



SAP DGTAL

Τεχνολογία για την κοινωνική ένταξη, τις ίσες ευκαιρίες και τη συμμετοχή

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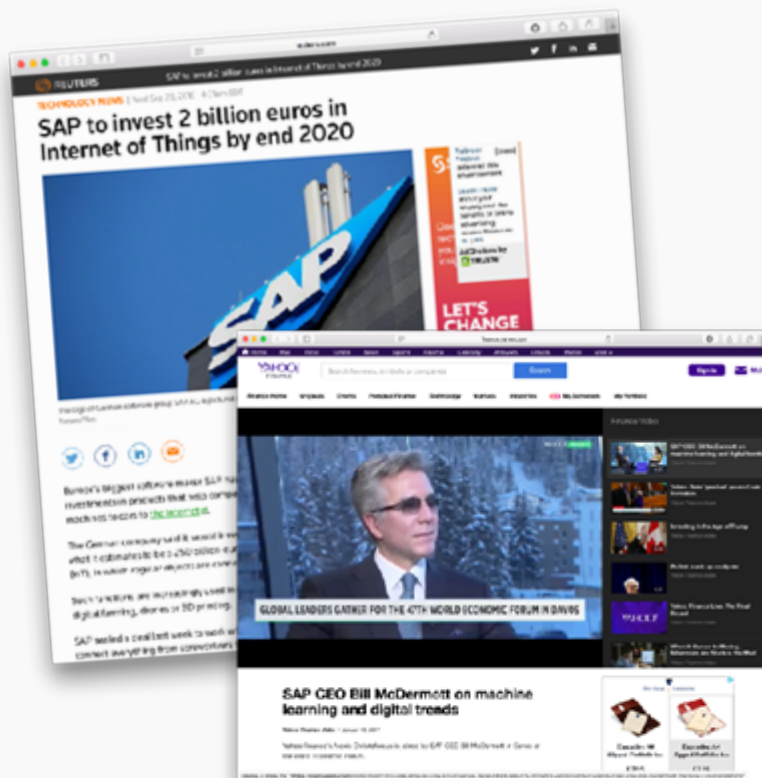
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# From pioneering ERP software to industry leading technology for IoT, we have breakthrough technologies that are shaping business today

## Fast Facts

- **74%** of the world's transaction revenue touches an SAP system.
- SAP touches **\$16 trillion** of consumer purchases around the world.
- **1 new company** joins SAP Business Network every **1.2 minutes**
- More than **80%** of SAP customers are **Small Medium Enterprises**
- SAP customers represent **98%** of the **top 100** most valued brands in the world
- SAP customers represent **87%** of Forbes Global 2,000 companies.



## SAP Innovations and Position

- Solutions for **25 industries** and **11 lines-of-business**
- SAP is powering the world's Business Network with **1.6 million connected companies** transacting over **\$730B** in commerce annually
- SAP is the **fastest growing** company at scale in the cloud with **largest cloud portfolio**: 30+ solutions for all lines-of-business as well as Business Suite



# SAP in local government



# What is SAP Leonardo?



Business Process  
Integration



Social &  
Collaboration



Big Data



Business Models

Intelligently connecting People, Things and Businesses

Artificial Intelligence and  
Machine Learning



APIs &  
Microservices



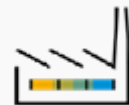
Natural  
Language



Assets &  
Machines



Business  
Applications



**Sense**  
with IoT  
and Big Data

**Inspire**  
with  
Analytics

# Empathy



**TRUST** Blockchain

**Learn**  
with Machine  
Learning

**Fullfil**  
with Digital Core  
and Industry Accelerators

**Consensus Computing**

SAP HANA

SAP Cloud Platform

Design Thinking



Sense



Think



Act



include



enable



equalise



Sense



Think



Act



include



enable



equalise






inclusion at birth

# SAP Africa's Innovative Mobile Birth App To Increase Kenyan Citizenship Registration


Tuesday, April 22nd, 2014 at 11:58am





Up until now, the number of birth registrations, especially in rural areas of Africa, remains low with only fifty percent of children being registered on average. Children born in Kenya must be registered within 90 days of their birth. If they are not citizens face costly, lengthy processes to register their children which, if not done, can prevent them from accessing vital state resources like education, healthcare and ultimately, productive employment.



## CIVIL BIRTH REGISTRATION

Username 

Password



### Child Information



**MARGARET  
KAMAU**

Certificate Collected

 Gender:  
Female

 Birth date:  
Sat Jul 12 2014

 Birth location:  
At home: Kanyadhiang Village, Nyanza

 Attachments:  
Captured Documents 

 Mother:  
Suzzana Ouko 





inclusive healthcare

# Roche and SAP: helping care for diabetes with HANA Cloud Platform



Average person's lifespan:

**now 20 years longer**

By 2050:

**2 Billion people**

will be over 60

Connected Health: Roche Diabetes Care and SAP Create Personalized App



About 347 million people worldwide have diabetes. Total deaths by diabetes are projected to rise by 50% in the next 10 years (WHO). But diabetes is not inevitable. SAP and Roche created a mobile app based on the SAP HANA Cloud Platform to enable doctors to follow the progress of their patients via a dashboard in real time.



Worldwide,

**~350 million**

people have diabetes



# Pregnancy App for Heidelberg University Hospital

Goal: new level of Patient – Physician relationship

- Bring together pregnant women and their doctors
- Direct communication
- Early detection of depressions

Capabilities:

- Intelligent filtering of information
- Scheduling of appointments
- Data collection, questionnaires, eg regular EPDS scores
- Push notifications in case of abnormal conditions

Video:

[http://youtu.be/tQ8WAQc\\_RmY](http://youtu.be/tQ8WAQc_RmY)





inclusive city







# Strengthening Democracy Through Design

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TurboVote

Through a partnership with Democracy Works, SAP is using research and design to help address low turnout rates among America's first-time voters. With over 500,000 new TurboVote subscribers in 2016 alone, the work is having real impact.

Back

# TurboVote



**VOTE  
HERE**



Increased completion rates by more than 3x, in part due to UX (user experience) improvements.



Sense



Think



Act



include



enable

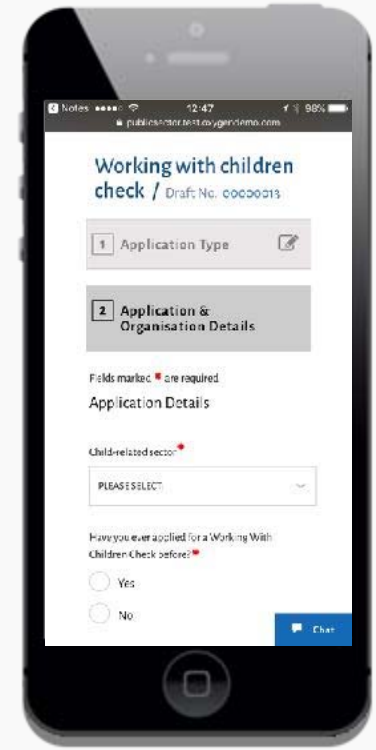
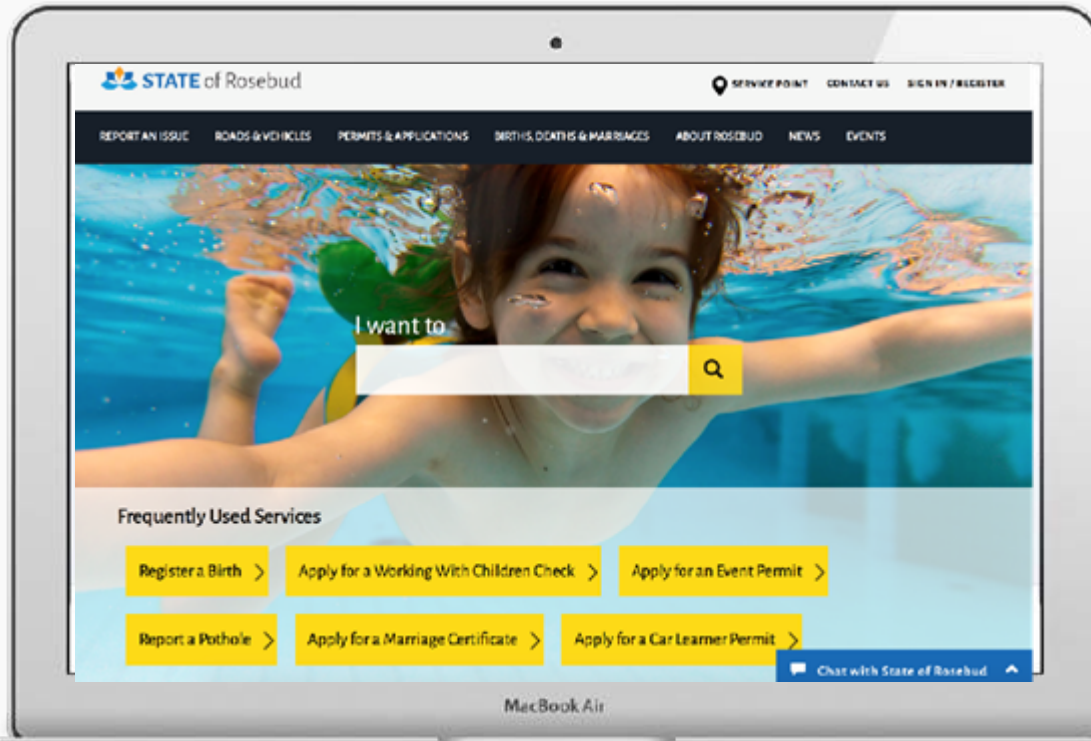


equalise

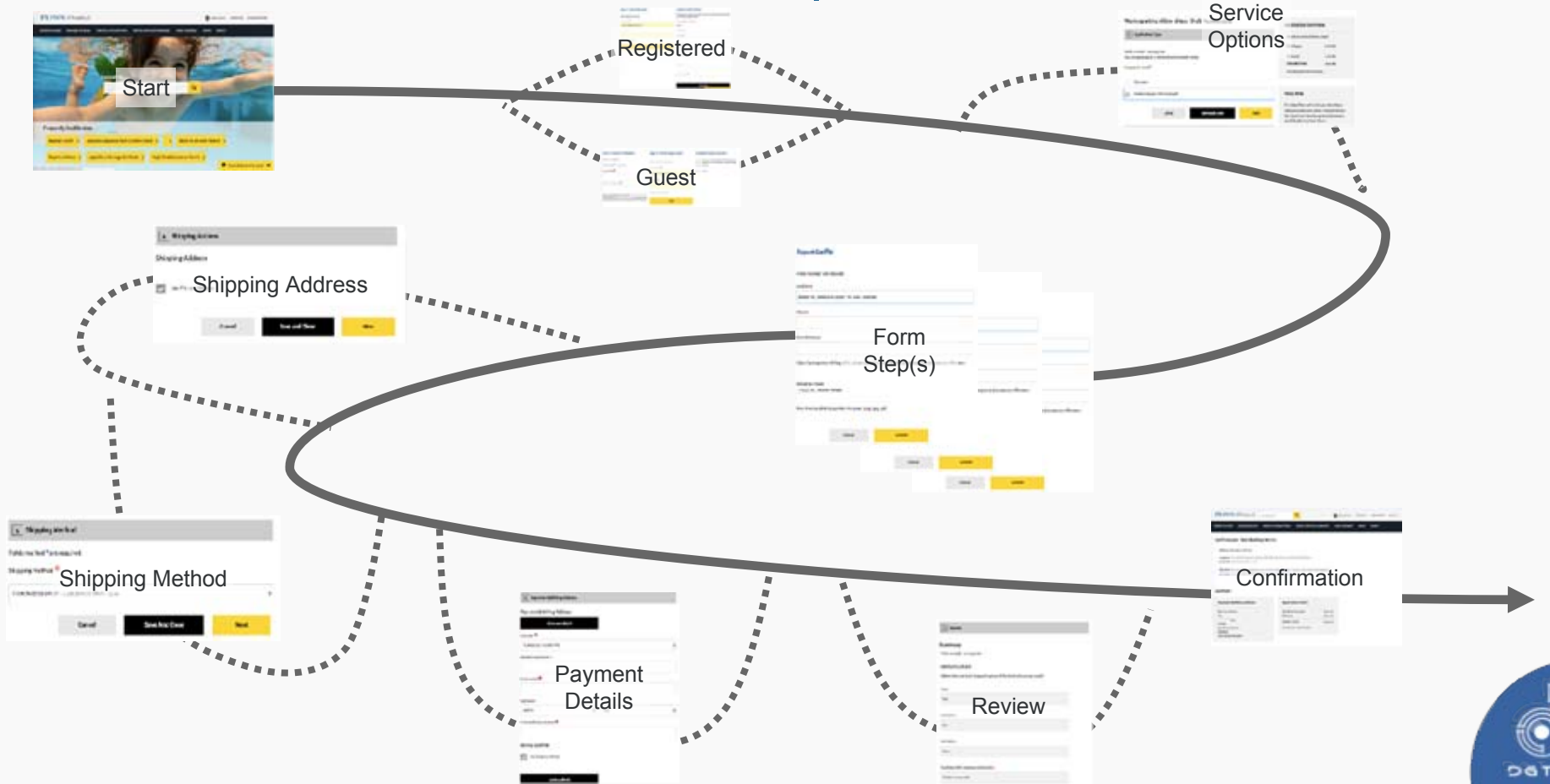


enable services

# Citizen Engagement Accelerator | Look & Feel



# Service Request | Process View



# SAP Enterprise Bots

Conversational User Interfaces for SAP Applications





Monarch Gourmet  
Shopping & retail

Timeline About Photos Reviews More

Create Page

- Recent
- 2014
- 2013
- 2012
- 2010

# SAP Service Ticketing

Search for posts on this Page

- 48 people like this
- 4 people have been here
- Invite friends to like this Page

Status Photo/Video

Write something on this Page...

Monarch Gourmet  
8 March · 🌐

I am having problems with my coffee maschine I have bozught last week!

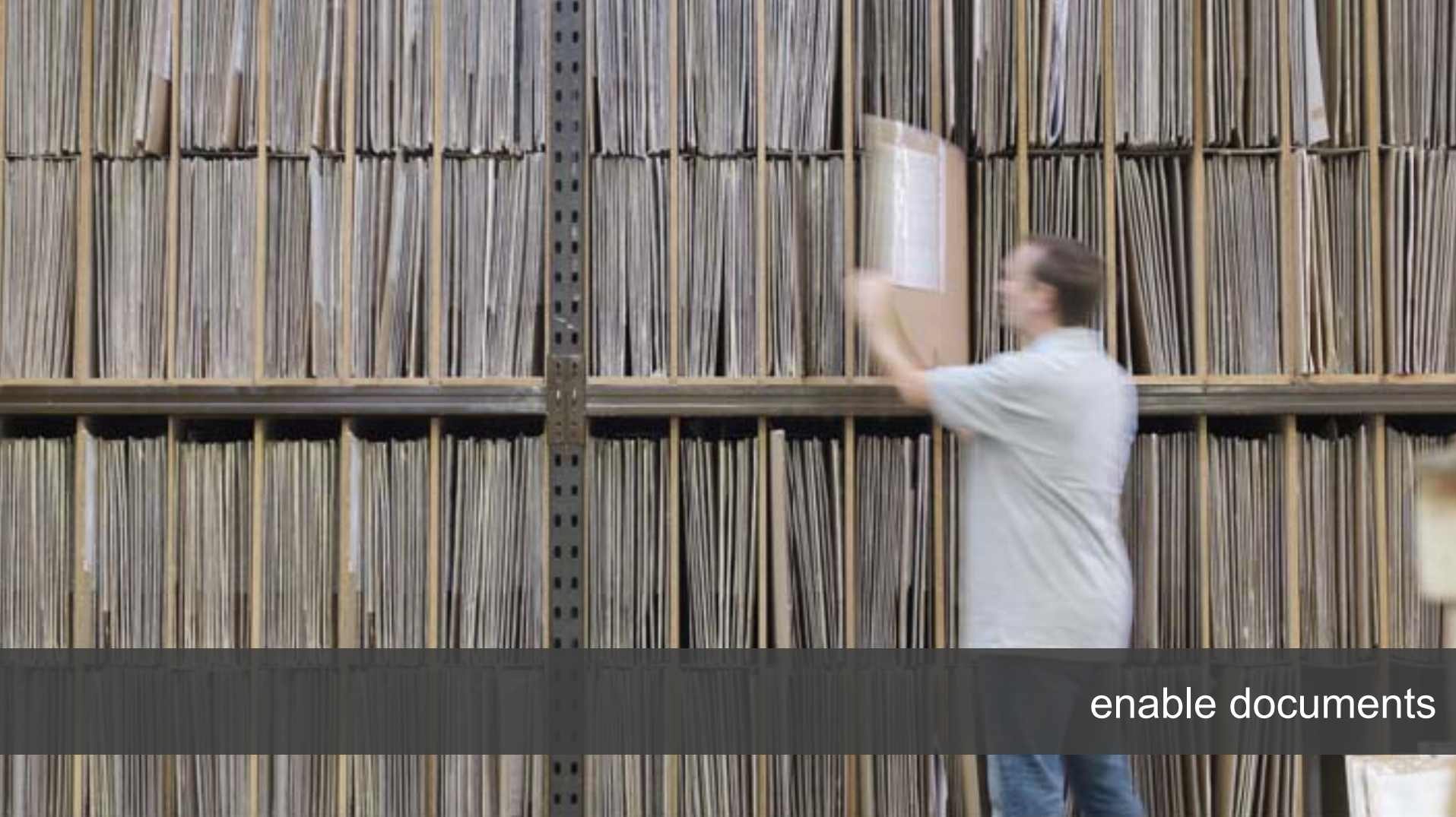
Share

When a customer makes a comment

Like Comment Share

Chat





enable documents

Objectives and use cases for the application of blockchain within the public administration

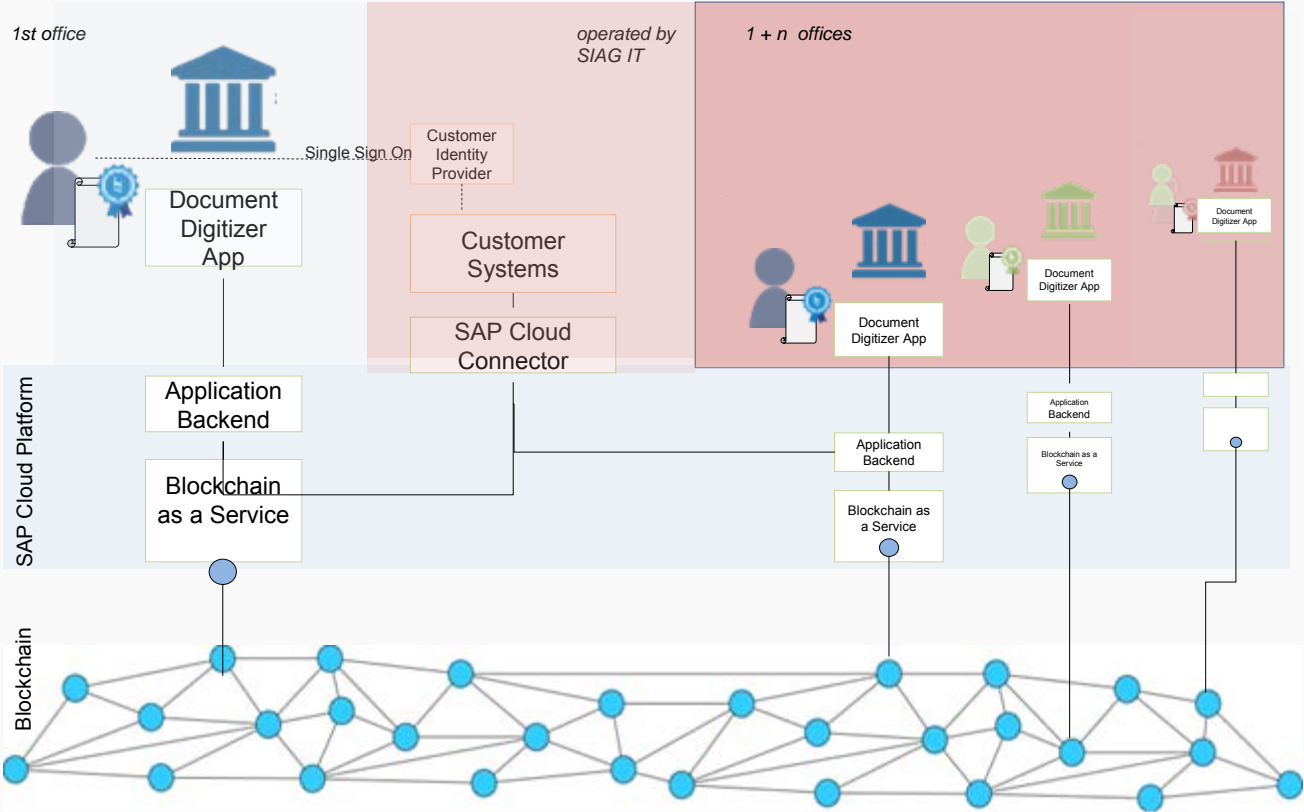
Stefan Gasslitter  
CEO  
SIAG Bozen



# Process improvements through blockchain

Logging and proving of document authenticity while citizen is still present	✓
Reduction of process steps	✓
Reduction of people involved	✓
Increased security	✓
Increased traceability	✓
Prove of document authenticity at any time	✓

# Mutual Trust Across All Offices





enable voices

# Becoming the City That Works—for Citizens and Employees

## Cape Town's new technology-based public safety programme could be an EPIC first

By ECH SAP  
Johannesburg, 30 Sep 2016

When facing the challenge of mass urbanisation, cities need to quickly and effectively respond to emergencies and incidents. At the same time, cities need to do more with fewer resources. Metros and municipalities are constantly driving towards becoming "smarter", however, before they can be smart, they need to be safe.

The City of Cape Town is well on its way to becoming the safest in the country. When Cape Town's EPIC (Emergency Policing and Incident Command) programme goes live, it will be the first of its kind in South Africa, providing an integrated public safety initiative that facilitates co-ordinated multi-disciplinary preparation, mitigation, response, and successful timorous resolution of all public safety incidents in the City.

The programme, an initiative in partnership with the City of Cape Town's Safety and Security Directorate, has been developed over the past two years using the expertise of leading technology solution provider ECH.



Patricia de Lille, Mayor of Cape Town and J.P. Smith, Cape Town's Mayoral Committee Member for Safety and Security.

Contact Us





A Safety & Security Strategic Initiative



# Ensure Safety & Use resources effectively



**Goal:** Ensure safety for 3.8 million residents and 4.2 million tourists

**Solution:** Developed<sup>1</sup> Emergency Policing and Incident Command (EPIC) solution on SAP HANA

Use real-time spatial mapping to integrate policing, fire & rescue, disaster management to improve service

**Benefits:** Enhanced public safety and better use of critical resources

1: By EOH technology solution partner



- CALL TAKING
- DISPATCHING
- MOBILE FIELD ENABLEMENT
- CASE MANAGEMENT
- WORKFORCE MANAGEMENT
- REPORTING

- SOCIAL DEVELOPMENT
- PECC 107
- TRAFFIC SERVICES
- METRO POLICE DEPT
- LAW ENFORCEMENT
- FIRE RESCUE SERVICES
- DISASTER RISK MANAGEMENT



6 Event Planning & Execution





Sense



Think



Act



include



enable



equalise



social justice



# State of Indiana 3 targets



## Organization

State of  
Indiana

## Location

Indianapolis

## Industry

Public  
sector

## Products and Services

Legislation,  
regulation,  
citizen  
services

## Employees

22,000



## Infant Mortality

Lower the rate of 7.7 deaths per 1,000 births

## Recidivism

Giving ex-convicts the best second chances possible

## Safer Roads

Preventing fatal traffic accidents



# State of Indiana: Combat Infant Mortality



**9+ billion**

Rows of data analyzed for the infant mortality use case

**15 data sets**

Combined for integrated analysis

**3 key findings**

Identified, including the populations at greatest risk for infant morbidity, enabling targeted marketing campaigns based on these high-risk subpopulations

**\$13.5 million**

In new budget proposed for application development and new programs to combat infant mortality

**50%**

of Indiana's infant deaths come from a subpopulation of only 1.6% of all births

“SAP software and KSM Consulting have allowed us to pinpoint the problem by location and by subpopulations so we can get resources to the women who need them. We've brought together disparate agencies and their data in this collaborative, innovative environment to develop a targeted solution.”

Sara Marshall, Director of Business Intelligence and Analytics, State of Indiana



# Combating Drug Abuse Using SAP® Predictive Analytics with the SAP HANA® Platform



## Objectives

- Combine data in new ways to gain insight into trends
- Conduct a study to better understand reasons for the state's drug abuse crisis
- Visualize issues and use prediction to understand drug use change over time

## Why SAP

Analytics solutions that provide the insight and analysis needed by the program Resolution

- Used SAP® Predictive Analytics software with the SAP HANA® platform as part of the Management and Performance Hub (MPH) initiative to examine the drug abuse crisis in ways not possible before
- Combined large, disparate crime lab data sets to normalize data using DEA drug classifications in SAP HANA

## Future plans

- Continue researching drug use and heroin hot spots to drive down drug use and provide resources to help combat the problem where it is needed
- Work with other state agencies using the MPH initiative to gain insight and predict trends for this and other areas including fraud management, criminal recidivism, child abuse, financial management, and more

“This is still a work in progress, but what we want is to take these mountains of data, that are in different places, and turn data into information, turn that information into knowledge, and hopefully turn that knowledge into policy, SAP has been a valuable partner in this endeavor.”

Joshua L. Martin, Chief of Staff, Government Efficiency & Financial Planning and Management and Performance Hub, Indiana Office of Management and Budget

## Improved

Insight into drug abuse trends, finding drug use types on the rise and predicting where hot spots could arise

## Identified

Trends allowing state employees and officials to visually see the drug abuse problem that has occurred over time and help find ways to provide targeted help where it's needed most

## Uncovered

Other crime factors before unseen, such as a growing trend in pharmacy robberies



A photograph of three diverse women sitting around a wooden table in a meeting. The woman on the left has blonde hair and glasses, wearing a red top. The woman in the middle has a black turban and a maroon top. The woman on the right has dark curly hair and is wearing a yellow top. They are all looking at documents on the table. The background shows a modern office setting with a hexagonal patterned wall.

About SAP SE / SAP News Center / **SAPPHIRE NOW**

# SAP Technology Targets Inequity in Workplaces Around the World

Press Release | May 18, 2016 by SAP News  203



Equal Opportunities



# Success Factors for Equal Opportunities

## How SAP is hiring autistic adults for tech jobs

SAP's Autism at Work program is helping adults on the autism spectrum flourish in IT roles, bringing an untapped talent pool into the workplace and fueling further innovation.

Senior Writer, CIO • Dec 9, 2015 4:27 AM PT



Credit: Thinkstock

## Autism at Work


The groundbreaking SAP Autism at Work program integrates people with autism into the workforce. Our goal is to have 1% of the SAP workforce represented by people on the autism spectrum. The initiative currently includes over 100 colleagues and is active in Australia, Brazil, Canada, the Czech Republic, Germany, India, Ireland, and the United States, with plans to add South Korea in 2016. For more information, please [contact us](#).

<http://go.sap.com/corporate/en/company/diversity/differently-abled.html>



About SAP SE / SAP News Center / Corporate

## SAP First Technology Company in United States to Receive Gender Equality Certification

January 26, 2016 by SAP News  1683



## *The Arc's Catalyst Awards – 2015 Honorees*

This year during [The Arc's National Convention](#) in Indianapolis in October, The Arc will present its inaugural Catalyst Awards. These national awards were created to recognize individuals, businesses, and other organizations that are catalysts for achievement in the lives of people with intellectual and developmental disabilities (I/DD).

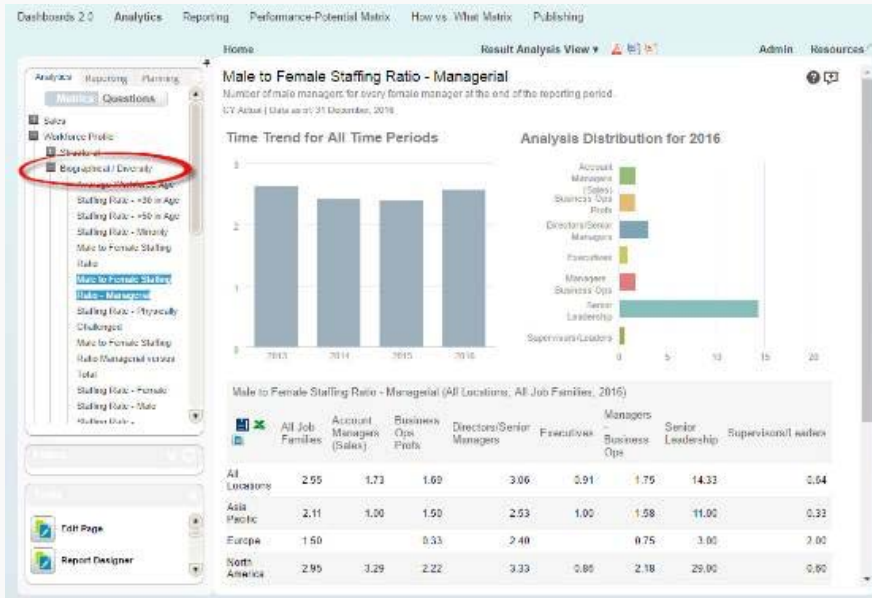
During the first year of this signature event, awards will be presented in seven categories.

## *National Employer of the Year*

**SAP (Newtown Square, Pennsylvania)** – With Jose Velasco heading The Autism at Work initiative, SAP is becoming a global leader in hiring individuals with I/DD. In 2014, SAP partnered with Specialisterne USA and The Arc to develop an IT Training and on-boarding program in the US. Pilot programs are underway in Newtown Square, PA and Palo Alto, CA.



# Understand the need



# Flexibly Segment People Opportunities

**Male to Female Staffing Ratio**

Number of (CY Actual)

Dimensions:

- Organization Tenure
- Age
- Job Title
- Stratified Factor Scale
- Common Last Review Rating
- Common Performance Rating
- Global Job Role
- Disability
- EMD Job Category
- Employment Level
- Employment Status
- Employment Type
- Employment Type 2
- Little Integration
- Physical
- Physical/Work Center
- Physical Location
- Gender
- Country
- Global Performance Rating
- Global Band
- Open/Overseas
- Import of Labor
- Job Family
- Job Function
- Last Used Post Rating
- Last Performance Review
- Managerial Employee

Job Family:

- Account Manager (Sales)
- Administrative Support
- Business Ops. Prod.
- Executive/Senior Manager
- Flag/Service Prod.
- Facilities
- Information Systems Prod.
- Manager - Business Ops.
- Manager - Supply/Service
- Senior Leadership
- Supervision/Coord.
- Transactional Sales
- Unallocated

Save Filters:

- Time
- Report By
- Limit By
- Analyze by
- Filter by

PDF Page

Report Designer

**Male to Female Staffing Ratio**

Number of male managers for every female manager at the end of the reporting period.  
CY Actual Data as of 31 December, 2015

**SuccessFactors: North American Companies Benchmark Time Trend**

Line chart showing the trend of the Male to Female Staffing Ratio from 2013 to 2015. The ratio starts at approximately 2.55 in 2013, drops to 2.17 in 2014, and rises to 2.17 in 2015. A horizontal line is drawn at 2.17.

**Benchmark Analysis:**  
The desired range for Male to Female Staffing Ratio - Managerial is the Median Percentile. The 2015 SuccessFactors Median percentile is 7.97. The SuccessFactors Median percentile is unchanged from 2015.

**SuccessFactors: North American Companies Benchmark Comparison**

Stacked bar chart comparing the Male to Female Staffing Ratio for North American Companies. The ratio is 2.55.

**Benchmark Breakdown by Job Family**

Job Family	Result	25th	Median	75th	Size
All Job Families	2.55	1.33	2.17	3.92	-02



# Get Powerful Insights

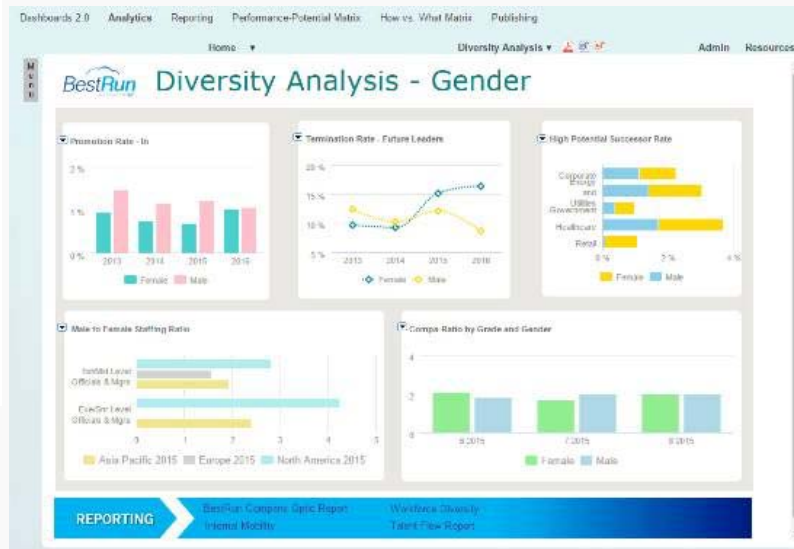
## SAP SuccessFactors MINORITY RECRUITMENT ANALYSIS



**External Hire Rate** measures the percentage of the current workforce hired from external sources within the reported period, indicating both the relative "newness" of an organization's workforce and the relative volume of recruiting activity of the staffing function.

**Net Hire Ratio** measures the total number of external hires that replace terminated employees. It is a useful measure to determine the concentration of an organization's workforce. For instance, if your organization had a strategy of downsizing through attrition or restructuring, your organization should expect to observe a Net Hire Ratio of less than one, indicating that the organization hired fewer employees than it terminated during the reporting period. Alternatively, your organization may be growing and thus experiencing a Net Hire Ratio of more than one.

**Hires - Internal Placement %** indicates the percentage of the organization's hires that have been recruited internally during the reporting period. Note that the Internal Placement Rate can increase rapidly when organizations undergo major structural change, so, all high rates are not necessarily due to effective succession management practices.





We've made progress on the journey to inclusion, but there's **more to be done**



Sense



Think



Act



include



enable



equalise



Στράτης Πελεκίδης  
DGTAL EMEA South

Ευχαριστώ Πολύ



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