FUJITSU

How can S/4HANA unlock the full potential of your people?
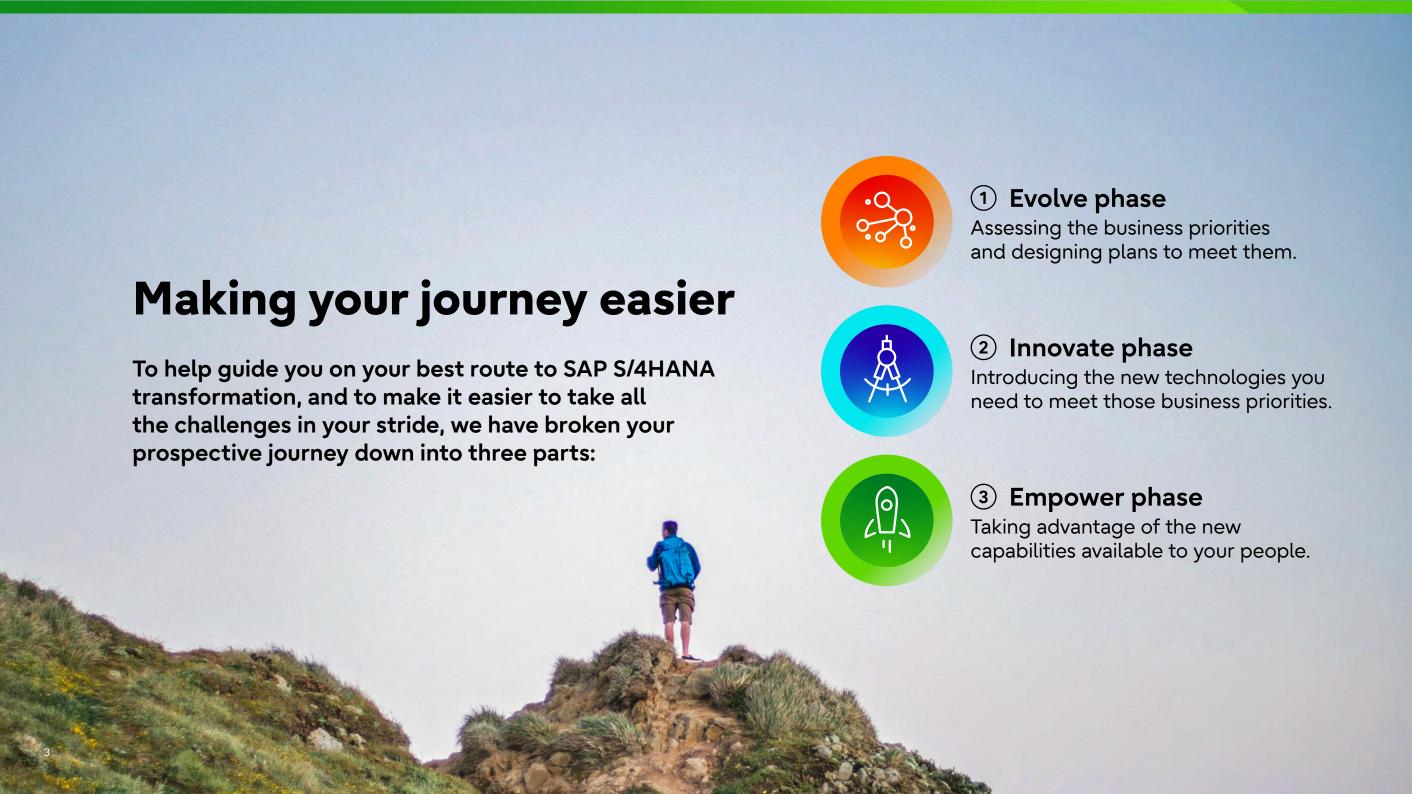
The Fujitsu guide to successful transformation

Contents

Making your journey easier

To help guide you on your best route to SAP S/4HANA transformation, and to make it easier to take all the challenges in your stride, we have broken your prospective journey down into three parts:

① **Evolve phase**
Assessing the business priorities and designing plans to meet them.

② **Innovate phase**
Introducing the new technologies you need to meet those business priorities.

③ **Empower phase**
Taking advantage of the new capabilities available to your people.

Empower

In this eBook, the final one in the trilogy, we're focusing on how your people can use the new technologies available to make their lives easier and the organization more productive and sustainable.

So, let's finish this journey together as we strive to achieve the best possible return for your investment.

Where do we start?

In the business community, S/4HANA is generating excitement and anxiety in equal measure.

Migration presents a huge opportunity for your organization – one that you cannot afford to ignore. The view shared by most experts in the business and technology spheres is that SAP's rethinking of the way it uses and presents data has huge potential benefits for every user. A stronger, cloud-based, and future-ready SAP estate, they would argue, can transform the productivity of your business and empower your workforce like never before.

But, on the other hand, organizations also understand that migrating involves a big step into the unknown that demands much work internally, with plenty of effort and planning needed – and lots of questions along the way. Change is always a challenge, especially in a fast-moving marketplace. Migration brings complexity and risk.

36%

of organizations say they are yet to decide on their migration strategy[1]

1. An Intelligent Engine for a New Era p2
https://www.fujitsu.com/dk/Images/40411_Insight_guide_____An_Intelligent_Engine_for_a_New_Era_____SAP_S_4HANA.pdf

There is no linear, one-size-fits-all path for a customer journey

Every organization will be starting from a different place, which means yours will not be the same as anyone else's and the questions you need to ask will be different too.

To ensure you don't lose your way as you progress towards successful S/4HANA migration, what you need is an experienced guide who has all the answers. A partner like Fujitsu, perfectly equipped with all the right expertise and technologies to take your headaches away and help you make the big decisions with confidence.
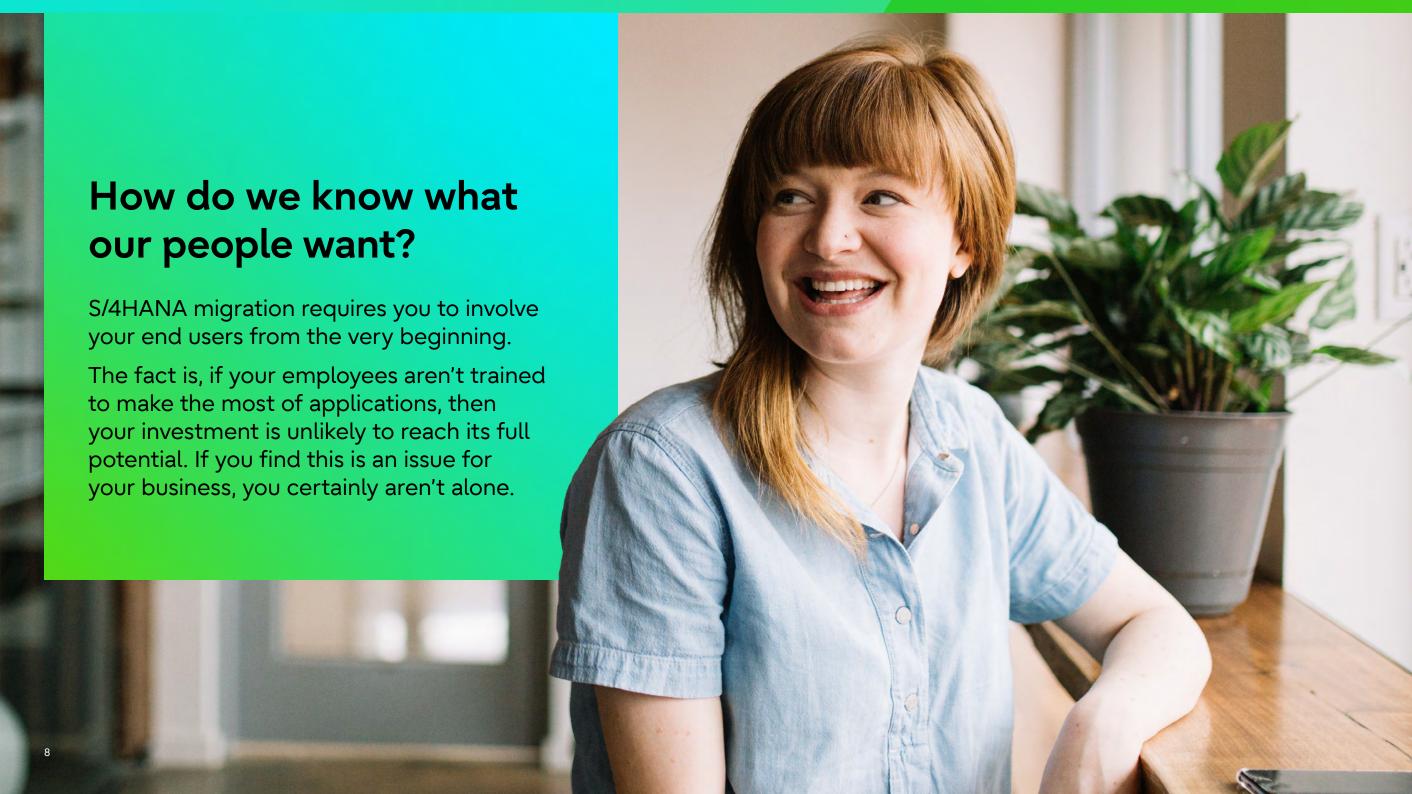
Unlock your full potential with our support

Working together, we can unlock the dynamic business potential that's within every part of your business. We can ensure your organization is ready to accelerate your transformation and your people are happy to embrace it.

The success of your S/4HANA migration is directly linked to your ability to rethink your priorities when the world changes – as it has been doing at a tremendous pace recently. Agility is needed throughout your organization and to achieve this you need to ensure you bring your people on this exciting journey with you.

Quick answer

It's not about where you start or finish. Sustainable transformation is not a one-time event, it's ongoing – it's a methodology and a mindset.

How do we know what our people want?

S/4HANA migration requires you to involve your end users from the very beginning.

The fact is, if your employees aren't trained to make the most of applications, then your investment is unlikely to reach its full potential. If you find this is an issue for your business, you certainly aren't alone.

Easy to use and intuitive is always good

Customers regularly ask us how they can increase adoption of new technologies within their organization. It's only natural that they want SAP to be an easy-to-use and intuitive system, as then it will get used more and the organization will achieve a better return on their investment.

The good news is, 'easy to use' is definitely the way things are going. Popular phone and tablet apps are driving a trend towards a similar intuitive feel for corporate apps.

> Why partner with Fujitsu?

Fujitsu focuses on providing applications that are used from the very beginning. We understand that usability is best focused on during the design stage of an application, when improvements are easier and less costly to make. That's why we liaise with employees, gauging regular feedback on usability throughout the design process.

Making light work for employees of Fujitsu Network Communications (FNC)

FNC Manufacturing builds hundreds of different models and components with a high variability of parts and configurations. They were looking for a partner who could provide a smarter manufacturing solution, while working within their in-house Manufacturing Execution System (MES).

Fujitsu's SAP part-presentation 'Light Show' has given FNC's assembly operators a clever solution, where the required parts for each model are indicated with LED lights mounted on the front of the box containing each required part. The operators simply pick up parts from the boxes that are lit.

By expanding the Light Show system, assembly operators were also guided on which tools they needed to assemble any particular model. The benefits were smarter operations, the effective elimination of human error, a streamlined assembly process, and a happier and more productive workforce. In their own words, "it is virtually impossible for us to make a mistake."
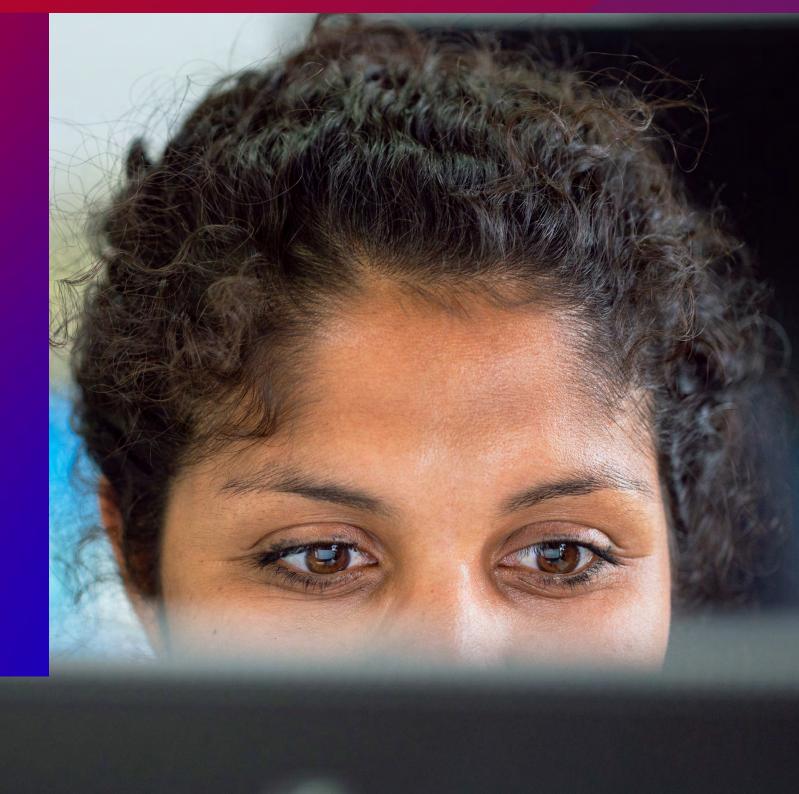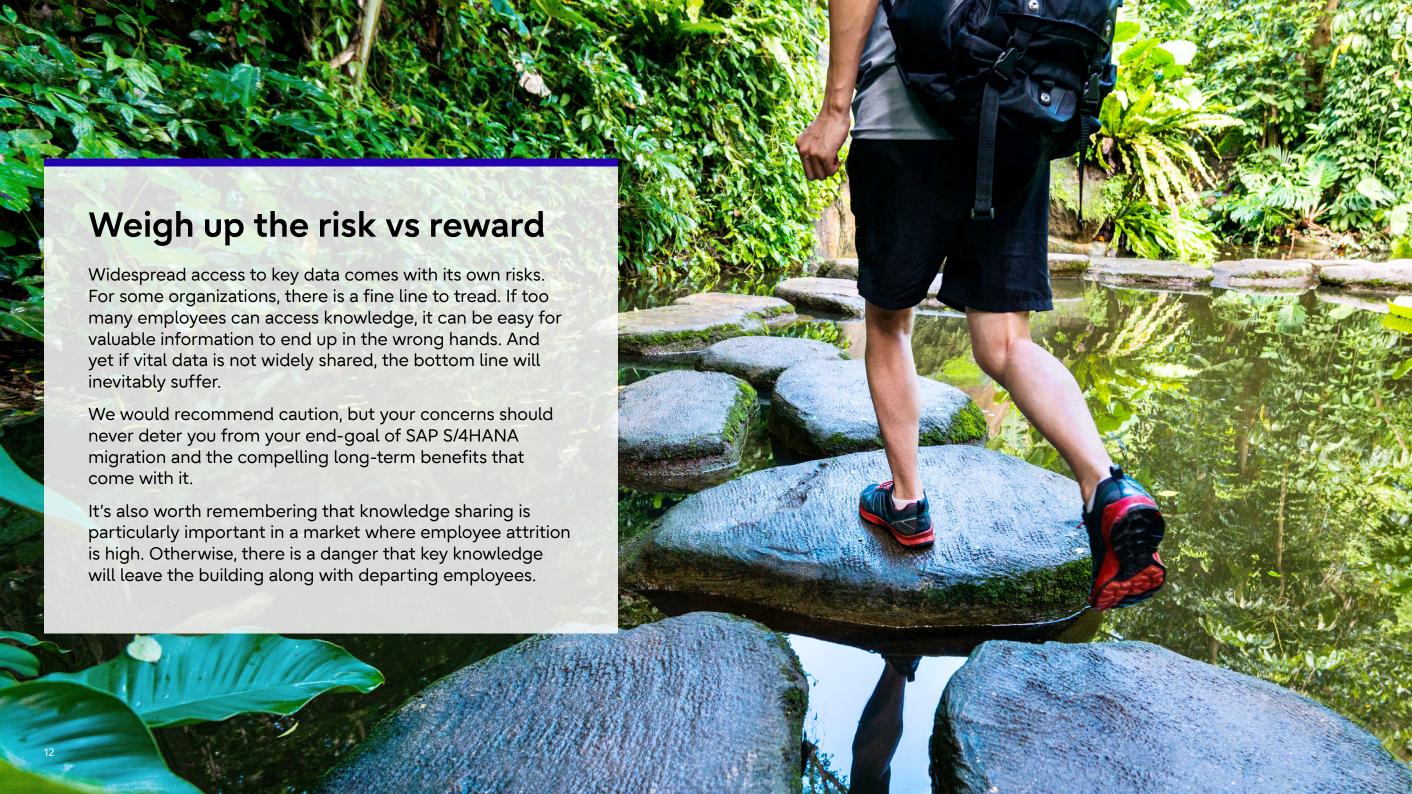
> **Quick answer**
>
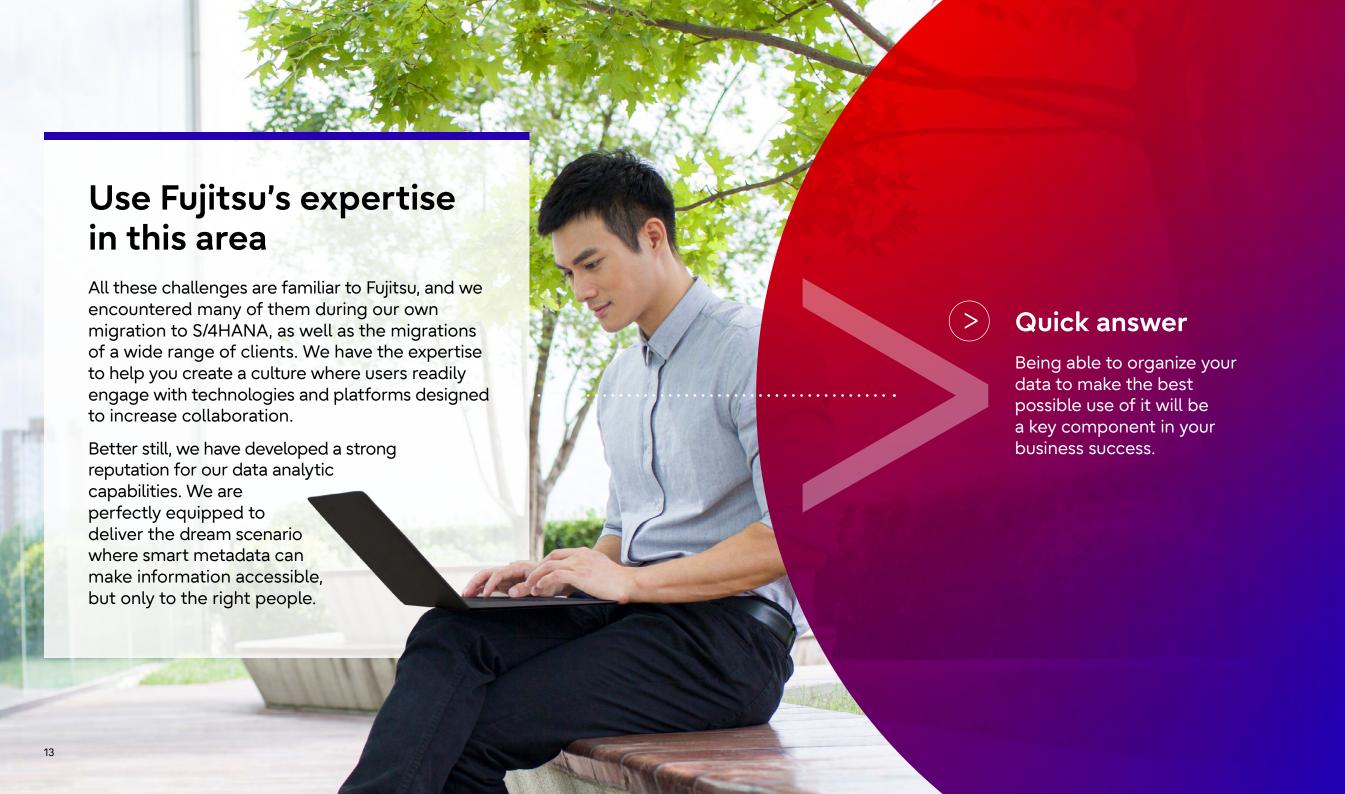> Usability is key for getting buy-in for applications from your employees.

What about our data?

In today's ultra-competitive world, knowledge can give you a telling advantage. It's no wonder why 51% of organizations say that data analytics is their top priority for the next 18 months[2]. However, the value of your data will be limited if only a few employees are able to access it. In the race against your key business rivals, you cannot afford to let a silo mentality slow you down.

S/4HANA takes separate databases and enables them to connect seamlessly, which means your employees will be in a better position to talk to each other and share meaningful information.

Weigh up the risk vs reward

Widespread access to key data comes with its own risks. For some organizations, there is a fine line to tread. If too many employees can access knowledge, it can be easy for valuable information to end up in the wrong hands. And yet if vital data is not widely shared, the bottom line will inevitably suffer.

We would recommend caution, but your concerns should never deter you from your end-goal of SAP S/4HANA migration and the compelling long-term benefits that come with it.

It's also worth remembering that knowledge sharing is particularly important in a market where employee attrition is high. Otherwise, there is a danger that key knowledge will leave the building along with departing employees.

Use Fujitsu's expertise in this area

All these challenges are familiar to Fujitsu, and we encountered many of them during our own migration to S/4HANA, as well as the migrations of a wide range of clients. We have the expertise to help you create a culture where users readily engage with technologies and platforms designed to increase collaboration.

Better still, we have developed a strong reputation for our data analytic capabilities. We are perfectly equipped to deliver the dream scenario where smart metadata can make information accessible, but only to the right people.

> Quick answer

Being able to organize your data to make the best possible use of it will be a key component in your business success.

13

How do we know if we're at maximum efficiency?

Your processes are your processes. Changing them can be a major challenge and that can make it difficult to make an accurate judgement call on how efficient they really are.

You need to be able to benchmark your current process efficiency against industry standards. Only then can you truly assess the sizable benefits to your business that will be made by migrating to S/4HANA.

First, understand your current issues

As you assess your processes before you start your migration journey, you need to consider if your current technologies are delivering the promised performance. And if not, why not? Maybe, for one reason or another, your people are not engaging with them as expected. This is a common problem and provides a good lesson on the road to S/4HANA.

Efficient processes are important for any organization and many are drawn to S/4HANA's reputation for enhancing the entire enterprise's capabilities. Immediate benefits include reporting, planning, and overall business processes as your in-memory data is available in real time and easily accessible.

S/4HANA has been designed to support workflows and users will be guided through the processes more easily than with your current technologies. Your employees will be able to use any device they want, making them more flexible, and they will be able to analyze data on the front line, where it can make the most difference.

Take advantage of the Fujitsu partnerships

It's worth noting that process flows in tooling, such as Celonis, are growing in popularity. Fujitsu co-creates with partners like Celonis to get you where you need to be with S/4HANA. Always determined to improve our offering, we are now busy working towards dashboard-style, real-time, end-to-end process flows.

As we help you automate more and more of your processes, manual effort can quickly be reduced which frees up your employees to add value carrying out more worthwhile and rewarding tasks.

Maximum efficiency assured for CeramTec

CeramTec is a leading industrial manufacturer of industrial ceramic for the automotive, electronics, environmental engineering and medical technology industries, as well as many other applications.

The company sought Fujitsu's help to gain an overview of the current state of its SAP infrastructure. All assessing processes ran in the background without impairing existing system performance.

The system assessment revealed outstanding figures, which highlighted that the company's SAP landscape is already well prepared for future development. This was good news for CeramTec and the 3,600 employees who were already benefitting from a 'good' response time of more than 99 percent.

> ## Quick answer
>
> Ultimately, S/4HANA will make your processes more streamlined and cost effective.

What are the benefits of real-time intelligence?

What do we mean by real time? These are the moments in which a process or event actually occurs. Within the Connected System, the input data and intelligent data is processed to all intents and purposes in real time (we're talking milliseconds afterwards), so it is available for immediate use.

It's hardly surprising that much of the talk these days focuses on the empowering data analytics and dashboards contained within S/4HANA. That's because the resulting benefits for organizations are truly game-changing.

A chance to maximize value

With all the information to hand, you know exactly what you have and where it is. This means your people can report availability, streamline supply chains, and predict delivery performance – all in real time, then use intelligent systems to keep everything moving and available when you need it.

The key focus is on being able to use accurate data to make decisions quickly in response to external factors. It's not just about uncovering useful data – it's about doing so ultra-fast to maximize its value.

> Why partner with Fujitsu?

Fujitsu is perfectly equipped to help you with all this. We start by understanding what the business needs to know, how it currently uses data and how you would like to expand your capability by acquiring useful data you don't yet have. From there, we work together to establish your ongoing data strategy.

The aim is always to help you respond quickly to any changes in your business by detecting them promptly and enabling you to react at speed. Better still, we can provide you with end-to-end capability. We can help you understand what data you need, how to capture it, and how best to present it to the people who need to see it.
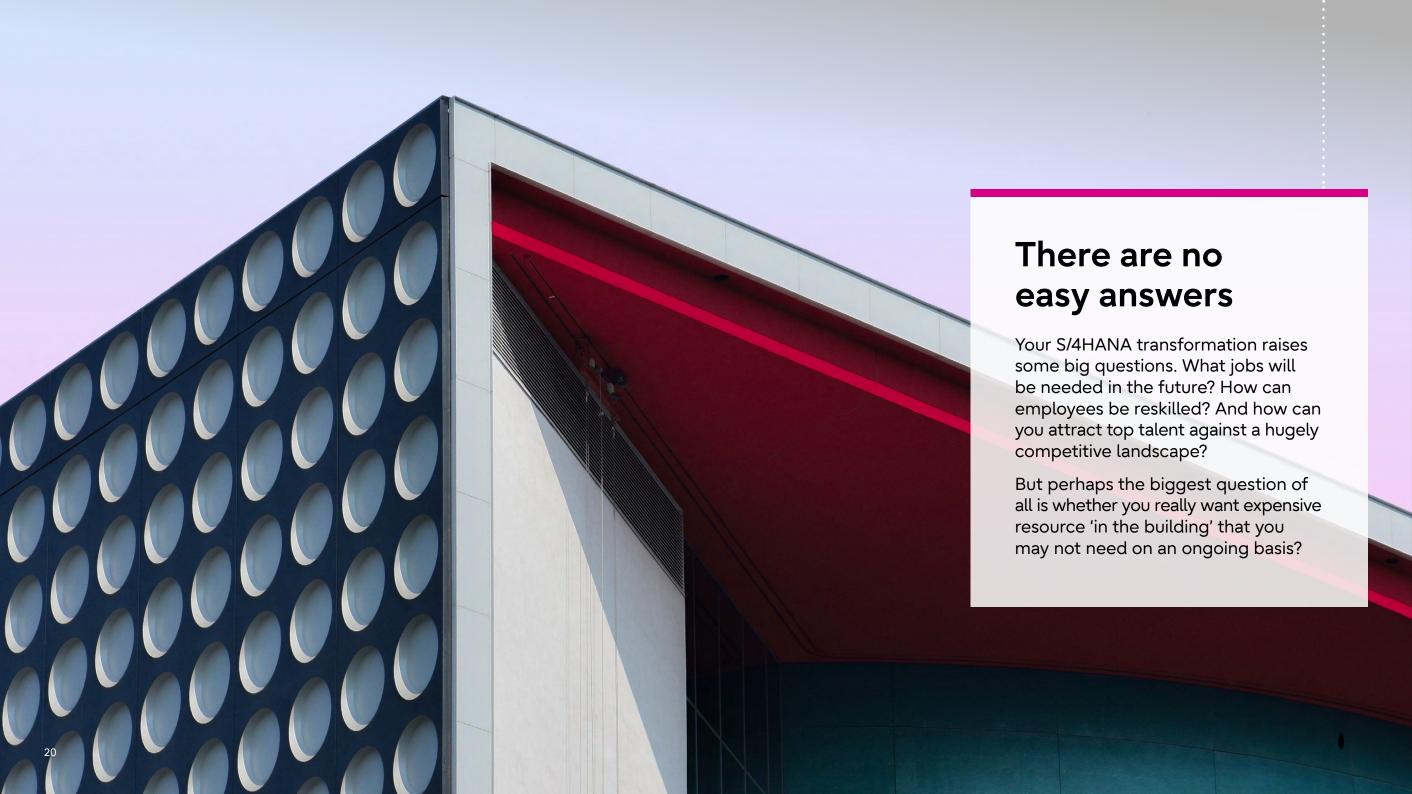
Quick answer

The availability of real-time information will help your organization make faster, better-informed decisions.

Why can't we find the tech skills we're looking for?

Digital skills are now a priority as every organization undergoes their own transformation. So, it's hardly surprising there's a global technology skills shortage.

The simple reason that demand is outstripping supply is down to the fact that technology is advancing so fast. The supply of talent and the accompanying training is simply not able to keep up with this dramatic pace of innovation. No wonder you're finding it harder than expected to fill those vacancies in the IT department. It's probably why seven out of ten organizations say that reskilling existing talent is a key priority.

There are no easy answers

Your S/4HANA transformation raises some big questions. What jobs will be needed in the future? How can employees be reskilled? And how can you attract top talent against a hugely competitive landscape?

But perhaps the biggest question of all is whether you really want expensive resource 'in the building' that you may not need on an ongoing basis?

Overcome this hurdle with the help of Fujitsu

Doesn't it make more business sense to bring in a partner like Fujitsu with a large pool of qualified resources readily available for you to tap into, as and when you need them? This will save you the cost of retaining skills that could easily be more cheaply procured externally. It will also save you the cost of training specialist skills in-house. And, it will help you develop a robust partner ecosystem – something that is a priority for many businesses now, in an effort to fill in talent gaps using companies that already specialize in doing these things really well.

Taking into account the current skills shortage, this way forward will spare you the challenge of retaining specialist technology skills which are in short supply and can easily be lured away by larger salaries.

> Quick answer

Maybe you can't. The current world-wide shortage of technology skills makes it even harder to handle your S/4HANA migration in-house, but having a partner like Fujitsu means this is no longer an issue for you.

How can we become more sustainable?

Sustainability used to be a side issue, but it has now become central to business success. An organization's approach and its commitments to initiatives such as Net Zero increasingly matters to customers and employees. It influences who they choose to buy from and work for. Organizations that fail to address sustainability risk alienating their customers and workforce, while damaging their reputation.

Putting sustainability front and center

Advancing your business sustainably and operating responsibly is absolutely essential to meeting your ESG targets and benefiting wider society. To do that, you need to leverage the right technology, digital practices, data, and shared values. Only then can you make a positive environmental, societal, and economic impact. This is where Fujitsu and SAP can support you. S/4HANA provides the foundations for you to transition to a more sustainable business model by measuring and reducing emissions, ensuring ethical supply chains, and investing in your people. And all this while making operations simpler and more efficient.

> Why partner with Fujitsu?

For everyone, sustainability needs to be a fundamental factor in all ongoing commercial decision making. Sustainable transformation means purposeful change. Keen to stay ahead of the curve, Fujitsu is already helping businesses advance in this area. For example, AB InBev is already benefitting from having full transparency and traceability of its supply chain using technology. By building this digital capability for AB InBev, the team are now closer to achieving their environmental and sustainability goals. We can do this for you too. So, you can look forward to a true net-zero future, unlock growth opportunities, reduce inequality, ensure employee wellbeing, and benefit society at large.

Reducing the carbon footprint for Raysut Cement Company

Raysut Cement Company (RCC) is the largest producer of cement in Oman. It partnered with Fujitsu to upgrade to SAP S/4HANA to increase performance, visibility and usability. The ageing SAP platform was unpopular with users and often ignored in favor of time-consuming and error-prone paperwork.

Fujitsu's end-to-end solution for Raysut provided SAP-certified cement industry-specific templates to automate business processes. It also delivered Integrated System PRIMEFLEX for SAP HANA built on PRIMERGY servers, ETERNUS storage and Commvault disaster recovery.

As a result of our work, performance speeds have doubled, increasing user productivity and reducing frustration. SAP-certified templates make process automation simple and have reduced paper usage by 50,000 sheets, saving money and also significantly reducing the company's carbon footprint.

> Quick answer

More and more customers are looking for full supply chain visibility, so they can check out your sustainability credentials. That's something you can provide with the help of S/4HANA.

Are we ready to move forward?

As a successful S/4HANA transformation depends on a highly personalized approach, you need to choose a technology partner that delivers solutions 'with you', not 'to you'.

S/4HANA is an intelligent technology that boosts the mental power of an organization and the people within it. The really big change you will experience when your migration is successfully completed is the ability to combine analytics with transactional tasks. As a result, the system itself can predict and propose solutions to what you need – that's true intelligence.

Fujitsu has the operational excellence, technical expertise, and people-centric approach to guide you on your personalized journey. We have been working with SAP from the beginning and have the experience to help you make the most of the opportunity that S/4HANA represents.

Using our wealth of experience, we can help your organization deliver value, navigate complexity, and unlock potential – and it won't be just Fujitsu's expertise at your disposal.

Our network of partners will support you all the way

We have signed a Platinum Partnership agreement with Schneider-Neureither & Partner SE (SNP) to provide the BLUEFIELD™ approach for SAP® S/4HANA conversions.

This partnership combines the digital transformation capabilities of Fujitsu, a strong global brand with deep expertise in multiple industries and SAP, with the unrivalled experience of the SNP Group, the world's leading provider of data transformation software in the SAP environment.

The BLUEFIELD™ approach is a consolidation of current regional SAP systems into one global SAP S/4HANA system. This tends to be the right option for very large corporations with complex structures, but this is not for everyone, and a Greenfield or Brownfield approach might be more relevant for your business.

Alternative migration approaches

Organizations looking at a Greenfield implementation are either new to SAP or have probably been running SAP for quite a while, so for them this represents a fundamental change, both functional and technical.
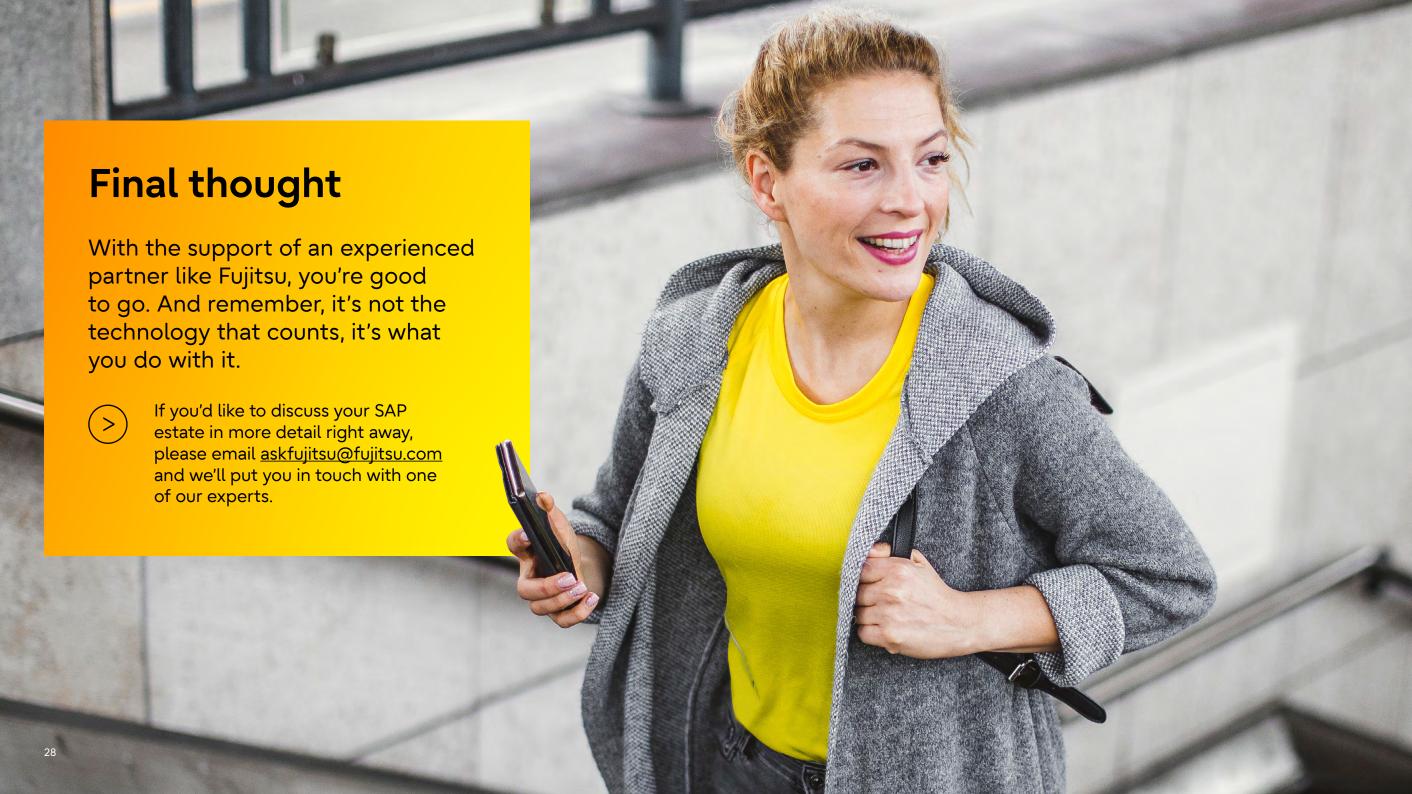
Customers favoring a Brownfield migration are more likely to be recent adopters of SAP (in the past five years) and so can keep the structure they already have in place and upgrade it to run under S/4HANA. This involves a complete conversion of an existing SAP Business Suite system.

Achieve your desired business outcomes

Together, with our partners and working hand-in-hand with you, we co-create to help you configure S/4HANA the way you want and need it. We can create specific adjustments, even up to the way the user-interface looks and works. In this way, we make it a perfect fit for your business.

Fujitsu will help you migrate, deploy and exploit. We'll also help you see the big picture from the point of view of desired business outcomes and empower your people to achieve more.

In a nutshell, Fujitsu delivers a solution that brings together infrastructure, services, licensing, and consulting. So, you have everything you need to put intelligence at the heart of your business.

Final thought

With the support of an experienced partner like Fujitsu, you're good to go. And remember, it's not the technology that counts, it's what you do with it.

> If you'd like to discuss your SAP estate in more detail right away, please email askfujitsu@fujitsu.com and we'll put you in touch with one of our experts.

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