2020 SAPinsider Research Topics

The DART™ Methodology

SAPinsider has rewritten the rules of research to provide demonstrable deliverables from its fact-based approach. The DART methodology serves as the very foundation on which SAPinsider educates end users to act, creates market awareness, drives demand, empowers sales forces, and validates return on investments. It’s no wonder that organizations worldwide turn to SAPinsider for research with results. The DART methodology provides actionable insights including:

**Drivers** – These are macro level events that are impacting an organization. They can be both external and internal and require the implementation of strategic plans, people, processes and systems.

**Actions** – These are strategies that companies can implement to address the drivers impact on the business. These are the integration of people, process and technology. The should be business first but fully leverage technology enabled solutions to be relevant for our focus.

**Requirements** – These are business and process level requirements to support the strategies. These tend to be end-to-end for a business process.

**Technology** – There are technology and systems related requirements that enable the business requirements and support the overall strategies that the company is taking, they must consider the current technology architecture and provide for the adoption of new and innovative technology enabled capabilities.

How SAPinsiders Participate in the Research

The SAPinsider research process is an invitation-only quantitative survey and qualitative interview-based method focused on the voice of the 370,000+ global SAPinsider community. During the course of a year, we survey and interview several thousand SAPinsiders and synthesize their insights. This peer best practices-led benchmarking research process extracts intricate knowledge of SAP and related ecosystem solutions, migration paths, road map and other insights in relation to the business drivers, strategic actions and requirements of end-users. The end objective of our research is to enable SAP users adopt, and upgrade technology efficiently based on sound decisions, performance parameters and business value.
Research Agenda Topics

Impact of Cloud and SAP HANA on Enterprise Security Strategy (Q1 2020)

The cloud and SAP HANA are upending the carefully architected security of many technology landscapes as SAP HANA has its own unique security settings and authorization setup and using cloud-based applications opens your business processes to the outside world. This SAPinsider report will study how organizations are ensuring the security of their technology landscapes while still accessing the flexibility and performance benefits of the cloud and SAP HANA.

SAP S/4HANA Migration: State of the Market Update (Q1 2020)

The decision whether to move to SAP S/4HANA is one of the most critical issues facing SAP customers. This SAPinsider report will update its recent study to take a fresh look at where SAP customers are regarding their plans for SAP S/4HANA and how are early adopters structuring their business case and ROI models. We’ll compare year over year results to illustrate what trends are staying constant and how project challenges and best practices are being refined.

Payroll and Its Impact on Cloud HR (Q1 2020)

Many SAP customers have begun transitioning HR processes to the cloud. While some start by adopting cloud-based talent management solutions, the complexity and risk associated with moving core systems like payroll to the cloud are causing others to take a “wait and see” approach. This SAPinsider report will study the impact that legacy on-premise payroll systems are having on the adoption of cloud-based HR solutions, highlighting what’s driving cloud adopters and what is keeping others from moving forward.

SAP Finance: State of the Market (Q2 2020)

SAP’s “Intelligent Finance” brings together several strategic finance concepts and trends. SAPinsiders, currently employing a broad spectrum of systems, from FI-CO, to ECC, to S/4HANA, are looking for insight to understand the implications. This report will examine current successes and challenges experienced by SAPinsiders in their finance journey, and benchmark leaders based on both finance and business Key Performance Indicators.
Research Agenda Topics

SAP Infrastructure: State of the Market (Q2 2020)
Cloud and SAP S/4HANA have become game changing catalysts forcing enterprises to rethink their investments and strategies when it comes to traditional data centers and infrastructure. This benchmark report will take the pulse of today’s enterprise IT leaders to see how they are adapting their current architectures and solutions to support the changing requirements of their business.

GRC for SAP S/4HANA and Cloud Applications (Q2 2020)
SAP is aligning their GRC suite to address the Three Lines of Defense model: Operational management (via security, access, and process controls), integrated risk management and compliance, and a comprehensive set of audit capabilities. This report will assess the experience of SAP users and measure the effectiveness of their solutions against their security, control, and compliance objectives.

Supply Chain Planning: State of the Market (Q3 2020)
SAP held a market-leading position for years with its Advanced Planning & Optimization (APO) application, and its newer cloud-based supply chain planning product, SAP Integrated Business Planning (IBP) includes capabilities such as a supply chain control tower, demand management, sales & operations planning (S&OP), and more. This State of the Market report will benchmark report will benchmark supply chain management leaders and determine if and how they have used SAP supply chain solutions to achieve exemplary results.

SAP Financial Close Optimization and Central Finance (Q3 2020)
Pressure to speed the delivery of business insight continues to put pressure on financial organizations to accelerate their accounting close and reporting cycles. SAP’s S/4HANA in-memory technology, and Universal Journal architecture, carries potential to dramatically shift both the closing process as well as the access to live operational information in reporting and analysis environments. This report will examine changes in SAP users’ approaches to financial data and closing processes, and benchmark strategies and results across the market.

Digital HR’s Move to the Cloud (Q3 2020)
Whether it is deciding which HR processes should be moved to the cloud, understanding how to improve key talent acquisition and retention efforts, or determining how to best integrate on-premise and cloud solutions, many SAP customers are facing difficult decisions related to their digital HR transformation activities. This benchmark study will look at where SAP HCM and SAP SuccessFactors customers are on the digital transformation journey, which revitalized HR business processes are delivering the greatest value, and which measurements and metrics are most effective at justifying future HR technology investments.
Research Agenda Topics

**Intelligent Automation in Finance (Q3 2020)**
Artificial intelligence, robotic process automation, and machine learning offer new opportunities for automating finance organizations that not only create cost savings but speed up processes and open new doors for profitability. This SAPinsider report will update the progress of the SAP customer community in respect to application of RPA, AI, and ML in the areas of finance and accounting.

**Enterprise Cloud Deployment: State of the Market (Q4 2020)**
Cloud has become a de-facto standard and technology that every organization must consider but moving to the cloud carries unique technical considerations and skills requirements. This SAPinsider report will revisit and update our 2019 report on Cloud adoption and take the pulse of the enterprise market to determine where organizations are with their cloud migration, what's accelerating their plans and challenging their migration project.

**Supply Chain Visibility and Automation (Q4 2020)**
As companies look to lower logistics costs and better meet customer demands, they may try to improve access to more real-time information, alerts, and KPIs about their sales and operations. More data sources with Internet of Things (IoT) connections, cloud-based data aggregation and planning tools, robotic process automation (RPA), and artificial intelligence (AI) will empower companies to control supply chain operations from “control towers.” From their control towers, alerts can warn inventory shortages or process bottlenecks before they occur and can lead to improved planning. This report will benchmark supply chain management leaders and determine which technologies and strategies lead to improved order fulfillment, revenue, and inventory turnover ratios.

**Artificial Intelligence and Machine Learning in SAP Customers (Q4 2020)**
Artificial Intelligence and Machine Learning have quickly gone from hype to reality in the enterprise as organizations look to leverage their data to intelligently automate, predict, and guide business processes and decision making. This benchmark study examines the state of adoption of these technologies looking at what solutions are being deployed, what business processes are being targeted, and how organizations are building and supporting intelligent applications.

**SAP Financial Planning and Analysis (Q4 2020)**
Finance is increasingly compelled to deliver insight towards predictive, forward-looking drivers of value—customer profitability, risk-aware supplier performance, detailed margin analysis, and so much more. To add to the challenge, the data required to support these analyses needs to come from a broader set of information sources than traditional finance and ERP systems. This report will assess the state of the market for SAP Financial Planning and Analysis, and examine the technologies, strategies, and trends shaping the discipline, benchmarking approaches and results across the market.