

A person is captured in mid-air, jumping over a deep canyon. The scene is bathed in the warm, golden light of a sunset or sunrise, with the sun low on the horizon behind a range of mountains. The person's silhouette is dark against the bright sky. The canyon walls are rugged and rocky, and the overall atmosphere is one of adventure and achievement.

OPERATE

by Deloitte

HIGH-PERFORMANCE FIBER PRODUCER | EUROPE

OPERATE continues the business transformation to SAP S4/HANA and ensures business continuity and growth

A fiber companies' smooth transition from an SAP S/4HANA implementation to continuous business growth

Client issue

A Dutch fiber company with four production facilities that produces various high-strength fibers for industrial purposes. To achieve its strategic objectives for further globalization and business growth, the fiber company started a business transformation to SAP S/4HANA.

The fiber companies challenge was how to switch to S/4HANA without impacting its business, while at the same time, fix critical issues and implement the small changes that move the business forward on a daily basis.

As the fiber companies' implementation partner, Deloitte advised to break the project into five different phases of workable size. In October 2022, the first phase went live, covering the smaller production facility in Arnhem and the sales offices in both the Netherlands and Germany.

To ensure the continuity and ongoing development of S/4HANA, the fiber company chose Deloitte's OPERATE services.

Solution

By its nature, an implementation project is limited in scope. Even after the intense period of hyper care, there will be small yet important changes and break-fixing needs. This is where OPERATE steps in.

OPERATE offers the fiber company a high-quality way of working with S/4HANA that delivers maximal value through a cost-efficient flex model. **OPERATE does regression testing for big updates, fixes issues, communicates with key users, looks for root causes and advises and consults on structural solutions.** In a triangular relationship with the fiber company and SAP, OPERATE ensures business needs are efficiently addressed in an ongoing development.

For the fiber company, this approach means there **is no costly transition needed.** OPERATE takes over after every implementation phase to ensure business as usual continues and to develop S4/HANA further to the company's needs.

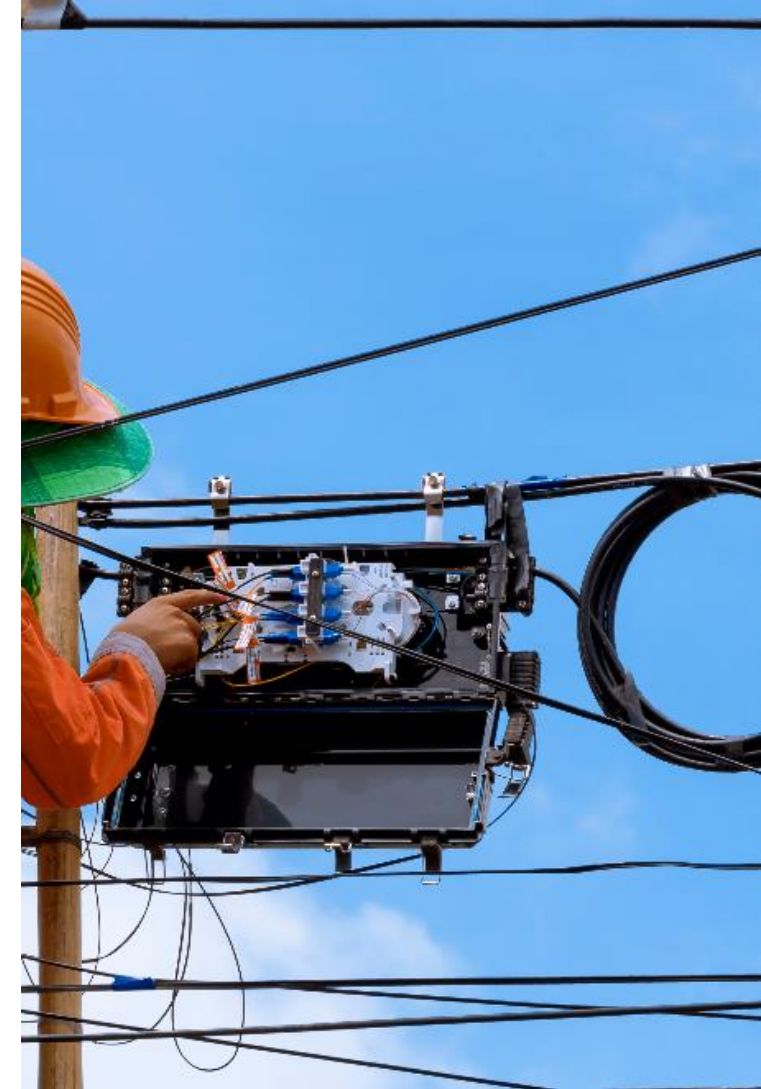
Impact

By working in close tandem with the implementation team, OPERATE realizes a smooth transition that keeps the business running optimal while ensuring continuous improvement. For the client, there is only one trusted partner that delivers value in both the short and the long term.

The partnership allows Deloitte to be fully aligned with the client and help shape the future roadmap for new developments. This places Deloitte in the ideal position to spot new project opportunities or even sell licenses for new SAP products. A key solution like SAP Analytics Cloud can be positioned, licensed, implemented and serviced through OPERATE.

“OPERATE allows us to embed the business transformation to SAP S/4HANA deep within the organization. This results in the continuity our new way of working needs to be successful. For the fiber company, OPERATE means valuable business outcomes.”

As a business model, OPERATE brings long term value, continuity and business growth to both the client and Deloitte. Small wonder Deloitte aims on generating 20% of its revenue from OPERATE.



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