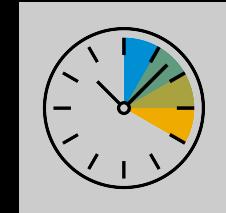
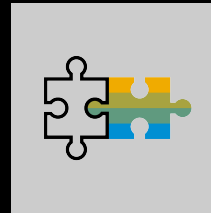
Reimagine work, processes and operating models

Improve efficiency and focus on higher-value outcomes : Reimagine core processes (tax, social, security, HR, finance, procurement, services) and operating models through a modern, government-wide digital core connected to networks. Governments' workforce will benefit from embedded analytics, standard tasks automation and intelligent technologies to focus their work on exceptions and specific cases that require their expertise

Executive summary



The Financial Management Transformation will deliver a modern business model for the financial and material management across the Government of Canada built on SAP's next generation SAP S/4HANA achieving digitalization, improving operational effectiveness and efficiency and increasing transparency and accountability



Increase transparency and accountability

- Ensure **business outcomes** are the key focus for success
- Continually analyze program performance through **a new coordinated model**

Digitalize

- Establish a **digital core** as the foundation to run real-time transactions and analytics
- Deliver the **Model Company** for Government modernization

Operate more efficiently and effectively

- Digitalize and **transform operational models and processes**
- Develop **common** data structures and processes
- Utilise common data structures to minimize data transformation to support **enhanced interoperability across the GC**

Thank you

Please visit the demo booth

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SAP Best Practice Explorer:

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Please choose country version

SAP Help Portal:

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Fiori App Library:

<https://fioriappslibrary.hana.ondemand.com/sap/fix/externalViewer/#/home>

What's New:

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