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# **The Power Duo: How AI and Human Support Engineers Are Shaping the Future of Customer Success**

SAP Change Makers Podcast - Episode 26

## **Transcript**

### **Speaker:**

Uwe Wieditz

Oliver Huschke



**AI + Human Expertise: The Future of Technical Support** How do you deliver world-class technical support during moments that matter — at scale, with speed, and still keep the human touch? In this episode, I sit down with Uwe Wieditz, Vice President and Head of Technical Support for Private Cloud ERP at SAP — and a 30-year SAP veteran — to explore how AI is transforming support without replacing the people behind it.

We discuss:

- ✅ What AI can (and can't) do in tech support
- ✅ How roles are evolving — not disappearing
- ✅ Why empathy and intuition still matter
- ✅ What's next in AI-augmented support

## Introduction

**Oliver Huschke:** (0:01) Welcome back to SAP Changemakers, the podcast that explores how bold ideas, breakthrough technologies and passionate people are shaping the future of business. (0:12) Today's episode is a special one. (0:14) I'm joined by Uwe Wieditz, Vice President and Head of Technical Support for Private Cloud ERP at SAP and someone who's been with SAP for an incredible 30 years.

(0:26) Uwe brings a deep perspective on how the world of support is evolving and today we are unpacking how AI and human engineers are working hand in hand to build a smarter, faster and more personal technical support experience. (0:41) Let's dive right in. (0:43) Uwe, can you briefly introduce the concept of integrating AI with human support engineers?

## Chapter 01

**Uwe Wieditz:** (0:50) Hi Oliver, thanks for inviting me to this podcast. (0:53) It's great to be here with you and talk about AI. (0:57) Let me come to your first question.

(0:59) Integrating AI with human support engineers means using artificial intelligence to automate certain tasks while human support engineers handle complex issues and provide a personal touch. (1:12) Then this creates a symbiotic relationship where AI handles repetitive and quick resolution tasks, on the other hand, allowing human engineers to focus on the more specialized and complex problems.

## Chapter 02

**Oliver Huschke:** (1:25) Okay, and what tasks are particularly suitable for AI and technical support and which require a human touch?

**Uwe Wieditz:** (1:33) Good question. I would say AI is particularly well suited for tasks like how to type questions based on troubleshooting or FAQ responses or maybe also simple service requests like password resets and also monitoring the system health. (1:52) These tasks are typically repetitive and rule-based, which makes them ideal for automation. (2:00) On the other hand, tasks that require empathy, critical thinking, and complex problem-solving are best handled by us human support engineers.

(2:10) This includes issues that are non-standard, maybe require deeper investigation, also involve emotional engagement with the customers. (2:19) Well, for example, in escalated situations or where customers are complaining. (2:24) Also in unique, like never-before-seen issues.

## Chapter 03

**Oliver Huschke:** (2:27) Okay, and how will the work of support engineers change with AI in place?

**Uwe Wieditz:** (2:33) Yeah, well, it will definitely change. (2:35) With AI handling the more routine tasks, support engineers will find their roles evolving to focus on so-called higher-level tasks. (2:44) With this, I mean advanced troubleshooting, complex problem-solving, also personalized customer interactions, also enhancing our knowledge base and continuous improvement of support processes, our tools, and also, which many people don't think of, improving the quality and supportability of our products.

## Chapter 04

**Oliver Huschke:** (3:06) Okay. (3:07) So now comes a very typical question when we are in this AI environment. (3:11) Will AI replace support engineers entirely?

**Uwe Wieditz:** (3:15) Indeed, a typical question, which I often hear from our support engineers, as you can imagine. (3:21) But while AI can automate many tasks, I believe it will never replace support engineers entirely. (3:29) Human judgment, empathy, also intuition, and the ability to handle nuances and complex problems are irreplaceable.

(3:39) Also, we humans have a unique ability to innovate and improve processes, which AI can't do, at least not without human guidance. (3:48) And therefore, I'm sure AI and human support will always co-exist with AI augmenting our human capabilities.

## Chapter 05

**Oliver Huschke:** (3:56) Okay, so then I need to ask in the other direction, how does AI empower your support engineers?

**Uwe Wieditz:** (4:01) That's a good question. (4:02) With the help of agentic AI, we can execute multiple analyzer steps in parallel, which a support engineer so far can only do sequentially. (4:13) AI can provide support engineers with real-time data, predictive analytics, quick access to knowledge assets, and many more. (4:21) And also with reasoning capabilities, AI can draw conclusions from all these findings of the different agents, and with all this data, propose solutions.

(4:32) With that, AI is enhancing our support engineers' ability to solve issues faster, more efficiently, and also many situations with higher quality. (4:42) I truly believe it provides more job satisfaction also for our engineers, if you're able to help customers much faster, and in many cases, then at the end, receive positive customer feedback for the great work.

**Oliver Huschke:** (4:55) Okay, yeah.

## Chapter 06

**Oliver Huschke: (4:56) And so what challenges do you see in integrating AI and human support?**

**Uwe Wieditz: (5:02)** Yes, it doesn't come without challenges. (5:06) AI can only be as good as the data it finds and processes. (5:10) So definitely, accuracy of data input for AI systems can be a challenge.

(5:15) Building trust around AI interactions with our customers is another one. (5:20) AI can do great things, but AI can also be wrong. (5:24) You may have heard the term hallucination, which means AI is totally wrong and making up things.

(5:29) Well, if this happens too often, customers will not trust it. (5:33) We need to find a balance between AI automation and human intervention, always having the trust aspect in mind. (5:40) Another aspect of this question is the resistance from parts of our employees with embracing the new technology.

(5:49) Some colleagues perceive the speed of change as too fast. (5:53) And even for me, sometimes I think, well, can't it go a bit slower? (5:58) And while some others even have concerns about the future of their jobs.

## Chapter 07

**Oliver Huschke: (6:03) And how are you overcoming those challenges?**

**Uwe Wieditz: (6:05)** Yeah, also a good question. (6:07) I consider the technical aspect maybe even as easy or at least more straightforward. (6:14) Through proper testing and a continuous improvement process, we constantly improve the quality of our AI services.

(6:22) A bit more challenging, however, is the human part. (6:25) We are addressing our engineers' challenges through involving them early, already in the ideation process for new AI scenarios. (6:33) And once these are developed, we engage many of them in testing in different stages.

(6:39) And then a feedback process for already live use cases makes sure that everybody can provide feedback at any time. (6:46) Wherever required, colleagues are trained to make best possible use of the new tools. (6:52) And in parallel to that, number one, communication, number two, communication, and guess what, number three, communication.

(7:00) I think that's really the key. (7:02) And encouraging a culture of innovation and adaptation is crucial, not only for customer support, but basically for the entire company.

## Chapter 08

**Oliver Huschke: (7:12) And what future trends do you see in support?**

**Uwe Wieditz: (7:15)** Yeah, well, looking ahead, I would say future trends include increased use of AI for more proactive support and predictive maintenance and more sophisticated chatbots with natural language processing. (7:29) Actually, we aim at avoiding issues in the first place so that customers actually don't need to raise a support request. (7:36) The focus will be on creating a seamless integrated support environment where the boundaries between AI and humans are kind of seamless.

**Oliver Huschke: Ok.**

## Chapter 09

**Oliver Huschke: (7:49) And what advice would you give companies starting their AI journey in support?**

**Uwe Wieditz: (7:54)** Yeah, well, thinking about that with all what we have gone through so far, I recommend to start with pilot projects to test the borders. (8:05) Involve the support engineers in the decision-making process and ensure that AI systems are designed to complement rather than replace human capabilities. (8:17) I also recommend to plan already in the design phase how you are going to measure the value which the AI use cases are providing.

(8:26) It does not help if you have AI scenarios implemented which sound great from a technical point of view, but bottom line, they do not deliver the business value which you have expected. (8:37) And finally, make sure you have robust feedback processes in place which I mentioned earlier, which are essential for continuous improvement. (8:46) AI implementation is a long, long journey, not just a one-time implementation project.

## Chapter 10

**Oliver Huschke: (8:52) Okay. And how can companies ensure that AI improves rather than diminishes the customer experience?**

**Uwe Wieditz: (9:00)** Yeah, I would formulate it as follows. (9:03) Companies can ensure a positive customer experiences by designing AI systems that provide quick and accurate responses, offering a seamless transition to human support when needed and continuously acting on customer and employee feedback to improve the system. (9:22) The key is to make AI an enhancement tool, not a replacement for human interaction.

(9:27) If you keep this in mind, I truly believe AI and humans have a great future ahead. (9:33) For my part, I'm super excited.

## Outro

**Oliver Huschke: (9:35) Wow. (9:36) Okay, fantastic. (9:37) Uwe, thank you for your insights and for your incredible 30-year journey at SAP.**

**(9:42) It's clear that the future of support is not either AI or human, it's both working together in powerful ways. (9:50) To learn more about how SAP is transforming support with AI and human expertise, visit [sap.com](https://sap.com) and be sure to check out upcoming SAP events where you can see live demos, explore real use cases and connect directly with our support experts. (10:05) That's all for today's episode of SAP Changemakers.**

**(10:09) If you're tuning in from your office, your car or from home with your favorite cup of coffee, thanks so much for joining us. (10:15) If you enjoyed this episode, share it with a colleague and subscribe wherever you get your podcasts. (10:21) Don't forget to follow us and make sure to check out services and support on [sap.com](https://sap.com) slash services to learn more about our offerings. (10:28) Stay tuned for more stories of innovation and transformation. (10:32) Until next time, keep driving change. (10:35) Take care.**

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