

SAP Innovation Awards 2020

SUSE Participants

2020 Award Entries

Entries by Solution

SAP Innovation Awards 2020

- SAP Innovation Awards celebrate the achievements of forward-thinking companies and individuals from around the world who are using SAP® solutions to transform their business, drive innovation, and shape their intelligent enterprises. SAP is thrilled to showcase customer and partner stories that involve using SAP's intelligent suite, intelligent technologies, and digital platform to differentiate themselves, achieve tremendous results, and adapt to dynamic customer needs.
- 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 is a trusted and preferred open source platform for SAP customers who want to unlock data intelligence, drive innovation, and run with the best.
- As the world's largest independent open source company, SUSE powers digital transformation with agile, enterprise-grade open source solutions, from edge to core to cloud. Collaborating with partners, communities, and customers, SUSE delivers and supports enterprise-grade Linux solutions, software-defined infrastructure, and application delivery solutions to create, deploy, and manage workloads anywhere – including on-premise, hybrid, and multicloud environments – with exceptional service, value, and flexibility.



SUSE Participants

Entries

AQUOIA

CenterPoint Energy Inc.

Essence

Expo 2020 Dubai

Fluvius

Hewlett Packard Enterprise (HPE)

Keel Solution ApS

Kite Zrt.

Lenovo

Lufthansa AirPlus Servicekarten GmbH

Mahindra Group

Mahindra & Mahindra Ltd.

Martur Fompok International

Migros-Genossenschafts-Bund

Newcrest Mining Limited

Orient Electric Limited

Raymond Limited

Seven Principles AG

Siemens AG

Tangshan Jidong Cement Co. Ltd.

Tele2

Terminus (Beijing) Technology Co. Ltd.



Entries by Main Solutions

	Analytics	SAP S/4HANA®	SAP HANA®	SAP® Cloud Platform	Cloud LoB Solutions ¹	Advanced Technologies ²
AQUOIA	X	X	X			X
CenterPoint Energy			X			X
Essence		X				X
Expo 2020 Dubai				X		X
Fluvius	X	X				X
Hewlett Packard Enterprise					X	X
Keel Solution ApS		X		X		X
Kite Zrt.			X			X
Lenovo			X			X
Lufthansa AirPlus	X			X	X	X
Mahindra Group		X				X

1. Cloud LoB solutions include: SAP SuccessFactors®, SAP Concur®, SAP Ariba®, SAP Fieldglass®, and Experience Management solutions from SAP (Qualtrics).

2. Advanced technologies include: SAP Leonardo, 3D printing, blockchain, Internet of Things, machine learning or artificial intelligence (AI), conversational AI, robotic process automation, data anonymization, and augmented analytics.

Entries by Main Solutions

	Analytics	SAP S/4HANA®	SAP HANA®	SAP® Cloud Platform	Cloud LoB Solutions ¹	Advanced Technologies ²
Mahindra & Mahindra					X	X
Martur Fompok International	X		X			X
Migros				X		
Newcrest Mining Limited				X		X
Orient Electric Limited		X				
Raymond Limited		X			X	
Seven Principles				X		
Siemens			X			X
Tangshan Jidong Cement		X				
Tele2	X			X	X	X
Terminus (Beijing) Technology Co.	X		X			X

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2. Advanced technologies include: SAP Leonardo, 3D printing, blockchain, Internet of Things, machine learning or artificial intelligence (AI), conversational AI, robotic process automation, data anonymization, and augmented analytics.

Company information

Headquarters: London, UK | Industry: High Tech |

Web site: www.aqoiagroup.com/intelligent-analytics-suite/#content-21

“ Now we can drive deeper customer engagement by gaining new clarity, truth, and transparency that fuel a cocktail of cashable benefits and inspire a new customer-centric culture and behavior. These are essential qualities for achieving a fast, continuous, and sustainable transformation advantage. ”

Group Controller
Transformation Sponsor

4%

Increase in gross margin

85%

Reduction in advanced analytics delivery lead time and cost

90%

Improvement in business user engagement and value capture benchmarks

Introduction

SUSE Participants

Entries by Main Solutions

AQOIA Achieving a Value-Driven Transformation Through Analytics



Challenge

- Maximize existing business momentum, create new connected customer experiences, and minimize operational disruption during digital transformation
- Overcome traditional technology hurdles and remove adoption constraints regarding cash capacity and competency without compromise in a sustainable ongoing way

Solution

- Enable future-paced, value-driven transformation with continuous transformation analytics
- Alter your approach to digital mastery with an innovative new playbook that addresses all your concerns, sets you apart from competitors, and rapidly alters both your present and future outlook

Outcome

- Sustainably outperform your digital native competitors across new value dimensions that play to your core strengths
- Attract, grow, and retain talent to set the benchmarks for your industry
- Create new digitally enabled products, services, and experiences with data-driven AI capabilities ranging from automation to augmentation



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Company information

Headquarters: Texas, United States | Industry: Utilities | Web site: www.centerpointenergy.com/en-us

“ The integration of SAP Predictive Maintenance and Service has allowed the effective prioritization of one of CNP's largest distribution programs and provided insight-to-action capabilities – driving more efficient processes that should be transferable to future asset programs. ”

Mark Mitchell

Director of Asset Planning and Optimization, CenterPoint Energy Inc.

CenterPoint Energy

Moving from Insight to Action for Safer and More Reliable Energy Distribution



Challenge

- To efficiently and effectively implement its Cable Life Extension Program (CLEP), CenterPoint Energy (CNP) needed a methodology to assist in the prioritization of its underground cable testing program. Data collected by a third-party vendor had to be combined with data from other sources to better understand asset risk.

Solution

- The SAP Predictive Maintenance and Service solution has allowed CNP to incorporate multiple data sources and provide flexible access to information, supporting agile data-driven decisions. The solution's speed and flexibility enabled the needed analysis and prompt generation of necessary work orders – both key to the project's success.

Outcome

- The solution allowed CNP to shift from an historically reactive asset and outage management approach to a more proactive and predictable method of managing assets. By improving the management of operations and maintenance (O&M) and capital, CNP has increased operational efficiency and reliability.

65%

Initial performance improvement on pre-1985 underground residential distribution (URD) loops that were assessed and repaired

46%

Reduction in project process tasks required for CLEP, leading to improved efficiency



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Company information

Headquarters: São Paulo, Brazil | Industry: Cross-Industry | Web site: www.essenceit.com

“ We started our SAP S/4HANA migration project by focusing on the quote ‘Whether you think you can or think you can’t, you’re right.’ And we succeeded! After more than 20 months building a tool, we proved that we could migrate quickly. We moved a real use case within 18 days with a minimum amount of human effort. ”

Guilherme Joventino
Director, Essence

Essence
Migrating to SAP S/4HANA® in 18 Days



Challenge

- Move from the SAP ERP application to SAP S/4HANA® within a short time

Solution

- MIG25.IO, a tool create by Essence that drastically reduces the time to migrate to SAP S/4HANA (brown field)

Outcome

- Migrated SAP ERP 6.0 EHP 0 with modules including financial accounting (FI), controlling (CO), sales and distribution (SD), materials management (MM), project system (PS), and travel management (TV) (900GB), along with 385 custom codes to SAP S/4HANA within three weeks

3

Weeks to move to SAP S/4HANA

3%

Of custom code adjusted manually



Increase of visibility and timely response after implementation



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Company information

Headquarters: Dubai, United Arab Emirates | Industry: Sports and Entertainment | Web site: www.expo2020dubai.com

“ The PODium app is a game changer for large-scale events and people with disabilities. It is a comprehensive tool that ensures safety, security, vital information, and wayfinding for required access provisions. This will set a new global benchmark for inclusive apps. Bravo SAP! ”

Jennifer Camulli

Manager, Accessible Needs, Expo 2020

Expo 2020 Dubai, UAE

Creating Inclusive Event Experiences



Challenge

- People with special needs face challenges while planning their visits to large, crowded venues. Sharing their experiences and feedback is cumbersome, and they avoid asking for help. This reduces the satisfaction such visitors and their families get when planning or attending events.

Solution

- PODium is a platform that provides specially-abled citizens and people of determination (POD) with a seamless, sustainable, full experience without feeling disadvantaged. It allows them to navigate once-in-a-lifetime opportunities such as Expo 2020 hassle-free.

Outcome

- The PODium pilot conducted with SAP and Expo 2020 has showcased how the event can benefit from analytics-driven experience management solutions and is scheduled to go live during the event in October 2020.

15%

Of the world suffers from some form of disability

50%

Minimum reduction in journey time using PODium features for specially-abled individuals

100%

Increase in valued-added satisfaction



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Company information

Headquarters: Melle, Belgium | Industry: Utilities | Web site: www.fluvius.be

“ With the professional help of SAP and Delaware Consulting, we can now fully focus on realizing tangible business value. We gain deep insights into our customers and make these available throughout the organization. Our customer channels are fully lined up and working frictionlessly with back-office operations. At last we can focus our energy and know-how on building our company, growing our employees, and offering our customers new levels of service that enhance their experience. ”

Danny Van de Rul
Customer Service Lead, Fluvius

93%

Of all interactions with a unique, identified Business Partner (BP) address, enabling us to know our customers better

98%

Of all interactions completed by the front office (without a service request to the back office), creating greater autonomy

€5M
(+€20M)

Structural direct cost savings (+ indirect effects)

Introduction

SUSE Participants

Entries by Main Solutions

Fluvius

Putting the Customer First in an Asset-Driven DSO



Challenge

- “Customer First” is a new strategic pillar for Fluvius, a distribution system operator (DSO). It means knowing customers in a unique and personalized way and building a full 360° customer view based on the national e-ID and European article numbering (EAN) programs. It requires aligning front and back offices for superior customer service and building a future-proof and scalable platform for innovative data services – all while ensuring business continuity during program implementation (5 years).

Solution

- This was among the first implementations of the SAP S/4HANA solution for customer management 2.0 worldwide. It uses the Customer Interaction Center service as the central customer cockpit. It features formal identification against the national register and enterprise register; a full 360° customer view generated through real-time interfaces to the central market system, legacy utilities solution from SAP, and customer relationship management (CRM) system; a self-service portal for digital meter data services; and integrated reporting capabilities of the SAP Analytics Cloud solution to support business decision-making.

Outcome

- Customer Service is championing the move to SAP S/4HANA. Front offices have fully embraced the new solution. They now have increased autonomy and are working in a harmonized way. Back offices are taking ownership for end-to-end service delivery. Master data is of excellent quality and accessible for our entire organization. We have laid the foundation for a growing integrated enterprise platform, based on standard SAP software and best practices.



View entry



Company information

Headquarters: California, United States | Industry: High Tech | Web site: www.hpe.com

“

The NEXT initiative to rearchitect HPE is going to reduce the number of touch points in the sales process – a critical factor in getting price quotes to customers and closing deals faster – by an order of magnitude from 1,000 to just 100.

”

Antonio Neri

CEO, Hewlett Packard Enterprise

Introduction

SUSE Participants

Entries by Main Solutions

Hewlett Packard Enterprise (HPE) Powering Business Transformation with SAP S/4HANA



Challenge

- With 10 separate ERP systems, 10 core databases, complex legacy applications, and fragmented processes, HPE IT could not enable the **HPE NEXT** business transformation to simplify the HPE organizational structure, redesign business processes, and improve business drivers.

Solution

- HPE launched an internal digital transformation and Next-Generation IT (**NGIT**) project to simplify IT tools, processes, and applications by deploying SAP S/4HANA.

Outcome

- HPE NEXT and SAP S/4HANA created game-changing customer, partner, and employee experiences – transforming how customers do business with HPE, how partners interact with HPE, and how employees work at HPE.

From 800
to 400

Reduction in applications
to simplify the landscape

90%

Fewer touchpoints to
optimize sales
processes

From US\$1B
to US\$2.5B

Increase in e-commerce
revenue

Everything
as a service
by 2022

Planned business
outcome portfolio



View entry



Company information

Headquarters: Copenhagen, Denmark | Industry: Utilities | Web site: www.keelsolution.com

“ Reliable data is the one unassuming and widely ignored thing capable of optimizing work efficiency. Nevertheless, it is still widely missing in many enterprises. Instead of sacrificing enormous resources to get classified results, managers are now able to delegate routine tasks to KICKer and get perfect results fast. ”

Christian D. Grahn
CEO, Keel Solutions ApS

Keel Solution ApS

Kicking Up the Pace of Data Cleansing with an Intelligent Classification Kit



Challenge

- It is a myth that you can just apply an algorithm to raw data and have insights pop up. Industry 4.0 cannot be implemented without classified, codified, and properly labelled data. There simply would not be the Fourth Industrial Revolution without a revolution in the digital supply chain. Data cleansing is costly and time-consuming. There are not enough resources available to manually cleanse the sheer volume of data that needs to be cleansed.

Solution

- KICKer is an artificial intelligence (AI) application that greatly reduces the workload required to cleanse data. It is fast and easy to implement, and can be used by all members of the organization.
- The application learns to copy the users' classification techniques and can even surpass the skill level of the most experienced team members.

Outcome

- The user receives auto-classified results with a 75% accuracy level, which saves approximately 80% to 90% of the time for analysis. This eliminates manual data uploads thanks to the automatic synchronization with the system. The aggregated experience is then used in classification of the next data sets.

91%

Correctly identified classes

82%

Productivity increase

60%

Reduction in the cost of resources

87%

Of manual tasks automated



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Company information

Headquarters: Nadudvar, Hungary | Industry: Agribusiness | Web site: www.kite.hu



Our aim is to ensure that our partners produce higher output at a high value-to-cost ratio and remain profitable even when they may not be able to rely on subsidies from the European Union. To achieve this, we coordinate the available agrotechnological knowledge with the necessary technological solutions and machines required to carry out the operations and provide suitable IT solutions. Our long-term objective is to provide operational advice to our partners. The foundation of the advisory system will be the data collected by intelligent tools, which will then be processed by the IT system developed by Kite.



Levente Szabo
CEO, Kite Zrt.

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[Entries by Main Solutions](#)

Kite Zrt. Optimizing the Success of Precision Farming with SAP HANA®



Challenge

- The dynamic growth of precision farming techniques supported by Kite Zrt. necessitated the development of an integrated system to replace the time-consuming manual effort of complex data collection, processing, and analysis.

Solution

- SAP implemented a flexible and powerful system based on SAP HANA® to support the precision farming services of Kite Zrt. The services enable automated data collection, streamline data processing and harmonization, and provide real-time spatial analytics for thousands of farmers.

Outcome

- The custom system enables Kite Zrt. to support the exponential growth of precision farming clients and provide them with a new set of consulting services based on streamlined processes and state-of-the-art spatial and business intelligence (BI) analytics. Farmers get real-time insights into farming activities, combined with relevant satellite and meteorological information.

52%

Projected increase in
precision farming
customers

US\$4M

Revenue projections

400K

Hectares projected to
be cultivated by
precision farming



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Company information

Headquarters: Beijing, China | Industry: High Tech | Web site: www.lenovo.com

“The adoption of the intelligent operation product significantly improves the user experience associated with IT operation services, while promoting operational efficiency and quality. Requirement handling time is reduced by 70%.”

Fei Song
IT, Lenovo

Lenovo
Ramping Up System Health with an AI-Driven Solution



Challenge

- The slow response of traditional manual IT operations cannot keep pace with the fast-paced requirements of today’s business. High volumes of manual, service-related IT tasks create inefficiency and require a huge effort. With no dashboard providing an end-to-end health check of the applications, database, and network, the running state of the system is invisible to business users. Monitoring the system based on a fixed threshold makes it difficult to proactively identify anomalies.

Solution

- Using SAP Solution Manager combined with innovative self-development and artificial intelligence (AI) technology, we customized an intelligent operation product that supports Lenovo solutions for SAP applications. This product provides users with automation and self-service tool sets, a centralized health-check dashboard for the system, and proactive anomaly detection.

Outcome

- The intelligent operation product improves the user experience by replacing traditional manual services with self-service capabilities – reducing IT efforts for repetitive operations. Users gain the flexibility to adjust their business plan according to system resource status. System reliability has improved through real-time monitoring and intelligent anomaly detection.

70%

Of manual operation covered by the intelligent operation product

30%

Of issues detected by the health-check dashboard before they impact the business

50%

Reduction in IT operation cost after the intelligent operation product went online



[View entry](#)



Company information

Headquarters: Hesse, Germany | Industry: Travel and Transportation | Web site: www.airplus.com

“

The move to SAP S/4HANA helped us become more agile. It was a major step in ensuring our continued success in a highly regulated and competitive market.

”

Sebastian Westphal

Director of Finance Transformation, Lufthansa AirPlus Servicekarten GmbH

Lufthansa AirPlus Servicekarten

Transforming into a Digital Enterprise



Challenge

- The legacy (non-SAP) ERP system was nearing end of life and no longer supported new market standards to facilitate growth and digitalization of the business. System adaptations had become too costly and time-consuming, negatively impacting operating margins, business agility, and further international expansion.

Solution

- AirPlus decided to renew its enterprise IT landscape on a cloud-based, platform-as-a-service (PaaS) architecture. It used an SAP Model Company service in a greenfield implementation of SAP S/4HANA for the entire back office, also deploying the SAP Analytics Cloud solution and solutions from industry partners.

Outcome

- AirPlus achieved complete digitalization and the highest possible level of automation of all back-office processes, including replacing paper-based and partially automated processes, resulting in greater efficiency and cost savings. And its flexible, state-of-the-art IT infrastructure, which is in line with worldwide market and IT standards, better supports new business models and international expansion while enhancing customer service.

50%–70%

Decrease in IT operations costs

Up to 40%

Lower business operations and reporting costs

Better

Customer service thanks to deeper insights and new product ideas



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Company information

Headquarters: Mumbai, India | Industry: Cross-Industry | Web site: www.mahindra.com/



It was pleasure for me to see that it was a 'zero trauma' transition that needed huge coordination and cooperation from multiple partners. I take this opportunity to extend my sincere appreciation to everyone for the successful go-live and efficient month-end closure. We truly appreciate the support from all teams who ensured the smooth SAP S/4HANA transition at Mahindra Group.



Biswanath Ghosh

CIO, Enterprise Applications and Corporate Functions, Mahindra Group

Mahindra Group

Achieving "Zero-Trauma" Digital Transformation with SAP S/4HANA

Mahindra
Rise.

Challenge

- Support a business strategy focused on driving future growth by investing in technology, advanced products, and selective acquisitions
- Respond instantly to changing market conditions and create real-time operational reports
- Extend the digital core enterprise-wide and incorporate artificial intelligence (AI), machine learning (ML), robotic process automation (RPA), and other innovative technologies

Solution

- Step 1: Start the SAP S/4HANA conversion by upgrading and adopting the latest SAP ERP stack for keeping the technical stack up-to-date with the latest releases
- Step 2: Provide business value using the latest innovations in the areas of ML, real-time analytics, user experience, mobile solutions, RPA, and other new technologies

Outcome

- Improved user experience with a browser-based UI
- Real-time analytics for quicker decisions
- Access to SAP solutions from mobile devices
- Real-time dashboards and cockpits for end-to-end process execution from one screen
- Platform for the business to transform processes, drive simplification, and achieve improved efficiencies, resulting in faster time to value/market
- Ability to deploy Internet of Things (IoT), RPA, and ML use cases

**Productivity**

Increased efficiencies, resulting in faster time to market

Implemented real-time dashboards and cockpits for end-to-end process execution from one screen

Technology

Improved the user experience with a browser-based UI



[View entry](#)



Company information

Headquarters: Mumbai, India | Industry: Automotive | Web site: www.mahindra.com

“ Our Genie solution is accessible through an app on mobile phones and from other user devices such as laptops and desktops. It is a learning bot, so if it's not able to respond to a specific query, it provides the option to create a ticket or speak directly to the help desk – and eventually learns. It is well integrated with our internal processes. We are continuing to build new features, add data, and support other processes to scale the system across more functions. ”

Biswanath Ghosh

CIO, Enterprise Applications and Corporate Functions, Mahindra & Mahindra Ltd.

40%

Reduction in processing time

10 FTE per month

Reduction in manpower

25%

More time for HR to focus on value-added activities

Introduction

SUSE Participants

Entries by Main Solutions

Mahindra & Mahindra

Delivering a Best-in-Class User Experience Through HR Digitalization

Mahindra
Rise.

Challenge

- Operational inefficiencies resulting from multiple application platforms
- No common solution to support multiple devices and operating systems
- High turnaround time for routine user queries about policy, claims, approvals, benefits, attendance, and more – causing frustrating delays and productivity loss
- Personal-driven rather than system-based responses, leading to inconsistent and inaccurate information

Solution

- Designed and implemented SAP solution to support claims and benefits transactions, policy storage, time management, leave management, and payroll
- Deployed SAP SuccessFactors® Employee Central, SAP SuccessFactors Performance & Goals, and SAP SuccessFactors Succession & Development solutions
- Designed and developed in-house AI-based chatbot named “Genie” with natural language processing and voice-enabled functionality
- Integrated Genie with the SAP and SAP SuccessFactors solutions to meet user needs
- Resulted in a mobile app and Web-based solution for easy accessibility, round-the-clock access, and best-in-class user experience

Outcome

- Greater synergy and talent visibility across the group
- Improved compliance with strong policy enforcement across the organization
- 8% cost savings from automatic approval process
- Single gateway to access all data sources for greater simplicity, reliability, and efficiency
- Exceptional user experience thanks to an interactive and efficient user interface
- Consistent and accurate results based on a single version of the truth



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SAP
Innovation
Awards 2020

Company information

Headquarters: Istanbul, Turkey | Industry: Automotive | Web site: www.martur.com



Global sustainability goals have been among our core objectives since we signed our letter of commitment to the United Nations Global Compact (UNGC) in 2012. We are always willing to be a pioneer to implement innovative activities. In these days, we all feel the effects of global warming in daily life. At Martur Fompak, we are reducing our contribution to climate change by following strict sustainable development goals (SDGs), especially in the areas of climate action and affordable, clean energy. We are achieving tangible benefits by implementing AI into energy management to eliminate energy consumption during non-production time and by selecting renewable energy sources to reduce our carbon footprint.



Özlem Altınışık

Director of Information Technology, Martur Fompak International

Martur Fompak International

Reducing Energy Consumption with an AI-Driven Solution

MARTURFOMPAK
INTERNATIONAL

Challenge

- We needed to collect and analyze data from 12 plants in 8 different countries to find the best way to reduce energy consumption and greenhouse gas emission and to increase the usage of renewable energy sources.

Solution

- We stored data from Internet of Things (IoT) devices on SAP HANA and processed it instantly with SAP Data Intelligence, an artificial intelligence (AI) solution, to increase the energy efficiency of our machines. Through machine learning, we efficiently estimated future energy consumption by evaluating production planning data from our SAP ERP application and SAP Advanced Planning and Optimization component, along with energy consumption data from our SAP Manufacturing Integration and Intelligence (SAP MII) application. By also analyzing data from energy source companies, we can anticipate the rate of renewable energy, which will enable production planning to optimize the use of energy from renewable sources. We can instantly report on all processes with the SAP Analytics Cloud solution.

Outcome

- As a result of this project, we significantly reduced energy consumption during non-production time and increased renewable energy consumption in production time – reducing our carbon footprint.

6%

Reduction in electricity
consumption

20%

Rate of renewable
energy usage

4.5%

Decrease in
greenhouse emissions



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Company information

Headquarters: Zürich, Switzerland | Industry: Retail | Web site: www.migros.ch

“ The Instore-Advisor app empowers our employees to fulfil the most common requests by in-store customers, such as getting a spare part for a product previously purchased at melectronics or getting a recommendation for a complementary product. The app combines customer data stored in several systems – providing employees with a single solution for quickly accessing the customer data and purchase information needed to answer questions, guide future purchases, and build customer loyalty. ”

Remo Gisler

Head of E-Commerce Solutions, Migros-Genossenschafts-Bund

Greater

Employee satisfaction in daily business

4X

Faster completion of customer requests in the store

1

App for serving all customer needs

Introduction

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Entries by Main Solutions

Migros

Gaining Insights That Improve Service Quality and the Customer Experience

MIGROS

Challenge

- Our client advisors had no direct access to each customer's purchase history. As a result, recommending a suitable spare part or complementary product for a customer – either online or offline – was a very complex and time-consuming task. We needed a solution that provided our advisors with easy online and offline access to customer data to improve our service, enhance the customer experience, and support a more effective loyalty program.

Solution

- We rolled out a native app developed with SAP Cloud Platform Mobile Services and SAP Cloud Platform SDK for iOS, which allow JAVA integration to non-SAP solutions. The iOS app runs internally in our melectronics stores on the iPhones of our client advisors and supports consent management for sharing customer data.

Outcome

- The app provides sale support and insights for our client advisors to recommend spare parts and products based on a customer's sales history – even if customers don't remember the details of their previous purchases. In just seconds, for example, an advisor can identify the right equipment to convert a previously purchased television into a sophisticated home theater system. By scanning each customer's loyalty card using a QR code, our advisors can also capture additional information to personalize offers and strengthen each customer relationship.



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Company information

Headquarters: Melbourne, Australia | Industry: Mining | Web site: www.newcrest.com.au

“ The new WeX app captures more information from the field or the workshop – for example, by enabling people to upload photos. It also provides more timely and accurate data to the technician, who can access information such as the history of the job. These are some of the immediate benefits, but we also expect to see longer-term benefits including longer life of assets through preventative maintenance, a reduction in unplanned downtime, improved safety reporting, and less administrative effort required. ”

Liam Franklyn

Manager of Maintenance, Newcrest Mining Limited

Newcrest Mining

Improving Job Safety in the Field with a Mobile-Based Work Execution Solution



Challenge

- Newcrest's mining operations run 24x7 with a workforce that supports the asset maintenance activities at mine sites. The business gave Group IT and Platform the challenge to maximize operational efficiency, improve safety, and increase productivity by allowing technicians to spend more time in the field. They needed a simple, intuitive mobile solution to have access to data and functionality while out in the field with or without network coverage.

Solution

- Using services running on SAP Cloud Platform and a user-centered design approach, we created an intuitive, functional, and user-friendly mobile app for our field technicians. Innovative technologies including mobile services and integration with core SAP and OpenText Enterprise Content Management (ECM) solutions provide field technicians with offline and online access to the information they needed.

Outcome

- By harnessing the power of SAP Cloud Platform, we have delivered real business value to our mining operations by improving safety, productivity, and cash flow. The solution has empowered our field technicians with the agility to make informed decisions and to report and update tasks in real time, leading to increased safety and efficiency.

Safety

Safety information around critical controls available in real time on tablets (online/offline)

22,300 work instructions utilized at remote sites through tablets (over 8 months)

Productivity

100,000 operations carried out using WeX (over 8 months)

40,000 hours saved (over 8 months)

Technology

Simplified architecture enabling mobile apps to be developed using an agile methodology



[View entry](#)



Company information

Headquarters: New Delhi, India | Industry: Utilities | Web site: www.orientelectric.com

“ We are extremely delight to share this feedback. Previously, report generation was very slow. Now we can create our daily stock report in just 10 seconds. And our order status report, which used to take a minimum of four to five minutes, takes less than 45 seconds. Congratulations and big thanks to the entire team involved in such a big project implementation! ”

Amit Srivastava

Head, Operation of Warehouse and Logistics, Orient Electric Limited

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Orient Electric Limited

Becoming Fit for the Future Through Digital Transformation



Challenge

- Hardware out of warranty and Oracle software version no longer supported
- Need to launch digitalization journey to implement multiple projects such as sales force automation, transport management, dealer management, master data cleansing, and functional upgrade

Solution

- Migration of our existing SAP ERP application on Oracle database to the latest SAP S/4HANA 1809 version, along with the implementation of SAP Fiori® apps
- Implementation of disaster recovery using the latest technology of SAP HANA for system replication
- Implementation of SAP Solution Manager on Sybase

Outcome

- Foundation built to support the future road map and implementation of digital accelerators for sales force automation, document management, and transportation management
- Enhanced system performance with SAP HANA in-memory computing and improved table structure
- Ease in master data management, for example, using the Business Partner object
- Flexibility in invoice number (18) and material number (40)
- Enhanced user experience with SAP Fiori apps
- Faster monthly financial closing, now completed by the 2nd of every month



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Company information

Headquarters: Mumbai, India | Industry: Fashion | Web site: www.raymond.in



As part of the 'Raymond Reimagined' vision, we have stayed invested in many future-ready technologies and cutting-edge IT platforms, SAP S/4HANA for fashion and vertical business being one of them. I am delighted that Raymond is one of the leading companies globally in the textile and apparel industry to deploy this fiber-to-fashion ERP platform. This robust IT foundation enabling real-time quality data and analytics across the business value chain will help us transcend in becoming an agile, nimble, and highly responsive organization.



Sanjay Behl

CEO, Lifestyle, Raymond Limited

Raymond

Accelerating the Fiber-to-Fashion Lifecycle with SAP S/4HANA

**Challenge**

- Various ERP systems
- Inadequate master data management and analytics for decision-making
- Non-harmonized business processes across the various verticals
- Need for greater customer centricity across the entire value chain covering the manufacturing of fabric, garments, and retail operations

Solution

- SAP S/4HANA solution for fashion and vertical business, supporting:
 - Standardization of the article master with fashion attributes across the value chain
 - Article personalization
 - Segmentation
 - Preorder costing and time and action plan
 - Dynamic pick-list generation for combined orders
 - Order allocation run
 - Value-added services
 - Human-centric design of merchandising cockpit

Outcome

- Enabled standardization, scalability, agility, and a consumer-centric organization

10%

Reduction in turnaround time in key cycles such as procure to pay

25%

Expected reduction in time to generate and process export invoice documentation

From 5 hrs. to 30 mins.

Improved time to react to changing fashion style components



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Company information
Headquarters: Paris, France | Industry: Automotive | Web site: N/A

“ The entire process of testing custom code related to the deployment of SAP HANA is now faster and more efficient, thanks to SAP Landscape Management. ”

Nils Krugmann
Program and Unit Manager, Seven Principles AG

Seven Principles

Simplifying System Administration with Automated Provisioning



Challenge

- An automotive OEM needed to manage an evolving IT infrastructure effectively while maintaining high standards of quality and compliance.

Solution

- The manufacturer decided to deploy SAP Landscape Management software to automate system management and enable the rapid provision of high-quality test environments.

Outcome

- By simplifying the system provisioning process, the company has freed up IT staff time to focus on value-added tasks. In addition, the availability of consistent, compliant test environments is helping accelerate the deployment of SAP HANA, supporting the company on its journey to digital transformation.

90%

Less time required to manage routine tasks

30%

Reduction in IT staffing costs

9X

Increase in possible system refreshes each year



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Company information

Headquarters: Munich, Germany | Industry: High Tech | Web site: www.siemens.com

“ Digitalization and innovation across Siemens require faster processing of our huge and ever-growing data volumes. Intel Optane DC persistent memory offers new infrastructure sizing, security, scalability, and landscape simplification with lower total cost of ownership.”

Mamun Natour
IT, Siemens AG

Siemens

Managing Massive Data Volumes with Groundbreaking Memory Technology



Challenge

- Siemens AG is preparing for the next phase of smarter management of its ever-increasing data stores. The company wants a future-focused solution enabling operational excellence and deeper business insights for its SAP HANA database, which is one of the largest and most complex SAP HANA installations in the world.

Solution

- Intel Optane DC persistent memory** is the first new revolutionary memory technology in over 25 years designed to run on SAP HANA 2.0 and uses groundbreaking memory cells. Accenture ran the global proof of concept (PoC) prior to the market launch together with Siemens, Intel, SAP, and Fujitsu to prove that this innovative Intel technology will become the ideal solution for Siemens AG.

Outcome

- Siemens chose to upgrade its SAP HANA data lake servers to second-generation Intel Xeon scalable processors and Intel Optane DC persistent memory technology upon successful completion of the PoC. Siemens gained access to the massive memory capacity required to support its digital strategy and expanding use cases, while also lowering total cost of ownership (TCO) and improving operational efficiency.

3X

Greater capacity than normal DRAM, reducing the server footprint and lowering TCO

15X

Faster restart time, offering more flexibility to the business

6X

Increase in memory support for OLAP (3X increase for OLTP)



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Company information

Headquarters: China | Industry: Engineering, Construction, and Operations | Web site: www.jdsn.com.cn/

“

With a single, central digital core, BBMG Jidong Cement makes sales, procurement, and finance control easier and faster than ever.

”

Huang Ying

Head of System Innovation Department, Tangshan Jidong Cement Co. Ltd.

Tangshan Jidong Cement

Integrating Newly Merged Organizations with SAP S/4HANA

BBMG 唐山冀东水泥股份有限公司
TANGSHAN JIDONG CEMENT CO., LTD.

Challenge

- BBMG and Jidong had just merged, and the businesses were running on different systems. The business processes among the various plants were also quite different. The new company needed one solution to manage and support all aspects of the business and drive strategic decision-making.

Solution

- SAP S/4HANA was the foundation for the BBMG Jidong solution. A strong digital core was needed to support the overall business expansion and implement a flexible IT landscape, including intelligent plants, a management decision-making and reporting platform, business planning and consolidation, plus warehouse management.

Outcome

- This was the first SAP S/4HANA 1809 conversion in Asia Pacific/Japan (from SAP ERP 6.06). BBMG Jidong Cement used SAP Activate to significantly shorten the project duration by 60%. Additionally, core business reporting efficiency was improved significantly, from 3+ hours down to 10 seconds.

55%

Accelerated overall project duration, from 24 months to 11 months

50%

Reduction in order processing time, resulting in 50K business hours saved per year

95%

Time savings due to real-time core business reporting efficiency



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Company information

Headquarters: Moscow, Russian Federation | Industry: Telecommunications | Web site: <https://tele2.ru/>

“ Margin indicators for business microsegments are absolutely critical for our business as we operate in a highly competitive mature market. With the help of SAP Customer Profitability Analytics, we have gained a huge volume of new data that is used for overall margin improvement in each business line. Now we can provide next-generation financial support to our business teams and create additional value to our shareholders.

Nikolay Surikovi
CFO, Tele2

All analytical reporting for business microsegments is supplemented by margin indicators to increase the level of control over business performance. We are developing an independent business that builds analytical reporting to implement margin indicators for all business units and to increase the level of company efficiency.”

Olga Gnezdilova
Chief Data Officer, Tele2

>100

Subscriber analytics combined into one place

1

First implementation of subscribers' margin analysis in the CIS

>40 million

Subscribers analyzed by margin, broken down to a single transaction level

Tele2

Taking a Deep Dive into Margin Assurance with Big Data Analytics

Challenge

- Shift from average revenue per user (ARPU) to individual margin per user (IMPU)
- Succeed in a competitive market, increase profits, and drive revenue growth
- Create a single point of financial truth with higher quality revenue and cost analyses
- Support accurate financial analytics for more than 40 million subscribers

Solution

- Constructed a new reporting and margin analysis solution used by both the central function and the branches using the SAP BW/4HANA®, SAP Customer Profitability Analytics, and SAP Analytics Cloud solutions – making this the first commercial implementation of SAP Customer Profitability Analytics in the Commonwealth of Independent States (CIS) and second in the world
- Initiated an organizational change leading to the Margin Analysis department integrating a margin analysis function into company processes

Outcome

- One version of the financial truth that different departments can use to achieve their KPIs
- Foundation to support the analysis and control of margin losses and improve managerial decisions
- Monthly reporting to the top management team with insights based on margin data
- Breakdown of profitability and consumption of services by different machine learning instruments (including patterns analysis)



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Company information

Headquarters: Beijing, China | Industry: High Tech | Web site: www.tslsmart.com

“

Not many start-up companies, like Terminus, set the standard as a \$100 billion company from the first day. By applying SAP innovations and best practices, we successfully launched a new platform that transformed our management structure, processes, and rules. What SAP brought to Terminus was not only technology, but also a proven methodology that provided the logic and approach for successfully managing an enterprise.

”

Yu Ai

CEO, Terminus Technology Co.

20%

Reduction in financial settlement time

30%

Improvement in personnel efficiency

10%

Cost reduction

Introduction

SUSE Participants

Entries by Main Solutions

Terminus Technology

Building a Business Platform to Manage Sky-Rocketing Growth



Challenge

- Lack of unified data, transparent information, and organized processes for effective collaboration and risk management
- Inability to effectively control project delivery costs
- No integration between business and finance
- Low operating efficiency, inventory stagnation, and inability to respond quickly to production

Solution

- Implemented a management platform to connect resources, drive collaborative processes, and enable efficient control based on the SAP C/4HANA® suite, SAP S/4HANA, SAP Analytics Cloud, and the SAP Jam™ collaboration platform
- Designed the blueprint of the new business management platform in 18 days
- Launched live platform in 3.5 months by referring to SAP's best practices and road map

Outcome

- Achieved process compliance, risk control, efficiency improvements, cost reduction, information transparency, real-time data access, and comprehensive operations analysis
- Realized full lifecycle management from idea to product and from lead to cash
- Gained the ability to monitor ROI for the entire project portfolio and for individual projects
- Standardized 76 business processes, formulated 24 supporting management systems, set 27 core master data items, and identified 22 management reports



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