SAP HANA® Innovation Award 2017
Selected Entries

2017 Award Winners
Selected Entries by Industry
Selected Entries by Region
Selected Entries by Solution
SAP HANA® Innovation Award

- The SAP HANA® platform and other platform and technology solutions from SAP are built on the premise that SAP customers are free to transform and accelerate their businesses in ways they never could before.

- Thousands of customers have been turning to our platform and technology solutions to address their business challenges – allowing them to innovate and win in the digital economy in new and exciting ways.

- The SAP HANA Innovation Award honors and celebrates our most forward-thinking customer and partner successes and allows us to share these amazing accomplishments with a wider audience.

- Explore this e-book to learn how today’s technology leaders are innovating and demonstrating the power of SAP® software.

- To find out more about the SAP HANA Innovation Award in 2017, visit innovation.saphana.com.
SAP HANA® Innovation Award: Winners and Honorable Mentions

**Customer Track**

**Digital Trailblazer**
1st: Aesculap Inc.
2nd: Advanced Micro-Fabrication Equipment Inc. (AMEC)

**Social Hero**
1st: Parkland Health & Hospital System
2nd: Vectus Industries Limited

**Process Innovator**
1st: Karma Automotive LLC
2nd: Sutter Health

**Partner Track**

**Digital Trailblazer**
1st: EOH Mthombo (Pty) Ltd.
2nd: T-Systems South Africa (Pty) Ltd.

**Social Hero**
1st: Deloitte Consulting B.V.
2nd: PlaceSpeak Inc.

**Process Innovator**
1st: Sablono Gmbh
2nd: The Next View BV

**Special Awards**

**Industry Disruptor**
Karma Automotive LLC
Fairfax Water

**CEO Choice**
Sutter Health

**Regional Choice**
APJ – Nippon Telegraph and Telephone Corporation (NTT)
EMEA – Deloitte Consulting B.V
GC – Advanced Micro-Fabrication Equipment Inc. (AMEC)
LAC – San Miguel Global
MEE – Beiersdorf AG
NA – United States Army

**Honorable Mentions**

Adler Mannheim (SAP Arena)
BASF SE
Boston Scientific Corporation
C&J Energy Services Inc.
Cisco Systems Inc.
Colgate Palmolive Company
Global Brands Group Holding Ltd.
Hitachi Ltd.
Huawei Technologies Co. Ltd.
J. J. Keller & Associates Inc.
La Chapelle Fashion Corporation
Mahindra and Mahindra Ltd.

Mead Johnson Nutrition Company
MemorialCare (Patient Screening)
Mercy
Pacific Drilling S.A.
PricewaterhouseCoopers Advisory Services LLC
Remiqz
Sabre Corporation
TSG 1899 Hoffenheim Football Game Companies Ltd.
The Rockport Group LLC
Türk Telecom Group
Unified Inbox Pte. Ltd.
Vivint Inc.
Wipro Limited
Selected Entries by Industry (1/2)

**Automotive**
- Karma Automotive LLC
- Mahindra and Mahindra Ltd.

**Banking**
- Arquia Banca
- Fitch Ratings Inc.

**Chemicals**
- Ballance Agri-Nutrients Ltd.
- BASF SE

**Consumer Products**
- Beiersdorf AG
- Cargill Inc.
- Colgate Palmolive Company
- IPgallery Inc.
- Mead Johnson Nutrition Company
- San Miguel Global
- The Rockport Group LLC
- Vectus Industries Limited

**Engineering, Construction, and Operations**
- Pacific Drilling S.A.

**Healthcare**
- Aesculap Inc.
- Farma-Tek
- MemorialCare Health System (Accountable Care)
- MemorialCare Health System (Patient Screening)
- Mercy
- Parkland Health & Hospital System
- Sutter Health

**High Tech**
- Camelot ITLab GmBH
- Cisco Systems Inc.
- Dell EMC Corporation
- Hitachi Ltd.
- Huawei Technologies Co. Ltd.
- Invenio Business Solutions Ltd.
- Lenovo Group Ltd.
- Pfizer Inc.
- Quantiply Corporation
- SUSE PLC
- The Next View BV
- T-Systems South Africa (Pty) Ltd.
- Unified Inbox Pte. Ltd.
- Vivint Inc.
- Wipro Limited
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### Selected Entries by Region (1/2)

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| **Asia Pacific and Japan (APJ)** | Ballance Agri-Nutrients Ltd.  
Lion Pty Limited  
Mahindra and Mahindra Ltd.  
Nippon Telegraph and Telephone Corporation (NTT)  
Tata Consultancy Services (TCS) Limited  
Vectus Industries Limited  
Wipro Limited |
| **Europe, the Middle East, and Africa (EMEA)** | Accenture Plc.  
Arquia Banca  
Dansk Supermarked Group A/S  
Deloitte Consulting B.V.  
EOH Mthombo (Pty) Ltd.  
Farma-Tek  
Invenio Business Solutions Ltd.  
Leiden University  
Remiqz  
The Next View BV  
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T-Systems South Africa (Pty) Ltd.  
Vestas Wind Systems A/S  
Vodafone Group PLC |
| **Greater China (GC)** | Advanced Micro-Fabrication Equipment Inc. (AMEC)  
Huawei Technologies Co. Ltd.  
La Chapelle Fashion Corporation  
Lenovo Group Ltd.  
Unified Inbox Pte. Ltd. |
| **Middle and Eastern Europe (MEE)** | Adler Mannheim (SAP Arena)  
BASF SE  
Beiersdorf AG  
Camelot ITLab GmBH  
Pacific Drilling S.A.  
Sablono GmbH  
SUSE PLC  
TSG 1899 Hoffenheim Football Game Companies Ltd. |
| **Latin America and the Caribbean (LAC)** | San Miguel Global |
Selected Entries by Region (2/2)

North America (NA)

Aesculap Inc.
Boston Scientific Corporation
C&J Energy Services Inc.
Cargill Inc.
Cisco Systems Inc.
Colgate Palmolive Company
Dell EMC Corporation
Deloitte LLP
Fairfax Water
Fitch Ratings Inc.
IPgallery Inc.
J. J. Keller & Associates Inc.
Karma Automotive LLC
Mead Johnson Nutrition Company
MemorialCare Health System (Accountable Care)
MemorialCare Health System (Patient Screening)
Mercy
Parkland Health & Hospital System
Pfizer Inc.
PlaceSpeak Inc.
PricewaterhouseCoopers Advisory Services LLC
Quantiply Corporation
Sabre Corporation
Schlumberger Limited
Sutter Health
The Rockport Group LLC
United States Army
Vivint Inc.
Zappos IP Inc.
## Selected Entry by Solution (1/3)

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*SAP HANA platform customer
# Selected Entry by Solution (2/3)

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*SAP HANA platform customer

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*SAP HANA platform customer*
Accenture: Running Digitally at Scale Using SAP HANA®

SUMMARY
To handle hyperscale growth and support new business opportunities, Accenture migrated its finance and HR system to SAP® Business Suite powered by SAP HANA®. It also migrated SAP Business Warehouse powered by SAP HANA to Microsoft Azure and added the SAP HANA platform as a data mart to implement real-time analytics use cases.

CHALLENGES
- As their company transforms into a digital and more diverse enterprise, both business and IT will contend with a faster pace of change, growth at hyper scale, and larger volumes of data.
- The company will operate with more insight, agility, efficiency, and compliance across multiple business units.

RESOLUTION
- Proactively mapped out a multistep, multiyear journey instead of waiting until the business required a more robust enterprise resource planning solution
- Successfully migrated the enterprise database to SAP HANA in six months; was among the first, large-scale, live systems in terms of database size, users, and transactions
- Figured out how to operate SAP HANA to support its business, ensuring high availability and making sure backups, disaster recovery, and other processes worked properly
- Delivered powerful analytics on real-time transactional data versus extracts and monthly roll-ups to users

BENEFITS
- Enabled leading-edge reporting capabilities not possible before implementing SAP HANA
- Improved upon a world-class financial close process
- Provided fast insight into business data

"Accenture views its migration to SAP Business Suite powered by SAP HANA and SAP Business Warehouse to Microsoft Azure, and adding SAP HANA as a data mart, as huge steps forward in preparing for the future and being key to delivering business value. The combination of speed, agility, and analytics insight is needed to support our projected growth and performance in a diverse range of businesses in a more complex and volatile environment."

Daniel Kirner, Managing Director of IT, Accenture Plc.
Adler Mannheim (SAP Arena): Transforming the Digital Fan Experience with an App powered by SAP HANA®

SUMMARY
Using SAP® software technology, Adler Mannheim, which play in SAP Arena, launched a brand-new fan-facing app in 2015 to bring fans closer to the team and truly reward them for their loyalty. The team now has a holistic view of customer master data, including purchase histories across ticketing, the merchandising shop, and food and beverage consumption at the venue. This enables Adler Mannheim to personalize offers for its fans.

CHALLENGES
- No information on customer preferences, including who they are, what they want, how often they come to games
- No analysis of buying patterns, limiting the ability to create targeted campaigns for fans in an effort to up- and cross-sell
- No customer master data and no customer buying history, making it impossible to build customer relationships in merchandising, catering, and ticketing
- Missing ROI analysis for marketing campaigns

RESOLUTION
- Developed the Adler Mannheim Fan App based on SAP Cloud Platform and integrated it with additional SAP solutions
- Made it possible to handle thousands of concurrent fan app requests and also evaluate the collected information in real time using the SAP HANA® platform
- Implemented personalized, role-based access for coaches, medical staff, scouts, players, and team managers
- Implemented a user-friendly and intuitive user interface with the SAP Fiori® user experience and SAPUI5

BENEFITS
- No more customer anonymity
- Unique rewards and experiences for fans
- Efficient solution for customer analysis and targeted offers
- Analysis of customer sales behavior in real time, even during the match

"Digitalization is crucial in running a company. Our fans are our most important asset, and we wanted to know more about their individual preferences – who they are, what they want, how often they come to games. In return, we can now enrich their experience inside and outside the stadium – thanks to innovative SAP solutions. We are able to identify the most dedicated fans and offer them truly special rewards including ‘money can’t buy’ experiences, like a training day with the team.”

Daniel Hopp, CEO, SAP Arena and Adler Mannheim
AMEC: Creating a Real-Time Supply Chain by Breaking Down Interenterprise Barriers with SAP HANA®

**SUMMARY**
AMEC provides integrated-circuit and LED chip manufacturers with high-end devices and process technologies. As it focuses on R&D and operations management, supplier outsourcing is required for production and processing. With the SAP HANA® platform, AMEC integrates suppliers into a real-time, efficient supply chain management platform by breaking down inter-enterprise information barriers. This reduces costs and improves efficiency and quality control.

**CHALLENGES**
- Supplier outsourcing is required for most production and processing, making it a challenge to improve supply chain efficiency and quality control.
- Supply chain production technology is complex, the process is lengthy, and quality control is demanding.
- Frequent changes in R&D and business make it difficult to coordinate supply chain production.

**RESOLUTION**
- Set up data testing terminals at each supplier premises and received analyses in near-real time
- Established automatic testing and achieved automatic judgment by establishing pattern identification models through R that are then called by SAP HANA, eliminating manual judgment of tested equipment
- Implemented SAP HANA for its performance
- Moved from traditional online transaction processing to online analytical processing to in-memory computing, with greatly improved speed and capacity, thanks to a strong partnership with SAP

**BENEFITS**
- Connected all vendors in a single workflow by presetting global strategy and trigger mechanisms
- Increased the accuracy of the test results of the parts from 70% to 98%
- Enabled the entire process to be 600x faster than the more traditional approach

"SAP HANA is a high-performance computing platform. Without it, there is nothing we can do to extend the supply chain, no matter how superb our ideas and quality-control procedures are."

Xiangguo Dong, IT Director and Project Lead, Advanced Micro-Fabrication Equipment Inc.
Aesculap: Digitally Transforming with an Innovative Cloud-Based Platform and Mobile Applications

**SUMMARY**
Aesculap, a medical device manufacturer, strives to improve safety and quality in each surgery worldwide and to simplify processes in hospitals. To achieve its goal, the company developed new business models by establishing a digital service platform, which provides mobile apps based on the SAP Cloud Platform to increase productivity and efficiency. For example, personnel can scan articles by bar code, retrieve product information, or initiate reorders and repair orders. As a result, the person responsible for the central sterile services department can quickly compile packing lists for the operation room.

**CHALLENGES**
- Cost pressure in the highly competitive healthcare market required greater operational efficiency
- Increasing hygiene requirements as a result of MRSA/MRGN infections and constantly increasing compliance standards imposed new quality control constraints
- Globalization bringing new competitors to the market created cost pressures and the necessity to differentiate through excellence in customer service

**RESOLUTION**
- Establish a digital service platform to deliver mobile apps based on SAP Cloud Platform
- Develop new mobile applications accessible to physicians, hospitals, medical retailers, and Aesculap employees
- Deploy the SAP Analytics Cloud solution to enable complex and near-real-time data analysis

**BENEFITS**
- Established a new business model that allows the company to stay competitive and enter new markets
- Improved safety and quality in surgeries by tracking every instrument and its usage
- Shared knowledge across the value chain to improve efficiency and business relationships
- Simplified work with intuitive user interfaces that allow users to process their tasks a lot more quickly and easily

“We want to bridge the gap between the physical sterile goods and the digital world and to close the media gap to our platform. Today, sterile goods not subject to serial numbers are disappearing as soon as they leave the factory. That’s why we want to create digital touch points, so we know when an instrument needs to be repaired or reordered. The concept of digital twins is a future-oriented topic for us: all services should be able to be used in the digital world as the day-to-day business is gradually transferred to e-business.”

Christian Frank, Head of Service Innovation, Aesculap Inc., a B. Braun company
Arquia Banca: Extending the Market Reach of a Banking Solution with SAP HANA®

SUMMARY
Arquia Banca specializes in banking services tailored to the needs of architects and other professionals. Arquia wants to grow its assets by €1 million and increase its profits by 50%. Arquia wanted a real-time platform to accelerate the time to market of innovative banking products – helping the bank extend its market reach, win new customers, and generate lucrative new revenue streams. To improve operational efficiency and responsiveness, the bank was committed to completely replacing paper-based processes by digital procedures.

CHALLENGES
- Previous IT solutions could not support the bank’s growth strategy
- Slow, cumbersome, paper-based processes
- Lengthy customer onboard servicing

RESOLUTION
Arquia Banca, partnering with Stratesys, has created an end-to-end banking solution that uses the speed of the SAP HANA® platform to sharpen its competitive edge. All of the bank’s processes have been or are being migrated to this digital platform for business in real time, completely eliminating slow and cumbersome paper-based procedures. The omnichannel functionality delivered by this solution implies that any customer-related process can be started on one channel and can be completed with any other channel.

BENEFITS
- Helped sharpen Arquia’s competitive edge through a superior customer experience, shorter time-to-market for attractive offerings, plus fast and efficient paperless processes
- Enabled complex online processes such as customer onboarding or direct product contracting
- Established more efficient, more secure, and more customer-focused services
- Took security standards to the next level with real-time insights

"Arquia Bank has integrated all business processes on SAP HANA. Today, we provide a complete portfolio of end-to-end banking services in real time. These services delight our customers and are open to the world.”

Markus Mannl, COO, Arquia Banca

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Ballance: Helping Farmers Prosper with SAP S/4HANA®

SUMMARY
Farmer-owned cooperative Ballance Agri-Nutrients has simplified and streamlined its business processes and accelerated decision making, helping its sales organization work more productively while supporting its customers in reaping better harvests.

CHALLENGES
- Improve the customer experience across all touch points throughout the business
- Enhance the availability and reliability of customer data to make decisions more quickly and serve customers with confidence
- Simplify, streamline, and accelerate business processes
- Drive better on-site productivity and profitability for farmers

RESOLUTION
- Deployed SAP S/4HANA® and the SAP® BusinessObjects™ Business Intelligence platform as a comprehensive foundation
- Provided real-time dashboards for full visibility into data and improved decision making
- Improved overall customer experience with access to the right data at the right time

BENEFITS
- Enabled employees, suppliers, and customers to digitally connect and share ideas
- Increased overall ability to extract insights from data to deliver real-time insight on a year’s worth of data in less than a second
- Designed and built solutions with SAP S/4HANA at the center that are mobile, intuitive, robust, and valuable so customers are more autonomous, productive, and able to do business with ease

“The journey we are on will allow us to connect our employees, suppliers, customers, and networks to our digital core. With SAP S/4HANA at the center, we are designing and building solutions that are mobile, intuitive, robust, and valuable, enabling our customers to be more autonomous and productive and to easily do business with us.”

David Scullin, CIO, Ballance Agri-Nutrients Ltd.
BASF: Digitalizing R&D with Support of an Integrated Knowledge Management Solution Based on SAP HANA®

**SUMMARY**
BASF implemented a knowledge management solution called “information to Knowledge Insights” (i2K Insights) to support R&D employees with insight and make collaboration easier. Using the SAP HANA® platform, scientific literature and patent information can be more rapidly analyzed, organized, and enriched through the i2K Insights platform.

**CHALLENGES**
- Existing tools did not have the required performance to manage and process the growing amount of complex scientific information that needed to be analyzed by R&D teams.
- To turn information and analysis into actionable insights, the researchers needed fast analytical tools that supported the way they think.
- BASF lacked a high-performance analytical solution that allowed storing, accessing, annotating, searching, and sharing scientific and patent information across the company’s global sites.

**RESOLUTION**
- Worked with SAP to implement a viable open-source solution based on SAP HANA to reduce complexity and improve performance
- Combined a single installation of SAP HANA with a Java servlet container to power the company’s search capability for scientific literature and patents
- Protected information with an external security audit

**BENEFITS**
- Solution that is simple, cost effective, and easy to maintain
- Once committed, data that is instantly searchable
- Implementation that has resulted in the elimination of many interfaces and system barriers
- Time saved in information gathering and fact-finding that speeds up time to market of intellectual property

"SAP HANA enables us to analyze information in a significantly better way. The platform allows enriching the information with our own knowledge and sharing this with global teams. This is what we need in our day-to-day work to be more efficient and effective. Keys to the success of the project were the agile project methodology; the early feedback of the users, which helped us adopt the user experience; and the direct access to SAP HANA development teams."

Thomas Lorenz, Vice President of Scientific Information, BASF SE
SUMMARY
Beiersdorf created a customer relationship management (CRM) solution for the personal care industry segment using SAP HANA® software. The CRM digitalizes the communication flow between care providers and people requiring their services. The first module is for kindergarten professionals, allowing them to digitalize their communication to their customers (parents), and in the same way evaluate completely new business models. Our mission is to simplify the life of kindergarten teachers, managers, and parents. The current solution offers a teacher app, a management app, and a parent app.

CHALLENGES
- Create value beyond profits and contribute to society
- Offer continuously desired free services, onboard attractive partners, and scale out to more countries while keeping a sustainable business
- Overcome the technical hurdle of combining kindergarten business users with consumer users and private end users into a single user management system

RESOLUTION
- Uses SAP® Cloud Platform Identity Authentication service for user creation, deletion, and project provisioning
- Uses SAP Fiori® apps as a simple user interface combined with the flexibility of SAP HANA, both tightly integrated into SAP Cloud Platform

BENEFITS
- Teachers have more time to take care of the kids, since filling out manual forms is minimized.
- Managers can react in real time to inform all involved parties accordingly; updates no longer need new lists, handwritten notes, or telephone chains.
- Parents accompany the development of their children in real time through photos, feeds, and event updates.
Boston Scientific: Modernizing Quarterly Business Reviews with SAP HANA®

SUMMARY
The Boston Scientific European sales force wanted to do what they do best, sell, and avoid spending a large amount of time on quarterly business reviews (QBRs). These reviews were especially laborious because they involved extracting data from multiple systems and consolidating all of the sales data into one report. With the implementation of a centralized data mart on the SAP HANA® platform, sales reps can now obtain key customer analytics through dashboards from one source and save thousands of days of labor.

CHALLENGES
- Sales and customer data was siloed into multiple applications, making it difficult to see the full picture.
- Lack of a uniform way to aggregate sales data and measure key performance indicators led to inconsistency and errors.
- Lack of consistent data quality and presentation formats made QBR meetings endless, leaving less time for sales rep development.

RESOLUTION
- Automatically centralize key sales and customer data into a powered data mart using SAP HANA
- Use SAP® Data Services software for data integration, quality, and cleansing
- Use SAP HANA studio to create calculation and analytic views to accelerate and simplify reporting
- Deploy SAP BusinessObjects™ business intelligence solutions to provide advanced reporting and dashboards

BENEFITS
- Greatly reduced QBR preparation by eliminating Microsoft Excel report creation
- Gained more time in QBR meetings for sales planning and professional development
- Achieved a real-time, 360-degree view of customers and sales motions, allowing reps to identify opportunities faster
- Significantly reduced development time and maintenance compared to traditional business intelligence data architecture
C&J Energy Services: Putting SAP® Cloud Platform in the Hands of Remote Rig Crews

SUMMARY

C&J Energy Services is a leading provider of onshore well construction, completion, support, and other oil field services to oil and gas exploration and production companies. They operate the second largest onshore oil field workover rig fleet in the United States and have equipment and crews in every major petroleum basin in North America. They turned to SAP® Cloud Platform for their first digital application, putting SAP software in the hands of rig crews, and recently rolled out an electronic field ticket solution (FTS) for their rig operations.

CHALLENGES

- Extend and simplify SAP software functionality for field operations when the majority of customers’ wells are located in remote locations with no access to the Internet
- Address the current business climate of tighter and more volatile margins that require near-real-time operational and business performance information

RESOLUTION

- Deployed an FTS as part of a broader SAP S/4HANA® implementation that consolidated seven financial SAP Cloud Platform systems and established a single standard set of business processes
- Received rich, custom, and differentiating business functionality while maintaining a standard digital core and high degrees of reusability

BENEFITS

- Improved service quality and cost through the timely capture of operational data
- Increased field service productivity by eliminating form filling and paper chasing
- Improved cash flow by reducing days sales outstanding and customer queries
- Replaced and optimized error-prone, paper-based processes with an electronic FTS
- Improved uptime and reliability through the use of the cloud-based platform as a service, SAP Cloud Platform

“SAP Cloud Platform allows us to provide our business with rich, custom, and differentiating functionality while maintaining a standard digital core.”

Steven Carter, CIO, C&J Energy Services Inc.
Camelot ITLab: Improving Truck Loading Dock Efficiency with SAP HANA® and SAP® Cloud Platform

**SUMMARY**
Camelot ITLab developed the Dock Schedule Optimizer to optimize truck loading dock scheduling. The Dock Schedule Optimizer uses SAP HANA® software, SAP® Cloud Platform, HERE truck routing and mapping data, and an Outlook-like calendaring system to more accurately schedule loading and unloading times based on the expected time of a truck’s arrival. The system uses predictive traffic calculations and mobile technologies to keep schedulers and truck drivers in sync.

**CHALLENGES**
- Unforeseeable transport events (traffic, weather, breakdowns, and so on) leading to mismatches in dock resource planning (loading dock space, receiving personnel, and so on)
- Integration complexities with the legacy system

**RESOLUTION**
Dock Schedule Optimizer, which supports two primary workflows:
- Interface for the docking station and loading station manager, which provides an Outlook-like calendar app with a detailed overview of resource utilization spread over days, weeks, and months
- Mobile app that provides the driver with an interface to manage personal data, booking time slots, and geocoding and navigation (using HERE maps)

**BENEFITS**
- Reduced driver waiting time from 20% to 30%
- Improved docking station utilization from 10% to 25%
- Reduced the need for truck parking spaces from 20% to 30%
- Managed flexible and fast integration of new business partners
- Enabled real-time and direct communication between the hub operator and driver

“This is a new step into logistics digitalization. It enables much more agile logistics networks with direct links and coordination between involved parties, which will allow us to create complete new services for our customers in the future.”

Andreas Gmür, Partner, Camelot Management Consultants AG
Cargill: Using SAP Fiori® to Provide a Digital Remote Truck Driver Check-In and Reduce Check-In Times by 75%

SUMMARY
Partnering with Mindset Consulting, Cargill implemented SAP Fiori® apps to create a solution that digitalizes the check-in process and delivery creation process in the warehouses. It provides real-time analytics of the time of check-in and provides an opportunity to streamline the dependent warehouse activities.

CHALLENGES
- Streamlining and reducing the check-in time and process
- Eliminating manual activities by delegating the check-in function to the driver
- Accurately forecasting for delivery and freight-order creation
- Improving customer satisfaction by providing additional tools to the drivers

RESOLUTION
- Digitalized check-in process that provides trigger control to the truck driver
- Delivery creation process triggered when the driver checks in with their status using the app within 30 miles of the warehouse’s geofence

BENEFITS
- Real-time analytics that provided better insights into the transport process and saved millions of dollars in transport efficiencies through visibility into and management of the number of trucks heading to the loading bays
- Saved valuable driver and shipping clerk time by automatically assigning a loading bay to a driver, eliminating wait time upon arrival for the driver
- Reduced freight check-in time by 75%, making freight-order creation faster and saving the turnaround time for the drivers

“With our new apps for transportation, we’ve reduced check-in time nearly 75%. This is incredible.”
Logistics Manager, Cargill Inc.
Cisco: Transforming the Sales Process with SAP HANA® and SAP® Predictive Analytics

SUMMARY
Cisco Systems integrated the predictive analytics capabilities of SAP HANA® software with its own sales pipeline management tools to transform its global sales process. The solution enables the predictive analytics team, rather than IT, to drive improvements in sales productivity by developing predictive analytics models to provide data and recommendations to sales management and sales reps. By highlighting sales techniques that are working, identifying opportunities most likely to close, and offering region-by-region product recommendations based on account analysis, SAP HANA has enriched the Cisco sales teams’ potential to thrive and reach aggressive growth targets.

CHALLENGES
- The sheer scale of Cisco’s business presents a data analytics challenge.
- Data relevant to sales is distributed across multiple systems, regions, and business units, with partner channels contributing to sales data disaggregation.
- Cisco reps are effectively leaving money on the table due to pipeline optimization challenges.

RESOLUTION
A platform that unifies the data analytics for sales, provides real-time access to all Cisco sales data and related data sets, and enables powerful analytics across regions and product lines.

BENEFITS
- Improved reps’ potential to meet aggressive sales targets by providing faster access to critical data analysis
- Used multiple technical innovations to allow the company to realize greater returns on its technology assets
- Enabled social selling to gain combined knowledge and experience driving more-informed sales processes across regions and teams

“We’re using the power of SAP HANA to go beyond basic diagnostics. We get our salespeople to use data to optimize their pipelines, getting them away from ‘gut feel’ and into real data-driven decision making about which of their hundreds of opportunities are viable. We offer helpful guidance on the most important question these reps face, which is, ‘What’s really likely to close and what isn’t?’ We are also understanding the opportunities unlikely to close and shifting our strategies in real time to adapt to these challenges. We are using the power of SAP HANA to dynamically evolve sales strategy and impact the execution.”

Larry Goryachkovskiy, Worldwide Sales, Cisco Systems Inc.
Colgate-Palmolive: Unlocking Data for the Annual Business Review with SAP HANA®

SUMMARY
Colgate Palmolive needed analytical tools to facilitate issue-based discussions at the annual C-level executive strategy and planning meeting. It also needed annotation capability to share ideas and collaborate. It chose SAP HANA® software to facilitate moving key strategic discussions into issue-based discussions to discover opportunities more quickly. In addition, the solution allows IT to move at the speed of business by making fast configuration changes to adapt to new requirements.

CHALLENGES
- Reduce the number of hours spent to create hundreds of slides for all possible scenarios and questions that may arise during the annual planning meeting by making data available in a usable format to C-level executives
- Implement an analytic and presentation tool to enable issue-based discussion and annotation for collaboration

RESOLUTION
- SAP HANA database implemented as the back end for fast, proven performance
- Ad hoc analysis can be performed on any data source that can expose Open Data Protocol across all 19 SAP HANA software systems through one user experience
- IT can quickly and easily configure new charts, data sources, and so one, and new technologies can be easily added to the platform as the need arises

BENEFITS
- Enables ad hoc discussions and deep diving into the business scenario to find opportunities
- Makes all business data accessible in a single tool
- Eliminates the need to generate hundreds of slides manually
- Enables the ability to use multiple visualization technologies in the same dashboard

“SAP HANA is a terrific tool with much better visualizations that make analytics and presentations much more readable and intuitive.”
Paolo Rossetto, Architect, Colgate Palmolive Company
Dansk Supermarked Group: Harnessing In-Store Analytics with SAP HANA® for Increased Revenues and Reduced Waste

SUMMARY
Dansk Supermarked Group (DSG), Denmark’s largest grocery chain, harnesses Big Data to ensure that each of its stores stocks the right products on the right shelves at the right time to maximize revenue and minimize waste. DSG decided to migrate to the SAP HANA® platform with help from SAP partner Hewlett-Packard Enterprise (HPE) to deliver an end-to-end solution that integrated all hardware, software, and IT management services. What’s more, DSG wanted the appliance that runs SAP HANA on a pay-as-you-go basis, for lower costs and the IT flexibility to keep pace with seasonality and changing market dynamics.

CHALLENGES
- Way for IT systems to collect increasing volumes of data from retail points of sale, apply predictive analytics, and generate timely reports, enabling retailers to respond quickly to customer demand
- More flexible ways to architect, scale, and fund the IT infrastructure
- Simplified data model and more detailed and faster business reporting

RESOLUTION
Chose SAP HANA on HPE ConvergedSystem 500, delivered through HPE flexible capacity, to transform Big Data into a cost-efficient powerhouse of in-store retail analytics for increased revenue and less waste

BENEFITS
- Real-time insight into consumers’ preferences and trends
- Less waste from reducing overstock and spoilage
- Range of products and delivery channels keeping pace with changing demand

"The ability to convert a rapidly growing wealth of Big Data into actionable business insights gives us a competitive edge and secures our leading role in the retail market."

Alan Jensen, CIO, Dansk Supermarked Group A/S

40%
Faster reporting

4,500
Personalized reports generated daily

Real-time
Insights into consumers’ preferences and trends

Reduced
Average job batch runtime from 850 seconds to 410 seconds
Dell EMC: Using Modern Decision Support Architecture for Real-Time Intelligence and Simplicity

**Company**
Dell EMC Corporation

**Headquarters**
Center Valley, Pennsylvania

**Industry**
High tech

**Web Site**
www.emc.com

**Explore Related Links**
SAP HANA Innovation Award entry

**SUMMARY**
Dell EMC wanted to increase efficiency in its decision support infrastructure to meet corporate service-level agreements (SLAs) and empower real-time decisions to drive economic and efficiency improvements in finance, manufacturing, and booking. To achieve its goal, the company migrated its SAP® Business Warehouse powered by SAP HANA® from a sidecar to a stand-alone installation. As a result, user system utilization increased and significant savings were achieved by simplifying the IT operations involved in managing and maintaining its new decision-support system.

**CHALLENGES**
- Provide complex reports in real time to a large number of users, meeting expectations for current SLAs
- Lower costs and complexity associated with the data warehouse and analytics – especially for data accuracy and maintaining system stability
- Reduce overnight batch cycle time

**RESOLUTION**
Migrated SAP Business Warehouse powered by SAP HANA from a sidecar architecture to a stand-alone installation

**BENEFITS**
- System stability issues have been eliminated.
- IT can instantly do direct lookups of tables replicated from SAP ERP Central Component to ensure the data is accurate.
- IT asset utilization has improved and maintenance has become faster and easier.
- Exposing real-time tables to the SAP Business Warehouse application has allowed users to access information through standard reporting tools and combined with historical data.

“Our original goal was to get a quick and dirty reporting solution up and running, but we always knew we would be revisiting it, in architectural terms. With a sidecar, back-end users had map and run access, a situation that led to slowdowns and outright crashes. Now, we have a real-time solution in our BW system with a combination of SAP IQ software and the SAP HANA platform. That, together with a lot of painstaking rearchitecting of the layers, has given us high availability and reduced complexity.”

Ramesh Razdan, SVP Enterprise Technology Services, Dell EMC Corporation
SUMMARY
Deloitte’s FuturesHub program aims to uncover the economic potential of refugees and provide access to opportunities that enable economic integration. The activities include development of research and a knowledge platform, convening an ecosystem of local stakeholders, and hosting innovation events.

CHALLENGES
- Identifying and engaging with right and very diverse stakeholders
- Managing a global project with local rollout
- Properly handling the politically hot topic
- Improving speed of decision making in an agile environment

RESOLUTION
- Engaged with SAP to develop a knowledge platform allowing a data-driven approach to situation analysis and running a matching solution between refugees’ potential and opportunities
- Connected all parties, including nongovernmental organizations, academic institutes, corporations, and refugees
- Used latest technologies, such as the SAP® Cloud Platform Identity Authentication service

BENEFITS
- Insights within the refugee community through research
- Buddies (mentors from corporations) matched to refugees
- Number of goals reached by the refugees (goals set in the buddy sessions)
- Creation of a platform conducive to fostering a feeling of trust and security in the refugee community

Deloitte: Empowering Refugees Through FuturesHub
Deloitte: Unleashing Voice-Enabled Reporting and Analytics on SAP HANA®

SUMMARY
Deloitte developed a voice-enabled analytics solution on the SAP HANA® platform that allows business users to simply direct questions to a “personal assistant” through mobile devices and Amazon Echo, and receive instant answers – thereby enabling real-time decision making.

CHALLENGES
- Executives needed access to data that was not at their fingertips.
- IT staff and project managers often needed to scramble through databases, enter specific parameters, pull the appropriate data, and build formatted reports to deliver the necessary insights that executives needed to make informed decisions.

RESOLUTION
- The voice-enabled analytics solution uses inherent database, integration, processing, and application services from SAP HANA and consumes the data using Amazon Web Services (AWS).
- The solution uses XSJS libraries and functions in SAP HANA to interface with the AWS request and uses calculation views and database tables in SAP HANA to create complex queries to answer business questions.

BENEFITS
- Immediate, on-the-fly access to data analytics, so there is no more need to be near a computer or have to log in to a system to access the latest financial data
- Accelerated adoption so employees no longer have to scramble through databases and reports to get a specific answer
EOH: Building an Integrated Emergency Management and Public Safety System on SAP HANA® and SAP® CRM

SUMMARY
EOH Mthombo (Pty) Ltd. built the EPIC emergency management and public safety system, which is used by the City of Cape Town, South Africa. EPIC is designed to create a single, common platform for collaboration, communication, and coordination among public safety departments.

CHALLENGES
- Traditionally, emergency services have been blind to or delayed in assessing critical situations on the ground – potentially overlooking strategies that could save lives.
- With disjointed information, isolated systems, and a lack of real-time situation awareness, public safety professionals (such as call takers, shift schedulers, command-and-control operatives, and first responders) could not always ensure the most efficient response to public safety threats.

RESOLUTION
- EPIC is built with the functionality of several SAP® solutions, including SAP HANA® software, the SAP Customer Relationship Management application, SAP Contact Center software, SAP Gateway technology, and SAP BusinessObjects™ business intelligence solutions.
- EPIC facilitates both critical business processes and business intelligence analysis along the entire incident lifecycle so that public safety administrations and first responders can now effectively collaborate with a unified platform.

BENEFITS
- Decreased duplication of effort
- Provided a safer operational environment for field personnel
- Maximized effectiveness of scarce emergency resources
- Optimized staffing of operatives and field responders across all safety services
- Reduced dispatching time

“For the public, the new solution means quick and efficient response to any emergency they report, efficient dispatching of the resources to the event, and proper command and control for the heads of these services. It also means better public relations, increased trust, and better oversight and business intelligence to allow services to be improved and streamlined.”

JP Smith, Mayoral Committee Member for Safety and Security, City of Cape Town, South Africa
Fairfax Water: Transforming Customer Interaction with Self-Service and Enhanced Communication

**SUMMARY**
Being the largest water utility in Virginia, Fairfax Water wanted to engage its customer base through real-time communication. To achieve its goal, the company deployed Smart Utility System’s (SUS) smart customer mobile (SCM) platform and integrated it with SAP® Multichannel Foundation for Utilities and Public Sector software. In this way, Fairfax could quickly deploy a leading platform to engage its customers over the Web and through mobile devices, offering self-service capabilities and real-time, two-way communication. Leveraging data from these digitalized interactions, Fairfax also attained a 360-degree customer view and reduced its operating costs.

**CHALLENGES**
- Customers had no way to track and monitor usage, leading to overconsumption.
- Customers could not effectively communicate with the company, pay bills online, or subscribe to services such as paperless billing.
- Water wasting was a major problem, as leaks were difficult to report.

**RESOLUTION**
Leverage the technology foundation from SAP and complement it with the SUS SCM to modernize the communication with customers and achieve operational excellence in customer care.

**BENEFITS**
- End-to-end customer self-service was operational within 16 weeks without impacting any current production environment.
- All manual and paper-based customer transactions are now digitalized, saving millions of dollars.
- Customer calls and issue resolution time have quickly reduced through digital mobile self-service.

- 82% Improvement in customer communication and satisfaction
- 90% Increased customer exposure and adoption rates of programs
- 64% Reduction in call volume
- 72% OPEX savings
Farma-Tek: Implementing Leaner and More-Responsive Processes with SAP S4/HANA®

SUMMARY
Farma-Tek is a privately owned pharmaceutical company that is using SAP S4/HANA® to enforce standardized processes. The ability to control production in real time has led to leaner and more efficient processes that are responsive to changing needs. The company’s financials, cost management, and cash flow have improved significantly.

CHALLENGES
- Monitor shipments of raw materials from subcontractors and all movement of its products overall
- Track materials used in the production plant and all supply chain steps
- Monitor inventories residing in different locations, especially expiry dates to eliminate waste

RESOLUTION
- SAP S4/HANA significantly sped up processes and enabled efficient tracking of pharmaceutical products production.
- Production planning, warehouse management, quality management, and sales and distribution modules integrated with the Turkish government’s drug tracking tool.
- Weighing stations at Kirklari manufacturing plant integrated with SAP S4/HANA.

BENEFITS
- Real-time stock analysis and MRP has increased the efficiency of the production process.
- Inventory control improvements have reduced overstocking, and the average stock turnaround time has been reduced from eight days to three days.
- Efficient financial management and control have improved cash flow.
- Significantly improved quality has led to largely eliminating paper forms.

“We decided to establish our own production facilities in 2012. This was actually like moving from a small house to a skyscraper. We chose SAP S/4HANA as a 10-year infrastructure investment that meets all of our functional requirements.”

Seyhan Yıldırım, General Manager, Farma-Tek
Fitch Ratings: Performing Allocations and Variance Analyses in the Moment, in the Cloud

Company
Fitch Ratings Inc.

Headquarters
New York City

Industry
Banking – financial services

Web Site
www.fitchratings.com

Explore Related Links
SAP HANA Innovation Award entry

Processor

SUMMARY
Fitch Ratings is an internationally recognized rating agency that evaluates the creditworthiness of issuers on a broad range of fixed-income securities in both public and private sectors. To improve efficiency, accuracy, security, and flexibility in its allocation and variance analysis, the company decided to abandon its reliance on dozens of complex and hard-to-maintain Microsoft Excel spreadsheets and adopt the SAP® Analytics Cloud solution built natively on SAP Cloud Platform. Fitch Ratings’ financial planning analysts can now deliver allocations instantly, instead of in weeks, and adjust them with ease to adapt to changing conditions.

CHALLENGES
• Allocation models only able to be run once a quarter, but needed to be run once a month
• Error prone and unrepeatable in manual Microsoft Excel–based model
• Extensive effort required to modify the models each time a business driver changed
• Lack of security or audit trail when using Excel files
• Difficult to collaborate with team members in London and New York
• Hard to “slice and dice” the data to perform proper analysis

RESOLUTION
Implemented SAP Analytics Cloud and took advantage of its integration with the SAP Business Planning and Consolidation application to leverage existing data models and improve analysis

BENEFITS
• Excellent time to market, since the solution was developed in a matter of weeks
• Overall process simplified with the cloud-based implementation, avoiding time-consuming procurement and provisioning steps, and up-front capital expenditures
• Global finance team, particularly the financial planning and analysis team empowered and now able to create, modify, and deliver allocations instantly

“Watching my workload transform from three to four weeks of manual Excel hell to running allocations in minutes using SAP Analytics Cloud was a thing of beauty. In the old world, I would run complex formulas and link 30 to 40 spreadsheets that would take three to four weeks, and now I can run the allocation models on demand every month within minutes. SAP Analytics Cloud puts the power and convenience back in the hands of the business users. I can’t wait to see how I can use it in other parts of my work.”

Thomas Maley, Global Manager FP&A, Fitch Ratings Inc.
Global Brands Group: Revolutionizing Its Initial Buying Process with SAP HANA®

SUMMARY
At Global Brands Group (GBG), sales teams engage in an initial buying process with customers to determine early-stage demand. This information is then passed on to production teams for procurement and sales, and purchase order information is posted to SAP® applications. This entire process was being handled with spreadsheets and multiple homegrown systems. To simplify, GBG introduced a custom-built application on the SAP HANA® platform and SAP Fiori® user experience – the Initial Buy Tool (IBT).

CHALLENGES
  Multiple systems and spreadsheet-based processes that fed data from product lifecycle management to determine demand and create sales orders and POs, which is an iterative process with modifications that can introduce delays and errors
  Need for sales and sourcing teams to refer to multiple systems for the initial buy process
  No standardized template to maintain data, leading to manual reconciliation and consolidation of different formats

RESOLUTION
  Enables procurement for fashion and replenishment merchandise and provides complete visibility across supply and demand
  Provides a platform for demand aggregation, initiating procurement and vendor collaboration by leveraging the strength of the SAP HANA platform and a user-friendly front end on SAP Fiori
  Enables on-demand availability so users can log in and use the application from anywhere at anytime

BENEFITS
  Enabled users to view up-to-date procurement information, empowering them to make more data-driven decisions
  Enhanced communication across sales and production teams on supply and demand sides through collaboration features
  Leveraged existing data and removed the need to enter an exhaustive amount of information into a spreadsheet for each individual demand and buy scenario
  Eliminated manual work associated with obtaining data, preparing spreadsheets for input, inputting data, and reviewing reports, helping ensure that data is entered into the system properly

“SAP HANA and SAP Fiori provided us with the ideal platform to build our IBT solution. The real-time, in-memory capability of SAP HANA provides the power needed to process vast volumes of data in our business, while SAP Fiori provides an easy-to-use interface that makes life easier for our teams. We're seeing significant benefits through the introduction of the solution and believe it will help enable further business growth.”

Farrukh Awan, SVP Information Technology Applications at Global Brands Group Holding Ltd.
Hitachi: Improving Japan’s Taxi Service and Efficiency by Leveraging SAP HANA® and Esri

SUMMARY
Hitachi Ltd., in collaboration with SAP Japan and Esri Japan, has created an intelligent digital prediction platform aimed at improving taxi service quality and efficiency. The system captures real-time people-flow data and correlates it with historical data patterns. It then uses advanced predictive analytics to recommend actions.

CHALLENGES
- The majority of the city's taxis are idle at any given time, and taxi companies are losing revenue.
- Taxi rider satisfaction rates are low due to long waits and worsen when many tourists arrive simultaneously or a large-scale event occurs, such as a sports game, concert, or trade show.
- Taxi companies lack the ability to systematically predict spikes in demand and the tools to effectively dispatch taxi drivers to the most appropriate location.

RESOLUTION
- The intelligent digital prediction platform relies on SAP HANA® software to achieve fast, real-time, geospatial data processing and effective predictive analysis; Hitachi Advanced Data Binder to manage and process vast amounts of historical data; and Esri ArcGIS to effectively visualize devices’ locations and movements.
- The strength of the platform has been corroborated and augmented through a successful proof of concept that led to the development of a full-featured taxi demand prediction system that Hitachi plans to commercialize.

BENEFITS
- Passengers are offered suggestions to expedite service, for example, through ride sharing.
- Accurate predictions of supply and demand enable taxi companies to increase their boarding rates while improving passengers’ experience with a faster and more reliable service.
SUMMARY
Huawei solutions for use with the SAP HANA® platform use SAP HANA and Huawei’s innovative hardware and software acceleration technologies to provide real-time data processing and analysis capabilities. You can obtain insight into business data and learn about enterprise operation conditions anytime, anywhere, and from any device based on a real-time analysis of production, machine-generated, and event-flow data.

CHALLENGES
- Complex IT environment causing delays in data processing and impeding the ability to turn data into insight and action to respond to a rapidly changing business environment
- Need for Huawei customer Fonterra to provide faster payment information analysis across all of its suppliers around the world to ensure efficient and timely payment reconciliation
- Integration with Datacom data center standards and Microsoft Operations Manager
- Deep delivery and integration capability for the existing Fonterra environment

RESOLUTION
- Set up an advanced customer demonstration environment with Datacom that enables customers to complete fast and locally based SAP HANA database testing
- Enabled current customers to use the environment in discussions with Datacom around advancing or undertaking migrations of SAP HANA
- Deployed Huawei solutions for use with SAP HANA and ran the SAP® Business Warehouse application to efficiently integrate data from a customer’s various systems, deeply analyze data, and dig out greater value from it

BENEFITS
- Helping enterprises make real-time decisions to achieve business growth in a sustainable fashion by enabling flexible, efficient, energy-saving, and real-time management and analysis of business data
- Better visibility and management of suppliers and their payment processes (for each transaction), improving overall profitability
- Preintegration and unified management over hardware and software
Invenio: Using SAP HANA® for Predictive Demand Forecasting and Allocation Generation for Retailers

SUMMARY
Invenio implemented the SAP HANA® platform to help forecast demand and generate the allocations required by News UK for 2.5 million newspapers a day across 54,000 retailers on 2 main titles – The Sun and The Times. The solution can be easily extended to include other titles.

CHALLENGES
- Dealing with a volatile product with a shelf life of 10 to 12 hours
- Determining exact locations where 2 million consumers will purchase their newspaper on a daily basis
- Users needing ability to change forecasts and target extra copies for sales opportunities at short notice for stories, events, marketing, and more
- Stakeholders expecting analysis of sales patterns and distributor performance; previous reporting solution was extremely slow, making requests difficult to provide in a timely manner

RESOLUTION
- Solution uses SAP HANA and SAPUI5, the UI development toolkit for HTML5, using R as the statistical forecasting tool.
- 3.5 years of retailer sales data incorporated into the forecast significantly increases the capability of picking up trends within a forecast; average forecast reporting speed is approximately five minutes.
- Solution has interactive demand planning ability, which can be manually adjusted to cater for one-off events.

BENEFITS
- News UK estimate of 4,000 tons of paper saved from reduced print volumes in the first year
- Reduced returns volume while working to News UK availability targets and preventing any negative sales impact
- Improved forecast accuracy by 12%–18%
- Increased availability when working to the same supply as the current system

“Demand planning is extremely challenging in the newspaper industry, with volatile products, numerous external factors influencing sale, and a shelf life of less than 24 hours. The solution we have designed and implemented with Invenio is already providing the business with great savings, reducing the printing cost of our unsold newspapers by 8% to 10%, which is significantly better than the 6% business case we sold in to the business.”

Carl Masters, Head of Retail Allocation, News UK
IPgallery: Empowering Connected Cars in Urban Environments with SAP® Cloud Platform

SUMMARY
IPgallery's solution for connected cars in urban environments improves the driver view beyond the vehicle sensors, cameras, and devices; enhances driver safety; and helps save pedestrian lives. This is accomplished by enabling information flow between autonomous cars, man-driven cars, and data sources at minimum delivery time without interruptions. Based on Internet of Things (IoT) technology, intelligent city solutions enable cities to become resilient, safer, and smarter.

CHALLENGES
- Existing connected cars rely on in-vehicle devices, sensors, and cameras, which have limitations with line of sight and unguaranteed clear views.
- Massive amounts of data need to be integrated from various sources and locations and analyzed in microseconds to provide input to the driver or to control the vehicle automatically.
- High availability of data is needed at all times and everywhere, specifically as it relates to emergency services and first responders.

RESOLUTION
- SAP® Cloud Platform enables delivery of IoT-based intelligent city solutions so cities can become resilient, safer, and smarter.
- The solution for connected cars in urban environments uses distributed cloud architecture, real-time mission-critical processes, and new network topology with social and city information to provide real-time data to drivers to be more green and safe.
- IoT-based solutions allow for high performance, high reliability, and high scalability using robust IoT, data, and information platforms; services; applications; Big Data analytics and reporting; and blockchain technologies.

BENEFITS
- Increased safety: The yellow-bus driver has a better view of the children in his proximity.
- Improved operations: First responders can select clear routes for fast access.
- Fast response time for time-critical services: Connected cars, public health and safety, and so on.

"By implementing SAP Cloud Platform, we've created a solution that overcomes the inherent characteristic limitations of existing connected-car implementations. By using integrated city information, our solution improves the drivers’ view beyond the vehicles’ sensors, cameras, and devices. It complements existing ADAS, increases the vehicle's driver and passenger safety, and, more so, it is life-saving for pedestrians. We now offer an innovative, integrative implementation of the connected world toward safer and better lives in growing urban communities."

Michelle Specktor, EVP Business Development, IPgallery Inc.
J. J. Keller: Modernizing IT with SAP HANA® and the Cloud

SUMMARY
J. J. Keller offers expert insights and flexible solutions and services to create safe and compliant workplaces. In early 2016 the company began an initiative to modernize its IT infrastructure and increase computing capacity by orders of magnitude to meet the needs of its fast-growing business. So far, the company has migrated its SAP® Business Warehouse application and SAP ERP Central Component (SAP ECC) to the SAP HANA® platform. It has also embraced the hybrid-cloud deployment model and started SAP Fiori® apps development on SAP Cloud Platform, migrating key business process components to the SAP Hybris® Cloud for Customer solution. The results to date have been significant.

CHALLENGES
- Lack of timely information for business operations (sales call planning, distribution management, and so on)
- No real-time or even near-real-time access to information about the business
- Slow and nonintuitive user experiences with business systems
- Inability to handle increasing computing requirements to support a growing business
- Too many aggregations and nightly data management jobs required and not enough time to complete them

RESOLUTION
- Modernize IT by migrating SAP Business Warehouse, the primary source for presales call planning and research, and SAP ECC to SAP HANA
- Progressively migrate key business processes to the cloud to simplify IT operations – starting with customer relationship management
- As a next phase, plan the adoption of SAP S/4HANA® and the SAP BW/4HANA solution

BENEFITS
- Reliability has improved, and order processing time has gone down dramatically.
- Salespeople and distribution functions can now view what is happening across the business and plan their work better, making smarter business decisions.
- Daily batch operations now complete within the designated time windows, and new data is available by the next morning.

"By moving the primary SAP infrastructure to SAP HANA, the IT group has been able to get out of the business of system maintenance and is now more able to focus on delivering productivity and a competitive advantage with our enterprise technology."

Paul Schwartz, Vice President of Information Technology, J. J. Keller & Associates Inc.
Karma Automotive: Delivering Cloud-Connected and Ecofriendly Cars from Day One

SUMMARY
As a startup, Karma Automotive had the vision of delivering a cloud-connected car, where everyone involved had the data they needed to buy, build, inspect, track, ship, sell, and drive the vehicle at their fingertips. It was, however, a challenge to implement an end-to-end solution that could meet rigorous requirements at every level of the value chain. By partnering with SAP, Karma has become a digital company faster and in a smarter way than otherwise possible. Now Karma can use data for smart decisions from start to finish, leveraging intuitive user experiences and the power of the cloud.

CHALLENGES
Find one integrated technology platform that could help establish a solid business operation from inception to production to retail to customer care

RESOLUTION
- Deploy one data platform for the entire business – the SAP HANA® platform
- Allow all associates to have access to flexible business processes that involve a lot of data – SAP S/4HANA®
- Deliver a positive experience – SAP Fiori® user experience
- Empower sales and marketing to easily make informed decisions based on real-time data – SAP® Hybris® Cloud for Customer solution
- Connect the value chain with business processes – SAP Cloud Platform
- Deploy a manufacturing execution system that could program tools and machines with torque values – SAP Manufacturing Integration and Intelligence application and the Internet of Things

BENEFITS
- Accelerated company start time
- Provided real-time data for all stages, from the factory, to the retailer, to the consumer
- Achieved “one version of the truth” for well-informed decision making based on data

“When we started Karma Automotive, we needed to get operational quick. We wanted our enterprise systems to be cloud based, run quick, and Run Simple. After doing research, we found that SAP was the best solution for our company.”

James Taylor, VP and Chief Revenue Officer, Karma Automotive LLC
La Chapelle: Enabling a Retail Distribution Plan and Store Balance with SAP HANA®

SUMMARY
La Chapelle deployed SAP HANA® software to enable a retail distribution plan and store balance. The solution breaks down communication barriers between enterprises so they can share information and coordinate workflows in real time. Leveraging the R-engine predictive analysis capability of SAP HANA, La Chapelle launched the project in two parts: a retail distribution plan before the season, and a store balance plan within the seasonal replenishment process.

CHALLENGES
- Each division needed flexibility in how it operated, based on merchandise and buyers.
- Development response was slow since data modeling was conducted through the underlying query of the SAP® Business Warehouse (SAP BW) application.
- Due to the large volume of data, hardware memory space shared by SAP BW and the SAP ERP application was close to exhaustion.
- Overall performance was needed for the efficiency of workforces, systems, and standard operations.

RESOLUTION
- Made significant cost reductions, greatly improved sales amounts, and optimized its supply chain
- Built the Big Data analysis platform based on SAP HANA
- Used digital marketing to further supply chain optimization, demand analysis, and so on

BENEFITS
- Increased the frequencies of distribution and transfers – 48 distributions per year, 1 transfer in the region per week
- Customized requirement analysis for different brand divisions
- Directed Structured Query Language calls for forecast algorithms embedded in SAP HANA and transfer orders generated directly from calculation results
- Completed the transfers in six hours – from generating and verifying data, to manual confirmation and publishing to the system, to generating transfer orders

“In the past, 15% of sales were lost due to out-of-stock merchandise at the storefronts. Now, fashion enterprises have the ability to quickly respond to market demand changes, which is leading to sales improvement, supply chain optimization, and precision marketing. SAP HANA is a high-performance computing platform. Without it, we would not be able to extend the store balance, no matter how superb our ideas and optimization of supply chain are.”

Song Sheng, I.T. General Manager, La Chapelle Fashion Corporation
Leiden University: Implementing an Operational Purchase-to-Pay Process with SAP HANA® and SAP® Cloud Platform

SUMMARY
Leiden University, working with partner NL for Business, implemented an operational purchase-to-pay process that is compliant, efficient, and user-friendly. All parties involved get better insights into their parts of the process.

CHALLENGES
- Heavily reliant on manual processes: There were a high number of invoice-only purchases with occasional suppliers, and supporting these purchases in the purchase-to-pay process required a fair amount of manual activity.
- Fragmented information: The regular purchase process required a lot of time and clicks for the user to capture the purchase order; information was not consolidated and could not be accessed broadly.
- Legacy systems: Different kinds of purchases required different (legacy) purchase applications, and the total cost of ownership of these systems was high.

RESOLUTION
- Replaced legacy purchase applications with standard SAP® solutions (with a focus on SAP Fiori® apps)
- Implemented SAP HANA® software, SAP Cloud Platform, and the SAP HANA cloud connector platform
- Provided a complete dashboard through the central application with insights into all purchase obligations, costs, and so on

BENEFITS
- Compliant: by making sure all purchase orders are approved up front
- Efficient: by offering a single point of entry for purchasing, finding information on purchasing, and offering an unambiguous process
- Getting excellent information: on outstanding orders, purchase obligations, and invoices
- User-friendly: by offering a single point of entry with a consistent look and feel
- Sophisticated auditing: by moving from checking the day-to-day processes to a more sophisticated process focusing on exceptions and the more complex overall process with key performance indicators

"SAP software supports our purchase-to-pay processes to Run Simple, smooth, and very user-friendly so we can meet the KPIs we said we would deliver."

Rob van den Wijngaard, Manager Financial Shared Service Centre, Leiden University
**Lenovo: Accelerating the China Sales Business Digital Transformation with SAP HANA®**

**SUMMARY**
The market in China is dynamic, and in today’s increasingly competitive environment, a successful Chinese sales business is crucial for Lenovo, a US$45 billion global Fortune 500 company. The company’s China sales operation needed to undergo a digital transformation to optimize system capabilities, simplify user operations, develop a more convenient work style, and increase customer satisfaction. Lenovo’s China sales business system migrated to the SAP HANA® platform as the starting point of an SAP® Business Suite applications migration.

**CHALLENGES**
- Complicated operational interface, complex system architecture, and suboptimal system capabilities
- No mobile business strategy from China sales to support the China sales team

**RESOLUTION**
- Simplified the architecture: migrated from IBM DB2 to SAP HANA with the database migration option of the Software Update Manager tool to realize a one-step upgrade
- Built the mobility practice by adopting SAP Fiori® apps to enable a more flexible process with a better user experience

**BENEFITS**
- Enabled the sales team to work more effectively with mobile support
- Shortened the customer purchase request process
- Optimized system capabilities and saw business scenario performance improve
- Saved resources with a data volume reduction of 53% (with compressed data in IBM DB2)
- Accelerated Lenovo China sales business digital transformation to deliver more business value

"The project went live extremely successfully and smoothly and without a perceptible business disruption. The Lenovo China sales business system can now support tens of thousands of business channels, and the advanced foundation brings enormous confidence to our business."

Feng Zhou, Director China Geo BT, Lenovo Group Ltd.

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53%
Data volumes reduced (with compressed data in IBM DB2)

3x
Back-up time improvement

Optimized
Scenarios of SAP HANA, with dramatic improvements up to 290 and 770 times
Lion: Identifying and Filling Market Gaps by Complementing Their Data Warehouse, on SAP HANA®, with SAP Lumira®

SUMMARY
Lion implemented SAP Lumira® software in order to improve key areas such as data discovery, quickly and easily adding external data, reporting improvements, and more. The solution complemented already existing resources, such as Lion’s data warehouse, based on SAP HANA® software, and other SAP solutions.

CHALLENGES
- Operated in competitive and fast-moving markets, and data collecting and reporting failed to keep up; for example, the Emerson craft beer brand in New Zealand marketed 500-milliliter bottles in 4-packs, but insights revealed that the market was moving toward smaller 350-milliliter bottles in 6-packs.
- Previously used complex Microsoft Excel—spreadsheet models to analyze markets, which were slow and cumbersome—and resulted in missed market opportunities.
- Unable to readily take advantage of external data such as retail scan data, government data, or industry data.

RESOLUTION
Implemented SAP Lumira on top of the data warehouse on SAP HANA.

BENEFITS
- Able to spot new opportunities and move quickly to benefit from them; data discovery capabilities provide new insights for decision making.
- Use of faster and smarter approach in high-growth segments leads to new brands, better packaging, and improved revenue streams.
- Employees can now control their own access to data, utilizing the self-service capabilities that SAP Lumira provides.
- Easily accessible results straight from the retail scan data enable marketing and sales to keep close tabs on results as they happen.

“We needed a tool that was game changing in the sense that it would be easy to use and help us stay ahead of competitors. SAP Lumira helped us combine the power of internal and external data to develop new revenue streams and to reach out to a new range of customers. It inspired greater collaboration among all parts of the business. Now we are asking the question, ‘What else can we do together?’”

Chris Lim, Marketplace Insights and Reporting Manager, Lion Pty Limited

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Mahindra and Mahindra: Launching Project Harmony –
A Digital Transformation Journey with SAP® Software

SUMMARY
Serving such a large, diverse federation of companies across so many industries, Mahindra and Mahindra (M&M) felt the need to reincarnate itself by revamping its SAP® software environment by consolidating multiple instances of SAP software into a single, cohesive global instance. M&M boldly undertook Project Harmony, linking 84 companies; all on a single, cohesive, global instance of SAP software; with 50 companies going live in only eight months – a world record.

CHALLENGES
- Meeting the needs of a diverse federation of 154 companies, with a single, global instance of SAP software linking all M&M locations to serve every economy in the world
- Providing real-time access on the go, across multiple devices, to all users around the world

RESOLUTION
- Linked 84 companies on one single instance of SAP software
- Harmonized important interrelated processes, including finance, human resources, procurement, and analytics

BENEFITS
- Enabled real-time financial reporting
- Improved analytics through real-time data
- Rewired business processes
- Provided management with the ability to finally make decisions based on true cost versus outdated or inconsistent metrics
- Enabled M&M to reimagine and reinvent its business processes and change the way people work
Mead Johnson: Decisive Global Management Through Iterative Innovation with SAP® Solutions

**SUMMARY**
Over four years, Mead Johnson Nutrition deepened its use of SAP® solutions; and through iterative investments and improvements, it has implemented a solid foundation that yields confidence, accelerated decision making, and reduced complexity. With the core business solidly supported, the future looks bright for innovation.

**CHALLENGES**
- No visibility before month end, for example, WD-2 to WD+5, and markets effectively seeing only one data refresh during their day
- Slow financial reporting that was prone to errors, and reports needed to be aggregated across multiple systems
- Unable to support additional processes for simulation, integrated business planning integration, and constant dollar analyses

**RESOLUTION**
- Pulled all data into the SAP HANA® platform and ran a parallel SAP software process with a vendor’s infrastructure, causing consolidation process performance to rise from 3.57 hours (for each iteration) to 15 minutes in production
- Implemented the SAP BW4/HANA solution and the SAP Business Planning and Consolidation application, which resulted in the process execution for reporting to Wall Street becoming any time during the day, with as many iterations as desired
- Approved implementation of SAP Business Suite powered by SAP HANA, and dramatically streamlined the company’s IT infrastructure

**BENEFITS**
- Gained financial reporting confidence and can now pull financial numbers for operations in 50 countries quickly
- Enabled a dramatically more efficient supply chain and procurement process
- Reduced technical complexity through a drastic reduction in the number of servers and amount of data
- Implemented an established platform for innovation by using the Internet of Things to connect with customers and monitor manufacturing

“We’ve achieved faster turnaround of reports and analytics to senior management. The slicing and dicing of data was never so easy.”

Muhammad Abdul Haque, Director Global Finance Transformation, Mead Johnson Nutrition Company
SUMMARY

MemorialCare implemented a CyberServe-based solution from CyberTech that brings the power of the SAP HANA® platform and Esri’s ArcGIS together to develop a planning system for accountable care organizations (ACOs) – which are groups of doctors, hospitals, and other healthcare providers who come together voluntarily to give coordinated, high-quality care to their Medicare patients. The solution enables spatial analytics of primary and specialist care coverage in a healthcare network.

CHALLENGES
- Disparate data systems with a large volume of data
- System not spatially enabled; and data geocoding required with every use
- Spreadsheets used for data sharing and analysis
- Process that involved a considerable amount of manual effort with a lot of back and forth communication between the end user and GIS analyst regarding spatial analytics data

RESOLUTION
- SAP HANA to manage and process vast amounts of data from diverse sources, and for geospatial data processing
- Esri ArcGIS to present maps, demographics, and other data; and for performing other advanced spatial analytics
- CyberServe to provide spatial analytics and visualization for effective ACO planning and coverage analysis through a set of use cases delivered as Web applications

BENEFITS
- Shortened the turnaround time for the sales and business development team
- Significantly reduced the time for analysis, from days to minutes
- Eliminated manual effort and dependency on GIS experts for analysis; empowered end users to do their analysis directly

"Our streamlined spatial workflows empower both our clinical and strategy teams, ensuring accessibility to our healthcare network for patients, employers, and payers.”

Dan Exley, VP Data Strategy and Analytics, MemorialCare Health System
MemorialCare: Powering-Up Patient Screening for Clinical Trials with SAP® Solutions

SUMMARY
An innovator in healthcare delivery, MemorialCare focuses on evidence-based, best-practice medicine and has gained widespread recognition for its unique approach to healthcare. To maintain its leading edge, MemorialCare has made several improvements in its capability to screen qualified patients for clinical trials through the implementation of SAP HANA® software and clinical analytic solutions.

CHALLENGES
- Effectively identify and recruit patients for research studies
- Lower the costs of negotiating study with pharmaceutical or medical device companies
- Compete with other medical research facilities to be considered as a study site
- Lower the high turnaround time; currently unable to fulfill trial requests on time
- Replace the resource-intensive, Microsoft Excel–based data collation and maintenance that required manually extracting information from different lists

RESOLUTION
- Enabled patient clinical analytics capabilities with SAP HANA
- Developed a solution that could screen 1 million patients for 5 inclusion and 20 exclusion criteria over a large array of data points, including patient vitals, patient history, patient encounters, medications, and orders
- Provided self-service analytics

BENEFITS
- Research physicians can now identify as many as 1,000 patients who qualify for a trial of a new therapy
- More patients have the opportunity to participate in a research study
- Great improvement is seen in the ability to negotiate more favorable budgets with pharmaceutical and medical device companies

“This analytic opportunity represents a new era in clinical trials, as it has dramatically enhanced our ability to recruit and enroll people in clinical trials. Patients are given the opportunity to participate in a study to help others throughout the country and the world. They have the chance to make medicine better. Patients are often thrilled to be given the opportunity to make such a difference.”

Dr. Gregory S. Thomas, Medical Director, MemorialCare Health System
Mercy: Providing a Data-Driven Approach to Hospital Pharmacy with SAP HANA®

SUMMARY
Mercy is one of the top large U.S. health systems, serving millions annually through 43 acute care and specialty hospitals (heart, children’s, orthopedic, and rehab) and more than 700 physician practices and outpatient facilities. Like all large health provider systems, Mercy faced a range of cost and care challenges. The system was under constant pressure to cut costs while improving the standard of care it provided for patients. Mercy felt that it could achieve cost and care gains throughout its pharmacy operations.

CHALLENGES
- Inventory costs and wastage: the stocking practices for 800 smart medication cabinets across the system led to unnecessary costs.
- Pharmacy management: the need to track pharmacist interventions prior to prescription fills added a level of intelligence and oversight to patient care.
- Drug diversion: increased drug pilferage exposed Mercy to risks and endangered patients and staff.

RESOLUTION
- Built an extensive data analytics solution for its pharmacy operations using SAP HANA® software, SAP® Predictive Analytics software, and SAP BusinessObjects™ business intelligence solutions.
- Provided an automated, instantaneous detection of diagnosis opportunities targeted to improve the accuracy of provider documentation.

BENEFITS
With access to comprehensive real-time data and a growing set of custom analytical tools, Mercy is now using data analytics to improve patient care, lower care costs, and deter unsafe use of drugs.

“The hospital pharmacy is a new frontier for the power of advanced data analytics. With SAP HANA, we can efficiently tap into a vast trove of prescription and care data and gain insights that help us deliver care more cost-effectively while improving patient care. We’ve also gained a valuable tool in combatting our national epidemic of opioid overuse, one of the most serious challenges our profession has ever faced.”

Jon LaKamp, Vice President of Pharmacy Services, Mercy
NTT: Improving Road Safety by Avoiding Predictable Accidents with SAP HANA®

SUMMARY
With human error comprising 94% of vehicle crashes,* NTT is taking advantage of the Internet of Things (IoT) to allow companies such as Keifuku Bus Company to monitor its drivers and ensure transportation safety. The solution allows its customers to equip drivers with smart shirts capable of tracking biomedical signals. In this way, safety supervisors can monitor drivers’ health conditions in real time and alert deficient drivers to stop before an accident happens. With the ability to check and ensure the alertness of each driver, NTT customers can deliver a safer service to their passengers and the community.

CHALLENGES
Reduce company’s liability and promote transportation safety in an efficient and automated way

RESOLUTION
- Built a cloud-based solution that detects driver fatigue, stress level, and abnormal driving behavior in real time, while also automatically alerting deficient drivers through mobile devices
- Developed and piloted the Connected Transportation Safety solution on SAP® Cloud Platform, leveraging the predictive and geospatial capabilities of SAP HANA® software and NTT’s IoT and hitoe smart shirts technologies

BENEFITS
- By estimating mental fatigue of drivers and warning managers in real time of anomalies, drivers can be instantly alerted through mobile devices, preventing accidents.
- The cloud-based solution was easy to deploy, and customers such as Keifuku could validate its effectiveness in just 2 months.

“This project makes it possible to monitor a driver’s conditions continuously in real time. Thanks to making good use of this data, we can catch a driver’s unusual movements when he is driving and an abnormality occurs. We expect that this will help us make the vehicle stop safely.”

Sachihiro Amaya, President, Keifuku Bus Company Ltd.

*Source: U.S. Department of Transportation

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2 months
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Pacific Drilling: Empowering 80% of the Workforce to Transform the Business

SUMMARY
With the goal of empowering its people to transform the business, Pacific Drilling has deployed the full SAP® Business Suite powered by SAP HANA®. While the original goal was to make business processes smarter by combining analytics and transactions, the choice of adopting the SAP HANA platform as the company's data foundation has opened new horizons. This has led to the successful implementation of SAP BusinessObjects™ business intelligence solutions, SAP HANA Live, and the SAP Fiori® user experience (UX), which have armed users with an empowering UX and reports on live business data, bringing context to business decisions and new efficiencies to all levels of the organization.

CHALLENGES
- Deliver unified, consistent, and up-to-date analytics to help improve operations
- Reduce the time field personnel spend maintaining costly equipment
- Bring information directly to decision makers, overcoming logistical constraints and reducing costs
- Empower the workforce with mobile applications accessible anytime, anywhere, and from any device
- Reduce IT support costs

RESOLUTION
- Implement the right data foundation for core business processes to support both analytics and transactions
- Streamline work order processing and purchase approvals
- Bring operational reporting to users' fingertips
- Provide context to support business decisions and improve user experiences

BENEFITS
- Empowered 80% of its workforce, from business users to maintenance workers
- Met cost reduction goals while maintaining operational performance
- Streamlined business processes end to end

"The purchase requisition approval built in the MyApps tool we've created brings all the necessary information to one place, is mobile friendly, and is easy to use. This supports our cost reduction program."

Mike Curtis, VP Strategy and Chief Procurement Officer, Pacific Drilling S.A.
**SUMMARY**
Understanding patients’ adherence to medication was previously unavailable at Parkland Health, preventing effective patient care in some situations. They implemented the proportion of days covered (PDC) method of calculating a medication adherence score across their patient population, leveraging the power of SAP HANA® software to rapidly calculate a patient’s score across days and drug classes, while accounting for hospital stays, early refills, and changes between drugs with similar mechanisms. The final result is reduced cost to the tax base, greater patient throughput, and a higher level of aggregate community health.

**CHALLENGES**
- Medication ordering systems and prescription fill systems that did not link and facilitate prescriptions across all entities and data systems
- Difficulty determining the appropriate method of calculating medication adherence that balanced business needs with technical ability

**RESOLUTION**
- Presenting a medication adherence score by therapeutic class to providers within Parkland’s EMR and individual patient chart(s).
- Ability of SAP HANA to rapidly crunch data enables many calculations to be performed in-memory, resulting in a significantly reduced extract, transform, and load time from what was initially expected.
- SAP® Lumira software deployment enables the providers to explore the data in an easy-to-use environment.

**BENEFITS**
- Providers are now able to better engage with their patients since their adherence to a medication is no longer subjective and outcomes can be better driven by data.
- The community as a whole, due to improved patient outcomes, benefits from a healthier population through decreased hospital visits and ultimately a lower cost to the tax base.

“We have been awaiting a robust tool that would provide us with the ability to impact clinical care at both the point of service and from a population health management perspective. Thanks to SAP HANA, the PDC tool is already changing the manner in which we practice medicine at the point of care.”

Dr. Luigi Meneghini, Executive Director Global Diabetes Program, Parkland Health & Hospital System
SUMMARY
With the trend of moving data analytics to new platforms such as Apache Hadoop and the SAP HANA® platform, Pfizer wanted to change the paradigm of in-memory computing analytics from a scale-out approach to one that would use a single-node scale-up computer. It wanted to use the new technology with the scale of Pfizer’s enterprise resource planning environment, but due to the complexity and cost to manage the IT assets of billions of dollars’ worth of financials, products, and sales data, it needed to simplify the process to allow solutions to be created that are scalable, high-performing, cost-effective, and, most of all, agile.

CHALLENGES
- SAP® Business Warehouse application implemented more than 15 years ago grew to over 25 TB in size, making it an extremely complex environment that was difficult to manage
- Real-time insight not possible
- Query response time not meeting customer service-level agreements
- Data redundancy and reconciliation issues multiplied
- Exploding data volumes in Oracle growing by 25% per year

RESOLUTION
Collaboration with SAP, IBM, and EMC to design a solution that delivered on its requirements while reducing hardware components and cost

BENEFITS
- Dramatically improved performance
- Reduced system maintenance manpower
- Met very high compliance standards
- Enabled end-to-end market visibility across the network by delivering a mobile platform built on SAP HANA Live offerings
PlaceSpeak: Enabling Spatial Visualization of Public Opinion Data with SentiMap and SAP HANA®

SUMMARY
With PlaceSpeak, organizations can easily tap into the knowledge and experience of thousands of civically engaged participants. PlaceSpeak’s unique geoverification process connects participants’ digital identity to their physical location. Organizations conducting consultations can be confident that feedback data is coming from real, relevant people within affected communities.

CHALLENGES
- Ineffectiveness of traditional methods of gathering public feedback, such as public meetings, knocking on doors, and telephone surveys
- Online efforts typically anonymous and not “place based,” so there is no way to prove that someone is who they say they are and from where they say they are from
- Spatial visualization often oversimplified and ineffective in graphic representation
- Feedback collected by organizations that often just goes unused because they lack the platform or the computing power to do anything meaningful with the data

RESOLUTION
- Solution that integrates with text analysis capabilities of the SAP HANA® platform for real-time, location-based sentiment analysis
- Color-coded maps that make it easy to understand and analyze large amounts of qualitative data
- Ability to use SentiMap to identify discussion forum trends in specific areas and visually show results in real time

BENEFITS
- Establishing trust based on transparent visualization of big text or qualitative data as measured by participation rates
- Gaining willingness of government officials and staff to undertake open and transparent public consultations when comfortable that the process will remove the challenges of anonymous or gamed input from the public
- Increasing the quality of reporting for technical and professional employees

“"The City of Encinitas values meaningful community input and is committed to making it easy for our residents and business owners to learn about and weigh in on city projects and topics. When we researched civic engagement platforms, PlaceSpeak rose above the rest. We were impressed with the platform’s comprehensive features, thoughtfully designed registration process, and the ability to utilize the city’s geospatial data to identify and target participant feedback within our five communities. The support from the PlaceSpeak team has been outstanding, and they have guided us through every step of the way to ensure success.”

Lynne Tufts, Chief Information Officer, City of Encinitas
PwC: Powering a Leadership Information Console Solution with SAP HANA® and SAP® Analytics Cloud

SUMMARY
PwC's Leadership Information Console solution enables line management, the C-suite, and boards of directors to effectively leverage publicly available financial data along with PwC’s proprietary benchmark data and integrate with the clients' corporate data to make strategic decisions. The data visualization and story-building capabilities within SAP® Digital Boardroom create a transparent environment for business evaluation and planning across 12 key operational areas.

CHALLENGES
- When required to make highly informed business decisions, board members, executives, and decision makers are often faced with separate reporting solutions that present data in a static, isolated way.
- Executives need to have access to analytically normalized metrics to better understand their own company performance and how it relates to their peers’ performance.
- Not all important metrics are reported to the securities and exchange commission (SEC), so companies need to compare their performance against reliable benchmarks, such as those produced by PwC.

RESOLUTION
- SAP HANA® software and the SAP Analytics Cloud solution enable the solution to bring together publicly available financial data along with decades of PwC’s proprietary benchmark data and their clients' corporate data.
- The data visualization and story-building capabilities within SAP Digital Boardroom create a transparent environment for business evaluation and planning across multiple modules.

BENEFITS
- Allows C-suite decision makers to make real-time business-critical decisions to drive overall shareholder value.
- Provides total visibility with normalized evaluation of financial and operational data based on a holistic outside-in and inside-out single source of truth.

“PwC’s Leadership Information Console solution, using SAP HANA, brings together normalized and comparable economic key performance indicators from SEC reporting data to decades of PwC benchmark data, enabling boards of directors and C-suites to make better informed strategic decisions with greater confidence.”

Chuck Marx, U.S. Advisory Leader – Aerospace and Defense, PricewaterhouseCoopers Advisory Services LLC
Quantiply: Leveraging Sensemaker AI and SAP® Vora™ for Anti-Money Laundering

Summary
Quantiply delivers artificial intelligence (AI)--powered financial crime, risk, and compliance software solutions that address know your customer (KYC), anti-money laundering (AML), sanctions monitoring, and market abuse for regional and global financial institutions and government regulators.

Challenges
- Despite huge investments in AML programs, less than 2% of money is traced or detected.
- The Bank Secrecy Act and AML violations resulted in US$42 billion in fines, penalties, and forfeitures in 2016 alone.
- Many solutions today lose the shape of the data during the extract, transport, and load process, making it ineffective for fraud detection.

Resolution
Quantiply Sensemaker applies machine learning and AI technologies to identify financial crime, prevent fraud, and provide regulatory compliance. The solution automatically brings necessary data connectors to the SAP HANA® platform and the SAP® Vora™ solution, enabling zero-time integration and in-database processing and extraction of features for automated reasoning and learning.
- SAP Vora is a powerful document store, graph store, and time-series engine that rapidly processes structured and unstructured data from various data sources and manipulates the data without losing data integrity or shape.
- SAP Vora is used to store documents, graphs, and time-series data to provide additional information with which fraud can be detected and prevented in real time.

Benefits
- Sensemaker augments users to rapidly dispose cases by reducing false positives and automatically assembling dossiers on suspicious actors.
- Machine learning and AI reduce the efforts required to sense, predict, and prevent suspicious and fraudulent activities.
- The rich user interface and intelligence system reduces workload on users by as much as 60%.

40% Increase in productivity of investigation staff by reducing false positives

60% Reduction of user workloads

$1–$1.6 trillion Laundered annually around the world, per World Bank estimates
Remiqz: Delivering Predictive Intelligence for Football

SUMMARY
With the goal of changing decision making in football scouting and transfers, Remiqz has leveraged its deep roots in scientific algorithms to bring transparency to the football market by measuring the transfer value of players around the globe. To do so, it has leveraged the SAP® Sports One solution on SAP Cloud Platform and taken advantage of predictive models and machine learning capabilities of the SAP HANA® platform to develop a tool that helps its clients simulate the effects of teams’ line-up changes, assess the impact on teams’ ranking, and predict the financial impact of these actions on the club.

CHALLENGES
- Decision making on deals that is based on labor-intensive consulting, experience, and intuition instead of data
- Imbalance in information between intermediaries and the clubs, preventing transparency and increasing costs

RESOLUTION
- Develop a tool to help place a standard on the added value and transfer value of players around the globe
- Use data science and sophisticated statistical algorithms to provide objective modeling and simulation capabilities
- Provide an intuitive interface to promote adoption and deliver instant value

BENEFITS
- Customers can use Remiqz’s tool with zero training.
- Clubs using Remiqz perform 5% better after 2 years than those that do not.
- Agent commission fees are reduced from 5.3% to 2.5%.

"Estimates of salary and transfer value support communication with leadership. Adding detailed statistics with the ability to filter players would add great value to the app."
Sebastian Arnesen, Head Scout, Manchester City
Sablono: Using SAP HANA® for Its Best-Run Projects

SUMMARY
Sablono enables real-time project management in complex projects based on the SAP HANA® platform. It connects scheduling and workforce management in one combined solution, allowing for an unprecedented level of detail.

CHALLENGES
- Available data for project management and reporting is very unstructured.
- Contract schedule, supply chain delivery schedule, workforce schedule, and daily reports are all in unconnected files.
- Only a few database solutions are being used in complex project management today.

RESOLUTION
- Visibility and monitoring of more than 10,000 tasks with SAP HANA through database and user management
- Mobile solution for task management in the field for workers at the job site
- Big Data analytics on project performance, such as computing velocity of teams in real time, which is something that has never been done before
- Providing detailed information such as, “Your dryliners run at 2.55 sqm/h, but your plan was to have them run at 3 sqm/hour.”

BENEFITS
- Unified project management solution for enterprises across multiple industries
- Real-time project performance insights and analytics
- Increased project transparency
- Increased collaboration across multiple locations, business units, and teams

“Sablono’s solution is a great tool to track the progress of our construction sites and deliverables. Using its easy and very modern Web and mobile interfaces, team members and third parties can now feed their progress or claims into one single database in real time. The cutback in administrative efforts is amazing. We have not found a similar or comparable product before. The next step for us is to combine the progress information with our purchase orders so that our commercial team instantly understands which components have been approved and can be invoiced.”

Goswin Rothenthal, Senior Project Manager, Waagner-Biro Austria Stage Systems AG

SUMMARY
With the goal of improving its strategic competitiveness, Sabre is transforming into a data-driven organization to introduce new products and business models. Achieving business agility is essential for Sabre to respond to market opportunities. Simplifying its financial structure and reducing the number of profit centers, cost centers, and general ledger (GL) accounts were priorities, and so was integrating applications and data to provide a 360-degree view of the business.

CHALLENGES
▪ Growth potential limited by legacy business systems that were slow, transactional, and siloed
▪ Legacy systems designed to run an airline, not a modern company focused on the travel industry
▪ Old coding block and GL relied on, with cumbersome processes and manual reporting

RESOLUTION
▪ Completely replatform the technology stack to build a scalable business to drive customer satisfaction and revenue growth
▪ Embrace an agile methodology even for large-scale global projects
▪ Adopt a cloud-first approach, moving to SAP S4/HANA® as the core for enterprise resource planning and integrating with software-as-a-service apps such as SAP® SuccessFactors® solutions, SAP Ariba® solutions, SAP Fieldglass® solutions, and others
▪ Use real-time data and strong analytics dashboards, and gain the ability to drill into operational data stores

BENEFITS
▪ Sabre’s people are being empowered by the new business platform to move forward more quickly, with innovative ideas for products, services, and new operational processes.
▪ With SAP S/4HANA, Sabre can redesign and simplify how the company does business.
▪ With the SAP HANA® platform at the core, the company can create forward-looking analytics to guide its business

“We are taking what people think of as traditional business technology and creating new ways of doing business. By connecting our SaaS providers with SAP HANA, we are able to be ‘on the tips of our skis,’ so to speak, going faster; going where we – or others – haven’t been before. To do this, we are leveraging data to drive the business both financially and operationally. SAP HANA becomes the central data link where the whole new business platform comes together. We’re looking for trends and patterns, working with data from a multitude of systems that ties back to the chart of accounts and correlates with the people doing the work.”

Steve Strout, SVP Strategy and Business Development, Sabre Corporation
San Miguel: Managing Farming Activities in Real Time with Cloud Solutions from SAP

SUMMARY
As a multinational company with more than 60 years of experience in the international production and distribution of fresh and processed citrus, San Miguel decided to manage its farms as open-sky factories by managing planned and executed agricultural activities in real time. The field leaders can directly access the plans through SAP® Cloud Platform and update activities through the same channel the moment they are executed.

CHALLENGES
- Guarantee real-time, accurate data registration instead of having regional zone managers translate printed enterprise resource planning data and manually enter the actuals into the system
- Manage financial investment across seasons and fiscal periods (trees produce for more than 20 years)
- Host back end in the cloud to provide reliable global access
- Integrate real-time mobile app data for analysis with SAP® Business Suite powered by SAP HANA®

RESOLUTION
- SAP Business Suite powered by SAP HANA (on SAP HANA Enterprise Cloud) with the plant maintenance module for plan and execution management of all agricultural activities and the project system module for asset building with the agricultural activities applied to plants
- SAP Cloud Platform to build a mobile app to review, plan, and notify of activities; and SAP HANA Live offerings to provide direct and real-time access to plan and collect actual data for agricultural activities

BENEFITS
- The solution empowers the user in the field, increasing efficiency at all levels and plan effectiveness.
- Introducing SAP software provides process standardization and universal access in real time for the planning and advancing of the farming activities, eliminating reliance on manual tracking on paper that is only accessible and valid for the farm manager.

“As part of our integrated business planning development strategy, we have the objective to fulfill phase 2 of Oliver Wight’s maturity model. Toward this objective, the ability to access the plan from the field and be able to make notification of the activities at the moment they are executed is crucial. This enables us to react in real time against changes in the plan, ensuring better performance.”

Fernando de Achaval, Director of Supply Chain and Technology, San Miguel Global
Schlumberger: Using an Online and Offline Maintenance Solution Being powered by SAP HANA®

**SUMMARY**
Schlumberger is a world’s leading provider of technology for reservoir characterization, drilling, production, and processing to the oil and gas industry. It built Maintenance Connect, an online and offline solution to create and update work done during maintenance, using an SAP® application developed for the enterprise asset management domain. The solution places the human experience at the center of its design while leveraging the power of the SAP HANA® platform and SAP Fiori® user experience as its construct pillars.

**CHALLENGES**
- Lack of connectivity for users when performing work in the field
- Technology access constraints when at well sites
- Delayed and incomplete data updates in the system that impacted upstream data flow and processes
- Adoption in a multilanguage diverse environment

**RESOLUTION**
- Maintenance Connect meets user requirements, enhances user experiences, and removes access constraints (connectivity, laptop, language) for the maintenance users who perform activities in the office or in the field
- Can be used on the shop floor and at a well or rig site through a laptop or iPad

**BENEFITS**
- Highly efficient through integrated online and offline business processes
- Fully integrated with real-time data capture and reliability
- High integrity of maintenance records and traceability

"Nonfunctional requirements were just as critical as functional enablement. Usability is a primary focus as we continue to work toward a streamlined user experience for our maintenance community. The flexibility of mobile enabled online and offline maintenance execution. That, along with a Web UI option, resulted in a solution aligned to the capabilities of our various segment locations and users."

Marty Lacy, EAM Design Manager, Schlumberger Limited
SUSE: Enabling the Journey to Zero Downtime

SUMMARY
With data-center managers constantly under pressure to ensure continuous uptime for business services, SUSE has partnered with SAP to offer a comprehensive solution that maximizes server uptime with SAP HANA® software. The company has enhanced the system replication setup of SAP HANA by providing resource agents with the ability to detect a failure and automate failover. Additionally, when SAP HANA runs on SUSE Enterprise Linux, it can take advantage of live operating system updates without disrupting operations.

CHALLENGES
- Business units cannot afford loss of revenue and productivity from planned or unplanned outages.
- Data-center managers are under pressure to maintain uptime in the data center to stay competitive and meet customer demands.

RESOLUTION
Augment system replication functionality in SAP HANA with the ability to detect when a failure has occurred and automatically initiate the failover to the secondary system.

BENEFITS
- More hours of service operation
- Better user services
- Lower total operational costs

"With SUSE Linux Enterprise Server, we can offer our clients high-availability and high-performance landscapes in the cloud with SAP HANA."

Thierry Martin, Commercial Director, MBV Systèmes d'Information
Sutter Health – Driving Big Data and Data Science Transformation with SAP HANA®

**Company**
Sutter Health

**Headquarters**
Sacramento, California

**Industry**
Healthcare

**Web Site**
www.sutterhealth.org

**Explore Related Links**
SAP HANA Innovation Award entry

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**SUMMARY**
With the implementation of SAP HANA® software, Big Data, and data science tools, Sutter Health drove evidence-based decision making across the organization, improved patient referrals, lowered the cost of providing quality care, and engaged with more patients in more meaningful ways.

**CHALLENGES**
- Data for all medical images was stored across 34 databases and not always assigned to the correct patient
- Primary care physicians (PCPs) were not always able to do their own analyses, as they often had to comply with payer (insurance company) recommendations – even when they suspected something was incorrect – resulting in PCPs having low confidence in the care recommendations and patient reports they received
- Analytics processing was slow

**RESOLUTION**
- SAP HANA included built-in and reusable logic to enable fast and flexible analytics and run simultaneously against many data sources.
- Other analytics tools, such as SAP® BusinessObjects™ business intelligence solutions, were added to extend the capabilities of the new solution.

**BENEFITS**
- Improved imaging data management through automated error and duplication reporting such that 9 billion medical images across 34 databases are now correctly assigned to the right patient – driving errors from 1.6 million records to zero
- Accelerated and more accurate PCP attribution, reducing the time it takes to complete the computation on all 11 million patients from more than 6 hours to under 10 minutes
- Innovative pilot programming by experimenting with a predictive analytics algorithms to prepare for population health situations, for example, the prediction of asthma occurrences based on posts on Twitter

“SAP HANA has been a critical component, along with our data lake on Hadoop, to quickly operationalize the Big Data platform, propagate data science function, create a culture of evidence-based decision making, break through organizational silos, and continue Sutter’s evolving journey toward the goal of ‘One Sutter.’”

Souvik Das, Principal Data Scientist and Big Data Architect, Sutter Health
The Next View: Increasing Production Yields in an Ecofriendly Way with the IoT and Big Data Analysis

SUMMARY
The Next View develops smart applications used in fields including Big Data, process mining, and the Internet of Things (IoT). To help companies such as sugar producer Suiker Unie increase their production yield and lower costs, The Next View created a solution based on SAP HANA® software and SAP® Cloud Platform to facilitate field operations, empower the use of the IoT in the harvesting process, and provide data-driven breed and cultivation advice. These elements together provide farmers with the information they need across the entire growing and harvesting process – from cultivation problems and advice to harvesting progress.

CHALLENGES
- Nonregulated market and strong competition from countries with lower production costs and overproduction
- Production costs that could not be further reduced, making increasing the yield from crops the only viable solution
- Use of statistical analysis and Big Data to encourage smart farming and increase the sugar percentage
- Ability to use geospatial, weather, soil, and multiyear crop data effectively
- Capturing data from sensors in existing harvesting vehicles

RESOLUTION
- Build a user-friendly app for farmers to register parameters regarding a specific parcel, using map technology
- Enable the IoT in the harvesting and logistics chain so that all possible elements are equipped with sensors
- Produce crop simulation, analyze data, and generate seed and growing advice based on the SAP HANA database, the connected geosystem, and external data

BENEFITS
- Digitalization enabled a higher sugar percentage per beet
- Close farming process monitoring and data-driven advice led to less fertilizer and pesticide being used, benefiting the environment
- Process optimization led to a lower consumption of electricity for sugar production, lowering production costs

"Increasing the sugar percentage in the beet by 1% will increase turnover by €25 million."

Pieter Brooijmans, Manager Farming Services, Suiker Unie

Higher
Sugar yield from beets

Lower
Energy consumption to produce sugar

Less
Fertilizer required to grow crops
The Rockport Group: Revitalizing Through Digital Transformation
Using Solutions powered by SAP HANA®

SUMMARY
The Rockport Group had recently undergone a significant change in ownership, which required a digital transformation to revitalize the Rockport brand and become more relevant to changing consumer demands of the omnichannel world. The company banked its digital transformation journey on the SAP HANA® platform.

CHALLENGES
Required a digitally enabled operational platform across its retail, wholesale, and e-commerce operations, capable of providing rich, out-of-the-box omnichannel functionality

RESOLUTION
Solutions such as the SAP® Fashion Management application, SAP Customer Activity Repository application, and SAP Hybris® solutions formed one integrated platform for omnichannel operations. One of the key features of the solution includes a real-time view of inventory across all channels, which forms the backbone for Rockport's omnichannel operations.

BENEFITS
- Enabling the ability to deliver a more coherent and seamless experience to its customers across channels
- Pooling inventory across retail, wholesale, and e-commerce, which means more availability of stock and the ability to move stock across channels, leading to increased customer satisfaction and brand loyalty
- Bringing wholesale and retail operations into one common platform, which reduces the total cost of ownership in systems, eliminates the need for complex integrations, and simplifies the master data management process

“With SAP solutions, we have significantly more visibility into our inventory and financials, enabling us to better serve our customers and deliver a modern experience.”

Ram Reddy, CIO, The Rockport Group LLC
TCS: Using Smart Maintenance for Oil and Gas to Minimize Unscheduled Downtime with SAP HANA®

SUMMARY
The oil and gas industry relies on a wide variety of pumps to perform every stage of the process, including upstream, midstream, and downstream functions. Timely and efficient maintenance of pumps is critical. TCS smart maintenance analyzes pump data and provides recommended actions, enabling informed decisions leading to predictive pump maintenance. A predictive maintenance practice can avoid unscheduled downtimes, which result in lower operating costs.

CHALLENGES
- Suboptimal maintenance planning
- High maintenance cost of equipment at point of failure
- Lack of integration between procurement systems and asset management systems, leading to inaccuracy
- Unavailability of centralized analytics combining data from various sources such as sensors and enterprise resource planning

RESOLUTION
- TCS smart maintenance analyzes pump data and provides recommended actions, enabling informed decisions leading to streamlined predictive maintenance
- Predictive maintenance practice helps avoid unscheduled downtimes, which results in lower operating costs
- Integration ready with the SAP® ERP application, SAP Business Suite software, and SAP S4/HANA®

BENEFITS
- Predictive models for leading indicators, wear indicators, and anomaly detections
- Insightful, interactive enterprise dashboards
- Configurable rules and recommendations

"TCS smart maintenance is an example of our commitment to address real-life business challenges and can be used as a template for other industries and businesses where predictive maintenance is key. With our deep domain knowledge and IT expertise combined with the state-of-the-art Internet of Things platform from SAP, we can build solutions to address business challenges faced by customers."

Deepak Kota, Global Head SAP Center of Excellence, Tata Consultancy Services Limited
TSG 1899 Hoffenheim: Transforming Soccer with Data Analytics to Optimize Team Performance and Reduce Player Injuries

SUMMARY

TSG 1899 Hoffenheim is benefiting from the vast amount of player performance data gained from athletic, psychological, and medical trainings and tests by converting Big Data into smart data. It is using the SAP® Sports One solution (running on SAP Cloud Platform) in combination with the SAP Analytics Cloud solution to store, analyze, and visualize player performance data. It is able to optimize team and individual training, improve injury prevention, and bring scouting and talent detection to a new level.

CHALLENGES

- Identify talent with a higher chance of becoming a professional player
- Attract talent to join the club
- Identify the strengths and weaknesses of each player to adapt training programs to the individual needs
- Lots of data is captured but not stored, or in silos, and is difficult to use and analyze

RESOLUTION

- Selected and implemented SAP Sports One because integrated modules, including team manager, training player, and team fitness Web applications and the scouting insights Web application, are all based on SAP Cloud Platform
- Implemented analysis of fitness and performance data to support effective decision-making specific to training, matches, and player development
- Implemented personalized, role-based access for coaches, medical staff, scouts, players, and team managers

BENEFITS

- Less time needed for administration and routine tasks
- Stronger player engagement and more time on the field
- Centralized data storage and out-of-the-box and custom reporting based on roles and needs
- Training optimization and individual load regulation to help prevent injuries
- Improved scouting and talent detection

"Our data-driven performance diagnostics is key for our current and, even more importantly, our future success. This is only made possible by the powerful SAP solutions and technology we use. SAP Sports One and SAP Analytics Cloud are the perfect tandem to fill our requirements when it comes to collecting, managing, and analyzing massive amounts of data. Ultimately, we need smart data instead of Big Data. SAP technology allows us to achieve exactly this." – Dr. Peter Görlich, CEO, TSG 1899 Hoffenheim Football Game Companies Ltd.
**T-Systems: Digitally Transforming Port Operations with SAP HANA®**

**SAP Partner**
T-Systems South Africa (Pty) Ltd.

**Headquarters**
Midrand, South Africa

**Industry**
High tech

**Web Site**
www.t-systems.com/za/en

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SAP HANA Innovation Award entry

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**SUMMARY**
T-Systems South Africa, in conjunction with Huawei and LOTS, has created an integrated digital platform to enhance efficiencies, improve capacity planning, and integrate logistics, helping companies such as Transnet National Ports Authority (TNPA) facilitate trade throughout the African continent. The platform established a wireless broadband network to consolidate information from various systems into the SAP HANA® platform – including sensors and telematics data, aerial and aquatic drones, and satellite information – to deliver a real-time view of TNPA’s operations and advise on the dynamic reallocation of operational resources.

**CHALLENGES**
- Aggregate different data in a single system – transactions, video, position data, sensor data, and condition data
- Apply predictive analytics and machine learning to enable predictive maintenance, resource forecasting, condition-based planning, and scheduling
- Offer an intuitive user experience to all users

**RESOLUTION**
- Leverage SAP HANA processing and predictive analysis capability to consolidate and analyze TNPA’s diverse data
- Use SAP® BusinessObjects™ business intelligence solutions to deliver personalized reporting and vibrant visualizations
- Improve TNPA’s operations efficiency and automation through the IoT by using SAP HANA to aggregate sensor data and create recommendations in real time

**BENEFITS**
- Ports can now track and locate their assets in record time.
- Predictive analytics has led to better planning.
- SAP HANA has made insights available in the moment, improving decision making.
- Incident management and capacity utilization has improved.
- A single view of port-connected logistics such as incidents, assets, and activities has been created.

“The solution developed with SAP HANA shows that it is possible to create an environment where we’re empowered with a seamless way of facilitating trade, where we don’t have any stops or disruptions. It allows us to be much smarter with capacity planning, giving everyone the same information, and allows us to predict and create alerts whenever there are any disruptions in the value chain.”

Mmutle Lentle, Chief Information Officer, Transnet SOC Limited
Türk Telecom: Accelerating Financial Transformation with SAP S/4HANA® Finance

SUMMARY
Türk Telekom is Turkey's leading telecommunication and technology provider. A governmental directive to standardize financial reporting and the need to consolidate financial data from several SAP® ERP application instances resulting from recent corporate acquisitions and management changes urged Türk Telekom to turn to SAP.

CHALLENGES
- Financials that were running on three different heavily customized and unwieldy SAP and third-party systems
- Different accounting models and processes, manual reporting, and lack of unified information across multiple systems and groups
- Financial and performance data analyses needed much more quickly to meet targets for profitable growth

RESOLUTION
- SAP S/4HANA® Finance solution, which combined all distributed systems into one centralized system
- Common view of all financial and operational data, which created a single source of truth for managed and financial reports across all business units

BENEFITS
- Dramatic simplification in reporting, planning, and consolidation
- Streamlined and simplified processes for finance and business system users, enhancing consistency between teams
- Better insights and decision making as a result of a single source of truth
- Faster financial close and budget preparation
- Significantly reduced data footprint

“SAP S/4HANA Finance helped us drive business process harmonization and achieve excellence in financial management while improving our operational efficiency. Consolidated reports are produced much faster now than source-system reports in central finance by using SAP S/4HANA. The data from different SAP systems for different companies using different master data and customization is now consolidated in real time.”

Selda Argoşo Türkmen, MIS and Reporting Group Manager, Türk Telekom Group
Unified Inbox: Saving Lives with Emergency Broadcasting over Electronic Channels with SAP HANA®

**SUMMARY**
Unified Inbox’s mission is to empower people and things to communicate by using natural language processing, machine learning, and the Internet of Things (IoT). Using SAP HANA software, the company has created SHOUT, an application that empowers local and national authorities to reach out to people on any device or any platform at any time during an emergency. Alerts are delivered instantly over a choice of communication channels— including Facebook, Twitter, e-mail, SMS, Viber, and WhatsApp. Postevent, administrations can analyze conversations across multiple social media channels and propose appropriate emergency responses.

**CHALLENGES**
- Effectively communicate with a city’s residents and visitors before, during, and after disasters through instant mass communication on multiple channels
- Provide cost-effective use of already existing technology platforms that easily integrate into intuitive user interfaces and control centers for different cities or districts

**RESOLUTION**
- Built an application leveraging the real-time processing of SAP HANA and SAP Cloud Platform to deliver services on demand
- Used application services and connections over HTTPS to Unified Inbox’s UnificationEngine, which uses IoT messaging to connect to user devices on popular communications channels, through a single, unified API

**BENEFITS**
- Speed of broadcasting
- Ease of use for first-time customers
- Large number of communication channels
- Injuries prevented, lives saved, and property preserved

“Sadly, every day around the world, lives are lost in both natural and manmade disasters. From tsunamis to terrorism, earthquakes to oil spills, SHOUT provides governments, schools, and institutions with an easy way to instantly broadcast emergency messages on all of their communication channels. Imagine the day when your everyday IoT devices can save the lives of millions of people by communicating through social media.”

Dr. Mazlan Abbas, CEO, REDtone International Bhd
U.S. Army: Improving Mission Effectiveness with SAP HANA®

SUMMARY
The U.S. Army completed a three-phased proof of value for SAP HANA® software, integrating SAP® BusinessObjects™ business intelligence solutions and tools to more effectively organize and visualize information. The last phase linked all data and enterprise resource planning sources to SAP HANA for comprehensive analysis in a dashboard – the sustainment common operating picture (S-COP), fusing available enterprise sustainment data and external data in near-real time and presenting it within tailorble, dynamic decision-support tools. These tools enable U.S. Army staff to manage information and knowledge and allow commanders to create, maintain understanding, and make decisions supporting unified land operations.

CHALLENGES
- Decisions affecting missions and deployments were impacted by outdated information.
- Security risks increased when deployed soldiers connected to slow communications systems over low bandwidth.
- Disparate infrastructure with multiple systems prevented access to legacy data and timely S-COP creation.

RESOLUTION
SAP HANA provides near-real-time visibility of reliable data at the time of mission-critical decisions, enabling centrally managed data updates for logistics and operational units, and significantly reducing time and effort required to create, maintain, and distribute updates.

BENEFITS
- Decisions affecting soldiers’ safety and movement are optimized by using near-real-time data, effectively reducing risk and danger to warfighting units.
- Reducing cost and complexity of sustainment operations increases the effectiveness of warfighting and non-warfighting operations.
- Near-real-time processing of significant quantities of sustainment information helps sense and analyze any individual key performance indicator’s impact on readiness.

“Gaining access to near-real-time data is the most significant transformational activity in the history of logistics information systems. To have a way to finally gain access to sustainment data in near-real time will be a game changer that enables Sustainers to assess situations and inform Warfighters with timely, vital information to execute mission orders.”

Harold Whittington, Deputy Director, Enterprise Systems Directorate, United States Army
Vectus: Reducing Operational Costs and Improving Operational Efficiency with SAP S/4HANA®

**SUMMARY**
Vectus improves people’s lives by offering reliable and safe water storage tanks, pipes, and fitting systems. With facilities spread across multiple locations, the company needed a consolidated digital core that would streamline operations and increase transparency for its business, distributors, and customers. To achieve its goal, Vectus has deployed SAP S/4HANA® and plans to extend its business processes with mobile applications that help people communicate, improving efficiencies across its value chain.

**CHALLENGES**
- Make informed business decisions that benefit the business, distributors, and customers
- Stabilize the IT landscape, create transparency, and optimize planning, manufacturing, inventory, and sales processes
- Achieve the flexibility to integrate and extend business processes
- Easily develop and deploy mobile apps to engage customers, plumbers, and dealers

**RESOLUTION**
- Invested in new product innovations and scale to enable business growth
- Implemented the SAP S/4HANA Enterprise Management solution
- Prepared for future requirements, including the digitalization of new key business processes

**BENEFITS**
- Gained visibility of end-to-end business processes – from planning to inventory
- Gained ability to perform quick analyses of “long-tails” to optimize corporate product portfolio
- Accelerated year-end financial close from months to near-real time
- Achieved zero server downtime – previously, it was up to 4 hours per day

“SAP S/4HANA Enterprise Management has made our operations more efficient by standardizing controls and reducing risk. Our decisions are better, faster, and information driven, giving us a definite competitive edge. We look forward to expanding our SAP portfolio.”

Manish Sinha, Head of IT, Vectus Industries Limited

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Vestas: Simplifying Operations by Providing Field Teams with a Real-Time, 360-Degree View of Customer Information and Analytics

**SUMMARY**
Vestas Wind Systems A/S is a Danish manufacturer, seller, installer, and servicer of wind turbines, which have been installed in 76 countries around the world. The adoption of best practices from the SAP® Hybris® Cloud for Customer solution, combined with the power of the underlying SAP Cloud Platform eliminated significant administrative work and provided field teams with a 360-degree view of customer information and analytics in real time.

**CHALLENGES**
- Streamline processes and technology to give the sales team greater insight into available opportunities and the ability to tailor customer offerings
- Create a more positive customer experience by streamlining operations, eliminating duplication of effort, and ensuring all departments can access the same customer information

**RESOLUTION**
- Solution comprised of SAP Hybris Cloud for Sales and SAP Hybris Cloud for Service solutions, built on SAP Cloud Platform, tightly integrated with the existing SAP ERP application and business intelligence landscape
- SAP Cloud Platform, which provides users with real-time analytics directly in SAP Hybris Cloud for Customer – enabling timely decision making
- All information centrally located and easily accessible from mobile devices in real time

**BENEFITS**
- Mobile and real-time processing capability helps to drive growth by allowing the sales force to spend more time with customers.
- Sales and service teams now have a 360-degree, real-time view of their customer information, enabling them to spot problems and offer solutions proactively in a timely manner.
- Customers work more efficiently as they can access their own service reports and invoices, allowing them to track all interactions with Vestas.

“One of our core values is simplicity – it should be simple to do business with us. And thanks in part to the SAP Hybris Cloud for Sales and SAP Hybris Cloud for Service solutions and our other SAP software systems, it is.”

John Tholstrup-Bendtsen, IT Global Business Partner, Vestas Wind Systems A/S
Vivint: Responding to Fast Growth of Smart Home with SAP S/4HANA®, a Real-Time Business Platform

SUMMARY
Vivint, the leading supplier of smart home services, is a fairly young company. Its explosive growth and complex delivery model necessitated building a more solid business foundation. Through the implementation of SAP® solutions, it built a mature and real-time infrastructure that can more effectively and efficiently support its current business model while enabling the company to expand into other sales and distribution models. With this core business model and IT infrastructure now functioning smoothly, Vivint is well positioned to support additional sales and distribution models.

CHALLENGES
- Challenging inventory-tracking valuation and reconciliation
- Manual and labor-intensive processes for managing Sarbanes-Oxley Act requirements
- Fragmented systems that kept data in silos, limiting information that could be analyzed

RESOLUTION
Implemented SAP S/4HANA®, building a mature and real-time infrastructure that can more effectively and efficiently support its current business model while enabling the company to expand into other sales and distribution models.

BENEFITS
- Enabled the direct-to-home model and the field service technician to have access to real-time customer information and supporting inventory, ensuring a better overall customer experience while improving inventory controls and efficiencies
- Improved capability to track customer acquisition costs and drive optimization in the total cost to install
- Moved technology expenditures from unpredictable development and capital expenditures to consistent operational expenses

"The real-time transaction processing and improved data architecture of SAP S/4HANA provides our management with significantly enhanced visibility into cost trends in expenses, which allows us to course correct where necessary to avoid cost overruns. The automated transactions and controls provide a platform for scale in my organization, and will allow me to grow headcount at a much slower rate than the overall business."

Patrick Kelliher, Chief Accounting Officer, Vivint Inc.
Vodafone: Using Process Mining and SAP HANA® to Reduce Costs by 11% and Improve Time to Market by 20%

SUMMARY
To keep up with the rapid change and to stay competitive in the digital age, telecommunications giant Vodafone realized it had to transform and streamline its supply chain management operation to become world-class in terms of efficiency and agility. Vodafone was able to use SAP® Process Mining software by Celonis on the SAP HANA® platform – a revolutionary Big Data analytics technology – to uncover hidden inefficiencies and automate and streamline supply chain processes.

CHALLENGES
- Transforming massive purchasing operations and adapting back-end processes to match changing business demands
- Lacking insights into how current processes were executed and performed, which prevented use of process automation and Big Data analytics
- Analyzing massive amounts of data from hundreds of thousands of transactions (800,000 purchase orders, 5 million invoices, and 40 million assets) in real time

RESOLUTION
- Key systems used for supply chain execution (such as the SAP ERP application, an SAP Ariba® solution, and the SAP Supplier Relationship Management application) were used to create a reengineered model of processes that identified which cases were handled efficiently and where to improve.
- Advanced machine learning enabled automated process insights and transparency.
- Software enabled the ability to mine through the massive amount of data to deliver value to the customer.

BENEFITS
- Root cause analysis, which took 2 days per incident, is now achieved in seconds, saving 48 hours per issue.
- 100% operational transparency has enabled decision making based on facts versus assumptions.
- Solution has helped transform the entire organization and create the perfect purchase-order process.

“As in addition to the increase in perfect purchase orders to 85%, time to market improved by 20."  
Israel Expósito Peraza, Global Process Lead for Process Mining, Vodafone Group PLC
Wipro: Effectively Managing Pipeline Network Monitoring for Utilities with SAP® Cloud Platform

SUMMARY
This digital solution aims to optimize the water distribution network. The solution caters to two main roles in a utility organization. For operations, the solution offers a visual representation of the pipeline network on a geographical map. Sensors placed on the pipeline are also shown, and in case of a breach, a real-time signal is sent to the dashboard. Not only does it allow real-time detection, but it also points out the exact location. One-click work order (WO) creation further simplifies and expedites the asset maintenance.

CHALLENGES
- Revenue loss due to water leakage
- Long asset maintenance cycle
- Manual processes leading to inefficiency
- Increasing and sustaining customer satisfaction levels

RESOLUTION
- A visual representation of the pipeline and automated WO generation when a problem is detected
- Automated WO generation notice goes to the field engineer’s mobile phone, giving ability to simply click a picture of a part to request related details, such as material number, inventory details, and so on
- Use of SAP® Cloud Platform and SAP Fiori® apps for field engineers

BENEFITS
- Gained ease of use
- Increased productivity and customer satisfaction
- Improved employee health and safety
- Decreased water theft
- Increased field operations’ service-level agreement performance

“With this digital solution, Wipro aims to detect and identify the leakages in real time to minimize the monetary loss by 15% to 20%. Moreover, it assists in expediting the maintenance activity, which shall further reduce the losses.”

Sundararaman Sarkaranarayanan, General Manager and Head of Wipro SAP Digital Practice, Wipro Limited
Zappos: Turbocharging Core Business Processes in the Cloud with SAP HANA® on Amazon Web Services

SUMMARY
To move at the speed of the Internet, Zappos needed an agile and economically sound way to improve system performance in some of its core business processes. With SAP® ERP Central Component (SAP ECC) running on Oracle, Zappos’s end users and IT personnel were frustrated by the slow performance and the constant database tuning required to “keep the lights on.” By migrating SAP ECC to the SAP HANA® platform using Amazon Web Services (AWS), Zappos has been able to successfully achieve its performance goals, without large up-front capital expenditures or disrupting business operations.

CHALLENGES
- Accelerate its core business processes to cope with the pace of business
- Improve execution speed of transactions and reporting – drill-down queries took hours and often timed out
- Avoid large up-front expenditures, committing to additional technical resources and disrupting business operations

RESOLUTION
Zappos teamed up with the SAP HANA One service and the AWS team to develop a joint migration methodology that allowed the fast migration of SAP ECC from Oracle to the SAP HANA platform using an AWS X1 instance.

BENEFITS
- Migration successfully completed in less than 48 hours
- Average queries processed 3 to 240 times faster than they were on Oracle
- AWS X1 instances able to be provisioned instantly and scaled on demand
- Performance improvement achieved without any custom tuning

“We are so excited to see how the speed and processing power of SAP HANA on AWS will improve productivity.”

Saul Dave, Director Enterprise Systems, Zappos IP Inc.