openSAP Invites, Episode 14

LEARN ABOUT SAP BUSINESS TECHNOLOGY PLATFORM WITH SAP DISCOVERY CENTER MISSIONS

Transcript

Elisabeth Riemann: Welcome to openSAP Invites. I'm your host, Elisabeth Riemann, and in this episode, we'll be learning all about the business benefits of SAP's Business Technology Platform with Nis Boy Naeve, Vice President Platform Adoption at SAP SE. He talks us through key use cases and explains how we can experience the software for ourselves by completing our first SAP Discovery Center missions. Nis Boy shares his love of all things sci-fi, his customer-driven perspectives, and extensive SAP expertise. It's a good one, so sit back, buckle up, and enjoy the ride. Nis Boy Naeve is a long-term industry expert who has held various positions at SAP SE. He offers a rare combination of strong technical understanding, business acumen, and design thinking. Nis Boy is currently working on offering the best end-to-end experience for SAP's Business Technology Platform. He and his team help customers and partners explore the business value of the platform and to quickly realize their projects. In his 25-year career at SAP, Nis Boy has held various positions from development, project and program management to chief product ownership and product management. He played an essential part in driving the UX and technology direction. He's also a patent holder and published author on user experience and interface design. Nis Boy was and is always focused on making customers and partners successful. Let's say hello. Hello, Nis Boy, welcome to openSAP Invites.

Nis Boy: Hi Lizzie, thank you for inviting me here.

Elisabeth Riemann: You're very welcome. Nis Boy, I'm so pleased you're our guest today so we can learn more about SAP Business Technology Platform and the role SAP Discovery Center has to play here. Personally, I'm a really big fan of the Discovery Center because no matter how well software is described, nothing beats practical experience. And the missions are both educational and fun, I think. And furthermore, the Discovery Center missions are often featured in our openSAP courses and also in SAP Community blogs, so I've been very keen to get you on our podcast to learn more. So, thank you so much for being our guest today.

Nis Boy: Thank you also. You're very welcome.

Elisabeth Riemann: So, to our warm-up question, Nis Boy. SAP Discovery Center has been inspired by space travel, if you could go on a mission to anywhere in space, where would you go and why?

Nis Boy: Yeah. Space, the final frontier, and actually I'm a big fan of science fiction films, so Star Wars and so on, so think about the planet of Naboo. That would be the first one I would actually think of there. But then also looking at this current Covid situation, maybe even Corazon, with this vibrant life of this kind of big city life would be fairly interesting and so on. And then probably my most favorite would be Pandora from Avatar. So that looks absolutely fantastic. But then to be fair, coming back to real life, actually, I think planet Earth is pretty cool.

Elisabeth Riemann: Excellent, I love that too. Nis Boy, last year, 2020, was a year we'll never forget, and one that brought us many challenges and lots of unexpected twists and turns, both personally and professionally. And consequently, I guess then the speed and agility of business transformation are two very important aspects for companies in 2021. So, what would you say are the top three requirements or challenges that are faced by companies who want and now need to transform their processes today?

Nis Boy: Yeah, and I think especially last year, and still sad fully this year, it's definitely something which we haven't experienced before. To be very fair, but I think the challenges are the same. There have been even the same for the pandemic. However, they become much more obvious right now through the pandemic. There as you already mentioned this kind of speed of change. I mean, before we also had the very quickly rising, like speed of innovation change. When I look back at my 25-year career at SAP, with the big innovation steps, I mean the intervals between bigger steps, they become shorter and shorter. And now having this pandemic situation suddenly became very obvious that suddenly really within kind of within a day, you need to change your complete business set up there, being kind of in lockdown situation. You need to adjust your business in order to survive. So, this really is kind of this, first of all, ability to keep up with the speed of change. So really like yeah lockdown overnight. And I think then

the second thing, we also we as humans, we need to accept these changes and the speed of change that. So, for example, kind of when the lockdown happened and so on, that people, OK, like when we look at in Europe and therefore, for example, also in Germany, we had this very bad situation in Italy and then kind of people in Germany said "Well that's just Italy, we are safe here" and then kind of really accepting no it's also coming to us.

Nis Boy: It will be affecting us. We also have to change. I think that's a very good example from everyday life. And it's the same in business life where you also do that there. And then, of course, kind of I think the first challenge when we also come kind of looking at the business world is kind of being ready, being able to adapt to that change. And I think that from my point of view, that is pretty deeply bound into technology. So, you need to have the right infrastructure in place. You need to already be on a digital journey there. So, you have to have to be able to have at least the key parts of your business to have that digitized. And then you need a proper platform actually to enable a quick and efficient innovation of your specific business processes.

Elisabeth Riemann: I think the platform, as you said as well, that's really key to really enabling this transformation and really enabling the speed as well, right? I mean, it's something that we can't ever underestimate. We learned that last year and it's showing us again this year that it's still equally as important and it's something that we need to stay with and invest in as well.

Nis Boy: Absolutely, I think the platform is absolutely, absolutely key there, and I think that is when we think about that, you have typically your core system, the classic S/4HANA, ERP formally ERP systems. We have SuccessFactors, Ariba, and to be fair, they are also known non-SAP systems in the environment there. And all these are they're stuck, they're interrelated. The complexity gets more and more, is being increased. So therefore, that's one of the key elements where you need a platform underneath it where can really adjust your business and also in a non-disruptive way.

Elisabeth Riemann: Absolutely, and I think, as you said as well, things are becoming more and more complex and we're talking about hybrid landscapes, right? So, we're talking about different vendor systems and bringing those all together and making it as simple as possible. So, this leads nicely to the next question, because SAP Business

Technology Platform provides the fundamental technology to solve many of the challenges business face today that you outlined as well. So, I'd really like to learn, how can we experience more about the power and the value of SAP Business Technology Platform for ourselves?

Nis Boy: Yeah, and I think you basically are asking here for two things, it's about, first of all, the power and then the value. So maybe let's start kind of with the power of the Business Technology Platform. And for us, when we talk about Business Technology Platform, I like to break it down to four pillars. The first one is when it's always about data. So, we need a data base with respective data management capabilities. Once you have data, you want to be able to analyze it, have all the analytical capabilities. And now looking in today's world, we have so much data, we have so many analytical capabilities. So, it's becoming very hard for us humans to be able to do all this analysis there. So therefore, intelligent technologies can help us very well to figure out what are the key essences. Where we need to focus is, how can we more efficiently extract the right data and make use out of that. So, all these elements bringing together. And then the fourth element is what we call the core of the Business Technology Platform, which we would call app development and integration or formally called extension and integration. And integration is a very interesting thing because integration is so key. The tricky thing about integration is you don't notice integration of everything is working well. So, if it is running smooth, then you don't know integration. You just noticed a lack of integration if things are not running smooth and you suddenly have strange business processes and you have to re-enter data from one form into another one and you're handling access and sending out emails and so on. That is when typically, integration is broken. And then the wide field of extension where you can adjust business processes, build up your own your own applications, put it on mobile, adjust workflows, and so on. So that's a very wide space.

Elisabeth Riemann: Yeah, and I guess they're two really closely interlinked pillars and areas as well. Right. Integration on the one hand, that has to be seamless. And as you said as well, when it works properly, we don't notice it, which is the ideal solution, the ideal situation and the other one is extensions. And they're something that that our customers also want and need to bring everything together and to be able to customize, make changes, and to bring those all together. Right.

Nis Boy: Absolutely, absolutely. And actually, when we talk about these two elements, extension integration and app development, and I mentioned that is kind of the core before. And that might be something where we also want to talk about here, because it was earlier this year when SAP made this announcement about the SAP Cloud Platform, the name of the SAP Cloud Platform being sunset. And we typically have a lot of confusion and requests from customers on that. So, what platform? Before last year, you were talking about two platforms, now you sunset the one there. Now, let's be very clear about that. We are just sunsetting the name SAP Cloud Platform. The key capabilities, especially these extension integration capabilities, they remain, and we all put it under the umbrella of Business Technology Platform. And that name was also out that we were talking about it also for over a year, a year, and a bit longer about it. So really, don't be worried, it's just kind of that we focus on the name Business Technology Platform. That is our branding and I'll tell you later why I love that name.

Elisabeth Riemann: Ok, and I think that's really good and I was going to ask you otherwise how SAP Cloud Platform fits into the mix here, because previously we spoke about integrations and extensions and it was always under the umbrella of SAP Cloud Platform. And last year we had a platform on a platform so that was the Business Technology Platform on the one hand and SAP Cloud Platform. And I think that confused many of our customers. And so, I think it's really good now that that clarification is there. I recently also listened to a podcast, SAP Integration and Extension Talk, this was formerly the podcast known as SAP Cloud Platform, and it's in Episode 68 where they explain the sunset of the SAP Cloud Platform term. And they also focus on all topics related to SAP Integration Suite and SAP Extension Suite. So, I guess I would really recommend Episode 68 of SAP Integration and Extension Talk there to anyone who's interested as well.

Nis Boy: Sounds like a very interesting one, definitely coming back to the second part of the question and how do you learn about that and what can be there? And to be fair, we have many great ways of learning about Business Technology Platform, as well as other aspects. For example, like just this week we had a great event. It was an Enterprise Architect Summit organized by ASUG, a three-day virtual event last year, and that was actually my last business trip. Exactly one year ago we had the same event in Philadelphia. So that's always cool when you have that kind of can meet people face to face now in a virtual way. And you kind of have these sessions lined up, you can

pick the ones, you can talk to experts. And that's the next thing there, talking to experts, expanding your network, attending workshops, and so on, or talking and listening to partners. So, these are all great ways of learning about that. And then we have many more, probably more kind of if you're kind of more have to do it more by your own so with digital channels. So, blogs are a great channel. We have, of course, all this great online help, including learning journeys. There are tutorials, especially focus for developer on our developer community out there, and then the community itself there is broad spectrum of where you can also connect to people from other customers to partners and other experts also outside the SAP company there. We have options like guided answers, which are product specific, give you a nice insight there. And then we have the more technical resources like the API Business Hub, the Service Catalog, and so on. There's a large list of customer stories out there. And, and we will come to that pretty soon, there we have the so-called Discovery Center mission, which I believe have somewhat a special situation there. But maybe before we go into kind of the details of that, I promise you that I'll tell you kind of why do I love the name Business Technology Platform there?

Elisabeth Riemann: Yes, please tell us, why do you love it?

Nis Boy: And that is because it's a B. Not only kind of my second first name starts with B, but I love the B because it focuses the be the business of the Business Technology Platform. Because actually, to be fair, kind of typically when we talk about technology platforms and when we start talking about, just like the two of us there, we talk about technical capabilities, great. We can do integration and extensions. We have intelligent technologies and all these aspects. But in the end, what is it? How do we bring the business aspect in there? And therefore, create business value in? By using a business technology platform. And I think that is actually by actually creating business value. And that typically is that you realize specific use cases, being that specific steps within your business processes, being at whole business processes, being a new element out there. And therefore, I think that is something we should definitely look deeper into. How do you realize such use cases? How do we identify those use cases? And first of all, also make sure what are the right use cases for you?

Elisabeth Riemann: I think that's key and it's as you said, you know, it's putting business right at the heart of what we do. And I think, you know, we can be very much

in love with the technologies, the services and everything that we produce. But I think we always have to remember that our customers are using it because they have a business to run. That's why we have the platform. I'd like to bring our conversation now to the Discovery Center, because I think this provides quite a unique way of getting real hands-on experience of the SAP Business Technology Platform. Can you tell us more?

Nis Boy: Yeah absolutely and I think you already phrased it. This is kind of is a very special situation there. And within the Discovery Center, we have two key elements and that are the missions and the services. But let's start with the mission part, because I think that is which is the more directly, more obviously directly related to the business side there. And when we talk missions there and we started with kind of mission into space. And that was actually the original idea we had behind it because kind of yes, we want to all accomplish a mission as we are on a mission that's kind of, in a way, a nice term out there. But for now, I don't want you to think about the mission as the space mission but think about if the mission is a use case plus. And I talk about later, what's the pluses? But let's start with the use case part, because that is, as we just said before, that is how you can actually realize the business value by bringing in and kind of realizing a use case. And therefore, we but typically, I also like to consider this kind of the What, what is it, what you want to achieve, what you need to achieve? What is your business challenge? What would you require or what you would you want as an outcome? And how what would the solution look like? And then typically you're also very often interested in, well, what have other customers done to achieve that? So, what can I learn also from other customers there? And then so digging deeper into that, then we very often come and it's one of the next questions customers then typically have.

Nis Boy: What do I need to do? How does it fit into my landscape there? So therefore also, OK, this is also something. I have these systems running up there. Now I need to adjust, do I need to buy something new, how do I do that? And so on. So, this kind of landscape fit and so on is a very obvious one and then, very closely related, OK, what are the components are required to do that? And then of course also very, very often and very early in the mind of the customers, what will that cost me? So also making sure, OK, am I able to afford that? And that is typically the point of time where then customers make the decision. OK, yes, first of all, I found the right use case. That is what is helping me to increase the business value I really want.

Nis Boy: So therefore, probably making a decision. OK, yes, this is what we need to do. And then the second part comes in and then now we come to the plus part where I said the mission is a use case plus and that is the How part. So how do I make that happen there? So, also, I know starting with learning assets, what do I need to understand it and kind of learning the right elements. Typically, it's about applying new technology. So, I also have to learn some new skills and so on. So, making sure that I find the right asset, being it reading a blog, maybe it's a learning journey, maybe it's a tutorial, maybe it's just a video. Or maybe I just need like two sentences to read and then I fully understand it. And then based out of that, and that is where we really see a lot of customers really being very positive about it, because customers always asked us for guidance. How do I do that? What is the best practice and how can I achieve that? And that is actually really the core part of the How part of the mission. There we'll say, OK, we give you a best practice guidance and we have that in form of the project.

Nis Boy: And think about it like a Kanban board. We have specific phases like the first phase, the introduction phase. We also learn about, kind of confirm the use case, and so on. And then we guide you step by step through these elements. And those are kind of the key elements there. And then we have tons of elements within this project, but we probably come to that also in a minute on that. But then by doing that, that is we can really self-run that. But we don't really want to leave you alone and very often, to be fair, I kind of also, when you're new to the topic, you might run into that, "Well, I have a question to ask" and so on. And that is then we'll actually link you up and hook you, for example, to the community. And you don't have to search for the community. We immediately link up the right community where you can connect to other people, ask your question, and so on. If the community is not helping you, we very often have for our missions also experts available who actually call themselves typically coaches and who you can contact in case you get stuck in there.

Elisabeth Riemann: I think that's a brilliant aspect of the Discovery Center, that when you embark on a mission, you're really not left to your own devices, but you do have that SAP support. So the product experts, the people who've maybe written the mission, in some cases, they're actually available on hand to give you that practical support, to really make sure you have this kind of success story that you've really implemented, something end to end. You've understood it, you've grasped all the different touch

points. And there's not really success aspect at the end of it. Right. That's really good with the support.

Nis Boy: Absolutely there, and I think it's also a nice way where customers can really kind of really work on the pace, they want to do it on their own. So, nobody is giving the pace. They can really decide how they do that and so on. So, we give them all this help. And it's also a nice balance looking also know at the Covid situation. I mean, it's showing kind of we need to find the right balance of digital ways and then having still kind of the human face to face touch then, this is kind of customers can really select the right balance for themselves here.

Elisabeth Riemann: I think finding the happy balance is really key there, isn't it? And if we look at the landing page of the Discovery Center, it's broken essentially into two different catalogs. You touched on this a little bit, but I think we could maybe discuss a little more. One is that the Mission Catalog and the other one is the Service Catalog. Can you just summarize a little bit for us how these two differ from one another and what they entail?

Nis Boy: Yeah, very good. Exactly as you said, like the first big entry points mission catalog service catalog and I said kind of mission. If you're not sure what the mission is, remember, kind of it's a use case plus and so on. And so, for example, when I talk to customers, I typically see, like, two ways of working. The first way of working is people who have a specific problem in mind, who want to kind of create a big business value that very often like people in the line of business approach it. People say, look, we need this and this from you. This is typically very closely related to a use case. And for those people, actually, I would recommend starting with a mission catalog and then you can browse through the use case list, their various ways of filtering that, search options, and so on. So, make sure you find the use case, which is actually exactly fitting your specific requirement or at least close to that. And then you can go through the details, as I described before, look at what other customers have done, and you can tweak it to your specific needs and so on. And that is how you can get start on your innovation journey and realize that use case. The second element of the Discovery Center, the service catalog, is what I would probably look more at, being a bit more creative way of driving innovations. And we are now in the podcast, but in a video situation, I would show, you know, some Lego bricks here and typically think about these.

Elisabeth Riemann: He has the Lego bricks there!

Nis Boy: And think about kind of back when you were a child and playing with Lego bricks, you had this kind of pre thought things, but then very early you would jump in what else can I build with these environments, with these elements? And that's actually the same when you think about the platform services for that great platform services. What happens if you combine them in your own specific way and thinking about that, being creative there and by that deriving some innovative stuff which also differentiates your business from that. That is where the service catalog entry is a great one. So, you can browse through the services, they can find specific criteria, look through it, find details in there. What is it? What are technical capabilities. But and I think that's also pretty cool within the services, we also connect what we call related missions. So, we show you the missions who make use of that specific service to give you an idea what use cases have been already realized with those with those services and give you another entry point actually to start your innovation journey.

Elisabeth Riemann: Mm hmm. And I think it's like you said earlier as well, it's when you're setting out, you really want to know how other customers that have implemented similar use cases and really learn from their experience as well. So, you're not starting from complete scratch. So, I think that's really good there, too. Also looking at the landing page, there's a control center within the Discovery Center for users to really aid the usability side of things. Can you explain what the control center is for and how it supports someone who's embarking on a mission?

Nis Boy: Oh, yeah, absolutely, and the control center is once you've started a mission there. I mean, we first of all, typically you start you're not being logged on. You can browse and then you actually find most of the information without being logged in. But once you're working in there and I would think kind of in a mission, let's come back to this kind of space analogy out there. So, we are in our spaceship and this is our mission and I have the cockpit of the spaceship to steer my specific mission. Now, the control center is your control center to control all the missions you're running out there. Also making sure kind of are kind of the missions are in sync, are in line, and from there, OK, OK, I need to continue working on this mission, these are the next steps. So, it's really giving you the control of all the things you're doing together with the Discovery Center.

So, it gives you a nice and very quick access and it actually adjusts also to the way you're working. So, the content you've been touched, and you've been working on that is presented there to you and really focusing on the things you should be aware of and you need to do.

Elisabeth Riemann: And I think there are some aspects of gamification in there as well, right, with badges and things that you can earn so you can imagine you're kind of there in your spacesuit and you kind of getting more expertise and you can really build on that.

Nis Boy: Yeah, absolutely, and you can rank up there, so it's also kind of based on kind of science fiction world it's actually there. But I also not a pretty high level there because I started so many missions by doing that and completing missions and so on. So overall, kind of the expertise and so on. So, yeah, hopefully that was that will also enjoy. We thought that was a great way of also bringing a bit fun to the game, into the work.

Elisabeth Riemann: I think fun is important as well and it's really good that you can track your progress within the control center itself. An additional question that I have within that context, when you're on a mission, can we adjust and tweak missions? Is that possible?

Nis Boy: Yeah, absolutely, and I think that's a very important question to ask, because that is where often the kind of misunderstanding is when you look through those use cases and so on, and they are very well defined. They're very specified. We have customer stories. We have all the details. And then as a customer, you might say, well, yeah, it is, but it's not 100 percent. So. So, yeah, that is exactly the key point of that. If it would be always the same 100 percent mission and use case would be always working the same way for all the customers, then we wouldn't need those missions and we could very simply make it part of our standard delivery. And I think really the key element in really driving innovation, also thinking about digital transformation, is making sure that you as a customer, that our customers realize the use case in their specific way, also realize the use cases which are specific for them. So therefore, it's, of course always possible to adjust the use case. It's just giving a good starting point. It's always easier than starting somewhere on the greenfield if you have something to start for and tweak it and adjust it. So, for example, when you think about this project board, all these

specific cards, you can get cards, you can remove cards. So therefore, adjust the steps, you can modify them. You can also add more services, delete services from the mission and so on. So that is really in the end, once you start a mission, you get a personal copy of that, which is really fully up to you. You can fully flexible work with that the way you want to work with it.

Elisabeth Riemann: So, it's amazing, then, that you can really tailor it to your own requirements, then you don't need to take something as a given. It can really be adjusted tweaked to suit your own requirements. That's a really, really good. While we're talking about missions and services and how to get started, I am interested to hear which are the most popular ones?

Nis Boy: Yeah, that's also a good question. We actually we regularly track that also there and the absolute most popular one is probably not a big surprise when you think about it, but it's actually Getting Started with before it was SAP Cloud Platform, now it SAP's Business Technology Platform, setting up kind of the basic structure like enterprise and the accounts, and so on. That is what every customer actually has to do once he's getting started there. So therefore, I think it's also a great way of, first of all, being quick, because I think the mission really speeds things up for you and it also to help to understand how to work with missions. And it's also nice starting point to continue working at the Discovery Center, working on further missions, and then looking kind of then the next kind of popular missions are kind of like about extensions. So, for example, right now we still have many customers on an ERP basis, and they want to extend that with the Business Technology Platform. And I think it's also important to know and to understand that even on-premise systems, and we still have many systems running, can be extended and leveraging the power of SAP Business Technology Platform. So, of course we also provide missions for that. And then we have other very popular missions like automate data extraction from business documents, leveraging artificial intelligence, and other side by side elements, or setting up an event-driven geo marketing, which actually is adjusting workflows and so on. So, it's a long list of machines which are run on a very nice way and very often.

Elisabeth Riemann: Some really great content that we'll also include in today's episode show notes as well. Nis Boy, you're very experienced when it comes to SAP Business Technology Platform and the Discovery Center, and so I'd like to ask, how have you

found in your experience, how does the Discovery Center really help speed up the digital transformation process?

Nis Boy: Yes, first of all, I think it really does speed up. That's actually why I also put kind of me and my team, we put so much energy into that and maybe kind of let's take an analogy and not too far away when you think about it, digitalization, and digital transformation. I think, first of all, digitalization is a prerequisite for digital transformation. And we probably do a just a podcast about these differences and kind of what are examples going into that and so on. So, and I think kind of one of the prerequisites in business is that you have at least digitized your core business processes. The good news is if you're running SAP products like S/4HANA, ERP before, SuccessFactors, Ariba, Fieldglass, and all our products, actually those parts of the business you have already digitized. But now, that is a good starting point, you can even transform it. But you really if you're asking if you want to be able, like we said in the beginning, this kind of quick, non-disruptive way, that is where the Business Technology Platform jumps in. And there and that's for the Business Technology Platform I really see as a key enabler for enabling your digital transformation. Now, how to make best use out of that and being kind of not having kind of the platform in place, but also really being fast and the execution out, think about kind of what we just talked to you about these kind of missions, these kind of complete enablement packages with all the elements in there making sure kind of you can make sure it fits to your needs. You can adjust it, you understand kind of what you need to do, how to do that. You get all the relevant learning assets and only the relevant learning assets, so you don't have to search for them. You kind of get really, in a nice step by step wise. Learn what you need, when you need to learn it, and get directed to the right tools and configuration steps and so on. So actually, what faster way of implementation and realization can there be?

Elisabeth Riemann: That's so true, it's so it makes it so easy when it's like one central entry point and then you have easy access to all the different assets and also people to help you as well to complete the missions. And Nis Boy, what's been the customer feedback so far? I guess you've had some conversations with customers to find out what they've been doing about their use cases, about their success stories. What can you share with us there?

Nis Boy: Yeah, absolutely, and I can tell you we've got some very positive feedback out there, but before I kind of like being proud of the positive feedback, let me point out one element. I think customer feedback is absolutely essential. Before me and my team we were driving this platform adoption, especially with using the Discovery Center and creating missions and all those elements. We were very playing an essential part in SAP's user experience journey. And one of the key things we learned is how important it is to directly work with customers, understand what they want and what they need. Always a big difference also. That's a very good. So therefore, of course, we are constantly asking for customer feedback and actually we are constantly working with them. First of all, we get, of course, direct feedback when are working with them and interact with them. But we are also setting up specific initiatives like doing usability tests, also during workshops and so on, and get all this feedback and so on which we put back into the product. So, for example, in November last year, we launched the second version of the Discovery Center 2.0, which was based on a lot of customer input there where we better understand the ways customers were working, making it easier, making it more smooth, really having this smooth workflow there, optimized and adjusting more and more. And to be fair, that journey never stops. So, we are always continuously working on them. We just launched another customer engagement initiative to be there on the rise and understand that. Concretely, we got very positive feedback there. We are doing a lot of roll out activities. So, whenever I present the concept, our customers love that and so on. And after such events that we always see also a spike in numbers of people kind of visiting and starting those missions and which is always very good. So, so maybe this podcast, I'm pretty sure this podcast will also give us another spike there and so on. And that also don't be shy to give us your feedback there. First of all, on the way, you're working that, but also on the content. Also, if you are missing a use case, we'd be absolutely happy to hear from you. And maybe that's the next one we will then create.

Elisabeth Riemann: I think that's so brilliant that you say, you know, customer feedback, user feedback, so important that it's continuously fed back into the Discovery Center, to improve the usability on the one hand, but also to grow the portfolio of missions and services that you provide there too. So, that's brilliant that it really is for our customers and for our learners there. And on the landing page, Nis Boy, there's also a section that includes information aptly entitled Explorers, which I also think ties in

nicely with the space exploration theme as well. And these are customer stories. Can you maybe highlight a couple of customer stories there as examples for us?

Nis Boy: Actually, these customer stories, and like I said before, like, that's always the first thing on at least one of the top three things customers ask, what have other customers done there? And learning to that, I'm also working a customer, a couple of customer counsels, and they were brilliant because their customers exchange and learn from it. And so, therefore, these customer stories are absolutely key, what our customers want or are allowed to share their story with us. So internally, they talk very often to us about they're sharing it with other customers, party being in a competitive situation and so on. So therefore, we don't get all the customer stories we would like to publish there. But of course, we fully value the confidentiality with our with our customers. But we have some great stories. Let me give you one example and only one, because otherwise I would never stop talking about this year. But looking back.

Elisabeth Riemann: One is good.

Nis Boy: Looking at this Covid situation, we had like the Parkland Hospital there, who actually got a bit overloaded on the call center line with all these requests on Covid and so on, and worried citizens calling in there. And they then implemented one of our chatbots there, which asking kind of the most commonly asked question and putting that in line, kind of, which actually helps. And they also got some pretty positive feedback of people. That was much quicker than waiting in the line until I finally got a person in there because the main questions were actually directly answered there. But maybe before going into other customer stories, I would really like to invite you to explore for yourself. As Lizzie says, go to discovery-center.cloud.sap, go to the missions and there, already on the missions. They are visualized on tiles. You find customer names in there and by clicking on the tiles and there there's a tab called Customer Stories where you can very easily and nicely explore those customer stories already in the context you might be interested in. Very soon, we will also add the customer stories to the service catalog. So right now, we just started about the missions side on that. So also, kind of the other entry point, our service catalog. When you go to the services, there we will also very, very soon and I'm typically looking at this kind of roadmap, technically not allowed to tell you the exact date, but it is very, very soon there.

Elisabeth Riemann: So, watch this space, we should go to the Discovery Center and keep checking the content there and see how the cosmos is being enhanced there with those, there's different aspects. That's brilliant. And the thing I was going to jump in and say as, well, it's probably a good point if we're encouraging people to go straight to the Discovery Center and get their own hands on experience in working with the software, we should point out it's free to use. Right. It's.

Nis Boy: Absolutely, and I think that's a very important point, and that was one of the let's maybe call that funny things, we found out through our usability tests that people were reluctant before kind of you got the Discovery Center, you're not logged in. And then at one point in time, we encourage and ask you to start a mission. And actually, we figured out that many people were reluctant to press this button, Start Mission. What will it cost me? Do I have to commit to something, no nothing at all, it's just kind of making things easier. From there on, you have your personal environment, so you benefit from it. There are no license fees applied with that. Of course, when you realize the mission, you will have to consume some of the services and so on. That is worth some license fee, where that applies. But they are not coming through the missions actually, coming through the actual consumption of SAP services and applications and so on. And there's also no commitment. You can also completely undercover. If you don't want to be contacted by anybody, nobody will contact you. So that's very easy. But on the other hand, if you want to be contacted and want the help of, for example, our experts, they're absolutely happy to help you.

Elisabeth Riemann: And I think that's such a brilliant opportunity, right, to try the software free of charge to a great extent and to really get that hands on experience as well, because it's free and essentially open to everyone then, who exactly is working with the Discovery Center now? Who's working there? Who's doing the missions and creating content? Can you tell us more?

Nis Boy: So, we have a large amount of people who are actually creating that. So let's start with the SAP side of things, because here we have like people in product management, product owners, but also, for example, I recently hired some consultants, our internal SAP consultants, to create missions from the project they've done with customers there and put that out there that also other customers can benefit from that. Some of you might have heard of our SAP AppHaus offering there where we offer a

very kind of specific design thinking approach, very innovative ones. And those people are putting more and more about their projects now into missions there. So, so we have many people who actually create that. We also have our service organization like Preferred Success and Enterprise Support to also create their offering and offer that as missions. But I think one other very important and key element, our partners out there who also create missions there. And I think that is a great expertise because partners very often have very specific business-focused knowledge, which we at SAP don't even have there. So therefore, having partners in the game, it's brilliant in there and it's also great for the partners because so that they get a very good and direct connection to customers who are interested and looking for some expertise in the specific area. So, it's a win win situation for everybody because we can really connect the people who need to work together.

Elisabeth Riemann: Absolutely. So, Nis Boy, I think as we start to wrap up this episode now, can you maybe let us know again, how do we access the Discovery Center? How do we register and how do we get started? What kind of steps do we need to do immediately after listening to this podcast to get to work with our missions?

Nis Boy: Ok, I mean, the easiest thing is, and I think it's easier to remember discovery-center.cloud.sap. No .com, we've got our own our own brand there besides that, so that if you don't remember that, you can always Google for Discovery Center SAP you will find it immediately. And I think one.

Elisabeth Riemann: We'll put it in the show notes.

Nis Boy: And I think once you are there, it's easy enough to also get some guidance, start browsing through the missions, if you want to kind of look at the use cases. Plus, as I've told you, if you're looking more for the technical side, start looking for start browsing at the services and so on. And once you're ready and there, you'll be easily guided through that. So, starting a mission out there, if you press that button, we ask you to log on. If you don't have a user, you can easily create a user with your email and so on. If you already have an SAP user, you can reuse that, of course, and so on. So, I think it's fairly easy.

Elisabeth Riemann: I think it's fairly easy and we'll include those important links in the show notes, so there's no excuse for not going and trying everything out. OK, Nis Boy to conclude today's episode. Please, can I ask you to summarize three key aspects of SAP Discovery Center for us?

Nis Boy: Yeah, that is now kind of coming bit to the elevator pitch, which is always very tricky to put it down into a very few words out there. As a condensed version, I would say like it's tangible use cases with a self-paced guided implementation for rapid innovation.

Elisabeth Riemann: I like that. That's really good, in a nutshell. Very good. Nis Boy, thank you so very much for being our guest today. I think you've truly awakened our curiosity and the explorer in each and every one of us. So, I think that we are now well and truly mission ready.

Nis Boy: Thank you very much for giving me the opportunity to talk to you. And it has been a pleasure talking to you about the Discovery Center today.

Elisabeth Riemann: Thank you. Thank you for listening to openSAP Invites. If you enjoyed this episode, please share, and leave a review and don't miss your next invite. Subscribe now.

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