itelligence
NTT DATA Business Solutions

A Guide for SAP Customers

Three Keys to SAP S/4HANA Implementation Success

Each implementation project addresses the same three elements: **the system, the data, and the client organization.**

Three Keys to SAP S/4HANA Implementation Success

#1

The System

Have a good starting point for the system

The system itself is the primary focus of any implementation project. For itelligence clients, the system of choice is SAP S/4HANA — a real-time enterprise resource management suite for digital business, built on an advanced in-memory platform, SAP HANA.

Historically, enterprise software implementation projects started with a blank slate, and key processes and industry-specific practices were built from the ground up, client by client. With SAP S/4HANA implementations, itelligence can offer a "system ready" approach where many core business processes and best practices are pre-defined and ready for implementation.

We've also developed templates that help the client apply SAP S/4HANA's unique strengths to the best practices in their industry segment so they're not starting from square one. In fact, you're starting with a finished system and only identifying and addressing any unique requirements that deviate from the best practices. In addition, we have templates for project management, data loads, testing, and training, which are designed to streamline the implementation project and help clients more quickly absorb SAP.

Being system ready sets the stage for success for any SAP implementation and results in shorter project timeliness, quicker training cycles, and gets the client back to business sooner. The upfront work we do to hone the implementation process to the unique demands of each industry means a smoother ride for itelligence clients. We also regularly certify the templates with SAP each year to ensure they align with SAP's product direction and strategy.

Ensure your data is system-ready

In this new era of digital business, data has become a strategic resource. The information companies have on their products, customers, markets, and competitors can be a source of insight that drives ongoing innovation and improvement. The itelligence team places a high priority on protecting the integrity and reliability of the client's data during the implementation process.
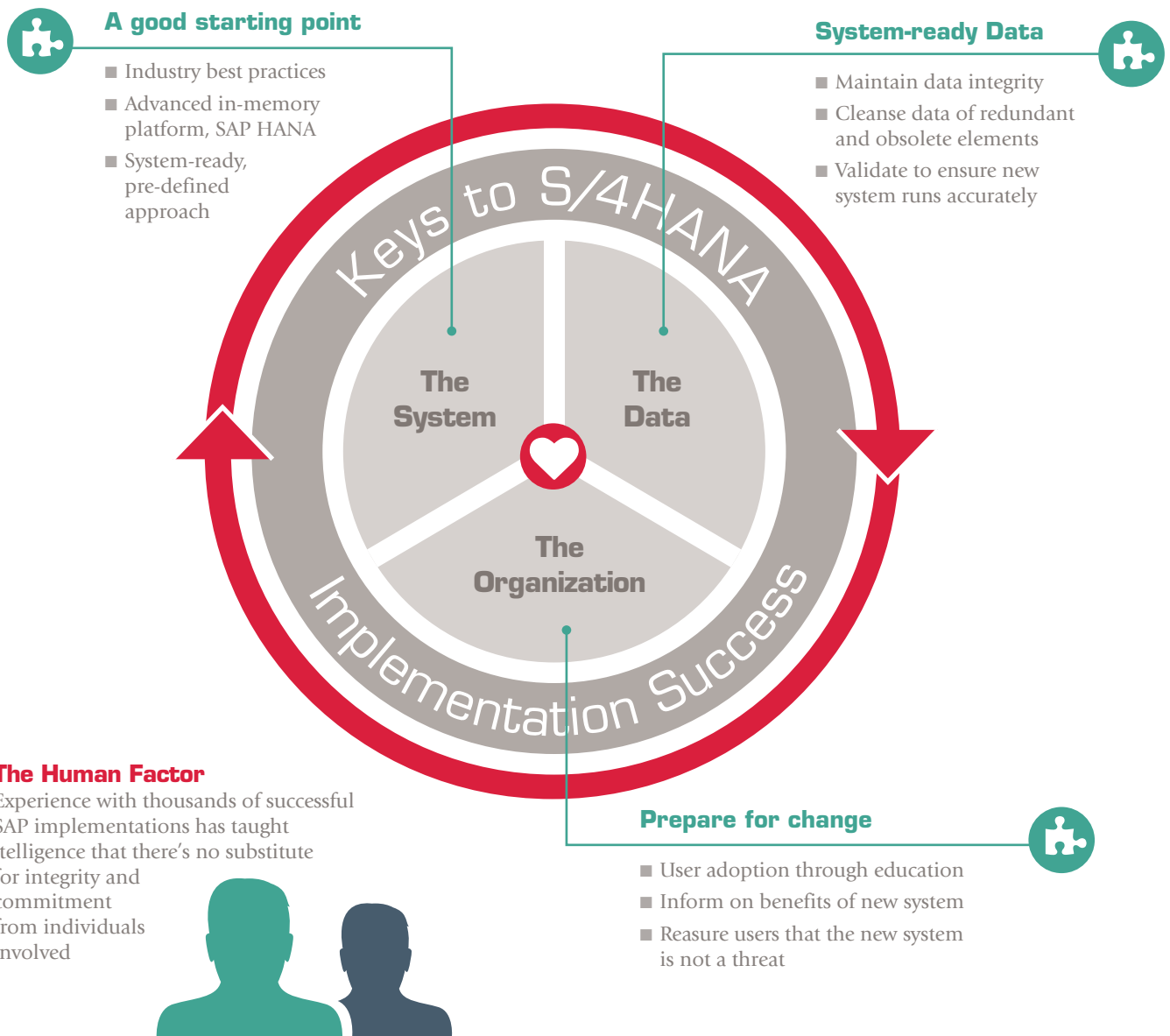
SAP S/4HANA is a data-driven system, and the quality of data determines how well the system will work and how well it will address the client's challenges. With some implementation projects, the typical extract-transform-load (ETL) process may not always include the validation step that is essential to ensuring the new system will run as expected. In addition to slowing system performance, compromised data can result in a cascade of negative effects on mission critical tasks such as MRP runs and lead a business to incorrectly plan and produce orders and source materials from their supply chain.

Data quality isn't the place to cut corners in a high-stakes implementation project. Beyond simply transferring data from the legacy system, we use proprietary tools to cleanse data of redundant and obsolete elements and validate it to make sure it works the way it should — putting the client in the best position to benefit from the analytic strengths of SAP S/4HANA.

#2

The Data

A good starting point

- Industry best practices
- Advanced in-memory platform, SAP HANA
- System-ready, pre-defined approach

System-ready Data

- Maintain data integrity
- Cleanse data of redundant and obsolete elements
- Validate to ensure new system runs accurately

Keys to S/4HANA

The System

The Data

The Organization

Implementation Success

The Human Factor

Experience with thousands of successful SAP implementations has taught itelligence that there's no substitute for integrity and commitment from individuals involved

Prepare for change

- User adoption through education
- Inform on benefits of new system
- Reasure users that the new system is not a threat

#3 The Client Organization

Prepare your organization for change

We understand that people are each client's most valuable asset, and their understanding and support for change is critical to implementation success. An enterprise-class platform such as SAP S/4HANA only delivers value if users throughout the client organization understand it, adopt it, and embrace its potential to transform core business processes. In most cases, the client has been running the existing legacy system for years. Users know how it works and what to expect. A fundamentally new system that changes longstanding practices can be seen as a disruption or even a threat – creating resistance to change and reluctance to participate in the implementation project.

Our approach fosters user adoption from the outset through a methodology that educates and familiarizes users with the product so they can transfer their skills to their peers. We continue the education over the course of the entire implementation project by conducting workshops to familiarize users on the system and business processes so clients can see first-hand each step in the process flow.

This hands-on approach helps users make a confident transition from the legacy system to the new SAP environment. From day one, clients can see how the new system will meet their needs and affect their daily responsibilities, so they can hit the ground running with the solution's new capabilities.

The human factor behind itelligence's successful implementation approach

Even with an advanced approach that ensures the client's system, data, and organization are prepared for a smooth and successful implementation, the experience we've gained with thousands of successful SAP implementations has taught us that there's no substitute for the integrity and commitment of the people involved. We're proud that our consultants care so deeply about the success of every client project. It isn't always easy to find people who combine experience, expertise, and the highest standards of professionalism, but that unique mix is critical to the quality of each project we undertake. It is what makes itelligence today's preferred partner for companies interested in the transformative potential of SAP S/4HANA.

For more information on how itelligence can help you make a smooth transition to SAP S/4HANA, contact us at

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» www.itelligencegroup.com.