FUJITSU

How can S/4HANA help you meet your business priorities?

The Fujitsu guide to successful transformation

Contents

Breaking down your journey into manageable stages

While the prospect may be a little daunting at first, you know you need to upgrade your ERP system to SAP S/4HANA to benefit your organization going forward. You can't just keep putting this project into the 'too hard' basket, postponing the inevitable.

To help explain your best route to sustainable transformation, and to make it easier to take all the challenges in your stride, we're breaking 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.

Evolve

The first phase involves coming up with a plan that meets your all-important business priorities, and this first eBook in the trilogy covers this initial part of the journey.

SAP S/4HANA transformation can take even the biggest organizations out of their comfort zone, so enlisting the support of an experienced partner, like Fujitsu, is a popular way of ensuring success. Fujitsu has both the experience and expertise to guide your decision-making every step of the way. So, let's get started on this together.

How do we know where to start?

Not every organization begins this journey in the same place, but they do all share a common destination. You're heading towards a stronger, cloud-based, future-ready SAP estate that can transform the performance of your business.

Getting your move right takes time and expertise that you might not currently have within your organization. And getting it just a little bit wrong can have damaging consequences to your business, your data, and your reputation.

Begin by focusing on your business priorities

Success in this journey requires an unwavering focus on your business priorities and outcomes. You will need to encourage collaboration among multi-disciplinary teams, where individuals come together to work on specific projects and then splinter again when their skills are no longer needed for that particular purpose. Agility is one of the key secrets to a smooth transition.

But there are challenges that you'll need to face and overcome along the way. Most of these are likely to center around the initial price and scale of the project, as you compete with other internal business demands for budget approval. This is what every organization is struggling with. However, you shouldn't find it difficult to demonstrate what savings would be made and how productivity would be increased; such is the strength of the business case for S/4HANA.

There can also be nervousness regarding the best approach to take for migration and the new people skills that will be required – you need to live with these concerns. Change is never easy, but the rewards at the end of your journey are likely to outweigh the risk involved. Lose your nerve and refuse to move forward, on the other hand, and your competitors are sure to leave you behind in their wake.

Fujitsu can provide a roadmap for your migration

Partner with Fujitsu and we can help you ask all the right questions. Better still, we have the expertise to provide all the right answers for your organization.

Rethinking your operations requires a methodical strategy. You need to understand where you are now in terms of your SAP ERP system, the core of your business, and where you want to be over the medium- and long-term.

Moving towards the business processes of the future requires more than simply investing in ERP applications to digitalize existing processes. Organizations now have the perfect opportunity to reinvent the entire business process. That's everything from reducing the number of steps and documents required to achieve a more efficient outcome, to increasing security and regulatory compliance, while reimagining processes to become more sustainable and meet ESG targets.

With the current need for agility and digitalization, the right hardware available, and the capability of networks today, it does seem as though the stars are perfectly aligned for those ready for transformation.

Learn to embrace change

Success is all about adopting the right frame of mind. Sustainable transformation is not a one-time event – it's a constant and a methodology. That's why the case for S/4HANA is linked to your ability to rethink your priorities when the world changes and reimagine your goals.

To help you keep your business priorities in focus throughout the journey, we have broken this part of the story down into eight key areas that will all need consideration before you choose your own path.

Quick answer

There is no linear, straightforward path for such a complex customer journey, so each transformation is as unique as the organization's individual circumstances. But the help of an experienced partner like Fujitsu can help make light work of these uncertainties.

What do we need to know about ERP evolution?

Each client's business case for S/4HANA is different, but most will involve implementing enabling digital technologies such as Robotic Process Automation (RPA), the Internet of Things (IoT) and Blockchain technology.

You will need to prepare a business case for your upgrade, with return on investment (ROI) at its heart. In a best-case scenario, your ERP evolution will pay for itself.

Naturally, you'll want to reduce the total cost of ownership (TCO) of running SAP and maximize value from your investment with affordable IT for the years ahead.

You will most likely already know that you need better data insight and better integration between the different parts of your business. However, it can be hard weighing up the potential rewards with the time, trouble, and expense involved.

You're moving towards seamless integration

You will want to simplify operations, achieve seamless integration, and bring together the wider SAP products and offerings. Not only will S/4HANA reduce costs, it will also uncover valuable insights that will drive your business forward.

But ultimately, this is all about achieving your business goals in a way that is simply not possible with the limited technologies currently at your disposal.

> Why partner with Fujitsu?

Fujitsu has so much experience in this area and has even recently undergone its own successful SAP S/4HANA transformation. With the help of our partners, we are able to provide end-to-end capability from the platform to applications and support services and full digital technology capabilities.

Working with us, your SAP estate can be where you want it to be. We can help you partner with all the 'hyperscalers' including Azure, Amazon Web Services (AWS) and Google.

Quick answer

ERP evolution lies at the core of your business development. You need buy-in from the highest levels of your organization to enable the smoothest and most complete transformation possible.

How can we improve our organizational agility?

"My business has been run successfully like this for years – why should we change now?" This is no longer a question worth asking. The game has changed and if you want to keep pace with your competitors then you need to change too.

An agile approach will provide focus for your business priorities and enable you to take full advantage of the new profit-enabling technologies. To thrive in today's marketplace, agility is king. A business model that isn't adaptable can't cope with shifting demands and future innovations.

Use new agile working models

Implementing new technologies requires a level of organizational agility. Without this, your ongoing success is at risk. Use new agile working models with transient teams being brought together for individual projects and then disbanded when the job is completed.

Above all, align your teams and individuals with the company goals, so you are all pulling in the same direction. To enable you to achieve greater productivity, S/4HANA will help you break down the silos in your business.

> Why partner with Fujitsu?

Our IT and consulting teams work hand-in-hand to deliver a pragmatic approach to organizational agility. Adding to our expertise, we have recently undergone our own change program to become a fully-fledged digital experience (DX) organization. This hands-on knowledge enables us to help you avoid the pitfalls you may encounter on your own journey.

Quick answer

Many organizations are naturally resistant to change, so work needs to be done for your people to adjust to new flexible ways of doing business.

How will S/4HANA and Fujitsu help with our operational efficiency?

Operational efficiency is often a good barometer of business performance. But how do you measure it and how can you improve it? And, above all, how can you benchmark your organization's operational efficiency against that of your competitors? These questions are easily answered with the increased capability provided by S/4HANA with Fujitsu.
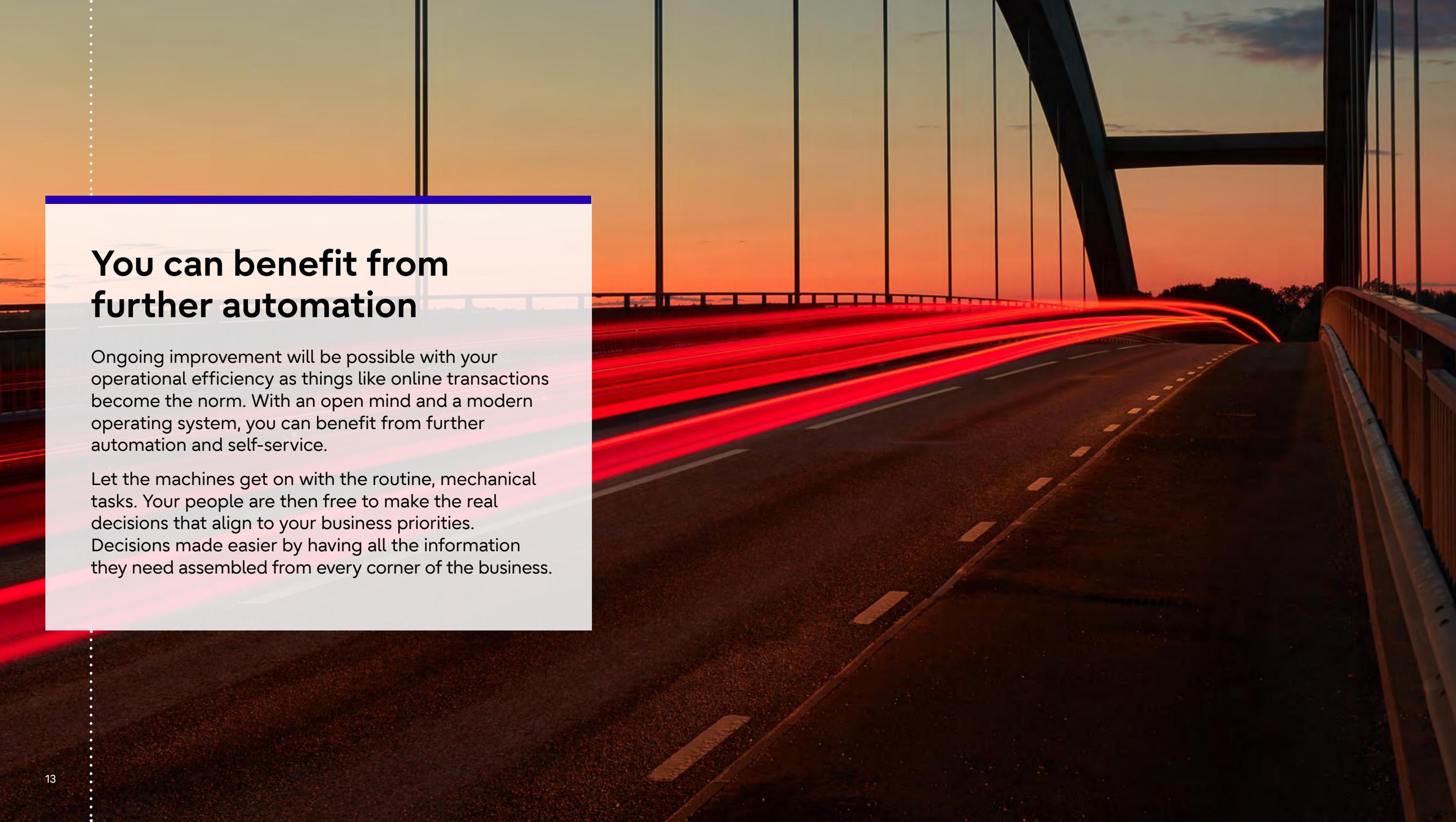
You can benefit from further automation

Ongoing improvement will be possible with your operational efficiency as things like online transactions become the norm. With an open mind and a modern operating system, you can benefit from further automation and self-service.

Let the machines get on with the routine, mechanical tasks. Your people are then free to make the real decisions that align to your business priorities. Decisions made easier by having all the information they need assembled from every corner of the business.

You will be able to prevent wastage

With these new insights available, you will enjoy better integration with your supply chain. Your organization will be able to prevent wastage that you're not even currently aware of. And you'll know that everything is secure and compliant with industry and government regulation.

Why partner with Fujitsu?

Fujitsu initially built a reputation as a pioneer over many years with technology products ranging from televisions to printers, and we have more recently developed a name for innovation within the world of digital technologies. With this versatility and breadth of experience, we understand that operational efficiency needs to be baked into any organization's ways of working until it is part of the cultural mindset.

The knowledge we can bring to the partnership will help you overcome your own specific challenges. We can, for example, oversee a transition to 5G, which has provided a step-change for many manufacturing organizations that have struggled to get reliable Wi-Fi in their buildings.

Keeping one eye on the future with ProMinent GmbH

One example of the kind of things we can do is the support we provided for ProMinent GmbH. Since 1960, the ProMinent company group has been manufacturing components and systems for metering liquids and water treatment. They were looking for a robust 24/7 data availability solution for the global operation of their SAP landscape, which was about to be migrated to SAP HANA.

The solution provided by Fujitsu and VEEAM delivered a new level of data availability without increasing complexity.

The backup software from VEEAM now generates snapshots via a special storage plug-in for ETERNUS. Quickly generated, these snapshots of the system require very little memory and can be used for backups or virtual test environments. The Recovery Point Objective (RPO) and Recovery Time Objective (RTO) times have also been reduced.

ProMinent's IT landscape was recently validated as being ready for SAP HANA during an HWCCT test. They exceeded many of the KPIs required by SAP by as many as 10 times.

> ## Quick answer
>
> With S/4HANA, you can improve your operational efficiency by accessing your data wherever you may be, gaining valuable insights with artificial intelligence (AI), machine learning (ML) and predictive analytics.

How can we achieve better asset optimization?

There is a widespread need for all organizations to ensure company assets are being used in the most productive and cost-efficient ways possible.

This means knowing where they are, what condition they're in, and how they're being used, every minute of the day. All this is linked to a desire to reduce Capex for the business.

You will have the insight to better manage your assets

Optimization can be achieved by bringing your data together with S/4HANA, so you can make informed decisions to better manage your assets.

With assets such as vehicles or machinery, the focus is on predictive maintenance to ensure they remain available when required. Dynamic scheduling of tasks that use assets will ensure the number of vehicles or machines needed will remain as low as possible.

New technologies will lead to new efficiencies

Technologies like IoT and tracking sensors will bring new efficiencies to assets like agricultural equipment. (These items used to be purely mechanical, but now GPS, IoT, and sensor technology exist in most modern tractors.)

A business that sells spare parts, for example, will be able to use the data at their disposal to understand where parts are and how they can get them into the field as quickly as possible to minimize, or even eliminate, downtime.

Why partner with Fujitsu?

We have the know-how to be able to build a business case and execute an asset strategy that is right for your business. Many customers believe asset optimization technology is new and unproven, but much of it has been in the field for some years now and the benefits are well established and well known to us.

Quick answer

With all the information to hand, you know exactly what you have, where it is, what condition it is in and when it is likely to need replacing. So, you can do things like report availability, streamline supply chains and predict delivery performance – all in real time. Then use intelligent systems to keep everything moving and there when you need it.

How can S/4HANA help us reach our sustainability goals?

When it comes to sustainability, it can feel like the weight of the world is on your shoulders. It's true there's no escaping the responsibility we all have in taking action on climate change. And with the current state of the planet, advancing your business sustainably is absolutely essential. This is where Fujitsu Uvance and SAP can support you.

Change is more than possible with the right partnership

Fujitsu and SAP share an ongoing commitment to creating a lasting, positive impact on the environment for future generations. By placing sustainability front and center of every transformation, we can help our customers do the same.

We do this by helping you focus on improving efficiency and transparency in your operations, eliminating waste, and ensuring responsible consumption and ethical practices are featured in any modernization plans. Leveraging SAP's exemplary track record of managing enterprise resources for almost five decades, we'll find ways for you to use your sustainability data more intelligently through S/4HANA. So, you can move forward for a true net-zero future.

Why partner with Fujitsu?

We believe that when you approach transformation in a sustainable, strategic way, it's not just your bottom line that benefits. Through Fujitsu Uvance – our commitment to driving a sustainable future – you can make a positive environmental, societal, and economic impact by leveraging the right technology, data, and shared values. It's all part of making sure your business priorities and your sustainability goals are aligned.

Quick answer

S/4HANA allows you to reimagine end-to-end business processes with sustainability in mind and accelerate your journey to achieving ambitious ESG targets.

What kind of competitive advantage can S/4HANA give us?

Competitive advantage can mean different things to different organizations but, essentially, the better you understand your products, your processes, your costs, your customers and your competition, the easier it will be for you to find competitive advantage.

Benefit from the latest technologies

Using new technologies such as IoT and tracking to understand customers, you will become masters of customer experience management. You will be able to know what your customers really want and your organization will be agile enough to meet their changing needs in a seamless way.

With better supply chain management, you will also be able to get new services and products into the marketplace faster.

Why partner with Fujitsu?

Fujitsu can offer a range of leading-edge technologies including Robotic Process Automation (RPA), the Internet of Things (IoT) and quantum computing. These technologies can be brought together with traditional applications such as ERP and BI data to give you the edge you need.

Giving Hunter Douglas a competitive advantage

Hunter Douglas is the world's leading manufacturer of window coverings, as well as a major manufacturer of architectural products found in millions of homes and commercial buildings around the globe.

They needed a new partner to deploy SAP Manufacturing Execution and SAP MII at its Mexico plant, as they believed their existing solution was compromising their order fulfilment capability. They then wanted to roll out the solution to their other North American facilities.

On SAP's recommendation, they chose Fujitsu and we quickly designed their environment to work with SAP software and to deliver new efficiencies in existing processes.

We provided a best practice blueprint for further implementation across North America. Game-changing benefits that resulted for Hunter Douglas included total visibility of their inventory across multiple businesses, improved on-time delivery, optimized inventory levels by 30% and instant access to accurate, real-time data.

Quick answer

With S/4HANA, faster access to all the data that matters will enable you to reduce cost and increase quality, while offering better customer service and faster delivery.

How might migration lead to greater customer satisfaction?

Customer satisfaction is no longer just about a questionnaire. Customers are constantly being made aware of competitor services and products. They are now more demanding and more willing to change providers if service is not maintained and improved, year on year.

Take advantage of an optimized CRM system

Continuous feedback from customers is the way forward. Your organization needs an optimized CRM system. You need to understand the best way to engage with your customers and you also need to know what your customers are thinking.

Let's not beat about the bush - you need this knowledge fast, as some of your competitors already have it and are busy conducting more meaningful dialogue with customers.

New technologies help enhance customer satisfaction

Technology can improve customer satisfaction. For example, a global car manufacturer introduced a new technology into its vehicles so that, when something fails, the customer is immediately notified where to take the car. This new service means that the spare parts will already be waiting for them at the specified location.

Why partner with Fujitsu?

With our consulting services, Fujitsu always has the customer experience at the center of our thinking. It's never just a case of recommending technology for technology's sake, as we help create strategies that will meet your business priorities and can be deployed to increase customer satisfaction.

Quick answer

S/4HANA will bring all your data together so you can add more value for customers, using opportunities with data analytics.

What can we do to reduce our costs?

Configure your SAP setup to suit your own individual business needs and priorities. You don't need to waste time and money on systems you aren't going to use.

You can also reduce your overheads by consolidating maintenance plans, task lists and catalogues. And choose a billing option that works for your organization.
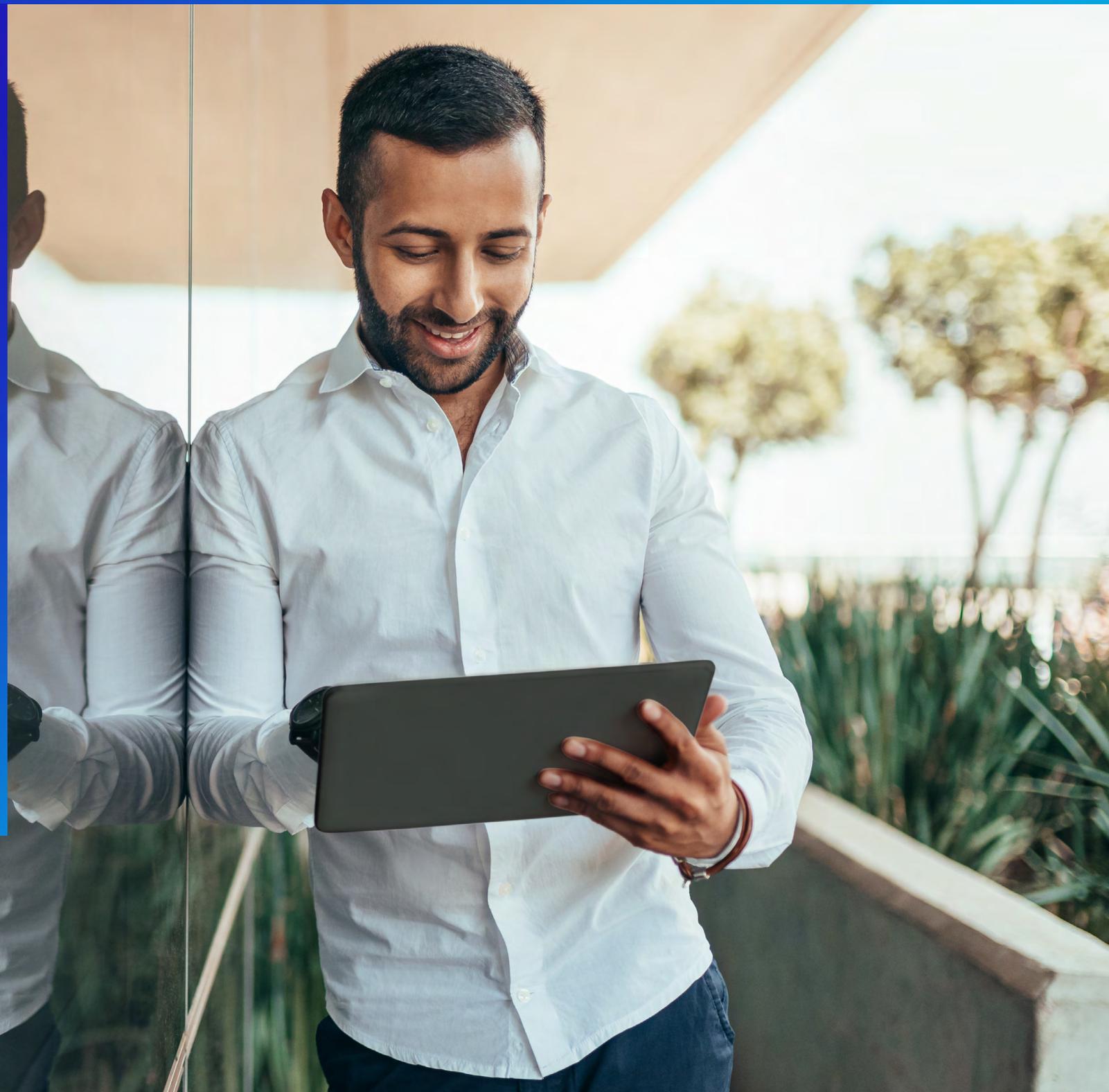
Save money by rationalizing licenses

Most organizations don't get around to conducting a complete assessment of their SAP estates, end to end, to see where savings can be made. You might find you can save money simply by terminating licenses for SAP functionality you no longer use.

Quicker implementations, automation tooling for testing, and process improvements will also save your organization money.

However, a word of warning – a determination to save money and reduce expense, at all costs, can very often be counterproductive. Often, it makes better business sense to invest more in S/4HANA transformation to secure bigger savings.

> **Why partner with Fujitsu?**
>
> Savings start from the moment you move to the cloud and introduce automation into your processes, and Fujitsu can point you in the right direction to reduce your costs at every turn.

Reducing costs for AdvanSix

A pioneer in resin and chemical production, AdvanSix is a new public company with roots that stretch back more than 90 years. They needed to quickly build an ERP platform to migrate their SAP systems, enabling them to thrive as an independent company. AdvanSix wanted to explore the public cloud option but needed an experienced partner to guide them.

Working with Fujitsu, AdvanSix transitioned to Linux®-based SAP HANA® on Microsoft Azure®, including over 50 interfaces with non-SAP systems. At the same time, the company moved to a Microsoft SQL Server® platform from an Oracle database.

The new ERP systems improved performance and reliability, and the cloud approach has worked out 10 percent cheaper than a traditional data center. As a result of Fujitsu's involvement, AdvanSix was also able to exit its original service six months early, saving further expense.

> Quick answer

Cost reductions can be made by reducing duplicate applications, moving to the cloud, and improving your helpdesk which will increase the likelihood of solving a problem at the first opportunity.

What kind of revenue growth can we expect?

What are the revenue opportunities you are currently missing out on? As the saying goes, you don't know what you don't know.

To provide the answers you need, you require a better understanding of every aspect of your own business to appreciate where the best revenue opportunities lie.

Richer data will lead to increased revenue

Good data is at the heart of everything, and that's what adoption of S/4HANA can provide. You need tools that provide better customer data and can deploy it faster and easier. These include things like dashboards that monitor information in real time.

Richer data will give you a better understanding of your customers and key demographics, to enable you to target the right audiences with the right marketing messages. S/4HANA enables customer segmentation which reveals who is spending the greatest amounts and which type of customer is most profitable.

> Why partner with Fujitsu?

Fujitsu can help you understand the make-up of your revenue streams and unlock the information in your data to further optimize revenue opportunities. Working with us, you can customize your own intuitive dashboards to enable you to monitor all your key data in real time, informing faster and better decision making to increase revenues.

Quick answer

SAP application development will provide the data from your ERP system to drive your revenue.

How do we find the right technology partner?

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'.

Fujitsu can offer the operational excellence, technical expertise, and people-centric approach to guide you on your personalized journey to S/4HANA transformation. We believe in putting your business priorities first.
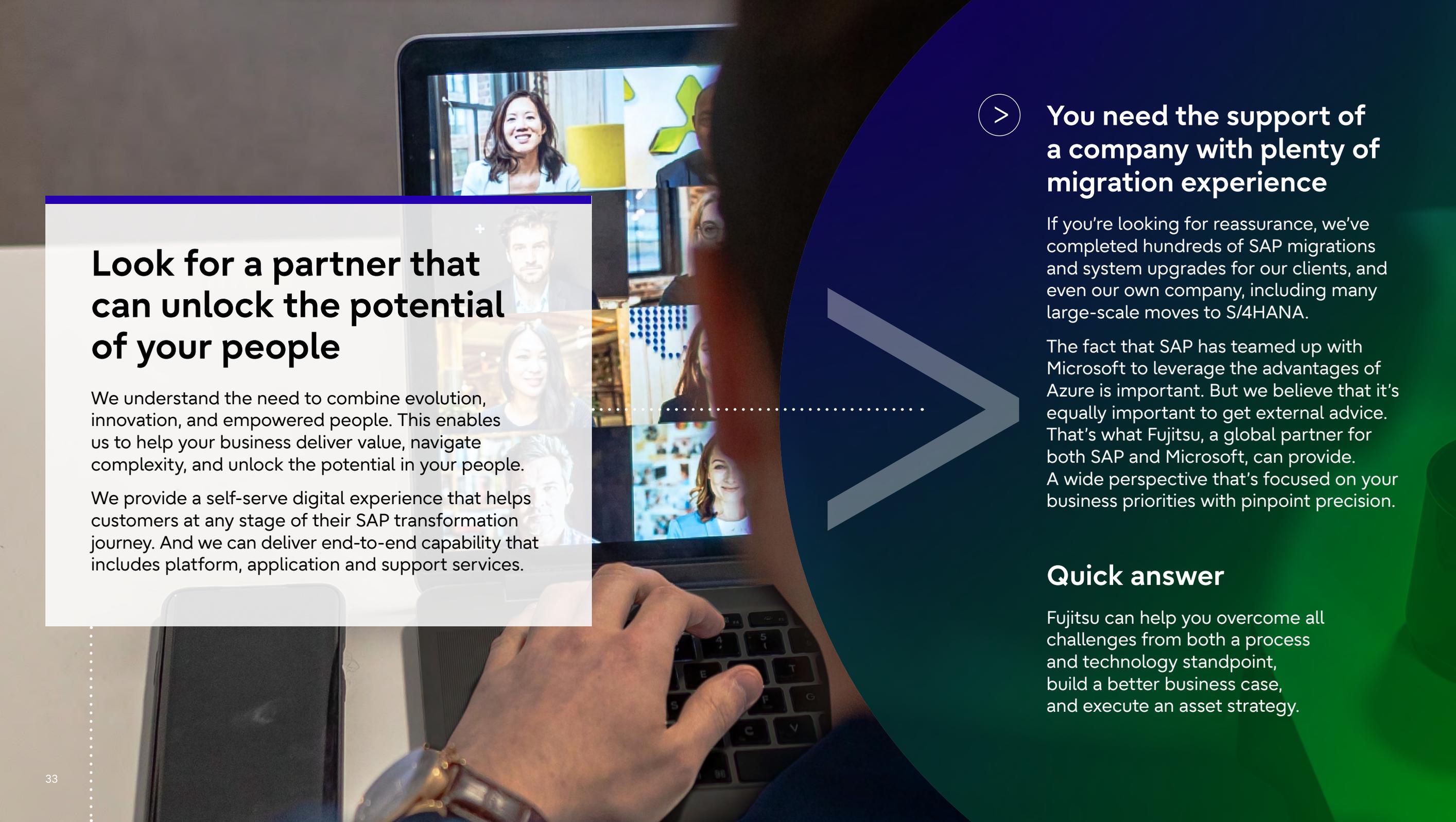
Look for a partner that can unlock the potential of your people

We understand the need to combine evolution, innovation, and empowered people. This enables us to help your business deliver value, navigate complexity, and unlock the potential in your people.

We provide a self-serve digital experience that helps customers at any stage of their SAP transformation journey. And we can deliver end-to-end capability that includes platform, application and support services.

> You need the support of a company with plenty of migration experience

If you're looking for reassurance, we've completed hundreds of SAP migrations and system upgrades for our clients, and even our own company, including many large-scale moves to S/4HANA.

The fact that SAP has teamed up with Microsoft to leverage the advantages of Azure is important. But we believe that it's equally important to get external advice. That's what Fujitsu, a global partner for both SAP and Microsoft, can provide. A wide perspective that's focused on your business priorities with pinpoint precision.

Quick answer

Fujitsu can help you overcome all challenges from both a process and technology standpoint, build a better business case, and execute an asset strategy.

What next?

So, with your business priorities agreed and a plan in place, you're ready to move to the next stage of your SAP S/4HANA journey.

The innovate phase focuses on the technologies you'll need to put your plan into action and is covered by the second in this series of three eBooks, entitled: 'What technology do you need for S/4HANA?'

> 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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