

# How Do You Decide the Right ERP for Your Enterprise Transformation?

**Daniel Smith**, Senior Director G&A Product Management, CSX

Las Vegas

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**SAP**insider

# WE ARE **ONE CSX**

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**CSX – Our Journey to SAP S/4HANA**  
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# CSX's Technology Transformation Vision



## **SAFETY AT THE FOREFRONT**

Digital eyes to maintain a safer railroad & community



## **EMPOWERED EMPLOYEES**

The right person with the right tools at the right time



## **CONSISTENT DEPENDABLE SERVICE**

An optimized, automated network of reliable assets

# ONE CSX



## **CUSTOMER CENTRICITY**

An engaging, connected & highly visible experience



## **AN ENERGY TRANSITION**

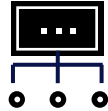
A suite of eco-friendly power options to reduce emissions

Igniting creativity to deliver cutting edge solutions for our customers, employees and the communities we serve

# Accelerating our technology transformation

## Operating Model

- Adopt an innovation culture
- Establish right shore labor model
- Agile and Product centricity for sustained success



## Data & Analytics



- Broaden information access and enable self-service
- Shift CSX data capabilities to the public cloud
- Empower employees with explainable AI for decision support

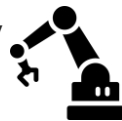
## Industry Collaboration

- Provide selective leadership at industry level
- Partner to advance rail advantage
- Technology partners for key capabilities



## Automation

- Automate back-office to improve efficiency
- Leverage AI for optimizing operations
- Deploy robotics for physical automation



## Modern Technology Infrastructure



- Implement modern network for next generation solutions
- Move CSX off the mainframe and out of the data center for faster value realization

## Platforms



- Adopt cloud platforms unlocking innovation and faster value delivery at scale
- Enable secure, integrated, self-service capabilities

## Cybersecurity



- Enhance our zero trust (*never trust, always verify*) security model
- Provide best-in-class cloud security
- Ensure *Operational Technology* meets regulatory mandates

# Selecting SAP & Partnering with Infosys

## SAP

- SAP is the leading accounting software provider in the railroad industry
  - Used by 9 of 10 major rails worldwide
- Industry-based innovation with opportunity to influence future offerings
- Annual user group meetings both in US and worldwide provide networking benefits
- Provide cloud-based efficiency

## Infosys

- Long-term CSX partner
- Top industry ratings as a system integrator
  - Offer pre-configured S/4 Hana solutions
- Provides end-to-end SAP services from consulting through implementation and into ongoing support
- Part of the SAP Leonardo Medallion: invited by SAP to develop and deliver new industry innovation solutions

# Program Objectives



## Standardization

Standardize and automate end-to-end business processes



## Compliance & Risk

Reduce compliance & security risks by supporting government regulations and industry standards



## Real Time Data

Provide real-time data that supports business decisions



## Growth & Integration

Establish a digital platform that enables long-term growth and integration



## User Experience

Deliver an improved user experience



# Critical Success Factors



## **Leveraging Railroad, Accounting & Procurement**

business process experiences and driving business value for CSX by implementing proven industry best practices



## **Implementation Methodology**

Integrate a proven hybrid S4 Transformation Implementation Methodology combined with Infosys expert resources and accelerator tools to safely manage and control the FSM project



## **Establish an Efficient Governance Model**

by implementing a data-driven project management approach and controls with early indicators to mitigate projects risks



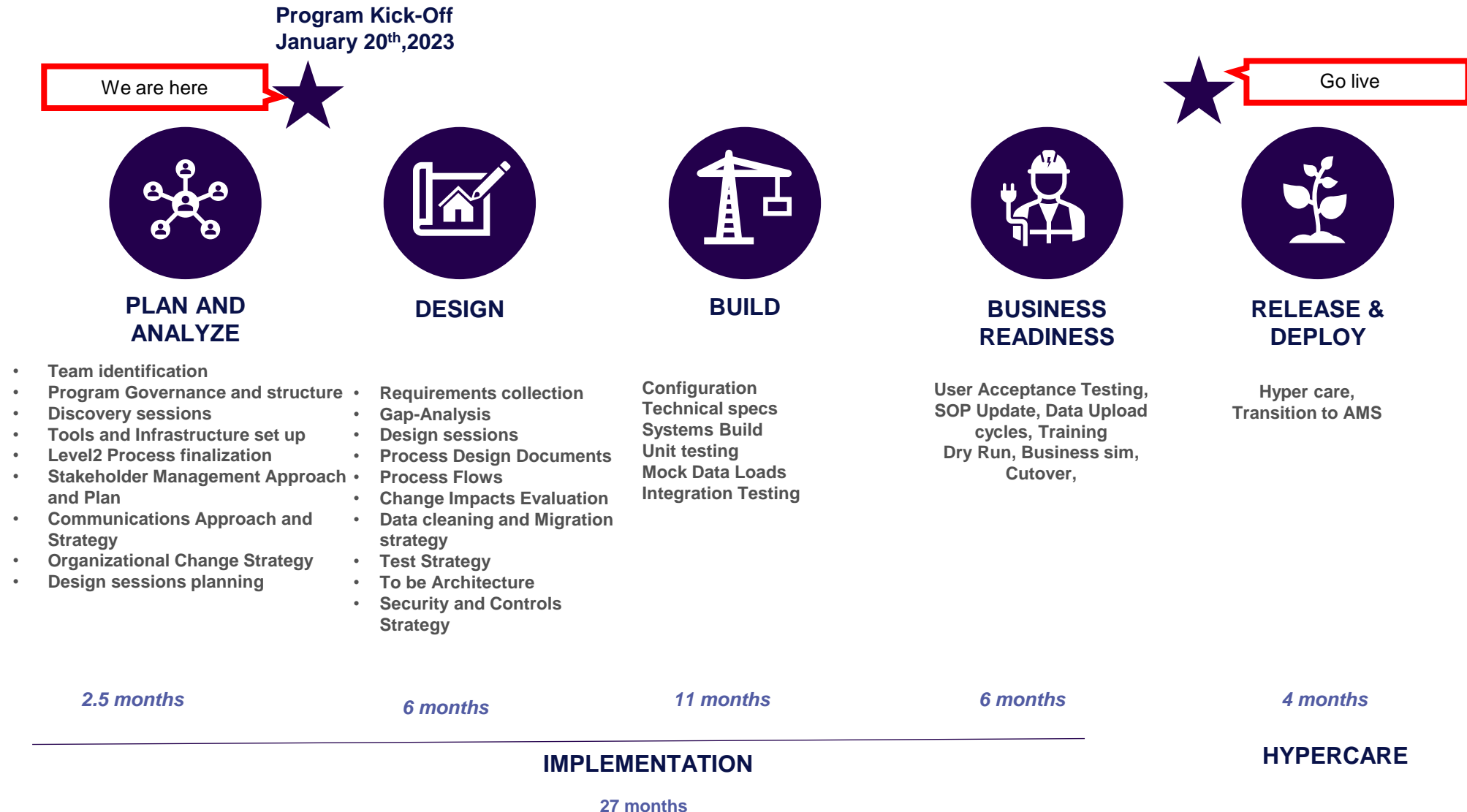
## **Organization Change Management & Organization Readiness**

Laser focus on OCM & readiness to ensure people are aligned with our persona-based solution approach and can excel at their jobs



**Minimizing / eliminating customizations** and adhering to a standard SAP solution approach, while in a RISE environment

# Program Phases and High Level Timelines





**ONE CSX**

# Thank you! Any Questions?

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Daniel Smith

Please remember to complete  
your session evaluation.

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