

ERPsim On-Demand: Enablement for Use as a Sales/Pre-Sales Tool

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Guide Purpose

1. Enable SAP and SAP Partners to use ERPsim On-Demand as an SAP S/4HANA sales enablement tool.
2. Provide a detailed outline/script for conducting guided ERPsim On-Demand sessions* with prospects (including details what to say when, sequencing an effective guided interactive simulation experience with participants).
3. Highlight key S/4HANA features and functions to showcase during the session game play.

*Important Note: This guide outlines how to use the ERPsim On-Demand Distribution/Sustainability scenario, which is labeled “Sustainability (short)” when scheduling an On-Demand session. This scenario is ideal for introducing the value of S/4HANA to anyone, including executives. Future updates to this guide will include how to use the Enterprise Asset Management (EAM) scenario.

How to Use ERPsim with Customers

Orientation, Participation, Coaching

1. Review and familiarize yourself with the content of this guide.
2. Join and/or observe an ERPsim On-Demand Session guided by a colleague before leading a session on your own.
3. Have a colleague experienced guiding an On-Demand session join and/or observe an ERPsim On-Demand Session guided by you (as Player 1, leading the session) to provide you coaching, feedback, support to become ready to do on your own with customers.

Guiding with Customers or Providing/Reselling to Customers

1. **Guiding with Customers:** You are guiding the On-Demand experience as Player 1 in the session, coaching your 1-3 customer participants how to participate in the competitive business scenario simulation. Think of this as a “high touch” approach in your sales engagements. This is the best approach when participants are not already familiar with ERPsim; playing with and coaching your customer will create a relationship and rapport building experience.
2. **Providing/Reselling to Customers:** Think of this as a “low touch” approach. Based on where the customer is in the sales cycle and their own customer journey, understand the value of S/4HANA. Be mindful of when it makes sense for a customer to play on their own. Beyond a single player using On-Demand on their own, it’s always best for Player 1 to have experience and/or a solid understanding of the ERPsim On-Demand experience when playing with 1-3 other colleagues.

When to Use in Sales Cycle

1. **Early On.** The ERPsim experience is a great “ice breaker” to further a relationship with a customer. It is also an effective SAP myth buster, showcasing that S/4HANA is an intuitive, easy to use interface.
2. **Convincing Additional Stakeholders.** Example: through sales engagements with a customer you have reached a point that your primary customer contact understands the value of S/4HANA, however is struggling within their organization to get buy-in from other stakeholders that will influence the S/4HANA purchase decision. Participants playing together as a team in an ERPsim experience will help build a coalition to affirm the value of implementing S/4HANA in their organization.
3. **Capstone.** Example: you have several stakeholders within a customer bought into the value of S/4HANA after conducting deep dive demos to specific stakeholders, showing specific S/4HANA features and functionality. To close the sale there are other stakeholders and executives that need to understand the “big picture” and the overall value for their organization.

4. **Post S/4HANA Sale.** After the customer has decided they will go live with S/4HANA, the customer using ERPsim as an adoption and implementation tool to introduce SAP to new S/4HANA users within their organization (SAP or SAP Partner provides On-Demand session licenses to customer and/or sells to customer as an enablement tool).

Overview: ERPsim Features & SAP Value Messaging

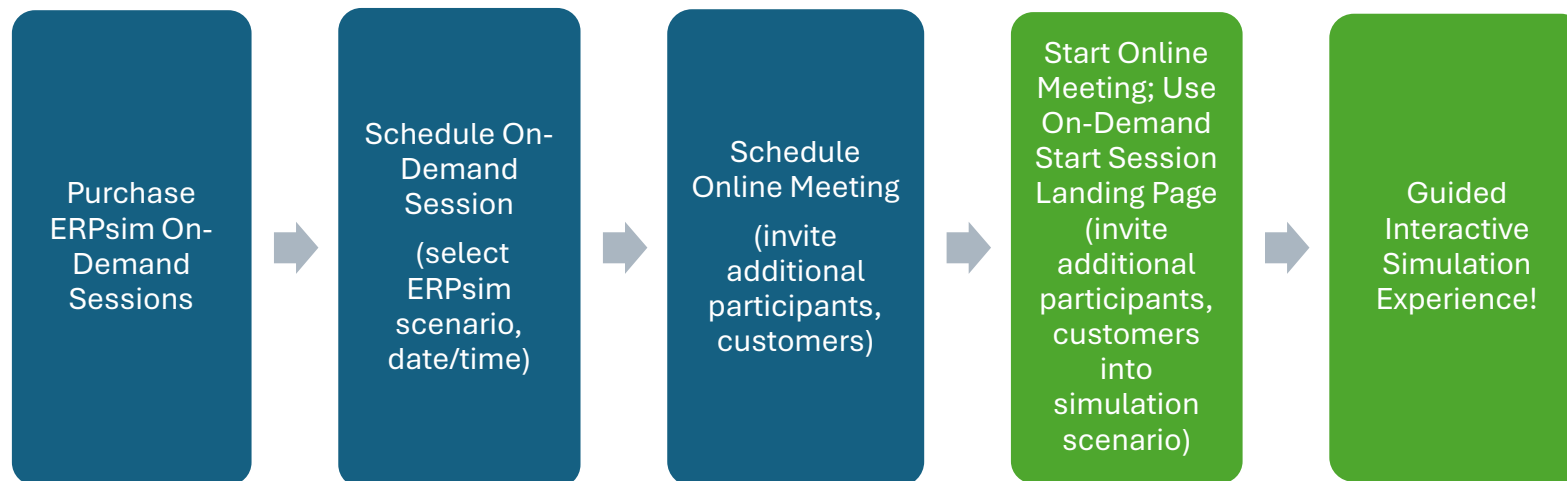
	Aspects of Sim Experience	SAP Value Messaging
1	Real SAP Fiori launchpad	Intuitive easy user interface
2	Everyone is a super user in the simulation	Role-based view and authorizations End-to-end enterprise view
3	Actions and decisions provide Immediate response in live SAP	SAP analytics and reporting provides Insight to action
4	Bot Advice/ML Assistance: Sales and Procurement Roles	Situation handling, machine learning decision support
5	Participants/Teams ranked by Profit/Leaderboard Win on business outcomes	SAP = better business outcomes
6	Real-time Reports and Analytics: <ul style="list-style-type: none"> • Marketing and Revenue • Price Market Report • Geospatial Analytics 	Single version of the truth Real-time data-driven decision-making
7	Kira (GenAI) Use Cases: <ul style="list-style-type: none"> • Navigational • Transactional • Informational 	Show art of possible with GenAI
8	Emphasis on Sustainability with Carbon Emission Tracking	Aligning with new reporting standards (e.g. IFMS)

How to Buy ERPsim On-Demand Sessions

SAP Partners: Purchase using the Partner Benefits Catalog for potential SAP MDF/BDF reimbursement.

SAP Employees: Purchase through the internal SAP Ariba Software Catalog. Use search term “ERPSIM” to locate the “Baton ERPsim On-Demand” result. When you click on Add to Cart an SAP On-Demand License Request form will be provided to you to source On-Demand session from SAP Global Procurement’s On-Demand License Bundle.

Process Overview



Scheduling your Session

Once purchased (or allocated an On-Demand license from your ERPsim On-Demand License Administrator), you will receive the below email prompting you to schedule your session.

Schedule your ERPsim Session!



No-Reply

To: Kamran Shaikh

Today at 12:16 PM

Hello from Baton!

Welcome to ERPsim On-Demand, a gamified SAP training where you are progressively introduced to end-to-end SAP business processes and the latest and greatest in SAP technology.

Once you are ready to schedule your session, [Click Here.](#)

After scheduling your session, you will receive a confirmation email containing a calendar invite. If you have any questions, feel free to contact your Baton representative or email: support@batonsimulations.com.

Thank you!

The Baton Team
Baton Simulations
65 Rue Principale, Châteauguay, Québec, Canada J6K 1E9
www.batonsimulations.com

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On the scheduling page, you are given the option of selecting the scenario as well as the date and time for your session and language (English only now, potential support for other languages in the future).

The Distribution/Sustainability scenario, labeled Sustainability (short) in the drop down menu, is provisioned for 2 hours of session time. The Enterprise Asset Management (EAM) scenario is provisioned for 4 hours of session time.

Do not enter the emails for your participants on the scheduling page. Given this is intended as a guided experience, it is best to enter their emails on the On-Demand Start Session landing page (see section below; a link is provided to this page when your session is ready to play).

On-Demand Session Scheduling Landing Page

ERPsim Session Registration Form [Show Availability](#)

Select a license: *
Test - On-Demand - Sustainability

Select the scenario you want to play: *
Sustainability (Short)

Enter the date and time on which you want to start your simulation: *
Oct 9, 2024, 14:45

The date and time on which your ERPsim game will end: *
Oct 9, 2024, 16:45

Language:
EN - English

Select the number of players to be part of your team:
1 2 3 4

I accept and agree to the [Terms of Service](#)

Register

Playing ERPsim On-Demand
Pre-game preparation resources & multi-player guidance

Talk with Support:
+1.514.849.2626
(9:00AM-5PM EST / Monday – Friday)

Email Support
support@batonsimulations.com

- 1 Select the license. You will most likely only see 1 license.
- 2 Select the Scenario you wish to play.
- 3 Schedule any day and time. You will receive a confirmation email with a calendar invite.
- 4 Do not enter participant emails here, do so on the session landing page
- 5 Click register to reserve your ERPsim On-Demand session.

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If you select the wrong scenario, for example you want to play Sustainability but select EAM, then you will have to return to the scheduling page using the link in the “Schedule your ERPsim Session” email, then select the desired ERPsim scenario and select the day/time for your session. When you do so, you will be prompted with a “Cancel your session” pop-up (as shown below). Click on Yes to go ahead and cancel your other session.

The screenshot shows the 'Schedule Your ERPsim On-Demand Session' page. The registration form includes the following fields:

- ERPsim Session Registration Form** (with a [Show Availability](#) link)
- Select a license:** Test - On-Demand - INTERNAL
- Select the scenario you want to play:** Sustainability (Short)
- Enter the date and time on which you want to start:** Oct 9, 2024, 15:00
- The date and time on which your ERPsim game will end:** Oct 9, 2024, 17:00
- Language:** EN - English
- Select the number of players to be part of your team:** 1, 2, 3, 4
- I accept and agree to the [Terms of Service](#)
- Register** button

A **Warning** pop-up is displayed in the center, stating: "You already have an event scheduled on: 10/9/2024 2:50:00 PM. Would you like to cancel your previous event and replace it with this one?" with **Yes** and **No** buttons.

On the right side of the page, there are two promotional banners:

- Playing ERPsim On-Demand**
Pre-game preparation resources & multi-player guidance
- Email Support**
support@batonsimulations.com

Session Confirmation

Up to 60 minutes prior to your scheduled session date/time you will receive the below email confirming that your system is ready.

Use the button to access the landing page and begin configuring your ERPsim environment.

Your ERPsim System is Ready!



No-Reply

Today at 12:18 PM

To: Kamran Shaikh

Hello!

Your ERPsim On-Demand system is ready!

Access your scheduled event by clicking [here!](#)

Don't hesitate to email support@batonsimulations.com if you have any non-urgent questions.

Please contact your organization's ERPsim license owner/administrator in case of emergencies.

Best regards,

The Baton Team

Baton Simulations

65 Rue Principale, Châteauguay, Québec, Canada J6K 1E9

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Using the ERPsim On-Demand Start Session Landing Page

Welcome to
ERPsim On-Demand
Enter your Sim settings and play!

Select the scenario you want to play:
Sustainability (Short)

Select the skin you want to play:
Energy Drinks **1**

Personalize your company name: *
Team X **2**

Select the number of players to be part of your team:
1 2 3 4 **3**

Personalize your user name (Player 1): *
User 1 **4**

Player 2:
Enter player 2 email *
Enter player 2 email
Enter player 2 user name * **5**
Player4

Player 3:
Enter player 3 email *
Enter player 3 email
Enter player 3 user name *

Player 4:
Enter player 4 email *
Enter player 4 email

Select the Sim pace:
Slow Fast **6**
Total Sim time: 45 minutes (15 minutes per round)

Load Sim **7**

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- 1** Select the skin you would like to play:
 - Energy Drinks for Sustainability
- 2** Enter the name of your virtual company. Keep in mind, this name will appear on the Global Leaderboard!
- 3** If playing as a team, select number of players.
- 4** Personalize your username. Be creative if you'd like. This name will appear on the leaderboard.
- 5** Enter teammate usernames and email addresses. They will receive a link to login to the ERPsim system. Remember if playing as a team, use a separate virtual conference room so you may collaborate (MS Teams, Zoom).
- 6** Pace determines the overall length of the experience and determines the number of minutes allotted to each day.
- 7** Load Sim will start the loading of your Fiori Launchpad, you will be redirected when the system is ready. For teammates, they will receive an email to access the system.

Note: When you enter your participants emails in this landing page, they will immediately receive an email with a link to join and enter the On-Demand session.

It is good practice to share your screen with participants while entering details on the start session landing page. This will allow participants the opportunity to verify emails as they are being entered on screen, verify which player they are being assigned and participate in the team naming process. Participants should ensure that they have ready access to their email inbox.

Keep in mind, Player 1 will be you, the guide. Player 1 controls the start/pausing of the gameplay, the speed of the gameplay and which roles will be played by a human participant. In an ERPsim business simulation scenario all players are “super” users, able to play any role at any time during the gameplay that is not automated and managed by a bot. For simplicity, we recommend that Player 2 be responsible for the sales role, Player 3 responsible for the procurement role and Player 4 responsible for the marketing role.

Adjust roles accordingly, respective of the number of participants. It is important to note that the sales and procurement role are more interactive in the simulation and therefore should be assigned prior to the marketing role.

When the simulation is loading, it is a good time to comment on how they are going to experience a real, live SAP S/4HANA system (see script below). Once the simulation loads, the participants will receive an email asking them to join the ERPsim session.

ERPsim On-Demand Guided Interactive Simulation Experience Script

1 Enlarge the sim controller by clicking on the down arrow.

2 Use the play button to start the sim. While sim is running, pause button will be visible. Only start after reviewing sim pace and the number of participants.

3 Select sim pace (slow, medium, fast) which corresponds to the number of minutes per round.

4 Select which roles you want participants to have control over. If left unchecked (e.g. red) then that role will be automated.

The above is the Sim Controller. You, as player 1 (the guide for the overall experience) are the only participant who can make changes to the Sim Controller. It can be accessed at any point during the session by clicking on the button highlighted below. Other players are able to open and view the Sim Controller, but they are not able to make changes.

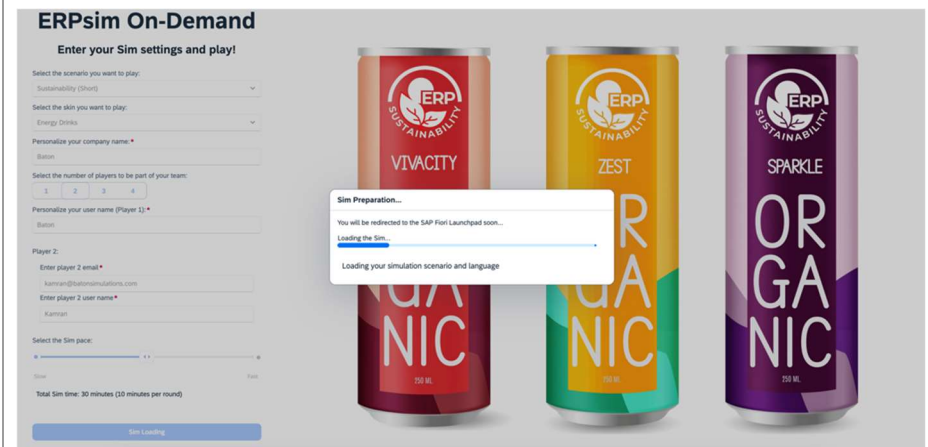
Aspects of sim experience	S/4 features to highlight	Script & Screenshots
<p>Landing Page</p> <p>Configuring the simulation requirements</p> <p>RECOMMENDATIONS:</p> <ul style="list-style-type: none"> • Set the sim pace to slow in the first round (can be sped up for round 2) in the Sim Controller <p>NOTES:</p> <ul style="list-style-type: none"> • The sim experience offers the opportunity to engage in dialogue and have fun—to build rapport—which makes it easier to engage further (relationship building acceleration). 	<p>N/A</p>	<p>This is not your standard demo. It is a guided interactive simulation experience.</p> <p>Why so?</p> <p>With ERPsim we can get a big picture. We see ERP from a business outcomes perspective in a competitive, hands-on environment, geared for non-SAP users.</p> <div data-bbox="1087 760 1995 1274" data-label="Image"> <p>The image shows a screenshot of the ERPsim On-Demand landing page on the left, which includes a form for entering sim settings like company name, team ID, and player names. To the right of the form are three cans of 'ORGANIC' beverages: Vivacity (red), Zest (yellow), and Sparkle (purple). Each can has the 'ERP SUSTAINABILITY' logo at the top and '750 ML' at the bottom.</p> </div> <p>This is not a deep dive! Rather, it's a high-level, enterprise value, collaboration experience, to be followed by deep dive demos.</p>

What I am doing here is configuring the simulation scenario, pace and inviting you to my game.

You will receive an email via the address you provided earlier.

Loading the Simulation

As the simulation loads, you'll see that we are referring to a Fiori Launchpad, "preparing", "loading" and the like.



That is true, we are loading a real-life SAP S/4HANA Fiori Launchpad.

Data tables are being created, OData service connections are being established,

BEFORE ROUND 1

PREPARATORY VIDEOS:

- **Introduction to ERPsim**
- **How to Play the Sales Roles**

WHY FUN?

- **Kira, AI-facilitator offers an engaging experience.**
- **Sets the stage for the interactive, hands-on simulation experience.**

RECOMMENDATIONS:

- **Watch the video as a group, sharing your screen and sound (remember to switch on sound in your video conferencing software).**
- **Highlight roles to be played by each participant before playing the video. This helps them track what they will be doing.**

Now remember this is not your standard demo, it is a fun, engaging experience where you can see how in real-time, SAP ERP can be cross-functional, dynamic, and easy to use.

Let's get started with this introductory video, which sets the stage. What will we be doing, in our team, the "INSERT TEAM NAME" company.

Player 2, I will first review the tasks associated to your role, so remember to pay specific attention to your sales role and the associated tiles and reports

Player 3, I will then show the procurement role, so make sure you pay attention to the details for your role.

And finally, Player 4, we will conclude with an overview of marketing tasks.

Let's start with the introductory video then...



Real SAP Fiori launchpad & Ease of use of SAP

This is your chance to demo the launchpad.

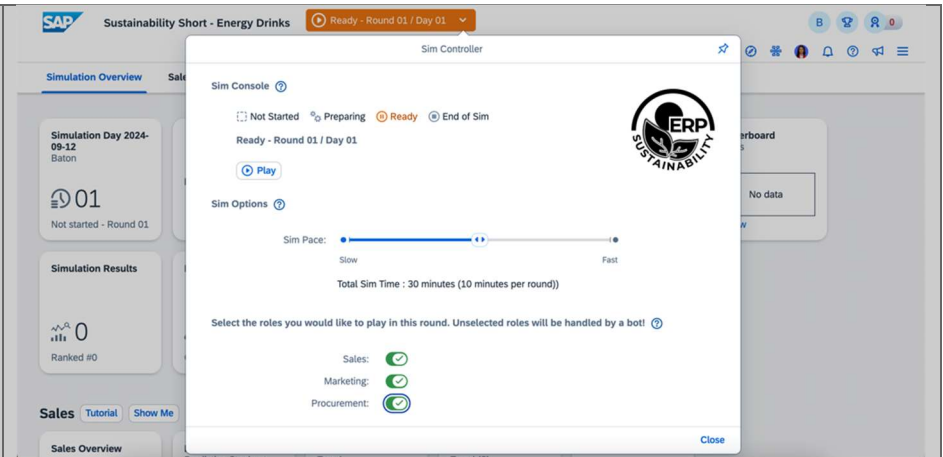
RECOMMENDATIONS:

- **Facilitator demos first, and then can provide time to watch their respective role-based videos on their own.**
- **Don't forget to remind them to mute their microphones if they are watching the video**
- **Remember, as player 1, you are guiding the experience. Don't forget to prioritize the assignment of the other roles, ensuring that the most important and interactive are assigned first. Player 2 should be the sales role, player 3 should be procurement and player 4 marketing.**
- **Learn when to pause. And ask/answer questions. This demo**

Intuitive easy user interface

Role-based view and authorizations

End-to-end enterprise view



Turn on roles for number of participants in sim controller.

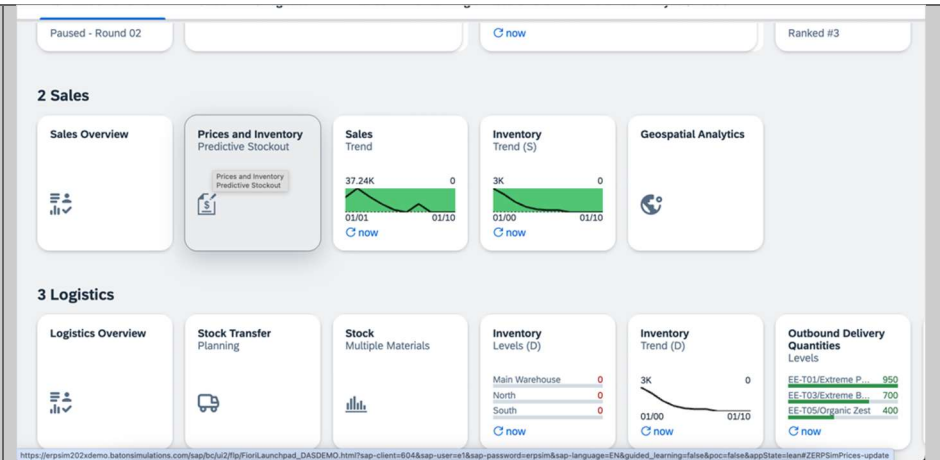
Click “Play” in the sim controller above to start the simulation.

Now I'll demo the roles while it's running so you can see what's happening in real-time. You can also make changes as I do too.

Sales Role, *Player 2 Name*, this is what you will do.

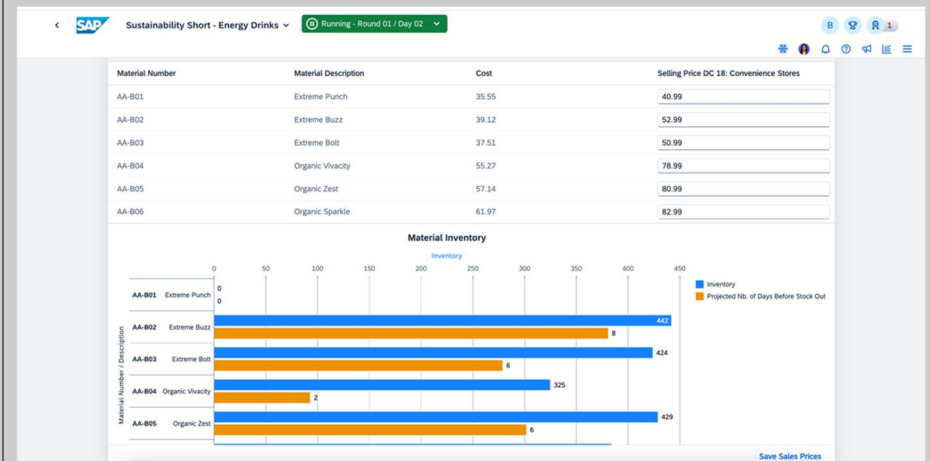
should be adapted to your style and prose, a verbatim re-enactment may not meet the needs and objectives for your particular audience.

- There is help embedded throughout the sim (FAQ located in the menu bar). Right-click any tile for step-by-step instructions on how to use that particular transaction or report.



Since it's the first few days, we don't have much historical data to work with, so our changes will be exploratory.

Let's change the price (**change price lower, by \$1.00**). Save



We will come back to this screen in a little bit see what happens.

Let's go back to our tour. Procurement role, you're required to replenish inventory. Two-step process, running MRP:

The screenshot displays the SAP S/4HANA Procurement Dashboard. It is divided into two main sections:

- 5 Planning & Procurement:** This section contains four tiles:
 - Planning and Procurement Overview:** Represented by a bar chart icon.
 - Requirements and MRP:** Represented by a calendar icon.
 - Manage Purchase Requisitions:** Represented by a shopping cart icon.
 - Purchase Order Tracking:** Shows "No data" with three blue dots.
- 6 Advanced Analytics/WebGUI:** This section contains four tiles:
 - Advanced Analytics Overview:** Represented by a bar chart icon.
 - Competitive Analytics:** Shows "No data" with three blue dots.
 - Price Market Report Trend:** Shows "No data" with three blue dots.
 - OData Feeds:** Represented by a Wi-Fi signal icon.

Below the dashboard is a "Planning Scope" window with the following details:

- Plant: EE
- Material: EE-B01 to EE-B06
- Product Group: EE-B0
- MRP Controller: 103
- Regenerative Planning:
- Planning Mode: 3 - Delete and Recreate Planning Data

Product	Requirements
EE-B01 / Extreme Punch	2000
EE-B02 / Extreme Buzz	1000
EE-B03 / Extreme Bolt	2000
EE-B04 / Organic Vivacity	500
EE-B05 / Organic Zest	500
EE-B06 / Organic Sparkle	500

At the bottom of the window is a "Requirements vs Warehouse Capacity" chart showing a blue bar for "Requirement Quantity".

and then converting purchase requisitions to purchase orders:

5 Planning & Procurement

Planning and Procurement Overview

Requirements and MRP

Manage Purchase Requisitions

Purchase Order Tracking

6 Advanced Analytics/WebGUI

Advanced Analytics Overview

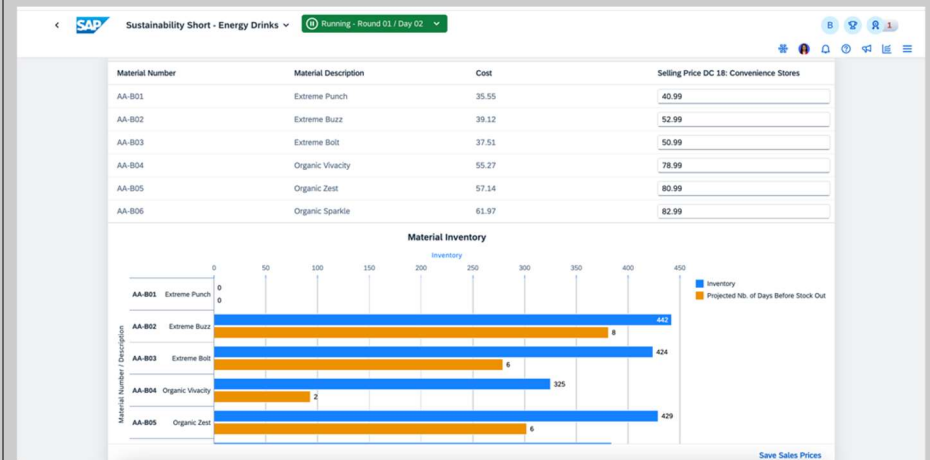
Competitive Analytics

Price Market Report Trend

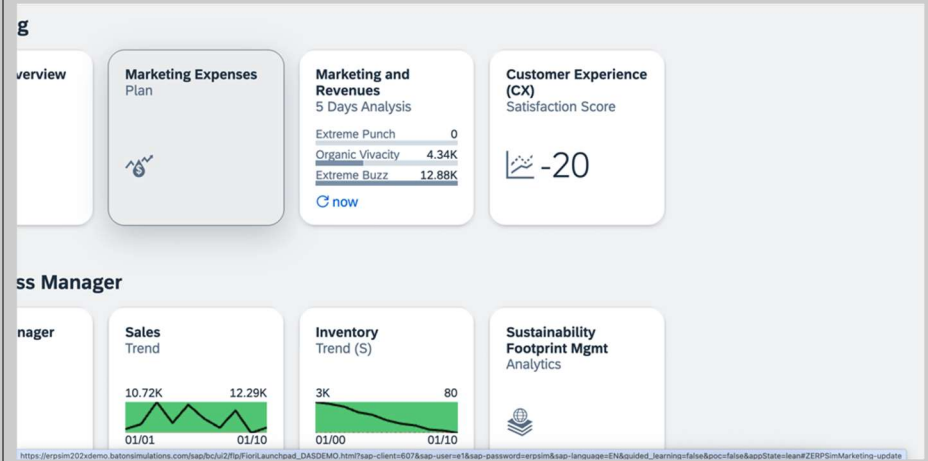
OData Feeds

https://erp.sim2022demo.batonsimulations.com/sap/bc/j2/tp/ForLaunchpad_DASDEMO.html?sap-client=607&sap-user=e1&sap-password=erp.sim&sap-language=EN&guided_learning=false&ppc=false&appState=lean#ZERPsimPurchaseRequis...

Now that a day has gone by let's look at the pricing app once again. Oh, and there we have it, insight to action. Changes lead to direct, visible outcomes.



Finally, let's look at the Marketing role. You are responsible for managing our marketing budget. Your budget is 2 to 3% of our daily profits.



You're investing daily amount in any of the 3 regions for any of the 3 products. You'll have your own strategy, but let's invest in Extreme Buzz in the North because sales are slow:

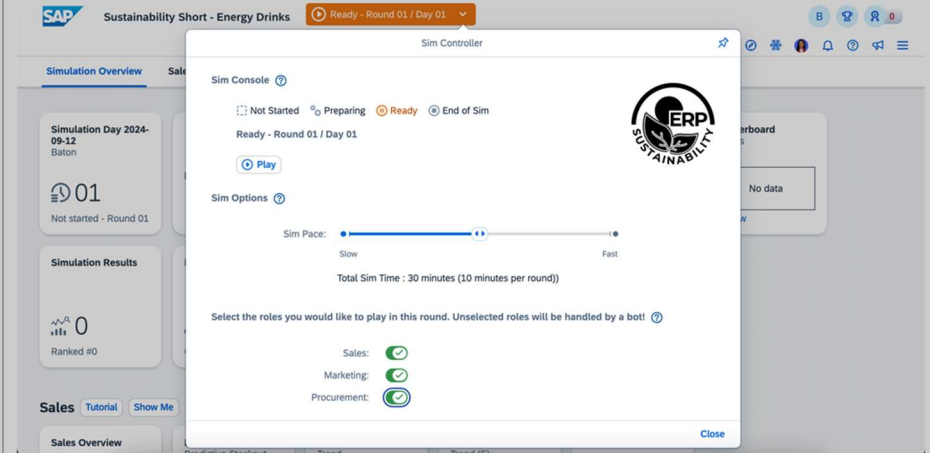
SAP Marketing Expense Planning

Marketing Expenses

Material	Description	North	South	West
EE-801	Extreme Punch	10	0	0
EE-802	Extreme Buzz	0	0	0
EE-803	Extreme Bolt	0	0	0
EE-804	Organic Vivacity	0	0	0
EE-805	Organic Zest	0	0	0
EE-806	Organic Sparkle	0	0	0
Daily Total: 10				

Save Clear

That's it for navigation and tasks. Let's Pause the sim for a minute and answer a few questions (should be around day 4 or 5).



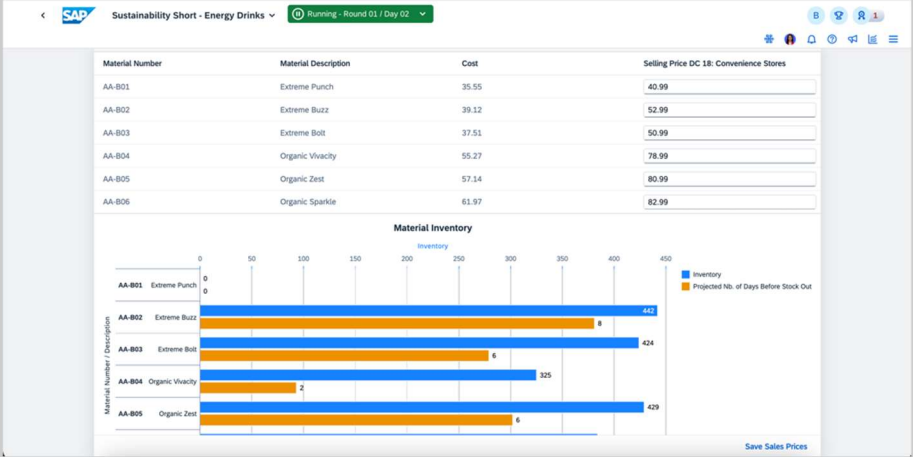
At this point, click “Pause” in the sim controller above to pause the simulation.

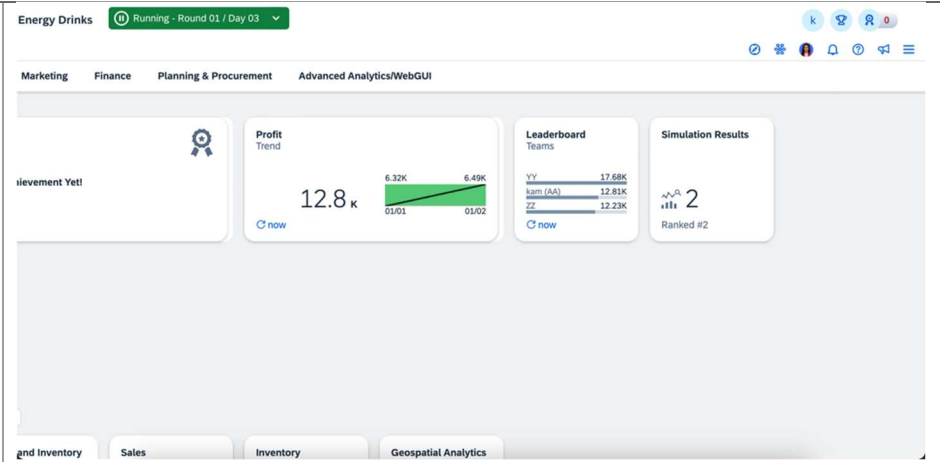
ROUND 1: PAUSE THE SIMULATION

Actions and decisions provide Immediate response in live SAP

SAP analytics and reporting provides Insight to action

Let's go back to our Prices and Inventory tile to see how our changes affected to overall landscape of our products and inventory.

		 <p>The screenshot shows the SAP Sustainability Short - Energy Drinks interface. At the top, it displays 'SAP Sustainability Short - Energy Drinks' and 'Running - Round 01 Day 02'. Below this is a table with columns for Material Number, Material Description, Cost, and Selling Price DC 18: Convenience Stores. The table lists six materials: AA-801 (Extreme Punch), AA-802 (Extreme Buzz), AA-803 (Extreme Bott), AA-804 (Organic Vivacity), AA-805 (Organic Zest), and AA-806 (Organic Sparkle). Below the table is a bar chart titled 'Material Inventory' showing inventory levels for materials AA-801 through AA-805. The chart compares 'Inventory' (blue bars) and 'Projected No. of Days Before Stock Out' (orange bars). The data points are: AA-801 (Inventory: 0, Days: 0), AA-802 (Inventory: 412, Days: 8), AA-803 (Inventory: 424, Days: 6), AA-804 (Inventory: 325, Days: 2), and AA-805 (Inventory: 429, Days: 5). A 'Save Sales Prices' button is visible at the bottom right of the chart area.</p>
<p>Participants/Teams ranked by Profit/Leaderboard</p> <p>Win on business outcomes</p>	<p>Winning on business outcomes.</p> <p>SAP = Better business outcomes.</p>	<p>Remember we lowered our prices, and perhaps our pricing expert did so as well. Did you make any changes?</p> <p>Lowering prices quickly will result in inventory depletion (e.g., 1 day of inventory left!). This showcases real time insight to action.</p> <p>How about my supporting cast? Marketing and Procurement? What did you do? How did your actions affect our team?</p> <p>How did our price changes, marketing and procurement activities translate into business outcomes?</p> <p>Look at that, we are in X place.</p>



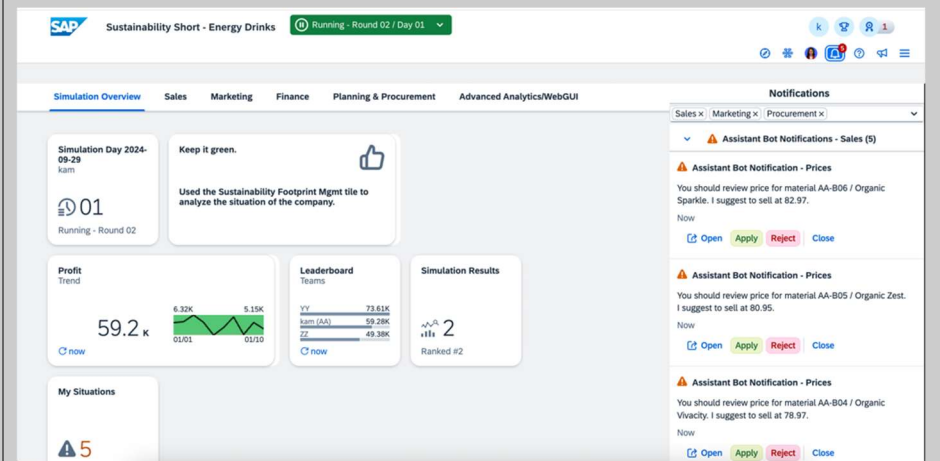
What does this mean, how can we do better? What tools do we in an ERP, in S/4HANA to make these key decisions?

**Bot Advice/ML Assistance:
Sales Roles**

RECOMMENDATIONS:

Situation handling,
machine learning decision
support

To help support our efforts to increase (or maintain) our rank, let's look at our machine learning assistance.



		<p>From our machine learning recommendations, it’s evident that we are not competitively pricing our products, the changes recommended, though small, are more in line with maximizing profit margins. We, given our current pricing strategy, are losing out on profits. Those machine learning recommendations are similar to the situation handling capability that come with SAP out of the box, but customized for our gamified environment.</p> <p><i>If everyone is OK, resume the simulation and let the participants play for the remainder of Round 1.</i></p> <p>You can now also watch the “Show Me’s” or “Tutorials” for each of your roles even after we start.</p> <p><i>Show help available.</i></p> <p>Just remember to mute yourselves.</p>
ROUND 1: END OF ROUND 1		
<p>Participants/Teams ranked by Profit/Leaderboard</p> <p>Win on business outcomes</p>	<p>SAP = better business outcomes</p>	<p>End of Round 1: Let’s look at how we did!</p>

The screenshot shows a dashboard with several data widgets. On the right side, there are four main widgets: 'Profit Trend' showing a value of 61.3k and a line chart; 'Leaderboard Teams' with a table of team scores; and 'Simulation Results' showing a rank of 2. Below these are smaller widgets for 'Sales Trend', 'Inventory Trend (S)', and 'Geospatial Analytics'. A text overlay is present in the lower right quadrant of the dashboard area.

Team	Score
YY	78.44K
kam (AA)	61.33K
ZZ	55.92K

Simulation Results: Ranked #2

Profit Trend: 61.3k

Inventory Trend (S)

Geospatial Analytics

Sales Trend

Ability Footprint Mgmt tile to
tion of the company.

6.32K 2.04K
01/01 02/01

YY 78.44K
kam (AA) 61.33K
ZZ 55.92K

now

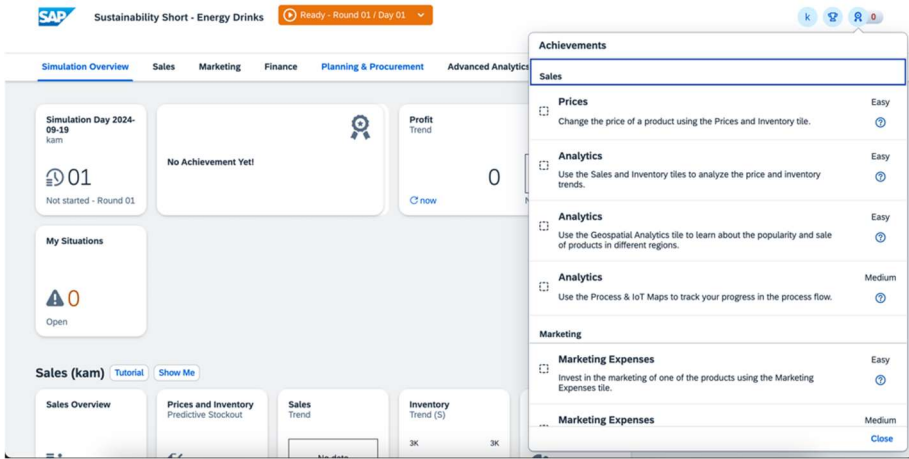
now

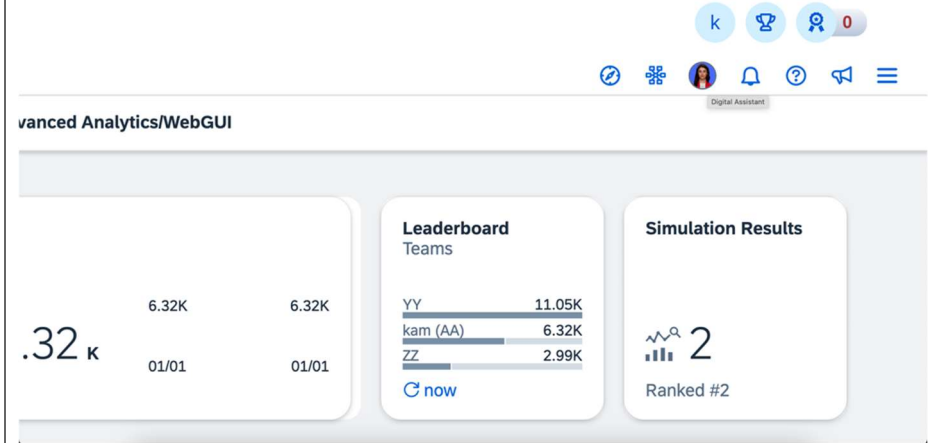
now

now

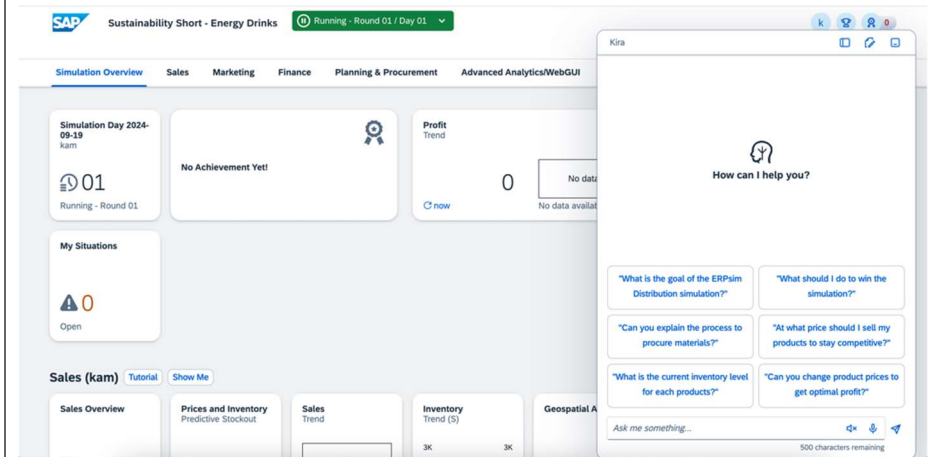
We ended up in (first, second, third of fourth) place. Well done, that's great for your first try.

Are we ready for Round 2?

<p>Accomplishments</p>		<p>Now, assume you were playing On-Demand without a guide to lead you through the simulation experience. We have embedded achievements which are meant to structure participant exploration and progress in the simulation. These role-specific achievements increase in difficulty and as you can see, since I was demoing earlier, we have actually achieved quite a few of the easier, navigation-specific achievements.</p>  <p>As you engage with the tasks/processes for your role, work your way through these set achievements to gain rewards and to further your understanding of the simulation.</p>
<p>BEFORE ROUND 2</p>		
<p>Kira (GenAI) Use Cases:</p> <ul style="list-style-type: none"> • Navigational • Transactional • Informational 	<p>Show art of possible with GenAI</p>	<p>Let's look at the digital assistant in the simulation, Kira. Though it is not Joule, the important aspect is that this GenAI assistant is built upon the same underlying technology as Joule, providing you an experience of what's possible with future user assistance and decision support.</p>



Demo of Kira with sample questions refer to 3 Joule use cases, but validate with SAP.

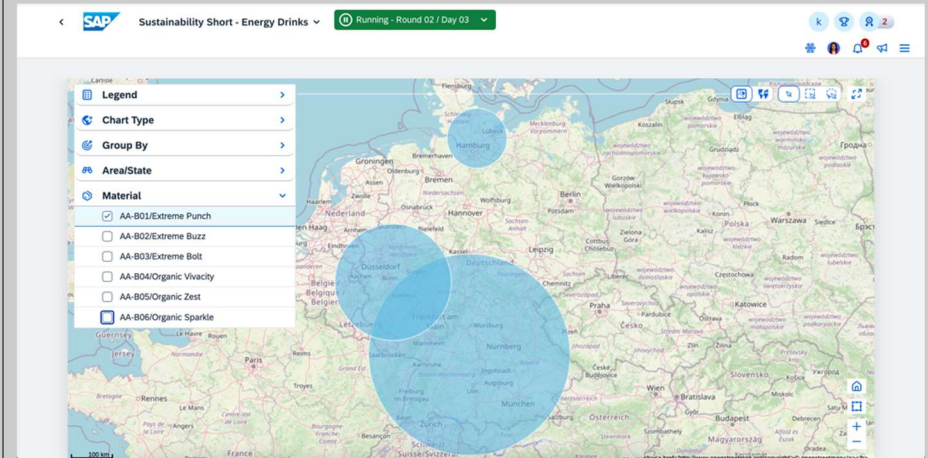


The digital assistant in the simulation is currently programmed to deal with 3 distinct use cases:

		<ol style="list-style-type: none"> 1. Business Context Question (navigational): Answers questions, searches & retrieves relevant business content. <i>(How to I change my prices?)</i> 2. Data Question (informational): Automatically detects OData services and role-specific launchpad apps/tiles) <i>(What is my current inventory?)</i> 3. Business Defined ML Decision Support Question (transactional): Fetches relevant data from OData service(s), utilizes HANA and PAL to provide information and/or to compute a data-based decision recommendation. Data decisions may include an affirmation prompt for to the user to authorize decision execution. <i>(What should I procure?)</i> <p>Let's look at the third use case in real time, both through the notifications and through the digital assistant.</p>
<p>Bot Advice/ML Assistance: Procurement Role</p> <p>RECOMMENDATIONS: Introduce notifications</p>	<p>Situation handling / messaging (outsource to SAP)</p>	<p>As you can see, the procurement decision support based on warehouse capacity, current inventory and overall market demand</p> <p>This shows how complex decision-making can be supported by analyzing multiple data sources.</p>
<p>PAUSE DURING ROUND 2 (DAY 3?)</p>		
<p>Real-time Reports and Analytics:</p> <ul style="list-style-type: none"> • Price Market Report • Geospatial Analytics <p>RECOMMENDATIONS:</p>	<p>Single version of the truth</p> <p>Real-time data-driven decision-making</p>	<p>To further highlight data-driven decision making let's look at a few key reports which can provide insight into how you can go about implementing a team-based strategy. This is data-driven decision-making at its finest.</p> <p>Let's take a look at the geospatial analytics tile.</p>

- Use the embedded help (e.g., FAQ, right-click help) in the specified tiles to learn how to navigate/access information.
- Competitive Analytics is also very useful as the embedded filters provide granular data filtering options. Once again, use the embedded help to learn what can be explored within the competitive analytics report.

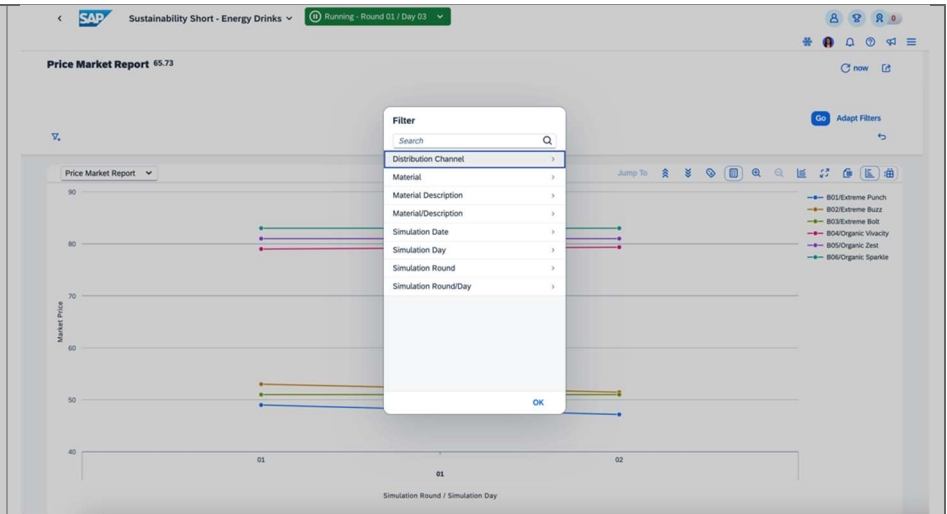
At the moment, sorting by product, I can see where I have made most of my sales, where I have and where I don't have market demand.



What if I want to increase my demand in this region (*choose regions with low market demand, smaller circle*)?

I can invest in marketing in that region for this particular product, hopefully gaining customers in that region.

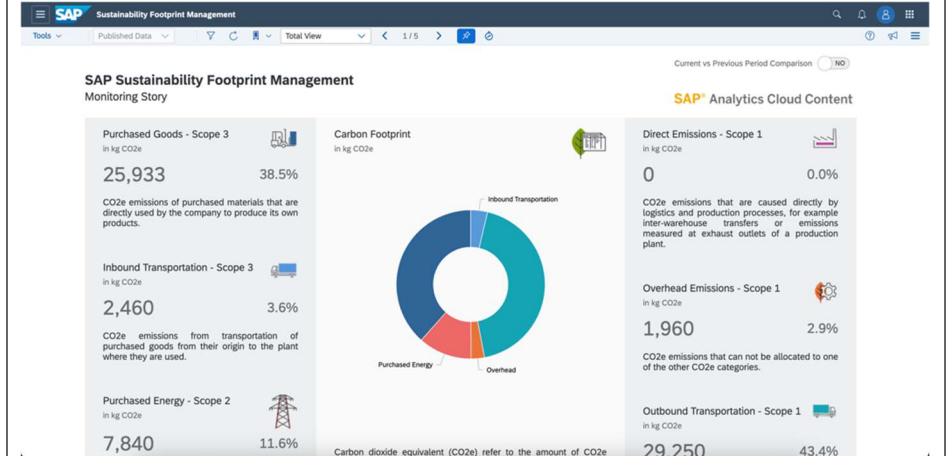
How about the Price Market Report?



Emphasis on Sustainability with Carbon Emission Tracking

How about introducing new reporting standards within SAP due to an evolving landscape of metrics and analytics.

Aligning with new reporting standards (ex. IFMS)



		<p>New IFMS standards, for example, require the tracking of carbon emissions from an enterprise perspective. SAP makes it easier to meet this regulatory requirement.</p> <p>Our carbon footprint analytics, embedded within our sustainability scenario, highlight key reports necessary for strategic decisions to promote your sustainable product line, while aligning with modern requirements.</p>
<p>End of Guided Interactive Simulation Experience</p> <p>NOTES: Customer success criteria:</p> <ol style="list-style-type: none"> 1. They want to play On-Demand again with colleagues to understand the enterprise value of S/4HANA 2. They want more specific SAP information (follow-up deep dive demos) 3. After the customer has decided they will go live with S/4HANA, using ERPsim On-Demand as an adoption and implementation tool to introduce SAP to new S/4HANA users (SAP or SAP Partner provides 		<p>Debriefing questions:</p> <ul style="list-style-type: none"> • Who should see this next? • What should we focus on with them (e.g. redo the sim or deep dive in financial close)? • Point to available demos from SAP

On-Demand session licenses to customer and/or sells to customer as an enablement tool)

**CONTINUE ROUND 3?
WANT TO WIN? RANK HIGH ON THE LEADERBOARD?**

Sales Enablement Use Demonstration Video

A demonstration “how-to-use” with a customer video of an Baton ERPsim facilitator delivering above script to a participant.

www.batonsimulations.com/resources/sap-erpsim-sales-enablement

This resource page and the how-to-use with a customer video is in development. Go to this webpage to register to receive notifications from Baton regarding updates to this page, this guide and other future resources to support using ERPsim for SAP Sales Enablement.

Troubleshooting

When in doubt, refresh your browser window. Though our S/4HANA Fiori Launchpad is set to refresh automatically, multiple factors may require a refresh. If participants experience latency or "funny" system behaviour, the first course of action should be to refresh their browser window.

For repeat players, for example partner facilitators who use ERPsim On-Demand regularly – it may be necessary to clear browser cache and hard reload. To do so in Google Chrome, open Developer Tools (Chrome, "Customize & Control Settings"; the three vertical dots > More Tools > Developer Tools), then right-click the browser refresh button and select "Empty Cache and Hard Reload"). This will not clear all browser cache, only what's relevant for ERPsim.

The screenshot shows a web browser window displaying the SAP Sustainability Short - Energy Drinks simulation. The browser's address bar shows the URL: `erpsimprod1.batonsimulations.com/sap/bc/ui2/flp?sap-client=802#Shell-home`. The page title is "Sustainability Short - Energy Drinks" and it is in a "Paused - Round 03 / Day 01" state.

The simulation interface is divided into several sections:

- Simulation Overview:** Includes tabs for Sales, Marketing, Finance, Planning & Procurement, and Advanced Analytics/WebGUI. It features two line charts showing trends from 01/01 to 02/10.
- Marketing (kam):** Contains sub-sections:
 - Marketing Overview
 - Marketing Expenses Plan
 - Marketing and Revenues (5 Days Analysis):

Extreme Bolt	2.55K
Organic Sparkle	8.8K
Organic Zest	9.15K
 - Customer Experience (CX) Satisfaction Score: -14
- Finance (Bot):** Contains sub-sections:
 - Finance Overview
 - Balance Sheet/Income Statement
 - Net Profit / Loss (by Day) Trend:

6.32K	-70
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 - Sustainability Footprint Mgmt Analytics
- Planning & Procurement (kam):** Includes sub-sections:
 - Planning and Procurement
 - Requirements and MRP
 - Manage Purchase Requisitions
 - Purchase Order Tracking

A Chrome browser menu is open on the right side of the browser window, showing options such as "New Tab", "New Window", "New Incognito Window", "Kamran (kam) Signed in", "Zoom 80%", "Print...", "Search with Google Lens", "Translate...", "Find and Edit", "Cast, Save, and Share", "More Tools", "Help", and "Settings". A sub-menu is also visible, listing "Name Window...", "Reading Mode", "Performance", "Task Manager", and "Developer Tools".

The screenshot displays the SAP ERP SIM On-Demand web interface. At the top, the browser address bar shows the URL: `ersimprod1.batonsimulations.com/sap/bc/ui2/f?p=sap-client=802#Shell-home`. A dropdown menu is open, showing options: "Normal Reload" (⌘R), "Hard Reload" (⇧⌘R), and "Empty Cache and Hard Reload". The simulation status is "Paused - Round 03 / Day 01".

The main dashboard includes navigation tabs for "Simulation Overview", "Sales", "Marketing", "Finance", "Planning & Procurement", and "Advanced Analytics/WebGUI". Below these are several data visualization widgets, including two line charts with dates "01/01" and "02/04" and a "3 hr. ago" refresh indicator.

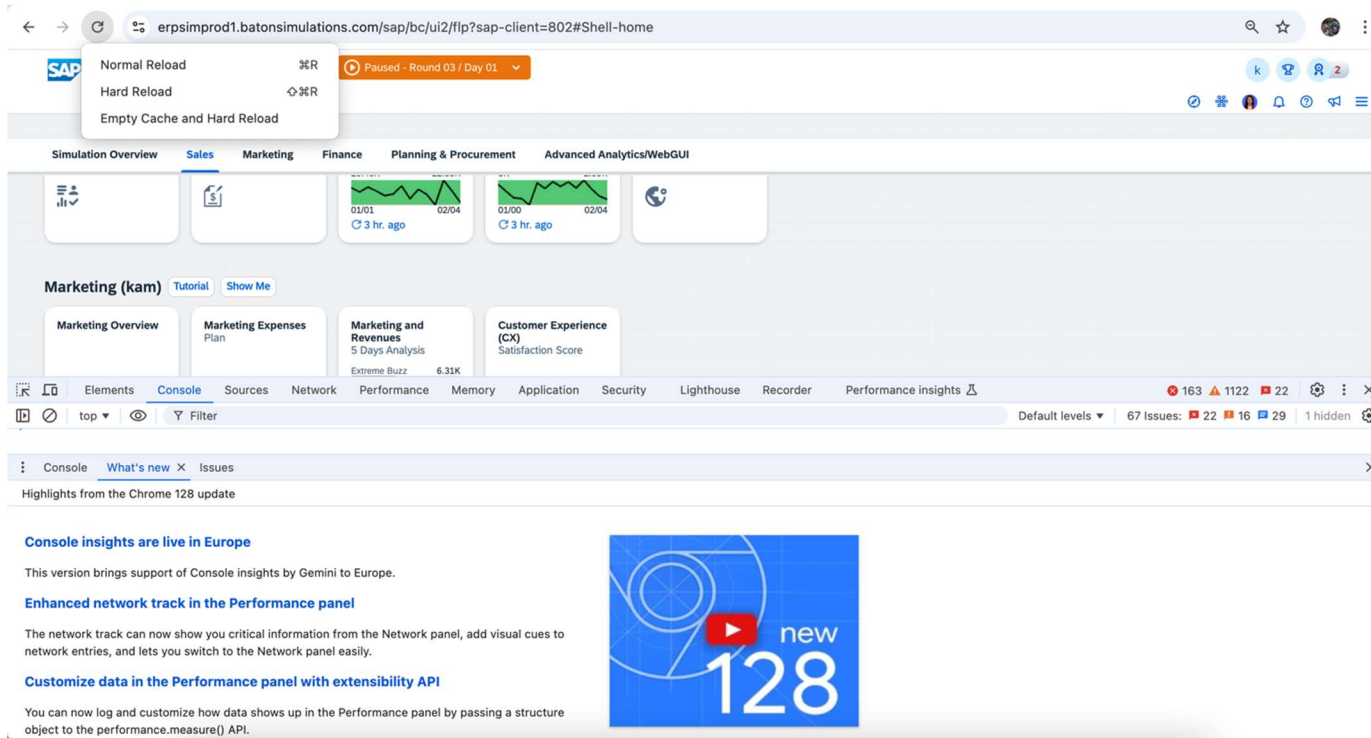
The "Marketing (kam)" section is active, featuring sub-panels for "Marketing Overview", "Marketing Expenses Plan", "Marketing and Revenues 5 Days Analysis" (with "Extreme Buzz" and "6.31K"), and "Customer Experience (CX) Satisfaction Score".

At the bottom, the Chrome DevTools console is open, showing a "What's new" notification for Chrome 128. The notification includes the following text:

- Console insights are live in Europe**
This version brings support of Console insights by Gemini to Europe.
- Enhanced network track in the Performance panel**
The network track can now show you critical information from the Network panel, add visual cues to network entries, and lets you switch to the Network panel easily.
- Customize data in the Performance panel with extensibility API**
You can now log and customize how data shows up in the Performance panel by passing a structure object to the `performance.measure()` API.

Accompanying the text is a blue graphic with a white play button icon and the text "new 128".

Or, click F12 on your keyboard, right-click the refresh button and select “Empty Cache and Hard Reload”. This will not clear all browser cache, only what's relevant for ERPsim.



Most, but not all errors, are user errors. These can often be corrected by asking the participant to review their steps and re-do the transaction.

If you notice significant anomalies across multiple teams or in the console, pause the game, troubleshoot as best you can, and if you are still having issues, call Baton Simulations support. Server errors are rare, and most can be corrected quickly.

If there are issues with Generative AI (Kira the Digital Assistant) please refer to the OpenAI API status page: <https://status.openai.com/> to verify that the service is functional. Given that it is a third-party API, there may be issues on their end which is beyond Baton's control.

At times, the OpenAI API may fail on their side. It is worthwhile information for troubleshooting.

Global Leaderboard

The Global Leaderboard is ERPsim On-Demand License specific and will only display team names and results for sessions played within a specific license. By default, this feature is enabled. However, an ERPsim On-Demand License Administrator has the option to advise Baton to disable this feature within a company's specific On-Demand license.

Product Questions & Guide Feedback

Please do contact us if you have any questions. We welcome your feedback so we may improve this guide and other resources supporting using ERPsim On-Demand for SAP Sales Enablement.

We would also appreciate hearing about your success stories and customer comments about the ERPsim experience.

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