



# CASE STUDIES: AI SOLUTIONS FOR SAP PLATFORMS

Explore three transformative case studies showcasing how DGT implemented innovative AI solutions on SAP platforms across different industries. These implementations delivered significant improvements in anomaly detection, HR service automation, and compliance risk management.



# AI-BASED ANOMALY DETECTION IN SAP S/4HANA

## CLIENT BACKGROUND

The client is one of Canada's largest utility providers, operating across multiple provinces. With a sprawling and mature SAP S/4HANA ecosystem, they manage billions in financial transactions and procurement annually. Their IT landscape includes legacy SAP systems, third-party integrations, and compliance-heavy reporting processes.

## INDUSTRY CONTEXT & PROBLEM RELEVANCE

In the utilities sector, financial transparency and regulatory compliance are paramount. With billions flowing through ERP systems, anomaly detection has become critical. A study shows that up to 6% of enterprise procurement spend can fall into undetected anomalies or fraud. Traditional SAP configurations fall short when it comes to proactive insights—especially for enterprises managing legacy transitions, mergers, and cross-border compliance.



## THE BUSINESS PROBLEM

- Manual audits missed key anomalies in financial transactions
- High volume of procurement entries made outlier detection difficult
- Existing SAP reporting tools lacked predictive insights
- Audit fatigue and slow response to internal red flags



# THE DGT SOLUTION FOR ANOMALY DETECTION

## BUSINESS SOLUTION

DGT partnered with the client to design an anomaly detection framework focused on financial and procurement events. Our goal was to reduce manual review cycles while flagging risks in real time. Using workshops with finance, audit, and IT teams, we mapped high-risk processes and created a feedback loop for continuous model learning.

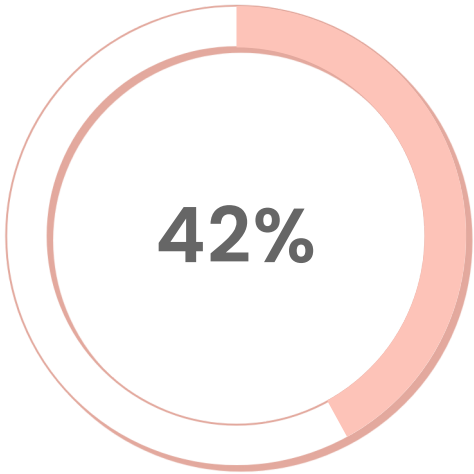
## TECHNOLOGY SOLUTION

We deployed an ML-powered anomaly detection engine integrated directly into SAP S/4HANA using SAP BTP and Python models via the SAP AI Core layer. The solution consumed data from FI, MM, and custom Z-tables, layering AI predictions on top of standard SAP reporting. Alerts were configured through SAP Fiori tiles and distributed via Teams and SAP Workflow.



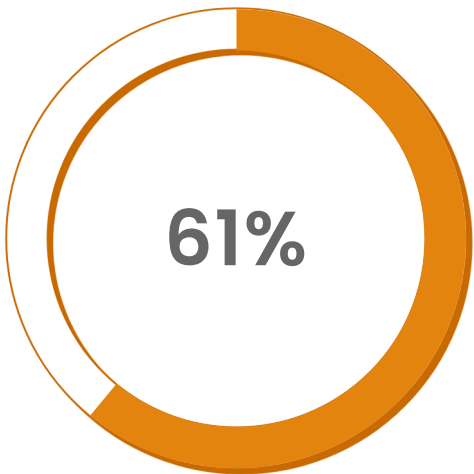
## WHAT WE BUILT

- Built a supervised ML model trained on historical procurement and finance records
- Integrated model outputs into SAP Fiori dashboards and workflow alerts
- Enabled weekly retraining based on validated false positives
- Deployed using SAP BTP and ABAP SDKs for real-time processing
- Used CopilotIQ for QA automation and prompt-based model tuning
- Integrated anomaly flags into existing SAP audit trail for compliance reporting



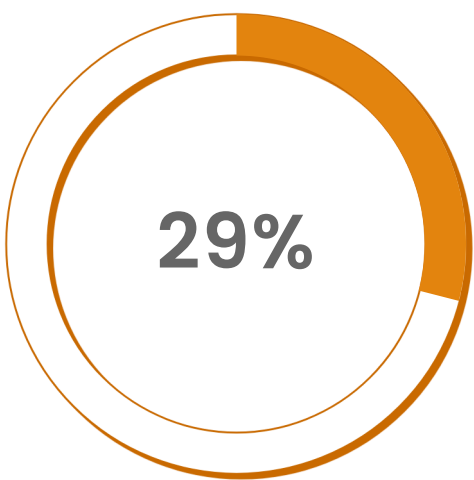
### REDUCTION

In manual audit hours per month



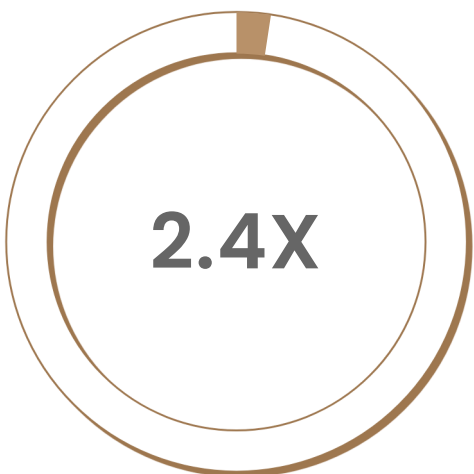
### ACCURACY

In detecting potential anomalies



### IMPROVEMENT

In audit response time



### INCREASE

In transaction-level data traceability

## DGT APPROACH & KEYS TO SUCCESS

Our success hinged on DGT's agile AI onboarding methodology, combining rapid model prototyping with stakeholder calibration. We used AI-assisted data profiling tools to identify variance patterns early and refined detection algorithms via CopilotIQ feedback loops. Collaboration with the client's audit and IT teams ensured fast adoption. Regular syncs, transparent KPI tracking, and clear user training built long-term confidence in the solution.



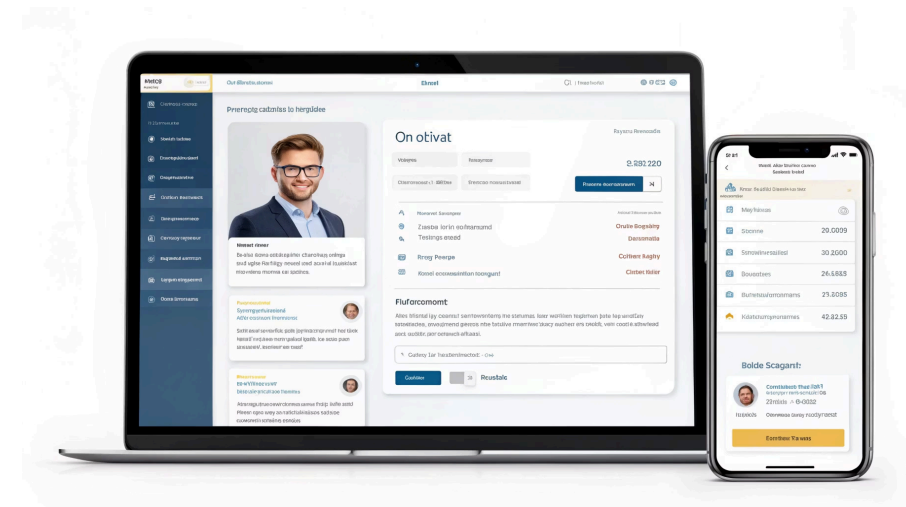
# SAP FIORI CHATBOTS FOR HR SERVICES

## CLIENT BACKGROUND

This fast-growing packaging company operates in the competitive FMCG sector and recently embarked on a digital transformation journey. With a small but nimble team, they use SAP S/4HANA and SAP Fiori to manage HR, finance, and procurement. The leadership sought to improve employee satisfaction and self-service as they scaled operations across multiple facilities.

## INDUSTRY CONTEXT & PROBLEM RELEVANCE

FMCG companies operating in lean environments often lack mature HR automation. According to SHRM, over 64% of HR queries in mid-sized firms are repeatable and ideal for automation. As companies scale, failure to modernize HR services results in higher employee churn and lower engagement scores. With this client's aggressive expansion goals, HR automation became critical to ensure operational continuity and positive employee experience.



## THE BUSINESS PROBLEM

- HR team overwhelmed by repetitive queries on policies, benefits, and leave
- No centralized system for real-time employee self-service
- Lack of visibility and analytics on HR request trends
- Disconnected tools for onboarding, payroll, and leave management



# THE DGT SOLUTION FOR HR CHATBOTS

## BUSINESS SOLUTION

DGT collaborated with the client's HR and IT teams to design a conversational AI solution that empowers employees to manage common HR tasks without waiting for human support. The goal was to improve HR SLA adherence, reduce email volume, and create a scalable foundation for future automation.

## TECHNOLOGY SOLUTION

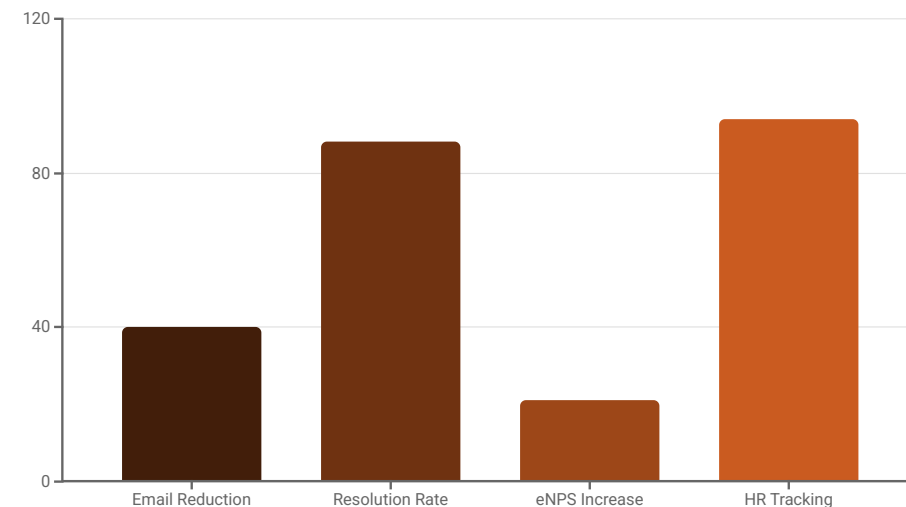
We built and deployed a chatbot using SAP Conversational AI, tightly integrated into Fiori Launchpad. The bot handled leave balance checks, time-off requests, payroll FAQs, and employee policy questions. Azure LUIS enhanced natural language understanding, and chatbot metrics were monitored via SAP Analytics Cloud.

## WHAT WE BUILT

- Developed a multilingual HR chatbot on SAP Conversational AI with over 50 intents
- Integrated with SAP Fiori Launchpad for seamless employee access
- Built real-time leave request workflows using SAP Workflow and SuccessFactors API

## HOW WE DEPLOYED IT

- Configured policy lookup modules with quick replies for 10+ HR topics
- Deployed Azure-based fallback NLP for nuanced queries
- Created weekly insight dashboards to track volume, sentiment, and resolution time



## DGT APPROACH & KEYS TO SUCCESS

DGT's rapid implementation methodology paired design thinking workshops with low-code prototyping to deliver a working MVP in under 7 weeks. Our collaboration-first mindset allowed us to co-design high-usage flows with HR staff and end users. We leveraged CopilotIQ to test chatbot workflows and used AI-powered logs to fine-tune performance. Transparent feedback loops and mobile-first design ensured high adoption from day one.





# AI-AUGMENTED RISK SCORING FOR COMPLIANCE

## CLIENT BACKGROUND

This multinational energy leader operates across upstream, midstream, and downstream sectors with offices and operations on four continents. With highly regulated environments and complex financial networks, the client relies on SAP GRC and S/4HANA to manage compliance, procurement, and supplier governance. Their audit committee mandated a shift to proactive risk scoring to support regulatory readiness.

## INDUSTRY CONTEXT & PROBLEM RELEVANCE

Energy companies are under intensifying scrutiny from regulators, investors, and internal auditors. Global operations amplify the complexity, with local regulations and geopolitical shifts impacting risk posture. According to PwC, over 70% of large energy firms are investing in AI to automate compliance reporting and risk identification. This client's need was urgent: streamline supplier oversight and align risk visibility across geographies.



## THE BUSINESS PROBLEM

- Inconsistent supplier risk scoring across global units
- Compliance workflows lacked real-time visibility
- Manual audit preparation processes were time-consuming
- Regulatory demands outpaced existing SAP GRC configurations



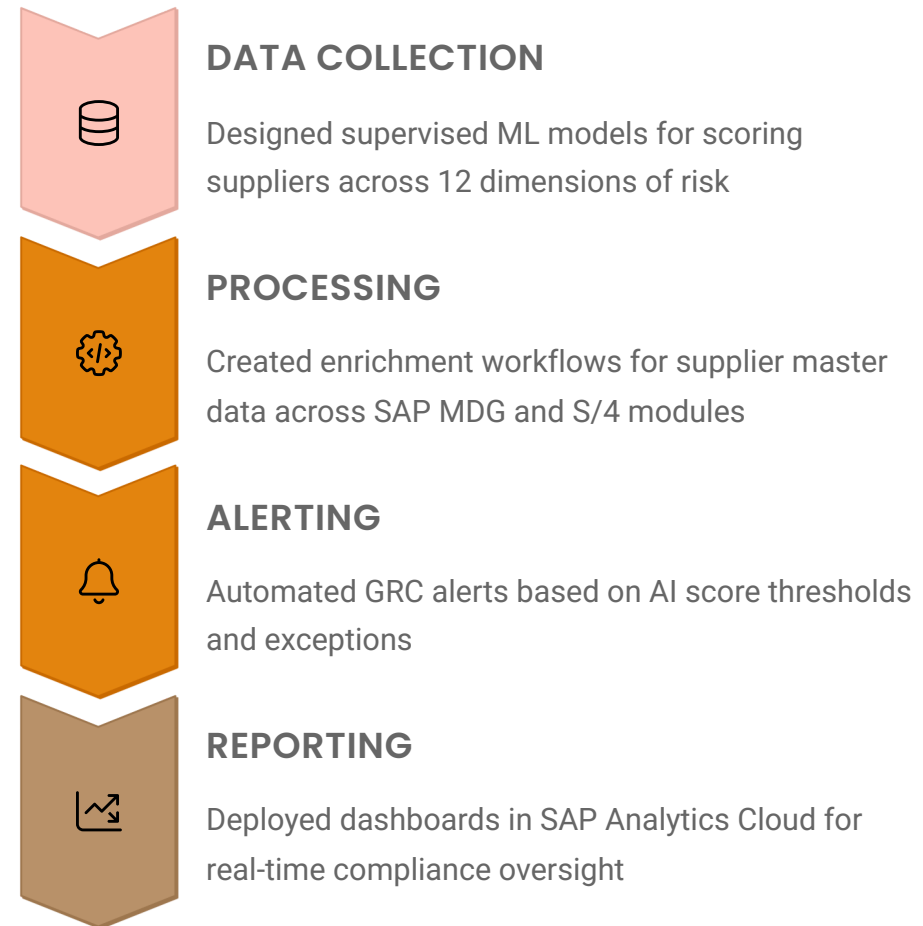
# THE DGT SOLUTION FOR RISK SCORING

## BUSINESS SOLUTION

DGT deployed an AI-based compliance enhancement framework, helping the client shift from reactive risk detection to proactive scoring. Our solution was embedded directly into their SAP governance landscape, enabling the audit team to prioritize high-risk entities and reduce time spent on low-impact reviews.

## TECHNOLOGY SOLUTION

We used AI models trained on historical SAP GRC data (e.g., audit logs, vendor profiles, transaction volumes) to assign dynamic risk scores. These models were deployed using SAP AI Core and integrated with SAP MDG and GRC workflows. Our data pipeline included deduplication, validation, and enrichment routines to ensure high-quality inputs.



**46%**

### ACCURACY IMPROVEMENT

In high-risk supplier identification

**37%**

### TIME REDUCTION

In average audit preparation time

**0**

### AUDIT FINDINGS

Regulatory audit clearance achieved with zero findings

**2.1X**

### DATA QUALITY

Enhanced supplier data quality through AI validation

## DGT APPROACH & KEYS TO SUCCESS

DGT's AI-first compliance strategy combined model-driven scoring with human-in-the-loop validation. We worked side-by-side with the client's internal audit, legal, and procurement teams to ensure relevance and transparency in every scoring rule. By embedding AI directly into SAP workflows and leveraging our prebuilt CopilotIQ audit pack, we delivered rapid value and long-term scalability. Clear documentation, sandbox testing, and global stakeholder alignment were essential to success.

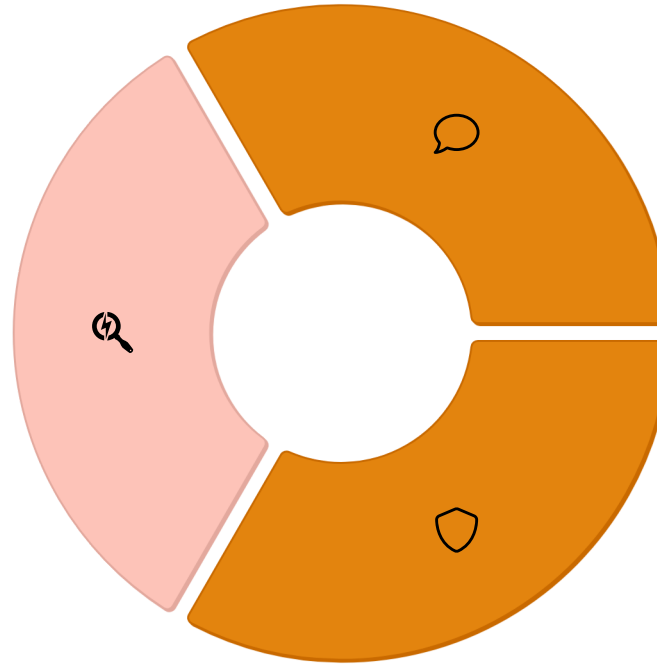


# SUMMARY OF DGT'S SAP AI SOLUTIONS

## ANOMALY DETECTION

For a Canadian utility company

- 42% reduction in manual audit hours
- 61% accuracy in detecting anomalies
- 29% improved audit response time



## HR CHATBOTS

For a Dallas-based FMCG company

- 40% reduction in HR support emails
- 88% chatbot resolution rate
- 21% increase in employee satisfaction

## RISK SCORING

For a global energy company

- 46% improvement in risk identification
- 37% reduction in audit preparation
- Zero regulatory findings

These case studies demonstrate DGT's expertise in implementing AI solutions on SAP platforms across different industries and use cases. By combining deep SAP knowledge with cutting-edge AI capabilities, DGT delivers measurable business value through improved efficiency, accuracy, and compliance.

[Contact DGT for Your SAP AI Solution](#)

[View More Case Studies](#)