

# BRIDGE

IDEAS | INSIGHTS | INNOVATION



Powered by Nihilent's SAP Practice

## #POINT OF VIEW

### Is your Data Analytics Strategy Tuned to the New Normal?

*By Ajay Aggarwal, Head, Retail, Nihilent Limited*

**As enterprises are moving towards the trajectory of recovery and future growth in 'new normal', their ability to make good and timely decisions will be very critical.**

The pandemic has strained businesses globally. During any such crisis, resilience is measured by how a business responds and how quickly it can adapt, and build safeguards going forward.

#### NEED FOR A RADICAL NEW APPROACH

Traditionally, businesses have been using data analytics in decision making for running their business and over time and through the experience they have learned to improve their ability to respond to such events and find solutions. The use of AI/ ML methods has been discussed to improve their ability to enhance intelligence in running these businesses.

As enterprises are moving towards the trajectory of recovery and future growth in 'new normal', their ability to make good and timely decisions will be very critical. More than ever, most businesses are striving to make data and analytics a centerpiece of their culture and way of doing business.

AI/ML-driven data models shall enable enterprises to objectively evaluate multiple business situations, such as how to manage uncertain supply and demand, assess and mitigate supplier risk, adjust to disruptions in operations and supply chains, and adapt to sharp changes in



consumer buying behavior, confidence, and priorities. On the other hand, the ability to maintain the security and integrity of enterprise data will also become crucial since most enterprises are in a remote working model.

#### A SINGLE SOURCE OF TRUTH

Enterprises are moving towards achieving the nirvana of "Single view of supply chain and a single view of their customers". These two objectives are tightly integrated into the context of post-pandemic business needs.

Consumers are spending more and more of their daily lives online; social media is influencing their choices and their newly found value-driven buying criteria is setting new trends. Recent buying pattern is more influencing than the historic trends. ML and advanced data & analytics will come into play to detect new consumption patterns and deliver hyper-personalized products and services. This should be part of your organization's long-term approach, ensuring you can analyze data at scale to unlock the true value of it and operate in an agile manner with the right supporting IT infrastructure—most likely cloud-based.

As businesses are shifting toward recovery, most of these will need to ramp up their deployment of AI-enabled business solutions to boost revenue and renew top-line growth. AI and ML provide the ability to analyze data from vast numbers of sources that can discover emerging trends and anticipate potential future shocks.

Analyzing immense volumes of data to learn underlying patterns, enables you to make complex decisions and predict human behavior, among many other things. AI/ML-enabled systems also continuously learn and adapt, which means these can optimize the insights and predictions delivered over time.

Now is the time to push the boundaries of what's possible with data at every step of your post-pandemic strategy to ensure you emerge ready for future profitable growth.

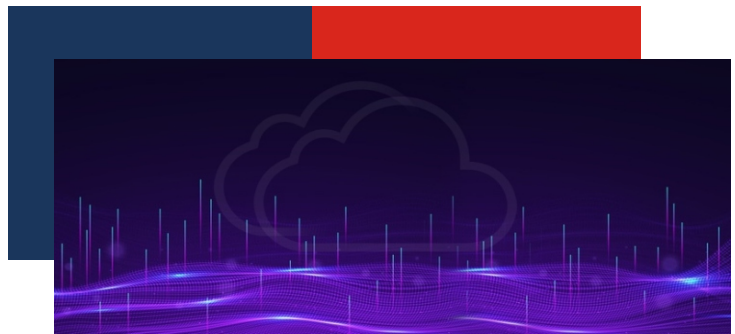


## #INSIGHTS

### Democratizing Data Science with SAP Analytics Cloud

*By Sabahat Kazi, Global Head ERP, Nihilent*

The SAP Analytics Cloud solution is designed to deliver complete and contextual decision support so that it can be deployed to help users everywhere



The pandemic has strained businesses globally. During any such crisis, resilience is measured by how a business responds and how quickly it can adapt, and build safeguards going forward.

Gartner predicted that more than 40% of data science tasks would be automated by 2020. This is being made possible by several analytics vendors attempting to make the business user, self-sufficient in generating insights about business without having a degree or knowledge of data science. And the latest innovation from SAP to enable this is the augmented analytics capability, wherein discovery and prediction become part of the daily routine of business users.

The SAP® Analytics Cloud solution is designed to deliver complete and contextual decision support so that it can be deployed to help users everywhere. It exposes new features gradually, in context, helping users reach deeper and broader insights with a few clicks, without waiting for data collection by IT or interpretation by data science experts.

The first stage involves careful investigation of your data. In the old world of analytics, this means mastering types of syntax to query various datasets and databases. With augmented analytics in SAP Analytics Cloud, it simply means chatting with your data. Through natural-language processing, SAP Analytics Cloud eliminates the need for complex queries at this stage. Search and analysis can be achieved simply by asking questions like in a conversation without having to specify any measures or dimensions. The system “answers” by offering visualizations and contextual explanations created on the spot for you and brings you immediate information on relevant data relationships and trends. You can also drill down for further insights for better decision-making.

The second stage of this journey helps you initiate an even deeper data exploration where you can group data in clusters of customers, employees, or products that have similar properties and discover hidden patterns and trends. And you can view all

these data points in bubble charts or scatter plot charts. You can uncover relationships that you previously could not have identified without the assistance of a data scientist. A machine learning model trained on history can generate a story of multiple pages specific to your data. The model delivers an overview, a list of key influencers, a table of unexpected values, and an interactive what-if simulation. The data speaks for itself and reduces the unavoidable human bias that can obscure important realities. You can investigate correlations and trade-offs among various dimensions in your data and reveal the statistics behind the drivers of your KPIs at a new level. You can also dive deeper into the patterns in outliers and examine corrective measures by using the simulation feature and changing various factors to understand the possible impact on business outcomes.

The third and final stage of the augmented analytics journey is the prediction by learning from your historical data to predict what is most likely to happen in the future. SAP Analytics Cloud offers the patented classification, regression, and time-series analysis and forecasting algorithms. These features automatically create models that deliver deeper insights and support confident decision-making. SAP Analytics Cloud puts machine learning algorithms to work to begin handling a set of sophisticated data science procedures automatically. Business users can now quickly and easily reveal likely next events and focus on implementing their new knowledge to augment business intelligence and planning workflows. Your organization sharpens its competitive edge and boosts its profitability by exponentially increasing the productivity of existing human resources without having

formally trained data scientists. It also lets you evaluate the quality of the predictions produced so that you can select the most appropriate historical data sets on which to fine-tune the models. You can continually augment your existing business intelligence and planning stories with reliable and trustworthy insights to help incrementally improve the overall performance of the business.

The augmented analytics features in SAP Analytics Cloud for conversational AI, automated discovery, and predictive automation revolutionizes the process of turning data into insight by bringing data science to business users and democratize it. Artificial intelligence and machine learning technologies drive business intelligence and planning workflows faster and deeper while reducing human bias, helping ensure that decision-makers can act quickly with the full support of trusted information.



## #SPOTLIGHT

### Nihilent's Intellect Bizware Wins SAP S/4HANA Cloud Partner of the Year 2020 Award

**The award is a testimony to Intellect's deep domain understanding and its ability to pivot enterprises across industries for a cloud-enabled digital future**

Nihilent's SAP Practice, powered by Intellect Bizware, has won the prestigious 'SAP S/4HANA Cloud Partner of the Year 2020' award at the SAP India Partner Summit 2021 held recently. SAP India awards the top partners for their excellence in sales, innovation, technology, solutions and services.

This recognition is a manifestation of our systemic approach to digital transformation. Our SAP practice team has done exemplary work in transitioning numerous enterprises to adopt best-in-class solutions and we have closely worked with SAP over the years and gained deep line of business and industry expertise, built numerous vertical-specific packaged solutions and helped organizations embrace Cloud in a big way.

We have meticulously built our SAP competencies and helped mid and large enterprises to accelerate their move to Cloud. Over the years Nihilent and SAP, we have leveraged each other's strengths and this award gives us further inspiration to usher digital transformation with best in class solutions.



Reflecting on this award, Sabahat Kazi, CEO, Intellect Bizware and Global Head, ERP, Nihilent, "We are deeply honoured to receive this award. It also vindicates our decision to pivot towards the SAP Cloud applications this year. In these challenging times, our sales and delivery teams came through superbly and this belongs to the entire Intellect. The recognition will motivate us, even more, this year with Rise with SAP and we will leverage this to go even higher. I thank the SAP leadership, sales, partner management and solution center team for making this happen."

Nihilent's SAP Practice has a dedicated team of 400+ professionals who have worked on various SAP applications across industries. In the S/4HANA space alone, we have executed over 60 projects and 10 conversions from ECC to S/4HANA. Combined with our award-winning expertise on the Business Technology Platform, Partner Packaged Solutions,



we are very well positioned to leverage SAP's latest offering, 'Rise with SAP' to our clients. When SAP launched S/4HANA Cloud Private Edition (S/4 PE) globally in Nov/Dec-20, Intellect was the 1st in India to successfully deliver a project on S/4HANA Cloud Private Edition. 'Rise with SAP' is a game changing 'Business Transformation as a Service'. S/4HANA Cloud is the center piece of this offering. When SAP launched S/4HANA cloud private edition (S/4 PE) globally in Nov/Dec-20, Intellect was the 1st in India to successfully deliver a project on S/4HANA Cloud Private Edition.

Apart from actively providing SAP consulting, implementation and AMS services to more than 100 clients for SAP S/4HANA, SAP SuccessFactors and SAP Business Technology Platform including SAP Analytics Cloud, Intellect is also a leader in enabling the Intelligent enterprise using SAP technologies with a number of IP solutions such as iVen (Supplier Engagement Portal), iDeal (Dealer Engagement Portal) and iTorq (End to end transportation orchestration solution). And is one of the few recognized in the APJ region by SAP as an Intelligent Enterprise Partner Ambassador.

Recently Intellect was also recognized in the 'SAP ACE Award 2020' as an implementation partner for S/4HANA and SAP Analytics Cloud implementation project for Jivraj Tea. Intellect/Nihilent team also secured the first place in the SAP Surround on Microsoft Hackathon 2020'as well.



## #NEWS



### Nihilent Launches 'Humanizing Technology' Campaign

Nihilent has recently launched a new multimedia brand campaign – 'Humanizing Technology'.

The new brand campaign strengthens Nihilent's positioning as a human-centric organization with the premise that technology must elevate the human experience to be truly relevant.

Reflecting on this campaign, LC Singh, Director & Executive Vice Chairman, Nihilent said, "Our intention at Nihilent is to humanize every business and technological transformation across the globe. Whether it is interactions with the physical world or the dynamic digital experiences of always-on life, we are ensuring that human aspirations and goals take the center stage."

The new campaign symbolizes what Nihilent is today. After two decades of ushering in systemic change management, it is evolving to the next level and bringing in the much-needed relevance to human problems facing enterprises today.

Minoo D Dastur, President & CEO, Nihilent commented, "The reason to do this now is that technology and businesses need to evolve and made responsive to human emotions for the larger purpose of enriching the overall human experience."

The campaign was conceptualized and executed by HyperCollective – A division of Nihilent led by advertising guru K V Sridhar 'Pops', Global Chief Creative Officer, Nihilent. On the development, Pops said, "Nihilent is at the forefront of ushering in this change through this bold new approach of putting humanity at the center of all things to create a richer human experience. Technology is the enabling part that needs to constantly evolve."

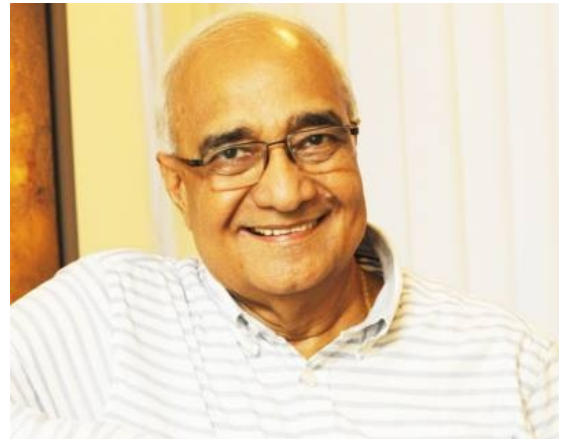
Giving more context to the campaign, Pops says, "Nihilent is imbued with the value of recognizing the humanity of each individual that collaborates with us. Hence, our culture works in a Human-To-Human approach. We believe that we are all inherently the same, and we have shared universal values and emotions. Beyond all the labels and roles, we are all humans."

Nihilent already has IPs, and products like Emoscape to improve physical and digital content by analyzing and improving people's emotional responses. Artoreal – an AR-enabled e-com platform that helps users make more informed choices when buying or selling art. Climalytics to analyze and predict weather's impact on businesses. And ReSense to predict the impact of local and national events, user behaviour on retail.

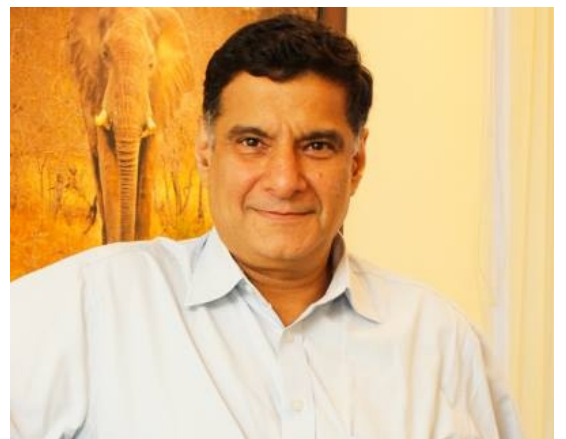
Historically, for over twenty years, Nihilent has been enabling enterprises across the globe to adopt best-in-class solutions and services powered by Design Thinking led patented consulting, and change management frameworks.

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[www.humanizingtechnology.net/](http://www.humanizingtechnology.net/)




**LC Singh, Director & Executive Vice Chairman, Nihilent**



**Minoo D Dastur, President and CEO, Nihilent**







## Nihilent Expands its Digital Footprint in South Africa, partners with SAP

*This partnership will cater to the growing needs of South African enterprises to transition to an 'Intelligent Enterprise'. Nihilent's SAP Practice is powered by 400+ professionals who have worked on diverse SAP environments across the world.*

Nihilent has forged a strategic partnership with SAP South Africa. Nihilent's positioning since its inception in 2000 has been one of a 'Change Management organisation'. Over the last two decades, we have enabled enterprises to adopt best-in-class solutions and services powered by our Design Thinking led patented consulting and change management frameworks. We are one of the pioneers in providing an Interaction-experience to our clients by granulating their needs, wants, and aspirations. This partnership with SAP will help us further deepen our digital mandates in South Africa by cross leveraging each other's strengths.

The post-pandemic world is characterized by new rules of engagement and all industries need to pivot to a digital future. Nihilent has been a trusted consulting and technology organization globally, and this strategic partnership with SAP South Africa puts us in a unique position. It gives us the leverage to extend our global expertise and competencies across various areas within the

SAP ecosystem including Rise with SAP, SAP Private Cloud, ECC to S/4HANA migrations that can immensely benefit organisations in South Africa to accelerate their digital initiatives and transition to an 'Intelligent Enterprise'.

Reflecting on this partnership, Minoo D Dastur, President & CEO, Nihilent observes, "Nihilent today is in a unique position to transition organizations struggling to get a grip on digital. Our technology depth coupled with digital strategy execution capabilities has added immense value to our clients. In this context, we are aggressively globalizing our SAP Practice."

Nihilent's SAP expertise runs deep. Over the last 14 years, we have enabled numerous enterprises across Manufacturing, CPG, and Retail, among others, to harvest the power of SAP solutions. With existing deep customer/prospect connections, a strong SAP foundation, and onshore/offshore advantage, Nihilent is fully geared up to provide end-to-end business and digital transformation services. With well-curated industry-relevant SAP Qualified Partner Packaged solutions, Nihilent understands enterprise digital pain points and provides relevant panaceas. We are confident in making rapid inroads into the South African region and have chalked out a long-term roadmap to address the diverse SAP needs of South African enterprises that are looking for a trusted SAP partner.

Adds Sabahat Kazi, Global Head, ERP, Nihilent, "Our SAP Practice is powered by 400+ professionals who have worked on various SAP applications across industries. In the S/4HANA space alone, we have executed over 50 projects and 10 conversions from ECC to S/4HANA. Combined with our award-winning expertise on the Business Technology Platform, we are very well positioned to leverage SAP's latest offering, 'Rise with SAP' to our clients."

Lillian Serobatse, Head of Channel at SAP Africa, "We are extremely pleased to onboard Nihilent. With our broad portfolio of solutions coupled with Nihilent's deep domain expertise in SAP technologies, this partnership further strengthens our presence in South Africa."

"Our goal is to build SAP as a major practice in South Africa by hastening the adoption of SAP's leading offerings such as 'RISE with SAP Cloud, private edition', ECC to S/4HANA migrations and future-fit the organization to transition to an intelligent enterprise," says Vikash Gokul, Head, Market Development, South Africa, Nihilent."



**Nihilent**  
evolving ideas

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