



# Enterprise-wide Business Transformation with a single, Harmonized ERP for Global Auto Trading Major

---

20<sup>th</sup> April 2021, 10:30 AM CET

## Context

A US-based supplier and wholesale distributor of automotive components had initiated digital transformation leveraging S/4HANA. However, it was facing many hurdles, and the overall program was delayed by almost two years

## What we solved for

1

Reduce process complexities on multiple legacy systems

2

Multi- country rollout beginning with a Pilot Deployment in the USA followed by rollouts in Canada & Mexico

3

Process expertise to ensure timely execution with lack of documentation on existing processes.

4

In-flight takeover of a Greenfield S/4HANA Transformation

# Our Approach

1

## Inflight Take Over

- Tool based assessment
- Global Template Re-baselining

2

## S/4HANA Solution Deployment

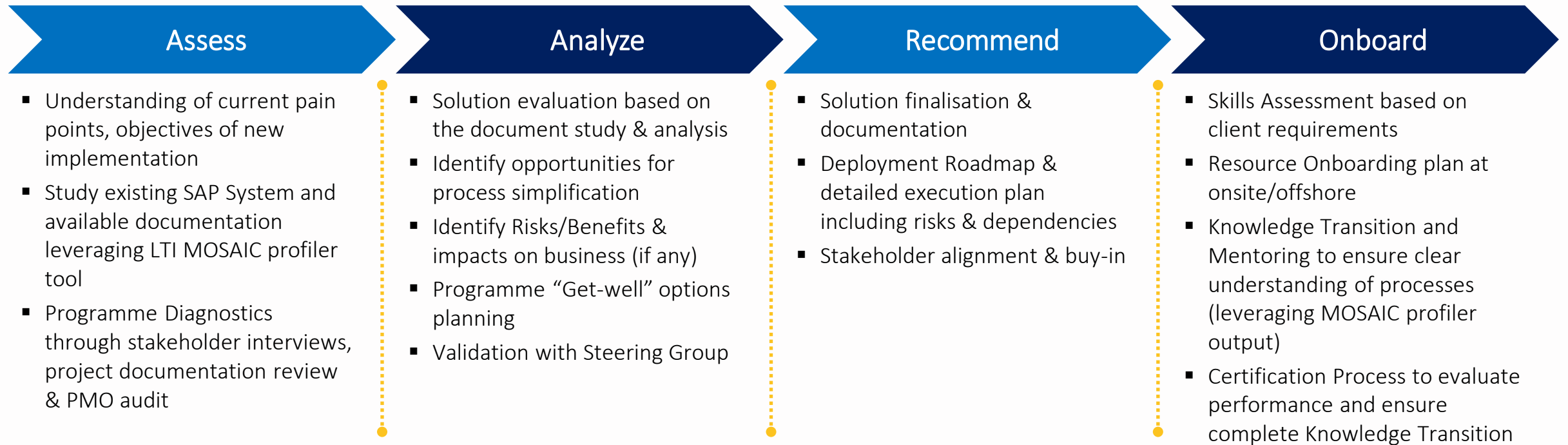
- Seamless integration of S/4HANA digital core with other SAP Cloud and 3rd third-party, on- premise solutions
- User Alignment with proven industry best practices

3

## Rollout

- Canada Rollout complete
- Mexico Rollout in progress

# 1. We did tool-based assessment for In-flight program take over and template re-baselining



Enabled by

## MOSAIC Profiler

Reverse Engineering, Template Stabilization and De-customization

## Industrialized Agile Execution

Agile execution in factory model: standardization and cost reduction

# Based on this assessment we got deep insights across 5 dimensions

## Project Planning, Monitoring & Control

- Project Management Plan was missing
- No Status report observed on Plan v/s Actuals – Schedule, Efforts, Cost
- Agile & Sprint methodology was not followed in true spirit, it's a hybrid model
- Documentation standard needs improvement (completeness and effectiveness)

## Solution Development, Assessment and Validation

- Design Thinking approach was not followed for Requirement Elicitation & Gathering
- Identified critical capabilities of S/4HANA that will bring in required business process simplification and automation were not demonstrated to business

## Data Management

- Data Loads were getting matured at each stage even before business requirements & design changes were frozen
- Data validation was a challenge, conversion logic and use of BODS needed more focus
- Client business/Super users were not involved in basic data validation

## Managing Change, Training and Communication

- Communication and Change Management initiative was not consistent; Change Readiness Survey was not planned
- Role Impact Analysis, New JDs, new R&Rs, Structural Changes were not planned
- SAP Learning Hub was too heavy for business leads to learn and understand SAP nitty-gritty.
- End User training and learning was not planned in detail

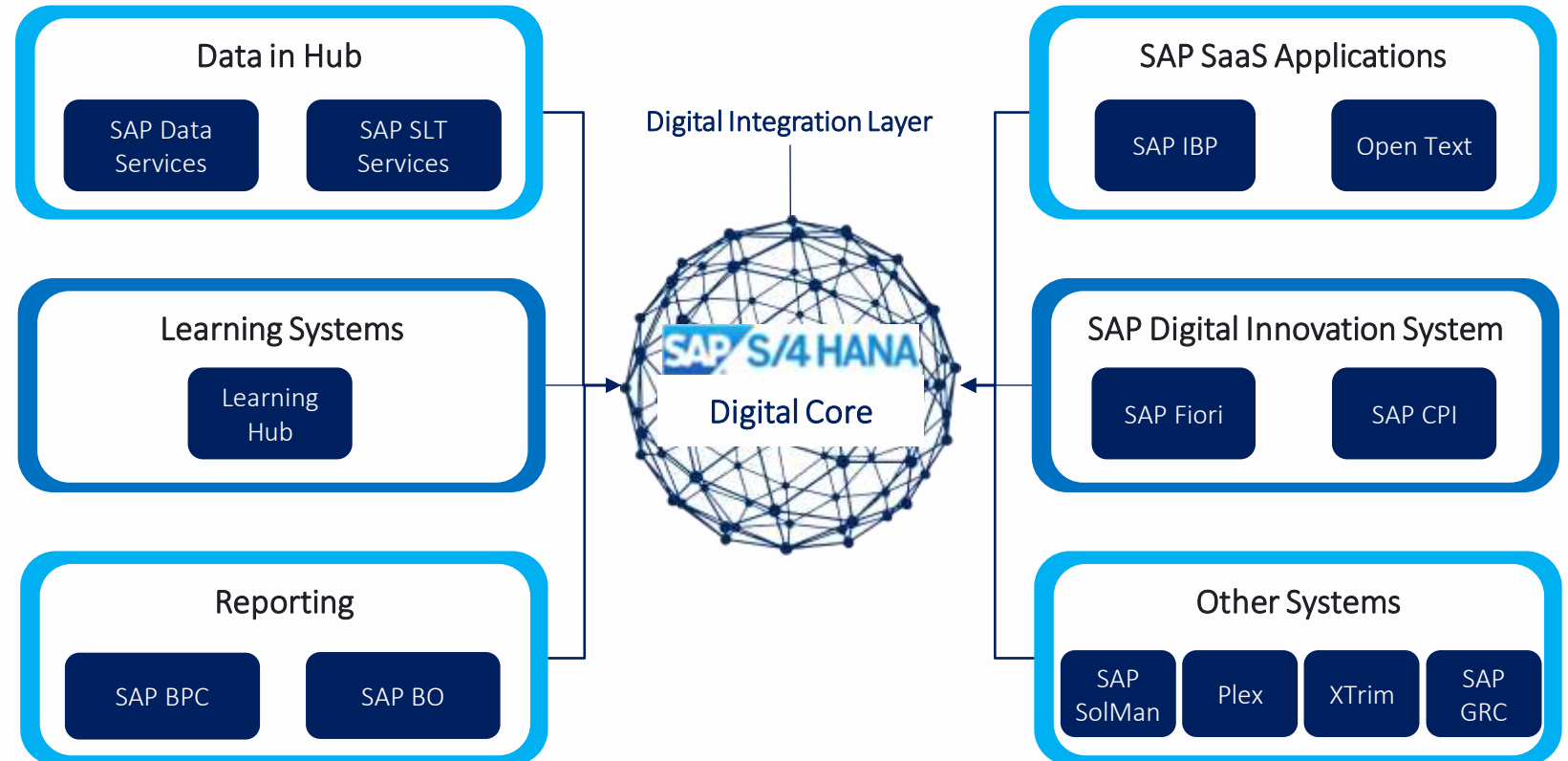
## Test Management

- Testing Strategy Document was available, but Test Plan was not prepared
- Unit Testing (UT) Results were not available, client business leads were not involved in UT.
- Unorganized testing and defects management.

## 2. Leveraging these insights and transformation experience we did greenfield S/4HANA deployment and its integration with SAP Cloud Apps and Cloud Platform

### Solution Highlights

- SWAT Team based project assessment  
Global Template Re-baselining – Revised solution design
- “Persona Focused” Change management to build confidence in users & drive S/4HANA adoption
- Reinvented the program roadmap with deep alignment of Business stakeholders and identified KPIs
- Seamless integration of S/4HANA digital core with other SAP Cloud and 3rd party on premise solutions



# S/4HANA Critical capabilities delivered and key KPIs improved

## Capabilities

## What value it brings in

## Key KPIs Impacted

Order Delivery Management system for Integrated Operations

- Transparency of ETE sales & purchasing scheduling process
- Seamless Vendor Integration in supply chain
- Traceability and Tracking for each order using UID
- Search and Order by UID and Batch Characteristics

- Enhanced customer satisfaction
- Time to Market

Advanced Returns management

- Automated process integrating customer returns to Vendors
- Advanced features like Material Inspection, Logistics Follow up planning, automatic Sales return document creation
- Customer Refunds

- Control Warranty costs
- Acceleration of Returns process

IBP for Demand Planning, Supply Planning, Sales and Operations Planning

- Collaborative & consensus-based demand planning for Header Products
- Adjust demand based on collaborative sales forecast, Confirmed Orders.

- Increased speed and agility of planning
- Improved forecast accuracy and on-time delivery

Demand Driven MRP

- Automated inventory positioning recommendations
- Considerations of Variability of Lead times- Production, Procurement, Transportation etc.
- Dynamic Safety stock adjustments

- Optimum Inventory levels in the Network
- Improved on-time Delivery

Advanced Available to Promise (aATP) & Improved Sales Analytics

- Ensures Reliable Order confirmation date through New Stock Segmentation and product allocation features
- Configurable Business Rules for Order Prioritization

- Enhanced customer satisfaction
- Improved Order fill Rate

# Value Delivered





# Q & A

Contact for additional details

**Venkat Agarwal**

Venkat.agarwal@Intinfotech.com

# LTI

Let's Solve

First GSSP to conceptualize  
and deliver Industry cloud  
with SAP

Recognized by SAP with Industrial  
innovation partner of the year  
award

