



# SAP **Business One** Road Map

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Public

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For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.

# About SAP road maps

Companies today are planning their digital journeys – transforming business models, reengineering business processes, and reimagining work.

**SAP road maps** highlight innovations that may help you plan and implement your digital journey. They span products relevant to your business and explain how our innovations may add value to your business.

In our road maps, you can learn about our innovations along three different timelines:

1. **Recent innovations** for our products that have been launched in the past weeks or months and can already be purchased
2. **Planned innovations** for our products that are intended to be launched in the short term or midterm
3. **Product direction**, providing a long-term perspective on high-level development plans for innovations for our solutions – inspired by your requirements

# Table of contents

## Product overview

- Product description
- Key trends and customer needs
- Road map overview and major product updates

## Product road map

- Recent innovations
- Planned innovations
- Product direction

# Our technology strategy is aligned to deliver the Intelligent Enterprise

To successfully execute on our strategy and safeguard customer success, we must ensure that we have not only the right components for the Intelligent Enterprise (applications, platform, and intelligent technologies) but also the right technology strategy for these components to work in symphony with one another.

Our technology strategy will focus on these pillars:



## Consumer-grade experience

Make sure that the business user's experience is as good as with consumer applications



## Built-in integration

Enable integrations with little or no effort to other SAP and third-party applications



## Powerful platform

Drive ecosystem growth by enhancing and publishing APIs, embracing diverse developer frameworks



## Cloud

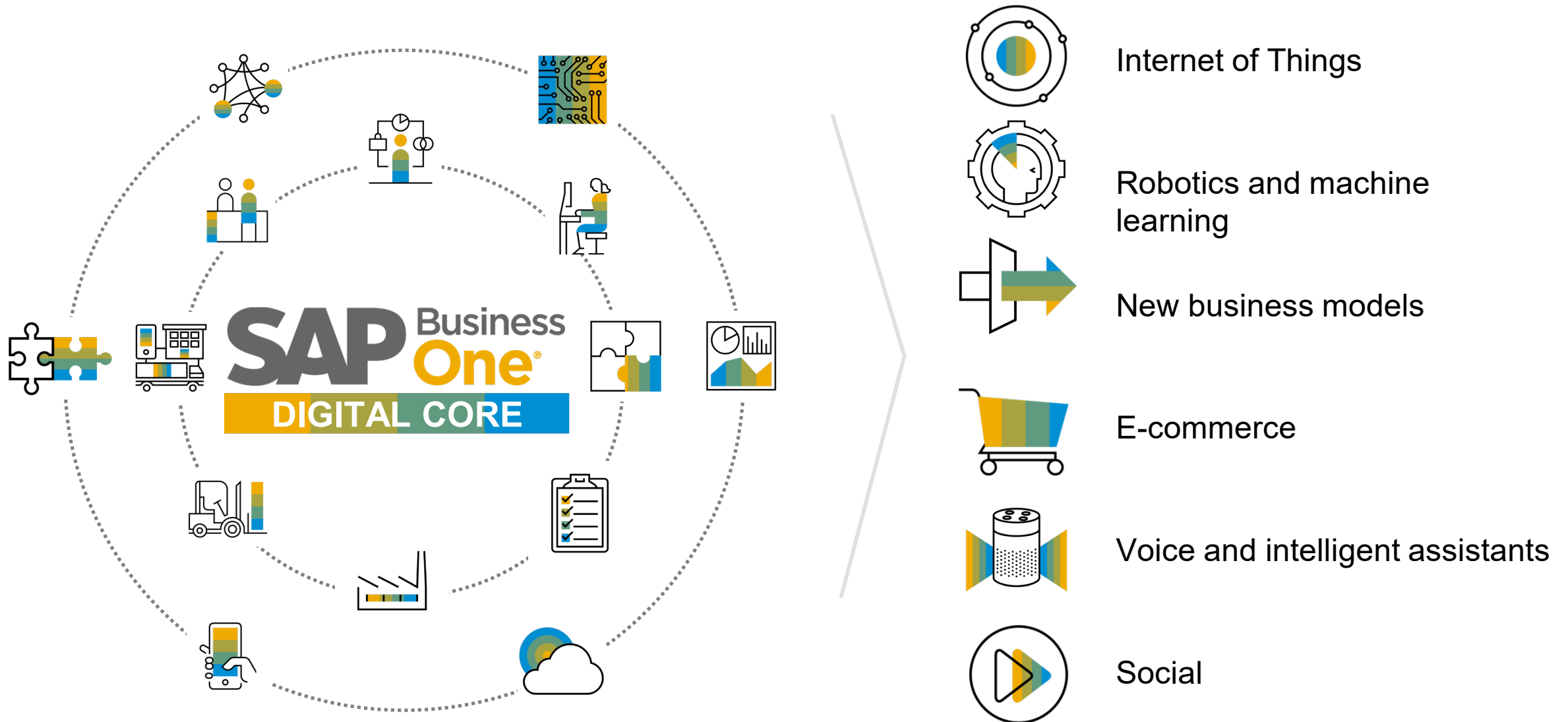
Enable applications to run smoothly in the cloud by detaching the applications from the underlying infrastructure



## Applied intelligence

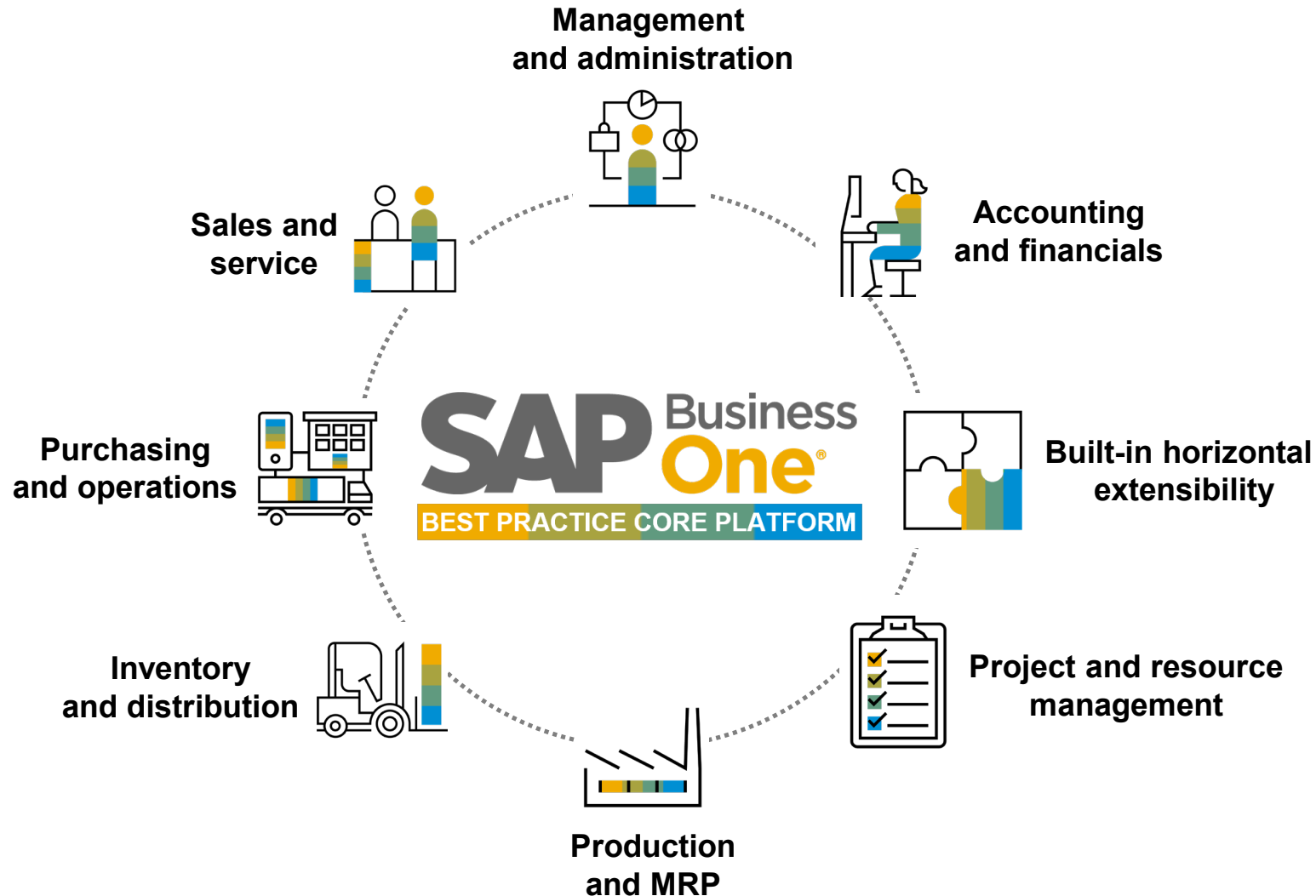
Embed AI, machine learning, IoT, and advanced analytics technology to create business value

# The future of SAP Business One in the Intelligent Enterprise



# SAP Business One

Digital platform for SME

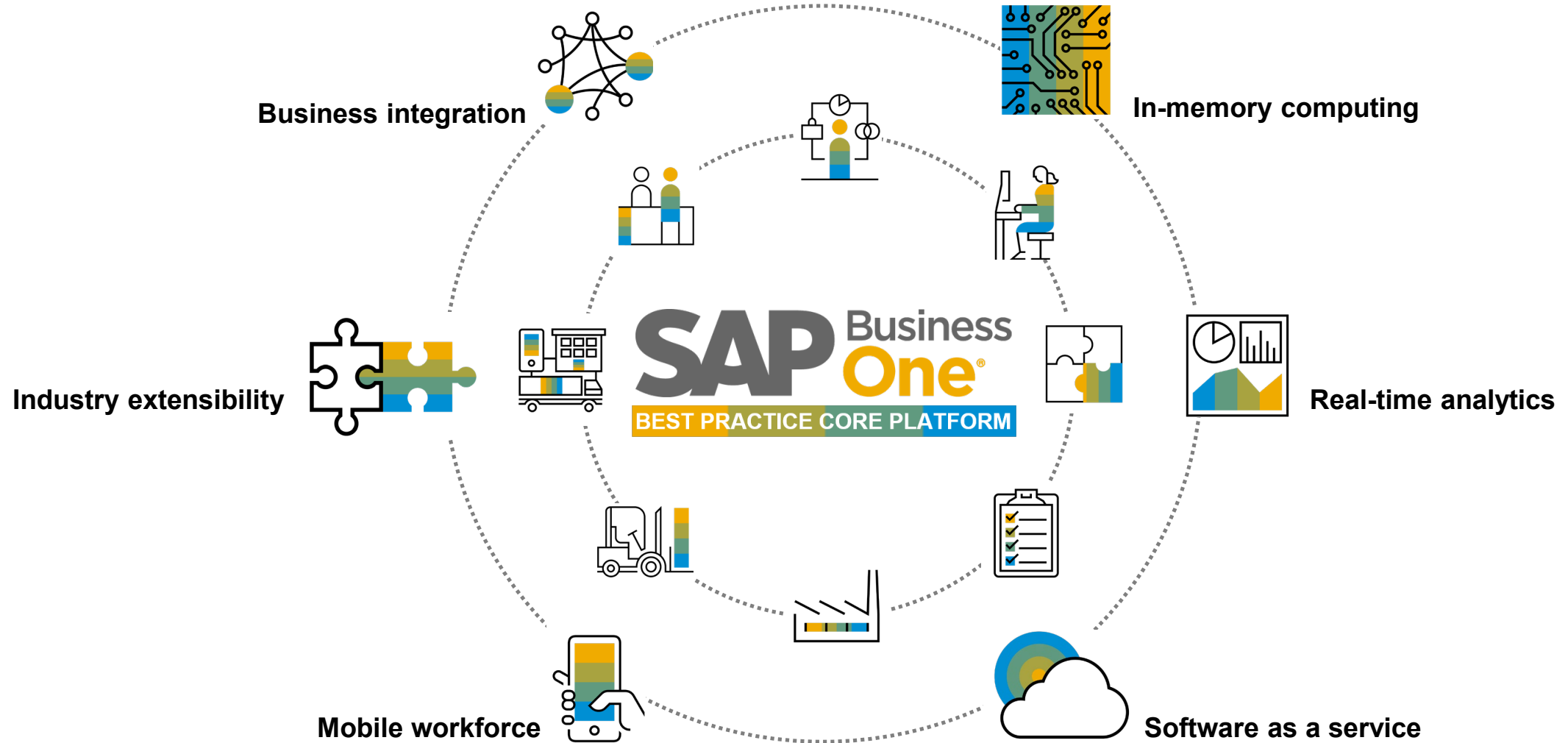


## Facts and figures:

- **>60,000** customers
- **44** country localizations and **28** languages
- **~300** software solution partners with **>500** solutions
- **850** value-added resellers implement worldwide
- Used in **170** countries
- **>5,600** subsidiaries run **SAP Business One**

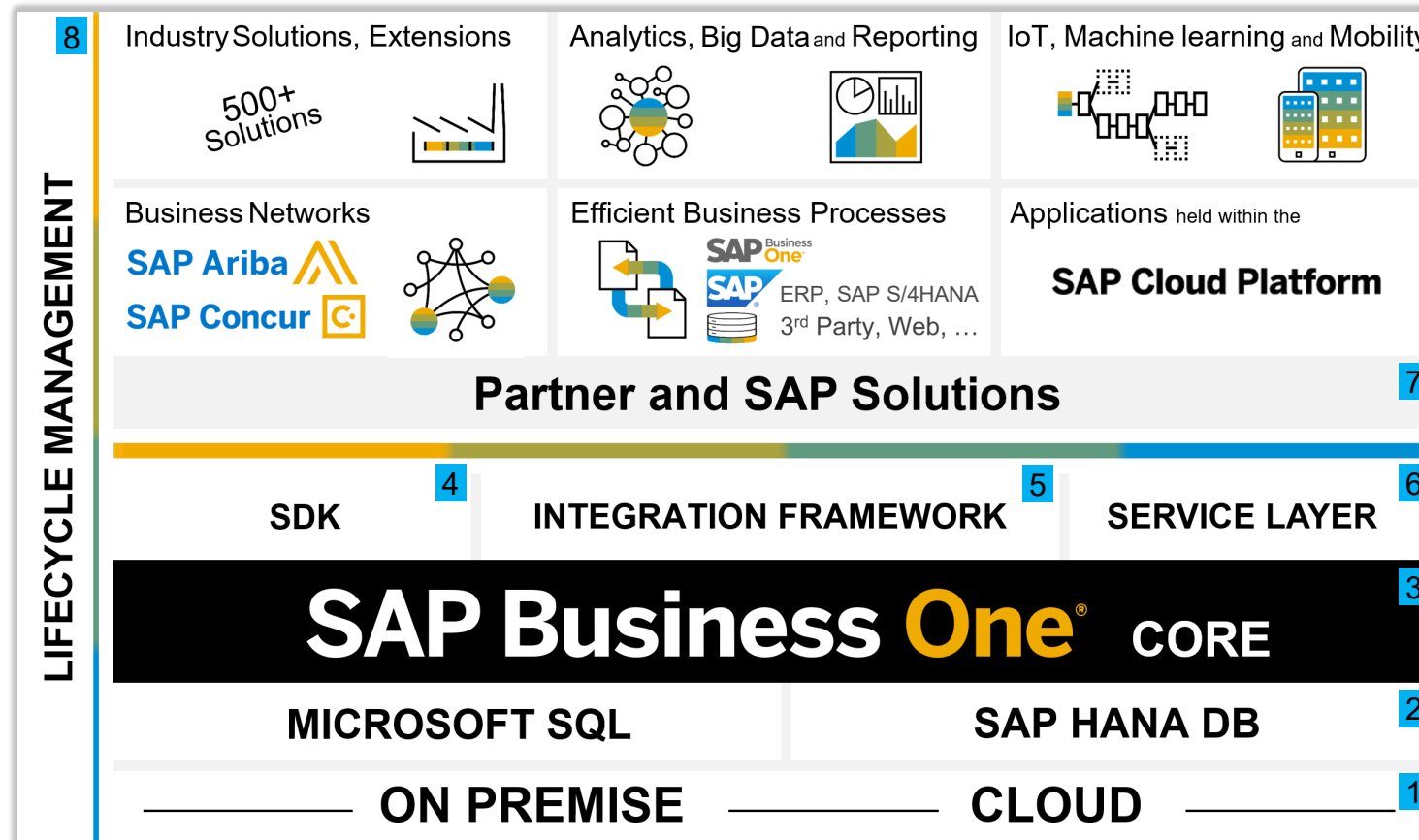
# SAP Business One

The digital business



# SAP Business One solution stack

Customer needs and the value propositions of the product



- 1 Full deployment flexibility
- 2 Runs on in-memory technology
- 3 Covers all standard business processes
- 4 Basic application programming interfaces (APIs)
- 5 Robust integration and collaboration
- 6 Interface for SAP HANA apps
- 7 Extend the solution scope based on extensibility layer
- 8 Low cost of ownership and efficient support

# SAP Business One used in >170 countries

Master the challenge of globalization in your business

## Current localizations (44)

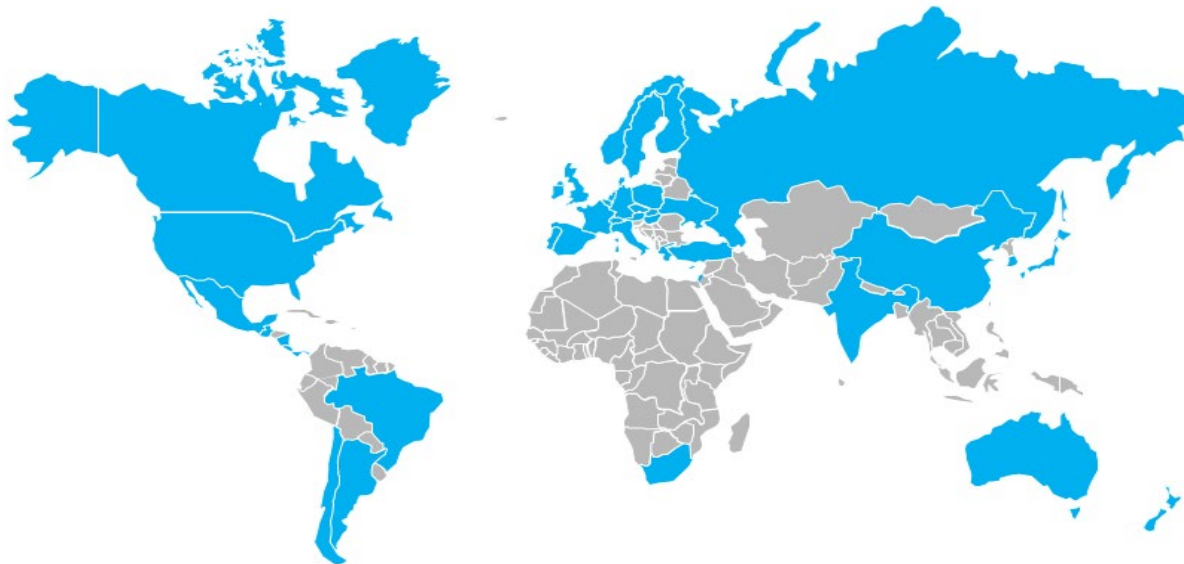
|                |           |             |                |
|----------------|-----------|-------------|----------------|
| Argentina      | Denmark   | Italy       | Singapore      |
| Australia      | Finland   | Japan       | Slovakia       |
| Austria        | France    | Mexico      | South Africa   |
| Belgium        | Germany   | Netherlands | South Korea    |
| Brazil         | Greece    | New Zealand | Spain          |
| Canada         | Guatemala | Norway      | Sweden         |
| Chile          | Hong Kong | Panama      | Switzerland    |
| China          | Hungary   | Poland      | Turkey         |
| Costa Rica     | India     | Portugal    | Ukraine        |
| Cyprus         | Ireland   | Puerto Rico | United Kingdom |
| Czech Republic | Israel    | Russia      | United States  |

## Countries making use of localizations

Customers in >130 countries use localizations of other countries, together with own customizations and/or partner solutions

## Current system languages (28)\*:

Arabic, Chinese (simplified, traditional), Czech, Danish, Dutch, English (UK/U.S.), Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese, Russian, Slovak, Spanish (Latin America), Spanish, Swedish, Turkish, and Ukrainian



\*A convenient option to make additional languages available is to use a partner solution (for some countries bundled with functional add-ons) or to define customer-specific UI terms using the custom language tool as detailed in SAP Note [1757764](#).

# SAP Business One

## Product areas of future investment

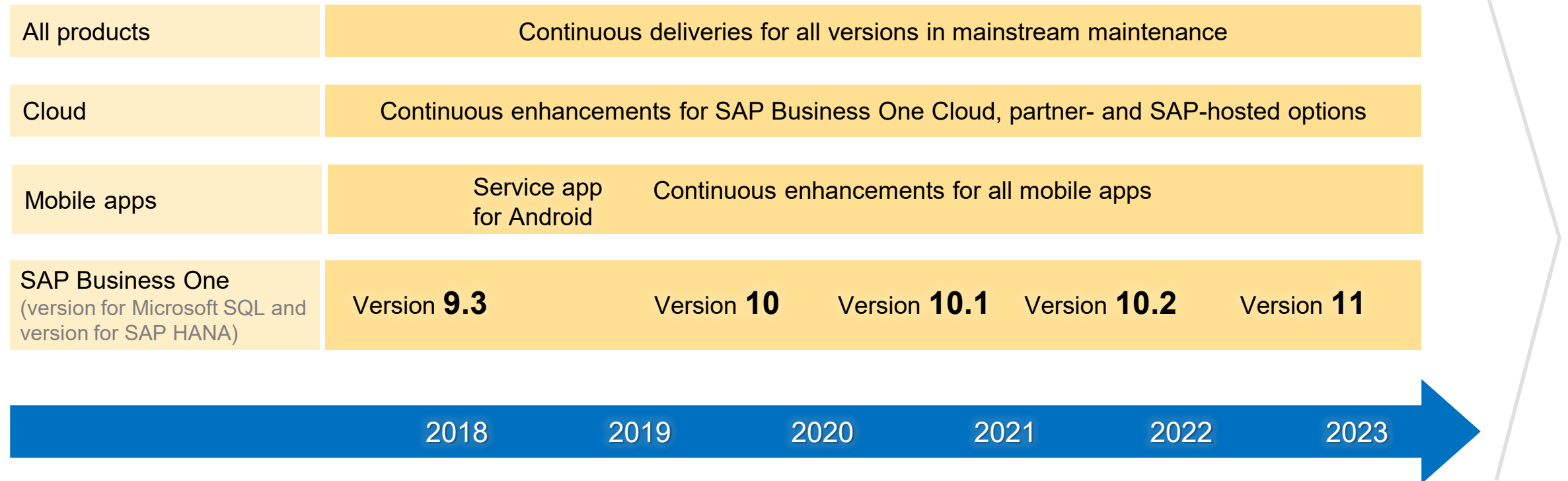
**Vision: Strengthen SAP Business One as the right ERP for SMEs in the digital economy for customers using a Web-client-accessed cloud instance of SAP Business One on the SAP HANA database.**

|                                                                    |                                                                                                                                                                     |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Global and highly scalable real-time ERP</b>                    | Provide a highly competitive solution, attractive maintenance model, enhanced localizations, and continuous improvements                                            |
| <b>Customer value of the Intelligent Enterprise</b>                | Transform flexible technology and innovations into customer value at low TCO; support fast adoption to new business models, customer growth, and specialization     |
| <b>Full commitment and leveraging of SAP HANA</b>                  | Provide Web client and service layer only for SAP Business One, version for SAP HANA                                                                                |
| <b>Intuitive partner co-innovation and customization</b>           | Adopt the integration framework 2.0, offer advanced developer experience on the service layer for SAP HANA, including new design concepts, APIs, objects, and tools |
| <b>Straightforward consumption – cloud, on premise, and mobile</b> | Accelerate the cloud transformation and drive mobile adoption; offer maximum flexibility, low complexity, and best control of the business for customers            |

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# SAP Business One releases and related products

Solid product road map with continuous innovation



Schematic illustration of major deliveries

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# High-level release story of SAP Business One, version 10

## Upcoming midterm innovations

**Version 10 focuses on ease of use and operation in the cloud. With its new or enhanced features and further ways to extend and integrate, it will bring unprecedented value to customers and partners.**

**This makes companies truly intelligent enterprises. The new technologies and processes allow for completely new and improved business models.**

The release will **add value by functions**, such as **completed and new localizations** and **refined features with focus on CRM and retail/wholesale**, as well as by supporting cutting-edge technology such as **SAP HANA 2.0, machine learning, IoT, and new analytical capabilities**.

The **user experience** will be boosted by a new **Web client, SAP Fiori and SAPUI5 interfaces**, and by using a **chatbot**.

The unique selling proposition of a **powerful and intuitive integration** is also significantly enhanced by drastic improvements in the **integration framework 2.0** and by additional **predefined integration scenarios**.

The logo for SAP Business One Version 10. It features the word "SAP" in a large, bold, dark grey font. To its right, "Business" is in a smaller, dark grey font, and "One" is in a large, bold, yellow font with a registered trademark symbol. Below "SAP Business One", the words "Version 10" are written in a large, bold, dark grey font.

# SAP Business One

## Product road map overview – key themes and capabilities

### Recent innovations

#### Core

- Continuous innovations, project, production, and service

#### Globalization

- New localizations in Ukraine and Greece, enhanced Russia and U.S., India GST, Mexico CFDI 2017
- Contract (blanket agreement) enhancements for IFRS 15 compliance
- Electronic documents framework extensions
- Personal data protection (EU GDPR)

#### Analytics

- Analytics portal; semantic layer expansion
- Innovations based on SAP HANA

#### Mobile

- New service app and redesign of the sales app including offline capabilities

#### Extensibility

- Semantic layer API
- Integration framework 2.0; edition for single-board computers

#### Cloud

- Enhanced infra and tools

### Planned innovations<sup>1</sup>

#### Core

- SAP HANA 2.0 support with SAP Business One, version 10
- Web client introduction
- Intelligent ERP elements, such as machine learning and the IoT

#### Globalization

- Advanced localization platform (electronic files and documents automation); Middle East localization
- Integration to the digital compliance platform from SAP (known as electronic-documents-as-a-service integration) and integration to SAP solutions for advanced compliance reporting
- UK's Making Tax Digital
- EU PEPPOL and EU Intrastat package

#### Analytics

- SAP HANA 2.0 features

#### Mobile

- Service app for Android

#### Extensibility

- SAP API Business Hub, SAP Business One Cloud API manager
- Event service based on the publish/subscribe model

#### Cloud

- Various hosting options
- Improvements in stability, security, and high availability
- Substantial management of users, software, and tenants

### Product direction<sup>1</sup>

#### *Conversion to an highly generic and extremely flexible platform*

#### Core

- Web client extended functionality
- Optimized scalability/performance
- Continuous innovations, project, CRM, and service

#### Globalization

- Expansion to new markets/regions
- Integrations to electronic fiscal services

#### Analytics

- Insight to action (data mining)
- Predictive, pervasive, and scalable
- Built-in content

#### Mobile

- Grow solution base, extension platform

#### Extensibility

- Integration with SAP Cloud Platform
- Scalable API services

#### Cloud

- Hybrid deployment
- Simplified cloud tools
- Extension repository
- Improved UI/UX and tools performance
- Reduction of TCO

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# Planned innovations – core

## Global, highly scalable real-time ERP



### Feature

### Feature value

Cover new business processes and continue delivery of enhancements and new functions, based on market feedback on [Customer Influence site](#)

- Enhance functions addressing wholesale and retail; adjust functions such as price determination, bonus calculation, articles that cannot be discounted, assortments
- Fine-tuning of functions in service and CRM; service module enhancements: PM billing wizard for service; service module equipment card; ability to link to fixed assets
- Production module enhancements such as outsourcing, job work, and new reports
- Intention-based search and chatbot based on Recast
- Microsoft Office 365 integration (Word, Excel, and OneDrive)
- Gantt charts for several modules such as production, project, and service
- Integration of SAP solutions adding value for SAP Business One customers
- Effective cancellation of internal documents
- Hierarchical master data (BP, item)
- Electronic cash declarations
- Variance configurations
- Automated online banking (integration of payment gateways used at SAP)
- Machine learning used for invoice recognition (the Accounts Payable service for SAP Leonardo)
- Currency conversion and clean-up tool
- Workflow finalization
- New user experience through the modern skin style
- Improvements in user interface such as general ledger, full-screen, sync of buttons, and style

### Lifecycle management

- SAP HANA 2.0 support and a variety of benefits such as new performance features and backup improvements
- One-click installer (mainly for upgrades, similar to apps behavior)
- 64-bit support only
- Excel import: support for additional objects such as sales order

- Increased attractiveness for new and installed base
- Solid core foundation for building vertical solutions
- Users enabled to consume core business processes across multiple platforms
- Simplification, greater customer and partner satisfaction; reduced TCO
- Help ensure that the business user's experience is as good as with consumer applications

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# Planned innovations – globalization

## Legal compliance and localization enhancements



| Feature                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Differentiating factor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Legal compliance and localization enhancements generically or specifically (legal requirements, business practice, statutory reporting, and default values)</li><li>Localization expansion to potential new markets, increased number of supported languages, harmonized functions across localizations, new localization for the Middle East</li><li>Merge back of selected outsourced legal add-ons</li><li>Electronic Documents Framework enhancements and country-specific built-in content using the electronic file manager</li><li>Online help displayed and called via the context menu in the UI language</li><li>Integration and leveraging of existing cloud services from SAP for legal adaptations, such as SAP Localization Hub, tax service, the digital compliance platform (previously known as electronic documents as a service), and SAP solutions for advanced compliance reporting</li><li>EU Intrastat enhancements package</li><li>Replacement of selected hard-coded bank-files</li><li>Integration to bank feed providers from SAP or selected third parties</li><li>IFRS</li><li>EU PEPPOL</li><li>IL – VAT groups introduction</li><li>IT – electronic invoice 2019</li><li>MX CFDI enhancements (cancellation, vendor invoice file, and payments file import)</li><li>UK – Making Tax Digital and Brexit adaptations</li></ul> | <ul style="list-style-type: none"><li>Helping businesses to run worldwide, increased relevance for new customers and installed base</li><li>Facilitating customers in meeting their legal obligations (accounting, tax, invoicing, and reporting); legal compliance</li><li>Increased localization competitiveness that helps to win in the cloud globally; significant competitive advantage; and differentiating factor</li><li>Increased customer and partner satisfaction, merged back-legal add-ons that reduce costs, lower TCO</li><li>Higher reporting flexibility for IFRS, U.S. GAAP, group reporting, or any local legal reporting requirements</li></ul> |

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# Planned innovations – analytics and reporting

Simplify with meaningful business reports and accelerate decision-making

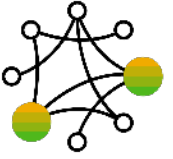


| Feature                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Feature value                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SAP Business One</b> <ul style="list-style-type: none"><li>Renewal of built-in analytics and predefined reporting content in SAP Crystal Reports for selected countries</li><li>Enhancements to recently introduced Microsoft Excel–based reporting</li></ul>                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"><li>Deliver pixel-perfect reports; support scalable, efficient content delivery; generate multilingual reports</li><li>SAP HANA as a platform for accelerated partner co-innovation</li><li>Ability to make faster, better-informed decisions, as more business users have the capability to retrieve any required information completely independently with intuitive and easy-to-use features</li><li>Comprehensive views of key information, such as customers or financials, which offer efficiency optimization</li><li>Realization of more sophisticated business processes; new scenarios that help in tackling “unsolvable” problems</li><li>Exposing the full potential of SAP HANA to the ecosystem</li><li>Efficient partner development with service layer and tools within the app framework</li></ul> |
| <b>SAP Business One, version for SAP HANA</b> <ul style="list-style-type: none"><li>Further leverage SAP HANA capabilities by reusing scenarios of SAP HANA 2.0 platform</li><li>Better real-time visibility and deeper analytics scenarios based on pervasive analytics</li><li>New functions such as demand planning and payment/invoice automatching</li><li>Enhancement of service layer, exposing existing business objects through a RESTful HTTP interface, as well as enhanced app framework for partners’ extensions</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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# Planned innovations – extensibility

The best basis to extend SAP Business One with fully integrated solutions horizontally and vertically

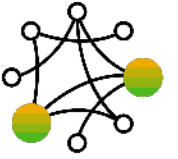


| Feature                                                                                                                                                                                                                                                                                                                                 | Feature value                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SAP Business One core</b> <ul style="list-style-type: none"><li>▪ New API generation based on service layer, for SAP HANA only</li><li>▪ Eliminate gaps between DI and service layer</li><li>▪ Allow UDF extension in more tables</li><li>▪ Event service based on publish/subscribe model</li><li>▪ Scalable API services</li></ul> | <ul style="list-style-type: none"><li>▪ Drive ecosystem growth, reduce costs of development, and advance developer experience</li><li>▪ Optimize partner support by realizing requirements for flexible integration in customer projects</li><li>▪ Enable solutions to run smoothly in the cloud by detaching the applications from the underlying infrastructure</li><li>▪ Embed AI, machine learning, IoT, and advanced analytics technology to create business value</li></ul> |
| <b>Extend to intelligence</b> <ul style="list-style-type: none"><li>▪ Analytics APIs</li><li>▪ Intelligence API services leveraging machine learning capabilities in SAP Cloud Platform</li></ul>                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Enable the cloud transformation</b> <ul style="list-style-type: none"><li>▪ Align with SAP Cloud Platform: SAP Cloud Platform API Management, SAP Build, SAP Web IDE, and SAP Cloud Platform Open Connectors</li><li>▪ SAP API Business Hub</li><li>▪ Business network integration</li></ul>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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# Planned innovations – integration framework and intercompany add-on

An extremely strong platform and a very successful complementary add-on from SAP



## Feature

## Feature value

### Integration framework

- Completing the business-process-model-and-notation-based management layer
- New integration scenarios or templates:
  - IoT use cases
  - CRM/service extension via Facebook, Twitter, or WhatsApp; sales via Amazon and eBay
  - Overhaul of the existing scenarios for SAP Ariba solutions and SAP S/4HANA
  - RMA enhancement such as barcode scan
  - Exchange-rate import
- Provide integration content and integration framework APIs in SAP API Business Hub
- Mapping between DI API and service layer
- Flexible event-handler mechanism to replace event sender
- Integration of TensorFlow via SAP Cloud Platform

- Straightforward and extremely flexible capabilities that make the integration framework the key differentiator for SAP Business One, turning SAP Business One into a state-of-the-art business platform
- Help ensure integrations with little or no effort to other SAP and third-party applications
- Extend system and business network capabilities
- Data provision to any external system and data consumption from any external provider

### Intercompany integration solution for SAP Business One

- Adoption of integration framework 2.0 as well as service layer on SAP HANA
- Functional improvements such as automatic replication of user-defined fields (UDF) and user-defined table (UDT) definitions to all branch companies
- A/R service invoice allocation
- Intercompany landscapes that can readily be connected to the most-popular Web shops with new scenarios based on the integration framework 2.0

- Intercompany integration solution that harmonizes the system across SAP Business One databases, massively reduces total operating costs, and optimizes business processes beyond countries or legal entities
- Benefits to new and existing customers, as well as partners, as a result of fundamental, further simplification and improvements on performance and TCO that are delivered without disruption, as well as consistent implementation of their requirements

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# Planned innovations – new Web client

Access the integrated business management functionality within your web browser



## Feature

## Feature value

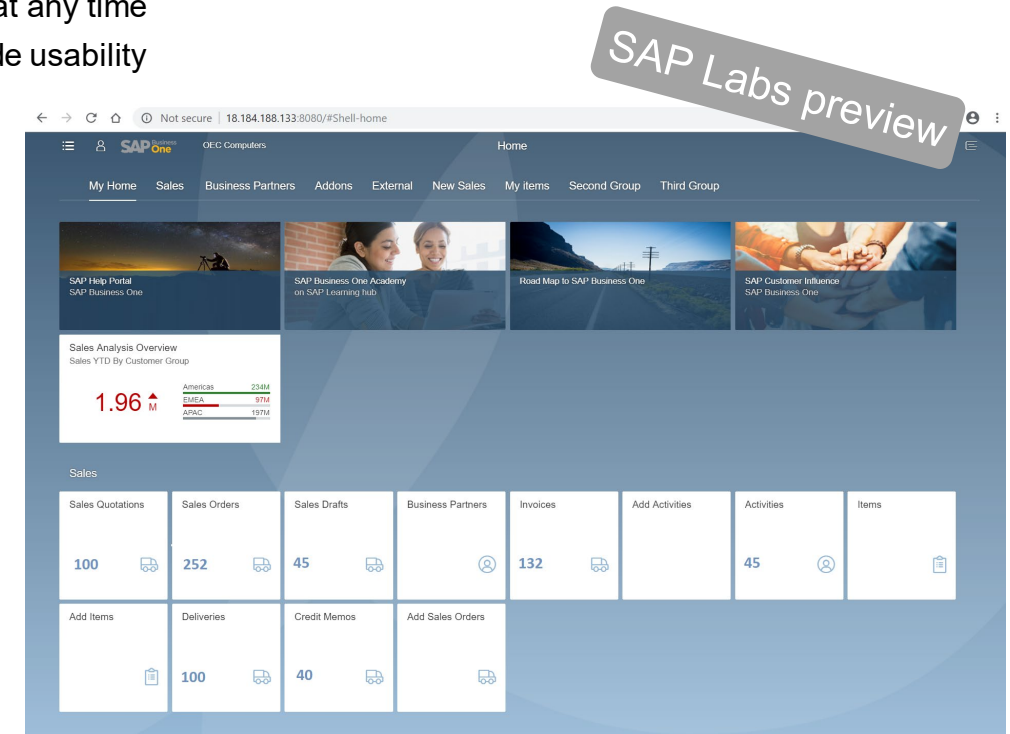
### New native Web client: design based on SAP Fiori and SAPUI5, supporting SAP HANA only

- Web client based on core functions of SAP Business One, version for SAP HANA
- Scalable and flexible platform, leveraging the service layer
- Built-in customization and extensibility
- SAP Web IDE integration

### Planned coverage

- Login and home-page screen
- Sales quotation and order
- Customers and items
- Calendar and activity
- Item catalog
- Delivery and return
- Sales analytics and reports

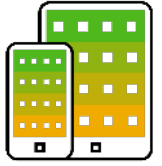
- State-of-the-art user experience
- Ready access from any device at any time
- Flexible deployment; side-by-side usability with on-premise client
- Simplification
- Increased competitiveness
- Reduction of TCO



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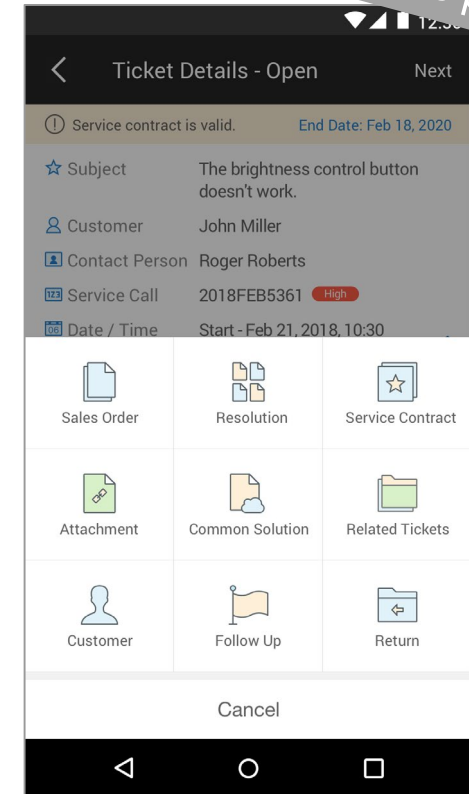
# Planned innovations – mobile apps for the enterprise

## Mobilize your workforce to support flexibility and efficient processes



| Feature                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Feature value                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ New service app for Android phones</li> <li>■ Revision of the SAP Business One mobile app for iOS and for Android, additional functions and continuous maintenance</li> <li>■ Adoption of SAP HANA analytical innovations</li> <li>■ Use of native device capabilities of latest devices</li> <li>■ Evolving service layer into a platform for building innovative mobile solutions for verticals</li> <li>■ Logistics scenario (inventory counting and tracking, warehouse move, pick process, receiving deliveries)</li> <li>■ Mobile payment/instant remittance transfer</li> <li>■ SAP Field Service Management</li> </ul> | <ul style="list-style-type: none"> <li>■ Increased workforce productivity</li> <li>■ New collaboration methods and business practices with an intuitive and simplified user experience</li> </ul> |

SAP Labs preview



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# Planned innovations – cloud

## Simple consumption and best scaling



### Feature

### Feature value

#### **SAP Business One Cloud, SAP-hosted option:**

- Continuation in optimizing the cloud infrastructure
- Hosted by SAP on completely new infrastructure owned by SAP
- Standard offering – standardized deployment to fit most market expectations at an affordable price
- Premium offering – more-advanced functions for more-demanding partners and customers
- Staged introduction for regions and countries
- Extension management

- Technology that scales with the business and provides a competitive advantage
- Attractive offering for an increasing number of companies looking for cloud deployment
- Easy and affordable deployment; reduction of TCO
- Better tools for SAP hosting partners
- Short time from purchase to delivery
- Flexible, simple, and intuitive solutions for efficient business

#### **SAP Business One Cloud, partner-hosted option:**

- Continuing enhanced cloud tools focused on hosting partners
- Focus on reducing TCO and lowering landscape complexity
- Tenant-configuration wizard to support partner and large-volume deployments
- More-flexible and intuitive cloud management in the cloud control center (CCC), improvements for user experience and performance
- Optimization of supportability and lifecycle management (patch delivery and maintenance)
- Additional support for migration from on premise to cloud

Tools for partners delivered through cloud 1.1 or as an open source

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# Learn more about SAP Business One

- ▶ [SAP Business One YouTube Channel](#)
- ▶ [SAP Support Portal](#)
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