How Does Embedded Cloud Technology Empower an Organization to Make an Impact That Matters?

Providing professional services in Africa through 28 offices in 17 countries

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, and tax services. Deloitte has grown steadily in scale and diversity for 175 years and now serves clients in more than 150 countries and territories across the world. Deloitte Africa is a recent combination of practices across Africa that historically operated independently within the Deloitte network. After the combination, Deloitte Africa wanted to replace the disparate legacy systems with a single intelligent solution, standardizing its business processes, delivering consolidated analytics and insight to executive leadership, and digitalizing the user experience.
Deloitte Africa harnessed cloud technology and its native sense of innovation to become a 21st-century intelligent enterprise.

The integration of SAP S/4HANA® Cloud, SAP’s Business Technology Platform, and user experience and workforce management solutions from SAP has helped Deloitte Africa:

• Advance its ongoing digital transformation and unification into a single Deloitte member firm
• Eliminate infrastructure and related costs through migration to the software-as-a-service model
• Underpin and integrate operations across the Africa business with a single common IT platform
• Successfully standardize and automate end-to-end business processes
• Improve governance and fine-tune resource management, transitioning thousands of users to digital processes
• Build a data-rich, Africa-wide reporting system to boost strategic decision-making
• Leverage machine learning to relieve employees of repetitive, manual tasks
• Improve user experiences through clearer, more-intuitive interfaces and new functionality for mobility
• Redesign the finance service delivery model and centralize the finance function
• Reimagine the contact-to-cash process to improve project profitability
• Apply robotic process automation in billing to reduce the administrative burden

“To build a common IT platform, Deloitte Africa chose multiple cloud solutions from SAP, co-innovated with SAP, and harnessed the Deloitte Consulting implementation team to ensure a successful digital transformation and leadership in professional services on the continent.”

Jennifer McDonald, CFO, Deloitte Africa
Deloitte Africa transformed its business to operate “As One,” unlocking the power of its workforce through an embedded intelligence that integrates the following:

- SAP S/4HANA® Cloud
- SAP’s Business Technology Platform, including SAP® Analytics Cloud, SAP BW/4HANA®, and SAP Cloud Platform
- SAP SuccessFactors® solutions
- Concur® Expense
- SAP Fiori® user experience