

# BRIDGE IDEAS | INSIGHTS | INNOVATION



**Nihilent**  
evolving ideas

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## #POINT OF VIEW

### MAKING DIGITAL WORK FOR YOU

Digital transformation has played on the minds of CXOs and business owners for the last so many years. But only a few could visualize the roadmap to real transformation. With SAP's Intelligent Enterprise framework, companies can now visualize and start on that journey to become an Intelligent Enterprise (IE) which is a far deeper and tangible concept than digital transformation.

With the sudden change in the business environment due to the COVID crisis, businesses have realized the need for systems that are not only resilient but also flexible and capable to innovate at the same time. As one of the WhatsApp forwards read "Who has to lead the digital transformation of your organization – Options a. CTO, b. CEO and c. COVID-19".

While SAP solutions have helped companies digitize their operations for decades now, the IE framework can help companies reinvent their business model, leverage data to gain new insights into their operations, customers, trends and use that intelligence to execute on their strategy.

The first step in the roadmap strengthens the operations by adopting a digital core like SAP S/4HANA on a cloud infrastructure and keep it simple instead of customizing it. The next step would be utilizing intelligence that uses the operational data for planning and prediction on the SAP Analytics Cloud.

*By Sabahat Kazi, Global Head, ERP, Nihilent*



We need to build differentiating processes and functions on the SAP Cloud Platform while keeping the digital core free of frequent customizations. This will enable companies to adopt new emerging technologies quicker instead of having to wait for years before thinking of upgrades.

The evolving business landscape demands agility. And the need to make our businesses flexible in adapting to ever-changing "new normal" is no longer a strategy for hyper-growth, but for survival.

As an IT consulting company, we have always been helping customers adopt best practices and helping build differentiating solutions. With the IE framework, we can now do it X times faster and less disruptively. So if you are looking to transform your business, we can help define your journey and help you become an Intelligent Enterprise.

## #TRENDING

### Altered Reality: Go Digital and Thrive

***Digital is no longer an option, it's a necessity. This is the narrative SAP is onboarding with its customers and evangelizing the concept of 'Intelligent Enterprise' and its three key levers- Resilience, Profitability and Sustainability***

Digital disruption is altering the very face of enterprises across the world. It is creating an existential crisis. Given COVID-19, digital has become a necessity, not a nice to have. It's a transformative journey every enterprise has to undergo to stay relevant and thrive in the impulsive market space. Digital transformation re-imagines the very foundational fabric of organizations, stakeholder or consumer experience, and operational processes in a way that connects people with the brand, products, services and relations.

This was the overarching theme at 'Sapphire Now 2020 Reimagined' digital event. We heard all the senior SAP executives at depth talking about the nexus of forces that is reshaping the enterprise IT landscape as a result of the COVID-19 pandemic. Going digital calls for a most trusted vendor and a partner who make this transformation happen. Let's here look at how SAP is uniquely positioned with its software suite to address the myriad enterprise digital challenges.

#### TIME TO TAKE THE LEAP TO DIGITAL

SAP is aggressively evangelizing the concept of 'Intelligent Enterprise'. The hallmark of an intelligent enterprise as per experts at SAP are: Resiliency, Profitability and Sustainability. In this year's Sapphire, the major narrative was building an enterprise that is resilient to the cataclysmic changes and how leaders can steer through tough times and gain resilience. This backdrop puts digital transformation at the epicentre and it's a stepping stone for organizations to become an intelligent enterprise.



*Christian Klien, CEO, SAP talks about the company's product strategy and how SAP is at the forefront of delivering business outcomes at Sapphire 2020 Digital event (Pic Courtesy: SAP)*

## THE INTELLIGENT SUITE – THE VISION FOR INTELLIGENT ENTERPRISE

This was clear in SAP's posturing. In his Sapphire 2020 address, SAP's CEO Christian Klien talked about how SAP is the trusted partner for enterprises of varying sizes and how it's leading the digital bandwagon. For instance, SAP is manifesting the concept of 'Intelligent Enterprise' through what it calls as an 'Intelligent Suite', that supports the end to end business processes to jumpstart new business innovations.

The key components of the 'Intelligent Suite' are customer experience, digital supply chain, finance, spend management and human resources. SAP experts say that the application layer is driven by the digital core of S/4 HANA by virtue of its modular approach, tightly integrates the Line of Business (LOB) applications. The application layer is the crux of the 'Intelligent Suite'. This will also make seamless ECC to S/4 HANA migrations. Moreover, the suite encompasses C/4 HANA (Customer Experience), Ariba, Concur, Fieldglass (Spend Management) and Successfactors ( Human Resources).

The key message SAP delivers here are: how an in-memory DB like HANA, blended with its Business Technology Platform (BTP) ushers in intelligent capabilities to the enterprises.

## SCALING YOUR INNOVATION QUOTIENT WITH SAP BTP

SAP Business Technology Platform (BTP) enables developers and business users to access integrated, end-to-end services and tools to realize value along with three critical areas of IT: data excellence, process integration and extensions. According to SAP, its BTP offers fast in-memory processing, sustainable agile services to integrate data and extend applications, and fully embedded analytics and intelligent technologies.



Pic Courtesy : SAP

## POWERING THE CONNECTED BUSINESS

Gaining a discovery of what is happening in the business networks is the key to timely action. Getting into the digital supply chains and gaining insights offers huge advantages. SAP is aggressively pitching on its Ariba and Fieldglass that enable companies to connect, get business done and spend better. With SAP Ariba and SAP Fieldglass, businesses can manage the buying process across all categories of spend – from direct and indirect goods and services to external workforce.

## CLIMATE 21 PROGRAM

The message here is, “To make sustainable profits and profitability sustainable.” In line with that SAP announced the Climate 21 program to support customers in pursuing their climate-related objectives. In a multiyear road map, SAP will work with co-innovation partners to embed sustainability metrics across SAP’s solution portfolio. This will help customers understand, analyze and optimize the carbon footprint of their products and operations along the value chain.

The SAP Product Carbon Footprint Analytics application is now available as the first solution in the Climate 21 program. The application uses data from SAP S/4HANA and third-party sources and calculates this information within the SAP Analytics Cloud solution. This helps customers understand their carbon footprint and provides a foundation for analyzing and optimizing greenhouse gas emissions.

## CONCLUSION

The technology industry today is at an inflexion point, and SAP is going very aggressive with its innovative solutions that give the enterprises across industries the leverage to translate the challenges into opportunities. Today the SAP ecosystem is well-tuned for an enterprise-wide transformation and well poised to take the enterprise to the new, and transition to the next.

## #INSIGHTS

### How to Transform your Data into Next Great Innovation

***Today, businesses need to craft compelling user experiences, it's the fulcrum on which you need to build your solutions/product portfolio. It is in this context SAP BTP helps you stay relevant to your customers' needs, wants and aspirations***

Aligning IT with business is an art that calls for a seamless blend of people, processes and technologies that converges to create a proactive IT roadmap in sync with the business demands. Today, the conversations that dominate any digital transformation initiatives revolve around leveraging data. But it is imperative to translate your vision into your next great innovation. This is where a platform-centric transformative approach brings defined benefits to the table.

#### Welcome to Experience Economy

The advent of Digital Economy has led to a sea change in the way IT is delivered and consumed. Last few years we saw the herculean rise of apps leading to application economy. But in recent times one is seeing an aggressive narrative on 'Experience Economy' in which any goods or services are sold by emphasizing the effect they can have on people's lives. To granulate the customer connect a product or service has, depends on the organization's ability to process the data and gain actionable insights. In other words, organizations need to have an experience-focused business model. They are not just selling a product or a service, it's the experience that matters.

Putting this thought in perspective, LC Singh, Director and Executive Vice Chairman, Nihilent says, " Unless you dissect the human psyche, relevant solutions or services cannot be made.

We need to study humans as an emotional being, with influences, aspirations and dreams, seeking memorable life experiences."

How does one create an experience-focused business model? The starting point here is to ask yourself a fundamental question: How your technologies are aligned with business processes and how are they tuned for this hyper-connected digital world? This will lead to a process of due diligence and discovery leading to the business model that you want to create for the experience economy.

Experts advocate two deciding success factors here. They are Data and Technology. How as an organization you are blending these two elements and achieving a single source of truth and be able to predict business outcomes is what acts as the catalyst to change.

It is in this backdrop SAP's Business Technology Platform (BTP) comes into play. This platform enables developers and business users to access integrated, end-to-end services and tools to realize value along with three critical areas of IT: data excellence, process integration and extensions. According to SAP, its BTP offers fast in-memory processing, sustainable agile services to integrate data and extend applications, and fully embedded analytics and intelligent technologies.

## Stay Relevant: The BTP Edge

Today, businesses need to craft compelling user experiences, it's the fulcrum on which you need to build your solutions/product portfolio. It is in this context SAP BTP helps you stay relevant to your customers' needs, wants and aspirations. It ushers in the intelligence to your Intelligent Enterprise strategy. BTP translates your data into business value across four technology areas:

- Capture and analyse your data
- Extend and integrate applications
- Analyse all your data types to accelerate insights
- Optimise processes and ignite innovation

Reflecting on this platform, Isabell Petzelt, Global Vice President of Customer Innovation and Strategy, Technology and Innovation, SAP, in a blog post says, "A company that uses the full portfolio of the Business Technology Platform from SAP — everything from database and data management, application development, and integration to analytics and intelligent technology -all capabilities already work in concert, enabling the fastest way to innovate. This approach not only accelerates how data becomes a business value, but it also bridges the gap between on-premise and cloud environments to give customers a choice of deployment

Options and enable them to transition at their own pace. The portfolio leverages existing digital investments while attaining a new level of intelligence to innovate and extend new business models, processes, and experiences on top of the platform".



Courtesy : SAP

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Whether on-premise, in the cloud, or in a hybrid landscape, SAP's Business Technology Platform allows companies to:



Courtesy : SAP

- Manage diverse data stores in real-time with SAP HANA
- Integrate and extend enterprise applications across any IT landscape using SAP Cloud Platform Integration Suite and SAP Cloud Platform Extension Suite
- Analyze data for better planning and decision-making with the SAP Analytics Cloud and SAP Data Warehouse Cloud solutions
- Continuously innovate their businesses with new intelligent technologies

Recently, SAP had announced new capabilities, enhancements and further unification of the BTP portfolio to help companies transform data into business value. This announcement was made at the SAPPHERE NOW Converge conference held online in June 2020. Reflecting on the enhancements, SAP CTO and Executive Board member Juergen Mueller said, "Many customers I have spoken with have expressed the need for agility and quick time to value, made even more urgent by the COVID-19 pandemic. To achieve both, technology becomes even more important, and SAP can help meet those challenges. We've added significant enhancements to every major component of our Business Technology Platform to help customers across all industries overcome obstacles stemming from the ubiquity of data, complexity of IT and business volatility."

If you are struggling with data and plagued with siloes and heterogeneity, it's time to explore SAP BTP to gain a single source of truth.

## #SPOTLIGHT

### Seal the Deal with iDeal

***Our iDeal – Dealer Management System (DMS) offers the best of both worlds. Customers can harvest the benefits of an ERP and DMS and create a robust supply chain paradigm for their organization. The primary sales information will be in your ERP, while the secondary sales information will reside in the DMS.***

#### THE CONTEXT

B2B channel is a vital link for industries such as FMCG, Consumer Durables, Lifesciences and Automotive. The channel partner may increase or decrease the distance between you and the next link in your consumer side supply chain. The higher your secondary and tertiary sales visibility, the more leverage you have in planning your inventory, promotions and cash flows. Hence a disconnected system where this information is communicated through various channels at intervals as long as 30 days does not help.

#### OPTIMIZED SALES

iDeal helps in bridging the gap by giving you the visibility of the secondary sales at shorter intervals. With a more realistic and near ground view, inventory can be better planned for improving sales and reducing the loss of sales. It can also help in improving customer service.



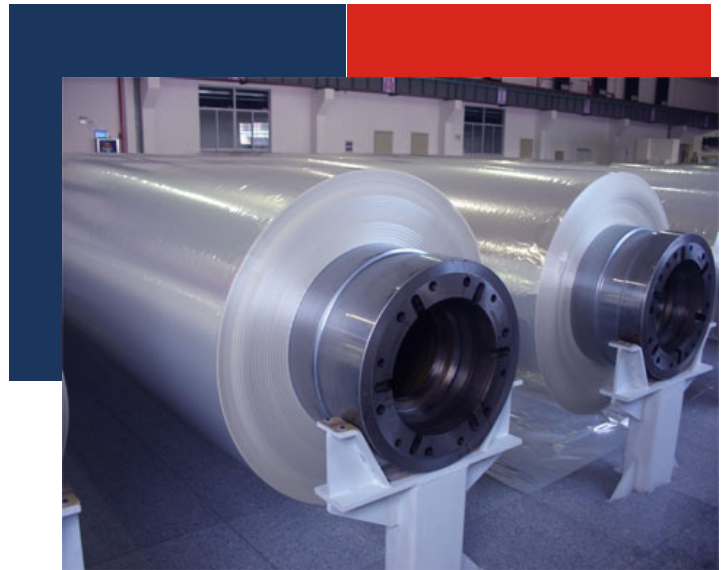


## #NEWS

### The Big Leap – Key Learnings from ECC to SAP/S4 Migration

*We look at how a leading manufacturer of Polyester Films migrated to S/4HANA*

Enterprises with a progressive IT roadmap are on the constant lookout for powering their IT organizations with the best of breed technologies. Today digital transformation is seen as a pivot to operational efficiency and success in the marketplace. This is what is nudging enterprises across industries to embrace SAP S/4HANA. It's the next-generation intelligent suite, enabling the move to a digital intelligent enterprise based on next-generation best practices and Artificial Intelligence (AI) enabled automation. At the same time, it is paving the way to the cloud and hybrid architectures, driving a substantial level of landscape simplification and TCO reduction.



In this issue, we look at a how a leading manufacturer of Polyester Films, which is into the business for the last 6 decades migrated to the latest SAP offering and how it achieved greater technology fitment with business. The company manufactures Polyester Film and, in the thickness, ranging from 10 microns to 350 microns across its four manufacturing plants and makes revenues over INR 8 billion and growing year on year.

#### THE KEY DRIVERS FOR S/4 HANA ADOPTION

The company was using SAP ECC ERP 6.0 – EHP 7 DB2 Database since the year 2010 (Modules MM/FI/PP/QM/SD/HCM). SAP ECC was implemented in 7 plants at 2 different physical locations. With aggressive growth and expansion plans, the company's top management wanted to migrate to the latest SAP version – S/4HANA to reap benefits of the digitization and mobility. In addition to the other key drivers that triggered the move to S/4 HANA, there were also aspects like SAP's decision to sunset ECC support in the future acted as a tipping point. Moreover, the company's IT infrastructure was also due for an upgrade and the company has an in-house IT team that gave the leverage to go forward with the migration.

## THE MIGRATION STRATEGY

Nihilent's ERP team team along with the company's in-house IT chalked out a staged migration strategy, cutting across two phases. The project was divided across two phases. In phase one, the team rolled out the technical migration from SAP ECC ERP 6.0 – EHP 7 to S/4HANA 1909 Kernel. The conversion was carried out in three-iterations to eradicate all the technical/functional issues with the help of UAT session after each conversion.

The final UAT and conversion were planned on site but due to COVID-19 pandemic situation; the project was executed from nearshore/offshore. The go-live was completed successfully in July 2020.

With the successful completion of phase one, the team has set future milestones to be achieved at the end of this year. The team has identified 15 improvement areas for business benefits have been identified. We have also partnered with the company to provide solutioning for them. The requirements include implementation of:

- PM/PS modules of SAP, COPA implementation
- Building dashboards in SAC
- FIORI implementation
- Vendor Portal, and Customer Portal, Payment Release Tool etc.

According to the project team, all these sub-projects are moving forward in parallel as per the plan. They are at different phases and getting closely monitored.

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## HARVESTING THE BENEFITS OF S/4 HANA

After achieving a seamless ECC to S/4 HANA migration, it's time to look at the multipronged benefits the company derived. The significant one being the speed in the application due to SAP-optimized in-memory database model offered by S/4HANA and improved user experience. Besides, it accrued the following benefits:

- Simplified Data Model of S/4HANA
- Implementation of new SAP modules and mobility solutions
- Digitization of the system with the help of many features like SAP HANA, FIORI, SAC
- Tight integration between Vendor Portal/Customer Portal and SAP to provide better collaboration with Vendors and Customers respectively
- The building of insightful real-time analytics
- A better approach to Disaster Recovery and Backups



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