SAP | **Tech Mahindra**

Realizing Business Process Transformation with SAP S/4HANA Conversion

CASE STUDY.

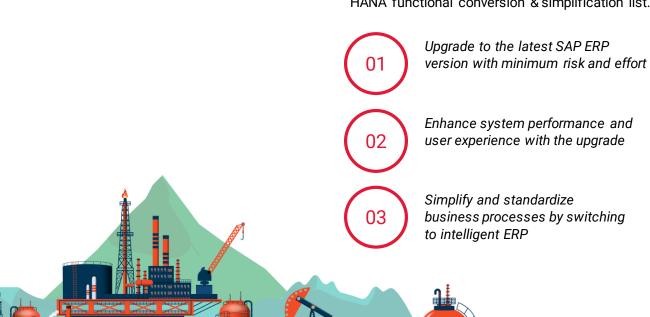Connected World.
Connected Experiences.

CLIENT BACKGROUND

Established in 2014, the client is a top crude oil refining and petrochemical product manufacturer in the EMEA region. It is also one of the world's largest and most complex refineries, with a crude oil production capacity of 440,000 barrels/day. This refinery giant is also socially and environmentally responsible and organizes multiple CSR activities for the well-being of its employees, customers, and broader society. Key operations of this ISO-certified global refinery include crude oil exploration, production, refining, distribution, and marketing.

CHALLENGE

The client was using an older ERP system, SAP ECC 6.0, running on the HANA database (DB) version 1.0 for managing its business operations. They wanted to upgrade to the next generation of SAP ERP, S/4 HANA, to improve the system performance and user experience. Migrating to the intelligent ERP suite of SAP was a significant challenge for the petrochemical product manufacturer, considering the technical complexity and longevity of the conversion project. They lacked the relevant in-house skills, tools, and experience for navigating the S/4 HANA digital transformation journey. With intelligent ERP migration, the client wanted to stay aligned with SAP's future direction and leverage its revolutionary ERP capabilities.

The client was also looking to standardize and transform its core business processes, such as production planning, plant maintenance, materials management, and financial accounting, across multiple sites through S/4 HANA functional conversion & simplification list.

01 *Upgrade to the latest SAP ERP version with minimum risk and effort*

02 *Enhance system performance and user experience with the upgrade*

03 *Simplify and standardize business processes by switching to intelligent ERP*

SOLUTION PROVIDED

The client partnered with Tech Mahindra, SAP's top global strategic service partner, to seamlessly upgrade from SAP ECC 6.0 on HANA DB version 1.0 to S/4 HANA 1809 on HANA DB version 2.0. Leveraging Tech Mahindra's proven methodologies, process models, and tools such as Epselon, the client minimized conversion effort, cost, and time. They were able to select the right strategy for the S/4 HANA upgrade based on their unique circumstances.

Tech Mahindra also provided implementation support to the client for SAP Solution Manager 2.0, SAP Fiori 2.0, and SAP Single Single-on based on Spnego/Kerberos/SAML 2.0 tokens. Moreover, Tech Mahindra upgraded the OpenText VIM - an SAP add-on tool for vendor invoice management - from version 7.5 SP7 to 16.3 SP4 as part of this conversion project.

BUSINESS & COMMUNITY IMPACT

Tech Mahindra's proven accelerators, best practices, and tools like Epselon helped the client reduce the S/4 HANA conversion effort and time frame by 30 percent.

With an upgraded system and intuitive user interface (Fiori 2.0), the client company's employees became more productive and efficient while performing standard tasks like preparing monthly balance sheets and viewing sales orders.

New UX features like multi-application management, proactive system notifications, Fiori Launchpad, and mobile accessibility also enhanced the user adoption rate.

Further, Tech Mahindra assisted the client in designing, building, and deploying custom Fiori apps for their specific needs. Overall, migrating to a future-ready ERP suite with the help of Tech Mahindra's dedicated team of SAP experts allowed the client to enhance its business performance and profits.

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