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SAP Value Paper | PUBLIC

Transform Your Life Sciences Organization with the Intelligent Enterprise

Achieve Business Value with Intelligent ERP

THE BEST RUN 



The Power of Intelligent ERP

Leading life sciences manufacturers transform their business to scale and move from products to services.

Empowered patients will be in the driver's seat, focusing on prevention rather than treatment, and they will be comfortable sharing their health information with providers and life sciences manufacturers in secure ways. Further, patients will be more accountable for their care and have greater access to their personal health information. Technology will allow patients to use smart devices to monitor their health in real time while collaborating with their physicians from home. For life sciences companies, enabling process simplification and automation with Intelligent ERP solutions is key to turning from a make-to-stock business model to make-to-order model, as needed, to become nimbler in offering personalized therapy treatments.

Patients and payers will demand personalized treatments with superior but also cost-effective outcomes. These personalized treatments are enabling the supply chain to adopt more agile models. **Life sciences trends are as follows:**

In working with leading companies across the globe, we see investments focused on **three strategic priorities:**



Empowered patients and personalization



Improved patient outcomes

- Innovative target therapies and personalized medicine
- Value-based patient outcomes



Big Data driving health networks



Organizations competing as an ecosystem

- Wholesale to direct-to-consumer model
- Real-time collaboration with emergence of B2B model



Regulatory pressures and rising healthcare costs



Digital supply chain and smart factory

- Physical inventory to digital inventory
- Products to solutions and service

Enhance and extend next-generation processes with Intelligent ERP

Life sciences companies must use digital technologies to drive revenue through greater insights and collaborative partnerships, leveraging employee experiences. Most successful companies will run patient-centric, integrated processes that are transparent and connected to the real world. They will speak to machines in the factory, interact with patients, and promptly be aware of global health situations. People will be relieved of repetitive work and more focused on high-impact activities.

Embedding intelligent technologies into SAP S/4HANA® is a key value contributor to enable life sciences companies to become intelligent enterprises. Payers, providers, and patients all require improved therapeutic outcomes at a lower cost, and patient centricity is key, with focus on customer and brand experiences.



Drive Business Value with Intelligent ERP: SAP S/4HANA Customer Stories

Moderna



Today we are using SAP S/4HANA across all lines of business. We are seeing great improvements in the quality of our processes and data and in our ability to scale.



Marcello Damiani, Chief Digital Officer, Moderna Therapeutics Inc



Faster
Manufacturing that helps speed new drugs to development



10x
Increase in the number of mRNA constructs that can be built each month



Better
Data quality, access, and analytics as the foundation for future innovations in artificial intelligence, machine learning, and the Internet of Thing



Drive Business Value with Intelligent ERP: SAP S/4HANA Customer Stories

New England Biolabs



The enzymes we develop help our customers drive new discoveries, with the goal of helping humanity. NEB is also committed to developing more sustainable business practices. Simply put, we aim to use SAP S/4HANA to help us **raise the quality of life for posterity.**



Sharon Kaiser, CIO, [New England Biolabs Inc.](#)



Quick
Access to raw materials and a production plan that leads to faster decision-making



Faster
Batch traceability

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Strategic Priorities for Life Sciences in a Digital Economy

The digital economy is disruptive. Life sciences companies need strategic priorities that drive their transformation to becoming intelligent enterprises. SAP supports a reimaged set of end-to-end (EZE) business scenarios to support the strategic priorities of working in a digital environment.



Improved patient outcomes

Life sciences companies are developing product innovations based on reports of actual device and drug use and incidents. They are using structured analysis for collecting requirements based on interactions of customers and design partners to collaborate with service and knowledge-based partners. In this way, life sciences companies can deliver fundamentally new and differentiated patient value propositions (such as capturing data from remote patients and devices) and new processes to manage the latest innovations in medical technology – such as chimeric antigen receptor (CAR) T-cell therapy.*

EZE scenario: Patient-centric targeted treatment therapy management – Provide the ability to personalize patient treatment

EZE scenario: Cold-chain biopharma outbound logistics – Transform shipment of cold-chain products using real-time alerts and continuous monitoring

Organizations competing as an ecosystem

An ecosystem approach enables collaboration in real time across functions and with suppliers to orchestrate outcomes in moments of R&D need for virtual, global drug development. Integration between manufacturers, third-party logistics providers, and contract research organizations, along with the usage of analytics and real-time alerts delivered on mobile devices, can bring incremental changes in the way products are developed using real-world evidence data from patients.

EZE scenario: Intelligent product design and collaboration – Enable better design of drugs and devices with data-driven insights to transition into development

EZE scenario: Recipe development and formulation – Transform formulation and recipes using real-time alerts during tech transfer to commercial manufacturing for production of drugs and devices



Digital supply chain and smart factory

To meet the demands of cell and gene products, clinical trials, orphan drugs, and more, supplier networks can be mobilized to respond to small or individualized lot-size production. Personalized, digital, patient-physician experiences can be mapped to create a real understanding of needs and desires. Ensuring that these special needs are met with flexible, demand-driven planning and tighter integration with third-party logistics is key.

EZE scenario: Process simplification with demand-driven material requirements planning (MRP) – Enable efficiency in a regulated industry

EZE scenario: Material control and product segmentation – Plan and execute clinical trials better using data-driven insights

Improved Patient Outcomes

Patient-Centric Targeted Treatment Therapy Management

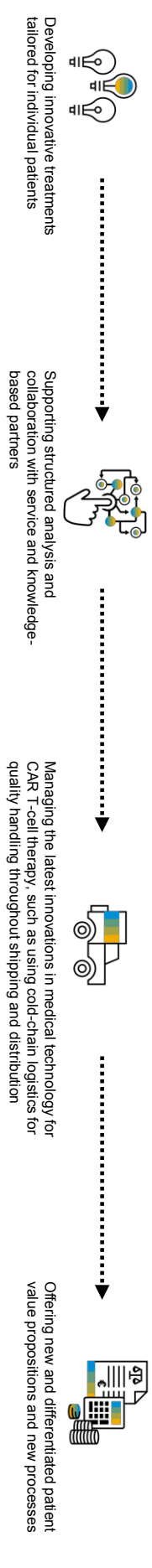
This E2E scenario embraces an entirely new, innovative biomedical technology. With a patient-centric approach, treatment is customized for a single patient (a lot size of one). Due to their short shelf life, treatments cannot be planned or produced in advance.

SAP® solutions allow you to manufacture “make-to-order” treatments in real time, with chain-of-custody tracking. Cold-chain logistics supports inbound and outbound materials in the supply chain with careful temperature-controlled handling, and it includes capabilities for batch tracking.

Traditional scenario

- Site enrollment**
Hospital, physician affiliation, and business partners
- Patient screening and enrollment**
Customer recruited by physician
- Demand planning and forecasting**
Sample collection kit, which depends on patient enrollment and dropout patterns
- Outsourcing**
Patient apheresis sample kit sent to laboratory for testing services
- Scheduled patient visit**
Sales order portal
- Made to order**
Real-time trigger (batch size of 1); automatic real-time manufacturing and production scheduling
- Apheresis kit shipment and sample collection**
Patient visits site; blood tissue and biopsy (clock starts)
- Procurement**
Relevant material from supplier and contract manufacturing organization; goods receipt and patient blood sample
- Lab report analysis**
Go or no-go decision to okay or cancel order (quality control and quality assurance)
- Cold-chain batch manufacturing**
T-cell operations, cleaning and enrichment activation, expansion, time out of refrigeration
- Patient drug infusion sales order fulfillment (clock stops)**
Invoicing and billing
Patient treatment successful

A new world with SAP



Top value drivers*
25%–30% Increase in patient satisfaction

5%–10% Increase in quality of care

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.



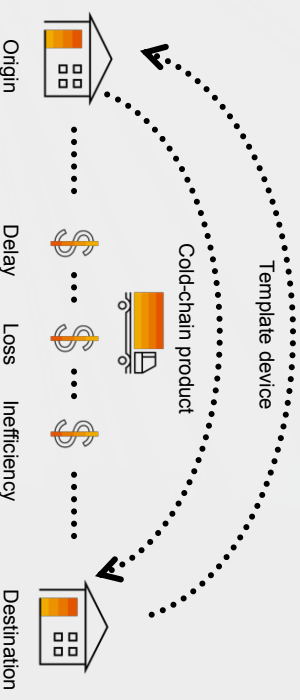
Improved Patient Outcomes

Cold-Chain Biopharma Outbound Logistics

SAP S/4HANA allows transformation of shipment of cold-chain products using real-time alerts and continuous monitoring.

Traditional scenario

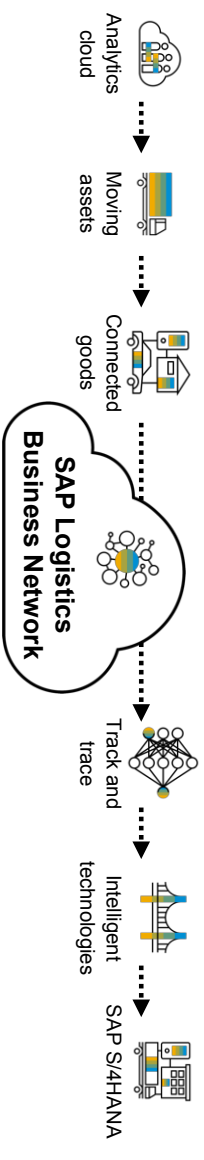
- Inefficient process for shipping cold-chain finished products
- Laborious use of a stand-alone "template" for recording temperatures – after shipment reached the destination, the device would be sent back to its origin for temperature inspection and product release
- Flawed method, with no possibility of real-time alerts or comparison of multiple shipments and performance of shipping lanes – product was either released or had to be destroyed
- Lack of a data-driven shipping lane selection
- No predictive analytics possible



A new world with SAP

With intelligent technologies from SAP, the cold-chain outbound logistics process is reimaged to yield tremendous benefits for high-value biologics shipments with SAP Logistics Business Network:

- Real-time temperature monitoring for each and every shipment
- No need to return the monitoring device to its origin for temperature readings
- Real-time mobile alerts enabling immediate action, making it possible to monitor and save high-value shipments
- Multiple shipments through a single shipping lane that can be compared to identify trending patterns and to objectively evaluate and select the best shipping lane for the next transport
- Quality releases that can be automated, saving time and bringing greater accuracy



Top value drivers*

3%–5%

Reduction in R&D cost

10%–20%

Increase in revenue from new products and services

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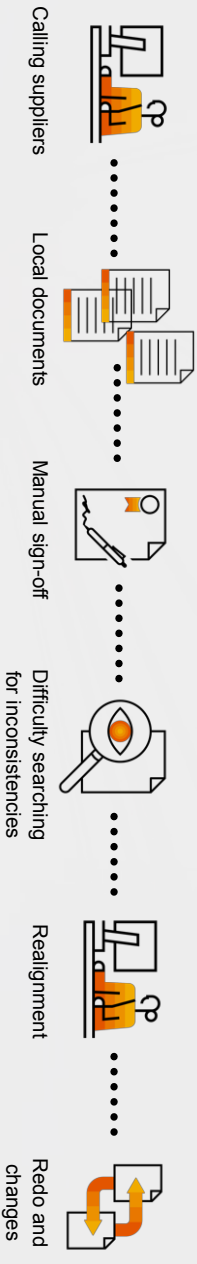
Organizations Competing as an Ecosystem

Intelligent Product Design and Collaboration

Collaborate with suppliers, development partners, academia, and key opinion leaders on the requirements, design, and content of new substances and materials to speed up time to market for novel medications.

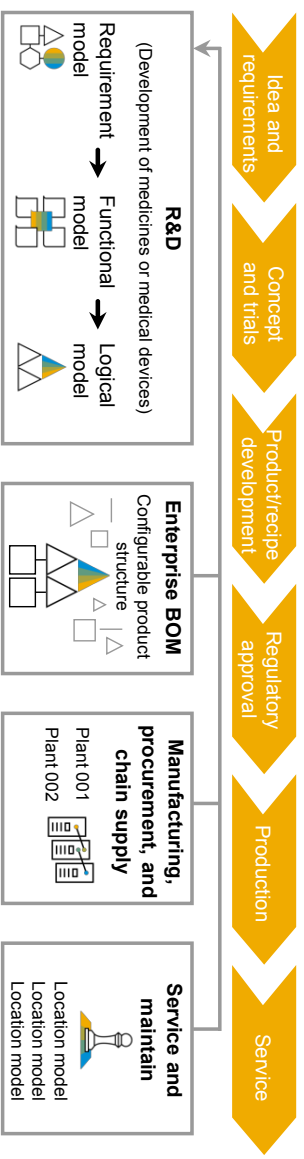
Traditional scenario

- Bidirectional fax or call-based information exchange:
- Misunderstandings of information leading to incompatibilities being detected late in the process
- Slow communication
- High effort to align on each step
- Repetitions that slow down the innovation cycle
- High manual effort and unstructured information



A new world with SAP

- End-to-end integrated product lifecycle management process
- Consistent and efficient information flow
- Requirements-driven product development
- Joint data model
- Single source of truth for collaboration
- Integration and traceability
- Process automation using digital data
- Improved data quality
- Faster turnaround time



Top value drivers*

10%–20%
Reduction in manual rework through better collaboration

Reduction of errors
Through digitalized exchange of information

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.



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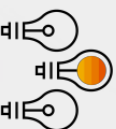
Recipe Development and Formulation

SAP S/4HANA provides access to formulas and recipes using real-time alerts during the technical transfer to commercial manufacturing for the production of drugs and devices.

Traditional scenario

- **Speed** – Shorten innovation cycles and bring products to market faster
- **Personalization** – Manage the growing number of individualized products and customer requirements
- **Intelligence** – Develop products that meet market needs and keep development cost on target
- **Collaboration** – Manage complex supply chains and development across departments and companies
- **Compliance** – Meet requirements from authorities, different markets, customers, and other stakeholders

Collaboration



Specifications



Document management



Formulations



A new world with SAP

- **Speed** – Automate processes and direct resources to reduce time to market
- **Personalization** – Enable customization of offerings to meet unique customer needs and consumer demands
- **Intelligence** – Use data insights to make the right decisions, meet market needs, and reduce cost
- **Collaboration** – Connect people to ensure all departments and team members work together effectively
- **Compliance** – Embed compliance in the product lifecycle to ensure products meet regulatory and other requirements

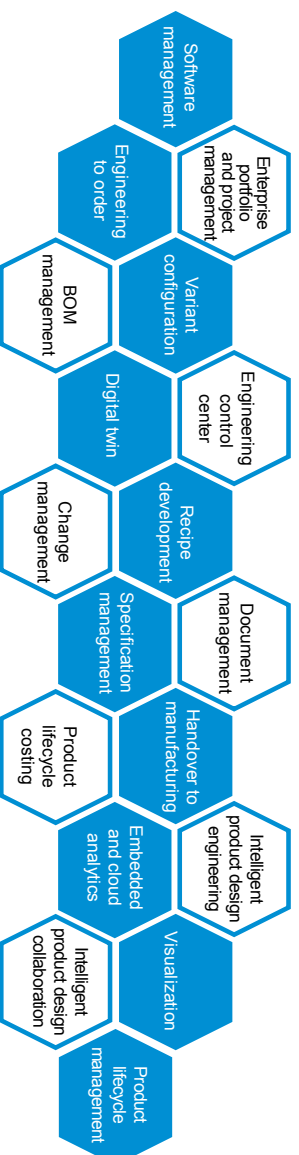
Top value drivers*

10%–20%

Increase in on-time delivery performance

1%–2%

Reduction in total manufacturing cost



*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.



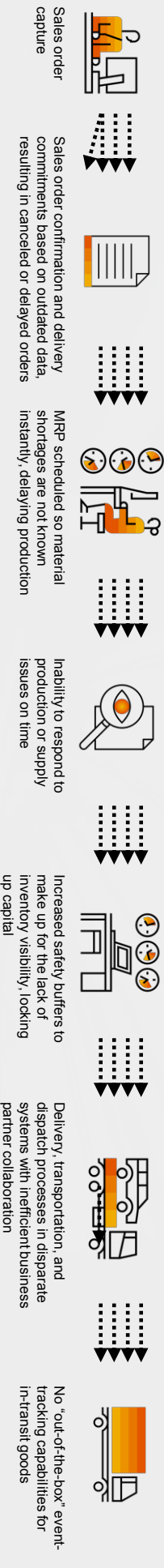
Digital Supply Chain and Smart Factory

Process Simplification with Demand-Driven MRP

Supply chains driven exclusively by planned orders can constrain abilities to respond to actual demand. Customer satisfaction rates cannot be easily improved within traditional MRP models. The supply plan that is simply the sum of forecast and safety stock is no longer acceptable in many supply chain environments. SAP S/4HANA supports an order-to-delivery process that provides significant improvements in sales order confirmation, material shortage identification, and managing inventory through exceptions, helping ensure on-time delivery and shipment tracking. SAP S/4HANA incorporates a demand-driven approach across both planning and execution functions.

Modeling or remodeling the environment		Plan	Execute
Position	Protect	Pull	
1	2	3	4
Strategic Decoupling	Buffer profiles and levels	Dynamic adjustments	Demand-driven planning
			Visible and collaborative execution

Traditional scenario



A new world with SAP



Top value drivers*

10%–20%+

Reduction in procurement cost

Reduced

Inventory coverage and bound capital

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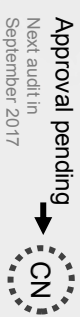
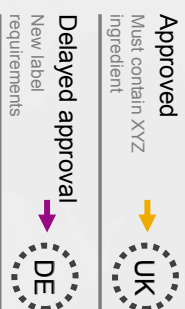
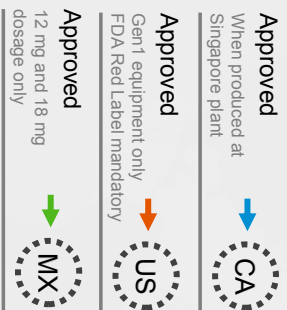
Digital Supply Chain and Smart Factory

Material Control and Product Segmentation

SAP S/4HANA has an embedded capability to comply with regulations governing the distribution of pharmaceutical and medical device products globally, all at a significantly lower cost.

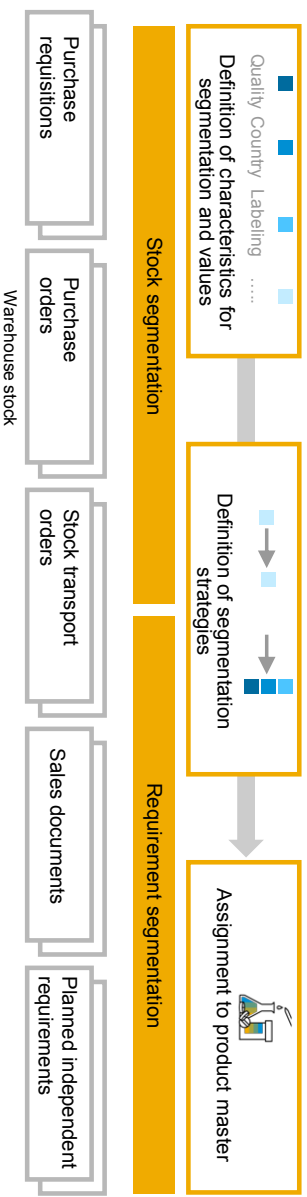
Traditional scenario

- Material master data explosion
- Manual batch determination (such as at order fulfillment) to reflect regulatory constraints
- No consideration of remaining shelf life for bulk to packaging transfer
- Spreadsheet proliferation for planning constrained by regulatory compliance



A new world with SAP

- **Optimize stock and capacity utilization**, preventing overstocking and out-of-stocks with sourcing decisions that match supply with market and customer characteristics
- **Reduce number of products and production complexity**, leveraging segment functionality
- **Reduce risk**, automatically aligning execution-level compliance with regulatory requirements



Top value drivers*

10%–20%
Reduction in manual rework through better collaboration

5%–10%
Reduction in contract manufacturing costs

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.



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Deep Dives Along the Life Sciences Value Chain

The following are primary capabilities where value can be achieved through SAP S/4HANA and line-of-business (LOB) solutions.



R&D, engineering, and compliance

- Project and portfolio management
- Real-world evidence
- Compliance product lifecycle management
- Environment, health, and safety
- Global regulatory compliance
- Cybersecurity and data protection



Strategic sourcing and procurement

- Sourcing and contract management
- Operational procurement
- Supplier management
- External workforce management
- Contract research services procurement
- Invoices and payables management



Demand-driven supply networks

- Sales, inventory, and operations planning
- Demand management and insights
- Response and supply planning
- Warehouse management
- Cold chain and transportation management
- Serialization and logistics network



Compliant manufacturing

- Biopharmaceutical manufacturing and laboratory information management systems
- Medical device manufacturing and quality management
- Asset management
- Manufacturing networks
- Contract manufacturing
- Manufacturing margin analytics



Multichannel sales, marketing, and service

- Patient engagement
- Marketing with speed and agility
- Sales force automation
- Omni-channel commerce management
- Omni-channel customer service
- Field service management



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SAP Strategy – Deliver the Intelligent Enterprise

Intelligent enterprises run agile, integrated business processes and use advanced technologies such as artificial intelligence, machine learning, and the Internet of Things.

They apply leading-edge industry best practices and work together to build flexible value chains. They evaluate and act on customer, partner, and employee sentiment, and they understand and manage their environmental impact. This makes them resilient, successful, and sustainable.

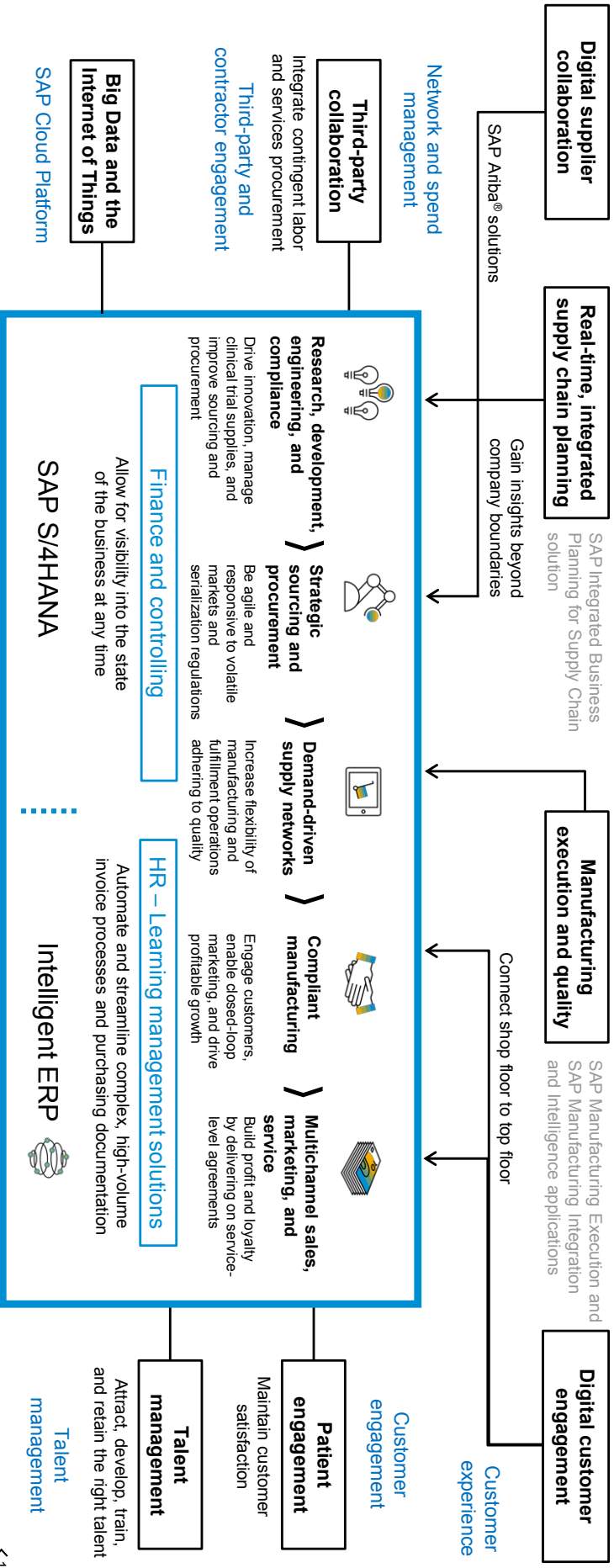




SAP Portfolio of Solutions for Life Sciences Companies

An end-to-end intelligent enterprise for life sciences companies

Life sciences companies need to constantly innovate across their company value chain to drive profitable growth and adhere to regulatory requirements for product quality and patient safety. The capabilities delivered with SAP S/4HANA and its preconfigured, native integration with LOB solutions from SAP help ensure processes run smoothly and efficiently across the drug and device lifecycle, allowing companies to balance supply and demand, drive sustainable revenue growth, and maintain margins.





SAP S/4HANA Provides Capabilities and Experience to Enable Strategic Priorities

Customer centricity to improve patient outcomes

E2E scenario: Patient-centric targeted treatment therapy – Provide the ability to personalize patient treatment

E2E scenario: Cold-chain biopharma outbound logistics – Transform shipment of cold-chain products using real-time alerts and continuous monitoring

Organizations competing and collaborating as an ecosystem

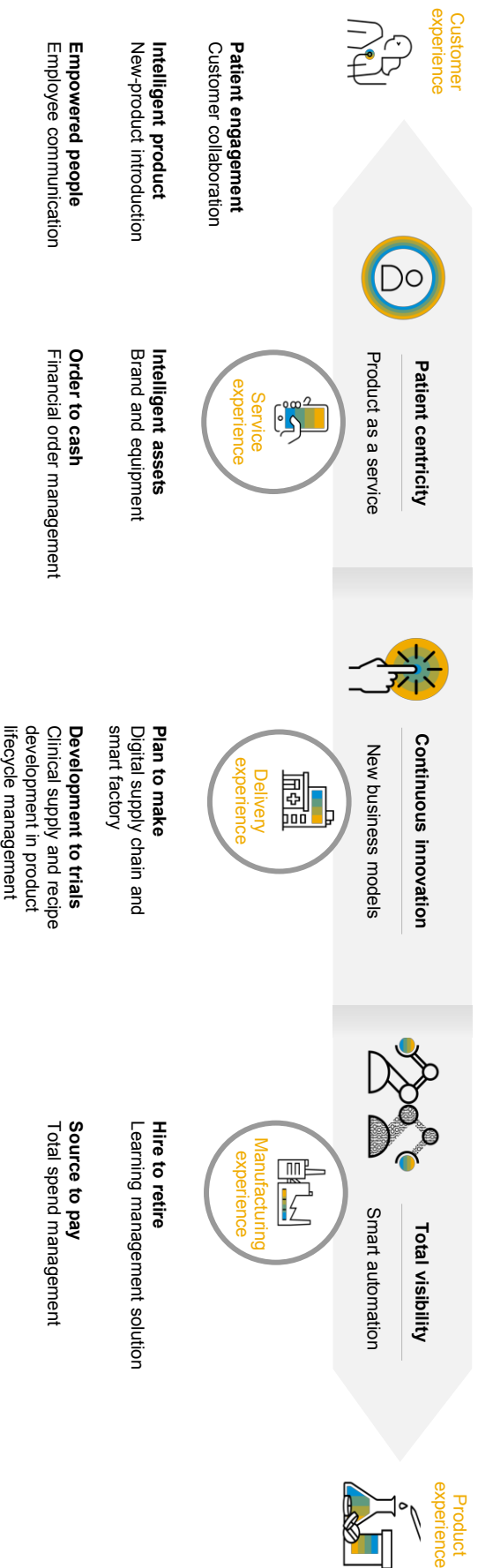
E2E scenario: Intelligent product design and collaboration – Enable better design of drugs and devices with data-driven insights to transition into development

E2E scenario: Recipe development and formulation – Transform formulation and recipes using real-time alerts during tech transfer to commercial manufacturing for production of drugs and devices

Digital supply chain and smart factory

E2E scenario: Process simplification with demand-driven MRP – Enable efficiency in a regulated industry

E2E scenario: Material control and product segmentation – Better plan and execute clinical trials better using data-driven insights.





SAP's Value Proposition for Life Sciences Companies

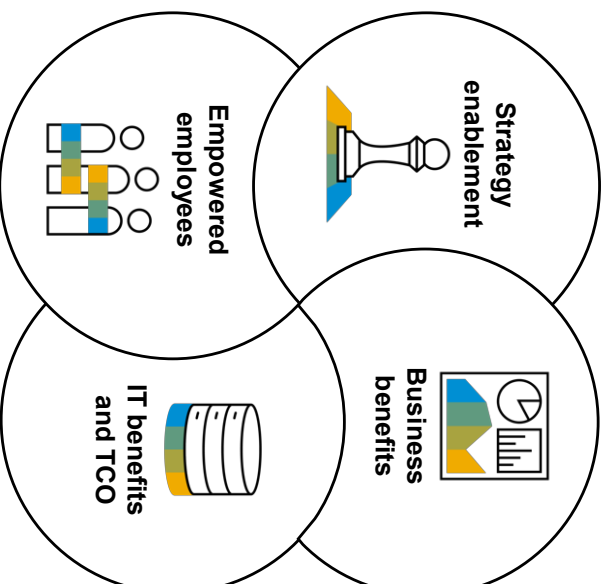
SAP S/4HANA provides life sciences companies with a proven framework to adopt industry next practices while attaining operational excellence across the full value chain.

Strategy enablement

- Accelerate creation of new business models
- Enter new markets and industries
- Accelerate synergy for mergers and acquisitions
- Run live (SAP Digital Boardroom)
- Reorganize on the fly
- Achieve greater speed and agility
- Run simply (master complexity)
- Manage risk and ensure compliance

Empowered employees

- Higher productivity with a new, role-based way of working with the responsive, intuitive SAP Fiori® user experience on all devices
- Role-driven, user-centric processes and self-service business intelligence for user empowerment
- Actionable insights on unified, real-time data and processes with built-in system suggestions for decision support



Business benefits*

- 10%–20% increase in on-time delivery
- 10%–20% increase in revenue from new products and services
- 25%–30% increase in patient satisfaction
- 5%–10% increase in quality of care
- 1%–2% reduction in total manufacturing costs
- 10%–20% reduction in procurement costs
- 3%–5% reduction in total logistics costs
- 10%–20% reduction in manual rework through better collaboration

IT benefits and total cost of ownership (TCO)

- Reduced data footprint
- Insight into outcomes of business transactions from within the application
- Insights and data from multiple applications, aggregating across process steps
- No data replication needed; data remains in the system to secure the data
- Simplified landscapes
- Native integration

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.



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Customers Are Achieving Value with SAP Solutions

Daewoong Pharmaceutical



Industry

Life sciences

SAP solution

SAP S/4HANA



Customer Web site

www.daewoong.com

Click [here](#) to read the business transformation study.

Daewoong Pharmaceutical Co. Ltd. set its sights on global expansion to improve the lives of people around the world. To support this, Daewoong Pharmaceutical used SAP software to integrate data from five subsidiary companies to be managed in the cloud. It now has improved sales policies, products, and channels based on more-accurate profit and loss information informed by fully digital processes. Customer management processes and workforce productivity have been improved, where the company is saving 1,820 person-hours.



We laid the foundation for becoming a global pharmaceutical company in 1997 by introducing the SAP ERP application. Today, we are responding to the new challenges of Industry 4.0 by **integrating agile and modern SAP technology**.



YoungHo Park, Director of Global SCM Innovation, Daewoong Pharmaceutical Co. Ltd.





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Customers Are Achieving Value with SAP Solutions

Reach Surgical Inc.



Industries
Life sciences and healthcare



SAP solutions
SAP S/4HANA, SAP ERP, and SAP Services and Support



Customer Web site
www.reachsurgical.com

Click [here](#) to read the business transformation study.

To support plans for continued growth and meet increasingly higher demands for minimally invasive surgery, trauma care, and faster recovery times, Reach Surgical Inc. was the first in Asia to adopt the latest version of SAP S/4HANA. Now, its processes are integrated, increasing control and efficiency while also improving decision-making. It processed four million sales orders on the first day after going live and has cut five days off the financial monthly close cycle.



With SAP S/4HANA our processes are **more streamlined and integrated**. I have greater visibility – especially into the supplier network.



T. C. Fung, Chief Technology Officer, Reach Surgical Inc.





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Customers Are Achieving Value with SAP Solutions

Zambon



Industry
Life sciences



SAP solutions
SAP S/4HANA, SAP Fiori,
and SAP Analytics Cloud



Customer Web site
www.zambon.com

Click [here](#) to read the business transformation study.

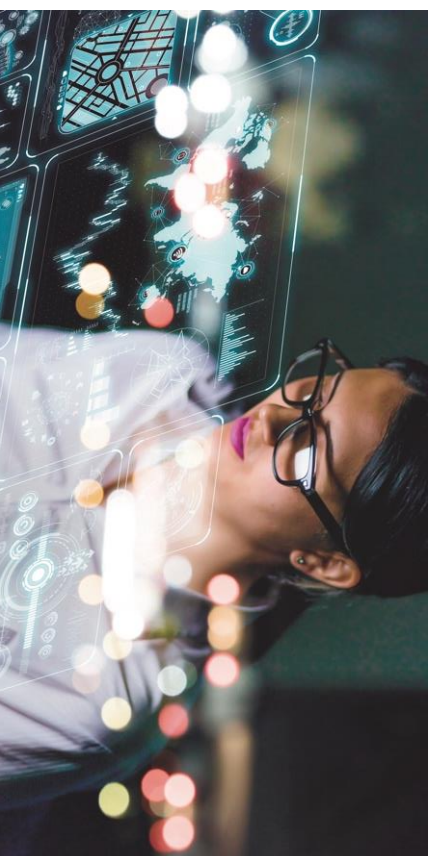
Zambon SpA has been improving people's health for more than 100 years. Now, with offices in 20 countries and products marketed in 87 countries, it knew that digital enablement was key to sustaining growth. Zambon improved performance for more than 1,000 users across 10 countries by moving from legacy ERP to a central digital core. Zambon improved business process automation, including the reengineering of product lifecycle, quality, and recipe management.



Our digital journey started with SAP S/4HANA as the core. Now we have **greater agility, partner integration, and process automation** for deeper insights and tighter control.



Luigi Romanelli, CIO, Zambon SpA





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Enable Injections



Industry
Life sciences



SAP solution
SAP S/4HANA



Customer Web site
www.enableinjections.com

Click [here](#) to read the business transformation study.

Enable Injections Inc. is helping patients get their lives back through the development of enFuse, which allows patients to self-administer treatments. With SAP software, the company has a fully integrated system to support finance and costing, production planning, materials management, quality management, product lifecycle management, compliance, HR, training, and document management. It has also automated management of FDA requirements.



SAP is a one-stop shop. The technology is fully integrated and covers our requirements – including what we need for FDA compliance. It's an investment that shows our pharmaceutical partners and our investors how serious we are about this company.



Tim Flaherty, Chief Financial Officer and Executive Vice President, Enable Injections Inc.





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Customers Are Achieving Value with SAP Solutions

Farma-Tek



Industry
Life sciences



SAP solution
SAP S/4HANA



Customer Web site
www.farma-tek.com

Click [here](#) to read the business transformation study.

Farma-Tek is a privately owned pharmaceutical company based in Istanbul, Turkey. SAP S/4HANA runs all of Farma-Tek's business processes on a single platform.

Farma-Tek improved the health and well-being of citizens through high-quality medication and accelerated customer order fulfillment due to efficiencies in inventory control and first expired, first out (FEFO) methodology.



We chose SAP S/4HANA as a **long-term infrastructure investment** that meets all of our functional requirements.



Seyhan Yildirim, General Manager, Farma-Tek





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Genor



Industry
Life sciences



SAP solutions
SAP S/4HANA Cloud and
SAP Preferred Success



Customer Web site
www.genorbio.com
Click [here](#) to read the business transformation study.

Genor Biopharma Co. Ltd. is a clinical stage biopharmaceutical company located in Shanghai, China, founded in 2007 to bring groundbreaking affordable therapeutics to patients worldwide.

The company pursued cloud technology to eliminate data silos and standardize financial processes and other business operations. It improved processes across finance and other key business areas and expanded control over R&D projects.



Dedicated support from SAP Preferred Success helped ensure the success of our implementation project and the smooth operation of SAP S/4HANA Cloud after go-live. Today, we're using the solution to help meet our goals as a biopharmaceutical leader.



Paul Xu, IT Head, Genor Biopharma Co. Ltd.



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