Putting Citizens At The Center
With Innovative, Agile Apps

Shantanu Sharma, SAP Cloud Platform Global CoE
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THE BEST RUN SAP

Modernizing Everyday Interaction & Improving Citizen Engagement

Christchurch City Council

Serves 380,000 citizens

Delivers 46 public services

Challenges:

- Significant **manual processes** built around an outdated service management system
- Citizens had **no visibility** of their interactions with the Council
- Council had **no single vi**ew of customer information for request services

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Modernizing Everyday Interaction & Improving Citizen Engagement

Christchurch City Council

Solution:

- **Citizen Engagement Accelerator**: Citizen portal for quickly and easily interact via web or mobile apps when submitting service request or paying bills
- **Service Cloud**: Enables the Council to automate the processing of requests and giving it a centralized view of customer interactions regardless of channel
- **Geospatial Information System (GIS): A**llows tickets to be pinned to a specific location. Reduces the number of call backs by employees to confirm locations. Ensures tickets are routed through to the correct business unit first time

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Modernizing Everyday Interaction & Improving Citizen Engagement

Christchurch City Council

> “The digital interface we have for citizen interactions has enhanced engagement and improved service delivery. It has helped us simplify our internal processes, and enabled us to deliver better outcomes and experiences for our citizens.”
>
> Dana Burnett, My Council Program Manager, Christchurch City Council

Business insights increased significantly overnight. The Council can now **visualize geographical trends**, allowing elected members to better understand constituents’ needs.

Digitalization of processes now means **0% paper usage for field service officers**

A reduction in the request process times. **Ordering a rubbish bin previously took up to 4 weeks and can now be fulfilled in just days**

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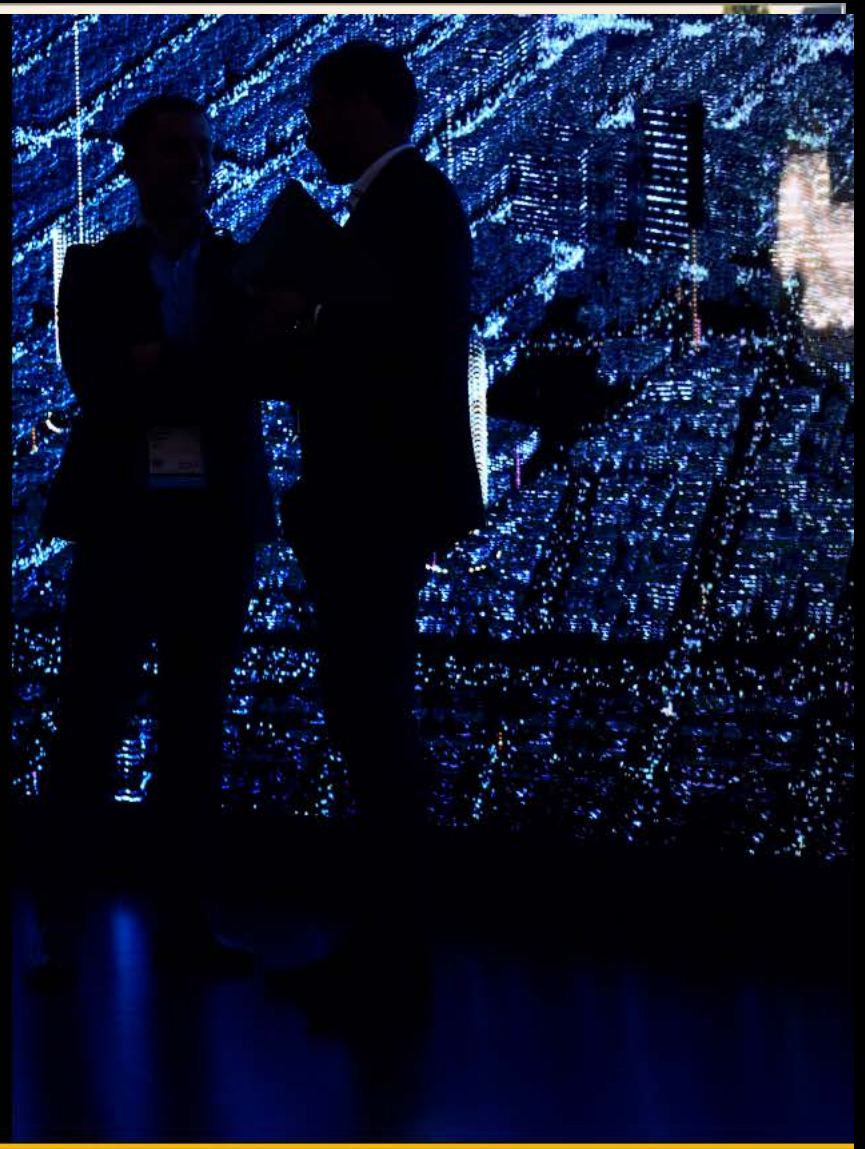
The Queensland OSR evaluated 187 million records with machine learning to predict which taxpayers may become debtors.

SAP® Leonardo Machine Learning capabilities helped the Queensland OSR:

- Make better decisions through data-driven insights
- Redefine business processes with taxpayers at the center
- Generate a 360-degree view of taxpayer needs and behaviors
- Predict taxpayers at risk of default with 71% accuracy
- Enable proactive, personalized payment plans and support for taxpayers to better meet their financial obligations
- Implement targeted campaigns to reduce levels of debt by at least 5%



"In the midst of a digital world, people want a human connection and services that are proactive and personalized. The true value of SAP Leonardo Machine Learning is the insights it provides to **enrich our taxpayers' experiences**, create a client-centric environment, and realize better revenue outcomes for Queensland."

Elizabeth Goli, Commissioner, Queensland Office of State Revenue

Queensland Government

Office of State Revenue (OSR)	Industry	Employees	Budget	Featured Solutions and Services
Queensland, Australia	Public sector	490	US$10.7 billion	SAP Leonardo Machine Learning capabilities

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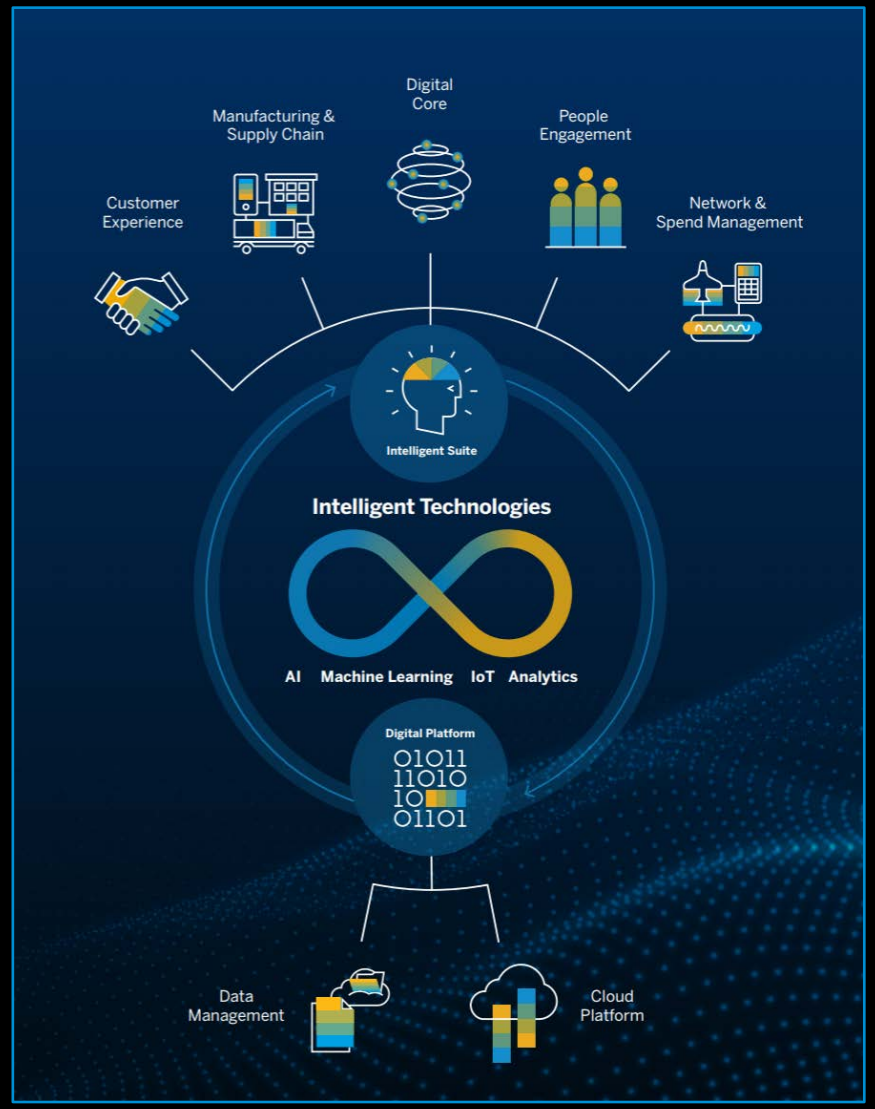
SAP's Playbook For The Intelligent Enterprise



The "Why"

The "How / What"

3 **Act**
Take action in (real) time to impact outcomes

2 **Focus**
Find correlations that matter & simulate outcomes

1 **Vision**
Gather data / what is actually happening now

4 System learns and improves over time

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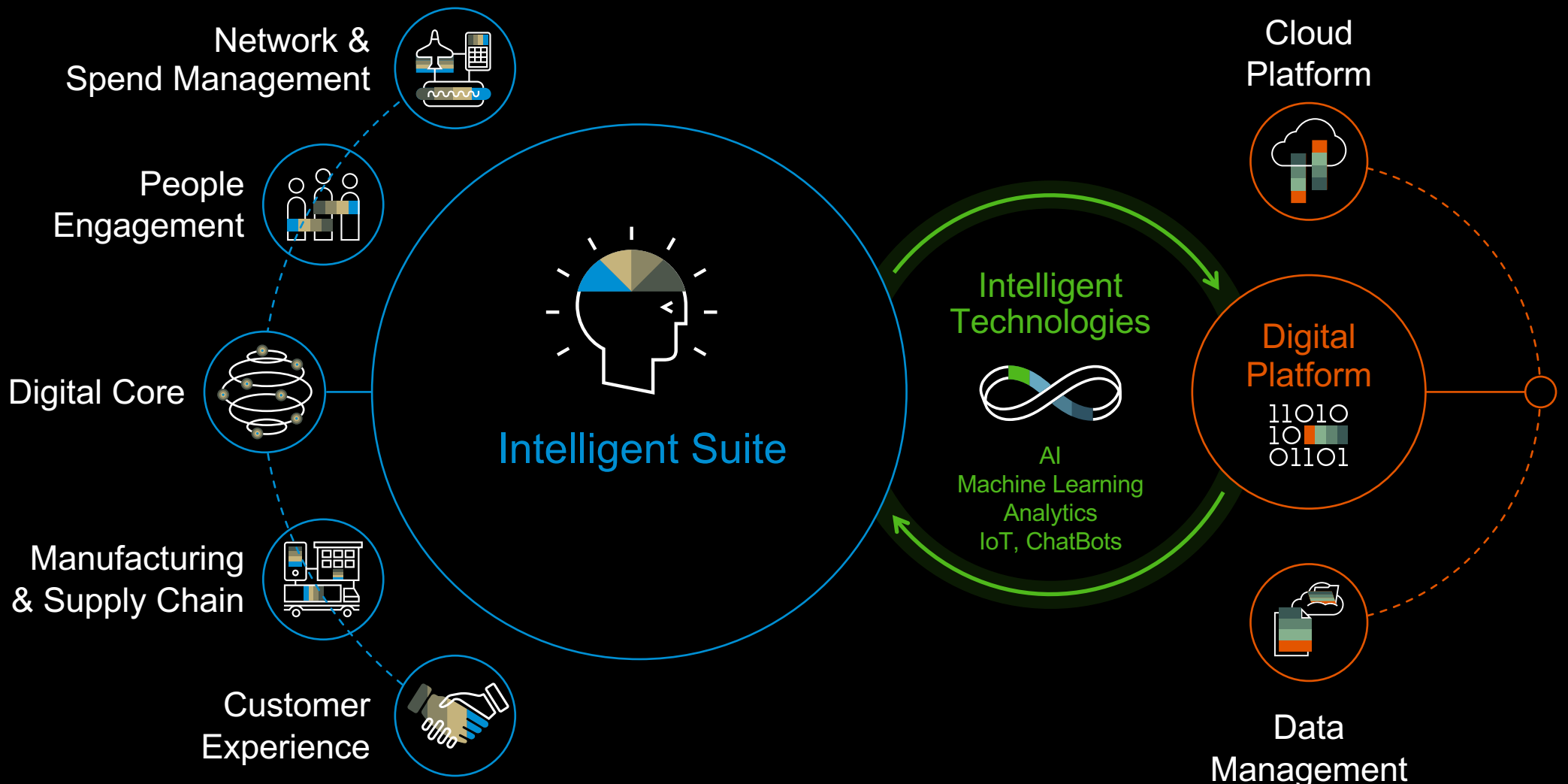
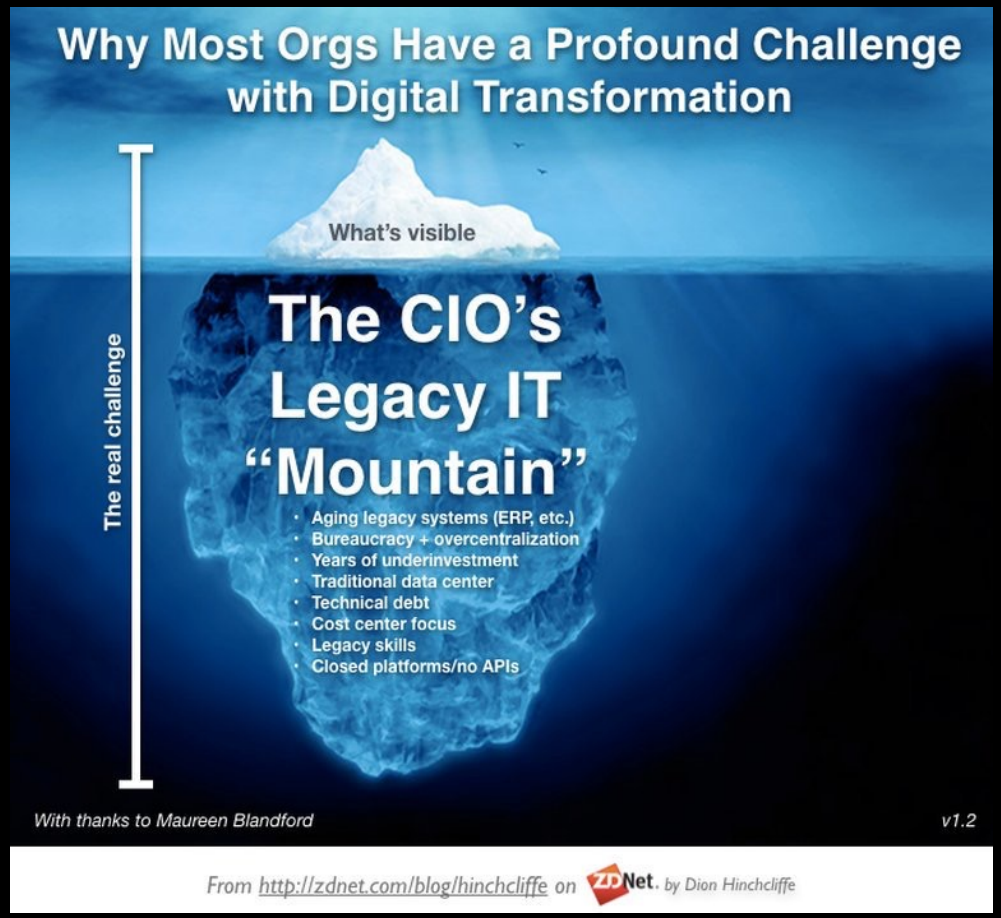
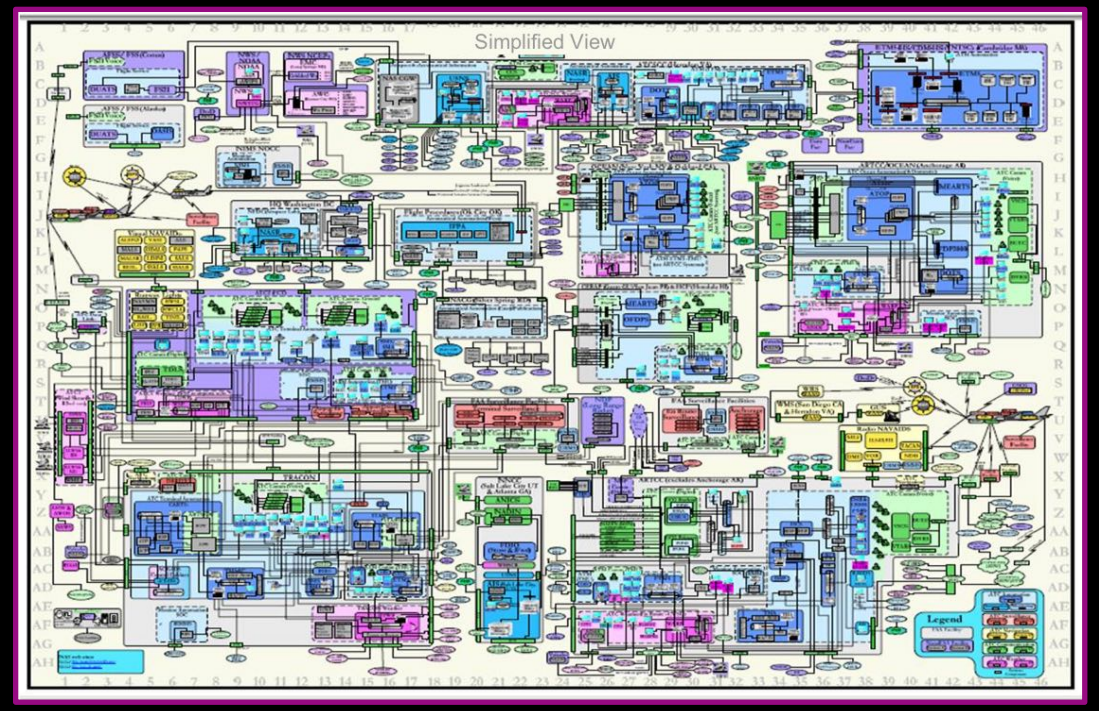
SAP‘s Framework For The Intelligent Enterprise







Complexity is IT's biggest challenge

Complexity must be conquered in order to be nimble & efficient

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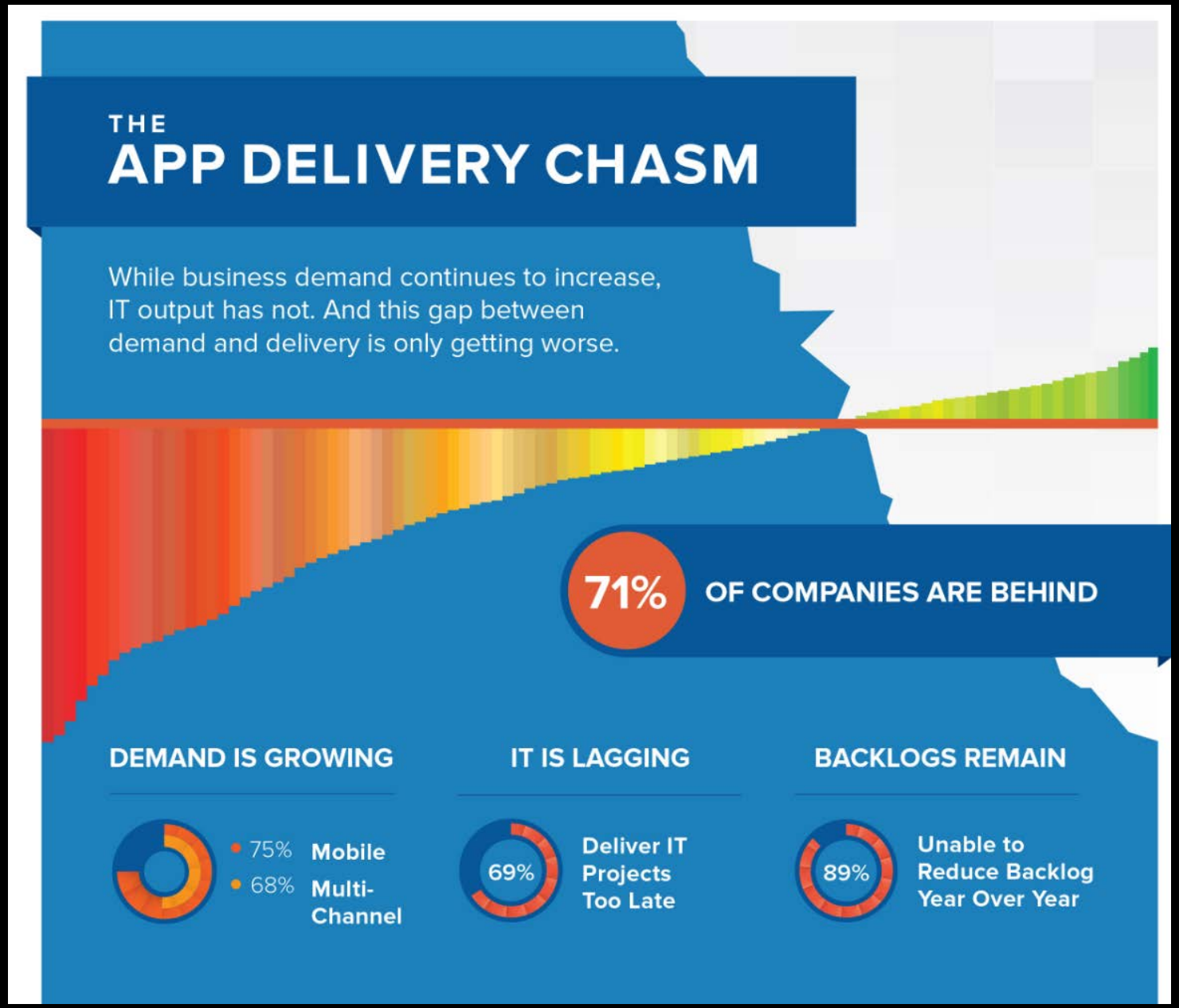

Backlog is growing faster than I.T. can deliver (today) IT spends 80% of its time keeping the lights on

Source: [The App Delivery Chasm Report - Mendix]

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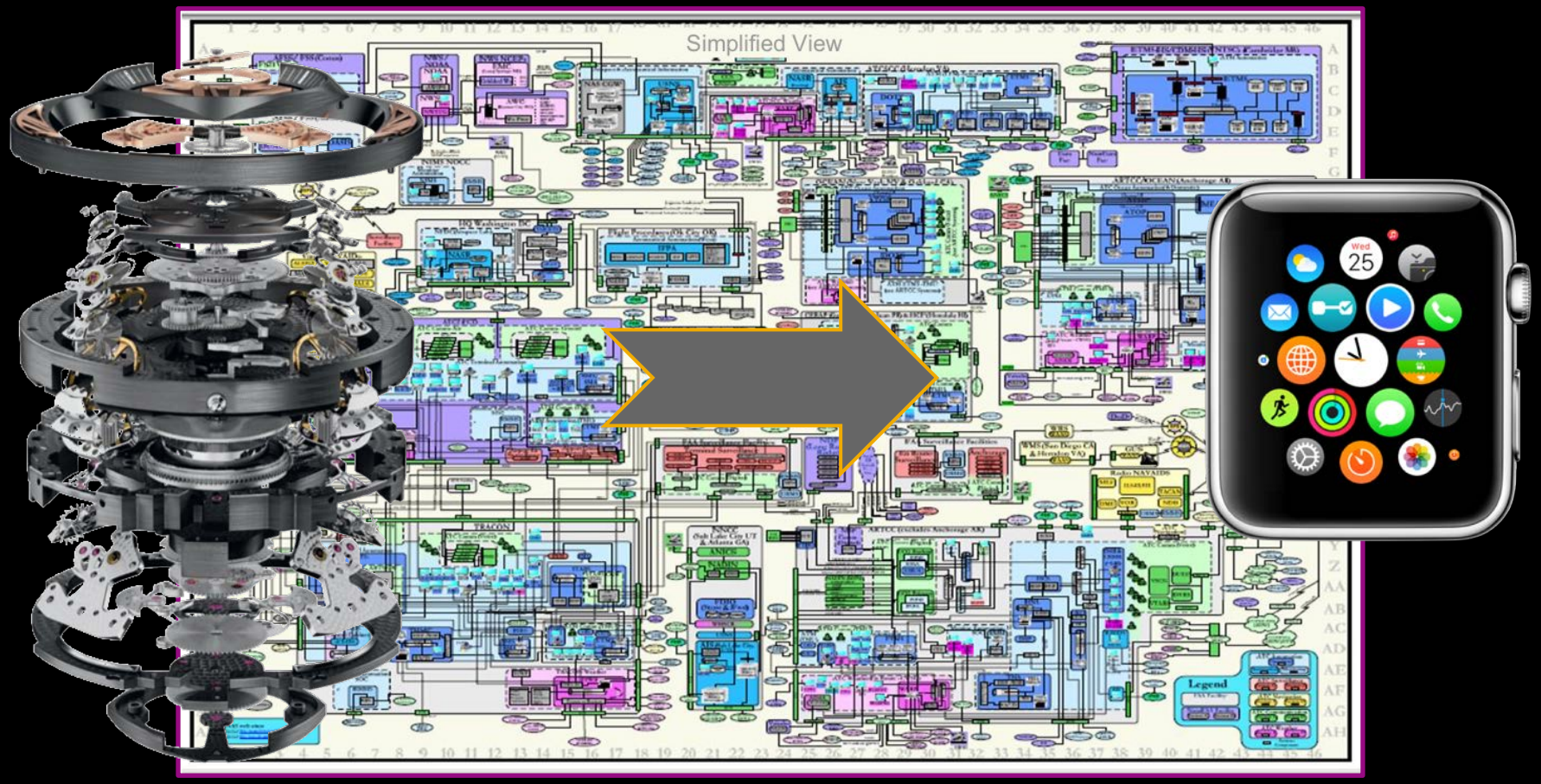

Need a new playbook for information technology

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The New IT Playbook – SAP Cloud Platform Is The Enabler

Core Functions

SAP SuccessFactors

SAP Ariba

Keep Core Systems Clean

SAP Fieldglass

SAP S/4HANA

SAP Hybris

SAP C/4HANA

Integration Suite

Application Extension

SAP Cloud Platform

Application Development

New Experiences

Innovations

Fiori Launchpad

HR Fiori Apps

Cash Application

Mobile

Innovative On The Edge

Productivity Fiori Apps

Machine Learning

Co-Pilot

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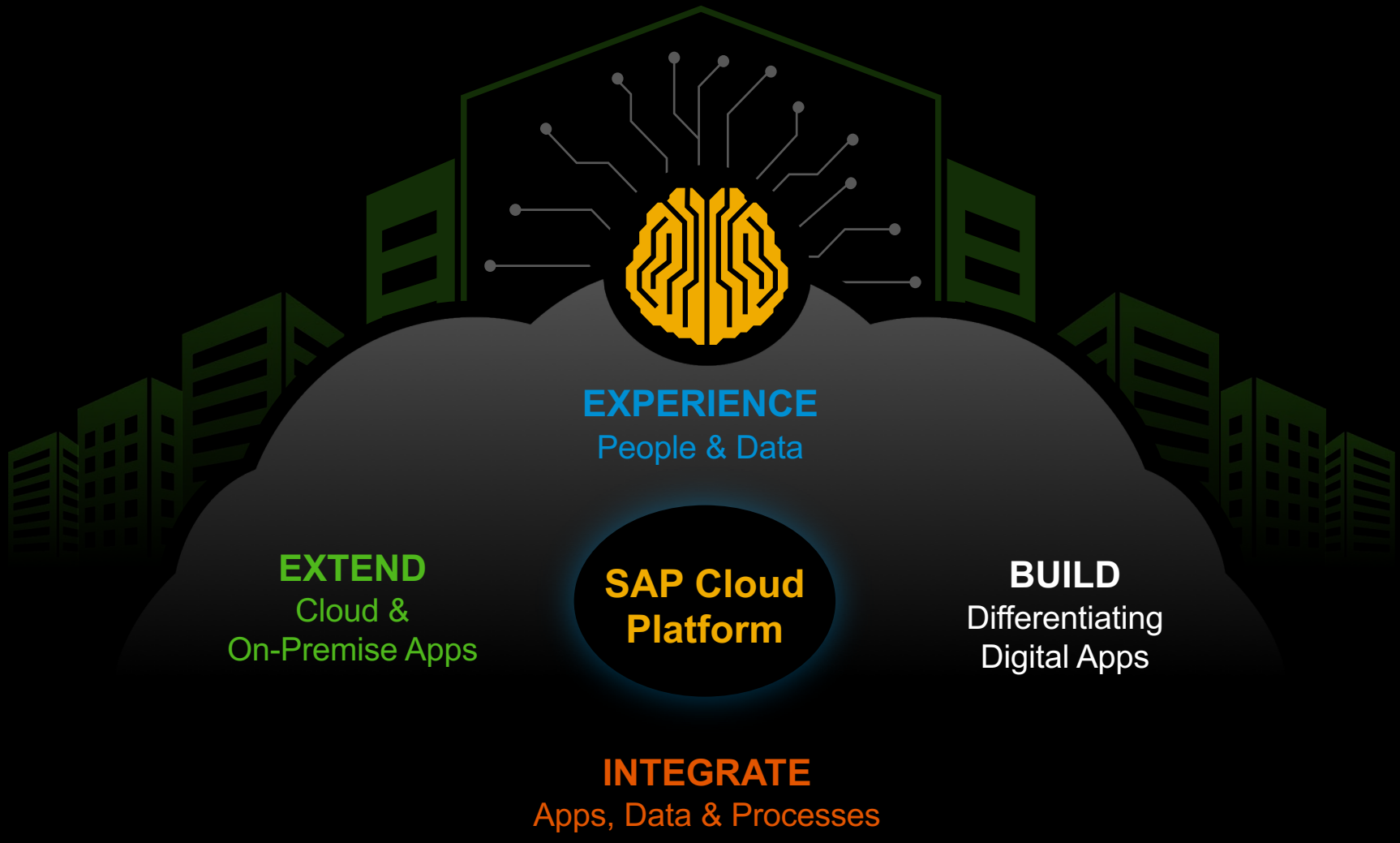
What Is The SAP Cloud Platform?



SAP Cloud Platform Capabilities (Services)

Integration

Integration Service, API Management, Workflow, Business Rules, Cloud Connector

User Experience

SAP Build, Portal service ,Fiori Cloud

Mobile

Hybrid and Native apps using SDK's

Collaboration

SAP Jam, Gamification

Machine Learning

Image Processing, Time Series Forecasting, Similarity Scoring, Language Detection

Internet of Things

IOT Services, Edge Services, Smart Data Streaming

Data & Storage

HANA , ASE, Redis, PostgreSQL

Analytics

HANA Advanced Analytics, Predictive Services, Analytics on Cloud

Recast AI

End to End Conversational Bot platform

Business Services

Catalog for API's

Runtime Containers

Java, HTML, XSJS, Python, Node.js, Ruby, Go, Perl

Security

Identity Authentication, Identity Provisioning

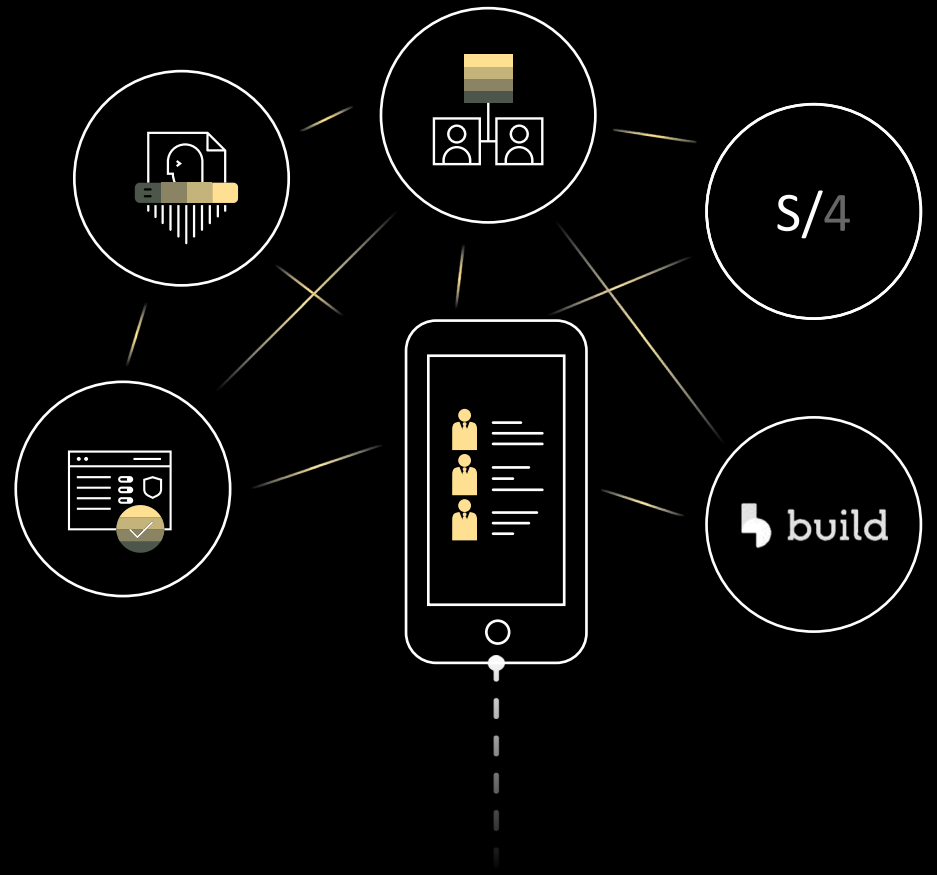
…SAP Cloud Platform In Action

ExxonMobil

SAP Innovation Awards 2018

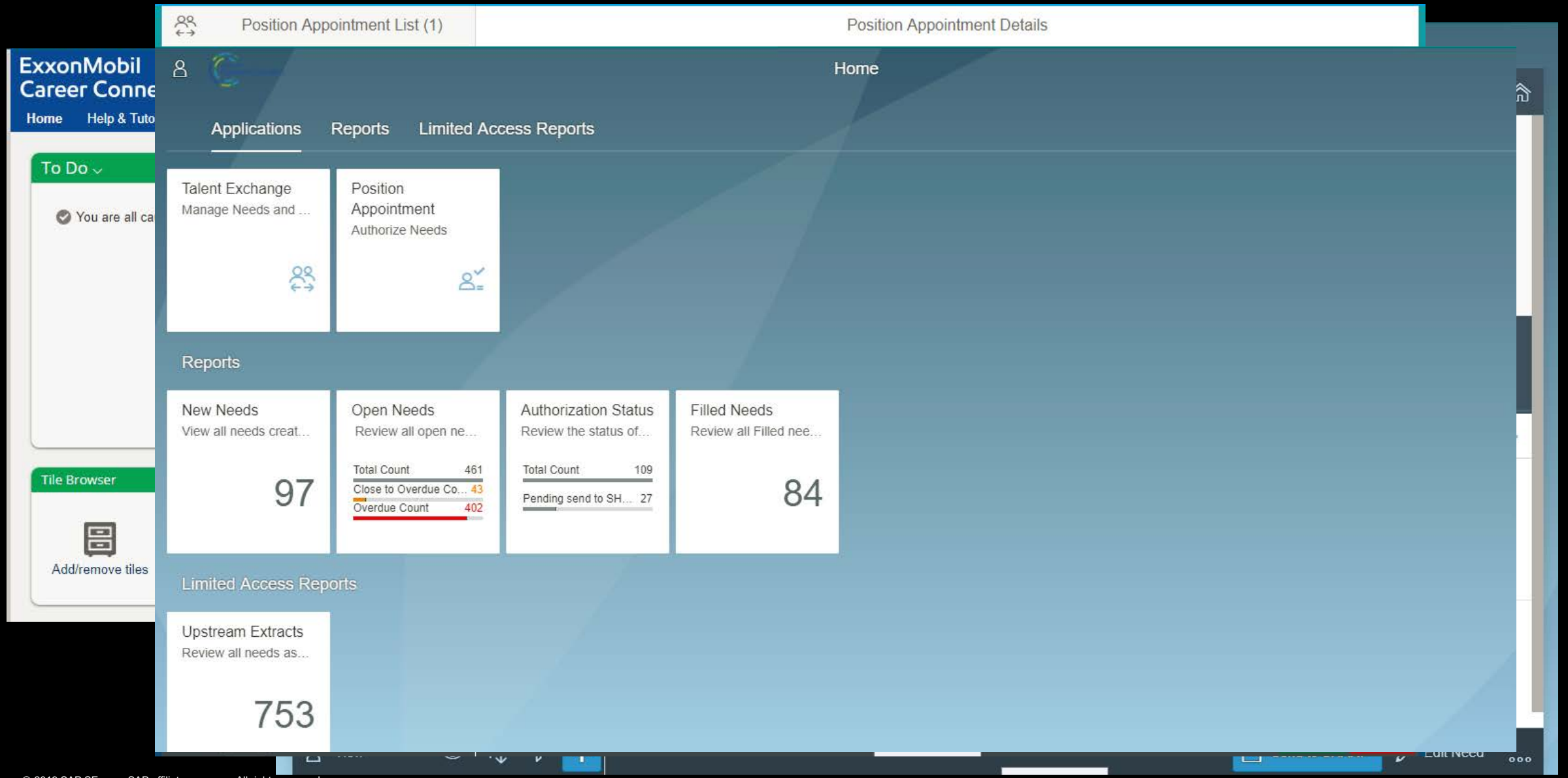
I have no doubt that we will look back and wonder how we ever conducted S&D without this type of tool.

Margaret Mattix
Talent Management Manager



Maximize employee development, enable strategic staffing and increase collaboration.

Talent Exchange In Action



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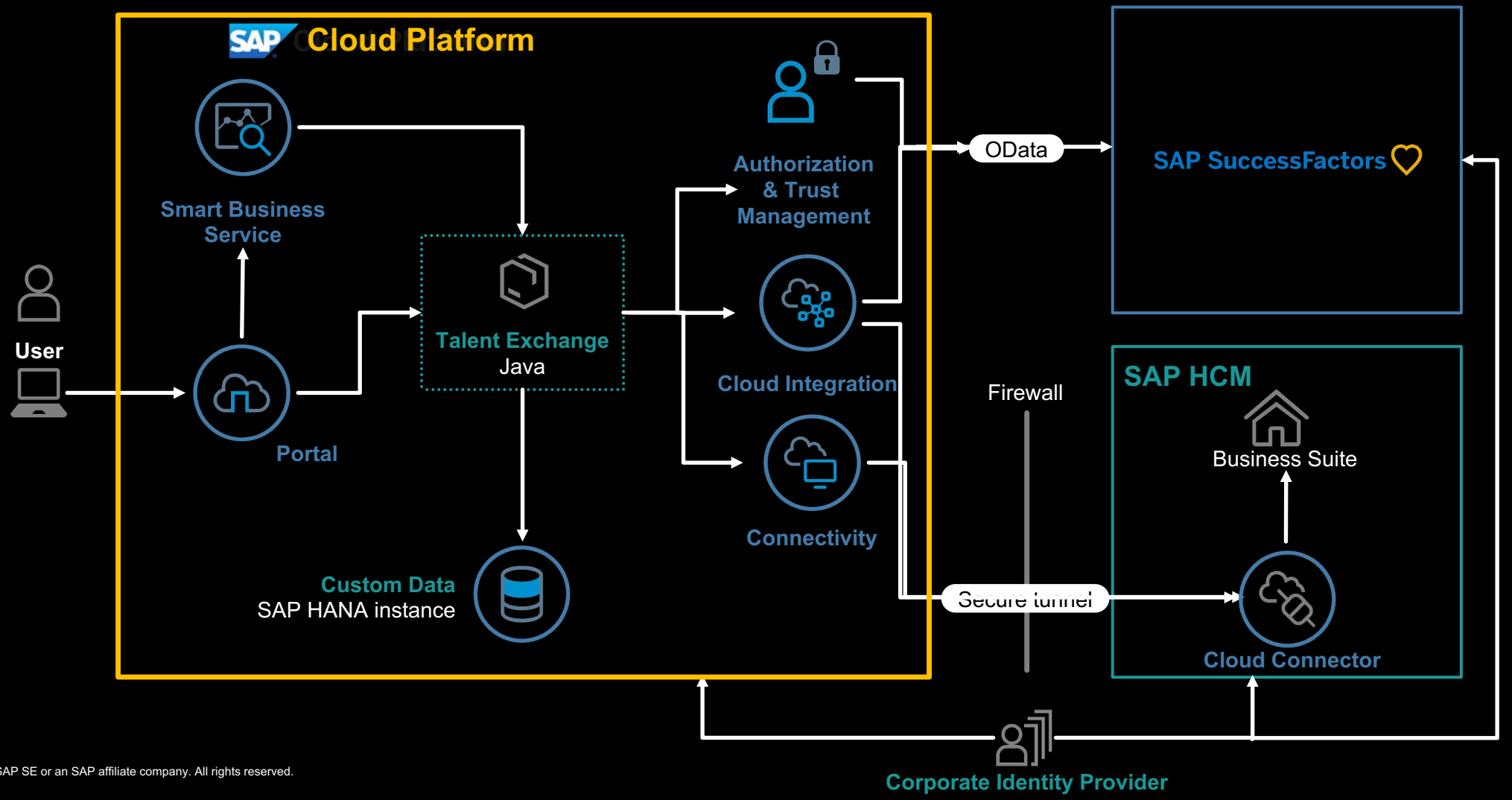
Talent Exchange Solution Architecture



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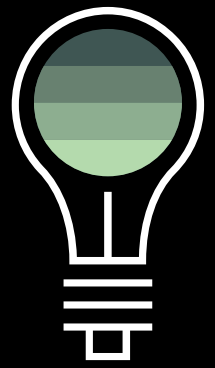
Why Cloud?



Idea

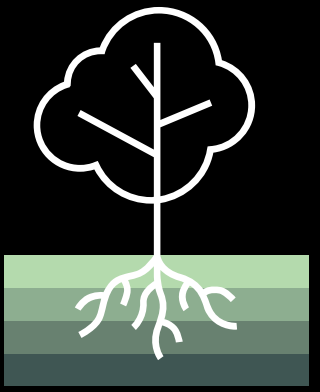
Time to market

Total cost of development (TCD)

Minimum viable product

Fast innovation cycles

Continuous delivery



Continuous Innovation

To Sum Up…

Conclusion – Innovation With The SAP Cloud Platform

Everything you need to:

- **Abstract** – Keep core pristine, secure, upgradeable

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Thank you.

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SAP Cloud Platform

SAP Predictive Service

Smart Business Service

SAP Analytics Cloud

Gamification

SAP Document' Center

SAP Jam

SAP Financial Statement Insights

SAP Localization Hub, Tax Service

Authorization & Trust Management

Identity Authentication

App Autoscaler

Debugging

SAP Streaming Analytics

API Management

Intelligent Notification 365 Email

SAP API Business Hub

SAP Banking API

OData Provisioning

Keystore

OAuth 2.0

Java Apps Lifecycle Management

Application Logs

Job Scheduler

SAP Web IDE

Feature Flags

Mobile Development & Operations

SMS Messaging

Mobile App & Device Management

Workflow

SAP Enterprise Messaging

SAPBusiness Services for YaaS

Identity Provisioning

Object Store

Performance Statistics

Git Service

Corporate Git Link for SAP Web IDE

SAP Remote Data Sync

Agentry

SAP Asset Intelligence Network

Fiori Mobile

SAP IoT Application Enablement

SAP RealSpend

Platform Identity Provider

Big Data Services

Monitoring

SAP RAD by Mendix

Feedback Service

Portal

SAP Exchange Media

Connectivity

Destination

Data Quality Services

Identity Directory

SAP HANA

Document Service

Profiling

SAP Translation Hub

Solution Lifecycle Management

Forms by Adobe

SAP BUILD

SAP Leonardo Machine Learning

Internet of Things

Business Rules

Cloud Integration

Cloud Connector

Rabbit MQ

MongoDB

Virtual Machines

SAP ASE

PostgrSQL

Redis

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