

the   
value  
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Accelerate. Adapt. Act.

SAP Business Technology

Platform: *your foundation for*

*business innovation*

Insights brought to you by TheValueChain, winner of the SAP BeLux  
Partner Business Technology Platform 2023 Award

# Introduction

If you want to build a strong house, you need a solid foundation. Similarly, in today's fast-paced business world, you need a modern digital platform that prepares your company for all of the challenges that lie ahead.

Meet SAP Business Technology Platform (BTP). With tools for development, smart analytics, easy integration, automation, artificial intelligence and more, SAP BTP is the ultimate sidekick for your business. It's not just a platform, it's your secret weapon for a bright future.

## **SAP BTP provides solutions to real-world business needs:**

- A unified data model that brings together different data models
- Single sign-on and overview of various applications
- Standard integrations with SAP and non-SAP systems
- Real-time data analytics and insights
- Secure single sign-on with data authorisation
- Hyperautomation of repetitive tasks following best practices
- AI integration



**“For everything technology-related in an SAP context, SAP BTP is the choice.”**

**Jürgen Müller**  
SAP CTO

## In this e-book, we explore four key pillars of SAP BTP:

1. Out-of-the-box **integrations** with various solutions by SAP and third parties
2. The ability to easily develop **extensions** for your system while keeping the SAP core clean
3. **Automation** of time-consuming manual processes to reduce errors and accelerate your business
4. Powerful and intuitive **analytics** tools to make informed decisions

## Looking for a partner to get you started with SAP BTP?

TheValueChain has you covered, as the winner of the SAP BeLux Partner Business Technology Platform 2023 Award, presented by SAP itself – a recognition of which we're beyond proud!



# Introduction

**01** Unveiling SAP BTP:  
the foundation for success

**02** Exploring the four pillars  
of SAP BTP

**03** Navigating SAP BTP services:  
tailoring to your needs

**04** Customer story:  
Edgard & Cooper

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ADPO

**06** Customer story:  
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# SAP BTP: the foundation for success

Digital transformation in business has long been a reality. Today, achieving success as a company is next to impossible without digital tools at your disposal. In this regard, SAP Business Technology Platform (BTP) plays an essential role. It is a solid foundation for your SAP ERP, designed to not just fill in the gaps but also to actively connect the dots within the standard SAP ecosystem and beyond.

At the same time, it acts as an extension layer on top, overlaying and integrating existing SAP solutions. This integration extends SAP's capabilities with specific, tailored functionalities to support ERP, CX, and HXM, enhancing the core without the need for custom in-app developments.

A sidekick for your business. An enabler. An enhancer. However you describe it, SAP BTP will help businesses get the most out of their SAP investment. With tools for development, smart analytics, easy integration, automation, AI (artificial intelligence) and more, SAP BTP provides your business with a solid foundation for successful operations. It's not just a platform, it's your organisation's key to a bright future.

In addition, SAP BTP has a key position in the strategy of SAP itself.

To quote Jürgen Müller, CTO at SAP: 'For everything technology-related in an SAP context, SAP BTP is the choice.' It's safe to assume that SAP will continue to invest in SAP BTP and that the range of solutions will only grow. In other words: this is a boat you don't want to miss.



A key philosophy behind SAP BTP is the concept of 'keeping the core clean'. The essence of this principle lies in zero custom development at the core of the system. As such, SAP BTP provides a flexible, yet robust framework that allows businesses to adapt and extend their capabilities without disrupting the fundamental structure of their existing SAP solutions.

[Learn more in this video →](#)

## Addressing customer demands, overcoming pain points

SAP BTP addresses several key characteristics that many customers demand of their system. The cause of these issues may be the way the SAP ecosystem has grown over the years, the observation that organisations haven't yet fully digitised, or tech stacks consisting of various solutions by several vendors that aren't necessarily integrated.

# Let's take a look at these demands and see how SAP BTP PROVIDES A SOLUTION

01

## **I want domain models, APIs, and events to be aligned across applications**

Given that SAP has historically grown out of a set of different applications, data models in one product do not necessarily match those of another. Field IDs, field names, and field input (value helps) may differ from application to application, which leads to possible errors and double, manual entry work. Sound frustrating? SAP BTP remedies this by aligning these domains in a uniform data model.

Moreover, existing applications in a company's tech stack do not necessarily collaborate with one another because not all of them are API-based. The consequence? Manual re-entry work to integrate all systems and data. SAP BTP, however, provides developers with a strongly API-driven development base.

Finally, events in one application (such as creating a client or updating their information) do not necessarily trigger a reaction in another. SAP BTP addresses applications in the tech stack following an event and invites them to gather the data they need. Smooth as butter.

02

## **I want a seamless user experience across all my applications**

Having to sign in to several different applications to gather all necessary data is frustrating. SAP BTP provides users with a single entry point to various systems – a streamlined approach that enhances user experience and efficiency.

03

## **I want to connect and integrate all my systems, both SAP and others**

SAP BTP features thousands of end-to-end, out-of-the-box integrations with leading business applications, providing a comprehensive solution for organizations with diverse technology landscapes.

04

### **I want data analytics and insights**

SAP BTP collects data across your products and presents them in real-time as your single source of truth. This also gives you a basis to implement AI solutions and machine learning models.

05

### **I want the highest level of security in all applications and consistent identity management**

In a cloud-based environment, security is paramount. SAP BTP provides a secure single sign-on that integrates with your existing identity management systems, allowing users to access data while maintaining proper authorisations and data protection.

06

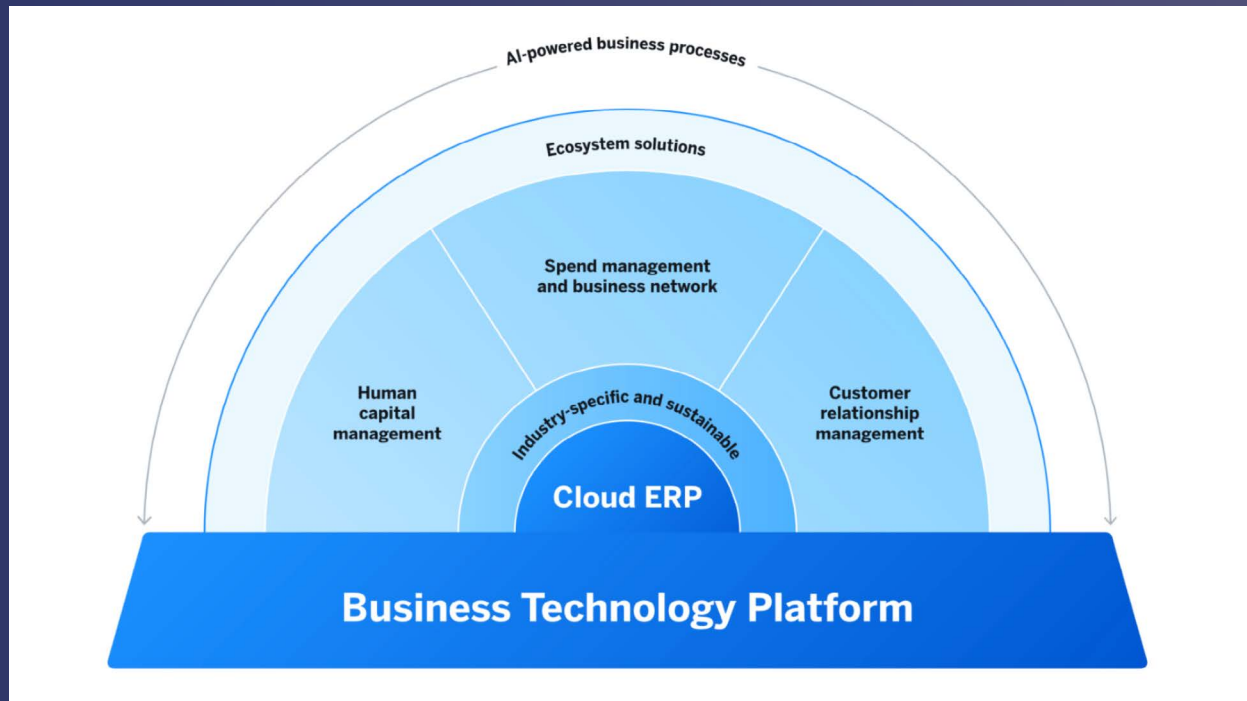
### **I want to automate all repetitive tasks and tap into the power of AI to accelerate my business**

SAP BTP gives you easy access to solutions that (hyper)automate tedious and time-consuming tasks. This includes tools proudly made by TheValueChain and featured on the SAP Store, such as the hyper-automation of sales orders and PO confirmations. In addition, SAP Joule and SAP Business AI showcase how AI can play a pivotal role in organisational processes and IT landscapes.



# SAP BTP's Suite Qualities

As explained before, SAP BTP is the foundation that unifies a business' cloud ERP and other (related) systems, whether they're made by SAP or another party.



To do so, it features seven suite qualities, which we touched on in the customer demands section above:

- Seamless user experience
- Aligned domain models
- Embedded and cross-product analytics
- One workflow inbox
- Coordinated lifecycle management
- End-to-end process blueprints
- Consistent security and identity management







# Exploring the four pillars of SAP BTP

SAP BTP is structured around four primary pillars, each serving a unique purpose in the digital transformation journey:

01

**Integration:** At its heart, SAP BTP is about integration: connecting disparate systems, data, and processes to create a cohesive whole. This integration ensures seamless communication and data flows between SAP and non-SAP applications, fostering an interconnected business environment.

02

**Extension:** SAP BTP offers many extension capabilities. This means you can tailor and enhance your SAP solutions to meet your needs without altering the core systems. The platform offers the flexibility to develop new functionalities or augment existing ones, in line with specific business requirements.

# 03

**Automation:** To boost efficiency across your organisation, SAP BTP incorporates automation capabilities, including low-code and no-code solutions. This empowers users at all technical levels to automate business processes, streamline operations, and reduce manual interventions.

# 04

**Analytics:** Analytics is a critical component of SAP BTP. By incorporating tools like SAP Analytics Cloud, Embedded Analytics, and SAP Datasphere, the platform offers advanced analytics capabilities. This allows your business to derive actionable insights from your data, leading to informed decision-making and strategic planning. SAP Datasphere acts as the foundation for the implementation of AI models, bringing advanced analytics capabilities to the forefront.



## Integration

Your tools are better when they work together. That's why SAP BTP features SAP Integration Suite. It offers robust integration capabilities, particularly with SAP S/4HANA. With over 2,000 out-of-the-box integrations available, SAP BTP streamlines the connection between S/4HANA and various solutions. Moreover, these integration options also extend to non-SAP systems. An important aspect in this regard is the SAP API Business Hub at [api.sap.com](https://api.sap.com), which features an overview of whitelisted APIs. These APIs facilitate the integration process, ensuring an efficient data flow between your different systems.

## What's included in the box?

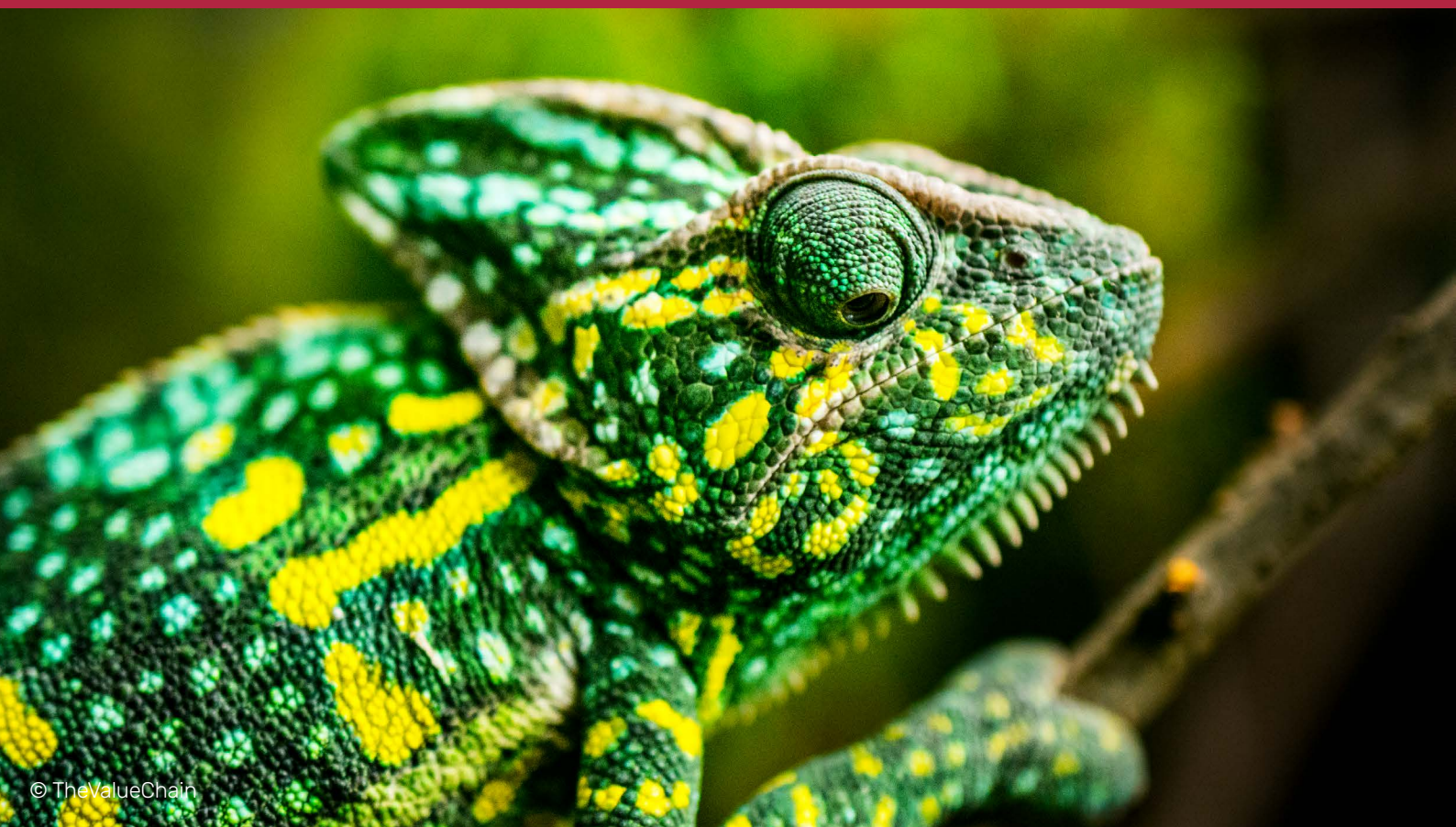
- **How do you get started with integration?** The Integration Assessment tool outlines the most effective integration methodology. It guides you in your approach, provides best practices, and discusses do's and don'ts.
- **Cloud Integration is the heart of the Integration Suite.** It features a (WYSIWYG) runtime to facilitate the building, running, and monitoring of application-to-application (A2A), business-to-business (B2B), and business-to-government (B2G) integration flows. Predefined content and an extensive connectivity pallet out of the box significantly accelerate the integration process.
- **Open connectors.** In addition to the out-of-the-box connectivity pallet, the Integration Suite can connect with 170+ applications and solutions.
- **API Management allows you to unlock your data in a unified, secure and transparent way.** It provides you with a solution to design, develop, protect, and monitor your APIs and gives you the possibility of monetising them.



*Always look for  
out-of-the-box integration  
instead of starting with a  
blank page.*



- **SAP Event Mesh is the baseline for establishing an event-driven architecture.** It enables consuming applications to react in real-time using asynchronous communication between applications, which is crucial for maintaining situational awareness and adapting processes quickly.
- **Trading Partner Management** allows you and your partners to effortlessly communicate following different industry standards, such as UN/EDIFACT, ASC X12, etc.
- **The Edge Integration Cell** is a new integration runtime that allows you to deploy and run your integration content in an on-premise environment. Should you prefer to store your data on-premise, you can develop your integration in the cloud and then deploy it to a local node. Monitoring happens in the cloud through SAP BTP Integration Suite.
- SAP Graph is an extension of API management that we like to call 'the mother of all APIs'. It is a new unified and consolidated API for SAP-managed data that lets you access a connected business data graph of SAP-managed data regardless of where this data resides.



## Extension

SAP BTP is the ideal platform to expand your SAP core system with the tools you need to address your specific business needs. To facilitate this process, SAP BTP features the Extension Suite.

The Extension Suite allows for the development of extensions that are loosely coupled with the core SAP system, which remains uncluttered by custom developments. It offers a solid alternative to traditional on-premise customisations in the form of a more flexible, cloud-native development environment. An added benefit is that upgrades, like transitioning to S/4HANA, become less cumbersome for your business.

This suite supports a variety of programming languages and development environments, offering a versatile platform for creating extensions that meet your specific business requirements. The use of standard APIs for integration further solidifies the clean core approach, as it ensures that custom extensions can be integrated without modifying the core system. Consequently, your business can innovate and extend its SAP solutions more efficiently, benefiting from the scalability and flexibility offered by the SAP BTP Extension Suite.

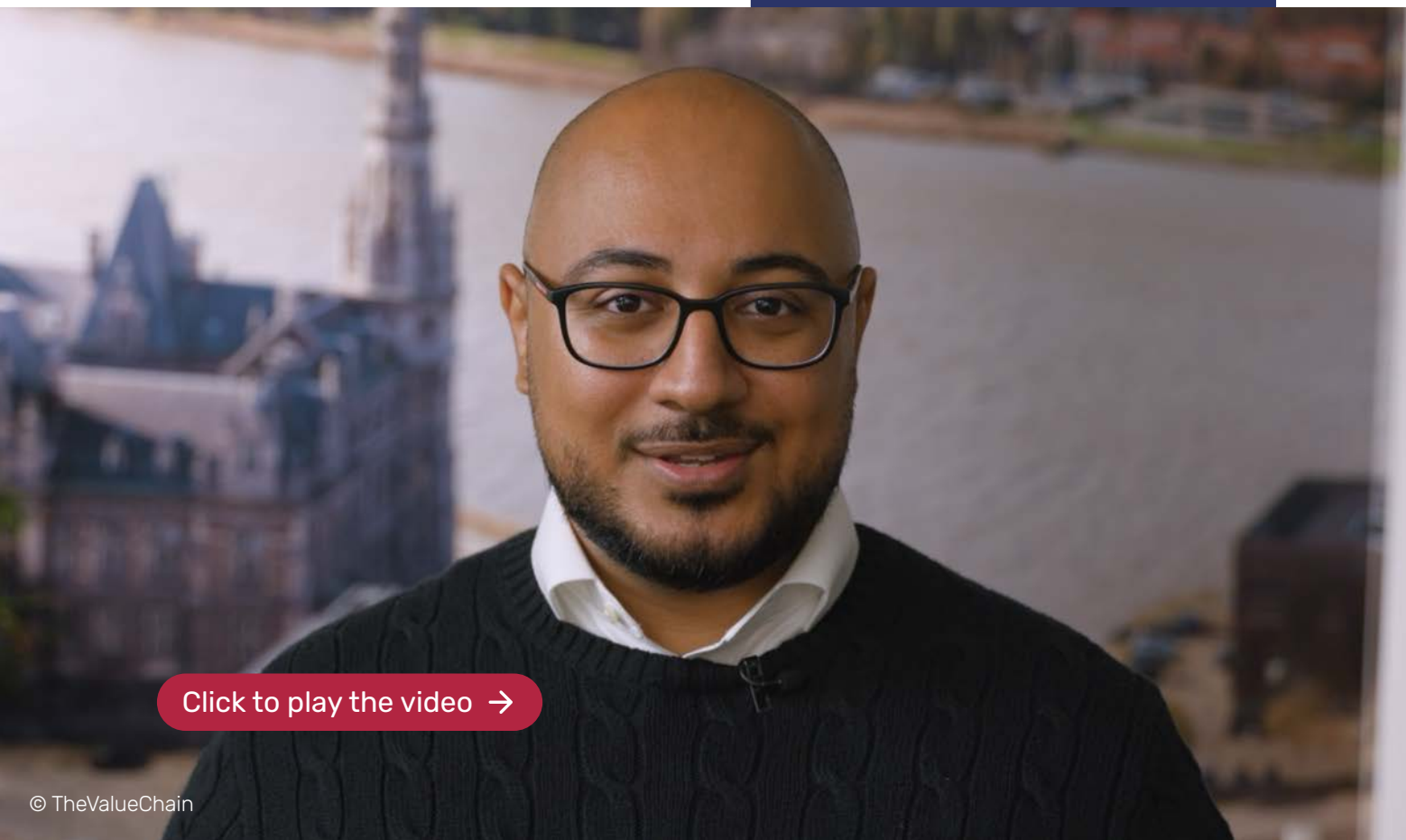
## Application development: pro-code and low-code/no-code

Thanks to the Extension Suite, application development is no longer the sole domain of experienced developers. Indeed, it offers flexibility with options for both pro-code and no-code/low-code development. As such, you choose the approach that best fits your team's expertise and the project's requirements. Whether it's building complex applications with custom logic or quickly developing simple apps with minimal coding, the Extension Suite provides the necessary tools and environments.



## Pro-code tools

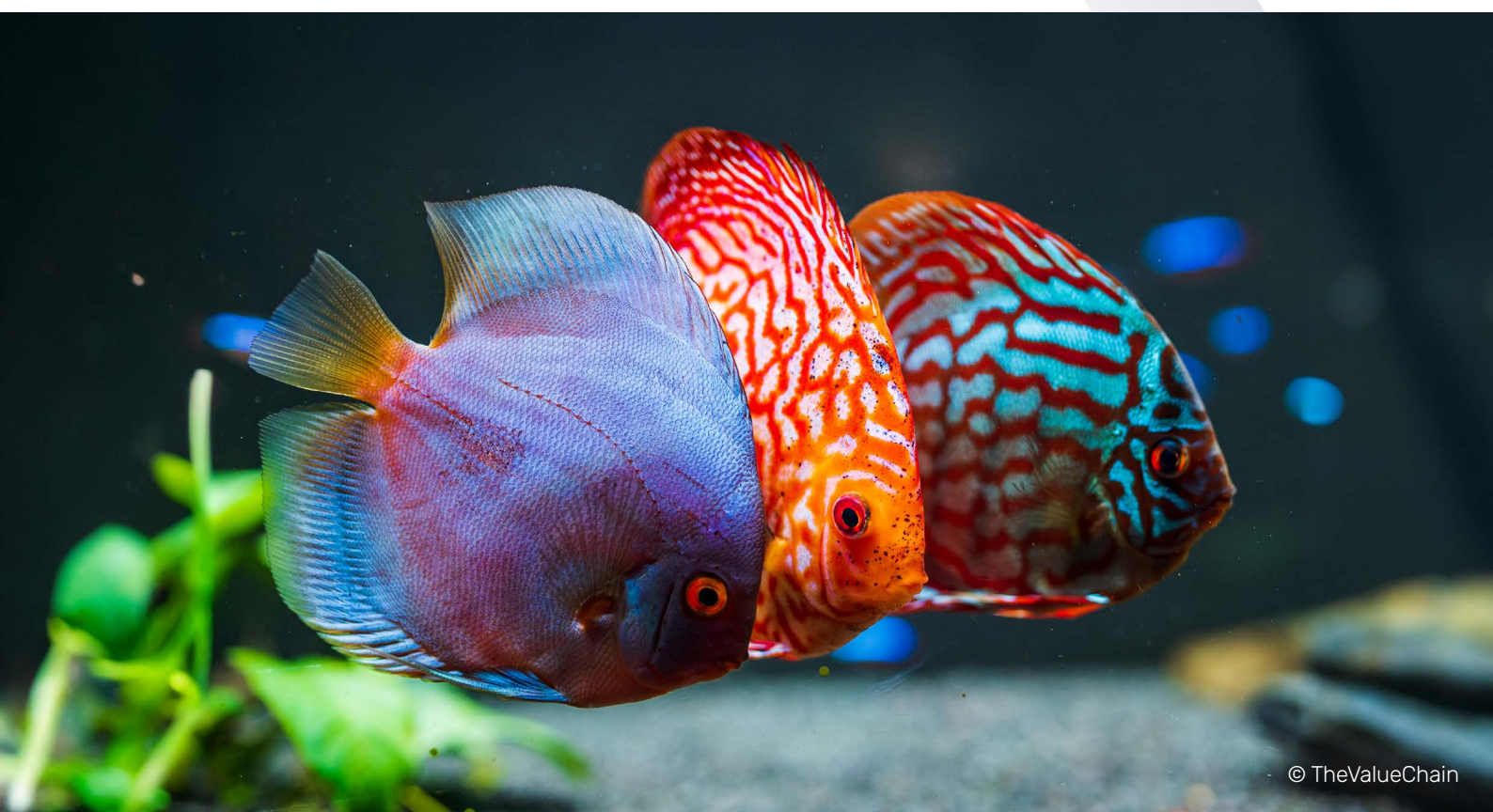
- Runtimes. For pro-code developers, we want to highlight three important runtimes: ABAP is used to develop ABAP cloud apps and extensions to get the most out of S/4HANA, while Cloud Foundry Runtime and Kyma Environment are meant for native containerised cloud applications.
- The Business Application Studio is the successor to SAP Web IDE and offers an out-of-the-box development environment that is fully preconfigured for all SAP-specific scenarios. This means you can get to work right away. It allows you to develop full-stack cloud applications, SAP Fiori/SAPUI5 applications, SAP Mobile Services, SAP HANA Cloud Developments, and much more. This cloud-based tool works right from your browser, with GIT integration for version control. Moreover, the Business Application Studio is extensible and compatible with Visual Studio Code plugins.



[Click to play the video →](#)

## Low-code/no-code tools

- **SAP Build Apps** gives anyone the power to develop applications with a visual drag & drop editor. You can build front-end applications as well as back-end components, such as database layers, application logic and APIs, as visual cloud functions now provide you with a way to visually create a backend. Front-end applications run on iOS, Android, and the web, while back-end components can be reused in pro-code development. By participating in SAP initiatives such as the Next Level SAP Build programme, TheValueChain's dedicated consultants constantly explore new ideas and use cases together with SAP. So don't be afraid to present them with your challenges.
- **SAP Build Process Automation** allows you to create and design business processes and automations. It enables Intelligent Robotic Process Automation, letting you extract PO information from a spreadsheet or an inbox and upload it into SAP S/4HANA. Similarly, it makes decisions to influence business processes, such as determining an approver based on an amount in a document. Thanks to Visibility Scenarios, you get in-depth insights into your workflows and automation processes. In addition, your automations integrate with SAP Task Center, giving you access to key information from a single inbox.



- **SAP Build Work Zone** is a digital workspace for the integration of various business applications and processes. The Standard Edition is designed to create a unified access point for applications and processes, seamlessly integrating with both SAP and non-SAP systems. This edition focuses on delivering a centralised, user-friendly interface for accessing various business applications.

The Advanced Edition offers additional functionalities, such as knowledge bases and workspaces, which boost collaboration and information sharing. This edition also supports the integration of UI Integration Cards and includes a mobile application for both iOS and Android devices. Both editions enable easy integration with various SAP solutions, like S/4HANA and custom-built pro-code Fiori/ SAPUI5 applications, as well as applications developed using SAP Build Apps.







# SAP BTP extension: Partner Portal by TheValueChain

With our self-service portal, we aim to improve product liability and increase the supplier-customer relationship by offering a centralised hub for effortless communication, ticketing, and access to critical installed base information. This boosts productivity and foster stronger partnerships.

The Partner Portal is a multi-tenant SaaS solution running on SAP BTP (SAP Business Technology Platform) and currently integrated with SAP Service Cloud (previously known as SAP C4C or Cloud for Customer).

## Business challenges:

- Lower back-office costs
- Greater process efficiency
- Centralised communication & information channel for customers & distributors
- Structured information capturing without too much back and forth

## Key features:

- Ticket management
- Contact details management
- Equipment management
- Document management

## Benefits:

- Higher data quality by leveraging standard SAP APIs
- Less administration (and lower costs) for employees
- Unique communication & information channel for customers/distributors
- Greater distributor and end-customer satisfaction
- Easy accessibility from anywhere on any device

## Technology:

- Partner Portal (built on SAP Business-Technology Platform)
- SAP Sales & Service Cloud

Discover in the SAP Store →



## Automation

Many businesses are faced with non-streamlined processes and repetitive tasks without much added value. By automating these processes, organisations can work more efficiently and free up valuable resources – including time that employees can spend on more creative work that allows companies to truly make a difference.

As noted in the previous chapters, SAP BTP provides a strong foundation for automation: from robotic process automation (RPA) to full-on hyperautomation.

### What is hyperautomation?

According to Gartner, hyperautomation is the idea that anything that can be automated in an organisation should be automated. Non-streamlined business processes are a massive financial burden that create serious issues and problems.

Business-driven hyperautomation can be used to rapidly identify, vet, and automate as many business and IT processes as possible. It has shifted from being an option to a necessity for survival. The technologies behind the concept – from robotic process automation (RPA) to low-code and AI – are rapidly becoming must-haves for architecting and addressing critical business demands.



[Click to play the video →](#)

## Why choose hyperautomation?

Hyperautomation helps you reduce costs, increase operational efficiency, and lower the margin of error in your processes. By implementing the right technological processes, your organisation is set for operational excellence.

## SAP BTP: the technology of choice for hyperautomation

SAP BTP has what it takes to enable your hyperautomation journey. Through the cloud platform, you can activate the services you need to realise your automation cases. In fact, it's not much different from shopping in your phone's app store.

In addition, Gartner considers SAP BTP an industry leader in the field of multi-experience development platforms thanks to its execution ability and completeness of vision.

## Hyperautomation tools

Let's take a closer look at the tools TheValueChain uses to catapult your company into the hyperautomation future. What exactly is under the hood of our hyperautomation toolbox? Well, a wide range of technological solutions merging into an approach that fully streamlines your operations.

Download our  
white paper

And discover the  
endless possibilities  
of hyperautomation.

[Click to read white paper →](#)





### **Process mining**

We discover, monitor, and improve actual processes through process mining by extracting knowledge from events readily available in your current information systems.

### **Workflow engine**

Intelligent process orchestration is vital. That's why we create a workflow diagram that determines which tasks are to be executed by a user and which by a robot (RPA). These 'smart workflows' are a great way to create robust, sustainable automation cases. They enable communication between various BTP and other services.

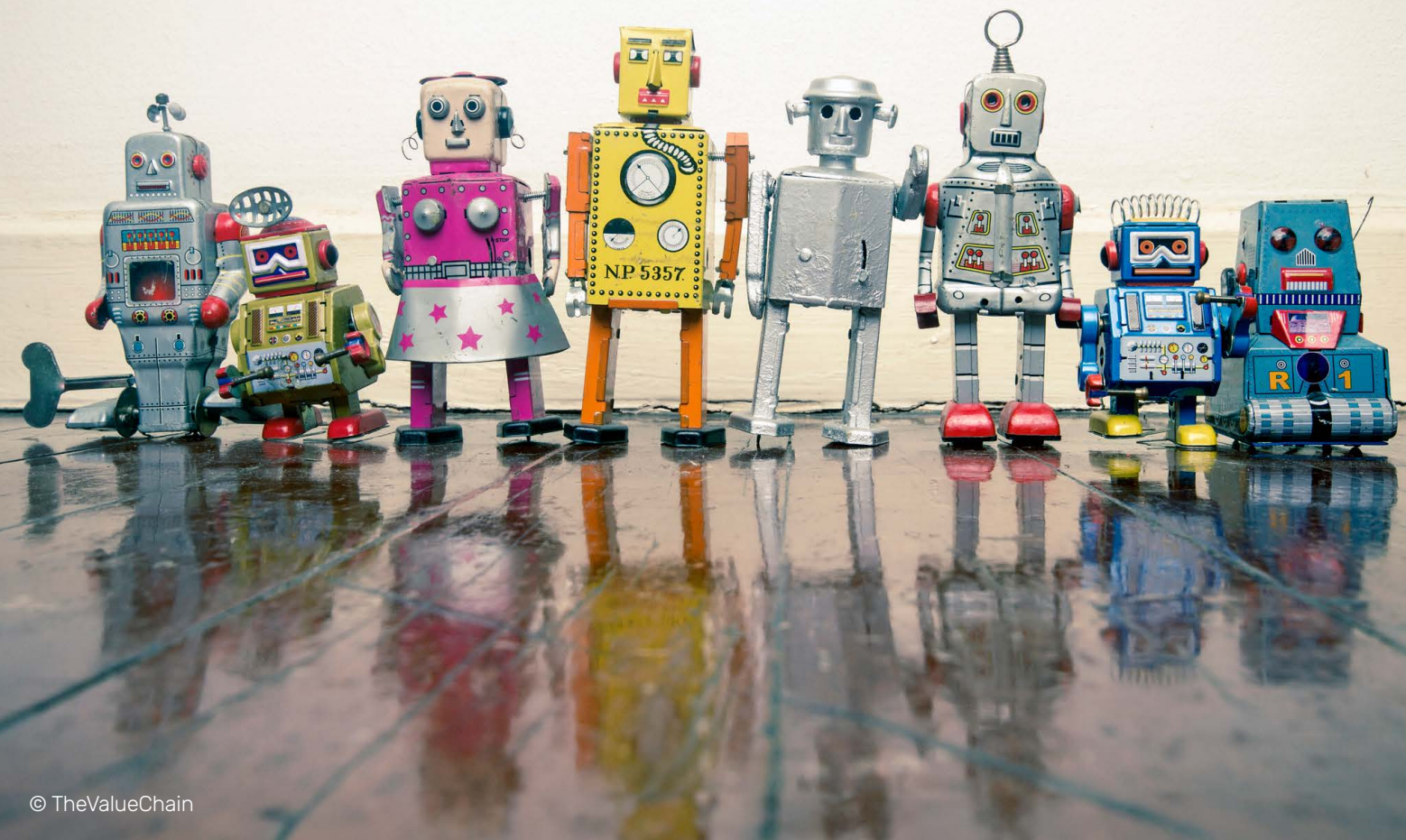
### **Intelligent robotic process automation**

Robotic process automation – or RPA – is critical for your hyperautomation solution. Bots execute tasks in the foreground (attended or triggered by users) or in the background (unattended, scheduled, or triggered by API call). These bots rely on screen scraping technology and API communication.

Even if your company already relies on RPA (such as BluePrism or UiPath), SAP BTP brings many possibilities to the table. It's perfectly possible to hold on to your current RPA and to complete your automation setup with smart workflows, no-code app development, chatbots, etc. It's recommended to investigate which synergies can be created.

## Hyperautomation and RPA

Hyperautomation is not the same as RPA. Robotic process automation is an integral part of hyperautomation, but it's only one of the tools in our toolbox. RPA is a wonderful way to automate rule-based tasks, but it can be challenging to take this technology to the next level. By adding smart workflows, low-code/no-code app development, process reporting, and AI into the mix, you achieve a robust and sustainable environment that supports your automation efforts in the long term.



## Low-code/no-code

Low-code and no-code app development is enabled within your hyperautomation framework. Developers use pre-packaged content and elements to accelerate standardised app developments. These apps need to communicate with other BTP services and systems through APIs. TheValueChain uses services such as Business Application Studio and SAP Build Apps (see the chapter on Extension).

## Adding AI into the mix

AI is the go-to solution for tying your hyperautomation architecture together. As experienced SAP integrators, SAP AI Business Services is the logical choice for the TheValueChain.

AI is a broad term that carries a lot of weight. In terms of optimising your operations and processes, machine learning can be used to automate document information extraction. This allows you to process large amounts of business documents and use the extracted information to automatically process payables, invoices, or payment notes – all while guaranteeing that invoices and payables always match. And that's just one example.

Conversational AI bots are another tool to consider. SAP Conversational AI lets you deploy powerful conversational interfaces with an end-to-end bot-building platform.

Finally, the SAP Leonardo Machine Learning Foundation helps you enhance business processes and software applications with artificial intelligence. You can use pre-trained machine learning services, deploy a custom model, or tune existing ones with your training data – all tailored to your use case and objectives.



Available on  
**SAP Store**

# Discover hyperautomation solutions by TheValueChain

## Hyperautomated sales orders: turning customer e-mails into sales orders in your SAP system

This solution, developed with SAP Build Process Automation, relieves your employees of the most repetitive, manual, and low-value areas of the sales order creation process. This allows them to work smarter, not harder. Users are only requested to manage exceptions, while sales orders are created in the ERP system and a dashboard offers complete visibility.

[Discover it on the official SAP Store →](#)

## Hyperautomated PO Confirmations: more value-added tasks for your procurement team

This solution processes incoming e-mails, interprets content, requests users to manage exceptions, updates purchase orders in SAP, and offers complete visibility in a dashboard. The solution is realised on SAP BTP and integrates with SAP S/4HANA and SAP ERP.

[Discover it on the official SAP Store →](#)



# Analytics

Businesses generate a tremendous amount of data across all departments. This data is a goldmine waiting to be discovered and exploited. Once you go digging for actionable insights, you can make informed strategic decisions instead of relying on gut feeling and emotion in the heat of the moment. However, deriving such insights from mere figures is a hefty task – unless you have powerful analytics tools at your disposal.

SAP BTP gives you the foundation you need to incorporate data analytics throughout your business with tools that gather and collect data across your technology stack. Furthermore, SAP Datasphere acts as the foundation for the implementation of artificial intelligence models, bringing advanced analytics capabilities to the forefront.





## **SAP Analytics Cloud**

SAP Analytics Cloud is the newest generation of business intelligence tools, designed to make BI widely accessible. With its ease of use and flat learning curve, SAP Analytics Cloud allows anyone to get started quickly, without sacrificing more advanced capabilities.

SAP Analytics Cloud combines reporting and planning functionalities. It can be used as a central analytics tool across all of your SAP products (ERP, SuccessFactors, Cloud for Customer, etc.) or within a specific solution. In addition, it features basic artificial intelligence and machine learning for more advanced data analytics.

## **SAP Datasphere**

SAP Datasphere is the tool of choice for complex data analytics, such as connecting data from several SAP products to cross-reference them and apply complex logic. As a data warehouse in the cloud, it can access and read millions of records at once and run complex queries. This includes combining financial results, sales metrics, and HR data across multiple years to drawing up trend reports and visualising evolutions.

## **Which analytics solution do I need?**

Choosing the right analytics tool for your business depends on the size and complexity of your company, the systems you have in place, and your data analysis requirements, among other things. Implementing a analytics solutions typically requires customisation.

As for data requirements, we distinguish between three types of data users:

- **Information consumers who want relatively simple data lists**
- **Executives who require dashboards with real-time insights to make informed decisions**
- **Analysts who need to take deep dives into particular data sets**

SAP analytics tools can be tailored to meet the needs of all users.



### **Navigating SAP BTP services: tailoring to your needs**

To get the most out of SAP BTP's wide range of solutions, you have to select the right BTP services based on your individual business requirements.

**We advise you to consult with TheValueChain for licensing options. As the winner of the SAP BeLux Partner Business Technology Platform 2023 Award, we know all the ins and outs of SAP BTP. Various editions and solutions are available, catering to different business needs. The SAP discovery centre and TheValueChain can guide you in selecting the appropriate services.**

# Customer stories

Discover how SAP BTP implementations by TheValueChain, have helped these clients elevate their business to the next level.



## From fresh food to fresh solutions: Edgard & Cooper introduces hyperautomation

Edgard & Cooper believes that all pets deserve the best. By extension, we believe its employees do too. In order to deliver on that promise, Edgard & Cooper's customer service desk needed to overhaul its order processing. The- ValueChain transformed the sales creation process by implementing a hyper- automation solution to enhance efficiency and bring about a seamless order fulfilment experience.

[Watch the customer movie →](#)

The customer service agents at Edgard & Cooper, a producer of fresh dog food and cat food, grappled with the manual processing of orders flooding in via e-mail, a predominant part of their workload. Recognising the need for an enhanced system, the company enlisted TheValueChain for an automated solution that integrated with their existing SAP system.

In a workshop setting, we showcased our hyperautomation solution – available on the SAP Store – demonstrating which features would bring which results to their existing processes. The outcomes were then translated into concrete use cases, which provided a tangible roadmap for implementing automation.

## From RPA to KPI

Robotic process automation (RPA) was implemented within their existing SAP S/4HANA Public Cloud ecosystem, automating the processing of incoming orders through machine learning and AI recognition, enabled by Metamaze software. This not only streamlines order processing, it also ensures that the system continuously learns and improves over time, adapting to evolving demands and enhancing overall efficiency.

Human agents are kept in the loop for crucial decision-making processes, introduced via user tasks. In tandem, a robust dashboard with real-time data analysis capabilities grants access to comprehensive insights, including KPIs.





**METAMAZE**  
DATANEWS TECH START-UP OF THE YEAR

## Metamaze: adaptive intelligent document processing

Metamaze was named Datanews Tech Startup of the Year 2022 and is one of TheValueChain's prime SAP integration partners. Its goal? To increase your workforce productivity with AI. To that end, it offers an adaptive intelligent document processing platform that helps you to automate classification and data extraction from documents and e-mails.

### **Streamlined operations, maximum efficiency**

This hyperautomation not only optimises operational costs, it also ensures streamlined operations and reduces risks and errors while giving customer service agents more time for valuable tasks.

Edgard & Cooper's choice of TheValueChain is attributed to our specialised knowledge and exclusive automation expertise within SAP, particularly within the SAP Business Technology Platform (BTP). Leveraging this platform ensures a tailored and efficient hyperautomation solution aligned with SAP S/4HANA Public Cloud edition.



## Customer stories

### ADPO – Order Processing

Optimal supply chains rely on swift and reliable partners – certainly when it comes to heavily regulated sectors such as chemicals and other process industries. This is exactly the area in which ADPO has been specialising for over thirty years as a third-party logistics provider. However, the heaps of sales orders and other requests customer service employees had to handle every day were steadily grinding down these smooth supply chains. To remedy this situation, ADPO was looking into hyperautomation to find solutions.



The mission involved automating the creation of thousands of sales orders and processing them as far as possible, all to improve supply chain planning and free up time for employees to spend on more valuable tasks. A dedicated roadmap was set up to handle all possible scenarios and variations. This would allow us to gradually increase the scale of the solution to materials, customers, and more.

## From analysis to leveraging AI

Automating the order flow is all about analysing customer orders that come in via e-mail, apart from the ones that come in via EDI. By using SAP Document Information Extraction, we leverage AI to recognise data elements in any customer PDF template. The embedded probability rate decides if the bot can proceed with the interpreted data or if a user should step in to confirm the order. In any case, the bulk of the task is performed automatically. Only in exceptional cases a 'human in the loop' should intervene in the automated process.

Every single order to be created receives a dedicated workflow instance, providing continuous process visibility and KPIs that are available at any given time.



## Seamless integrations

Our hyperautomation solution is realised on the cloud-based SAP Business Technology Platform that integrates with SAP S/4HANA or ECC. Intelligent document processing technology works as an extension of the SAP technology in place. We implemented dynamic error handling as well as clear process visibility.

## Low-code, cost-efficient

TheValueChain provided ADPO with a futureproof hyperautomation solution that is both cost-effective and easy to use thanks to its low-code nature. Employees greatly benefit from the improved accuracy and speed in handling sales orders, which frees up time for more valuable tasks. The integrated solution provides increased visibility and improved process response times.

“

Thanks to TheValueChain, we have made a huge leap forward in our digitalisation ambitions by outsourcing our SAP activities and deploying a professional on-site SAP team. ”

Filip De Dijcker - Managing Director at ADPO Group





## Customer stories

### Cultivating success: Arvesta's integration journey

Arvesta, Belgium's premier full-service partner for farmers and gardeners, thrives within a dynamic international network. While renowned for its 200 Aveve stores and 3 Eurotuin outlets catering to individual gardening and pet needs, Arvesta's core focus remains on serving professional farmers and horticulturists.



## Sowing seeds of innovation

For livestock farmers, Arvesta produces sustainable, balanced animal feed across various categories. Additionally, the company supports farmers throughout the harvest process, offering essential supplies like seeds, fertilizers, and crop protection, alongside providing advanced greenhouse construction and agricultural machinery.

Jan Steukers, Director IT at Arvesta, emphasises: *“Our strength lies in our 40 strong brands, dedicated to providing innovative solutions that foster sustainable growth for farmers and gardeners alike, a legacy spanning over 120 years.”*

## Nurturing integration excellence

The backbone of Arvesta’s operational efficiency lies in its robust integration architecture. With diverse business activities and systems in play, seamless communication is essential. Arvesta’s IT team orchestrates end-to-end processes, manages master data exchange, and ensures regulatory compliance within Belgium’s stringent guidelines.

Tim Plattau, Lead Enterprise Architect & Integration at Arvesta, explains:

*“In a landscape fraught with integration complexities, we’ve adopted an API and event-driven architecture with SAP Cloud Platform Integration as our bedrock.”*

## Harvesting success with SAP CPI

Arvesta processes over 250,000 messages daily through SAP CPI, facilitating around 400 interfaces and automations. The LeanIX Enterprise Architecture tool meticulously documents these integrations, ensuring transparency and efficiency. The Central Data Hub, a custom-built solution, acts as the single source of truth for master data, enabling seamless data distribution across Arvesta’s applications.

Tim Plattau adds: *"Our recent migration to SAP Cloud Foundry signifies our commitment to evolving alongside technology, ensuring our integration platform remains resilient amidst our diverse system landscape."*

## Cultivating partnerships for growth

Arvesta's integration journey is not navigated alone. Collaborating closely with TheValueChain, an integration expertise partner, ensures the seamless design, construction, and monitoring of integrations. Together, they continue to innovate, fostering sustainable growth within the agricultural sector.

Arvesta's commitment to innovation and integration underscores its dedication to the prosperity of farmers and gardeners. With a steadfast focus on leveraging technology to drive efficiency and sustainability, Arvesta remains poised to cultivate success for generations to come.

[Play the full customer story →](#)



# Let's talk SAP Business Technology Platform

Looking to upgrade your business with the SAP Business Technology Platform? We can help you select and build the tools you need, without adding unnecessary complexity or introducing applications you'll never use.

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