

Seizing the Agentic advantage for Public Sector with SAP Business AI

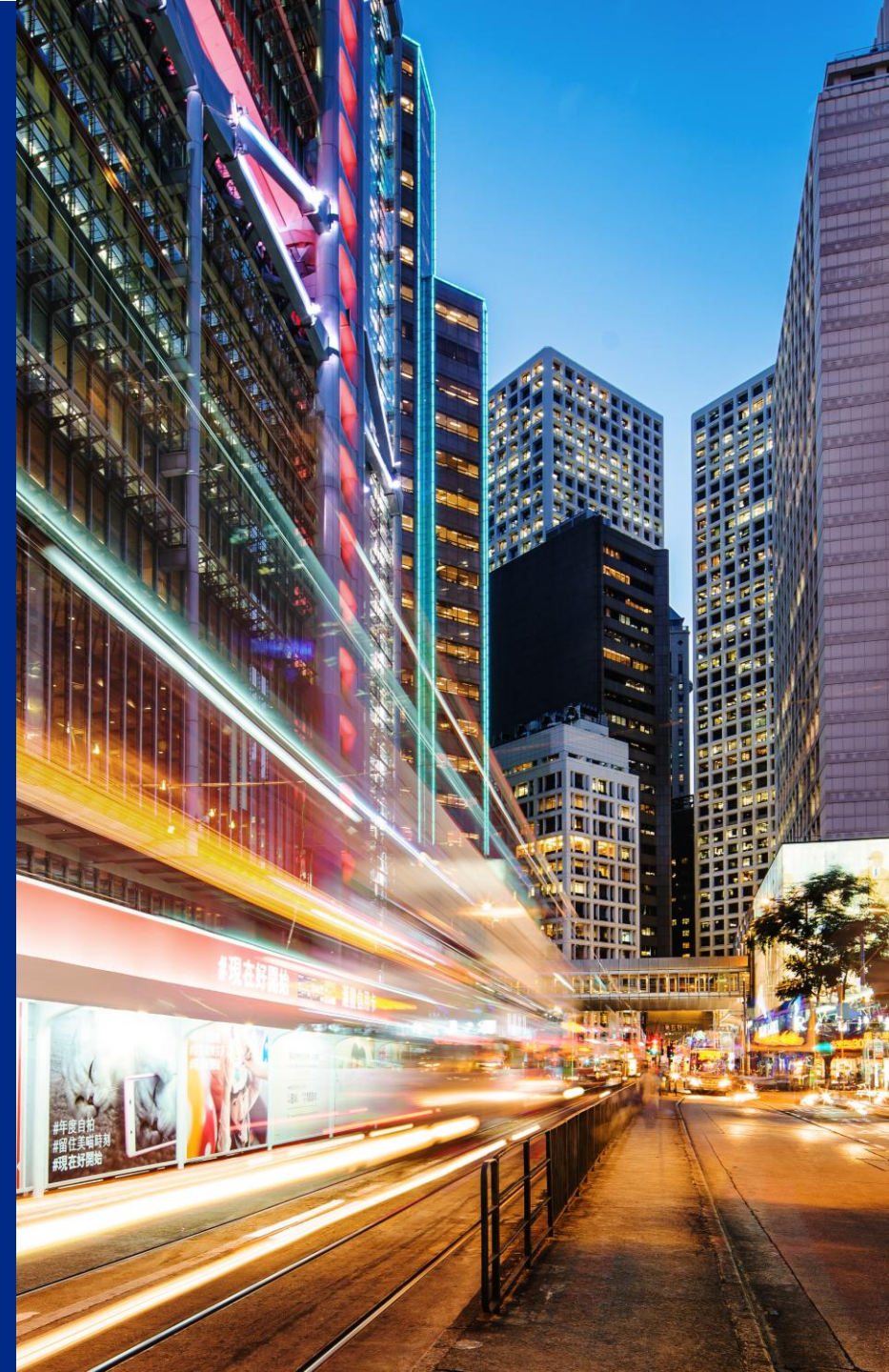
4th November 2025



Ernesto Rincon

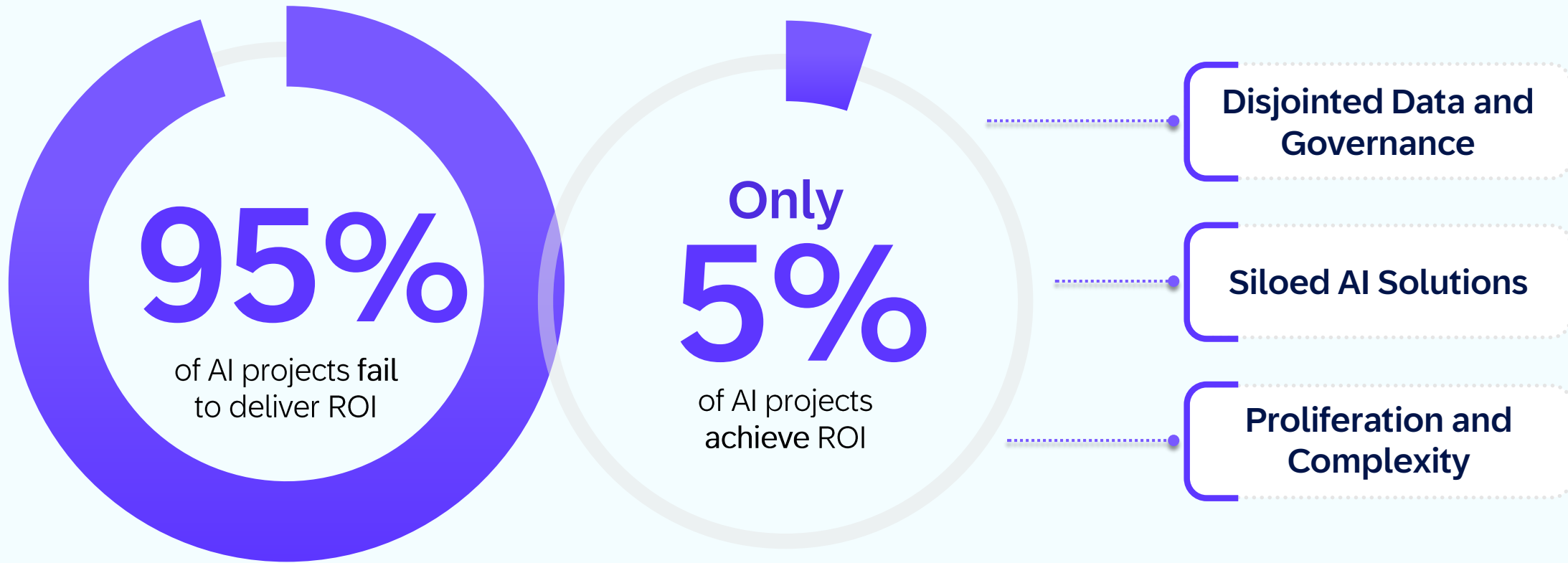
Head of SAP Business AI Southern Europe

ernesto.rincon@sap.com

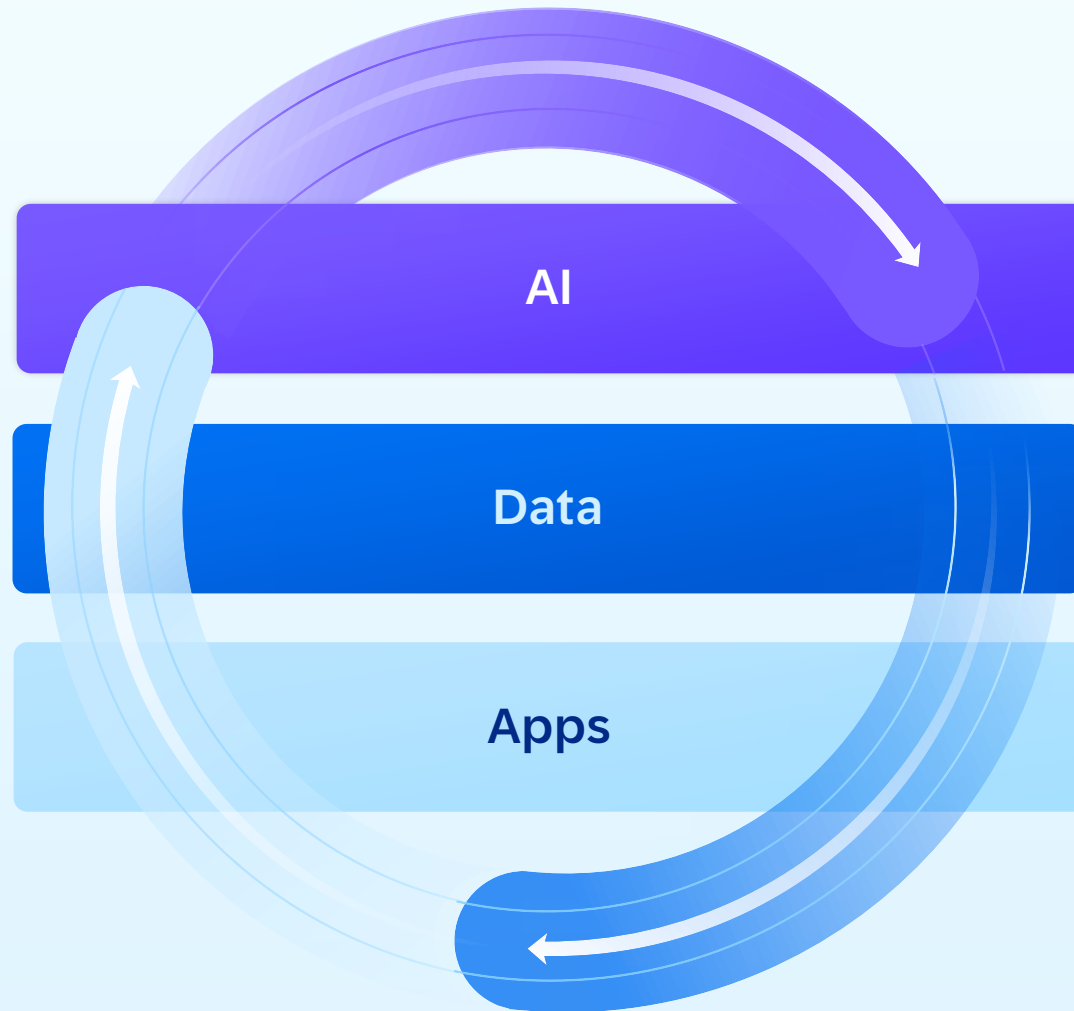


The enterprise challenge: AI ROI is elusive

Key barriers slow innovation leading to unmet board-level demand for measurable impact

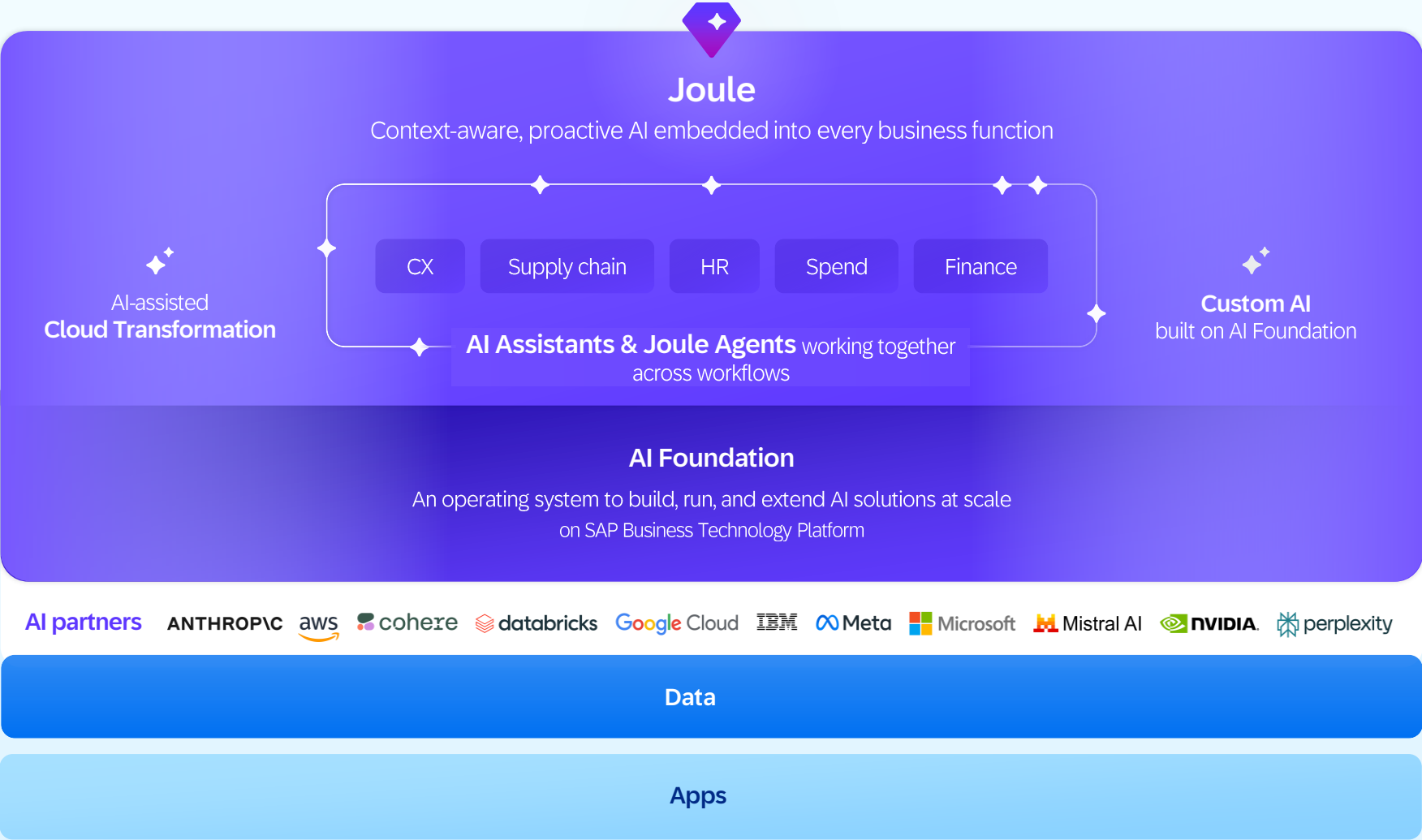


SAP Flywheel





SAP Business AI



SAP Business AI GTM 2026

AI-driven engagement



**Seamlessly
embedded**
AI and Agents



Agent-driven
autonomous
capabilities



AI-native
applications



App-less
experiences



No-apps
experiences

Working Capital Dashboard - Accounts Receivables

Days Sales Outstanding (DSO)

71 +19

Last 12 Months to Key Date (vs. Last Year %)

Total Receivables

517.6

On Key Date

Overdue Receivables

306.1

On Key Date

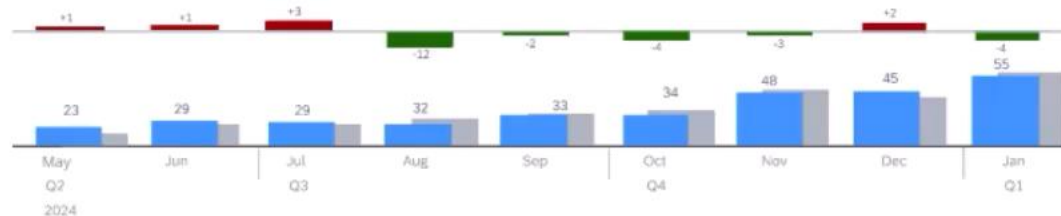
Future Receivables

211.5

On Key Date

Assets in Million EUR (Group Currency)

DSO per Time for Actual and Previous Year

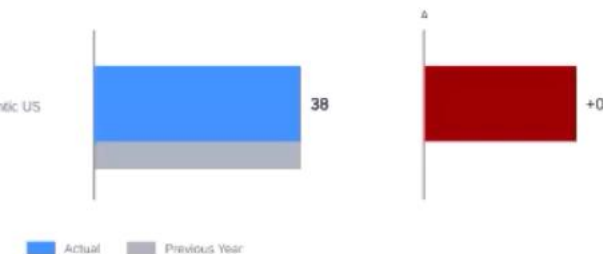


DSO per Company Code for Actual and Previous Year

Last 12 Months to Key Date

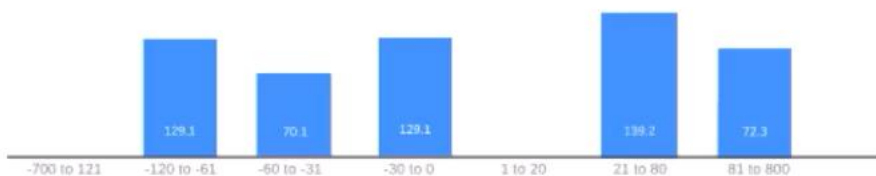
- ☒ Company Code
☐ Country
☐ Customer

Trans Atlantic US



Total Receivables per Due Period

On Key Date

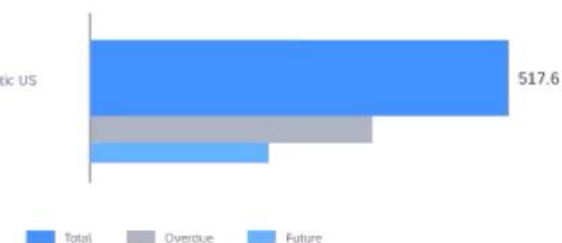


Total Receivables Per Company Name

On Key Date

- ☒ Company Code
☐ Country
☐ Customer

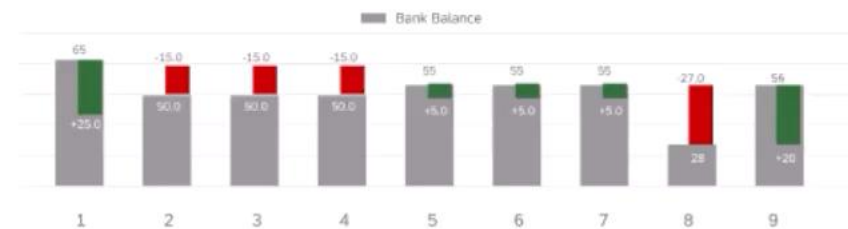
Trans Atlantic US



Total Receivables by Fiscal Period



Over due by Country



Omnipresent
Joule



Embedded
AI



Role-Aware
AI Assistants



Omnipresent Joule



Embedded
AI



Role-Aware
AI Assistants



Immediate access to your business data

Four interaction patterns

Informational

Joule

Supplier: Inlandsliedereant DE (10100088)
Net Value: 3000.00 EUR

PO: 4500000036
Supplier: Inlandsliedereant DE (10100088)
Net Value: 80.88 EUR

Open

Open in App

View More

What are the key rules for a team outing?

BestRun provides an allowance of 50 € per person for a team outing event organized by managers. The allowance covers travel expenses and hotel coverage if needed for colleagues from other locations. It is recommended to include at least one teambuilding event as part of the agenda. Managers should also inform employees to prefer sustainable travel options in accordance with the travel policy.

Source Document

BestRun_Employee_Policy.docx
Source: Company-Specific Document

Message Joule...


Navigational

Joule

Company Best Run
Location San Francisco, CA
Department Product Engineering
Cost Center 25ef

You can change something else or send the position for approval. You can also say "cancel" to exit the flow at any time.

Send for Approval



Position sent for approval
Arya Smart is approving your request for Sustainability Supply Chain Consultant. View more in Org Chart.

Go to Org Chart

Message Joule...

Transactional

Joule

Which other position detail would you like to amend? Say "done" when you're ready to move to next step.

Done

Below are the new position details set to be hired starting today.

Key Position Details

Position Name Sustainability Supply Chain Consultant
Job Code 010405
Job Title Sustainability Supply Chain Consultant
Regular / Temporary Regular
Company Best Run
Location San Francisco, CA
Department Product Engineering
Cost Center 25ef

Send for approval


Message Joule...

Analytical

Joule

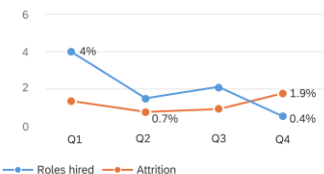
SF006 Location Guide
1. Ensure diverse and cross-role/ cross-skills interviewer team
2. Do not involve colleagues who are in the probationary period
3. Neutral & fact-based feedback/ recommenda...

What is the hiring versus attrition trend for this job role in the past 12 months?

**Sustainability Supply Chain Consultant**
Attrition versus Hiring Rate, Best Run, 2024

124
Similar Roles Hired

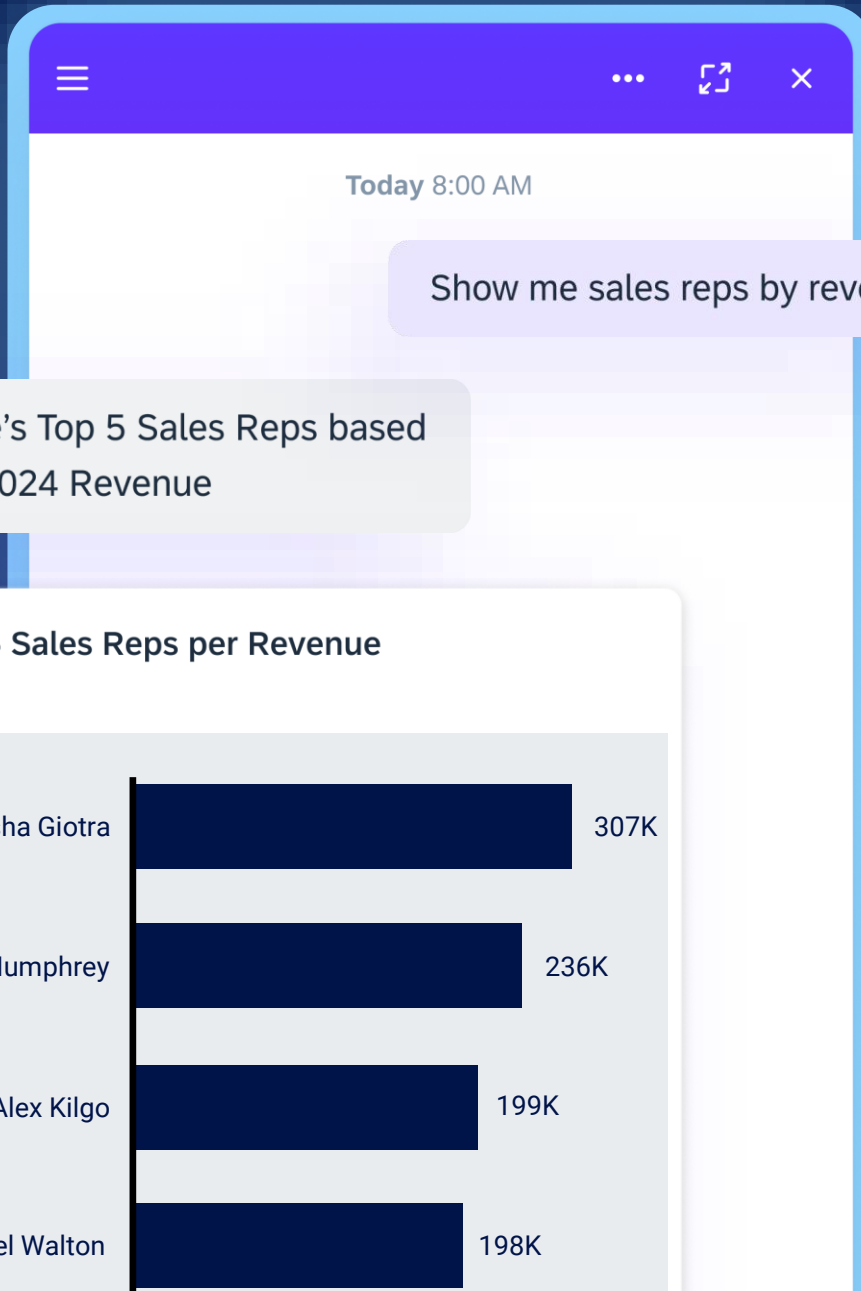
6
Role Attrition

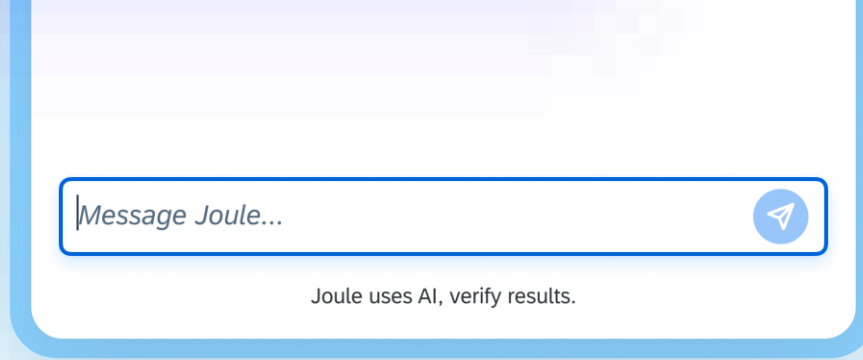


Quarter	Roles hired (%)	Attrition (%)
Q1	4%	1.9%
Q2	0.7%	0.7%
Q3	1.9%	1.9%
Q4	0.4%	0.4%

Message Joule...

© 2025 SAP SE | Internal





Grounded in
**your company's
systems and data**

2 copilots

one seamless experience

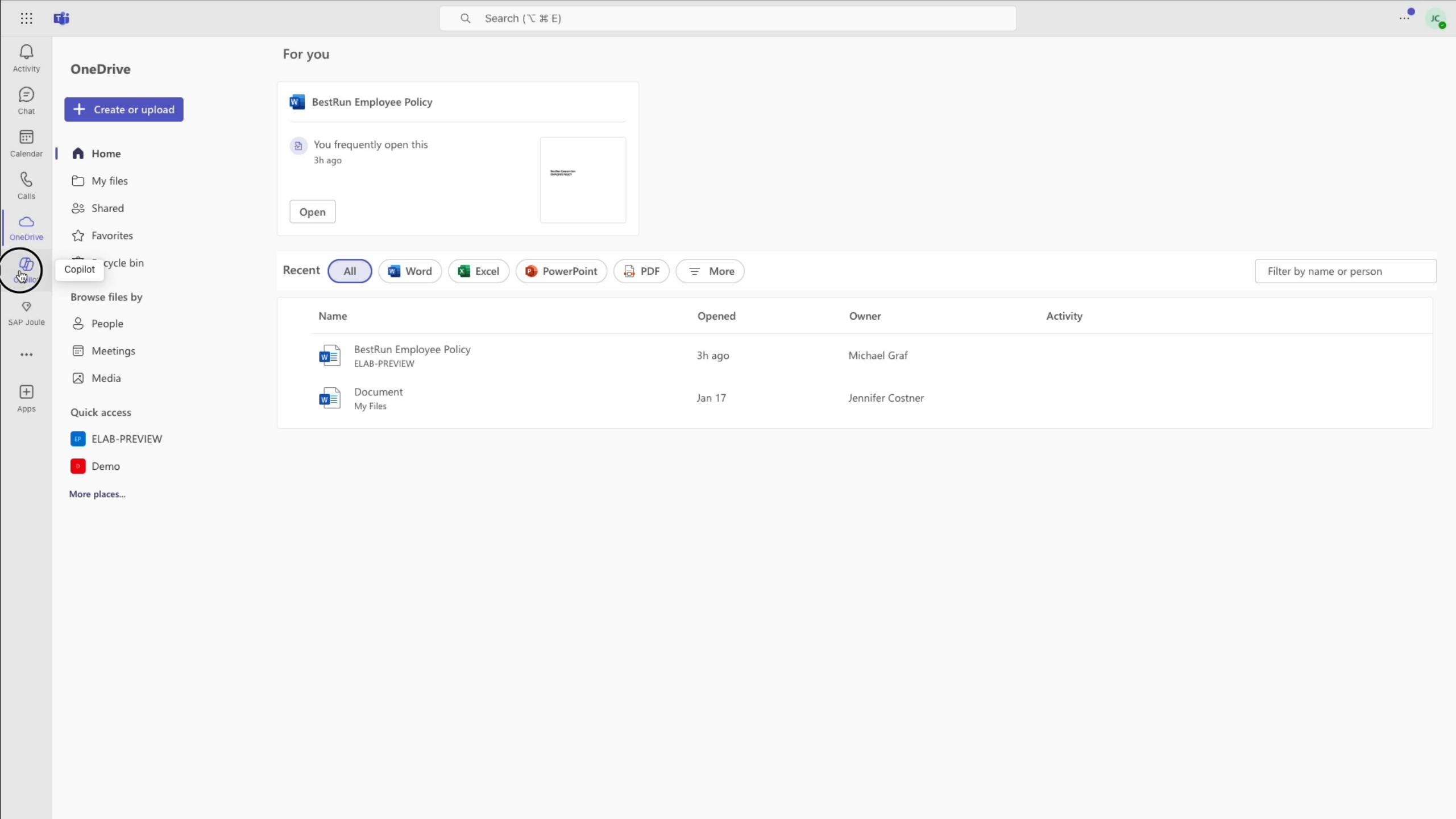


Joule



Copilot

Joule in M365 available since end of Q2'25



Search (⌘ ⌘ E)

... JC


- Activity
- Chat
- Calendar
- Calls
- OneDrive
- Copilot**
- SAP Joule
- ...
- Apps


OneDrive


+ Create or upload

- Home
- My files
- Shared
- Favorites
- Cycle bin
- Browse files by
 - People
 - Meetings
 - Media
- Quick access
 - ELAB-PREVIEW
 - Demo
- More places...

For you

 BestRun Employee Policy

 You frequently open this 3h ago





Open

Recent

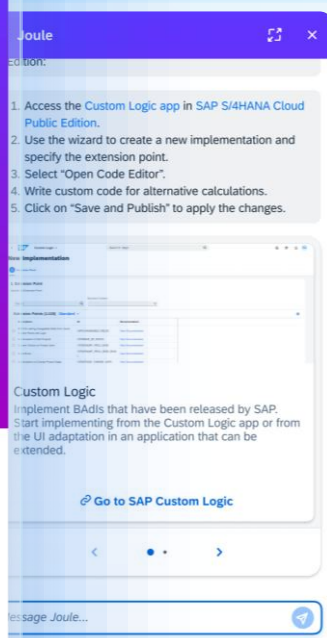
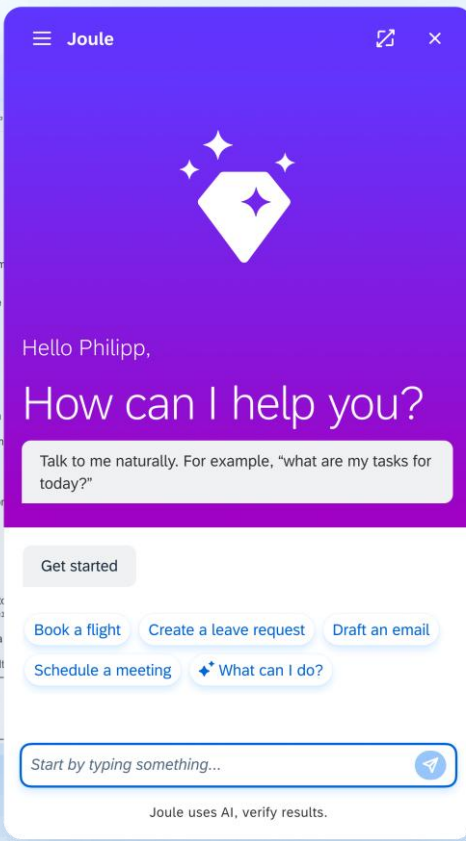
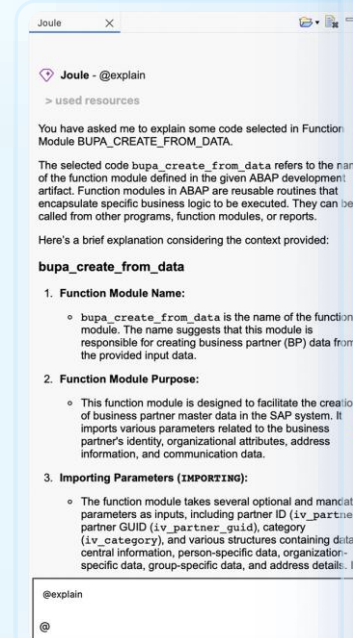
All Word Excel PowerPoint PDF More

Filter by name or person

Name	Opened	Owner	Activity
 BestRun Employee Policy ELAB-PREVIEW	3h ago	Michael Graf	
 Document My Files	Jan 17	Jennifer Costner	

Available now

SAP Joule for
Developers



SAP Joule for
Consultants

SAP Joule for
Business

Embedded AI

Omnipresent
Joule



Role-Aware
AI Assistants



Joule, the AI copilot that truly understands your business

The screenshot displays the SAP S/4HANA Cloud 2402 user interface. The top navigation bar includes the SAP logo, a 'Home' dropdown, and tabs for 'My Home', 'Self Services', and 'Grants Management'. The 'News' section features a 'Public Sector' article about new features. The 'Pages' section has buttons for 'Self Services' and 'Grants Operations Grants Management'. The 'Apps' section is divided into 'Favorites', 'Most Used', 'Recently Used', and 'Recommended' categories, showing various business applications like 'Manage Grants' and 'Grants Billing Analysis'. A 'Joule' AI copilot overlay is positioned on the right, featuring a purple header with the Joule logo and a white star icon. The overlay contains a greeting 'Hello, How can I assist you?' and a prompt 'Talk to me naturally. For example, 'find apps for manage Purchase Contract''. Below this is a 'Get started with Joule' section with buttons for 'Find Financial Planning Apps', 'Find Purchase Contract Apps', 'Find Purchase Order Apps', 'Show Grant Summary' (highlighted with a red circle), and 'Find Purchase Requisition Apps'. At the bottom of the overlay is a text input field labeled 'Message Joule...' and a disclaimer: 'Joule is powered by generative AI and all output should be reviewed before use. Please do not enter any sensitive personal data, and avoid entering any other personal data you do not wish to be processed.'

95%

Reduce average search time
across applications by up to*

Optimize and simplify HR management processes

70% less time

needed to
investigate
HR policies

دارالسلام است

Darussalam Assets

US IRS transforming into an **Intelligent Tax Office**



2-5%

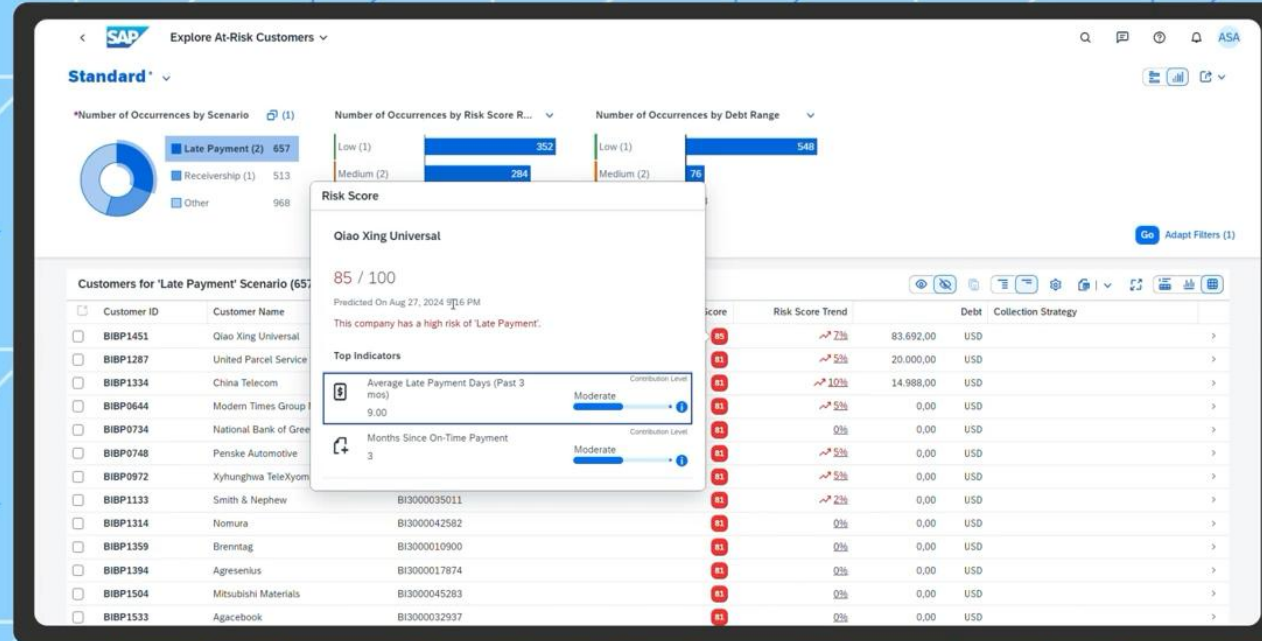
increased Identification
of debtors.

2-10%

reduction in total
outstanding debt.

3-5%

increased Revenue
Recovery from Debtors.

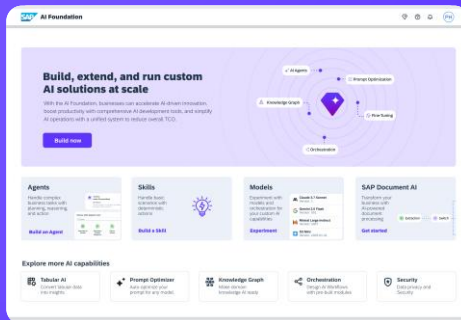


AI Foundation

The AI Operating System to build, extend and run custom AI at scale

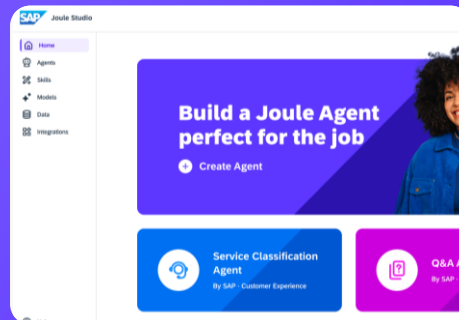
Unified AI Portal

Access and manage powerful tools through one system



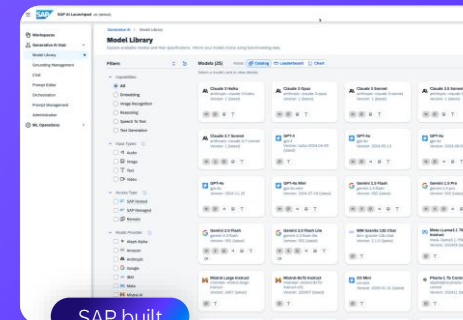
Joule Studio

Facilitates seamless, low-code customizations



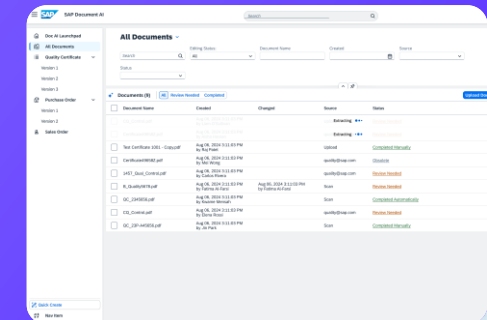
Generative AI Hub

Explore and productize generative AI at scale



SAP Document AI

Automatically process any document end-to-end



Further underlying AI Technologies

SAP Knowledge Graph, Translation Hub, SAP Foundation Model ... and more

Support Citizens in need **with AI**

3 weeks

from project start to go-live.

>6 million

documents automatically
evaluated and classified.

+99.000

cultural aid applications
received on the platform



Transform finance management

For unemployment benefits and subsidies



€1.8B

Monthly benefits are optimized

€1.800M

Monthly payments

+20%

Business user productivity

“With SAP S/4HANA and a people-centered strategy, we enhance efficiency for 9,000 public employees while ensuring social coverage for nearly 4 million citizens.

Angelines Turón Turón
Deputy Director General of Information Technologist

Reimagine public procurement

To be AI-powered, risk-aware, and value-driven



90%

Optimization of each budget credit line

68%

Cross-functional analysis facilitated

100%

Alignment with global priorities

“

By leveraging SAP BTP and Tiny LLMs, Antibes has transformed its public procurement and budgeting processes, achieving unprecedented transparency and efficiency.

Patrick Duverger
CIO / CTO of City of Antibes

Omnipresent
Joule



Embedded
AI



Role-Aware
AI Assistants



Joule Agents[✦]

Newly released

rd Management Agent

✦ Bid Analysis
Agent

✦ Workspace Administration
Agent

✦ HR Service
Agent

✦ Utilities Self Service
Agent

✦ International Trade Classification
Agent

✦ Production Planning and Oper
Agent

Content Recommender

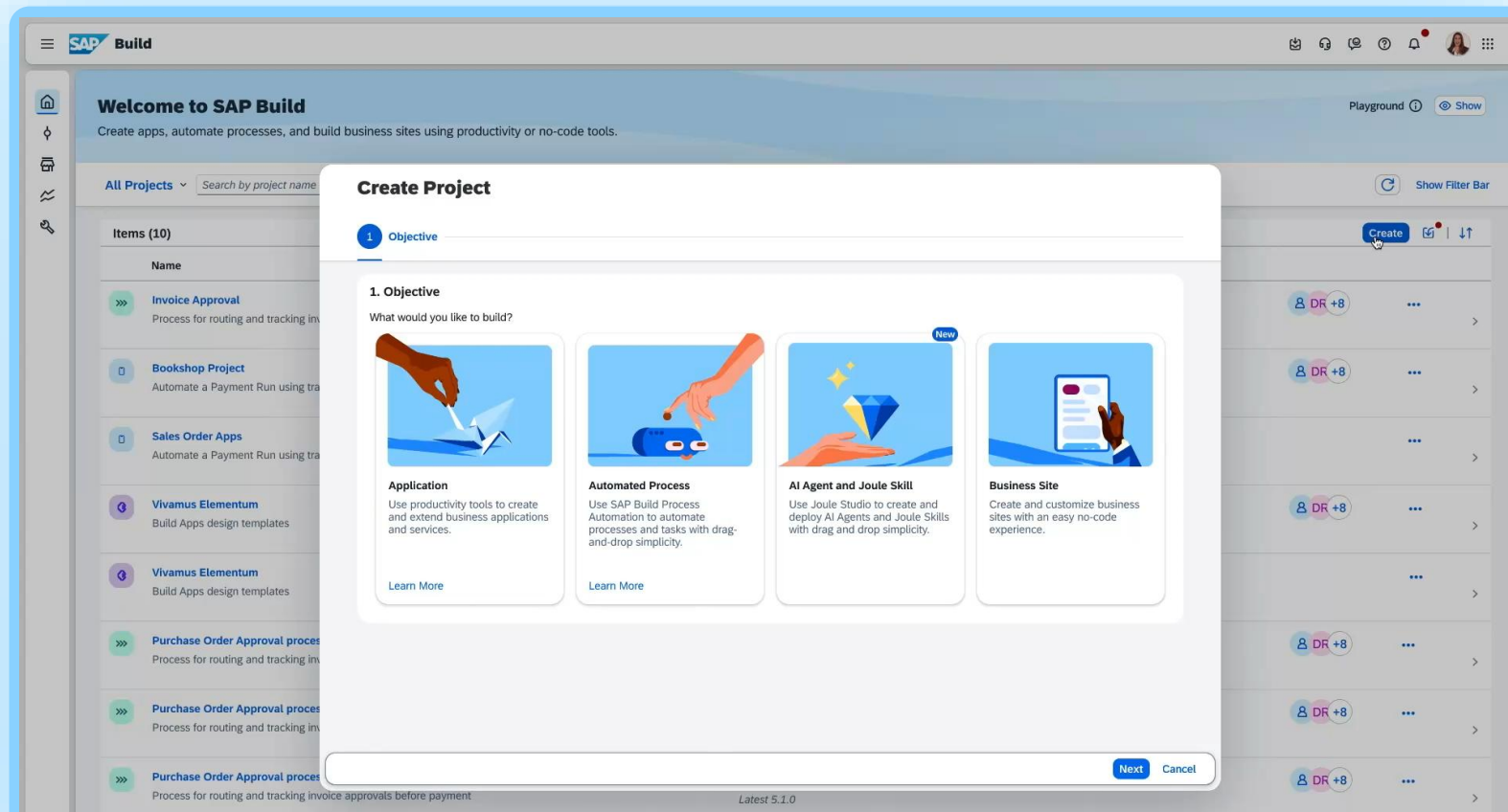
✦ People Intelligence Agent

✦ Digital Service Agent

✦ Career and Ta

Joule Studio

In SAP Build



SAP S/4HANA Cloud Public Edition

Joule Transactional Agent for Public Sector Funds & Grants Management

Future direction

Budget Agent

Vision Demo

Unlocking More Productivity with Joule Agents

For the Public Sector Industry



Omnipresent
Joule



Embedded
AI



Role-Aware
AI Assistants





Thank You

Ernesto Rincon
ernesto.rincon@sap.com

