

Retail. Agents in action.

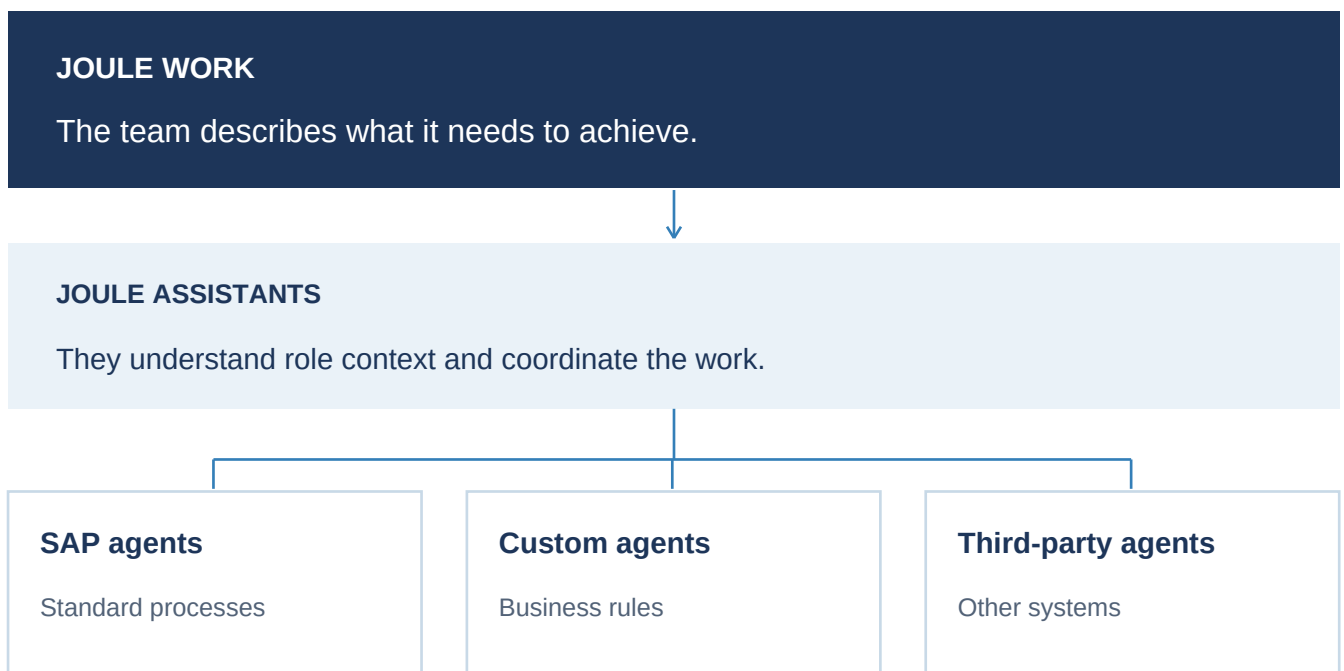
SAP Joule Work and AI agents
connecting inventory, margin and execution.



01

One business goal. A team of agents.

Joule Work brings the experience together; assistants coordinate; agents carry out specialized tasks.



THREE WAYS TO WORK

Conversations

Describe a goal and explore alternatives.

Spaces

Bring together the data, tools and context to address it.

Develop

Access Joule Studio to build agents and workflows.

The retail opportunity: coordinate decisions across merchandising, stores, logistics and finance.

Nexton conceptual view of the SAP ecosystem. The actual configuration depends on enabled capabilities and integrations.

02

Idle inventory still demands a decision.

An AI use case to identify inventory buildup, explain its causes and prioritize action by SKU, store and season.

THE BUSINESS QUESTION

“Which products are not selling, where are they concentrated, and what should we do before margin comes under pressure?”

FROM EVIDENCE TO RECOMMENDATION

- | | | |
|-----------|-------------------|---|
| 01 | Detect | Combine days without sales, inventory age, days of supply, available stock and open orders. |
| <hr/> | | |
| 02 | Explain | Review seasonality, sizes, location, price, promotions, returns and data quality. |
| <hr/> | | |
| 03 | Compare | Assess transfers, promotions, markdowns, replenishment changes or continued assortment inclusion. |
| <hr/> | | |
| 04 | Prioritize | Present expected impact, assumptions and the owner responsible for authorizing action. |

Expected outcome: a prioritized action portfolio by SKU and location, with rationale and follow-up.

Sources to validate for each client: SAP S/4HANA, SAP CAR/POS, e-commerce and product data. Slow-moving thresholds are defined by category and season.

03

Every agent adds context. The business stays in control.

An illustrative Nexton design for non-selling inventory. The roles shown are validated and built for the client's environment.

Shared objective: move inventory while protecting margin.

01 Inventory

Identifies buildup and validates availability.

Exception list

02 Demand and location

Compares sales with demand potential at other stores.

Alternative destinations

03 Margin and promotions

Compares price, cost and logistics expense.

Financial scenarios

04 Execution and follow-up

Prepares the action and reviews its outcome.

Traceable task or transaction

DECISION POINT

The accountable owner approves, adjusts or rejects the proposal before prices, transfers or replenishment are changed.

The same SKU may need a transfer at one store and a promotion at another.

Illustrative workflow, not a catalog of standard SAP agents. Execution requires authorized tools, configured rules and evidence of each action.

04

Start with inventory. Extend value across the business.

A portfolio to prioritize with Merchandising, Operations, Finance and IT. Each opportunity needs an owner and a measure of success.

USE CASE	ACTION TO ENABLE	VALUE MEASURE
Non-selling inventory	Prioritize transfers, promotions and purchasing reviews.	Aged inventory and recovered margin.
Availability and replenishment	Review days-of-supply exceptions and recommend adjustments.	Stockouts and service level.
Assortment and seasonality	Review product retention, additions or removal by location.	Sell-through and assortment productivity.
Omnichannel orders	Identify fulfillment risks and coordinate their resolution.	On-time orders and cancellations.
Returns	Assess product condition, destination and return to inventory.	Recovery time and recovered value.

Measure the outcome after the action.

Proposed Nexton portfolio. SAP retail innovations provide context; the scope of each use case requires assessment.

05

Agents with reach. Operations with accountability.

A retail solution should connect context, tools and controls from the outset.

BUILD

Joule Studio

SAP's environment for building custom agents, applications and workflows that incorporate the business's specific context.

CONNECT

A2A and MCP

A2A supports collaboration between agents; MCP connects tools and context. Their use requires defined integrations and permissions.

GOVERN

SAP AI Agent Hub / LeanIX

Visibility into the agent inventory, dependencies and accountable owners, including third-party and custom agents.

CONTROLS NEXTON PROPOSES FOR THE RETAIL USE CASE

Authority

Who can query, recommend and execute.

Boundaries

Margin floors, approved destinations and spending limits.

Traceability

Data, recommendation, approval and action.

Oversight

Exceptions, failures and the ability to stop the workflow.

Joule Work is the engagement layer. Governance and permissions are enforced through the platform and integrated systems.

06

Turn the use case into an operational capability.

Nexton combines SAP expertise, retail processes and integration to design AI adoption around measurable objectives.

01 Assessment and roadmap

Prioritized use case, data assessment, SAP capability review and target architecture.

Deliverable: Roadmap and business case.

02 Non-selling inventory pilot

One category and a group of stores; business rules, recommendations and owner approval.

Deliverable: Results report and criteria for scaling.

03 Agents and integration

Configure available capabilities and develop custom agents where the use case requires them.

Deliverable: Agents and an integrated workflow with acceptance testing.

04 Governance and operations

Monitoring, exception handling, maintenance and periodic outcome reviews.

Deliverable: Support model, controls and monitoring dashboard.

Start with the inventory that is not moving.

Define the category, stores, available data and a baseline for measuring aged inventory, margin and time to decision.

About Nexton

Nexton Technologies is a technology consulting and managed services firm that supports organizations in transforming, operating and evolving their enterprise platforms.

We bring together expertise in SAP, cloud infrastructure, systems integration, cybersecurity and operational governance. We connect strategy, processes and technology to address business needs throughout the solution lifecycle.

Our work combines specialist delivery, knowledge transfer and clear accountability. We help clients adopt new capabilities, sustain their operations and retain control over the decisions that shape their evolution.

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