CIO Survival Guide
CIO: ... INNOVATE AND DRIVE DISRUPTION OR FACE IRRELEVANCE
CIO → CIIO
Lead the Way
## Intelligent Business Operations

### SAP Operational Process Intelligence

**Open Procurements**
- **5,820**
- **785**
- **8,506**

10:03:37 AM 15,771

### Open Procurements by Phase

<table>
<thead>
<tr>
<th>Phase</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition</td>
<td>3,267</td>
</tr>
<tr>
<td>Purchase</td>
<td>9,456</td>
</tr>
<tr>
<td>Receive</td>
<td>1,503</td>
</tr>
<tr>
<td>Invoice</td>
<td>1,545</td>
</tr>
</tbody>
</table>

### Cycle Time
- **August, 2014**
  - Cycle Time: **13.83 Days**
  - Target: **27 Days**
  - Change: **466.7%**

### Delivery Duration
- **August, 2014**
  - Delivery Duration: **1.93 Days**
  - Change: **217.8%**

### Key Metrics

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>August, 2014 Completed on Time</td>
<td>928</td>
</tr>
<tr>
<td>August, 2014 Cycle Time</td>
<td>232</td>
</tr>
<tr>
<td>August, 2014 Average Number of Change</td>
<td>1.75</td>
</tr>
<tr>
<td>August, 2014 Number of PO approved</td>
<td>6,959</td>
</tr>
<tr>
<td>August, 2014 Number of PO created</td>
<td>11,719</td>
</tr>
<tr>
<td>August, 2014 Number of PO rejected</td>
<td>250</td>
</tr>
<tr>
<td>August, 2014 Delivery Duration</td>
<td>368</td>
</tr>
<tr>
<td>August, 2014 Delivery Duration</td>
<td>384</td>
</tr>
<tr>
<td>August, 2014 Delivery Duration</td>
<td>6,959</td>
</tr>
<tr>
<td>August, 2014 Delivery Duration</td>
<td>11,719</td>
</tr>
</tbody>
</table>

### Billing and Invoice Process
- **August, 2014**
  - Billing and Invoice process: **12.89 Hrs**
  - Change: **54.3%**

### Percentage Completed on Time
- **80.0%**
  - Target: **60.0%**
  - Change: **-26.3%**

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The image displays a dashboard showing various performance metrics related to procurement and operational processes. The metrics include cycle time, delivery duration, and key performance indicators (KPIs) such as the percentage of procurements completed on time. The dashboard uses charts and tables to visually represent the data, highlighting areas for improvement and success rates.
### Intelligent Business Operations

The SAP Operational/Process intelligence platform is designed to help businesses optimize their operations. It integrates with various tools and services to provide real-time insights and decision-making support. This image showcases a procurement module within the platform, which allows users to manage and monitor the procurement process efficiently. The platform is known for its ability to improve supply chain management, enhance visibility, and drive operational excellence. Users can access detailed information on critical procurements, including status, purchase requisition, product details, unit price, quantity, total price, organization, plant, supplier, and elapsed time. This integration helps businesses make informed decisions, reduce costs, and improve overall operational efficiency.
Intelligent Business Operations
Intelligent Business Operations
Strategy for IoT

- Adaptive Logistics
- Moving Assets
- Augmented Reality
- Remote Service Management
- Predictive Maintenance
- Digital Object Memory
- Smart Factory
- Energy Management
- Predictive Quality
- Output based monetization

R&D  Logistics  Manufacturing  Sales  Service

Smart Data

Moving Assets  Remote Service Management  Predictive Maintenance

Augmented Reality  Digital Object Memory  Smart Factory

Energy Management  Predictive Quality  Output based monetization

Predictive Maintenance  Remote Service Management  Moving Assets
Unleash Business Value
The Power of Data
Boardroom Redefined
Buenos Aires vs Mother Nature

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As MagicBands e os cartões são dispositivos multifuncionais seguros que permitem acessar facilmente planos e opções de férias feitos com o My Disney Experience.
Wearables And Big Data Lead To New Customer Experience For Disney

By Celia Brown, Published on June 7, 2013

The Disney Customer Experience

When it comes to customer experience, numerous big brands come to mind but one could argue that Disney leads the pack and always has been a leader in this area due to their exemplary customer service and personalized experiences at their Parks and Resorts.

With that said, I visited the Magic Kingdom in late 2012 and I was somewhat underwhelmed by the lack of technology reflected in their customer experience.
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3. Create new Business Rules
4. Bring in the Entrepreneurs
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