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How Capgemini enhances SAP Business Suite value propositions using genAI on AWS

Business resilience, operational excellence, and time to value:
Realizing the benefits of business AI and genAI with a human touch



CIO

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Deploying the RISE with SAP offering in the Amazon Web Services (AWS) cloud has long brought benefits to organizations in three key areas: business resilience, operational excellence, and time to value. Artificial intelligence (AI) — including generative AI (genAI) and agentic AI — is making for an even more compelling business case by adding more benefits in each of those areas.

When they make effective use of new capabilities from SAP S/4HANA — extended with Clean Core principles on SAP BTP and complemented by AI with cloud service providers such as AWS — companies can derive instant business insights through SAP Joule. This includes spotting supply chain disruptions in time to take corrective actions and being able to conduct scenario simulations. Additional benefits include improved data quality, optimized process execution times, better collaboration between departments, and getting new workers up to speed more quickly.

This all adds up to shorter time to value, with more agile processes, faster change adoption, optimized staffing, and more rapid business transformation.

Business resilience

“Migrating to the cloud significantly enhances business resilience by liberating organizations from the constraints of complex and fragile legacy IT architectures, which are often difficult to scale and slow to adapt,” says Amir Moeini, SAP innovation leader and genAI expert in the Global SAP CTIO office at Capgemini.

But AI takes it further with new levels of automation. Companies such as Capgemini and AWS are embedding AI into SAP solutions, creating “intelligent autonomous and semi

autonomous agents that can actually make decisions and take action on behalf of the business personas,” Moeini says.

These AI agents learn from data, predict outcomes, and take proactive actions. “This marks a significant leap in operational efficiency and business resilience,” he says.

The ability to simulate scenarios, develop crisis response plans, and swiftly adapt to market dynamics has become essential for enterprises seeking to strengthen their resilience in today’s increasingly volatile and disruption-prone environment. When combined with clean core principles and AWS Cloud Architecture, AI and genAI serve as strategic enablers of this resilience, empowering organizations to respond with agility and precision.

Cloud extensions enable connections with the external market ecosystem, bringing AI and data services that become business insights. GenAI augments decision-making with simulations and forward-looking capabilities that can propose response plans for handling unexpected situations.

Operational excellence

The AWS cloud and AI also have a profound effect on the way employees use SAP solutions day to day. S/4HANA with SAP Business Technology Platform (BTP) comes with its own AI capabilities as part of the RISE and GROW bundles of services, says Gianluca Simeone, Global SAP CTIO and genAI leader at Capgemini. Such capabilities complement those native to AWS and additions built by integrators such as Capgemini.

“We are building AI agents with SAP Joule Studio and AWS capabilities,” Simeone says. “We are in the agent-to-agent paradigm now.



We have SAP Joule agents working with AWS agents and vice versa, covering end to end and achieving the best user experience on this kind of hyperautomation.”

That hyperautomation includes agents that handle far more than simple repetitive tasks. “Agents can plug directly into SAP and non-SAP systems, handling everything from financial operations to supply chain, forecasting, HR, customer service; and different mission-critical business processes such as procure to pay, order to cash, and so on,” Moeini says.

Human-assisted and autonomous agents help improve process execution lead time by avoiding waiting between business processes steps, and genAI features improve life cycle management of enterprise assets by preventing failures and suggesting actions against anomalies.

Time to value

All of these productivity gains and new capabilities contribute to improved time to value of SAP transformation programs for accelerated business value realization. The ability to automate numerous tasks and processes can reduce time requirements dramatically, by days or even weeks.

AI-driven tools simplify and speed up the transformation process, minimizing the effort required to modernize systems and business processes. Companies can reduce legacy technical debt more quickly, moving toward a Clean Core architecture that is easier to maintain, extend, and adapt.

Simulation and prediction capabilities help organizations make more effective decisions faster, helping them avoid the effects of supply chain disruptions and make better use of internal resources. All users benefit from guided workflows and real-time insights that not only reduce the time needed to complete tasks but also improve quality, leading to lower costs and higher revenue.

Overall, the result is faster realization of transformation business cases, more agile and responsive processes, and quicker adoption of change initiatives. Companies can also optimize staffing and reduce manual workloads, enabling employees to focus on higher-value activities.

“Time to value is where the cloud really shines,” Moeini says. “Traditional ERP projects were long, expensive, and often slowed down by technical depth and lack of automation. With SAP in the cloud, you can deploy faster, automate more, and start seeing results, sometimes in weeks instead of years.”

Learn more about how Capgemini and AWS can enable you to take advantage of all the AI capabilities available for SAP S/4HANA. Visit: <https://aws.amazon.com/partners/capgemini/>.