SAP Innovation Awards 2019
Selected Customer Cases E-Book

2019 Award Winners
Selected Entries by Industry
Selected Entries by Region
SAP Innovation Awards

- SAP Innovation Awards celebrate the achievements of top companies and people across the globe that use SAP products to transform their businesses, drive innovation, and win in the digital economy.

- Explore this e-book to learn how today’s technology leaders are innovating by using the power of SAP solutions and technology.

- To find out more about SAP Innovation Awards, please visit www.sap.com/innovationawards.
About SUSE

SUSE, a pioneer in open source software, provides reliable, software-defined infrastructure and application delivery solutions that give enterprises greater control and flexibility. More than 25 years of engineering excellence, exceptional service and an unrivaled partner ecosystem power the products and support that help our customers manage complexity, reduce cost, and confidently deliver mission-critical services. The lasting relationships we build allow us to adapt and deliver the smarter innovation they need to succeed – today and tomorrow.

For more information, visit our Website and learn how SUSE can help you manage your SAP infrastructure.
SAP Innovation Awards 2019

2019 Winners
- Digital Trailblazer
  - Accenture plc
  - Borusan CAT
  - Coop Cooperative
  - San Francisco Forty Niners
  - Technical University of Munich (TUM)
  - Verizon (Wireless)
- Process Innovator
  - Country Garden Holdings Company Limited
  - Delivery Hero SE
  - Indus Motor Company Limited
  - Kaeser Kompressoren SE
  - Martur Fompak International
  - Village Roadshow Limited
- Honorable Mention
  - VINCI Energies S.A.
- Next-Gen Innovator
  - Vision Valley Co., Limited

2019 Finalists
- Bayer AG
- Gem and Jewellery Export Promotion Council
- HOERBIGER
- Larsen & Toubro Infotech Limited
- Lockheed Martin Corporation
- National Company Kazakhstan Temir Zholy

2019 Participants
- Aristopharma Ltd.
- AUDI AG
- B3 Digital Solutions
- Dixons South - East Europe A.E.V.E
- Eskom Holdings SOC Ltd.
- JK Tyre & Industries Ltd.
- Love’s Travel Stops and Country Stores
- Luminous Power Technologies Private Limited
- Luminous Power Technologies Private Limited Mahindra and Mahindra Ltd.
- Minda Industries Limited
- Rosneft Deutschland GmbH
- Roy Hill
- San Miguel Global A.G.I.C.I. y F
- Satlogic FZ LLD
- SEMOS Cloud LLC
- Sports and Wellbeing Analytics Limited
- Vertex, Inc.
SAP Innovation Awards 2019: Industries

Aerospace and Defense
Lockheed Martin Corporation

Automotive
AUDI AG
Indus Motor Company Limited
JK Tyre & Industries Ltd.
Mahindra and Mahindra Ltd.
Minda Industries Limited
Martur Fompak International

Consumer Products
Delivery Hero SE
Luminous Power Technologies Private Limited
Luminous Power Technologies Private Limited
San Miguel Global A.G.I.C.I. y F

Engineering, Construction, and Operations
Country Garden Holdings Company Limited
SEMOs Cloud LLC
VINCI Energies S.A.

Healthcare
Aristopharma Ltd.
B3 Digital Solutions

Higher Education and Research
Technical University of Munich (TUM)

High Tech
Sports and Wellbeing Analytics Limited

Industrial Machinery and Components
Borusan CAT
HOERBIGER
Kaeser Kompressoren SE

Life Sciences
Bayer AG

Mining
Roy Hill

Oil and Gas
Rosneft Deutschland GmbH

Professional Services
Accenture plc
Larsen & Toubro Infotech Limited
Satlogic FZ LLD

Public Sector
Gem and Jewellery Export Promotion Council

Retail
Coop Cooperative

Sports & Entertainment
San Francisco Forty Niners

Telecommunications
Verizon (Wireless)
Vision Valley Co., Limited

Travel and Transportation
National Company Kazakhstan Temir Zholy

Utilities
Eskom Holdings SOC Ltd.

High Tech

Retail

Life Sciences

Telecommunications

Sports & Entertainment

Higher Education and Research

Sports & Entertainment

Public Sector

Healthcare

Mining

Engineering, Construction, and Operations

Engineering, Construction, and Operations

Sports & Entertainment

Consumer Products

Healthcare

Engineering, Construction, and Operations

Sports & Entertainment

Healthcare

Mining

Aerospace and Defense

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Aerospace and Defense
SAP Innovation Awards 2019: Regions

Asia Pacific and Japan (APJ)
- Aristopharma Ltd.
- B3 Digital Solutions
- Gem and Jewellery Export Promotion Council
- JK Tyre & Industries Ltd.
- Larsen & Toubro Infotech Limited
- Luminous Power Technologies Private Limited
- Luminous Power Technologies Private Limited
- Mahindra and Mahindra Ltd.
- Minda Industries Limited
- Roy Hill
- Statlogic FZ LLD
- Village Roadshow Limited

Europe North (EMEA North)
- Sports and Wellbeing Analytics Limited
- VINCI Energies S.A.

Europe South (EMEA South)
- Borusan CAT
- Eskom Holdings SOC Ltd.
- Indus Motor Company Limited
- Martur Fompak International
- Vision Valley Co., Limited

Middle and Eastern Europe (MEE)
- AUDI AG
- Bayer AG
- Coop Cooperative
- Delivery Hero SE
- Dixons South - East Europe A.E.V.E
- GEBHARDT Fördertechnik GmbH
- Kaeser Kompressoren SE
- National Company Kazakhstan Temir Zholy
- Rosneft Deutschland GmbH
- SEMOS Cloud LLC
- Technical University of Munich (TUM)

North America
- Accenture plc
- Lockheed Martin Corporation
- Love’s Travel Stops and Country Stores
- San Francisco Forty Niners
- Verizon (Wireless)
- Vertex, Inc.

Greater China (GC)
- Country Garden Holdings Company Limited

Latin America and the Caribbean (LAC)
- San Miguel Global A.G.I.C.I. y F
Introduction

Journey to Intelligent Procurement with SAP Ariba Solutions

Challenge
The release of the guided buying capability for the SAP Ariba Buying and Invoicing solution led Accenture’s procurement and IT organizations on a digital transformation journey to adopt the new capability and move to a new generation of procurement.

Solution
Global deployment of the guided buying capability for SAP Ariba Buying and Invoicing to more than 68 countries Accenture operates in, followed by continued content refinement and enablement and transformation to a new and next generation of procurement.

Outcome
SAP Ariba Buying and Invoicing has transformed the buying process for Accenture employees, enabling users to be faster, more cost-effective, and more compliant in their purchasing activities. Savings are anticipated to be more than $20 million annually.

Solutions
• SAP S/4HANA
• SAP Cloud Platform
• SAP Fieldglass solutions
• SAP Ariba solutions

“We are transforming procurement into an intelligent solution that guides people to the right channels, seamlessly and intelligently.”

– Chief Procurement Officer

$20 Million
Projected to reach >$20 million in annual savings

43,000
14,000 global requesters and >43,000 purchase requisitions through the guided buying capability in the first year

Doubled
The purchase requisition lines on catalogs in 18 months – no small feat for a complex services company

Company information

Headquarters: United States of America
Industry: Professional Services
Web site: www.accenture.com
Aristopharma Ltd. Delivering Medicine and Transforming Lives Faster with SAP S/4HANA

Challenge
The legacy IT system was neither integrated nor sufficiently scalable to support the aggressive growth plan of the organization. Moreover, reconciliation of finance and sales at month-end was laborious, involved many resources, and took a long time.

Solution
SAP S/4HANA, with functionality for finance, logistics, production planning, quality management, plant maintenance, HR, and payroll, was implemented across all locations in Bangladesh.

Outcome
After completion of the project, planning, production, and sales are now integrated, which enables information to flow smoothly. Management can now view month-end financial reporting within 6 days instead of the 17–18 days previously needed with the legacy system.

Solutions
- SAP S/4HANA

"We have been able to reach our existing and new customers with our products faster after the implementation of SAP S/4HANA. We are now able to view sales in real time, which has empowered us with dynamic decision-making to evaluate the performance of the field force, pricing, and production planning."

–Director of Business Development

Company information

Headquarters: Bangladesh
Industry: Healthcare
Web site: aristopharma.com/
AUDI AG

The Transformative Power of Mobile Technology – Overcoming Challenges Across the Manufacturing Value Chain

Challenge
AUDI AG needed to support maintenance technicians with relevant information when managing a malfunction or breakdown at any time and anywhere.

Solution
A mobile app was developed with the SAP Fiori user experience on SAP Cloud Platform and made accessible on any device with a simplified process tailored to the technician’s needs, based on the SAP Enterprise Asset Management solution.

Outcome
High user acceptance and improved data quality were achieved through timely, easy-to-consume, and visual information displayed on mobile devices on the production floor.

Solutions
- SAP HANA
- SAP S/4HANA
- SAP Cloud Platform

“Ensuring high data quality is critical to moving from preventive to predictive asset management.
The innovation approach and the technology of SAP support further development toward a smarter enterprise.”

–Technology / Digital Installation AUDI AG

Asset management
Improved data quality to accelerate the transition to predictive asset management

Direct data access
Less unproductive time for technical staff thanks to direct data access

Development process
Design approach lead by SAP for a shorter overall development process

Company information
Headquarters: Germany
Industry: Automotive
Bayer AG

Enabling Creation of a Global Leader in Agriculture

Challenge
- Bayer AG acquired The Monsanto Company in 2016, creating a global leader committed to transforming agriculture. To close the deal, Bayer required approvals of local antitrust and regulatory bodies in over 30 countries. To remain compliant and preserve competition, divestitures of selective business segments (crop protection and seeds) were required. Bayer needed an effective way to package divested business entities as stand-alone operating entities to prospective buyers.

Solution
- Setup of standard, comprehensive business processes and IT infrastructure for three different divested entities on public and private clouds
- ERP landscape hosted on private cloud (TCS) for SAP Business Suite on SAP HANA (~2,000 users and for HR solutions for SAP SuccessFactors solutions (3,700 users in 43 countries)

Outcome
- Risk-averse and non-invasive IT infrastructure with no disruption to the retained business running on Bayer's IT landscape
- Industrialized divestiture factory for rapid carve-out and spin-offs
- Business-ready and fully operational setup on the first day, with IT and business-support backbone transferred to the purchasers of the divested entities

Solutions
- SAP SuccessFactors solutions
- SAP Cloud Platform

"It was a project unprecedented in its approach and its global scale and scope for Bayer and the market. TCS brought in the required industry thought leadership, full services capability, and a can-do approach to ensure that we delivered a modern, optimal, and fully functional administrative backbone on time. The integrated team of Bayer and TCS made this project a real success. It allows Bayer to fully focus on our own priorities, first and foremost the integration of Monsanto."

– Head of Business Services and CIO

Market leader
Bayer now a market leader in agriculture and crop sciences

$9 billion
Secured $9 billion from divested entities

$1 billion
Strong value creation in annual cost synergy targeted by 2022

Company information

Headquarters: Germany
Industry: Life Sciences
Web site: www.bayer.com/
Introduction

Categories

Industry

Region

Borusan CAT

The SE(EK)ER

Challenge

- Catch customers before they purchase a maintenance service from competitors
- Be prepared for the precise maintenance needs of customers

Solution

Borusan CAT (a reseller of Caterpillar in Turkey) implemented a system for predicting which customer machinery was likely to fail one month before its actual failure by taking advantage of machine learning algorithms with SAP HANA smart data integration.

Outcome

A digital twin of a service master knows which machinery is about to fail and which machinery parts should be ordered before failure to perform maintenance with less machine downtime.

Solutions

- SAP HANA
- SAP Analytics Cloud
- SAP Leonardo

“When we first introduced our artificial intelligence capabilities to our service sales personnel, they thought that this is a revolution. However, we think that we only make all the buzz words of technology trend happen here at Borusan CAT, namely the Internet of Things, machine learning, Big Data, and analytics.”

– Business Intelligence and Data Analytics Manager

Company information

Headquarters: Turkey
Industry: Industrial Machinery and Components

85%
Improved accuracy by 5 to 6 times compared with conventional methods

€200,000
Additional solid opportunity created each month

30%
Drop in average downtime for machineries anticipated within a year

View entry
Introduction

Categories

Industry

Region

B3-DS Digital Solutions

iFARM – Thank You, Health Next!

Challenge
A success rate of 20% or even lower is typical in chronic disease treatment, especially in later stages. The cost of treatment is unbearably high, and 80% of patients suffer from psychological distress. Channels for reaching patients after treatment remain scattered and uncoordinated, without clear results.

Solution
reBOT is nurse navigator built to help improve survivorship outcomes in cancer cases. It is trained to provide personalized care. Evidence collected by reBOT is used to personalize treatment and define precision medicine. reBOT sends evidence to reCON, which uses AI and Big Data to provide personalized and precise recommendations to providers based on clinical and non-clinical evidence.

Outcome
Survivorship is direct result of focused engagement. With a virtual nurse holding patients’ hands and technology powering treatment recommendations, patients feel empowered to take their wellness and recovery into their own hands.

Solutions
• SAP Analytics Cloud
• SAP Leonardo

“This is the most exciting solution found for survivorship.”
– Cancer Registry Manager, Oncology Centre Hospital

“I am keen to see the impact of AI with the help of iFARM. It looks promising.”
– Acting Division Chief, Breast Care Centre, Medical Affairs

30%
Improved life expectancy

50%
Reduced reoccurrence rate

60%
Improvement in rehabilitation center

Company information

Headquarters: India
Industry: Healthcare
Web site: b3-ds.com
Imagine that we currently have around 20 million individual decisions in our team throughout Switzerland based on plans for promotional goods. We will be able to reduce these to fewer than 8 million decisions. This of course means an enormous gain in time for our employees in the stores! In addition, we can reduce residual quantities – and thus waste – and offer customers exactly the good they actually require in the respective store.

– Head of Master Data Management and Marketing Process

**Challenge**

Coop has a heavily promotion-driven business in all product categories (>60,000 products). Determining the correct quantity is extremely difficult because promotional items are often not standard items within a regular assortment. The risk is that inaccurate planning can lead to overstocking (more waste) or lost sales.

**Solution**

- The SAP Customer Activity Repository, unified demand forecast component uses historical sales data (per store and product) to determine the exact promotion quantities.
- To improve on-site process control in each store, the quality and the probability of the forecast itself is defined by an additional, self-learning AI algorithm in real time.

**Outcome**

- Goods distributed intelligently and accordingly to demand according to the individual history of stores, not according to a static distribution key
- Increased sales while drastically reducing overstocking and increasing conversation among resources in alignment with Coop’s sustainable concept
- Considerable reduction in effort at stores thanks to the AI solution

**Solutions**

- SAP HANA

View entry
Country Garden Holdings Company Limited

Going Global with Digital Transformation

Challenge
Country Garden, a Forbes 500 global giant and the leading real estate developer in China, is undertaking a global digitalization initiative supported by SAP software to address the challenges in managing its vast international projects portfolio, including a megadevelopment in Malaysia, with an integrated management platform to achieve efficiency, reduce costs, and enable innovation.

Solution
Country Garden’s digital transformation includes the deployment of SAP S/4HANA as the core business system, supporting a wide variety of business functions within a short construction time and in a complex IT and business environment across overseas regions. An especially challenging implementation is in Forest City, the group’s most significant overseas development and Southeast Asia’s first and largest green city project.

Outcome
With the establishment of a unified core business platform based on SAP software and integrated IT management, Country Garden can manage its overseas operations with enhanced insight, greater control, and improved communication and collaboration, resulting in a quantum increase in productivity and efficiency paired with operational cost reduction.

Solutions
- SAP S/4HANA
- SAP Enterprise Portal
- SAP Master Data Governance
- Web service

“To strengthen our global presence, we need a digital platform to increase efficiency, secure information and create value. With SAP, we have achieved insight and efficiency in managing human, financial, and material resources across overseas operations. We made a leap forward in staying truly competitive in real estate industry, at home and abroad.”

– CEO

<table>
<thead>
<tr>
<th>56%</th>
<th>2.5 days</th>
<th>3.5 days</th>
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<tbody>
<tr>
<td>Efficiency increase in generating financial postings</td>
<td>Reduction in staff’s personal reimbursement time</td>
<td>Shorter process-approval cycle</td>
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</tbody>
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Company information

Headquarters: China
Industry: Engineering, Construction, and Operations
Web site: en.bgy.com.cn/
Delivery Hero SE

Scaling The World’s Largest Online Food-Delivery Service with Automated Capital Deployment Workflow

Challenge
To become the global online food-delivery leader, Delivery Hero needed a fast and effective deployment of capital to support massive growth. The company needed a way to capture capital requests from around the globe, review them, approve projects that make sense, and then deploy funds to maintain growth speed and scale.

Solution
This project is an automated capital-approval workflow that supports funding for >20,000 employees working on development and marketing projects across the company and around the globe. The solution provides speedy and effective capital reviews and deployment. It is critical to Delivery Hero’s ability to scale and become the largest global online food-delivery platform.

Outcome
The automated workflows from this project enable approvals of multiple business cases and development projects a month, which keeps the business innovating, running, and growing. There is now demand for more such as SAP-enabled automation workflows across the company.

Solutions
- SAP Analytics Cloud
- SAP Cloud Platform
- SAP S/4HANA
- SAP Concur solutions
- SAP Digital Boardroom

“Our SAP software landscape has to be exceptionally flexible to enable the company to scale rapidly. SAP S/4HANA coupled with SAP Cloud Platform supports our innovation effort with new features by allowing us to automate business processes more quickly and develop new revenue streams”

– Senior Director

30
More business cases approved every month to enable fast growth across the globe, allowing an exceptionally flexible direction for capital spend

>20
Reduction in average time of approval to 2 days

Easy
To learn and use the solution that enables customized workflows as necessary without any requirement for training

Company information

Headquarters: Germany
Industry: Consumer Products
Web site: www.deliveryhero.com/
**Dixons South - East Europe A.E.V.E.**

**Improved Business Processes and Controls for More-Efficient Business Performance**

**Challenge**

Dixons was using old tailormade ERP software that was implemented in 1999. Because of the company’s focus on customer experience, back-end system development and improvement had slowed down. In 2017, Dixons decided that changing the ERP system would benefit cost-monitoring and business controls through different levels of information (P&L per channel, product category, and supplier) and better management of retail complexities. Improvements were sought in several customer payment methods, the peculiarity and uniqueness of the vendor’s condition contracts, the complexity of daily stock valuation, and two closings – period and monthly.

**Solution**

After a thorough study of the client’s functional and technical requirements, we proposed a solution using the SAP S/4HANA Retail solution alongside retail best practices from PricewaterhouseCoopers. Based on Dixons’ needs and priorities, we developed a two-wave implementation. The primary functionalities implemented include product sourcing, buying goods for resale, inventory management, procurement of goods not for resale (GNFR), receiving payments, asset management, financial management, credit operation, loan management, pricing, forecasting, buying goods for resale distribution and transportation, inventory management, store operations, packing and shipping, and service delivery.

**Outcome**

With the implementation of SAP S/4HANA, Dixons eliminated the need to store redundant data in multiple spreadsheets by transforming to a single source of truth. Dixons managed to streamline repetitive processes and greatly reduced the need for manual data entry.

**Solutions**

- SAP S/4HANA
- SAP HANA

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**“With the SAP S/4 HANA Retail implementation, the ameliorated processes and user experience upgraded the accounting department’s execution, while business processes and controls improved – leading to more-efficient business performance.”**

– Chief Financial and Administration Officer

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**Company information**

Headquarters: Greece
Industry: Retail
Web site: [www.kotsovolos.gr/site/](http://www.kotsovolos.gr/site/)
Eskom Holdings SOC Ltd.

Eskom’s Digital Liftoff

**Challenge**
Eskom had a highly complex SAP solution landscape, including 29 production and 63 non-production environments, with more than 100 databases and 200 application servers. The demands on IT were intense to automate processes and migrate the infrastructure to cloud services.

**Solution**
We presented the SAP HANA Project. It involved the migration and upgrade of SAP ERP Central Component (SAP ECC 6) to SAP S/4HANA, including a migration from Oracle software to SAP Business Suite on SAP HANA for all other SAP solutions at Eskom that were not then available on SAP S/4HANA.

**Outcome**
Eskom experienced dramatic results instantly, including faster dialog and customization response times, enhanced reporting capability and flexibility, and improved material requirements planning.

**Solutions**
- SAP S/4HANA

“SAP has had a positive impact on the utility’s operations over the past ten years. With SAP software in place, we have seen a significant reduction in system outages due to improvement in our internal processes. Our internal IT ratings have also improved by 15%, and we have experienced 10% fewer outages due to the increased levels of accurate real-time data in our systems.”

– Acting CIO and Divisional Executive at Eskom

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**Company information**

**Headquarters:** South Africa  
**Industry:** Utilities  
**Web site:** [www.eskom.co.za/Pages/Landing.aspx](http://www.eskom.co.za/Pages/Landing.aspx)
Introduction

Categories | Industry | Region

Gem and Jewellery Export Promotion Council

Digital Transformation and Innovation

Challenge
To improve customer satisfaction and organizational sustenance in the gem and jewellery trade

Solution
Integration of multiple data input channels with SAP software to increase process efficiency and automation

Outcome
Automated business processes with requisite process controls aligned with industry best practices

Solutions
- SAP SuccessFactors solutions
- SAP Cloud Platform
- SAP S/4HANA
- SAP Customer Experience

"Through the SAP software implementation, GJEPC and Deloitte have created a digital platform that will help GJEPC take jewellery design to every nook and corner of India."

– Executive Director

View entry

Processor

Processor

Increased
Process efficiency by saving time by 50% and cost by 15%

Reduced
Time to consolidation of books of all legal entities from 20 days to 3-5 days

50%
Reduction in customer turnaround time

Company information

Headquarters: India
Industry: Public Sector
Website: gjepc.org
Real-Time Analytics Drives Enterprise Intelligence

Challenge
HOERBIGER is a premier manufacturer of systems and components for the energy, automotive, machine tool, and other industries worldwide. To sustain and extend its quality leadership in the marketplace, the company’s decision-makers needed real-time insight into the KPIs that make the difference.

Solution
HOERBIGER uses views in SAP HANA software to handle data in real time and instantly provide relevant information to decision-makers through operational as well as management dashboards. The dashboards are based on SAP Analytics Cloud, using a live connection to SAP S/4HANA to feed data into SAP Analytics Cloud. SAP S/4HANA serves as the single source of truth for operational and management reporting at HOERBIGER.

Outcome
Dashboards combining operational data with financial data in real-time are accessible from anywhere on any device. The dashboards support decision-makers – including plant managers, line managers, and controllers – in making timely, fact-based decisions that sharpen HOERBIGER’s competitive edge.

Solutions
- SAP Analytics Cloud
- SAP HANA
- SAP S/4HANA
- SAP Cloud Platform
- SAP Leonardo

“Preparation time for strategic decision meetings has been reduced by 50% since the introduction of real-time business analytics. Data visualization has improved the quality of our decisions.”

– Head of Controlling, Safety Division

Company information

Headquarters: Austria
Industry: Industrial Machinery and Components
Web site: www.hoerbiger.com
Indus Motor Company Limited

Transforming an Auto Manufacturer into the Highest Quality Brand in Pakistan with SAP S/4HANA

Challenge
As Indus grew from producing 20 vehicles a day to 250, it needed a solution that could forecast accurately, provide better insights and real-time analytics, and improve operations costs over the entire production and sales cycle.

Solution
Working with IBM Global Business Services, Indus deployed the SAP S/4HANA Enterprise Management solution, enabling materials management, planning production, and better finance controls.

Outcome
Results are up across the three Vs of the supply chain: Volume because production is up at all facilities, velocity because data now traverses the supply chain almost instantly, and visibility because SAP S/4HANA receives real-time data that improves decision-making.

Solutions
- SAP S/4HANA
- SAP Ariba solutions
- SAP SuccessFactors solutions
- SAP Business Warehouse

“With the built-in, real-time analytics capabilities of SAP S/4HANA, we are reducing defects throughout our processes and driving improvements across the value chain.

We are pleased to showcase our SAP S/4HANA implementation as the first ever submission from the world’s sixth-largest country — Pakistan.”

– CIO

Faster material requirements planning 95%
Improvement in sales order accuracy 10%
Reduction in defects per unit 20%

Company information
Headquarters: Pakistan
Industry: Automotive
Web site: www.toyota-indus.com/
JK Tyre & Industries Ltd.

Intelligent Distribution Network with SAP Cloud Platform

Challenge
- No connectivity to enterprise systems for sales personnel, dealers, and distributions for such an extensive network
- Dealer dissatisfaction and lost sales due to a significant lag in sales information
- Need for dealers to rely on the back office for transaction information, such as account statements and orders
- Lack of real-time order and sales information, leading to suboptimal planning

Solution
- User-friendly and intelligent solution based on the SAP Cloud Platform Portal service and SAP Fiori launchpad for managing key front-office transactions
- Dealer processes managed in a cloud-based portal application layer for security, resilience, and quick adoption
- Scalable, extendable platform to consume and build capabilities for dealer and field sales applications
- Real-time dealer application to accelerate digital transformation

Outcome
- Allow distributors and dealers to perform key business transactions, such as order generation, goods receipt creation, real-time stock visibility, and daily reporting
- Track the effectiveness of the sales scheme, leading to better management of funds
- Support primary sales to distributors and secondary sales to customers on the same platform, eliminating the need for third-party billing systems
- Enhance control of intermediate pricing strategies, leading to optimal realization
- Optimize sales and supply chain planning with complete visibility of secondary sales data

Solutions
- SAP Cloud Platform

"Now that our dealers and sales personnel are connected in an integrated and digitalized network, they have easy access to the real-time information they need to compete and win in the digital era."

– Marketing Director

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Percentage</th>
<th>Reduction</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>in forecast accuracy</td>
<td>15%–20%</td>
<td>in days sales outstanding</td>
<td>2–3 days</td>
</tr>
<tr>
<td>in finished goods inventory</td>
<td>2%–3%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Company information
Headquarters: India
Industry: Automotive
Web site: www.jktyre.com
Introduction

Categories

Industry

Region

Kaeser Kompressoren SE

Innovative Service Offerings Enabled by SAP S/4HANA and SAP Data Hub

Challenge
Kaeser Kompressoren needed to handle large amounts of data and combining IoT data with enterprise data to improve and create new products and services – to provide tailor-made, energy-efficient, and reliable compressed air solutions.

Solution
Orchestration, transformation, and storage of Internet of Things data with SAP Data Hub through use of the SAP HANA platform with analytics, data science, and machine learning. SAP HANA is the application platform for our hybrid system landscape for the SAP Predictive Maintenance and Service solutions, SAP Asset Intelligent Network, SAP Analytics Cloud, and the digital core – SAP S/4/HANA. The goal is near-real-time analysis of machine data.

Outcome
Kaeser now has an improved customer field services organization, lower operating costs, and improved customer satisfaction through predictive maintenance of compressors, a digital twin of compressors at customer sites, and accelerated service processes. An innovative revenue stream has been created through compressed air as a service.

Solutions
- SAP Analytics Cloud
- SAP S/4HANA
- SAP Cloud Platform
- SAP Data Hub
- SAP Predictive Maintenance and Service

“By integrating IoT data with our customer data, we operate as an intelligent enterprise and provide unique value to our direct customers, local service partners, and dealers. The digital supply chain becomes reality.”

– CIO

Predictive maintenance
Offering efficiency for several thousand compressors and a large workforce of field-service technicians

Productivity improvement
Processing of compressor sensor data near real-time in a central data lake for instant analysis and insights

New revenue stream
Customer use of compressed-air-as-a-service plan

Company information
Headquarters: Germany
Industry: Industrial Machinery and Components
Web site: www.kaeser.com/int-en/
Larsen & Toubro Infotech Limited (LTI)

LTI Leads the Future as an Intelligent Enterprise with a Rebuilt Digital Core

Challenge
To enhance its global operational excellence and a faster time to market, LTI needed a robust platform to enable innovation and agility. It had to reduce hardware costs and IT administration work by moving core functions to the cloud. It also wanted to extend the services portfolio for clients to include SAP S/4HANA running on a public cloud. It sought to advance its evolution to become an intelligent enterprise with multidimensional, scalable reporting.

Solution
For Project KrossOver, LTI implemented SAP S/4HANA on Amazon Web Services with 5,000 users. LTI's transformation includes finance and materials management for improved cash flow, data services, project system, HR functions, automated project creation, and a Goods and Services Tax (GST) application with intrafirm invoicing. LTI also implemented real-time timesheet booking with a mobile approval capability and chatbots for the end-user assistance.

Outcome
The new intelligent enterprise IT infrastructure supports new business models to grow revenue and shareholder value. Profitability has gone up thanks to automation of manual tasks and a reduction of fraud and error rates. Proactive asset maintenance has resulted in better cash flow with lower inventory and tighter receivables management. It has also lowered the cost of operational reporting while improving the agility, speed, reliability, and comprehensiveness of analytics.

Solutions
• SAP S/4HANA
• SAP SuccessFactors solutions
• SAP Concur solutions

“Our new cloud implementation of SAP S/4HANA lets us highlight our SAP S/4HANA skills and enhance customer confidence in our fully managed services.”

– CIO

Processor

Company information
Headquarters: India
Industry: Professional Services
Web site: www.lntinfotech.com/
Lockheed Martin Space Systems

Feature Extraction of Solar Activities with SAP Data Hub as the Central Platform and TensorFlow

**Challenge**
The need existed to categorize images streaming every few seconds by different image processing algorithms. The current process is manual observation and is done by a few astrophysicists. The process must be automated and improved.

**Solution**
The solution uses SAP Data Hub as an orchestration layer to communicate images to deep neural network algorithms for process automation, identification of classes for different events, and prediction of the next occurrence of the event. A user-friendly interface improved and unified algorithms.

**Outcome**
Automatic detection and classification of multiclass solar activities for specific wavelength using TensorFlow and SAP Data Hub as an orchestration layer.

**Solutions**
- SAP Data Hub
- SAP HANA

“Currently, the process of analyzing the solar images requires human observation. Automating the process could save large amounts of time and effort.”

– Lockheed Martin Ph.D. Fellow

**Real-time**
Improvement over manual inspection every few hours to near-real-time image processing and classification

**Automation**
Of image acquisition and procession through SAP Data Hub and TensorFlow

**Saved**
Time and labor costs associated with streamlining the process surrounding data management

Company information
**Headquarters:** United States of America
**Industry:** Aerospace & Defense
**Web site:** [www.lockheedmartin.com](http://www.lockheedmartin.com)
Love’s Travel Stops and Country Stores

Creating a One-Stop-Shop for Key Personnel Metrics

Challenge
Love’s needed a central location where store managers and higher leadership could check metrics related to human capital management (HCM), such as turnover, retention, average wage, HR transactions, training completion dates, and the completion dates of performance evaluations.

Solution
Using SAP Cloud Platform and integration with SAP Success Factors solutions, Love’s developed a Roster Card application, a management tool used to track field employees’ key metrics related to training, performance, and HR transactions to handle HCM at the stores.

Outcome
The app was built in 8 months and the overall project was managed with agile methodology.

Solutions
- SAP HANA
- SAP Cloud Platform

View entry

Processor

Company information
Headquarters: United States of America
Industry: Retail
Web site: www.loves.com/
Luminous Power Technologies Private Limited

Empowering Service Engineers Through Digital Power – A Journey with SAP and Mobility

Challenge
- Repetitive manual activities by engineers
- Lack of a multichannel user experience
- Limited flexibility for administrative users
- Sluggish system, causing decreased productivity
- Limited customizability and flexibility for complex business process
- Data dependency on 2 different systems, SAP ERP Central Component (SAP ECC) and SAP Customer Relationship Management (SAP CRM)
- Lack of real-time technical and functional support

Solution
Solutions: Complaint service order management, real-time tracking of service engineers, communication dashboard, inventory management, market visit management, product registration and feedback, training and administrator dashboard, and reporting. Technologies: SAP HANA, SAP S/4HANA, SAP CRM, and SAP Gateway as an integration platform.

Outcome
- Customers can track an engineer's journey to their home after complaint acceptance.
- Leadership and administrators can keep track of engineers.
- Attendance management systems help allocate calls to available engineers.
- Inventory requests are controlled, and approvals are based on the quantity requested.
- The solution is paperless.
- Real-time support is available from a back-end technical and functional team.
- Online scanning of products and real-time warranty calculation are available.

Company information
- Headquarters: India
- Industry: Consumer Products
- Web site: www.luminousindia.com/

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“Luminous Power Technologies is the leading power and home electrical specialist in India, having a vast portfolio of power backup solutions and electrical offerings. Luminous IT took up the challenge of transforming its service business, providing a single platform that can serve its customers, allow engineers to operate with ease, improve operational efficiency, bring digital transformation with a paperless solution, and improve customer satisfaction. An innovation and approach that can set an example for the industry.”

– Partner Technology Consulting Leader

4 hours
Average improvement to date per call

15%
Improved operational efficiency

Digitalization
Of service with a paperless solution

INR 50 million
Per year in cost savings for document retention in the cloud and reduction in labor hours very year

15%
Improved efficiency thanks to real-time communication with back-end technical experts

20%
Reduction in leakage thanks to real-time inventory updates
Luminous Power Technologies Private Limited

Project Urja: SAP ECC 6.0 to SAP S/4HANA 1709

Challenge
Luminous has used SAP software for more than 8 years for all business operations. Changes in the business over time brought several new challenges, such as the need for revenue recognition for service and complaints, common vendor and customer data, real-time dashboards, on-time reports, automated process, and a document management system.

Solution
Taking advantage of the benefits of SAP S/4HANA, like in-memory computing, improved data models, and the user experience, helped master the challenges and paved the way for further digital disruption.

Outcome
The migration to SAP S/4HANA helped provide faster reporting, leading to quick inputs to the business, correct deferred-revenue recognition, a single source of truth, and the removal of incorrect customer and vendor data.

Solutions
- SAP Concur solutions
- SAP HANA
- SAP S/4HANA

"This is successful launch of the ambitious vision of digital disruption. Numerous benefits were achieved, such as e-documents close to 1 TB in size, a single source of truth, 100x faster reports, and IFRS-compliant business. Our digital team is working at full throttle and needs to continue at that speed for digital and business disruption."

– CIO

Faster
Business inputs and responses: From 24 hours to 10 minutes

HR data
Handled in one system instead of three

E-documents
None before migration and 900 GB after migration

Company information
Headquarters: India
Industry: Consumer Products
Web site: www.luminousindia.com/
Mahindra and Mahindra Ltd.

Project e-PPAP

Challenge
- High retrieval time for one physical production part approval process (PPAP) document
- Huge amount of space required for storage and preservation of the document

Solution
Quality notification functionality and SAP Document Management System (DMS) are used to store attachments of documents created in Microsoft Word and Excel, as PDF files, and so on. SAPUI5 is employed for user-friendly entry screens along with a mobile app for approval of PPAP documents.

Outcome
Standardization of process, workflow, and mail notification for alerts and status management

Solutions
- SAP HANA

View entry

Company information
Headquarters: India
Industry: Automotive
Web site: www.mahindra.com
Martur Fompak International

Smart Welding – Predicting the Quality of Products in Welding Operations with IoT Technology

Challenge
The core business of Martur Fompak International is to design and manufacture vehicle cockpit components such as complete seating, seat frames with a welding process, dashboards, door panels, and so on with excellent quality. Focusing on frame welding, we aim to create a reliable and stable manufacturing process with a higher quality level and competitive cost. An average of 60 welding points vary from product to product. To fulfill product safety and quality requirements, continuous parametric control is performed throughout the arc welding process. Welding penetration, by its nature, is controlled frequently with destructive tests, resulting in a high scrap rate, consumable expense, and energy and labor costs.

Solution
A customer gateway software collects 80 million data points that affect the cost and quality of the frame from about 2 million welding points per day by communicating with sensors, robots, welding machines, and programmable logic controller. Data streaming at intervals of 100 ms, such as current, voltage, wire speed, process status, product, welding point, temperature, gas electricity, air, and error code of the robot are analyzed instantly with the SAP Streaming Analytics service and transferred to the SAP HANA platform, the SAP ERP application, and Supervisory Control and Data Acquisition, or SCADA, with a timestamp. By using the collected data, some indictors can be calculated and reported for each welding point on the SAP Business Warehouse application and SAP BusinessObjects business intelligence solutions. Poor quality and breakdown conditions are detected through the instrument of predictive analytics algorithms of SAP HANA.

Outcome
Analysis of streaming data based on each welding point has already resulted in significantly lower rejection rates, consumables cost, energy usage, and labor costs thanks to increased production process visibility and improved predictive quality analytics. This system also provided a shorter maintenance period through strict parametric robotic error codes, lower spare part costs, and improved value- and non-value-added operation times in a welding cycle related to a welding robot.

Solution
- SAP Leonardo
- SAP HANA
- SAP Analytics Cloud

“At Martur Fompak, we aim to provide operational excellence with continuous innovation in the automotive industry and to be the best partner of our customers globally with the help of digital transformation of our business processes and Big Data analytics. We achieved a breakthrough in our digital transformation by analyzing Big Data in real time with the high performance of the SAP HANA platform and adaption of the SAP Leonardo approach to our business processes.”

– Director Information Technology

30% Savings
3 years Return on investment
Lower scrap rates
In the cost of consumables, energy, labor, and maintenance

Company information
Headquarters: Istanbul
Industry: Automotive
Web site: www.martur.com.tr
Minda Industries Limited

Strengthen Financial Control Using SAP S/4HANA

**Challenge**
- Huge delays in capital expenditure approvals, leading to the deferment of new investment in projects and products
- Dilution of financial controls in businesses transactions due to lack of adoption or use of SAP software by senior management
- User experience and ease of work, specifically in the approval process

**Solution**
Deployment of SAP S/4HANA for:
- Speedy approval of capital expenses with proper controls visibility
- Strengthened financial control in business processes

**Outcome**
- Approval time of capital expenditures reduced from an average of 45 days to 1 week
- Unapproved transactions completely stopped in SAP S/4HANA
- Remarkable and effective usage of SAP S/4HANA with an enhanced user experience

**Solutions**
- SAP S/4HANA
- SAP Cloud Platform

“Congratulations to all the team members. Another step that takes user closer to the paperless office.”

– Group CIO

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80%  
Reduction in the approval time for capital expenditures

50%  
Increased adoption and use of SAP software by senior management using mobility with an enhanced user experience

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**Company information**

*Headquarters:* India  
*Industry:* Automotive  
*Web site:* www.unominda.com/
**National Company Kazakhstan Temir Zholy**

**Fast-Track Business Planning and Process Automation for Investment Decision-Making**

**Challenge**
Railroad logistics is a crucial sector for the economy of Kazakhstan and for partners in Asia and Europe, transferring cargo across the ninth-largest country in the world. However, planning processes across all departments in the railroad remained mostly manual, taking up to 260 days and involving more than 2,000. Because of a lack of technology to assist with huge amounts of cargo and freight data, the company struggled to make timely investment and managerial decisions, fully capture market potential, respond to market changes, and have a reliable tool to align the shareholder's expectations with the company's resources.

**Solution**
The Integrated Planning System (IPS) is designed to encompass the entire planning lifecycle, covering demand and revenue forecasts, loaded and empty wagon traffic management, traffic route optimization, and calculation of associated operational financial metrics on one user-friendly portal. This approach gives business users instant access to data, conduct predictive scenario analysis, and identify investment opportunities along the separate streams of cargo traffic. In addition, the tool assists in building communication with shareholders by aligning KPI expectations with the company's ability to meet them.

**Outcome**
Currently, three of five modules of the product (demand forecasting, wagon traffic forecasting, and revenue calculation) are in active use. The results of the system functionality test have provided ground to invest further in the IPS project and continue to design the optimization module with financial model integration.

**Solutions**
- SAP HANA

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“Today several transcontinental corridors pass through Kazakhstan. It is necessary to introduce an intelligent transport system. This will allow us to effectively manage transport flows and determine the requirement for further infrastructure development.”

– President of the Republic of Kazakhstan
Rosneft Deutschland GmbH

Starting Direct Fuel and Hydrocarbon Marketing Operations in Germany with S/4HANA and Process Orchestration

Challenge
Enable independent hydrocarbon products marketing activities in the German market while achieving a high degree of automation for integration with our refineries, airports, terminals, and customers. The system had to be implemented while the Organization of 150 people was being built.

Solution
SAP for Oil and Gas based on S/4HANA with SAP Process Orchestration with Accenture as implementation partner in conjunction with clearing center services for integration with refineries, airports, and terminals as well as for electronic invoicing.

Outcome
Successful start of marketing operations in Germany. Today, Rosneft Deutschland markets oil products from more than 30 lifting locations throughout Germany via road, rail and barge. Serving more than 500 customers in Germany, Poland, Czech Republic, Switzerland, Austria and France.

Solutions
- SAP S/4HANA

“...facilitated the successful start of Rosneft Deutschland’s direct marketing operations.
One of the key challenges was that the business organization had to be built in parallel to the system.”

– CIO

| 600-800 truck liftings daily | Low error rate: 25 600 truck liftings since go-live |
| 240 rail car deliveries daily | Processing 12.5 million tons of crude oil |
| 15 barges per week | Currently 300 items in suspense |
| 10% | Supply about 10% of the consumer fuel consumption in the country |

Company information

Headquarters: Germany
Industry: Oil and Gas
Web site: www.rosneft.de/
**Roy Hill**

Intelligent Supply Chain for Asset-Intensive Industries

**Challenge**

As a margin-based business, Roy Hill must make its production assets available to meet planned output—an essential element of its success. Assets need to be maintained efficiently to reduce unplanned downtime and maximize their productive capacity.

**Solution**

By being able to look beyond traditional mining industry practices, Roy Hill has seen an opportunity to apply fast-moving consumer goods (FMCG) concepts to our asset-intensive business. A systems-thinking approach, with advanced planning and scheduling of supply that is integrated with enterprise asset management within a unified supply system operating model, offers the solution for an effective maintenance, repair, and overhaul (MRO) supply chain.

**Outcome**

Within the Roy Hill supply system, the production asset is considered the customer. In this model, asset availability is considered the equivalent of a customer-service level. We have adopted a begin-with-the asset, end-with-the-asset approach that starts with planning demand and ends with the reliable and repeatable delivery of material to the asset-facing maintainer. This approach optimizes tool time and reduces mean time to repair.

**Solutions**

- SAP Cloud Platform
- SAP HANA

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“In order to achieve our business vision, it was imperative that we built an integrated business, both across the traditional internal functions and extending beyond our business to our suppliers.”

‒ CEO

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**Optimized**

Tool time by keeping the maintainer asset-facing, meaning less time spent waiting for resources, parts, and tools for increased productive capacity

**Reduced**

Mean time to repair (MMTR) with the right material in the right place at the right time

**Improved**

Information flow enables the reduction of physical flow; focusing on the flow of materials reduces the need for inventory and working capital

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**Company information**

**Headquarters:** Australia  
**Industry:** Mining  
The Intelligent Stadium: Leveraging Real-Time Insights to Optimize the Fan Experience

Challenge
A fan’s end-to-end game-day stadium journey crosses many different systems. The 49ers had no consolidated insight until 2 days after an event. This delay limited the ability to improve the fan experience, maximize revenue, and increase operational efficiencies on game day.

Solution
The team deployed three SAP Leonardo technologies to aggregate, consolidate, and visualize real-time data from 9 different systems in their state-of-the-art Executive Huddle, located in a specially equipped suite right above the 50-yard line.

Outcome
In just 6 months, the 49ers succeeded in creating the first and only venue digital boardroom focused on providing real-time game-day insights across the fan’s end-to-end journey.

Solutions
- SAP Cloud Platform
- SAP HANA
- SAP Analytics Cloud
- SAP Digital Boardroom
- SAP Leonardo

“...It's a fundamental shift in how we can operate. This is not incremental growth. Going from being reactive to real-time – a completely different set of possibilities open up for us. This is technology that's going to affect 70,000 fans in our building.”

– Vice President of Business Strategy and Analytics

Optimize
- Fan experience by enabling staff to react to pain points and issues in parking lots and security gates

Opportunity
- Identified for retail and food and beverage concession sales: Over 100 individual locations with a cross-reference of fan satisfaction and sales

Fan experience
- Featured at league meetings for the NFL and NBA for best practices

Company information
- Headquarters: United States of America
- Industry: Sports & Entertainment
- Web site: www.49ers.com
San Miguel Global A.G.I.C.I. y F

Mobile Contract Management

Challenge

Fruit exports have particular price characteristics. A contract is fulfilled at certain price, but it will be updated several times until the fruit reaches its final destination and we receive final settlement.

Solution

We conducted an SAP Design Thinking workshop with the commercial, customer service, and IT teams to develop use cases for the challenge and designed the applications to be developed.

Outcome

- One mobile app (SAP Cloud Platform Mobile Services) for updating prices with a simple user experience to resolve contact assignment and update ERP
- One Web application (SAP Cloud Platform) update the final settlement of contracts in ERP easily

Solutions

- SAP Cloud Platform
- SAP HANA

The mobile contract management app allowed us to keep better track and control of price estimations without the need to receive prearranged data from another area. It also improved the company’s visibility of the commercial stand, since we can keep price updates online based on our conversations and visits to the different customers and markets.”

‒Latin America Commercial Manager

Improved

- Human error
  - Price data availability
  - Through elimination of manual reprocessing of updates

Reduced

- ERP
  - Through improved visibility and autonomy for accounting, finance and internal control

Company information

- Headquarters: Argentina
- Industry: Consumer Products
- Web site: www.sanmiguelglobal.com/en

View entry
SEMOS Cloud LLC
Customer Onboarding and Customer Success

Challenge
Onboarding new customers in different verticals with the use of multiple vendor solutions created a challenge for us in SAP software in terms of quality and speed of adoption, because we do not have expertise with the vendor-specific solutions that our customers use.

Solution
BoardFlo was embedded as part of SAP Cloud Platform Discovery Center for customer use as a project management and team collaboration solution for every new project initiated by customers. Different teams use it to collaborate on the project and its respective readiness for live operations.

Outcome
In close to 500 successful projects that have started, customers, SAP, and vendor teams work together on implementing the solution in the best manner for the customer. With the use of BoardFlo, we see increased adaption with much less time and much less e-mail clutter over 6 months.

Solutions
• SAP Cloud Platform

View entry

“IT provides an engaging experience between SAP and the customer because it is easy to use and simplifies understanding during onboarding sessions.”
–IT at Paramapanema

“On a single board, instructions and homework assignments are maintained for all activities, bringing clarity and speed to the learning journey. Besides being intuitive and easy to use, the platform can be accessed quickly. Additionally, the platform has some nice functionalities, such as the labels, which allow us to maintain the status of the activities so that all parties involved can be up to date on the journey’s progress and have an option to establish contact with SAP experts concerning a specific step by adding comments directly in the activity.”
– System Analyst at Piracanjuba

34%
Average increase in onboarding and streamlining customer lifecycles

47%
Increase in driving process success across products and departments

20%
Increased efficiencies in delivery of tasks thanks to a summarized and simple overview of all action items and their progress on one screen

Company information
Headquarters: United States of America
Industry: Engineering, Construction, and Operations
Web site: semoscloud.com/
PROTECHT: Sports and Wellbeing Analytics

**Challenge**

The clear and present business challenge is quite simply to reduce the medical impact of concussion in rugby. Concussion in rugby is increasingly recognized as having serious immediate and long-term medical ramifications for players. The Rugby Football Union estimates that it occurs at a rate of approximately 3.9 per 1,000 player hours – one concussion in every six games among all games that a player is involved in.

**Solution**

The solution, which is now live and used by professional sports team Osreys Rugby, records and measures every in-game player impact, alerting coaches, medical staff, and players when multiple impacts aggregate to a dangerous level. The solution is a world-first, using custom sensors in a unique mouthguard, the Internet of Things, and a measurement dashboard and analytics engine housed in SAP Cloud Platform running on SAP HANA. The project brings together powerful elements of SAP Leonardo and SAP Cloud Platform to serve the customized Web app used by coaching staff on the sidelines.

**Outcome**

The key success criterion for the project is a solution that accurately records and analyzes the concussive impacts using data that is trusted. It was also fundamental for the solution to be personalized by player – as each player has individual impact propensities. Effectively, players are then treated as assets, with the solution operating as a preventative maintenance alert. The project received coverage on BBC Online.

**Solutions**

- SAP Cloud Platform
- SAP HANA
- SAP Analytics Cloud

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“We are committed to using the very best technology available in building a solution which will undoubtably help protect sportsmen and women from serious head-health issues in the short, medium, and long term. SAP technology has been an integral part of this successful and ongoing mission.”

– CEO

**Company information**

**Headquarters:** United Kingdom  
**Industry:** High Tech  
**Web site:** [www.keytree.co.uk](http://www.keytree.co.uk)
Statlogic FZ LLD

Flying High with SkyAl – Keeping Skies Safe

Challenge
Aviation regulators are faced with time-critical problems that affect the aviation industry in a country. As the guardians of a sovereign airspace, decision-makers are affected by manual and tedious paperwork. A lot of decision intelligence is hidden in this data and can be used to optimize process, cut costs and time, and deliver transparency.

Solution
SkyAl is the decision intelligence solution that will unlock the value hidden in the data held by aviation regulators. The solution blends the latest in machine learning optimization technologies to build smart decision-making systems. Derived from the research done at the University of St. Gallen in Switzerland, SkyAl augments data science with the behavioral and managerial sciences.

Outcome
Reduced manual processes lead to saving time for other businesses-critical activities. Decision intelligence allows decision-makers to make better decisions that affect their daily work. A collaborative work environment leads to unprecedented levels of knowledge sharing and transfer. The accountability of each position in relation to the others in the organization is improved, thereby raising organizational output. A customer-centric and customer-first approach means greater efficiency and minimal downtime at the airline.

Solutions
- SAP Analytics Cloud
- SAP Cloud Platform
- SAP Leonardo

Visionary
- 10% lower operational costs
- 20% reduction of redundant activities
- 5% reduction in safety incidents
- Better and faster operational services
- Increased safety and security in operations
- Demonstrate the best use of AI

Company information
Headquarters: United Arab Emirates
Industry: Professional Services
Web site: statlogic.io

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Technical University of Munich (TUM)

Breakthrough in Protein Analysis Advances War on Cancer

Challenge
Map the entirety of proteins in the human body to create the proteome – and make this possible by finding a database solution that is sufficiently fast, flexible, and powerful.

Solution
Create and continually populate the ProteomicsDB – based on SAP HANA on IBM Power system – and integrate it seamlessly with statistics and analytics applications running on an R server.

Outcome
Revolutionized the speed and depth of understanding about the relationships between proteins and how they interact with drugs, enabling more-effective and -targeted treatments for cancer patients.

Solutions
- SAP HANA
- SAP Predictive Analytics

“With our ProteomicsDB based on SAP HANA running on IBM Power Systems, we have the perfect platform to help medical scientists around the world create more-effective treatment options – to save lives in the future”

– Head of Chair

>1,000
Published academic research papers referencing ProteomicsDB

243
Cancer drugs analyzed to enable personalized treatment in the future

80%
Or 15,721 of 19,629 proteins of the human proteome quantified and made accessible online

Company information

Headquarters: Germany
Industry: Higher Education and Research
Web site: www.tum.de/en/
Verizon (Wireless)

Verizon 5G and SAP Lay the Foundation for the Most Digitally Connected Intelligent Enterprise

Challenge
Verizon ($124 billion) has historically been defined by a series of acquisitions with multiple ERP solutions. In 2018, Verizon promised $10 billion in shareholder value over the next several years. Key to achieving this is harnessing the power of a single digital platform across the enterprise, supported by SAP S/4HANA.

Solution
SAP S/4 HANA (greenfield) was implemented for a business unit as a finance-first cornerstone of the transformation journey that includes general ledger; fixed assets subledger; and accounts payable and accounts receivable reporting at the level of the general ledger. In parallel, the corporate central finance foundation was taken live, centralizing the general ledger across six ERP systems.

Outcome
• One robust system to complete the full financial close, including booking of all journal entries
• Ability to generate both consolidated and legal entity reporting (balance sheet and P&L) out of SAP S/4HANA
• Implementation of global standards for chart of accounts and rationalized general ledger accounts
• Consistent use of accounts, reducing data processing and reconciliation issues
• Elimination of various manual journal entries into siloed source systems

Solutions
• SAP S/4HANA
• SAP Cloud Platform

“12a was truly transformational phase for Connect. Looking forward to even greater impacts with future releases.”

‒ Verizon Accounting

“The third period in S4 (period 12) did start feeling like business as usual.”

‒ Verizon Controller

Reduction
Of close by almost 1.5 business days globally

Lower TCO
Total cost of ownership by 20%

One
Global chart of accounts, global set of profit centers, and global set of cost centers (reduction of ~15,000)

Company information
Headquarters: United States of America
Industry: Telecommunications
Web site: www.verizonwireless.com/
Introduction

Categories

Industry

Region

Vertex, Inc.

SAP HANA Database Support with Vertex O Series

Challenge
Customers are investing in and implementing applications and databases based on SAP S/4HANA. It’s critical to enable them to leverage this investment across all their third-party vendors – simplifying their IT landscape and realizing the value of SAP HANA.

Solution
Vertex and SAP worked together on a proof of concept through a co-innovation program to add support for SAP HANA with Vertex O Series (our transaction tax solution).

Outcome
SAP is live in production with Vertex O Series running on SAP HANA. The completed effort enables SAP and other SAP HANA customers to simplify and eliminate the support required for multiple databases in addition to reducing costly licensing expenses. Customers will realize improved performance of O series on SAP HANA.

Solutions
- SAP HANA
- SAP S/4HANA

“We view this as a game changer for our 500+ mutual customers. As customers plan and migrate to SAP S/4HANA, they can now leverage the power and capabilities of SAP HANA to improve their business processes for tax automation with Vertex O Series.”

– Global Partner Leader

40% Faster performance of Vertex O Series on SAP HANA than on DB2

4 to 1 Data compression ratio

Reduced IT support and maintenance costs

Company information

Headquarters: United States of America
Industry: High Tech
Web site: www.vertexinc.com/
Challenge
Topgolf Australia (as a Village Roadshow joint venture) was building a new $35 million, three-level entertainment venue on the Gold Coast. The project team had a preselected analytics solution, but it could not incorporate all the Australian-specific requirements. A different analytics solution was required just prior to the launch of the venue. Without a solution, we wouldn’t be able to launch, risking a loss of approximately $77,000 per day.

Solution
The Topgolf entertainment venue operates using real-time and near-real-time business intelligence and analytics. We chose SAP software because of its speed and being the only solution comprehensive enough to deal with the complexity of the project. It also happened to be the lowest cost. The solution included SAP HANA, SAP Analytics Cloud, the SAP Business Warehouse application, and SAP Business Objects business intelligence solutions.

Outcome
The project went live in June 2018, in only three weeks from the start date. A 360-degree view of management and operational analytics were available on day-one and are utilized every day.

Solutions
• SAP HANA
• SAP Leonardo
• SAP Analytics Cloud

“I was delighted how rapidly the team was able to deliver a comprehensive analytics solution, from real-time metrics to in-depth analysis. The insights helped us optimize operations, especially early on after opening, and now the analytics are fully embedded in the way we work and a key instrument for decision-making.”

– CEO

Labor cost reduction 15%
Increased net promoter score 23%
Savings in initial and ongoing cost for a business intelligence and analytics project (compared to other software vendors) 50%

Company information
Headquarters: Australia
Industry: Media
Web site: villageroadshow.com.au
VINCI Energies S.A.

Powering Global Transformation on a Single Digital Platform

Challenge
VINCI Energies provides intelligent solutions to the energy sector. Massive growth driven by acquisitions resulted in a wide variety of ERP systems. To sustain profitable growth, the company needed to unify its processes and data on a single digital core.

Solution
With the help of the SAP Digital Business Services organization, the company migrated to SAP software solutions centered around SAP S/4HANA, drawing on a simplified data model using a single table and delivering in-memory performance. Created intuitive apps using SAP Cloud Platform and the SAP Fiori user experience.

Outcome
VINCI Energies has harmonized core business processes globally, optimized interactions with customers, and rolled out mobile apps for tasks such as capturing project costs. Operational efficiency has increased considerably. Supported by a single digital core, the company is in great shape for further expansions.

Solutions
- SAP S/4HANA

"We want to harness digitalization to run our business without limits and to be future-ready."

– Chief Information Officer

1

660 companies

With 1,800 business units integrated across 13 countries

60x

Faster quarterly reporting

Processor

Company information

Headquarters: France
Industry: Engineering, Construction, and Operations
Introduction

Vision Valley Co., Limited

letuno: En“light”ening Customer Lives, One Bulb at a Time

Challenge
Custom applications need to be built to share marketing and promotional information with customers as they move through various venues without any tracking of the consumption of information. Way-finding and location analytics all require applications with investment in hardware and Internet of Things devices.

Solution
The letuno® solution on SAP Cloud Platform offers customers, students, universities, and retail shops a unique one-stop solution to take advantage of and enhance existing light infrastructure investments to push content, measure effectiveness, and increase promotional efficiency.

Outcome
Development of letuno on SAP Cloud Platform started as a co-innovation project in Dubai, UAE. It has since been part of an SAP initiative; the demo was used at multiple events to showcase SAP solutions. Discussions are ongoing to run co-innovation pilots with multiple customers, retail companies, and others in the region.

Solutions
• SAP Customer Experience
• SAP Analytics Cloud
• SAP HANA
• SAP Cloud Platform
• SAP Leonardo

“...and digital elements with an extra wow factor. Thanks to our co-innovation team, we managed not only to develop an innovative product that we can offer to our customers, but also to utilize it for our events in multiple countries across the region.”

– Marketing Innovation and Strategic Initiatives Manager

100%
Maximize
30%

Marketing efficiency increase
Visibility of customer interactions
Reduction in cost by reusing and up-selling existing lighting infrastructure

Company information

Headquarters: United Arab Emirates
Industry: Telecommunications