Innovation accelerators – Experiences with "IT Products"

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October, 2018

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Context

What it is *not* about

SAP Business solutions for 25 industries in more than 150 countries

Focus: the innovation challenges of IT within the enterprise

IT solutions supporting the value chain

Marketing, Sales, Development, HR, Finances, Collaboration, etc.

Change drivers

- Computing Everywhere, the Internet of things, Cloud-Computing, Apps
- Important role as early adopter

Innovation challenges

- Simplification of internal Business Processes
- Co-innovation with Development

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Topics covered today

- Innovation requirements regarding Processes – examples
- Principles and approaches supporting an Innovation culture
- Approaches and accellerator examples for
  - Strategy / Principles
  - Product / Customer focus
  - Organization / People
  - Process (refer example above)
- Wrap up + Q&A

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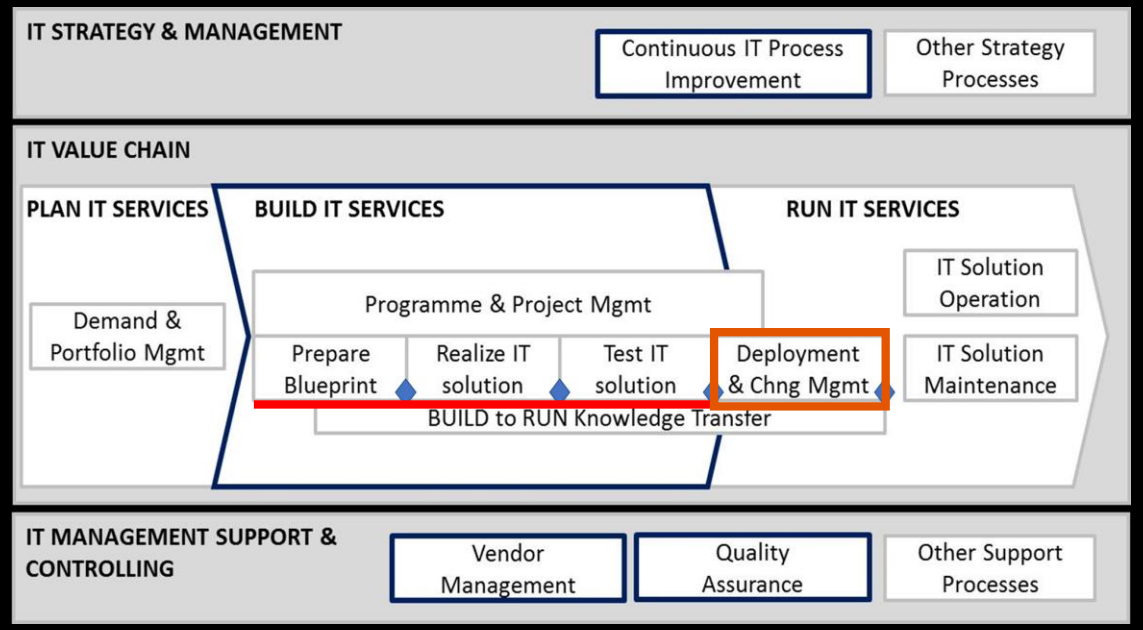
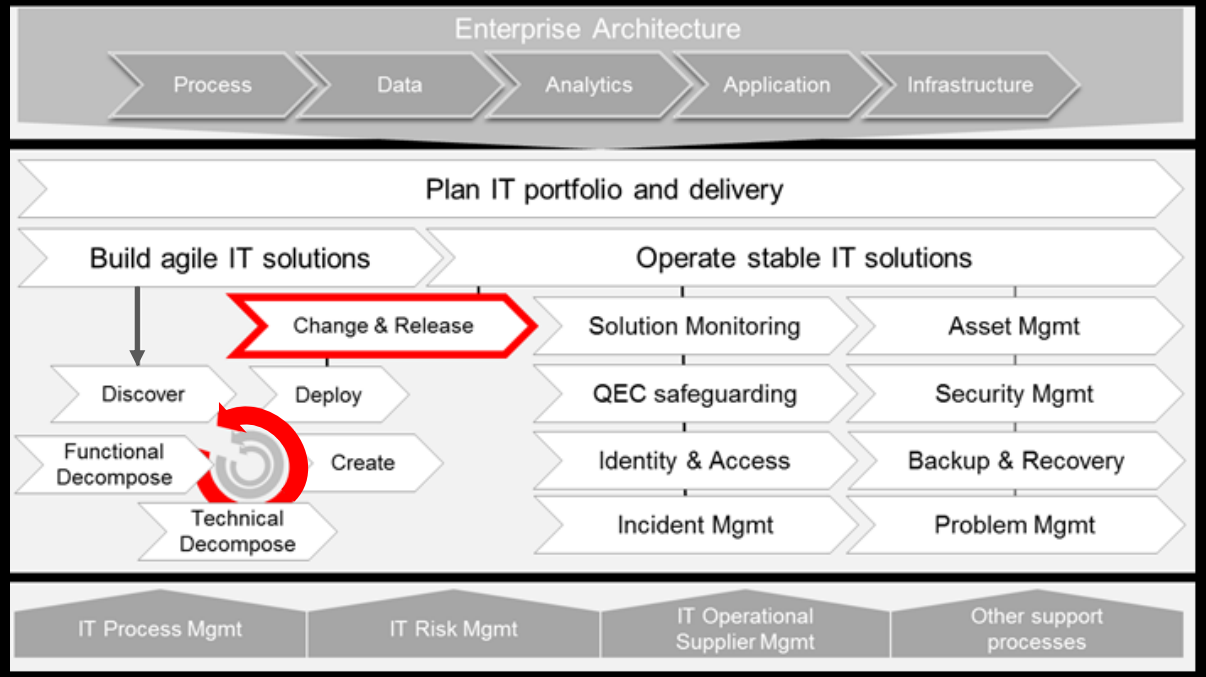
Example: Innovation requirements regarding Processes
IT Process view before and after „Agile Transition“

before



after



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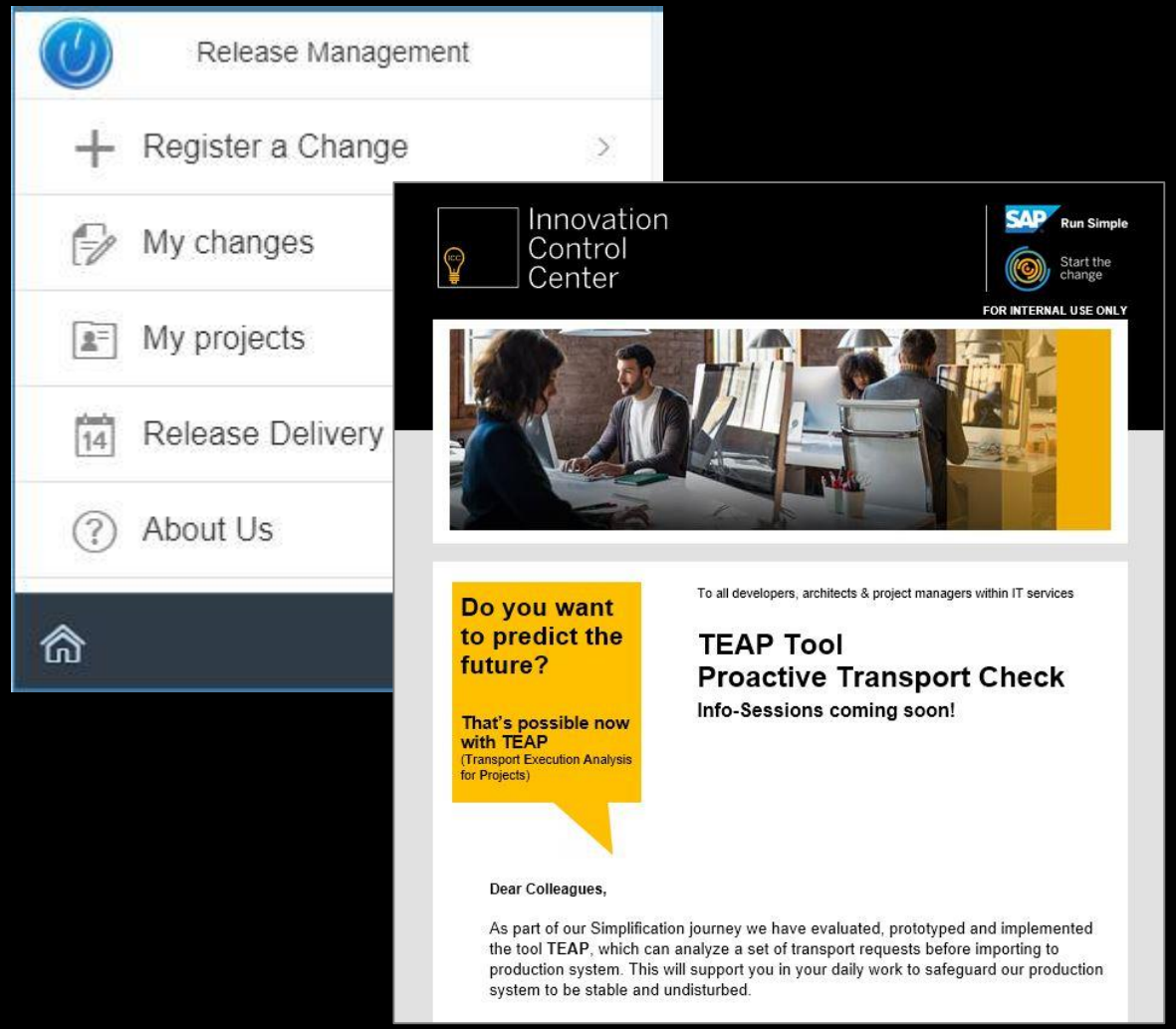
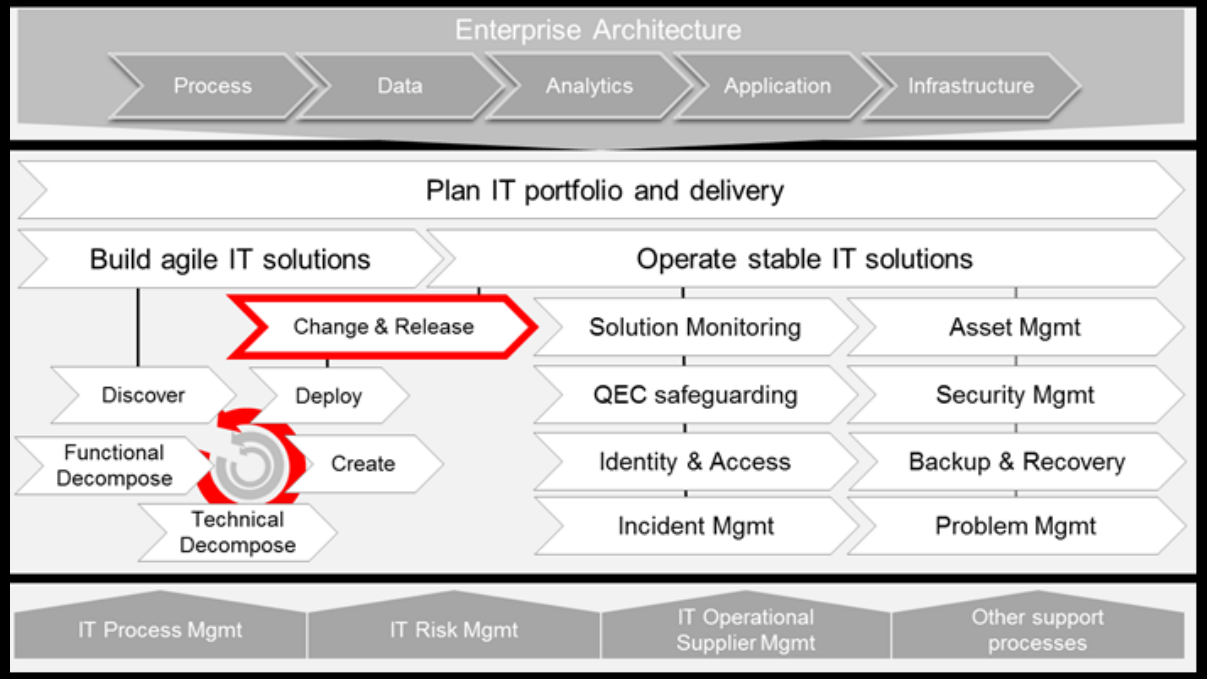
Example: Innovation requirements regarding Processes
Support for *Agile* Change & Release





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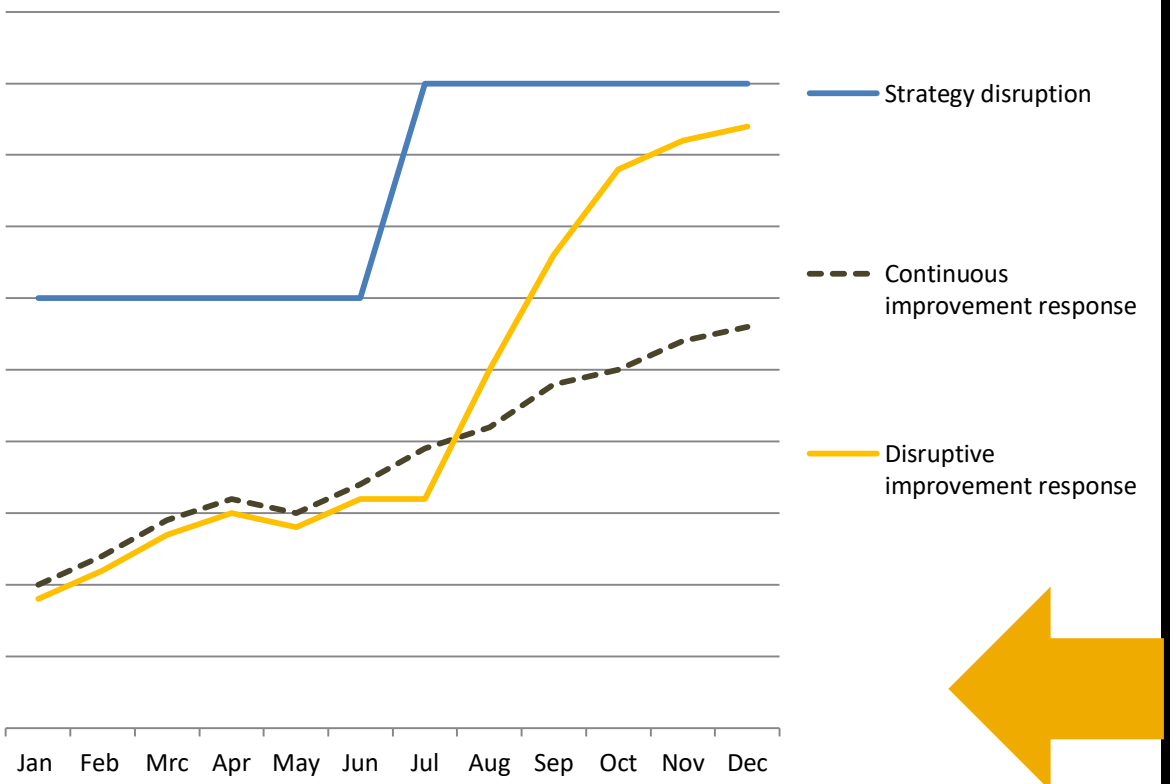
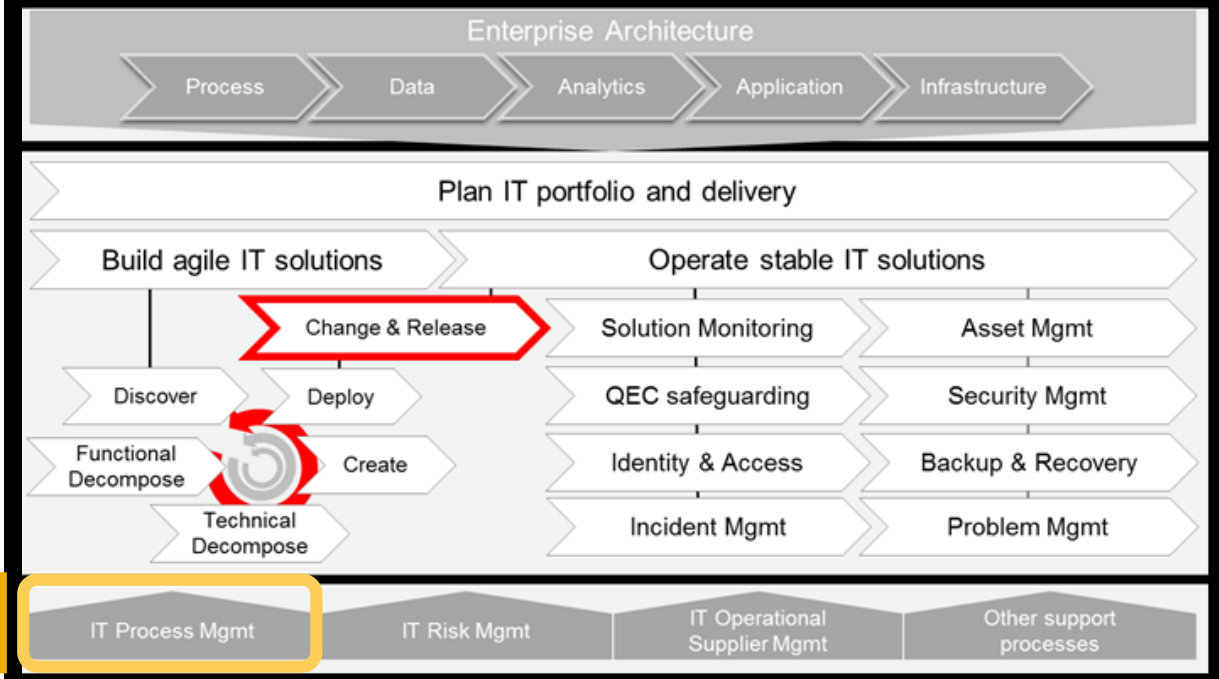
Example: Innovation requirements regarding Processes

Agile Process Innovation response





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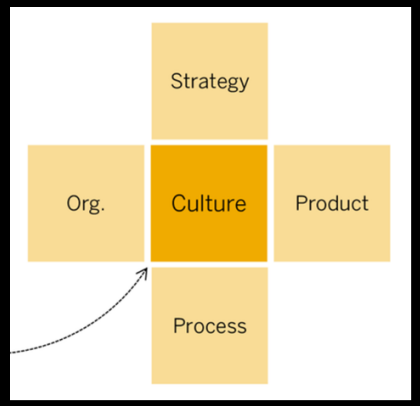
Principles and approaches supporting an Innovation culture

- Principles of behaviour / How we run
- Empowerment

- Opportunities for Innovation



- Focus on End-users

- Fellowships
- Right to fail
- Rooms

- Agile Development
- Design-Thinking
- Idea Management

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How we run - Principles

Keep the Promise

Tell it like it is

Stay curious

Build bridges, not silos

Embrace differences

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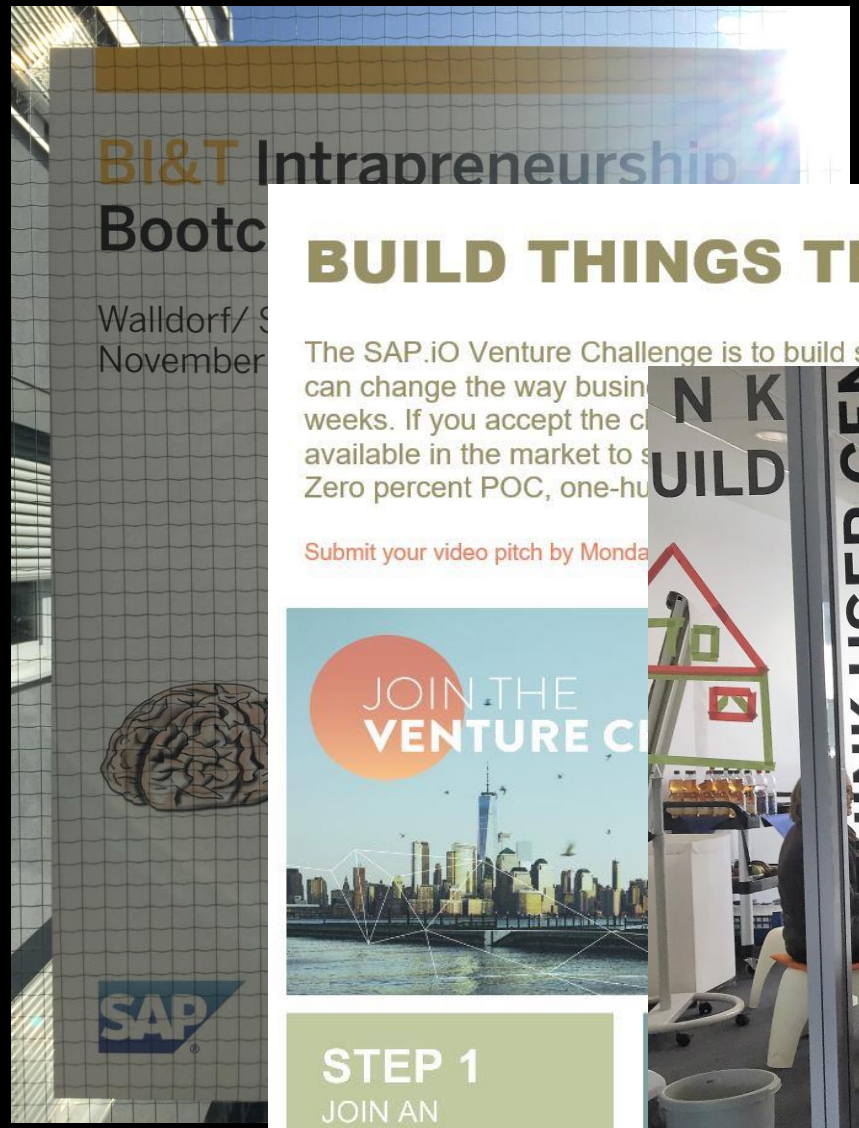
Organizational Opportunities for Innovation



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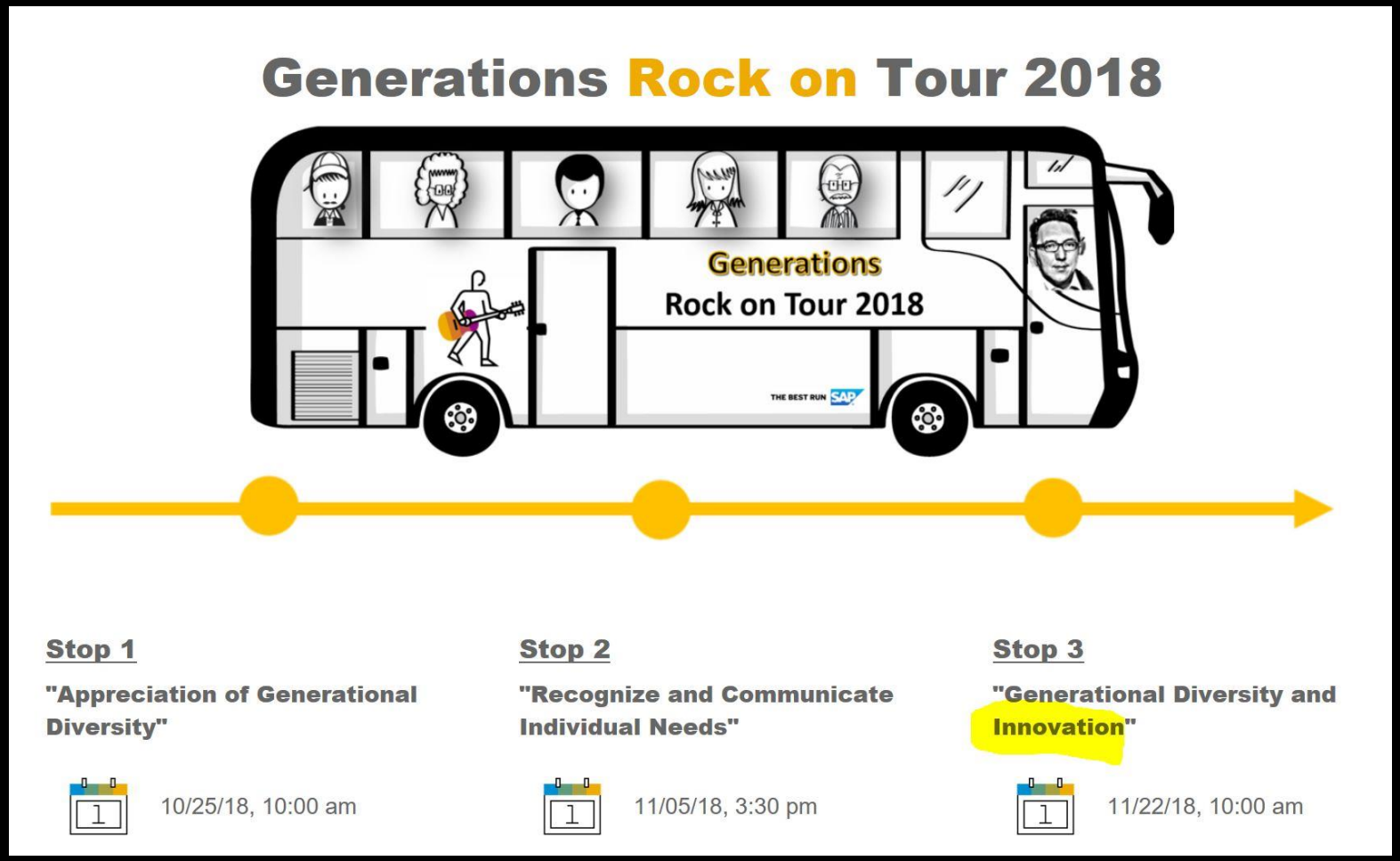
Organization / People topics supporting Innovation - Examples

- Innovation labs / Centers of Expertise to grow new topics
  – Machine learning, etc.
- Fellowships
  2-6 month rotation within the company
- Empowerment / The Innovation box idea
- Diversity support



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Innovation with Focus on the end-user

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Innovation with Focus on the end-user App House Heidelberg

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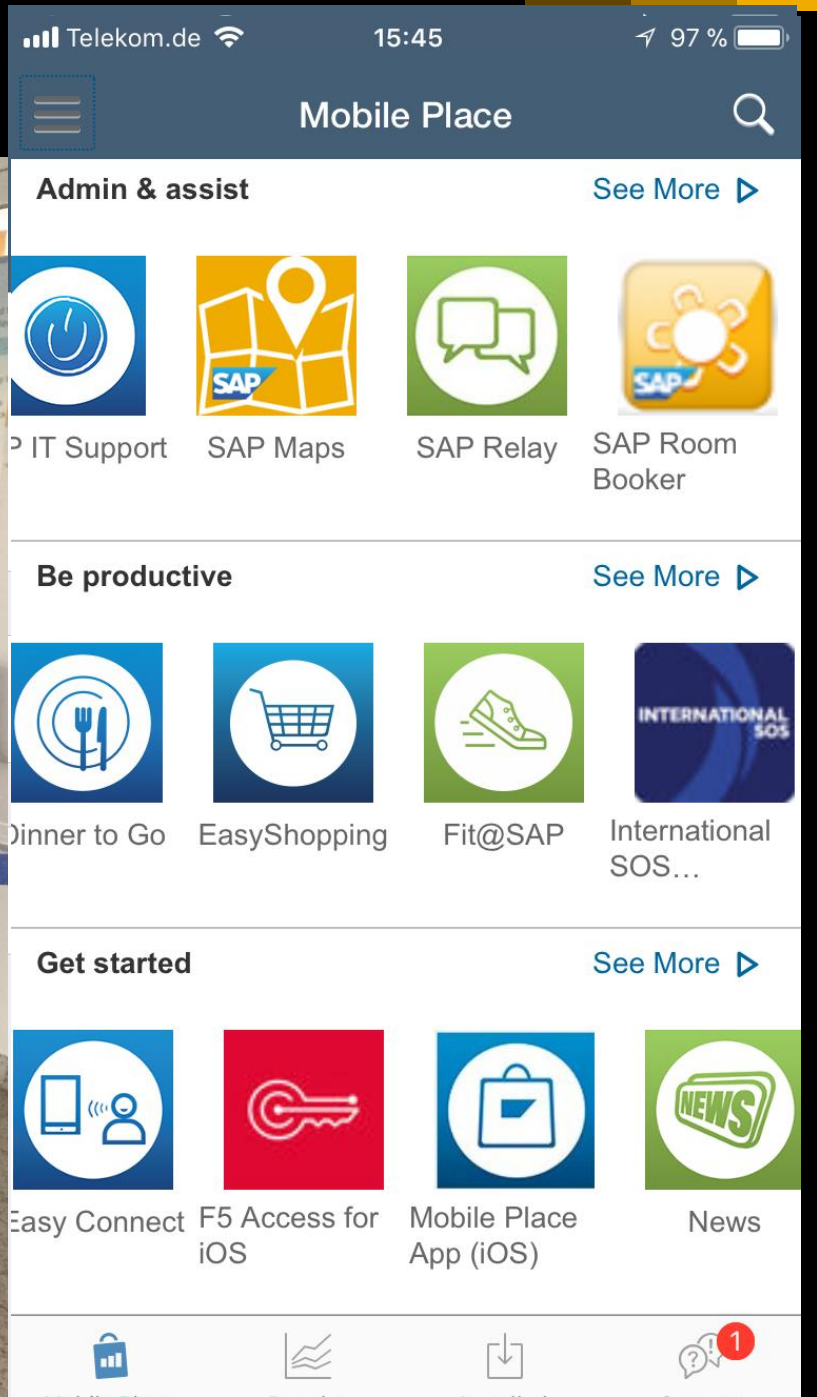
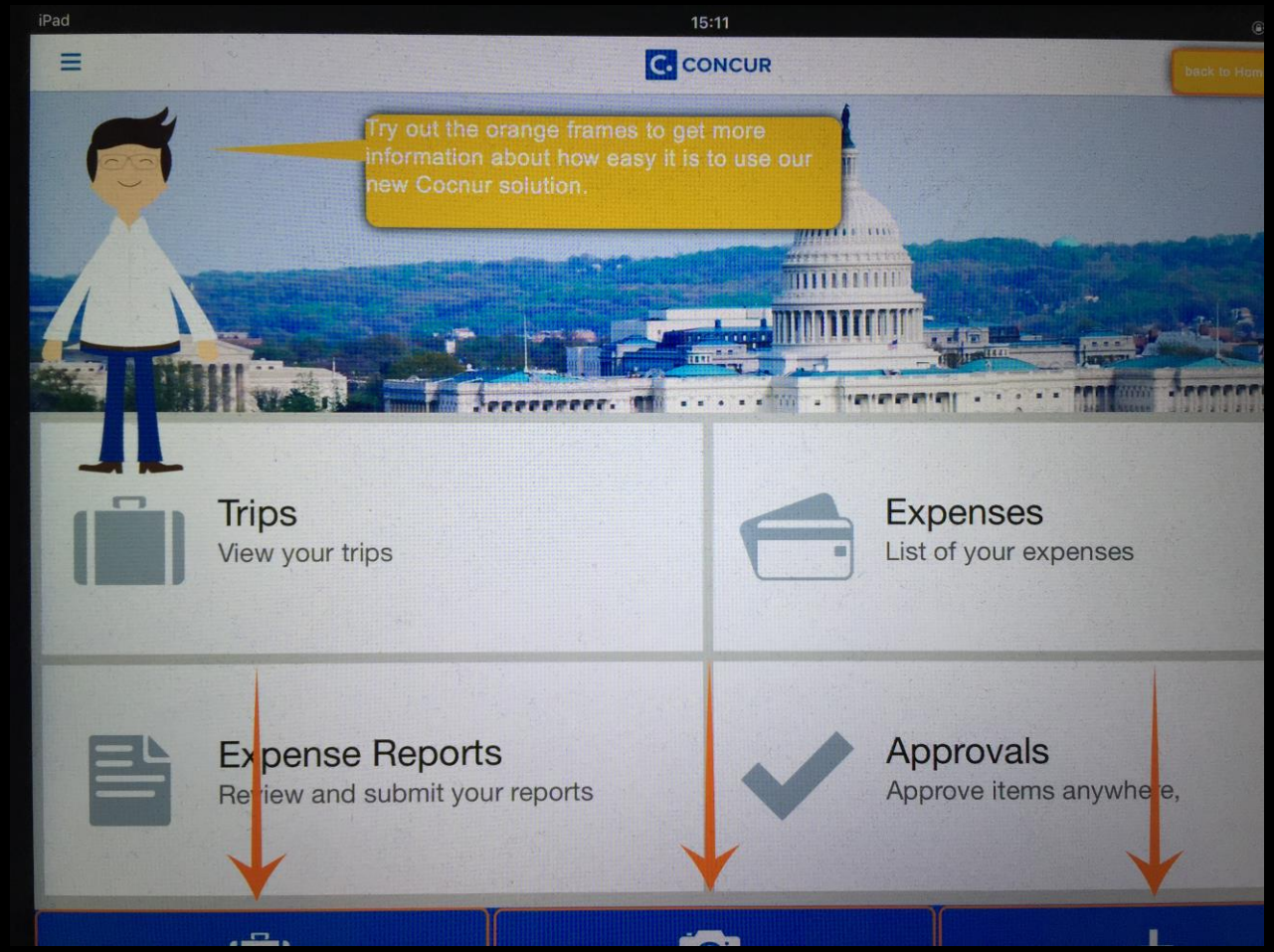
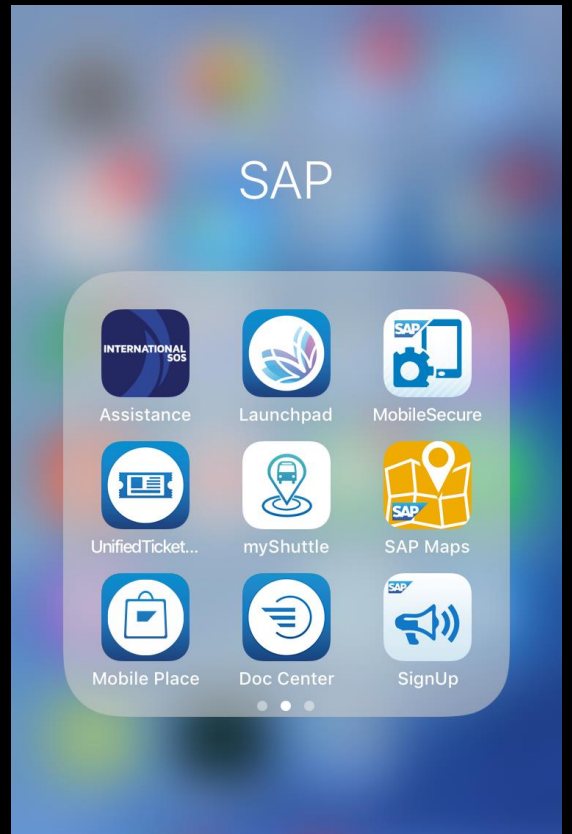
Product examples: A Day in the Life of an Employee



Example: A Travel day in the Life of an Employee





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Challenges & some successes

Challenges

- scope and scale for innovation support
- over-doing it

We considered aspects of innovation culture within an IT unit

- with background on the approaches used to foster innovation
- with examples how they are applied in practice

Q&A **Q&A**

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Thank you.

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See also:
Rösel A. (2016) Are We Ready for Disruptive Improvement?. In: Kuhrmann M., Münch J., Richardson I., Rausch A., Zhang H. (eds) Managing Software Process Evolution. Springer, Cham

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