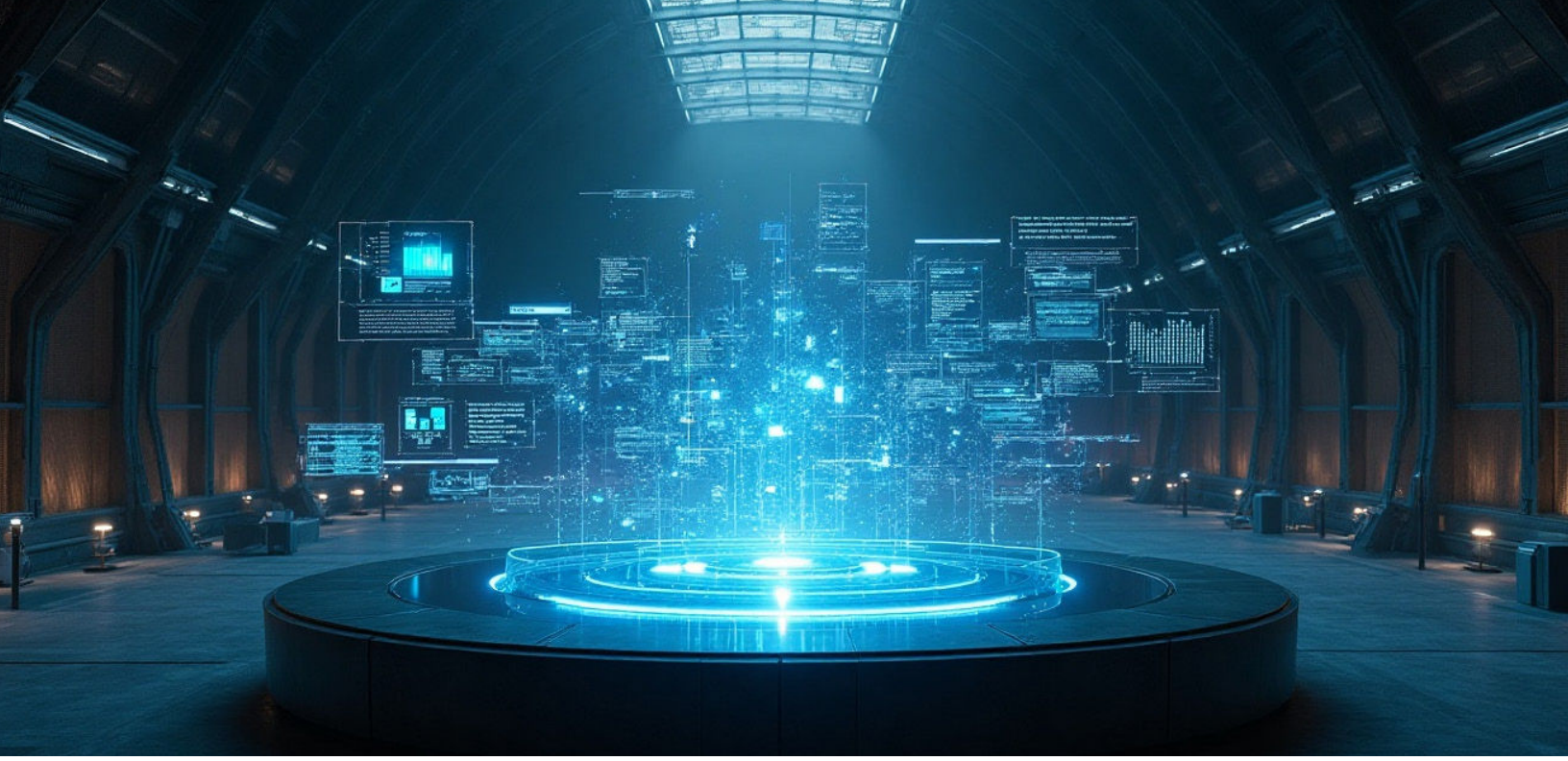




Achieving Business Economic Value with SAP Business AI: A Case Study on AGILITA



Company Background

AGILITA AG stands out as a forward-thinking Swiss and German SAP customer, recognized for its expertise as a systems integrator and innovator. Specializing in cloud-based ERP and AI-driven solutions, AGILITA serves a diverse clientele across Europe, ranging from midmarket firms with around 2,000 employees to large enterprises with more than 10,000 staff, and spanning industries such as professional services, consumer goods, and manufacturing, leveraging SAP S/4HANA Public Cloud, SAP SuccessFactors, SAP Sales Cloud, SAP Analytics Cloud, SAP DataSphere, and SAP Business Technology Platform (SAP BTP). As a member of the SAP AppHaus Network, AGILITA focuses on human-centered design to lead enterprise transformation.

As a consulting company, AGILITA's business is fundamentally about managing human capital, where time quite literally equals money. This makes the use of AI crucial to their operations, where every gain in efficiency directly strengthens results and margins. By extending their workforce capabilities through AI, AGILITA ensures that it can deliver greater value to clients while optimizing its own performance.

As an SAP customer, AGILITA has implemented SAP Business AI internally to automate core workflows, enhance reporting accuracy, and improve the quality and speed of customer service delivery. These initiatives have helped position AGILITA not only as a technical expert but also as a trusted AI innovation partner.

Research Approach

This case study is based on a one-on-one interview and subsequent conversations between Donald Jin, Research Director at The Futurum Group, and Sandra Völler, CEO of AGILITA AG, conducted in April 2025. The conversations focused on AGILITA's internal implementation of SAP Business AI, project scope, costs, measurable results, and long-term strategic benefits. Additional context was drawn from AGILITA's public customer case studies and SAP partner documentation.

Business Scenario and Strategic Drivers

In mid-2024, AGILITA launched a company-wide initiative to identify AI use cases that could eliminate redundant tasks, improve service quality, and drive automation. They prioritized high-friction workflows, particularly in time reporting and administrative tasks for consultants and project managers. The initiative was driven by the desire to:

- Improve the accuracy and professionalism of client-facing time reports.
- Eliminate double entry across HR and project systems.
- Reduce non-billable hours spent on manual administrative work.
- Build a reusable and monetizable AI solution for the broader professional services market.

Sandra Völler, CEO of AGILITA, emphasized, "We didn't just want to adopt AI for the sake of innovation—we wanted it to drive measurable, daily impact in our business."

Solution Overview

AGILITA created an internal, mobile-first, voice-enabled time reporting application built on SAP AI Core in the SAP Business Technology Platform, and an SAP HANA Cloud AI database. The application includes several intelligent features such as AI-powered voice-to-text transcription with grammar correction, automatic project and task matching, time logging across HR and project systems, and advanced, generative AI usage through prompts to generate special customer-friendly text. The app enables consultants to:

- Convert voice-to-text with natural language enhancement.
- Detect the project context and match the work to the correct client.
- Differentiate between project and HR time for dual-system logging.
- Provide consultants with a single interface for all time entries.

The application seamlessly integrates with SAP S/4HANA Public Cloud, SAP Cloud for Projects, and SAP SuccessFactors. Its AI engine is grounded in a HANA AI database, enabling contextual project tagging and automated grammatical corrections for German — a key quality improvement. By using spoken input, the app improves the clarity, grammar, and tone of time reports, resulting in more professional entries with fewer corrections needed. Sandra shared, "Because it's based on what you say, not what you type, the reports sound more natural and polished—and that's what our clients see."

The shift to mobile and voice also enabled AGILITA to move from weekly to daily time reporting. "We used to get time updates once a week. Now, it's every day," said Sandra. "That changes how project managers monitor progress and how quickly clients see value." From the client's perspective, this change is equally powerful. Receiving high-quality daily updates gives clients more transparency into project execution and fewer surprises. "It elevates the entire experience. Clients feel like they're more in control, and that's huge for satisfaction," Sandra added.

Sandra explained: "You don't log in. You don't search for the project. You just speak. And it finds the right task, the right client, and the right day. Then, it suggests the correct sentence in clean German. That's AI simplifying real work."

Implementation Process and Considerations

The app was developed internally over 3 to 4 months by two AGILITA in-house engineers and the existing infrastructure. The company leveraged its SAP Business Technology Platform environment and required no external consultants, hardware upgrades, or incremental licensing. Key implementation considerations included:

- Ensuring mobile-first usability for consultants.
- Minimizing employee training requirements through intuitive voice interaction.
- Ensuring compliance with data quality standards and SAP release cycles.
- Building flexibility to scale across languages and customer-specific deployments.

"We built it quickly with the team we already had," said Sandra. "It was important that the solution worked within our SAP environment, with no added complexity or cost." AGILITA continues to refine the app to align with new SAP SuccessFactors and BTP updates.

Business Value Realization

Although AGILITA's AI-enabled time reporting solution has only been in full use for a few months, early projections suggest it could deliver approximately 4,000 hours in annual time savings, equivalent to 400 workdays if current trends continue. Sandra explained the math behind the projection: "If you do an everyday reporting and you always save at least five minutes per consultant per day, and we have about 200 people doing that, it adds up to 330 hours a month. On top of that, we save at least half an hour per week per project manager correcting the time report text. That's another 100 days a year." These are early estimates based on initial usage data and assumptions. While not yet validated across a complete 12-month cycle, they provide a strong indication of the expected financial impact:

- \$270,000 in estimated labor cost savings annually
- An initial investment of about \$84,000, with a payback period of just over 3 months
- Projected Year 1 ROI of approximately 221%

It's worth noting that this ROI calculation only reflects labor savings. Additional internal benefits, such as accelerated billing cycles and improved cash flow from more accurate reporting, could contribute to even greater economic value over time.

According to Sandra, "We're saving one full percent of our company's total capacity. That's enormous. And it's happening quietly, every day." In this context, total capacity refers to the total number of employee work hours available in a year, meaning the company is effectively reclaiming time equivalent to the full-time work of multiple employees.

Additional AI Projects in Development

In addition to its time and HR reporting solutions, Sandra shared that AGILITA is actively expanding its AI initiatives into other key areas of the business:

- **AGIL AI.Sales:** A sales rep enablement app that integrates voice commands, GPS, and CRM insights. The solution streamlined the sales process by reducing administrative workload and enabling sales reps to identify and visit nearby customers more efficiently. This improvement in workflow freed up time and improved planning, contributing to a 25% increase in customer visits.
- **Voice-Enabled CRM Reporting:** Currently in pilot, this tool enables field sales to log notes, orders, and client insights using voice.
- **B2B Order Entry and Product Matching:** A prototype that allows sales reps to place product orders via voice and vectorized search against SKUs.

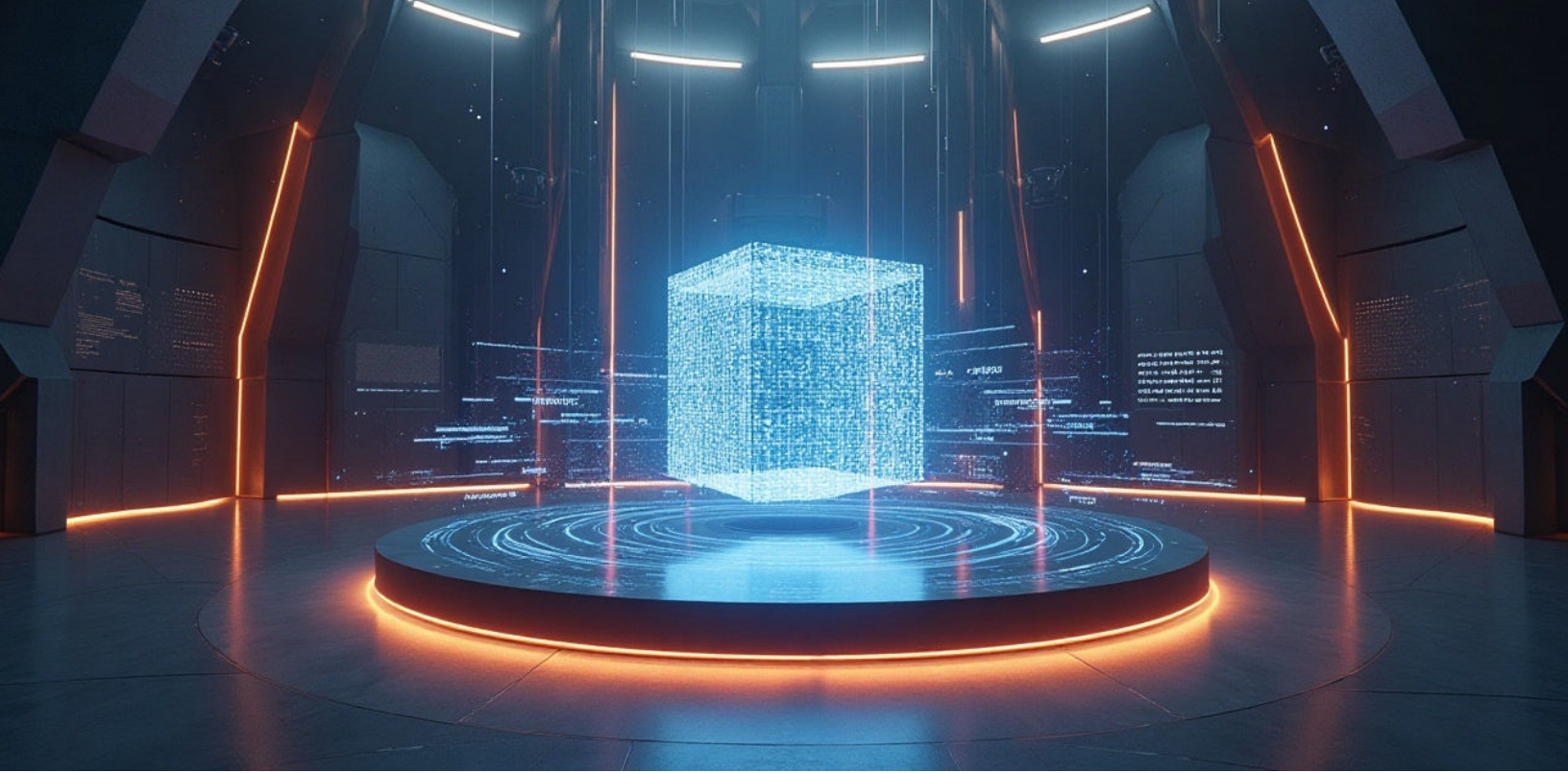
"These solutions are designed to remove friction from everyday work. For salespeople, it means no more forms—just talk and transact," said Sandra.

Broader Organizational Benefits

The deployment of SAP Business AI has delivered a range of operational and strategic benefits to AGILITA. Internally, the company has realized significant improvements in operational efficiency. By automating and simplifying daily administrative tasks, particularly time reporting, AGILITA improved operational efficiency. Project managers now spend less time correcting entries, while consultants focus more on billable work. The net impact of more accurate and timely reporting also means fewer billing errors and time spent clarifying or reworking documentation, contributing to a leaner, faster internal workflow. These benefits have translated into accelerated cash flow. Since invoices are generated with higher accuracy and supported by better-quality documentation, the billing cycle has shortened, and payment disputes have been reduced. According to AGILITA, this improvement has helped safeguard revenue at risk and increased the speed of collections, leading to a more predictable revenue stream and reduced administrative overhead.

The AI-powered system has also strengthened AGILITA's trust with its clients. The daily updates enabled by the voice-to-text AI reporting offer clients unprecedented visibility into project progress. As Sandra noted, "It elevates the entire experience. Clients feel like they're more in control, and that's huge for satisfaction."

Beyond its improvements, AGILITA's experience demonstrates how all SAP partners can benefit from SAP Business AI, not just as solution providers, but as internal adopters. By implementing AI within their organization, SAP partners can validate innovations, build real-world expertise, and accelerate the creation of scalable, client-ready solutions. SAP's pre-built templates, integration-ready tools, and flexible AI infrastructure provide an ideal foundation for partners looking to drive value internally and extend it to their customers. For AGILITA, this approach enabled faster time to value and strengthened its commercial offerings.



Conclusion: Business Economic Value in Action

AGILITA's experience with SAP Business AI highlights how partners can use their operations as a proving ground for new technologies, while simultaneously developing scalable solutions for their clients.

By applying AI to solve practical, high-friction challenges, AGILITA:

- Delivered measurable labor savings and operational efficiencies
- Created an internal culture of innovation with external benefits
- Laid the groundwork for client-ready, productized AI tools

AGILITA's journey illustrates the real-world potential of SAP Business AI to deliver meaningful business economic value, not just through automation and cost savings but also by improving the quality of work, data integrity, and client engagement. "AI should not be a science project," Sandra concluded. "It should be part of your business, helping people every day."

AGILITA's story provides a blueprint for how organizations of any size can transform with AI, starting with a clear use case, a focused implementation, and the courage to innovate from within.

Important Information About This Report

AUTHORS

Donald Jin

Research Director, BEV Practice | The Futurum Group

PUBLISHER

Daniel Newman

CEO | The Futurum Group

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CONTACT INFORMATION: The Futurum Group LLC | futurumgroup.com | (833) 722-5337