Enabling Business Processes through MSFT TEAMS

Using INFOSYS NIA conversation platform
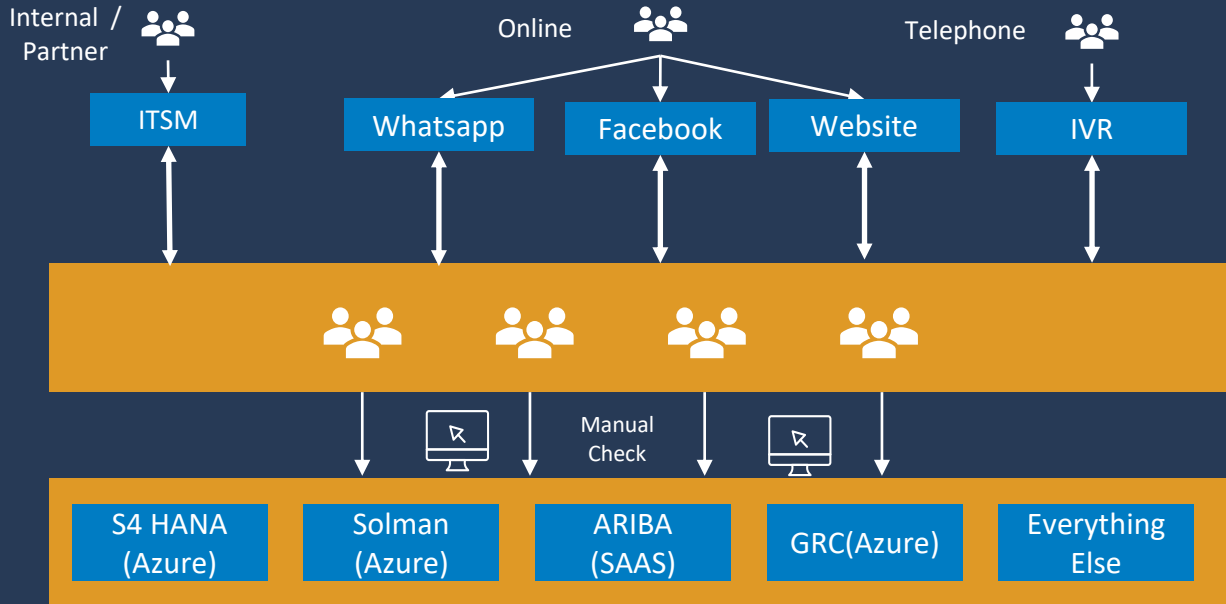
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Solution Overview

In today's connected and digitized world, majority of the ERP business interactions are disconnected and requires manual interventions. This takes time and effort and often include multiple parties. With Microsoft TEAMS quickly becoming a preferred channel of collaboration between multiple parties and over the last several months, it is imperative that more innovation should be done with Microsoft TEAMS at the core of the solution.

Our approach brings in MS TEAMS into the fold of overall conversation platform strategy by building additional channel of communication through MS TEAMS while continuing with other communication channels through WEB, Desktop, Voice, Social media etc. Enterprise Users, partners can now communicate in real time with the backend ERP and non ERP systems alike just like any other user does on web/social media. The approach not only provides an enhanced user experience but it also provides real time, most upto date information to the user without having to wait on anyone.

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Conversation Assistant : Today's Problem

Internal / Partner

Online

Telephone

ITSM

Whatsapp

Facebook

Website

IVR

Manual Check

S4 HANA (Azure)

Solman (Azure)

ARIBA (SAAS)

GRC(Azure)

Everything Else

No Status Visibility

Frustrating

Time Consuming

Person Dependent

Multiple non-productive handshakes

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Solution Context

Business Challenges

- Tedious manual Collaboration
- Long wait time for digitized processes
- Long response times
- Tedious for analysts to find the right information
- Multiple emails/ communication exchange between analyst and user to get the right set of update
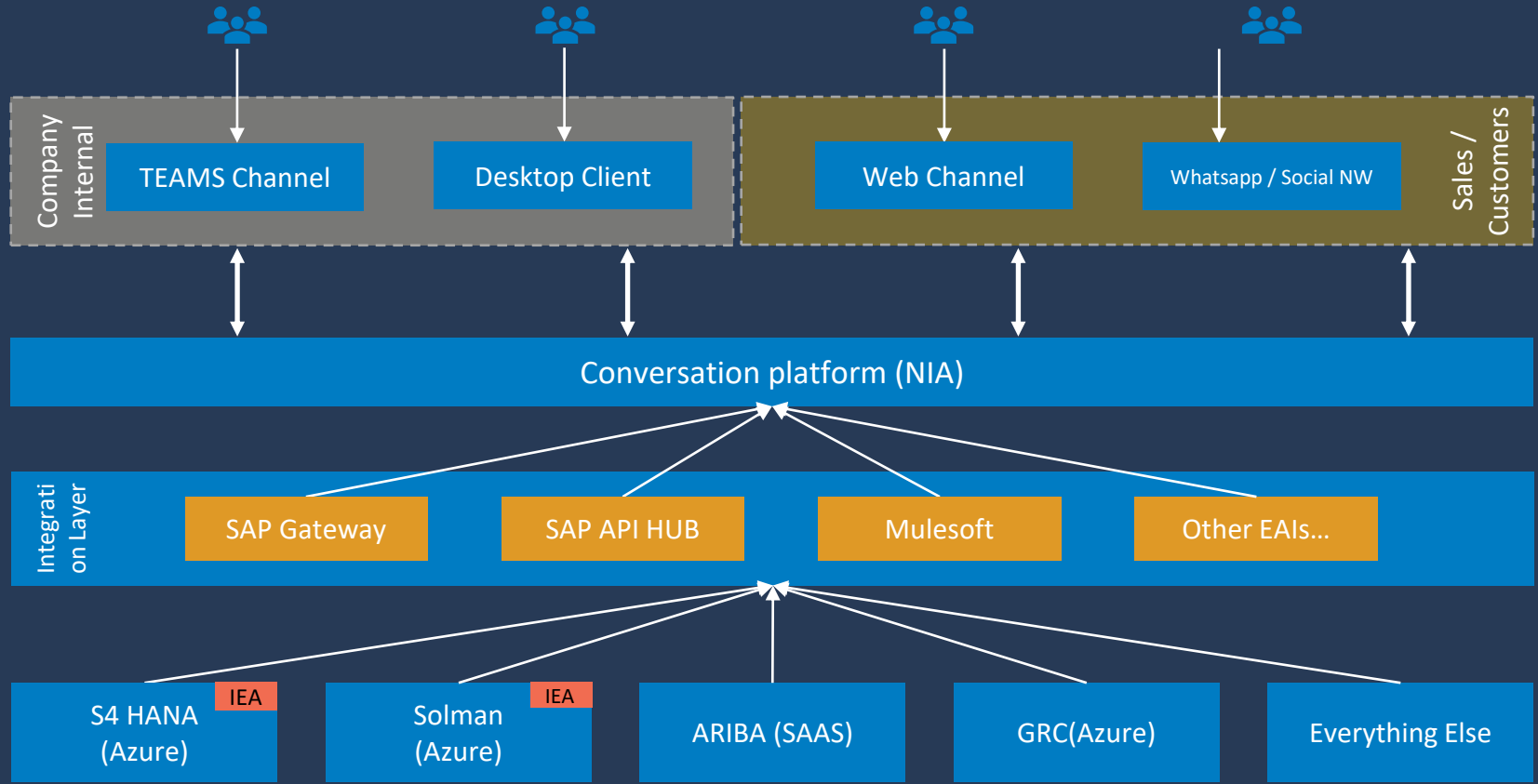
Solution overview

- Integrated Conversation and Business Process execution enabled through Microsoft TEAMS
- Enhanced NLP and AI features through NIA
- Benefit of using an enterprise grade conversation platform allows you to use the same conversation through multiple channels.
- Accelerated Pre-built use case deployment using IEA** (Infosys Enterprise Assistant)
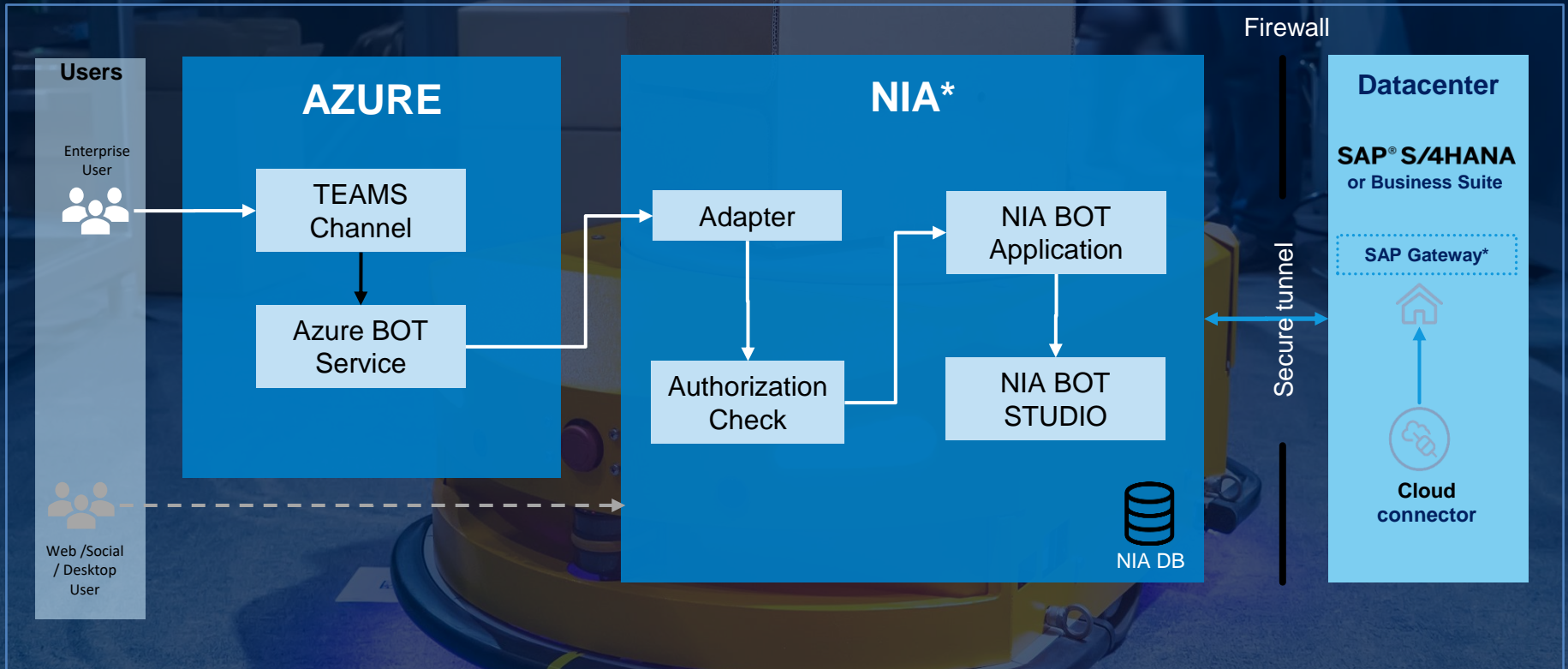
Business benefits

- Productivity Improvement
- Real Time
- Improved User Interface
- Convenience

- Single Enterprise Platform providing low maintenance and high reusability
- Accelerated deployment through Infosys IEA

**Infosys Enterprise Assistant: Infosys IP providing in app assistance with pre built use cases for commonly used SAP transactions

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Architecture

TEAMS Channel

Desktop Client

Web Channel

Whatsapp / Social NW

Company Internal

Sales / Customers

Conversation platform (NIA)

Integration on Layer

SAP Gateway

SAP API HUB

Mulesoft

Other EAIs...

S4 HANA (Azure) — IEA

Solman (Azure) — IEA

ARIBA (SAAS)

GRC(Azure)

Everything Else

*While Any enterprise conversation platform can be used, Infosys recommends to use Infosys In House NIA Conversation platform for the prebuilt and tested adapters and ready to use business cases built in.
**Infosys Enterprise Assistant: Infosys IP providing in app assistance with pre built (50+) use cases for commonly used SAP conversations

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Representative Architecture

Users

Enterprise User

Web /Social / Desktop User

Firewall

AZURE

TEAMS Channel

Azure BOT Service

NIA*

Adapter

Authorization Check

NIA BOT Application

NIA BOT STUDIO

NIA DB

Secure tunnel

Datacenter

SAP® S/4HANA or Business Suite

SAP Gateway*

Cloud connector

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*While Any enterprise conversation platform can be used, Infosys recommends to use Infosys In House NIA Conversation platform for the prebuilt and tested adapters and ready to use business cases built in.

Solution Components

Office 365

- MSFT Teams License

AZURE

- MS TEAMS Chanel
- Azure BOT Service

NIA

- MS BOT Adapter
- NIA App
- NIA Studio and DB

SAP

- SAP Gateway
- SAP Connector
- SAP API HUB
- SAP Underlying Business Software

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Example Use Cases

Some of the use cases that are prebuilt in our setup with SAP are

- Invoice Management

- Vendor Management

- Approvals

- SAP GRC Create / Approve / Reject

- SAP ARIBA Supplier Create / Manage

- SAP SOLMAN CR Management

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THANK YOU

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