

Case Study: Lather, Rinse, Repeat: Lessons Learned SAP S/4HANA Transformation

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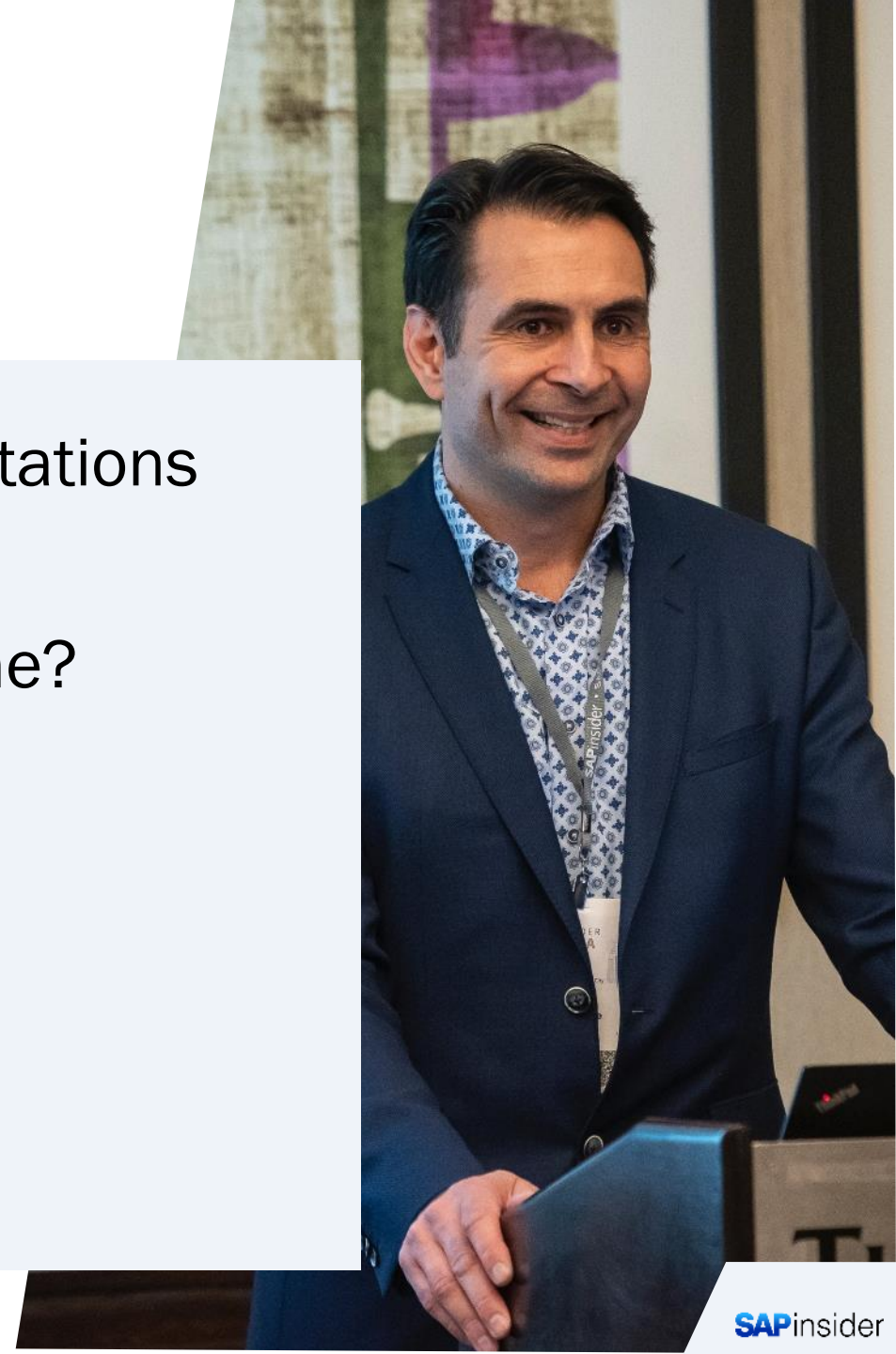


In This Session

- Hear about lessons learned from Mark's experience over multiple S/4 implementations
- How does S/4 enable business transformation
- What to get right before, during and after the project

Agenda

- Experience with S/4 implementations
- Driving business value
- How will I approach the next one?
- Wrap-Up



Experience with S/4 implementations

- Large and Small implementations
- Corporate and Consulting roles
- Finance-centric and full industry capabilities
- Public and private companies
- Multitude of business models converged in single SAP instance
- Technology-centric and business-centric value drivers

Across the various aspects we see across S/4 implementations, most success criteria and guiding principles remain the same

Driving Business Value

- Start with benchmarking
- Tie value to enterprise strategy
- Balance value and risk
- Be realistic with outcomes, can be phased
- Focus on “big rocks”
- Simplification, standardization
- Design with future in mind
- Change management, business adoption
- Business ownership, participation and advocacy

How will I approach the next one?

- Implementation partner is important, don't exclude cultural fit
- Foundation for business transformation and intelligent tech (GenAI, ML, etc.)
- Options balance risk/reward
- Manage expectations on scope
- Cleanse Data ahead of program
- Understand integration impacts
- Include support organization early for smooth transition
- Don't forget analytics
- Celebrate wins!

Wrap up

- It's not too late to reassess any facets of your program.
- Do you have the right program advocacy and ownership?
- Are you focusing on what builds a foundation for the future?
- Have you accounted for the effort required for data cleansing, change management, integration....

Where to Find More Information

- [SAPinsider Case Study on WBA Retail Finance Transformation](#)
- [Digital Finance Transformation at WBA](#)
- [From Automation to Process Improvement](#)
- [Customer Journey in Finance and Accounting](#)
- [Delivering Exception Customer Experiences](#)

Key Points to Take Home

- Focus on “big rocks”
- “Simplification is the new innovation”
- Design with the future in mind
- Data, data, data
- Celebrate wins!

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