

SAP Innovation Awards 2022 Entry Pitch Deck

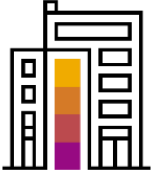
**Increasing Process Efficacy with Digitalization &
Automation of Technical Submittal Process**
ENGINEERING OFFICE

PUBLIC



THE BEST RUN 

Company Information



Headquarters Dubai

Industry Engineering, Construction & Facility Maintenance

Web Site <https://www.eo.ae/>

Engineering Office delivers innovative solutions with superior quality standards to ensure highest client satisfaction. EO is responsible for design, procurement, construction and maintenance of very unique client facilities.

Digitalization & Automation of Technical Submittal Process

Engineering Office



Challenge

- The technical submittals process was paper-based and required a lot of iterations, making it very difficult to manage big projects and required a lot of time for documentation.
- Time consuming process of circulating documents as physical copies.
- More time spent in communication & less time for review of these technical construction and design documents.
- The process was highly human-intensive and lacked real-time reporting.
- Difficult to track revision & change logs
- Caused delays in reviewing the documents within fixed SLAs

Solution

- 100% digitalized & paperless process using EO Vendor Portal and SAP Fiori platform
- Execution of complete technical submittal process flow within one system
- Process to become paperless
- System Integration & collaboration

Outcome

- Reduction in the processing time from 3-4 days to 1 day
- Overall EO digitalization is improved by +10%
- Overall Department digitalization is improved by +30%
- Logistics efforts reduced by 100%
- Printing effort reduced by 80-90%

90% Reduction in printing effort resulting in improvement in reduction of processing time

10% Productivity improvement

30% Overall digitization of the department



EO successfully moved from manual to automated submission of documents. Online annotation available for all reviewers which helps not to download each document, but also making it accessible for reviewers to view the documents. Sequence tasks in an automated way ensured reducing administrative and logistic delays. Documents tracking is flawless and due to online tracking the information of technical submittals statuses is just a click away.

--- EO Team



Participating Partner Information



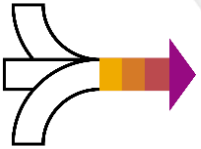
Incture

Incture has been delivering technology-enabled business innovation to SAP customers since 2006. Its intelligent digital applications and systems are delivering integrated hyper automation for SAP Customers. These digital applications integrate people, processes, data, systems to make work easy, and deliver a shift in business performance and people experiences. With offices in the US, Canada, Mexico, India, Europe, Middle East, Southeast Asia and Australia, Incture has been instrumental in technology-enabled innovation for its customers across the world. Visit: www.incture.com.

As the Innovation partner to EO, Incture is helping the business and IT teams leverage the full potential of SAP Business Technology Platform, to drive critical and transformative business outcomes. With a digital innovation journey centered around customer excellence, Incture has been working hand in hand with EO team to continuously identify use cases and realize them in an agile manner, with measurable faster ROI.

Incture[®]

Business Challenges and Objectives



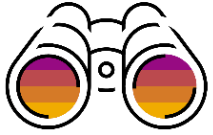
Business Challenges

- The technical submittals process was paper-based and required a lot of iterations, making it difficult to manage big projects and required a lot of time for documentation.
- Time consuming process of circulating documents such as physical copies
- More time spent in communication & less time for review of these technical construction and design documents
- The process was highly human-intensive and lacked real-time reporting
- Difficult to track revision & change logs
- Caused delays in reviewing the documents within fixed SLAs

Project Objectives

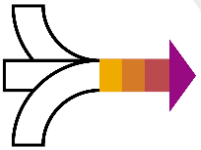
- To support all requirements the entire technical submittals process should be fully digitized and automated as much as possible.
- Users should be able to provide comments, upload and annotate documents and track changes on each document throughout the whole process.
- The process should be automated considering the number of task and the actions each user is performing.
- User will be able to do this process with tablets, mobile devices and desktop PCs from any location.

Project or Use Case Details



- EO has been dealing with technical submittals manually. EO has a key objective where the approvals of the submittals should be digitalised and automized.
- Whenever a submittal goes through an approval or view process, vendor will create the submittal and sent it to the corresponding person.
- As soon as vendor creates it, it will trigger a task to the corresponding person.
- There are almost 6 personas where the technical submittal has to get through.
- On some levels, depending upon the hierarchy or role, the user can create tasks to the internal team for verification. Once the internal review is completed, the technical submittal will come back to the user who created the tasks.
- On each level, there is a provision where the user can add comments, supporting attachments, annotate the attached documents (if necessary) and can see the logs of the entire process.
- Approvers can check these details and decide whether they can approve/reject the task. Depending upon the action that each approvers take, the technical submittal will be approved or will be resubmitted by the vendor again.

Business Process Details



Process Before

- Engineering Office has been using a manual process for Technical Submittals. This includes internal tasks, comments, attachments, annotation and logs on each level.

Process After

- Incture's workbox platform provides the ability to support all the requirements. And the process of technical submittal is now digitized and automated fully.
- The platform supports the user to provide the comments, attachments, modify the attachment (annotation) and logs on each level.
- The workflow will trigger task and will take care of the flow depending on the actions taken by each level task owner.
- The platform can be accessed through mobile devices and tablets.

Benefits and Outcomes



Business or Social

- Process streamlining, increased operational efficiency and effectiveness
- Enhanced user experience for vendors by bringing in an IT solution to digitalize the entire construction – technical submittals process.
- Access real-time information to make faster, better decisions
- Increased collaboration between consultants and contractors to cut costs and reduce risks
- Improved and simplified policy and procedure compliance
- Reduction in cost for paper and printing
- Reduction of carbon footprints due to diminishing logistical efforts
- Environment-friendly solution by reducing prints

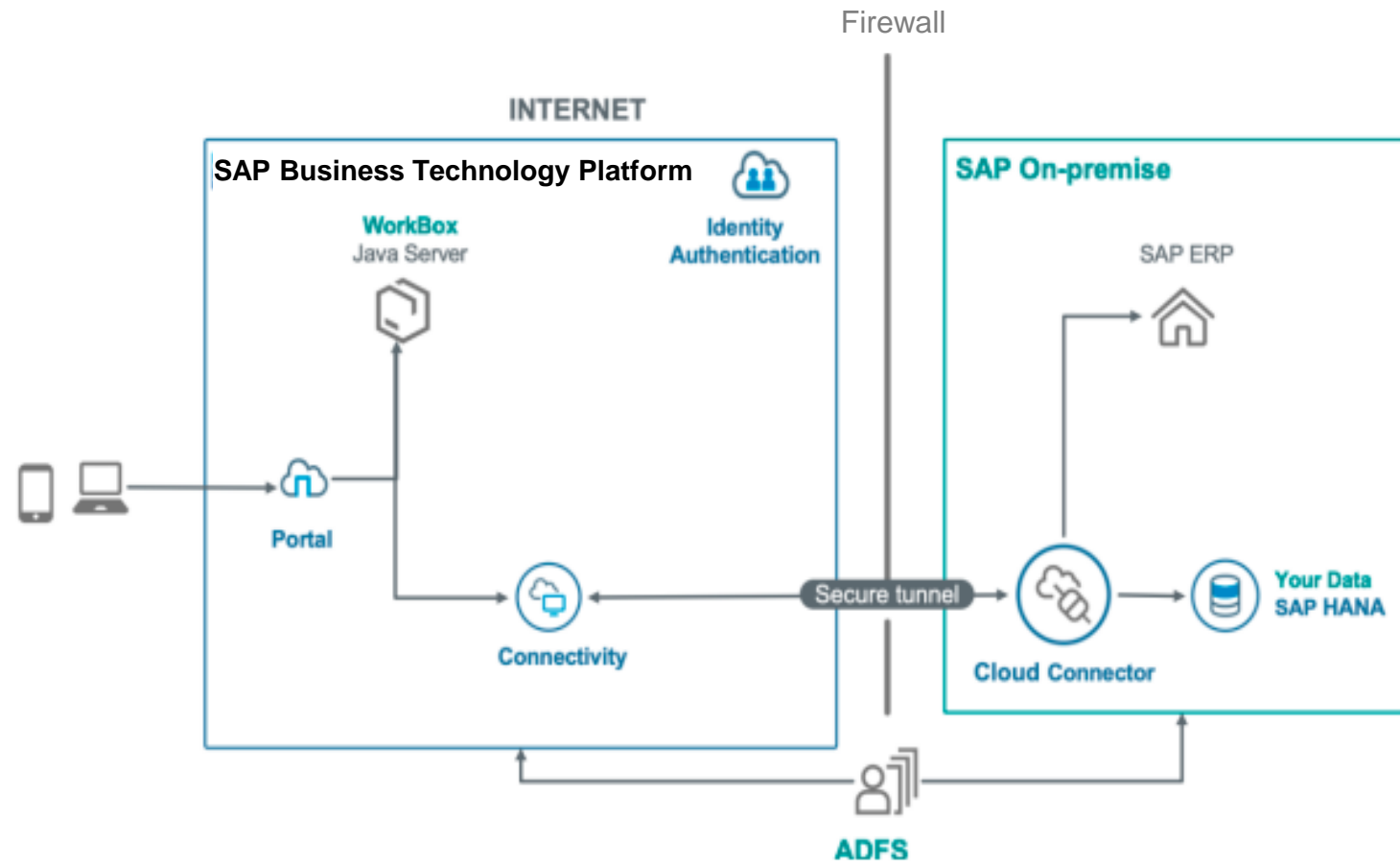
IT*

- Software solutions that were used to build this product/ SAP Fiori are highly scalable
- Fast and easy app deployment as the solutions were cloud-based.
- Minimum development as preconfigured apps were used.
- Reduced amount of development/coding required.
- Very cost-effective solution deployment & development (creating, testing, and launching apps).
- No infrastructure management as the product is based on PaaS and SaaS solutions
- Latest Innovations will be made available as part of vendor's release cycles

Human Empowerment

- Ease of work due to the simplified user interface
- Minimized human error as the process was streamlined
- Automated workflows reduced human intervention/effort
- Automated online annotation of PDF documents reduced the effort to print, save, and distribute within teams
- Supported remote work concept by reducing logistics and commute time thus improving work-life balance

Architecture



Deployment Details 1 of 2



Deployment status Live


Date 17 November 2021

Number of end users 70 Users at EO

Number of customers Used by 250 vendors over 50 Projects

Transaction Volume 700 – 800 documents per month

SAP® technologies used:

SAP product	Primary product	Deployment status LIVE or POC [proof of concept]	Contribution to project
SAP Fiori Mobility and Web Analytics		LIVE	Unified Portal, SAP Fiori & SAPUI5 (as part of SAP BTP), iOS & Android SDK based applications for employees, vendors and executives
SAP Integration Suite Enterprise Messaging, Alert Framework		LIVE	Systems integration (as part of SAP BTP) using Adapters, Prepacked Content, Enterprise Messaging.
SAP HANA		LIVE	Real-time information for digital application and Business Rules.
SAP Workflow Management		LIVE	Process Orchestration between 3 different systems and Approval mechanisms. Business Rules for approver matrix

Deployment Details 2 of 2



The following offerings from SAP Services and Support were utilized during the implementation or deployment phase

- SAP MaxAttention™
- SAP ActiveAttention™
- SAP Value Assurance
- SAP Advanced Deployment
- RISE with SAP for Industries
- Other:
- SAP Advisory Services
- SAP Customer Experience Solutions
- SAP Innovation Services
- SAP Innovative Business Solutions
- SAP Preferred Success
- SAP Enterprise Support
- SAP Solution Manager
- SAP Cloud ALM

Contribution to the project

Incture implemented Vendor Portal using Workbox solution. Incture Workbox is an intelligent, collaborative platform which brings together work from disparate systems available in the enterprise landscape is one of the key needs of a digital worker.

Advanced Technologies (1 of 2)



The following **advanced technologies** were part of the project.

	Technology or use case	Product *	Contribution to project and how product used integrates with SAP products
1	Intelligent technologies		
	A) Machine learning or artificial intelligence Conversational AI, AI-based knowledge graph, AI Business Services, Robotic process automation		
	B) Blockchain		
	C) Internet of things		
2	Intelligent data management Multi-cloud and or hybrid deployment, data virtualization & governance, privacy compliance, cloud data lake service		

Advanced Technologies (2 of 2)



The following **advanced technologies** were part of the project.

	Technology or use case	Product *	Contribution to project and how product used integrates with SAP products
3	Advanced cloud integration New business models using API's, Connecting business partner(s) with API's, Integration Advisor, Digital integration hub architecture, Event Mesh		
4	Advanced and augmented analytics Real-time and streaming analytics, spatial analytics, natural language processing, machine learning to identify trends, patterns, and outliers, predictive analytics and planning)		
5	Combined transactions and analytics on single data set Reduce data latency and footprint from dedicated data marts, data warehouses and data lakes (> 1TB)		