

# SAP Innovation Awards 2022 Entry Pitch Deck

Streamlining processes, tasks and work  
items with Workbox

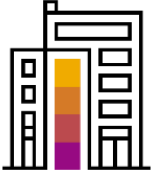
IFFCO

PUBLIC



THE BEST RUN 

# Company Information



**Headquarters** Dubai

**Industry** FMCG

**Web Site** <https://iffco.com/>

Established in 1975, IFFCO is an international group based in the United Arab Emirates which manufactures and markets a well-integrated range of mass-market food products, related derivatives, intermediates, and services. IFFCO runs 80 operations in 35 countries around the world and employs more than 12,000 people. Its products reach 5 continents. With a portfolio of 80+ brands, it has firmly established itself as one of the main and most diversified groups in the Middle East.

# Enhancing Productivity with Workbox

## IFFCO- Incture



### Challenge

- Supervisors/ approvers have to switch between multiple systems to approve the tasks, leading to delayed decisions
- Accessing systems were limited to web application with mandatory VPN connection, because of which approvals couldn't happen on-the go.

### Solution

- Cloud-based solution where in all the systems can be configured and made available in a single unified workbench over different OS platforms for hassle free experience.

### Outcome

- **Unified Workbench** provides unified and intelligent, role-based view to the user.
- **Dashboard and Reports:** Unified Workbench is enabled with Dashboards and reports. Based on customer need multiple tasks or process-based reports can be generated. This includes notifications across platforms and emails notifications & In-App notifications.
- **Intelligent Collaboration:** This feature enables process owners, task owners and other doers to have a reliable and easily accessible communication channel across tasks & processes.
- **Workload Management:** Workload Management provides a visual and intuitive view of the team's work items and its status. The user can perform informed decisions of work reassignment based on individual's performance, bandwidth, and efficiency.
- **Insights to Action:** WorkBox brings insights across systems with suggestible actions for better decision-making.
- **Admin Console:** WorkBox provides powerful admin console for configuring the product to meet the organization needs.

**20%**

Increase in productivity with all tasks in one place from SAP systems

**1**

Unified Workbench brings together multiple disparate and fragmented systems

**100%**

Supervisor has holistic view of team's workload



*Workbox's Unified Workbench feature brings together multiple systems across the enterprise landscape and enables prioritizing critical work items. The User Workload Management, Task Storyboard, Reports and Analytics empowers our supervisors with the right tools to enhance productivity.*

*-- IFFCO Team*

[Application Video](#)



# Participating Partner Information



## Incture

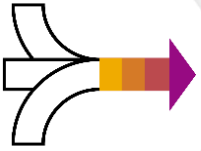
Incture has been delivering technology-enabled business innovation to SAP customers since 2006. Its intelligent digital applications and systems are delivering integrated hyper automation for SAP Customers. These digital applications integrate people, processes, data, systems to make work easy, and deliver 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](http://www.incture.com)

As the Innovation partner to IFFCO, 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 with IFFCO team to continuously identify use cases and realize them in an agile manner, with measurable faster ROI.

**Incture**<sup>®</sup>

# Business Challenges and Objectives



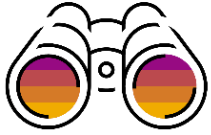
## Business Challenges

- Vast and disparate systems, a user has to login to multiple systems to access the work pending on him.
- Lack of a unified system, spams email with notifications which don't give him easy access to complete the task. This search for work items leads to a loss of productivity which may be as high as 37%.
- Supervisors lack a holistic view of their team's workload and hence cannot track performance and productivity.
- Visualization, redistribution, and gap analysis of assignments is also a challenge.

## Project Objectives

- Workbox's Unified Workbench brings together multiple systems across the enterprise landscape and enables prioritizing critical work items.
- Workbox's User Workload Management, Task Storyboard, Reports and Analytics empowers supervisors with the right tools to enhance productivity.

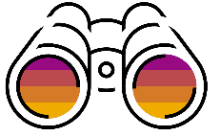
# Project or Use Case Details



Workbox's Unified Workbench brings together multiple systems across the enterprise landscape and enables prioritising critical work items. Also, Workbox's User Workload Management, Task Storyboard, Reports and Analytics empowers supervisors with the right tools to enhance productivity.

- **Unified Workbench:** Unified Workbench provides unified and intelligent, role-based view to the user.
  - **Unified inbox (Web, iOS & Android)**  
Provides a native mobile & Web for the WorkBox application. This provides functionality to the user to perform all the tasks and actions based on product capability.
  - **Offline capability on Mobile**
  - **Bulk Actions - Approval, Reject & Forward**  
Ability to perform bulk approval or reject of tasks assigned to an individual.  
Forward enables the tasks to be manually passed onto a new stakeholder with relevant credentials and access.
  - **Work Item Substitution**  
User can substitute a team member for all his/her tasks. This can also be done at a process level i.e., for each process a new stakeholder can be substituted.
  - **Single Sign On**  
This feature enables the user to forgo multiple access credentials and perform all tasks in WorkBox using a single sign on.

## Project or Use Case Details



- **Dashboard and Reports:** Unified Workbench is enabled with Dashboards and reports. Based on customer need multiple tasks or process-based reports can be generated. This includes notifications across platforms and emails notifications & In-App notifications.
- **Intelligent Collaboration:** This feature enables process owners, task owners and other doers to have a reliable and easily accessible communication channel across tasks & processes.
- **Workload Management:** Workload Management provides a visual and intuitive view of the team's work items and its status. The user can perform informed decisions of work reassignment based on individual's performance, bandwidth, and efficiency.
- **Insights to Action:** WorkBox brings insights across systems with suggestible actions for better decision-making.
- **Admin Console:** WorkBox provides powerful admin console for configuring the product to meet the organization needs.

# Benefits and Outcomes



## Business or Social

- Productivity gains by providing unified inbox for all the types of tasks
- Easy collaboration between different parties for effective task completion
- Workload management to provide visual and intuitive view of the team's work items and the status
- Provides powerful admin console for configuring the product to meet the organization needs

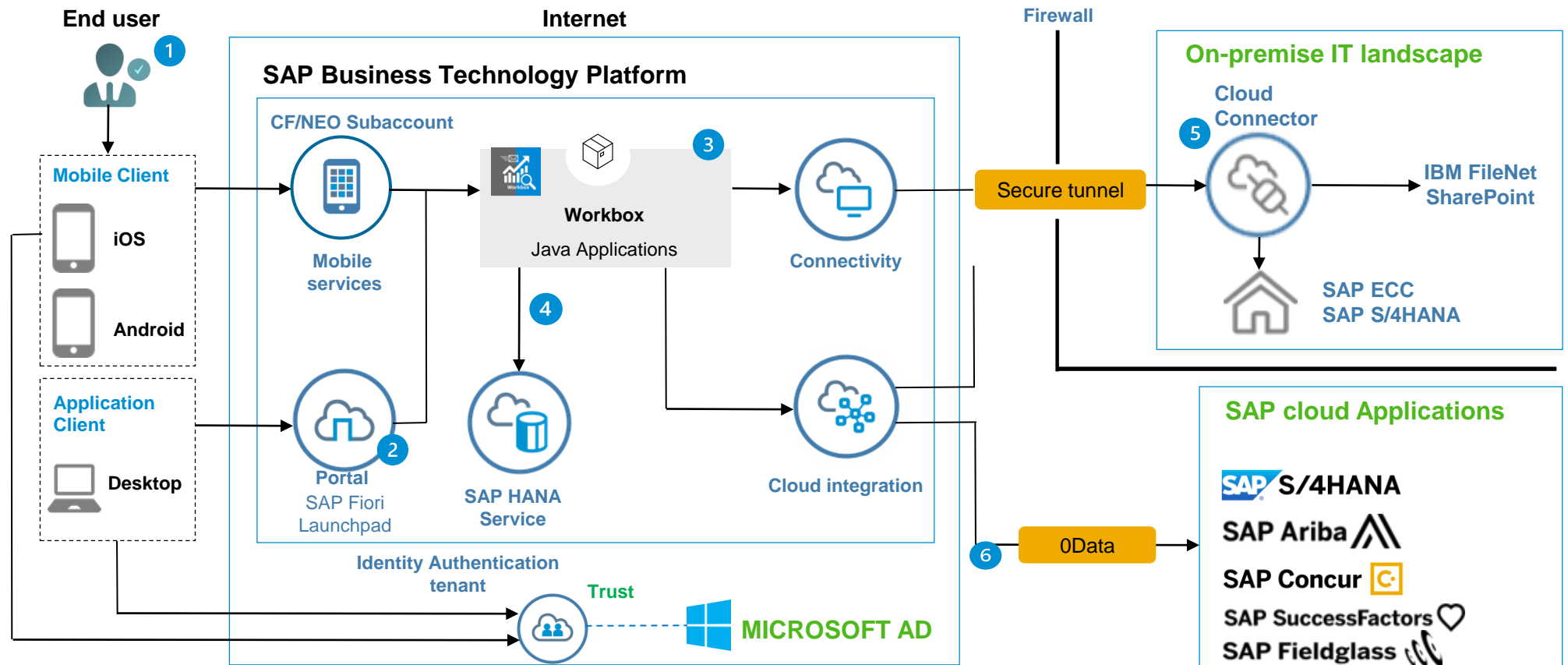
## IT\*

- Enterprise application and Integration consolidation leveraging SAP BTP services
- Available in mobile using SAP Fiori for iOS and Android SDK
- Single login to access all the tasks from different systems
- No-dependency from VPN

## Human Empowerment

- Unified platform for all different systems to improve the work efficiency
- Reduces manual work, thereby increasing productivity for employees
- Delivering superior customer experience

# Architecture



1 User login via phone or desktop/laptop

2 Workbox Unified Inbox can be seen once the user is authenticated

3 Workbox application talks to multiple Systems to get all the work items for the logged in user

4 Workbox application fetches data from the staging DB to show the latest data

5 If required, Workbox will pull in the task items from SAP ECC via the cloud connector and stores in staging DB

6 If required, Workbox will pull in the task from SAP cloud applications

# Deployment Details 1 of 2



**Deployment status** Live

**Date** Aug 2021

**Number of end users** 25

**Number of customers** 1

**Transaction Volume** 600+ transactions per month

## SAP® technologies used:

	SAP product	Primary product	Deployment status LIVE or POC [proof of concept]	Contribution to project
1	SAP Fiori, Mobility and Web Analytics	<input checked="" type="checkbox"/>	LIVE	Unified Portal, SAP Fiori & SAPUI5 (as part of SAP BTP), iOS & Android SDK based applications for employees, vendors and executives
2	SAP Integration Suite, Enterprise Messaging, Alert Framework	<input checked="" type="checkbox"/>	LIVE	Systems integration (as part of SAP BTP) using Adapters, Prepacked Content, Enterprise Messaging.
3	SAP HANA	<input checked="" type="checkbox"/>	LIVE	Real-time information for digital application and Business Rules.
4	SAP Workflow Management, foundation package		LIVE	SAP Process Orchestration (as part of SAP BTP) 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 BTP
- 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 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	<b>Intelligent technologies</b>		
	<b>A) Machine learning or artificial intelligence</b> Conversational AI, AI-based knowledge graph, AI Business Services, Robotic process automation		
	<b>B) Blockchain</b>		
	<b>C) Internet of things</b>		
2	<b>Intelligent data management</b> Multi-cloud and or hybrid deployment, data virtualization & governance, privacy compliance, cloud data lake service		

# Advanced Technologies (2 of 2)



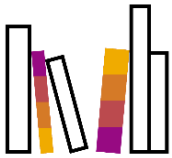
The following **advanced technologies** were part of the project.

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

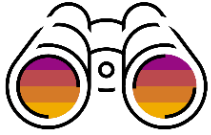
# Additional Information

---

- [Application Video](#)



# Project or Use Case Details



**WORKBOX** Tasks Search

Forward View Export

All Tasks My Task (29) Pinned Tasks Forwarded Tasks Refresh Filters

Task Name	Description	Status	Actions	Date
Boddu Ravikumar	Requisition release 30000286 00010	Ready	Approve Reject	02-Nov-21
Venkatesh Kesary	Please release purchase order 4500000085	Ready	Approve Reject	02-Aug-21
Prateek T.PPATHAK	Please release purchase order 4200000324	Ready	Approve Reject	27-Jul-21
T_KTANNA	Requisition release 30000066 00010	Reserved	Approve Reject	25-May-21
Venkatesh Kesary	Please release purchase order 4200000054	Ready	Approve Reject	06-May-21
Venkatesh Kesary	Please release purchase order 4200000034	Ready	Approve Reject	06-May-21
Venkatesh Kesary	Please release purchase order 4300000515	Ready	Approve Reject	06-May-21
Venkatesh Kesary	Please release purchase order 4200000053	Ready	Approve Reject	06-May-21
T_KTANNA	Requisition release 30000065 00010	Reserved	Approve Reject	01-Mar-20
RUCHI PRADH	Requisition release 10001735 00010	Ready	Approve Reject	03:55:24 PM
RUCHI PRADHAN	Requisition release 10001713 00010	Ready	Approve Reject	12-Nov-19
Mayuresh Mahajan	Requisition release 30000021 00010	Ready	Approve Reject	19-Aug-19

Page 1 of 2

**WORKBOX** Admin Task Search

Back View Forward

Sub: Release of purchase order

Created By: [User] Mon 10/01/2022, 16:03:00

Description: Please release purchase order 4100000000

Basic Data

Purchase Order Number \* 4100000000 Supplier \* [Supplier] Purchase Order Type \* Imports Created By User Id \* [User] Net Value \* [Value] Last approver \* [User] Last approver date \* [Date]

Last Approver Remarks

**WORKBOX** Admin Task Search

Back View Forward

Company Code \* Purchasing Group \* Purch. Organization \*

PO Item Values

Item	Product Type Group	Material	Material Description	Material Group	Plant	Delivery Date	Order Quantity	Net Order Pr
[Item]	[Group]	[Material]	[Description]	[Group]	[Plant]	[Date]	[Qty]	[Price]

PR Item Values

PR Number	PO Item No	Requis. Item	Material	Material Description	Material Group	Delivery Date	Quantity Requested	Valuation Pr
[PR No]	[Item No]	[Requis. Item]	[Material]	[Description]	[Group]	[Date]	[Qty]	[Price]

Attachment Details

PDF DOC

**WORKBOX** Admin Task Search

Dashboard

0 Critical Contract Tasks 267 SLA breached 9 Last Week Active PO PR CT Tasks 0 Critical PO current month 0 on time PO 1 Purchase Order

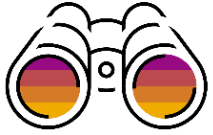
Active Tasks

Task Completions Trend

User Work Item Count

Task Summary

# Project or Use Case Details



**WORKBOX** Tasks Search

All Ascending Tasks

Workload

High (20)	Normal (12)	Low (41)
ARASHEED 17 Tasks	Muhammad Aamir Qureshi 6 Tasks	ANANT DINGLIWAL 1 Tasks
HKHATRI 17 Tasks	Sudhinda Suresh Bhat 7 Tasks	UTOPALOGLU 1 Tasks
KAHMED 17 Tasks	Saquib Zulfqar Ahmed 7 Tasks	NJAMEEL 1 Tasks
BHANIF 19 Tasks	Mangesh Raghupat 8 Tasks	FAHAD 1 Tasks
Tamer fawaz 21 Tasks	Pere Garcia, Javier 8 Tasks	RCHOPRA 1 Tasks
MHGIDDIOU 21 Tasks	MHUSSAIN 8 Tasks	Nagub Nagub Fefel 1 Tasks
Ravikumar Boddu 22 Tasks	Hussain Muhammad 8 Tasks	LCHOHAN 1 Tasks
Preetham K 23 Tasks	Amit Thakkar 9 Tasks	ALELAM 1 Tasks

**WORKBOX** Tasks Search

Dashboard Configuration

Manage Graphs Create Graphs

SEQUENCE	GRAPH NAME	GRAPH TYPE	ACTIVE
1	Created At Vs Task Count		Completed On Vs Task Count
3	Task State Vs Process		

**WORKBOX** Chat Search

Collaboration

Recent Chat Preetham K

Preetham K 12:23: Hi

Preetham K 16/7 12:16: Hi

You 16/7 12:17: Hi

You 6/10 12:32: hlo preetham

You 17/11 12:23: Hi

**WORKBOX** Tasks Search

Settings

Theme

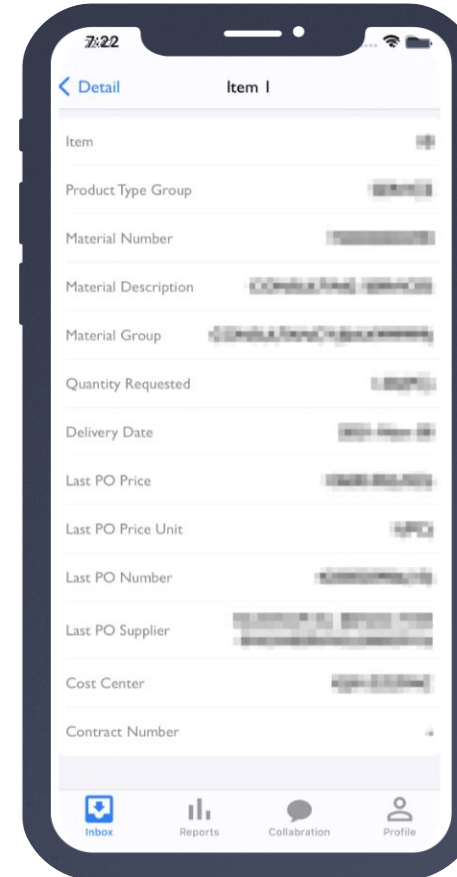
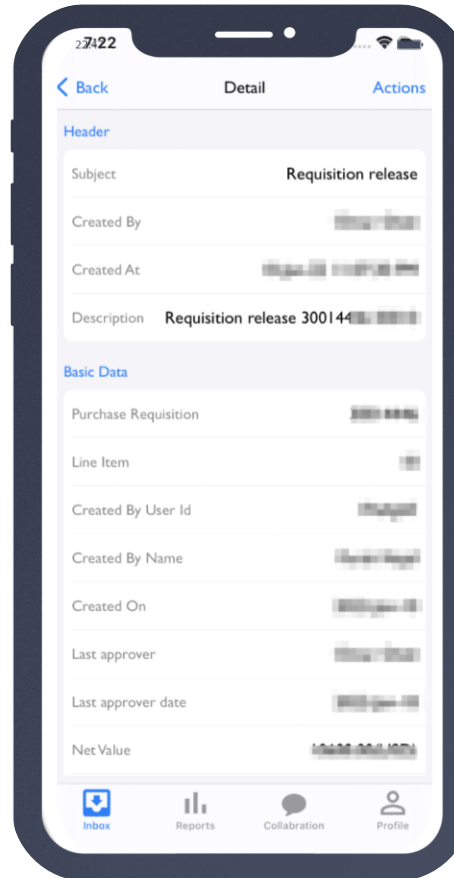
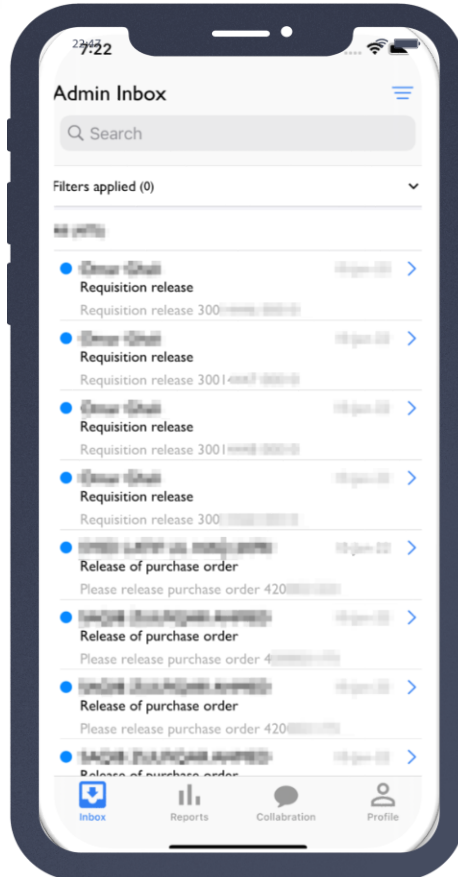
Cobalt Blue Incture Blue Science Blue Dragon Red Cherry Red

Language

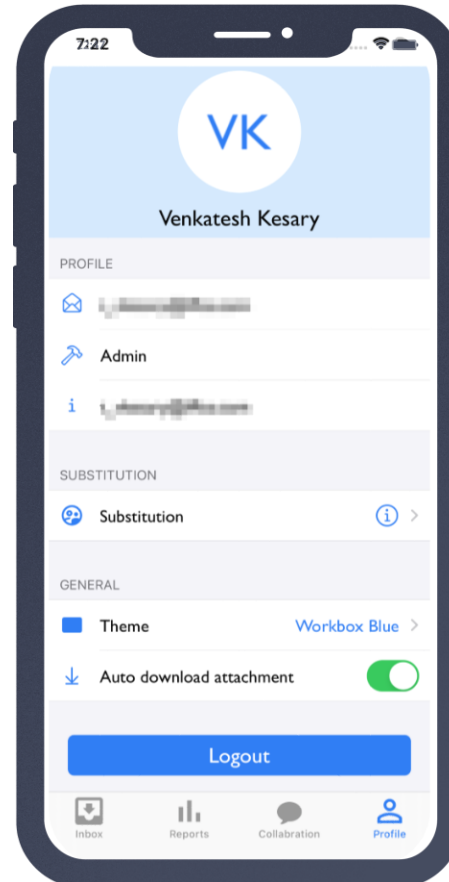
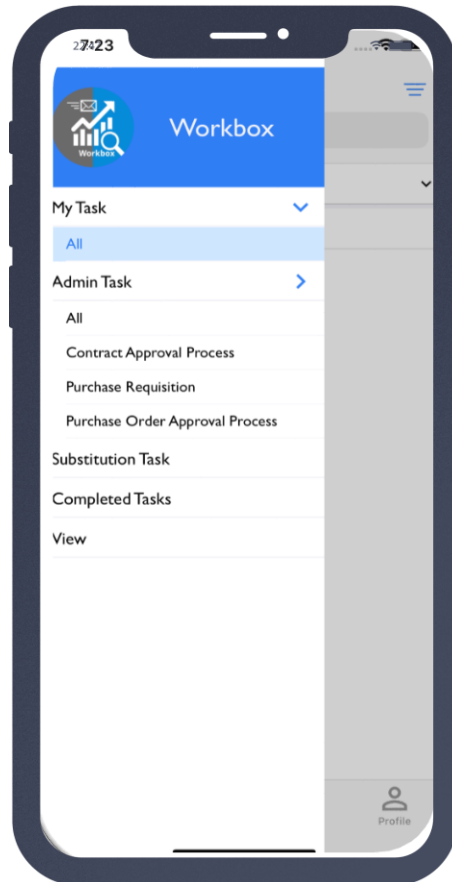
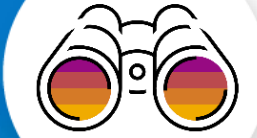
English

Selected Language determines date format for the application.

# Project or Use Case Details



# Project or Use Case Details



[Application Video](#)