Transform High Tech with SAP® Solutions

Business Value with Intelligent ERP
Content

Overview

Strategic Priorities

E2E Scenario

Deep Dives

SAP Strategy

SAP Solution Portfolio

SAP Value Proposition

References
How Intelligent Is Your ERP System?

Although high tech is finding itself in nearly every product and service across all industries, high-tech companies are not themselves immune to disruption. Factors such as new entrants, blatant IP theft, and knowledge leakage due to key employee turnover accelerate the rate of disruption. So, how does the incumbent not only defend itself but also become the disrupter?

Plan less, experiment more

Many refer to the high-tech industry as dynamic, however, it is better characterized as frenetic. Product launch delays, yield losses, and IP disputes can all lead to unexpected events that can throw off a perfectly crafted plan. However, for some, this also represents an advantage. Those who can leverage their data and incorporate more simulation and other sophisticated analytic techniques to model their environment will respond much faster to unforeseen events.¹

Make every meeting a decision-making meeting

Most meetings are best described as information-sharing sessions. Participants often spend most of their time preparing and reconciling reports yet often end up with poor meeting outcomes due to a lack of current information. With the unprecedented speed of competition within the industry, executives need real-time information to make prompt decisions. Adopting innovative solutions to support rapid and informed decision-making can shift the focus from reporting to achieving outcomes.

Harness the intelligence of the network

High-tech companies have a long-standing history of developing complex supply chain networks to enable high efficiency, which keeps prices down and quality high. These networks have evolved to handle more than just physical goods; they are now conducting commerce, distributing IP, and contain component pricing awareness. The data required for sophisticated decision-making has now shifted to the network, providing the next frontier for data exploration.

Liberate the knowledge worker

Arguably, the most valuable asset for a technology company is the productivity of the knowledge worker. Far too often, these employees are straddled with excessive data preparation tasks involving spreadsheets and must spend precious time filtering through extraneous data. This leaves little time to focus on business outcomes. Decision support tools have evolved to take the burden of data preparation off individuals and provide them with predictive capabilities – accelerating productivity.

The intelligent ERP

Bringing SAP S/4HANA® and SAP® Leonardo technologies together as a digital core will result in a more flexible and intelligent enterprise. To achieve next-generation business processes, companies need an intelligent ERP solution that can be continuously enhanced and extended with innovative business services and applications built on emerging technologies, including machine learning, blockchain, and the Internet of Things (IoT). High-tech organizations that have big innovation appetites or prefer to be early adopters have already begun this journey.

Strategic Priorities in a Digital Economy

The digital economy is disruptive. High-tech companies need strategic priorities that drive transformation. SAP supports a reimagined set of E2E business scenarios to support the strategic priorities of working in a digital environment.

Subscribing to outcomes
High-tech companies are shifting from selling products and services to selling measurable results that are relevant to their customers. Becoming an outcome provider requires a different business model – one where customers can pay for the outcome. As high-tech companies realize this, they are increasingly acquiring, building, and joining the platforms and ecosystems that are needed for the outcome economy.

**E2E scenario: Quote to revenue** – Provide the ability to efficiently provide outcomes to customers from quote to revenue.

Realizing a digital supply chain
Transform your supply chain into a responsive network. Companies everywhere face volatile customer demand and heightened expectations of responsiveness. Innovative technologies can help resolve these issues by providing vital business information across the network, improving real-time analysis, and enabling better collaboration across departments and trading partners – thus making the supply chain more responsive.

**E2E scenario: Digital supply network** – Transform your traditional, linear supply chain into a responsive, digital supply network.

Providing digital smart products
Digitally connect your products and transform them into solutions. Enabling products to provide intelligence about their usage and to be upgraded remotely any time with the latest features required by customers allows for differentiation in an industry where products get rapidly commoditized. Data-based services can be monetized, and individualized offerings can be provided cost-effectively. Leverage IoT technology to connect products to R&D and sales processes.

**E2E scenario: Desire to manufacturing of personalized products** – Address the need to serve customers with individualized products.

Achieving customer intimacy
Putting the end customers’ point of view at the center of every decision is a key prerequisite for success in the digital age. This does not stop in the sales department but also applies to what products are built and what services are offered.

**E2E scenario: Market to order** – Automate the market-to-order process with a real-time, integrated, and automated multichannel system.
Reimagine Quote-to-Revenue

Traditional scenario

**Manual configure-price-quote process** for specific offers
Various quotes for hardware, software and services leading to inconsistencies and errors

**Fulfillment** of solution components is handled in unrelated processes, making it difficult to quickly complete orders

**Several invoices for one solution**, with no integration for one-time and recurring charges
**No high-volume invoicing capabilities**

Vastly different revenue recognition methods for each solution component, resulting in deferred revenue becoming more prominent for added services and subscriptions

A new world with SAP

**Order Orchestration**
Order orchestration happens in a unified manner

**Intelligent Configuration**
Using an AI-based configuration to configure, price and quote one solution results in fast and accurate quotes.

**Pay for Outcome**
New business models are enabled: pay for outcome and subscription of services (instead of buying products)

**Consolidated Invoicing**
One consolidated invoice for one solution

**Revenue Recognition**
Smart revenue recognition that assigns revenue where it belongs, defers it when it has to and enables full understanding of profits

**Top value drivers***

- **faster** quote-to-order process when quotes are configured by an AI based configurator
  - 95%

- **fewer** customer complaints when real-time order, billing, and invoicing are available
  - 46%

---

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.
Reimagine Digital Supply Networks

Traditional scenario
Disconnected departments and limited access to the business network, prohibiting responsive planning:
• When plans are not consistently created and shared, information cannot flow quickly. R&D, sourcing, sales, manufacturing, and planning are not aligned – wasting time and money.
• When companies rely on a few external partners and communicate manually with suppliers, visibility is limited, collaboration is difficult, delays are inevitable, and the risk of error is high.

A new world with SAP
One plan that can be shared with all critical resources and partners to achieve visibility, agility, and responsiveness:
• Collaboration between R&D and sourcing, accelerating time-to-market
• Insight into future demand for manufacturing and procurement, optimizing inventory
• Alignment of sales, manufacturing, and delivery, improving customer satisfaction
• Linear supply chains that transform into digital supply networks
• Simultaneous collaboration with all relevant stakeholders
• Your company at the center

Top value drivers:
- Topline revenue growth
- Improved inventory turns
- Improved Customer Service Level and Customer Retention
- Reduced Logistics Costs
Reimagine Desire-to-Manufacturing of Personalized Products

With SAP S/4HANA at their digital core and using the SAP S/4HANA Cloud solution for intelligent product design and SAP Ariba® Strategic Sourcing Suite, high-tech companies can provide their customers with individualized products faster and at a lower cost.

**Traditional scenario**

- **Product variants predefined by marketing and product management**
- **Variant product catalog with limited number of variants available**
- **Every variant exists independently as a product, resulting in inconsistency and errors in variant management downstream**
- **Unique design and engineering systems and bills of materials (BOMs), making it impossible to simulate costs early**
- **Unique manufacturing BOMs and routing for each predefined variant, requiring manual handling of BOMs, routings, and engineering changes**
- **Inefficient, expensive, and error-prone variant manufacturing**

**A new world with SAP**

- **Customer requests unique product features**
- **Product and production engineering of all variants managed by system rules**
- **Variant configuration interface between point-of-sale and sales system, allowing tailored product specifications**
- **Integrated design, engineering, and sourcing, allowing early product cost simulations**
- **Automatic updates of BOM and routing after engineering changes**
- **High customer satisfaction with personalized products delivered quickly at the same price as an off-the-shelf product**

**Top value drivers:**
- Faster time-to-market
- Lower R&D costs
- Increase in revenue from new products
Reimagine Market-to-Order

SAP solutions for customer engagement help organizations streamline the market-to-order process with real-time data and fully integrated and automated workflows.

Traditional scenario
- Disparate legacy CRM applications and data silos that make it impossible to focus on customer experience
- Messaging, offers, and recommendations that are not relevant to customers
- Uncertainty of the performance impact of all marketing investments

A new world with SAP
Put customer experience at the center of CRM:
- Create a single view of a first-party customer profile, and gain insight into their motivations and intent
- Leverage machine learning to deliver individualized experiences across channels
- Measure both online and offline in one view, and understand the incremental impact to optimize the marketing strategy

Top value drivers:
- Improve customer satisfaction
- Reduce sales and service cost
- Increase revenue growth
Deep Dives Along the High-Tech Value Chain

The benefits of improving E2E business processes are significant. However, realizing those benefits requires capabilities found in the detailed solutions for each line of business. Primary capabilities where value can be achieved through SAP S/4HANA, LoB solutions, and SAP Leonardo are as follows.

- **Product innovation and sourcing**
  - Product portfolio and project management
  - Product development and compliance
  - Strategic sourcing

- **Supply chain**
  - Demand management and insights
  - Sales, inventory, and operations planning
  - Response and supply planning
  - Supply chain execution

- **Manufacturing**
  - Manufacturing operations
  - Manufacturing networks
  - Asset management

- **Multichannel sales and marketing**
  - Marketing with speed and agility
  - Omnichannel commerce
  - Sales and channel automation
  - Solution business
  - Subscription billing and revenue management

- **Customer services**
  - Omnichannel customer support
  - Field service management
  - Service process and operations
  - Professional services and engagement and delivery
# Product Innovation and Sourcing

## Typical Challenges
- Lack of a complete, integrated view of cyberphysical products
- No leveraging of tests and simulations in the early design phases
- Inability to get product costs under control
- Complex and costly product configuration modeling
- Lack of access to all compliance obligations
- Inability to directly communicate on product sustainability information with suppliers and customers
- Lack of robust sourcing execution process

## Current State with ERP
- Integration of mechanical and electrical disciplines in end-to-end design process
- Requirements that are not managed centrally
- Collaboration managed with e-mail
- Product safety and stewardship solutions that automate compliance determination and embed compliance metrics in the R&D environment
- Cumbersome to do sourcing

## Capabilities of SAP S/4HANA
- Enhanced CAD integration with market-leading authoring tools to support cross-discipline product definition
- Management of embedded software versions
- Single multidisciplinary product definition enterprise-wide, reducing development errors and improving product lifecycle management
- Real-time product compliance processes and analytics
- Native integration to the SAP Ariba sourcing solution to initiate sourcing events and process sourcing awards

## Capabilities of Cloud-Based LoBs and SAP Leonardo
- Efficient definition, structuring, and management of customer requirements
- Traceability and impact analysis of requirements change implications
- Early calculation of costs and other dimensions for new products to quickly identify cost drivers and easily simulate and compare alternatives
- Integrated configurator supporting single-level variant configuration models
- Simplified, streamlined, and automated product compliance processes
- Sourcing award and contract integration using material master data to create POs and outline agreements
- Sourcing event execution and analysis

## Business Benefits
- Faster time to market
- Reduced engineering change costs
- Ability to meet target costs
- Increased revenue from new products
- Reduced compliance management costs, fines, and recalls due to noncompliance
- Higher sourcing savings from unit-price reduction
Supply Chain

<table>
<thead>
<tr>
<th>Typical Challenges</th>
<th>Current State with ERP</th>
<th>Capabilities of SAP S/4HANA</th>
<th>Capabilities of Cloud-Based LoBs and SAP Leonardo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand management and insights</td>
<td>• Inability to include real-time, changing demands in planning, leading to outdated and inaccurate plans</td>
<td>• Basic demand planning features with limited ability to sense or predict short-term demand</td>
<td>• Short-term demand prediction with demand-sensing algorithms and forecasts for medium-to-long-term demand</td>
</tr>
<tr>
<td>Sales, inventory and operations planning</td>
<td>• Lack of visibility into the end-to-end supply chain, leading to poor decision support and slow corrective actions</td>
<td>• Supply chain analytics only possible using an online analytical processing engine, so data is not real time</td>
<td>• Direct sharing of forecasts and orders generated by the SAP Integrated Business Planning solution with suppliers via the SAP Ariba Supply Chain solutions</td>
</tr>
<tr>
<td>Response and supply planning</td>
<td>• Inefficient strategies to manage orders and allocations, leading to fulfillment issues</td>
<td>• Forecasts generated in a separate system with no direct supplier communication</td>
<td>• Rapid and collaborative S&amp;OP, including &quot;what-if&quot; analysis and scenario planning</td>
</tr>
<tr>
<td>Supply chain execution</td>
<td>• Inability to promise accurate and reliable order dates, leading to customer dissatisfaction and revenue loss</td>
<td>• Difficulty of analyzing different future demand and supply scenarios</td>
<td>• Supply planning beyond MRP in conjunction with S&amp;OP to provide unconstrained and constrained supply plans</td>
</tr>
</tbody>
</table>

Business Benefits

- More-accurate forecasts
- Reduced costs for demand planning and forecasting
- Reduced overall supply chain planning cost
- Faster sales and operations planning cycles
- Reduced revenue loss due to fulfillment issues
- Fewer cancellations of back-ordered items
- Reduced revenue loss due to stock-outs and fulfillment issues
- Improved supply chain planning and FTE productivity
## Manufacturing

<table>
<thead>
<tr>
<th>Typical Challenges</th>
<th>Current State with ERP</th>
<th>Capabilities of SAP S/4HANA</th>
<th>Capabilities of Cloud-Based LoBs and SAP Leonardo</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manufacturing operations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Long and overnight batch runs resulting in planning inefficiencies</td>
<td>• Planning runs at predefined times</td>
<td>• Single run that supports detailed scheduling and MRP</td>
<td>• Alignment with demand-driven planning</td>
</tr>
<tr>
<td>• Inflexibility to include real-time, changing demands in the planning run, leading to inaccurate planning</td>
<td>• Separate manufacturing planning processes</td>
<td>• Constraint-based planning</td>
<td>• SAP Business Suite software, providing solutions for make-to-order scenarios</td>
</tr>
<tr>
<td>• Inventory management and planning systems not integrated with ERP for MRP</td>
<td></td>
<td>• End-to-end process integration from sales order to shop floor</td>
<td></td>
</tr>
<tr>
<td><strong>Manufacturing networks</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• No integration with suppliers</td>
<td>• Sophisticated analytics that are disconnected from real-time operational data, reducing the transparency of strategy changes</td>
<td>• Integration for sourcing and procurement</td>
<td>• Collaboration with manufacturers, operators, and service suppliers across the network</td>
</tr>
<tr>
<td>• Delivery performance</td>
<td></td>
<td>• Transparency and traceability needed to connect manufacturing with the supply network</td>
<td>• Enablement of scenarios specific to domains, customers, or service providers</td>
</tr>
<tr>
<td><strong>Asset management</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• No real-time view into ongoing maintenance activities and asset KPIs</td>
<td>• Difficulty in gaining a real-time view of maintenance activities</td>
<td>• Simplified process to plan and schedule maintenance tasks</td>
<td>• One network channel for electronic handover of technical asset and maintenance data to OEMs, service providers, and procurement vendors</td>
</tr>
<tr>
<td>• Limited ability to analyze data by machines and sensors</td>
<td>• Analysis based on past performance and lagging indicators</td>
<td>• Quick access to KPIs</td>
<td></td>
</tr>
</tbody>
</table>

### Business Benefits

- Faster manufacturing cycles
- More-efficient manufacturing planning
- Less revenue loss due to fulfillment issues
- Lower total manufacturing costs
- Increase in on-time delivery performance
- Increase in return on assets
- Decrease in unplanned asset downtime
- Greater operational efficiency
- Lower service and maintenance costs
## Multichannel Sales and Marketing

<table>
<thead>
<tr>
<th>Typical Challenges</th>
<th>Current State with ERP</th>
<th>Capabilities of SAP S/4HANA</th>
<th>Capabilities of Cloud-Based LoBs and SAP Leonardo</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Marketing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Difficulty in getting all customer information in one place, leading to customer churn and a subsequent loss of revenue</td>
<td>• Little consolidation of customer information</td>
<td>• Single consolidated view of customer information</td>
<td>• SAP Marketing Cloud solution: provides customer with information from all company-owned and external sources</td>
</tr>
<tr>
<td>• Inability to configure complex solutions or outcomes consisting of products and services</td>
<td>• Inaccurate, outdated customer data without integration to other solutions</td>
<td>• Prioritized list with key characteristics of outstanding sales orders</td>
<td>• SAP Sales Cloud solutions: trigger sales activities and leads according to customer signals</td>
</tr>
<tr>
<td><strong>Sales</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lack of ability to handle billing for subscription and usage-based services</td>
<td>• Several unrelated orders – sales order, service order, service contract, and work order – created by several people</td>
<td>• Offerings, subscriptions, and usage-based services in one contract</td>
<td>• SAP Commerce Cloud solutions: provide an omnichannel digital sales presence</td>
</tr>
<tr>
<td><strong>Billing</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Inability to see and manage one single quote, contract, and invoice statement listing all provided services, projects, and products</td>
<td>• Responsible employee who has to check multiple reports to get a holistic view</td>
<td>• Generation of one single invoice in SAP S/4HANA that combines goods and services on a single bill</td>
<td>• SAP Sales Cloud solutions: allow the rapid launch of customer-centric subscription offers with business-to-business and business-to-consumer billing applications</td>
</tr>
</tbody>
</table>

### Business Benefits

- Improved customer satisfaction
- Reduced cost of sales
- Increased sales productivity and on-time delivery
- Greater business model flexibility
- Improved compliance
- Higher contract management efficiency
- Reduced revenue loss due to underbilling
## Customer Services

<table>
<thead>
<tr>
<th>Typical Challenges</th>
<th>Current State with ERP</th>
<th>Capabilities of SAP S/4HANA</th>
<th>Capabilities of Cloud-Based LoBs and SAP Leonardo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Omnichannel customer support</td>
<td>• Disparate contract management and renewal process</td>
<td>• Service master data and agreement management</td>
<td>• Offerings, subscriptions, and usage-based services in one contract</td>
</tr>
<tr>
<td></td>
<td>• Service analytics to improve service efficiency</td>
<td>• Back-office capabilities in customer service</td>
<td>• Mobilized and empowered teams</td>
</tr>
<tr>
<td>Field service management</td>
<td>• Disrupted E2E service process</td>
<td>• Service operations and processes</td>
<td>• Personalized E2E service parts process</td>
</tr>
<tr>
<td></td>
<td>• Need for new service business models by embracing new service technology</td>
<td></td>
<td>• Network for collaboration on equipment data</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Performance based on service and “products as a service”</td>
</tr>
<tr>
<td>Service process and operations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Business Benefits**

- Greater process automation and optimized scheduling functions to make best use of resources
- Increased productivity for field engineers through mobile information access
- Improved productivity with service scheduling and incident and problem tracking
- More-automated and compliant complaints, returns, and in-house repair management
- Streamlined contract and warranty processing
- Increased contact-center efficiency and lower service costs
- Greater customer satisfaction
SAP Strategy – Deliver the Intelligent Enterprise

An intelligent enterprise can be continuously enhanced and extending with business services and applications built on a digital platform to create transformative business value.

High-tech organizations that have big innovation appetites or prefer to be early adopters have already begun this journey.
The Intelligent Enterprise in High Tech Enabled by the SAP Cloud Portfolio

This intelligent, integrated, and modular enterprise portfolio that includes LoB solutions helps ensure processes run smoothly and effectively while balancing supply and demand, driving sustainable revenue growth, and maintaining margins.
SAP’s Value Proposition for High-Tech Companies

SAP S/4HANA provides high-tech companies with a proven framework to adopt industry best practices while attaining operational excellence across the full value chain.

**Strategy enablement**
- Accelerate creation of new business models
- Enter new markets and industries
- Accelerate synergy for mergers and acquisitions
- Run live (SAP Digital Boardroom)
- Reorganize on the fly
- Achieve greater speed and agility
- Run simply (master complexity)
- Manage risk and ensure compliance

**Empowered employees**
- Higher productivity with a new, role-based way of working with the responsive, intuitive SAP Fiori® user experience on all devices
- Role-driven, user-centric processes and self-service business intelligence for user empowerment
- Actionable insights on unified, real-time data and processes, with built-in system suggestions for decision support

**Business benefits**
- 10%–30% increase in on-time delivery
- 25%–30% reduction in inventory levels
- 10%–20% increase in customer satisfaction
- 10%–12% reduction in days of inventory
- 10%–15% reduction in revenue loss due to stock-outs
- 10%–12% reduction in total logistics cost
- 3%–5% reduction in supply chain planning cost
- Reduction in order-fulfillment lead time

**IT benefits and total cost of ownership (TCO)**
- Reduced data footprint
- Merging of OLAP and OLTP
- Elimination of many desktop clients
- Lower testing costs
- Simplified landscapes
- Native integration

*Benefits are based on results from early adopters of SAP S/4HANA or are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value proposition for your enterprise.
Customers Are Achieving Value from SAP Solutions

CEITEC

Industry
High tech – integrated circuit (IC) design and manufacturing

SAP Solution
SAP S/4HANA

Customer Web site
www.ceitec-sa.com

Click here to read the business transformation study.


“I Our use of SAP S/4HANA will definitely help our company grow faster.”
Ireneo Alfaro Demanarig Junior, CIO, CEITEC S.A. Semiconductors

Beijing GeoEnviron Engineering & Technology

Industry
High tech – environmental protection technology

SAP Solution
SAP S/4HANA

Customer Web site
www.bgechina.cn

Click here to read the business transformation study.

As the first environmental protection enterprise in China to deploy SAP S/4HANA, Beijing GeoEnviron Engineering & Technology Inc. (BGE) is dedicated to using cutting-edge technology to promote a healthy, safe planet for generations to come. With SAP S/4HANA at its core, BGE is seeing radical changes in the way the business operates and its people work.

“We’ve chosen SAP S/4HANA to support our service ecosystem platform.”
Weiguo Li, President, Beijing GeoEnviron Engineering & Technology Inc

SAP S/4HANA supports BGE’s IT systems, organizational processes, and business strategies. It is making BGE more efficient as the core of a future-proof environmental service ecosystem platform.”

SAP S/4HANA supports BGE’s IT systems, organizational processes, and business strategies. It is making BGE more efficient as the core of a future-proof environmental service ecosystem platform.”

Weiguo Li, President, Beijing GeoEnviron Engineering & Technology Inc
Customers Are Achieving Value from SAP Solutions

Hewlett Packard Enterprise

Industry
High tech

SAP Solution
SAP S/4HANA

Customer Web site
www.hpe.com

Click here to watch the video.

Hewlett Packard Enterprise Company (HPE) is a US$50 billion high-tech company. Today, it needs to manage more data per day than in the entire history of the company. HPE needs to orchestrate and monitor a multicloud environment fueled with innovations happening at lightening speed. HPE is running on SAP S/4HANA to optimize one of the most complex supply chain operations in the industry. Being an early adaptor of SAP HANA allows it to make decisions in the moment to manage costs and customer expectations.

“SAP S/4HANA affords a unique opportunity – it is a great paradigm busting opportunity for us to completely rethink experiences, processes and the way we work.”

Dave Carlisle, HPE IT CTO, Hewlett Packard Enterprise

Oclaro

Industry
High tech

SAP Solution
SAP S/4HANA and many more

Customer Web site
www.oclaro.com

Click here to read the business transformation study.

Oclaro Inc. is a leader in optical components, modules, and subsystems for optical transport and metro networks, enterprise networks, and data centers. As the market need for speed and bandwidth continues to skyrocket, Oclaro knew it had to prepare for massive growth and new business models. To unify the enterprise on a single digital platform, Oclaro replaced an Oracle system and deployed a wall-to-wall SAP software landscape with SAP S/4HANA at its core. The project was completed in 11 months. The result is “one Oclaro” that can continue to grow and innovate to meet the world’s expanding telecommunication and computing needs.

“We should be gathering information 10% of the time and making decisions 90% of the time. With our SAP system on SAP S/4HANA, we have more time to make the calls that differentiate us from the competition.”

Pete Mangan, CFO, Oclaro Inc.