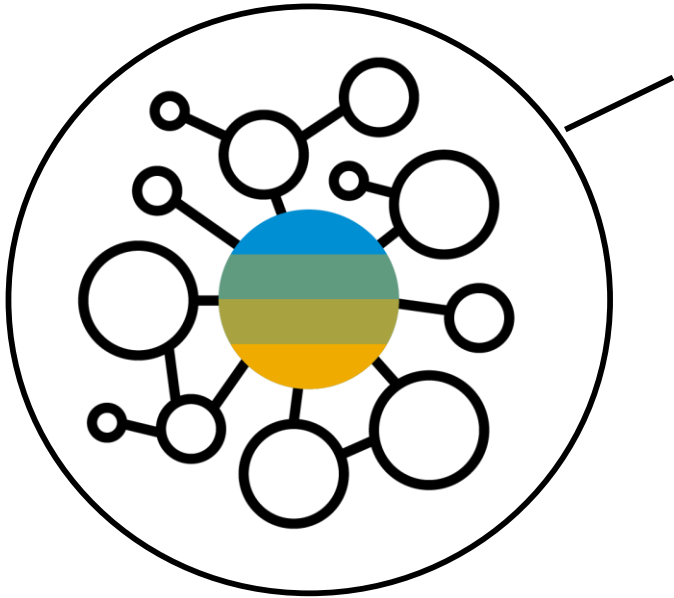


SAP Future Cities Vision

Massimiliano Claps, Global Team Lead SAP Future Cities
September 5th, 2018

PUBLIC

Smart Cities Are More than Fancy Technology and Siloed Business Processes



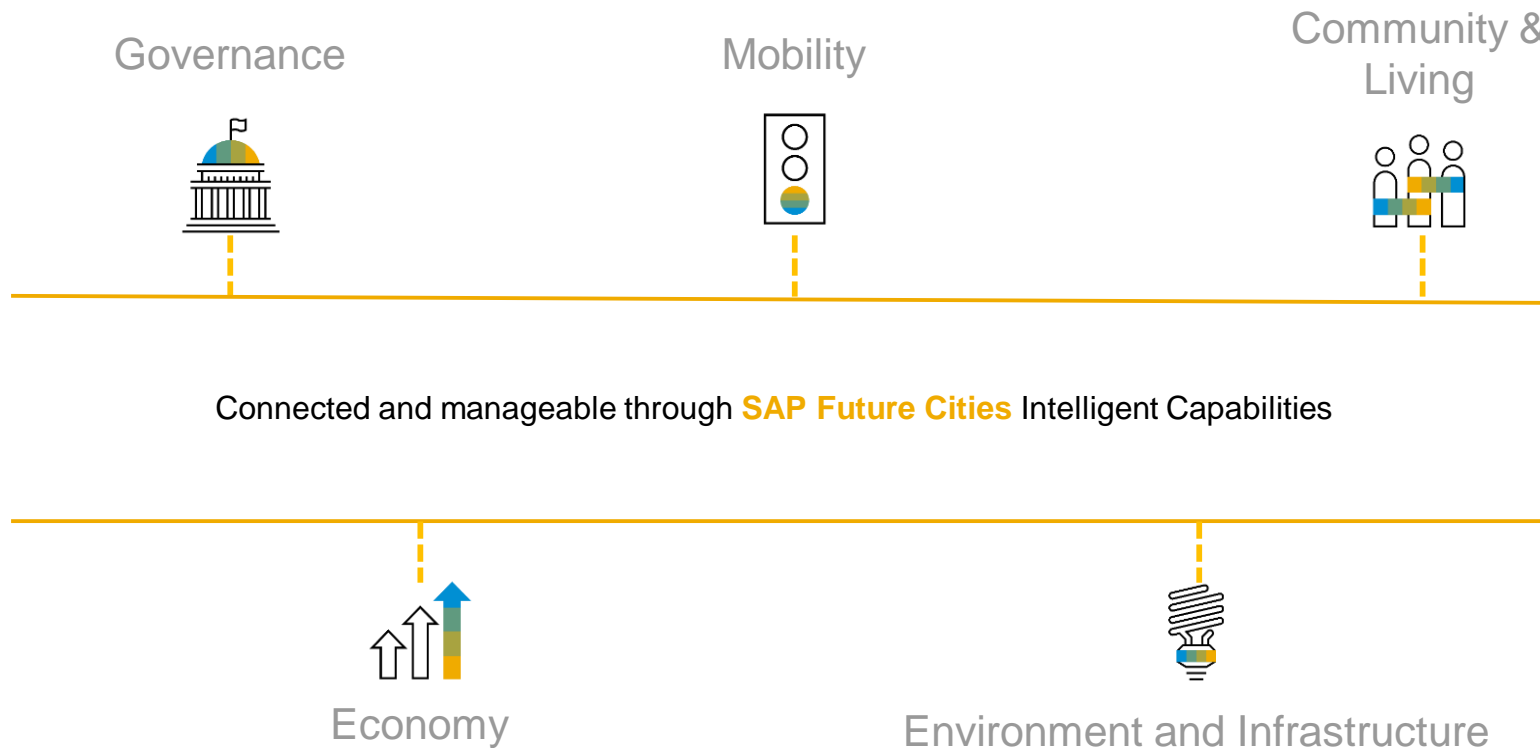
A **city** (or county, region, etc.)

including its **ecosystem** (public sector, utilities, transportation, higher education, healthcare, startups etc.) that

collaborates to **transform** services by using innovative technology & data to

improve **livability and economic attractiveness** for its people and businesses

SAP Solutions Help Cities Innovate Across Service Domains thus Addressing Livability



Mega-Transformation Themes



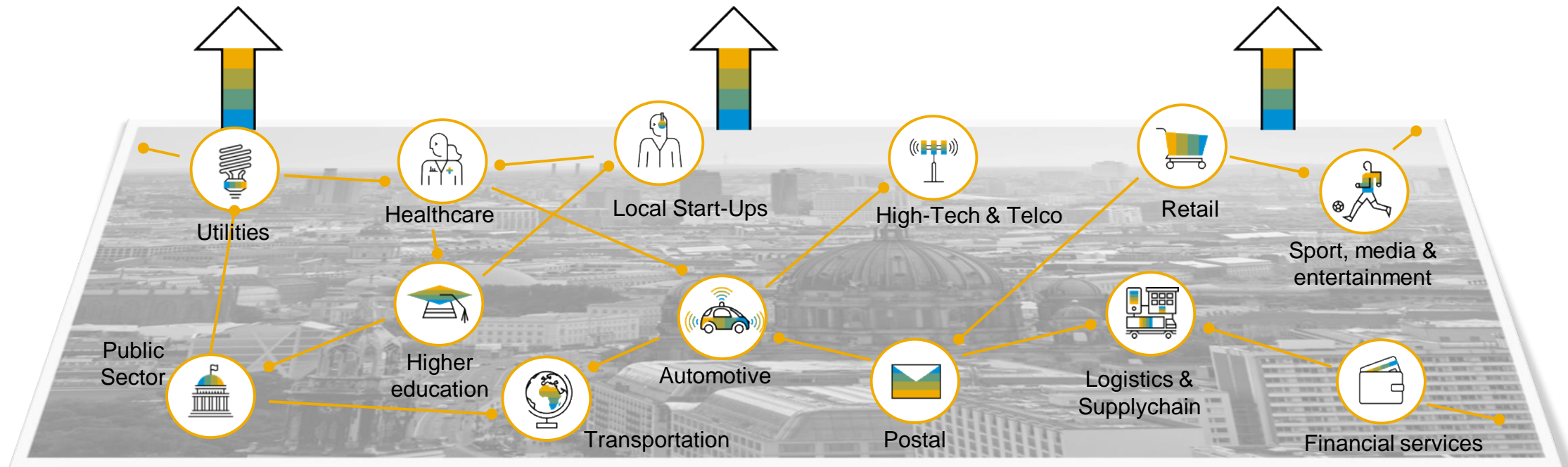
The Future City Needs An Ecosystem to Innovate & Deliver End-to-End Value Creation in 3 Key Areas

Mckinsey Global Institute: "The public sector would be the natural owner of 70 percent of the applications we examined. But 60 percent of the initial investment required to implement the full range of applications could come from private actors."

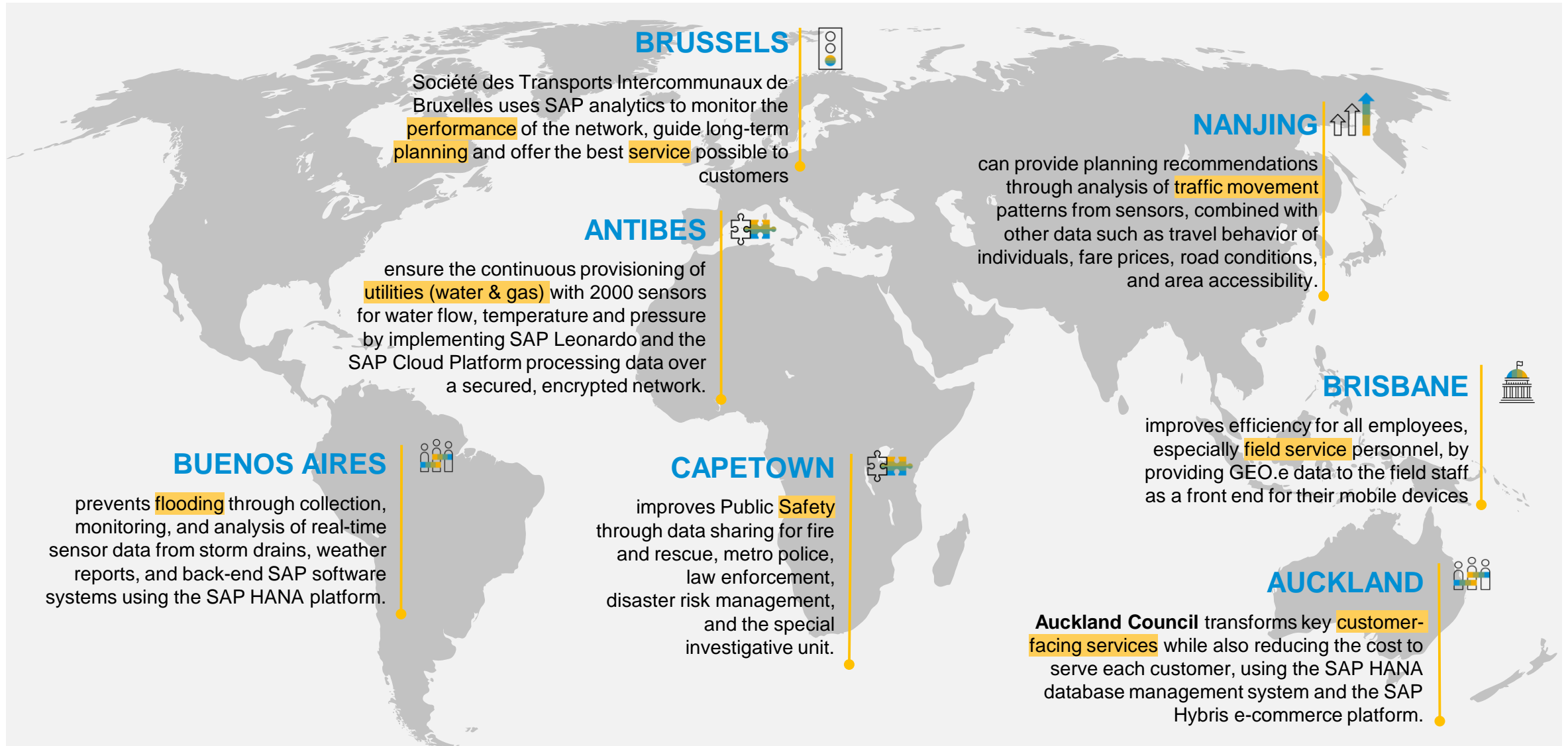
- **innovate service delivery processes** around the citizen

- **innovate with partners in the city ecosystem** to make service delivery more agile and sustainable

- **innovate business models to transform** the way people live – move, shop, enjoy, work, ... – in the city



SAP Future Cities – Customer Successes Around the Globe



SAP Future Cities Delivers End-to-End Innovation to Deliver Better Outcomes to Stakeholders across the Whole Smart City Ecosystem



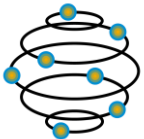
▪ Citizen/visitor

- ability to interact through an omni-channel platform that provides more **personalized, faster and secure experience**
- possibility to live/visit in a **safer and cleaner environment**, because the city prevents problems and reacts fast when they occur



▪ Mayor

- ability to gain better **visibility of policy outcomes** across the city ecosystem and communicate them transparently with voters
- ability to leverage up-to-date and accurate data to simulate the impact of policy options for **evidence-based decisions**



▪ City treasurer

- ability to **track spending patterns** across previously siloed departments
- capability to **predict and collect revenues** more rapidly and reduce fraud



▪ Head of city operations/ local utilities/ transit authorities

- ability to **increase efficiency and resilience** of service delivery through predictive operations
- capability to **increase infrastructure investment yield** through better capacity planning

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