

IBM Consulting Application Management Suite for SAP Solutions

Boost productivity and simplify complexity with AI- powered insights across the SAP project delivery lifecycle



Highlights

Chat with complex business process flows for impact analysis and process touchpoint identification

Improve code analysis effort for extracting the key business rules

Accelerate the understanding of the system landscape configuration (functional and technical)

Automate the generation of synthetic master data relevant for testing scenarios

Streamline the way you can generate the code based on user story and personalize it for a client usage with updated naming convention and best practice adherence

In today's fast-changing business environment—marked by shifting markets, fierce competition, evolving customer expectations, and rapid technological advances—agility is no longer optional. A robust cloud ERP foundation is essential to innovate and adapt at speed. To support this, an IBV report published called out – 87% of organizations are still executing their S/4HANA migration and about 59% of organizations are accelerating the migration to RISE with SAP to capture generative AI benefits. To make this reality, organizations need smarter, faster ways to manage SAP applications and unlock business value

What if you could transform SAP application management with AI-powered accelerators—cutting effort, boosting productivity, and driving better business outcomes? Introducing the IBM Consulting Application Management Suite for SAP—a powerful set of Generative AI-infused capabilities that optimize SAP across the full delivery lifecycle, from implementation to ongoing support. Designed to accelerate timelines, enhance productivity, and focus execution on business value, the suite includes:

- SAP INSIGHT – Oversight into SAP functional and technical configuration
- CODEVENTION – ABAP Code generation with personalized best practice validation
- Code Documenter – Automated ABAP documentation and business rule extraction
- Process Mate – Impact analysis using BPMN-based L3 process flows
- Synthetic Master Data Generator – Sample master data creation for testing
- Digital Workers for Monitoring & Automation
 - Monitors SAP interfaces and BW process chains
 - Recommends and automate issue resolution using Gen AI and runbook orchestration
 - Supports admin and security tasks with role recommendations and auto-remediation
 - Automates SAP objects configuration using business template

Available on IBM Consulting Advantage, IBM's Gen AI delivery platform, the suite will continue to evolve with new capabilities—helping clients simplify SAP complexity, accelerate transformation, and realize measurable business impact.

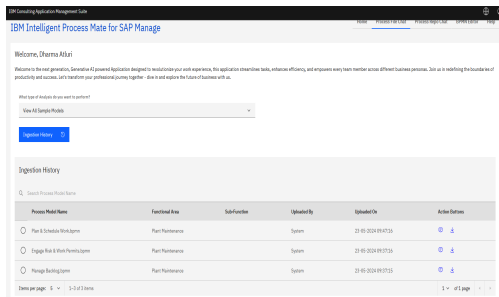


Figure 1. Process Mate

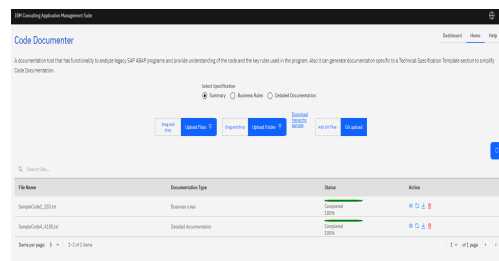


Figure 2. Code Documenter

Capabilities

Chat with complex business process flows for impact analysis and process touchpoint identification

The Application Management Suite asset includes an AI-enabled chat with your business process capability that allows you to ingest the BPMN notation driven input to be able to generate the summary or dependencies along with the concerned actors involved in the process.

Process Mate provides options to ask questions against the business process flow diagram uploaded into the use case. Leveraging AI, it optimizes the manual effort involved, when having to individually evaluate the dependencies, the flow / sequence of activities along with the transactions for a given business process activity amongst others.

Improve code documentation / analysis for extracting the business rules

The Application Management Suite asset includes an AI-enabled code documentation and analysis capability that provides the clients the options to either generate a high-level summary of the code functionality or detailed documentation required for maintaining the up-to-date reference or even extract the business rules from the code to be used for clean core assessment / impact analysis as needed.

Code documenter automates the creation of the code summary / detailed documentation with a user-friendly interface for ease of use, even for non-technical / functional consultants. It offers easy to refer business rule extraction approach to generate in minutes compared to hours' worth of effort when it has to be done manually.

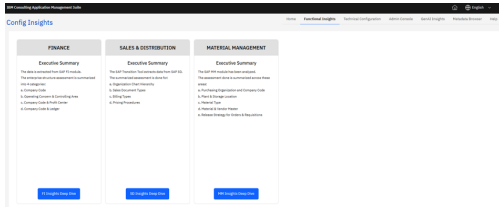


Figure 3. Config Insights for master data configuration

Accelerate the system configuration documentation and assessment

The usual documentation effort takes a lot of time to be able to manually identify the required tables and their relationship for validating the usage within the SAP landscape. Manually having to do this activity is not only laborious but also prone to inconsistencies, errors and delays. This lack of standardization to be applied often results in documents that fail to accurately reflect both business requirements validation and incorrect configuration assessment.

The application management suite driven SAP INSIGHT use case leverages Gen AI to not only provide a pre-set of KPIs or configuration aspects but also with ability to translate the natural language query into SQL statement and follow up data visualization capabilities. This optimizes the overall impact analysis effort.

The SAP Configuration Manager use case leverages Gen AI to automate the SAP object configuration. It can transform data from a business template to SAP object template. It generates configuration templates by extracting the data from configuration specifications. This helps in reducing the configuration lead time when handling mass master data configuration.

Automate the generation of synthetic master data relevant for testing

In a manage scenario or during project roll outs, the master data in the non-production instances is not up to mark and lacks use case testing. To address this, teams end up moving changes to a subsequent landscape which can cause maintenance or breakage issues from a change deployment point of view.

The Application Management Suite driven Data Genie use case leverage Gen AI to consume the sample master data values as an input and then based on the possible value range provided, goes ahead and generates the synthetic master data which then further integrated with our configuration manager based digital worker can end up creating the master data within the SAP ECC or S/4HANA system. This reduces the manual effort to create the sample master data required for different testing scenarios.

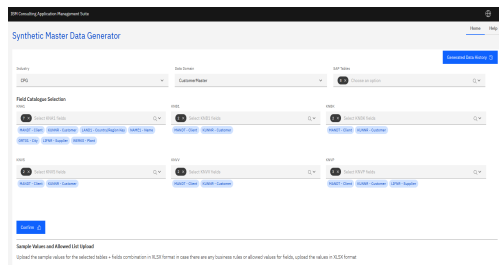


Figure 4. Data Genie for master data protection

Streamline the code generation by user story and code personalization along with best practice adherence

Typically, you find multiple ABAP code snippets on the internet from different websites but reliability and being able to confirm it is ready to use for a client environment will take time and is still effort consuming.

The IBM Consulting Application Management Suite driven CODEVENTION use case leverages Gen AI to generate ABAP code based on user story given as an input and then based on the naming conventions guidelines uploaded; the use case can re-generate the code in the updated naming conventions. The use case also leverages Gen AI to check the code against multiple critical rules and best practices to not just highlight the code adherence but to re-write the code aligned with the best practices and critical rules provided. This saves effort related to code personalization and code review related activities while also generating delta code required for the change limiting the regression testing effort.

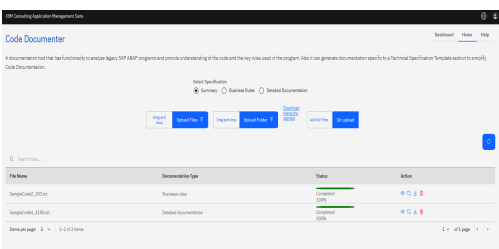


Figure 5. Code personalization and best practice check

Streamline the support process by proactive monitoring of SAP interfaces and BW Process chain for any failures and provide auto resolution

SAP Interface and SAP BW process chain monitor use cases monitors the SAP failures and extract the issue and RCA from the failure message. Using Gen AI capabilities, they recommend the resolution based on run book knowledge. They can use dynamic

orchestration to execute the run book automation, thereby remediating the issue automatically after determining the actions from business response. This fast track the response and resolution time for the incidents, ensuring minimal interruptions due to interface or process chain failures.

SAP Admin & Security monitors the SAP environment health, manages the security and environment. It provides users with self-service capabilities to request access and role changes. It can recommend roles based on user request and application policy. It can also recommend steps for admin/security task execution or issue resolution based on runbook knowledge and dynamically orchestrate runbook steps to auto remediate the issue. This helps in reduction in ticket volume resulting in improvement in support team related productivity.

Conclusion

IBM Consulting Application Management Suite for SAP, with generative AI offers a unique solution to navigate the complexity of SAP implementation and manage solutions. By leveraging these advanced AI capabilities, enterprises can drive revenues and innovation within their core business, despite the challenges posed by the rapidly evolving business landscape.

Why IBM

IBM Consulting's more than 21,000 data and AI professionals are ready to help accelerate clients' business transformations with enterprise-grade AI, including technology from SAP, IBM and other partners through a collaborative and open ecosystem approach. IBM Consulting works with a diverse AI partner ecosystem that embraces multiple models on multiple clouds from industry leaders. This helps clients choose the right models and the right architecture best for them. We accelerate business transformation for our clients through hybrid cloud and AI technologies. With deep industry expertise spanning strategy, experience design, technology, and operations, we have become the trusted partner to many of the world's most innovative and valuable companies, helping modernize and secured their most complex systems. Our 160,000 consultants embrace an open way of working and apply our proven co-creation methodology, IBM Garage, to scale ideas into outcomes.

For more information

To learn more about IBM Consulting Application Management Suite for SAP Applications contact your IBM representative or IBM Business Partner, or visit <https://ibm.biz/IBM-SAP-Value-Generation>

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1. IBM IBV Report, "[Unlocking the power of Gen AI in ERP systems](#)", June 2024

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