protiviti®
Global Business Consulting

SAP S/4HANA Implementation – Business Support

Helping Our Clients Avoid Costly Delays and Overruns

Any large business transformation or technology migration project brings inherent challenges that make the need for clarity a must. A poorly executed project can create risks such as negative impacts to financial performance, damage to brand, loss of customers and goodwill, and loss of talent. Most system integrators are technical experts that focus on customizing the system according to the requirements provided to them. This only represents one piece of the puzzle that constitutes a successful implementation.

Even when the project is supported by a strong implementation team, it is critical for the business to assume responsibilities for key activities before, during, and after the implementation. For an S/4HANA implementation project, the business is responsible for seven key areas presented in the graphic below.

70+% of ERP Implementations Fail or significantly exceed budgets due to lack of adequate business involvement.

System implementer assume significant risk to the organization often resulting in delays and cost overruns

Typical business responsibilities:

- Establish and own PMO and Governance processes
- Ensure system meets critical business needs by providing requirements and accept design for business processes
- Drive user adoption through effective organizational change enablement
- Confirm system functionality through thorough user acceptance testing
- Ensure system effectiveness through clean, accurate and quality data and data governance processes
- Ensure access to critical information by establishing a comprehensive reporting and analytics strategy and subsequent execution
- Ensure the system is protected by establishing adequate controls and effective security as part of the implementation

INNOVATE. TRANSFORM. SUCCEED.

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Protiviti Value:

Agility

- Ramp up and ramp down resources as needed to provide expertise
- Flexible staffing options to meet unique needs of each phase of your program
- Customize offering to your specific needs and scope of responsibilities – No "one size fits all"
- Provide backfill for critical client resources

Expertise

- Extensive domain expertise in all seven areas
- Established tools and accelerators to streamline efforts to accomplish business related tasks
- Dedicated practices and resources in each area
- Extensive SAP S/4HANA experience

Risk Reduction

- Reduce cost of implementation and avoid costly delays and excessive change orders
- Assure proper end-to-end business input into governance, testing and training activities
- Increase user adoption based on proper understanding of organizational change and effective communications, training, and end-user documentation
- Ensure thorough UAT with real business scenarios and validate the system is working as expected
- Provide actionable information through holistic reporting/analytics including 3rd party systems data
- Improve data quality by assisting with establishing/refining Data Governance process and providing critical focus on the data conversion process
- Ensure adequate security and controls are in place at go-live

For more information about

our strategy workshop

contact SAPsolutions@Protiviti.com

Ask About Our Strategy Workshop:
Business Readiness Assessment

- Half to full day program based on scope of review
- Assess ability to support responsibilities across and up to 7 areas
- Identify gaps and alternatives for remediation
- Provide executive summary of assessment

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