skybuffer AI

Business AI Use Cases

The list of ideas for processes automation using Skybuffer AI
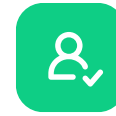
SAP Data Insights AI	**Digital HR Assistant**
SAP Digital Assistant for Order Status	**AI Agents for Document Processing and Automation**
AI-Assisted SAP Task Automation	**AI-Powered Document Grounding with Metadata-Driven Access Control**
Ask Procurement	**AI-Powered Support Inquiry Processing with Dynamic Knowledge Base**
Contract Insights	**AI-Powered Multi-Model and Multi-Backend Digital Assistant**

SAP Data Insights AI

Case Description:

SAP users require quick and easy access to summarized data for sales analysis, finance, maintenance, and other business functions. Employees can request insights via Microsoft Teams using natural language queries, such as identifying top customers, reviewing asset maintenance history, or listing overdue invoice payments. This improves productivity and enables seamless access to SAP data, even in mobile or disconnected scenarios.

Business Value:

- Increased efficiency by providing instant access to SAP data without complex navigation.
- Enhanced user experience with AI-powered natural language queries via Microsoft Teams.
- Secure data access, respecting existing SAP authorizations with no need for new roles.
- Improved decision-making through AI-driven summaries without exposing corporate data to external networks.

Solution:

- Deploy an AI-powered assistant in Microsoft Teams to process natural language queries related to SAP data.
- Integrate with SAP while maintaining existing employee authorization levels.
- Enable Generative AI local models to create summaries from raw SAP data without sending sensitive information to external servers.
- Support mobile and remote access scenarios, ensuring seamless data retrieval and analysis on the go.

SAP Digital Assistant for Order Status

Case Description:

Tracking purchase order (PO) statuses, delivery timelines, and invoice details is a common challenge across many companies. Employees frequently need this information, leading to a high volume of inquiries directed at procurement helpdesks. Managing these requests requires significant resources, increasing operational costs and reducing efficiency. Due to its widespread relevance, the SAP Digital Assistant for Order Status is encapsulated as a separate case, addressing a critical business need with automation.

Business Value:

- Reduces procurement-related inquiries, lowering support costs.
- Provides instant, self-service access to order status information.
- Enhances efficiency and productivity by automating a high-demand process.
- Supports a scalable and cost-effective solution to a widespread business challenge.

Solution:

- Deploy an AI-powered "Order Status" assistant using **Skybuffer AI** for a fast and efficient implementation.
- Offer a user-friendly interface that integrates seamlessly with existing procurement systems.
- Leverage advanced analytics to improve chatbot responses and provide 24/7 support.
- Reduce dependency on manual procurement support, optimizing operational costs.

AI-Assisted SAP Task Automation

Case Description:

Employees frequently need to perform data processing tasks in SAP, such as creating leave requests, checking purchase order statuses, reviewing vendor data, and updating master data. Skybuffer AI enables users to execute these tasks directly from corporate messengers like Microsoft Teams, improving efficiency and accessibility. Information can be presented in various formats, including text, formatted text, and Microsoft Adaptive Cards. Adaptive Cards enhance the experience by providing interactive elements such as buttons, expandable sections, and search functionalities, making AI-driven SAP interactions feel like mini-applications.

Business Value:

- Streamlined SAP data access and task execution from corporate messengers.
- Lower customization costs compared to SAP Fiori development.
- Enhanced user experience with interactive Adaptive Cards.
- Increased productivity by reducing the time spent navigating SAP interfaces.

Solution:

- Implement an AI-powered assistant to facilitate SAP-related tasks via Microsoft Teams and other messengers.
- Support multiple response formats, including text, formatted text, and Adaptive Cards for interactive workflows.
- Enable users to process SAP tasks securely while maintaining authorization controls.
- Reduce SAP UI customization costs by leveraging Adaptive Cards instead of complex Fiori applications.

Ask Procurement

Case Description:

The Global Procurement Organization and handle approximately **NNN** new tickets annually, requiring over **YYY** employees across multiple departments. This creates a significant demand for time and resources. The objective is to optimize ticket processing by reducing response time and enhancing accuracy, thereby improving the overall user experience.

Business Value:

- Increased efficiency in ticket resolution through AI automation.
- Enhanced user experience with instant, accurate responses.
- Reduction in manual workload, leading to cost savings of approximately **MMM** million Euros.
- Estimated efficiency gain of **HHH** hours per year.

Solution:

- Implement an AI-powered virtual assistant to serve as the first point of contact for procurement-related inquiries.
- Utilize machine learning and natural language processing to categorize, respond to, or escalate tickets as needed.
- Automate responses for common inquiries, allowing AI to handle an estimated **30%** of tickets annually.
- Expand AI capabilities to support inquiries related to purchase orders and payment statuses, further improving efficiency.

Contract Insights

Case Description:

Contract Insights is an intelligent search engine that leverages Skybuffer AI document grounding (RAG) technologies to help users retrieve relevant contract data efficiently. It integrates with SAP ERP authorization concept, ensuring secure access to contract documents based on user permissions in SAP ERP. The AI scans large volumes of contracts across document management systems, allowing users to find specific contract clauses, key terms, or other relevant content through keyword searches and filters.

Business Value:

- Improved efficiency in contract retrieval by reducing search time.
- Enhanced security through SAP authorization-based access control to the contract based on the contract number and / or business partner information.
- Increased accuracy in document searches using AI-driven relevance ranking.
- Streamlined legal and compliance processes by enabling quick access to critical contract details.

Solution:

- Deploy an AI-powered search engine for contract documents across SAP and third-party sources.
- Implement role-based access control by verifying user authorization in SAP ERP before retrieving contract data.
- Use advanced search capabilities, including keyword recognition, date filtering, and content categorization.
- Optimize search effectiveness and speed to ensure users quickly find the most relevant documents.

Digital HR Assistant

Case Description:

Employees often face limited HR support hours and must either search for information manually or submit tickets for both simple and complex HR-related questions. The current multichannel support approach requires significant resources and lacks efficiency, especially in providing 24/7 assistance.

Business Value:

- Provides 24/7 HR support for frequently asked questions, improving employee experience.
- Reduces HR workload by deflecting common inquiries, allowing HR teams to focus on value-added tasks.
- Enhances user satisfaction with instant responses and reduced wait times.

Solution:

- Implement an AI-powered digital HR assistant to handle routine HR queries and policy-related tasks.
- The assistant is fully integrated with HR, service, and analytics systems, capable of updating key information and retrieving relevant data from sources like SAP ERP HCM, and HR analytics.
- Integrate the assistant into the company's omnichannel strategy as an additional support channel.
- Automate responses to common HR inquiries, minimizing the need for manual intervention.

AI Agents for Document Processing and Automation

Case Description:

Skybuffer AI enables automated processing of incoming documents, such as invoices and sales orders, by leveraging AI-driven agentic tasks. The AI assistant can extract attachments from emails, process documents, and store them in a Document Management System (DMS). Extracted data is structured into human-friendly metadata and API-ready JSON/XML formats. Once stored, Skybuffer AI automatically creates corresponding documents in SAP ERP, attaches the original document link from DMS, and triggers SAP workflow approvals. Additionally, the AI can analyze approval patterns and mark business partners as reliable, allowing fully automated approvals for future transactions, minimizing manual intervention.

The same AI Agent also has **interactive monitoring skills,** allowing responsible employees to check its status via corporate messengers like Microsoft Teams. Employees can request real-time updates, such as the number of successfully processed documents and any that require manual intervention. If certain documents are difficult to process, employees can review them directly in Teams and provide explanations to the AI Agent regarding document structures. This knowledge is then retained, enabling the AI to handle similar documents automatically in the future.

AI Agents for Document Processing and Automation

Business Value:

- Automates document processing, reducing manual effort and errors.
- Enhances efficiency by seamlessly integrating document parsing with SAP ERP.
- Speeds up approval workflows and reduces bottlenecks.
- Enables automatic approvals for reliable business partners, reducing employee workload.
- Improves compliance and document traceability through structured data storage.
- Provides real-time AI Agent monitoring and learning, ensuring continuous process improvement.

Solution:

- Deploy **Skybuffer AI** to parse and process incoming documents from emails and other sources.
- Store extracted data in a Document Management System with structured JSON/XML formats.
- Automate document creation in SAP ERP, linking back to the original file in DMS.
- Trigger SAP workflow approvals and notify responsible employees via AI-driven alerts.
- Enable interactive **AI Agent monitoring** via Teams, allowing employees to check document processing status.
- Provide employees the ability to review and train the AI Agent on complex documents for future automation.

AI-Powered Document Grounding with Metadata-Driven Access Control

Case Description:

Organizations need **efficient and secure document retrieval** for contracts, policies, and operational data. Traditional search tools struggle **with contextual relevance and access control**, making it difficult to extract the right information while ensuring compliance.

Skybuffer AI introduces **Retrieval-Augmented Generation (RAG) with metadata-based access control**, enabling organizations to **retrieve document insights with flexible settings**—without development. Users can access relevant document excerpts based on predefined parameters, influencing **how the documents are read and interpreted** for different use cases, ensuring **precise and secure knowledge retrieval.**

AI-Powered Document Grounding with Metadata-Driven Access Control

Business Value:

- **Customizable Document Retrieval** – Users can apply **different settings** to influence how AI reads and processes documents for various scenarios.
- **Context-Aware Access Control** – AI retrieves only permitted document sections, ensuring **data security and compliance** without extra setup.
- **No Development Required** – Organizations can configure **knowledge retrieval settings dynamically** without IT involvement.
- **Faster Decision-Making** – AI-powered insights reduce the time spent searching for relevant contract clauses, terms, or compliance policies.
- **Scalable and Flexible** – The system adapts to different business needs by allowing **multiple retrieval configurations** based on metadata.

Solution:

- **Metadata-Driven RAG** – AI searches and extracts relevant document insights while enforcing metadata-based access restrictions.
- **Flexible AI Retrieval Settings** – Users can adjust **how documents are interpreted** for different use cases (e.g., legal review vs. financial audit).
- **Secure Knowledge Management** – Built-in **attribute-based access control** ensures that only authorized users retrieve sensitive information.
- **Seamless Integration** – Works with **existing document repositories** to enhance search efficiency without disrupting workflows.

AI-Powered Support Inquiry Processing with Dynamic Knowledge Base

Case Description:

Handling **support inquiries efficiently** is a challenge for organizations, as traditional knowledge bases rely on static documentation and often require manual updates. This results in **delayed responses, increased workload for support teams, and repetitive ticket resolutions.**

Skybuffer AI enhances **support inquiry processing** by integrating with ticketing systems and leveraging its **Document Grounding (RAG) functionality** to build a **dynamic knowledge base**. Instead of relying solely on predefined knowledge articles and corporate documents, the AI assistant also learns from **recently processed support tickets**, enabling it to provide **context-aware and up-to-date responses.**

AI-Powered Support Inquiry Processing with Dynamic Knowledge Base

Business Value:

- **Reduced Support Workload** – AI assistant automatically responds to common inquiries, reducing repetitive tasks for support teams.
- **Faster and More Accurate Responses** – Employees and business partners receive instant and relevant answers based on both static knowledge and recent support cases.
- **Self-Updating Knowledge Base** – AI continuously **learns from processed tickets**, eliminating the need for frequent manual updates.
- **Enhanced Knowledge Management** – Built-in **document processing tools** allow support teams to **detect outdated texts, remove duplicates, and add missing documents.**
- **Scalability and Cost Savings** – Reduces reliance on live agents while maintaining high-quality support, improving efficiency and lowering operational costs.

Solution:

- **AI-Driven Inquiry Handling** – AI assistant processes **incoming support requests** and responds based on structured knowledge and recent case data.
- **Dynamic RAG-Based Knowledge Base** – Automatically **integrates corporate documents, knowledge articles, and recent tickets** for better response accuracy.
- **Intelligent Content Management** – Supports **automated text extraction, duplicate removal, and outdated knowledge identification** to maintain a clean and relevant database.
- **Seamless Ticketing System Integration** – AI interacts with the **existing ITSM platform**, ensuring smooth workflows and real-time ticket updates.

AI-Powered Multi-Model and Multi-Backend Digital Assistant

Case Description:

Organizations operate in **complex IT landscapes** with multiple **SAP and non-SAP backend systems** and diverse **AI processing needs.** A one-size-fits-all AI model approach does not work for every business scenario, as some require **high-speed processing,** while others demand **deep reasoning and data aggregation quality**. Additionally, businesses undergoing **SAP ECC to S/4HANA migrations** need a **flexible** AI-powered assistant that can dynamically adjust to system changes.

Skybuffer AI solves these challenges by offering **multi-model AI processing** and **seamless multi-backend system integration**. Each Digital Assistant skill can be processed by an AI model optimized **for speed, reasoning, or data aggregation quality**. Moreover, the assistant can interact with multiple backend systems **simultaneously**, deciding where to execute business scenarios based on **employee authorization or direct selection.**

AI-Powered Multi-Model and Multi-Backend Digital Assistant

Business Value:

- **Optimized AI Performance** – Different AI models handle tasks **based on the business need**, ensuring the right balance between **speed, reasoning, and accuracy.**

- **Seamless SAP Migration Support** – Easily switch **business scenario execution** from **SAP ECC to S/4HANA** without rebuilding AI workflows.

- **Multi-Backend Flexibility** – AI can **process data from multiple SAP ERP instances** or non-SAP systems in a **single Digital Assistant session.**

- **Intelligent System Selection** – AI automatically determines **where to execute a process** based on **employee authorization** or provides a choice when multiple systems are available.

- **Reduced IT Complexity** – No need for **hardcoded integrations.** Skybuffer AI dynamically adapts to system changes and evolving business processes.

Solution:

- **Multi-Model AI Processing** – Assigns AI models optimized for **reasoning, speed, or data quality aggregation** to different assistant skills.

- **Unified Multi-Backend Integration** – Connects **multiple SAP and non-SAP systems** in a single Digital Assistant, enabling **cross-system data processing.**

- **Smart Scenario Routing** – Determines whether to execute a business process in **SAP ECC or S/4HANA** based on system availability and business logic.

- **Employee Authorization-Based Execution** – Ensures that processes run only in backend **systems where the user has permission,** or prompts for selection if multiple options exist.

skybuffer
NORWAY

Strandkaien 61
NO-4005, Stavanger
NORWAY

Phone: +47 90069983

skybuffer
INDIA

Ecospace Business Park
Action Area II, Newtown
Kolkata, West Bengal
INDIA, 700156

Phone: +91 3340670040
Mobile: +91 9819730354

skybuffer
POLAND

ul. Powstańców Śląskich 9

53-332, Wrocław
POLAND

Mobile: +48 571214770

skybuffer
AMERICA

12640 West Cedar Dr
Lakewood, CO 80228
UNITED STATES OF AMERICA

Phone: +1 864 3629513

skybuffer
CURAÇAO

Langestraat 6A
Willemstad
CURAÇAO

Phone: +599 95602103

skybuffer.com