

The practitioner's guide to realizing business results, RISE with SAP and Atos



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Atos has put together a guide on how to realize results from your business transformation. The time is just right, as the global economy kick-starts sustainable growth after the struggles of 2020-2021.

We know from working on over 6200+ SAP projects, supporting more than 3 million SAP end-users around the world, that ERP implementation is not a goal in itself. The real objectives are to grow your business sustainably, by delighting customers, and engaging employees and partners.

We want to share some of the things we have learnt over the years. We have worked on many SAP projects, including, more recently, RISE with SAP projects with customers across a range of sectors. We have also accelerated our digital transformation and are the first SAP partner worldwide to go live on SAP S/4HANA Private Cloud Edition.

What is RISE with SAP?

- SAP introduced the 'RISE with SAP' offering in 2021 which includes all the necessary ERP suite and intelligent components with flexible choice of cloud deployment - public/private/hybrid options.
- The suite is available within one, subscription-based contract offering integrated transformation and service management. The new offering significantly lowers the Total Cost of Ownership and makes the SAP offering more accessible than ever before, especially considering the beneficial conditions of cooperation with all the major hyperscalers – Microsoft Azure, Amazon Web Services, and Google Cloud.

The first step to realizing results is selecting the right ERP implementation strategy for your organization.

Different scenarios need careful examination in order to select the most suitable implementation strategy. Strategy selection will depend on several factors:



Putting the customer first – It is important to look beyond addressing short term problems and technology upgrades. A careful assessment of what your upcoming customer needs are is required prior to execution, to deliver a future-ready business architecture to enable long-term, sustainable business outcomes.



Size of the organization – For small and mid-size organizations, it is easier to manage the process of organizational and operational change management for the entire company at once.



Expected return on investment (ROI) – Different implementation strategies generate ROI at different paces. The organization might be willing to start implementation in areas where the most severe bottlenecks are localized. However, the 'big bang' approach, which takes all processes into account, usually generates ROI the fastest, if managed correctly.



Implementation cost – Implementation cost varies with established strategies, considering the overall workload of firms' implementation teams as well as the time it takes to adopt the solution by employees. Implementation cost is usually considered together with expected ROI to choose the most efficient strategy, finance-wise.



Risk appetite – Risk assessment needs to be conducted on the disruption the organization can handle during system adoption. There are usually several critical areas that need to be treated carefully. For such mission-critical functionalities, a separate strategy needs to be established.

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Atos is the first global SAP partner to go live on the Private Cloud Edition of SAP S/4HANA®, a core component of the RISE with SAP offering announced at the beginning of the year with SAP and Atos.

This internal implementation has been successfully made across the entire Atos business - to all its 105,000 employees across 71 countries - and in record time.

In less than nine months, Atos effectively moved all 42 of its business-critical systems with more than 500 interfaces, from S/4HANA on-premise to the RISE with SAP Private Cloud Edition.

This is the biggest RISE with SAP implementation to date. Atos is one of the very first companies to complete this technical migration to the cloud. Its business-critical systems include finance, logistics and HR platforms, staff self-service portals, and data analytics tools.

Atos is now equipped with the latest leading business processes and practices from SAP to support its own digital transformation and accelerate innovation. With low-latency connection to very advanced cloud services, Atos will now be able to leverage and optimize Artificial Intelligence, Predictive Analysis, Machine Learning, and Blockchain, along with SAP business technology platforms to fast-track innovation and develop new solutions. Using the Private Cloud Edition of SAP S/4HANA, Atos will streamline operations and optimize processes so that its IT teams will be freed up to focus on innovation and projects to bring value to the business.

Additionally, Atos is now able to support its clients more effectively, by sharing its first-hand best practice and benefits to support its customers, who are looking to securely implement or to migrate to RISE with SAP S/4HANA Private Cloud Edition.

Moving to the cloud from on-premise, supports Atos's decarbonization objective to reach "net zero" by 2028. It assures that Atos uses only the resources that are needed, thereby positively reducing its carbon footprint. Atos and SAP are working together to develop a carbon footprint reporting framework for Atos's Private Cloud Edition of SAP S/4HANA®.

"The benefits are clear - not only in terms of streamlined operations, cost optimization, and resource redeployment, meaning we can be more focused on our clients and continue to drive forward our industry-tailored approach, but also in terms of decarbonization and meeting our carbon objectives."

Frédéric Aubrière, Group CIO at Atos.

Realize user experience results

Move from enterprise resource planning to ecosystem resource planning, enhancing the experience for your employees, suppliers, and customers

Research shows that digital transformation and a focus on customer experience can generate a 20–30% increase in customer satisfaction and economic gains of 20–50% , but significant change is needed to achieve this.

Many businesses depend on their ability to use 'digital' to enhance services and experiences for customers and staff. However, the reality is that 55% of CEOs say that their organization is not able to innovate effectively . Digital is simply not being exploited as it could be, particularly when it comes to collaboration in the entire supply chain and between departments.

There is an increased need to better connect with partners and ecosystem. 63% of outperformers identify partnerships as key to getting ahead with innovation, compared to only 32% of underperformers .

Thinking about customer experience and partner collaboration should start right up front in the design phase so that products and services are created that really excite customers and meet a need. Collaboration with partners can further improve the value add for end-users. Cloud and digital processes are an enabler for partnerships, where collaboration can happen not just as part of enterprise resource planning, but as ecosystem resource planning.

The ecosystem economy, which IDC defines as "business activity fueled by multiple companies collaborating to achieve a business goal" , is underpinned by networks in the cloud that enable digital collaboration, seamlessly.

Businesses are now capitalizing on this to rapidly reach new customers, new sources of innovation, and deliver new profitable business models.

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Realize customer experience results

Atos were able to help Mitsubishi Electric improve their customer experience. By digitizing their supply chain operations with SAP, they have been able to improve the availability of spare parts across their European organization with a 97% availability within 24 hours.



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Realize employee experience results

Atos helped the European Parliament with a successful implementation of SAP S/4HANA® – the first ever such project for a European institution. The project replaced its legacy financial systems with SAP S/4HANA to modernize and automate its financial system and empower employees.

The SAP S/4HANA system is now one of their major systems which provides employees with a modern user experience, and it simplifies administrative burden through integrated approval workflows which save on manual paperwork.

They were able to achieve an 80% reduction in logistics, paper, and interest expenses for payment-release workflows. In addition, they achieved a 30% reduction in the throughput time required to perform payment and validation workflows

1 What Matters in Customer-Experience Transformations, McKinsey & Company, July 2019

2 Source: PwC Global CEO Report 2020

3 Source: IBM Institute of Business Value in its 2021 CEO Study

4 IDC MARKET SPOTLIGHT Business Resiliency Requires a Strategic Approach to Digital Transformation



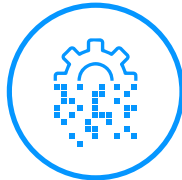
Realize business transformation results

Modernize your business and enable disruptive business models that will deliver growth

According to Gartner, CFOs face a dual challenge during 2021 and beyond: to accelerate growth with digital initiatives and preserve and restore organizations' financial health. Four digitalization initiatives appeared among the top five priorities that CFOs expect to have in upcoming years, each with a significant level of difficulty:



Market transformation



Business modernization



Delivering growth



Developing disruptive business models

Balancing all these priorities post Covid-19 is increasingly difficult, and to be successful organizations need to be flexible and scalable. Customers need ERP which is not only geared to their sector and specific processes, but has the ability to extend organizational boundaries. As organizations move to SAP S/4HANA and into the cloud, the ability to scale is accelerating.

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SAP S/4HANA possesses a wide range of built-in intelligent technologies to accelerate digital transformation including AI, machine learning, and advanced analytics. It helps transform business processes with intelligent automation, is built for the cloud, and runs on SAP HANA – a market-leading, in-memory database that offers real-time processing speeds and a dramatically simplified data model.



Simplified, data-driven decision-making

Real-time automated reporting and predictive analytics enabled by AI



Scalability and Performance

Implementation of standardized, industry-grade processes to boost productivity



Reduction of non-value-added activities

Reduction in cycle time and cost of business & operations analysis and reporting



Fast Return on Investment

Reduced TCO, simplified user journey & pay-as-you-go pricing



Efficiency improvement for finance

Faster financial month-end closing, reporting and consolidations



Easiness of adoption

Simple and intuitive frontend leading to higher adoption rate

⁵ <https://www.gartner.com/smarterwithgartner/top-priorities-for-finance-leaders-in-2021>



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Realize business transformation results in Supply Chain

Atos is helping Coca-Cola HBC realize its digital strategy with SAP.

"Our strategy has a cornerstone of IoT where the customer is at the center. One of our customer-centric IoT solutions is called Connected Coolers which we place on customer outlets. They have several elements including customer advertising displays, asset tracking, and environmental monitoring. We are working with Atos on speed to market one of our core KPIs – and Atos's contribution is their strong experience in the sector (beverage). We have been working with Atos for many years and they have excellent system and process knowledge which we are benefiting from."

Sven Erlekam, CTO, Coca-Cola, HBC

Atos is Coca-Cola HBC's exclusive partner for application maintenance and support who manage all the AMS Application Management Services for 300 applications. Atos are responsible for most of the application developments as well as for the migration to S/4HANA.



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Realize business transformation results in finance and billing

Atos has helped Acea Energia accelerate meter-to-cash processes with an upgrade to SAP S/4HANA. Atos managed the upgrade of Acea Energia's SAP Utilities (IS-U) from ECC (ERP Central Component) to S/4HANA. The new system integrates a range of business processes such as ERP, CRM, human capital management, mobile workforce management, as well as billing and credit management. The data migration executed for this upgrade was completed over one weekend (the minimum go-live window) with no changes to data structure, no discards on data transformation, and no interruptions to system availability.

With a reliable digital platform to manage its billing and credit processes, Acea Energia is delivering usage data to its customers much faster. The monthly billing and invoicing process now takes 40% less time, which has expedited cashflow. The shift to a manageable digitized billing system saved time and money. The project was completed in 8 months allowing Acea Energia to enjoy the benefits more quickly.

Realize operational and TCO results

Simplify your business processes to reduce total cost of ownership

Organizations want to simplify their business and IT environments, with standardized and harmonized processes across all business units. This is critical as simplification is the first step towards transformation, followed by integrated business, cloud, and service transformation that will in turn reduce TCO during implementation and deployment.

Simplification can be achieved through multiple steps:

- Shifting the ERP landscape into the cloud-enhancing system operations and scalability.
- Adopting SaaS solutions to automate and improve business partner collaboration.
- Migration to SAP S/4HANA, adopting best practices delivered.

Irrespective of customer size and segment, SAP is critical to businesses. Some have already adopted SAP but have multiple ERP and SAP systems managed by different suppliers. They can reduce cost and increase simplification by consolidating into one supplier to manage and provide application management services in a consistent way across the business. Without this consolidation, transformation is almost impossible. For example, one organization had five SAP ECC systems with four incumbent suppliers but no strategic partner for the transformation. This risks quadruple in this scenario. Beyond multiple suppliers, different data, business processes, and technology footprints impact capability to leverage common best practices and deliver to market as one single entity. Downstream cost of this flexibility results not only in high TCO, but also high transformation cost to enable digital business models.



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Realize operational and TCO results

Atos has helped Zentiva, a fast-growing pharmaceutical company, to deploy SAP on Azure. Before the project, Zentiva's fragmented, on-premises IT environment began to drain company time and resources, putting a wrench in its ambitious growth prospects and, more importantly, jeopardizing its mission to deliver high-quality, affordable branded generics and over-the-counter products.

"Today, our SAP cluster solution is all within a single Azure region connected through a low-latency network. This helped us reduce complexity and optimize costs, as we can easily monitor and adjust our consumption to our needs and at any time through a pay-as-you-go model. We now have a future-ready and flexible IT environment to help us optimize, scale, and expand our footprint." Josef Matousek, Head of IS, Zentiva

"There are many design options when building an SAP S/4HANA environment in Azure, so we also needed experts who have knowledge of both Azure and SAP. Atos's expertise proved critical in implementing SAP S/4HANA on Azure, providing innovative ideas and clear guidance on designing the solution that would best fit us," says Matousek.

Your ERP business partner

4 factors required from your implementation partner:

A mature implementation partner should facilitate the overall organizational change and cascade it into operations changes which arise from the ERP transformation. It is advisable to holistically consider the competencies and the scale of the company you plan to engage with, including:

1. Global footprint consistent with your organization.
2. Competencies of the local speaking partners as well as a possibility for the technical coverage of the team.
3. Industry experience and ERP implementation expertise.
4. Cultural fit for your organization.



Create a scalable and long-term dynamic business capability

Customers want dynamic business scalability, with the capacity to deliver new business models as and when needed.

- Customers want technology longevity that provides what they need today and what they will need in several years' time.
- Customers no longer want to keep 'customizing' IT systems to handle new business models in a costly and unreliable manner because they haven't moved platforms for years.
- Opportunities offered by corporate restructuring, mergers, and acquisitions must be enabled by scalable and adaptable IT.

To achieve these goals, customers need sector-driven business platform solutions delivering growth and enabling innovative business models

Atos delivers scalable platform solutions that meet sector-specific demands, enabling flexible business models, resilience, growth, and innovation. For example, Atos Business Platform for RISE with SAP handles local and global strategies and facilitates innovation, enhancing the ease of doing business, anywhere.

Leveraging subscription-based models, Atos Smart Guide 2.0 ensures a piecewise continuous business adoption during transformation, deployment, and roll out of the plan, which fits with customers' consumption needs. This leads to reduced maintenance and less infrastructure, giving up to 20–25% TCO efficiency¹. With the Atos Service Transformation approach and tools, Atos ensures migration to SAP S/4HANA up to 30% faster than other vendors¹. With the power of SAP solutions combined with Atos OneCloud solutions, that leverage AppDynamics and ServiceNow value adds, Atos delivers a more consistent and risk-free approach towards SAP S/4HANA adoption.

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"To achieve transformation you need a solid and sensible foundation, we call it a Digital Core. You also need a good partner; we have a 20-year working relationship with Atos and they helped us, within a few days, to successfully convert our entire database to S/4 HANA. It can sometimes be difficult to go down this transformation road alone, sometimes you are not so courageous with your decisions, but with Atos, we are in good hands and we are very optimistic about our future and that we will be successful with such a strong partner."

Bernd Taeger, Business Manager, Uelzena

Your ERP business partner

Business Platform for RISE with SAP

We need to introduce it more clearly. Atos Business Platform for RISE with SAP brings together the best Atos has to offer on Business -, Cloud- and Service Transformation simplifying and accelerating your time to value

Business Transformation

Atos Business Platform for RISE with SAP transforms businesses, including their entire ecosystem, delivering flexibility, scalability, and fewer failures throughout the supply chain. Atos Business Platform for RISE with SAP simplifies business flow by dismantling bottlenecks. An integrated ecosystem avoids separate transformations, reducing 30–40% of IT cost.

ROI can be achieved much earlier, as the benefits are delivered across the ecosystem. Atos offers ready-to-deploy pre-configured solutions for Manufacturing, CPG, Utilities, Public Sector, etc., many of them also have recognition from SAP. As part of Business Platform for RISE with SAP, Atos delivers business solutions such as Industry 4.0 Smart Manufacturing Studio, DORA front office for utilities retailers, E-Biscuss solutions for public sector tax and customs processes, Sustainability Life Cycle Management for decarbonization, and many more.

Cloud Transformation

Atos Business Platform for RISE with SAP delivers dynamic business scalability through the cloud and delivery of new business models when needed. Atos OneCloud foundation provides safe and secure migration to RISE. Beyond technology foundation, Atos OneCloud delivers business cloud architecture addressing immediate challenges and helps organizations prepare for future expansions, mergers, acquisitions, and divestiture. Atos Business Platform for RISE with SAP commits business-driven, outcome-based, future-state architecture to customers. Cost-savings of up to 40% are achieved with Business Platform for RISE with SAP through end-to-end portfolio rationalization and virtualization.

Service Transformation

Atos service transformation with SAP provides simplified migration and management to RISE with SAP with reduced TCO and a simplified commercial construct. Delivery is with Atos OneCloud, Atos Cyber security solutions, and SAP Business Platform service transformation solutions. Solutions from AppDynamics and ServiceNow are integrated to deliver best-in-class user experience and operational change management. Recognized solutions and models include Orchestrated Hybrid Cloud for SAP, BlueBox, NowMigrate, Digital Performance Management for SAP. With RISE with SAP, Atos brings all SAP contracts under one umbrella; organizations move from multiple contracts to just one.

SAP Implementation best practice

There are a lot of ingredients for the successful ERP transformation. Below are some of the most important points which need to be considered to address the top challenges our customers face during their transformations:

1. **Establish a tailored governance structure** - During the project, it is crucial for the organization to own the implementation and cooperate closely with the transformation partner to establish an adequate program and project management structure as well as a responsibilities matrix and the information flow.
2. **Conduct pre-assessment** - With the vast functional capabilities offered by the Tier 1 ERP system, like SAP, the starting point is to map the future state of the business processes and identify the gaps between the desired outcome and standard solution. It will allow prioritization of where it is most beneficial to change the business processes to gain effectiveness by standardization and which parts of the software need to be customized.
3. **Prioritize business process management** - A business process management workstream is necessary to be conducted through the implementation to ensure the realization of the desired outcome, established in the Implementation Strategy. It is also a means to identify the necessary operational and organizational changes which will lead to process improvements.
4. **Embrace Organizational Change Management** - The ERP transformation inevitably enforces the business transformation in the organization, which requires proper communication, training, cultural changes, and challenging the emergence of change resistance. The organization needs to make sure that the proper structures are in place to manage these elements.
5. **Implement Monitor & Control Processes** - Most ERP implementations go off-track, significantly exceeding the initial budget and implementation duration. The control measures need to be in place to track the progress and react to any unforeseen deviations. The Monitor & Control Processes need to be established to perform quality assurance, quality control, change management, as well as risk management iteratively through the project.

Great business process performance starts here

105,000 Experts worldwide	Leading pure player in Europe Top 5 digital world leader	€11.5bn revenue	Worldwide IT Partner of the Olympic and Paralympic Games
Present in more than 70 countries	ca. €250 mil. R&D Per annum	14.9 tCO2/m€ revenue industry best-in-class	



Digital Workspace Worldwide
Cybersecurity in Europe
Program in Quantum Simulation

Cloud / Hybrid Cloud in Europe
HPC in Europe
IoT in Europe

PARTNERSHIPS



SAP Certified
in Global Hosting Operations

SAP Certified
in Global SAP HANA Operations

SAP Certified
in Global SAP Business Suite Solutions Operations

SAP Certified
in Global SAP SuccessFactors Solutions Operations

SAP Certified
in Global Cloud and Infrastructure Operations

SAP Certified
in Global SAP S/4HANA Solutions Operations



Leader in Germany, Nordics,
UK & Brazil; Product
Challenger in US



Major
Player



Niche
Player



Leader in SAP Cloud Migration
Services NEAT 2021

13500+ SAP professionals	90+ Plus S/4HANA Implementations Integrated service across SAP eco system	Local presence in 42 countries	5 Global Delivery Centers (India Poland, Bulgaria, Romania, Russia)
6200+ SAP projects implemented in 90+ countries	Leverage larger Atos, Industry accelerators and innovators	7 Nearshore Centers (Spain, Argentina, China, Egypt, Thailand, Morocco and Senegal)	Built and manages one of the world's largest Hana Private Cloud

Find out more and talk to an expert
<https://atos.net/en/lp/rise-with-sap-digital-transformation>

About Atos

Atos is a global leader in digital transformation with 105,000 employees and annual revenue of over € 11 billion.

European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos operates under the brands Atos and Atos|Syntel. Atos is a SE (Societas Europaea), listed on the Next 20 Paris Stock Index.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together

