

# SAP Customer Successes with SAP S/4HANA® and SAP Business Technology Platform

Business Transformation Stories from  
Around the Globe and Across Industries

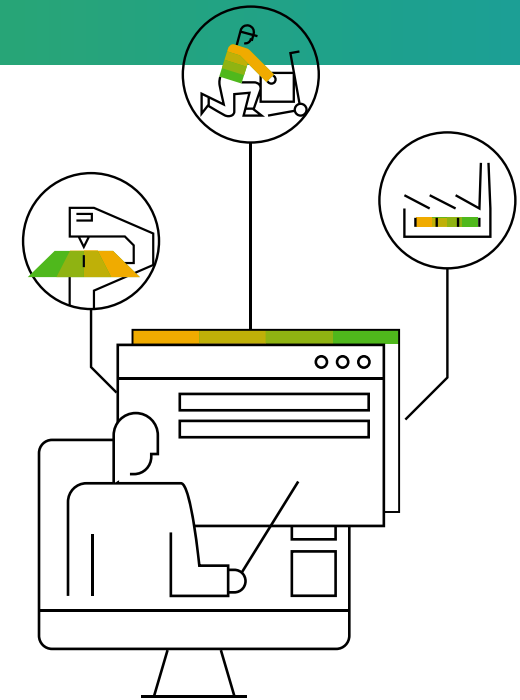
THE BEST RUN 



# Bring Your Intelligent Enterprise Strategy to Life with Comprehensive Solutions from SAP

Digital transformation means something unique to every organization. But whether the focus is on intelligent business processes, automation, real-time intelligence, or advanced data analytics, SAP customers are at the forefront of what it means to digitally transform.

This e-book showcases how leaders in industries as diverse as the public sector, chemicals, and professional services are driving transformational change using SAP technologies. Read on to learn how SAP customers around the world are reshaping processes, reimagining business models, and driving transformational change using SAP's intelligent ERP and technologies.



# Contents

## CUSTOMER SUCCESSES

- |    |  |    |  |    |  |
|----|--|----|--|----|--|
| 5  | <b>Ansaldo Energia</b> Powering Factories with Intelligent Technology to Improve Product Performance             | 13 | <b>CredibanCo</b> Using Proactive Care and Off-Site Services to Bolster Digital Transformation Success         | 21 | <b>FRoSTA</b> Providing Greater Transparency for Consumers From Seed to Field to Bag                         |
| 7  | <b>BITZER</b> Building a Digital Asset Network to Create Instant Value for Both Manufacturer and Customer        | 15 | <b>Deloitte Africa</b> Providing Professional Services in Africa Through 28 Offices in 17 Countries            | 23 | <b>Gulftainer</b> Transforming into a Real-Time Business to Enhance Efficiency and the Customer Experience   |
| 9  | <b>Clariant</b> Staying Ahead of Volatile Global Markets with Real-Time Dynamic Price Forecasting                | 17 | <b>ENGIE LATAM</b> Enabling Rapid Scalability to Help Maximize Business Potential in a Fast-Growing Market     | 25 | <b>ILOLAY</b> Using Intelligent, Integrated ERP to Help Ensure Quality Dairy Products from Farms to Families |
| 11 | <b>ConvergentIS</b> Accelerating Insights and Unifying Planning Across the Organization with SAP Analytics Cloud | 19 | <b>FARYS</b> Driving Water Management Innovation with Efficient, Sustainable Operations, and a Solid Ecosystem | 27 | <b>ITOCHU</b> Reinventing Business and Work with an Enterprise-Wide Integrated Data Infrastructure           |

# Contents

## CUSTOMER SUCCESSES

---

29 **Natura** Keeping Customers and the Planet Beautiful with Help from Intelligent IT

---

31 **REHAU** Reducing Redundancies for Greater Workforce Productivity with Automation

---

33 **Sanan Optoelectronics** Integrating Business and Finance Functions to Map Out Corporate Strategy

---

35 **Schaeffler** Integrating Intelligent Technologies for Future Interaction

---

---

37 **Taronga Conservation Society Australia** Delighting and Inspiring Lasting Connections Between People and Wildlife Since 1916

---

39 **Trusco Nakayama** Using Digital Technology to Transform Business and Improve Convenience for Customers

---

41 **Uniper** Extending and Automating Processes – From the Plant, to the Field, to the Back Office

---

43 **Villeroy & Boch** Improving Operational Efficiency Across the Enterprise with Software Bots

---

---

45 **Virú** Enabling Streamlined Operational Processes

---

47 **Vivo Energy** Removing IT Landscape Complexity to Support Growth with SAP S/4HANA

---

49 **Vodafone** Accelerating the Pace of Innovation with End-to-End Processes and Intelligent Technologies


---

51 **Zalando Payments** Building a Custom Financial Model to Aid Compliance While Improving Financial Strategy

---

# Powering Factories with Intelligent Technology to Improve Product Performance

 **Location:** Italy

 **Industry:** Cross-industry

 **SAP solutions:** SAP S/4HANA and SAP Business Technology Platform, including SAP Integration Suite, SAP Extension Suite, SAP Internet of Things solution, SAP Edge Services, and SAP Predictive Maintenance and Service solution



## Background

As a leading player in international power generation, Ansaldo Energia S.p.A. offers innovative, flexible solutions and services for everything from power equipment to plant construction and maintenance.

## Challenge

With complex projects running around the globe, delivering on time and within budget is a challenge – requiring full planning and production visibility. But many of Ansaldo Energia's processes are siloed, impacting performance. Limited visibility means slow reconciliation. And the company lacks integrated warehouse management.

## Solution

Ansaldo Energia is evolving a hybrid SAP solution architecture based on SAP Business Technology Platform that combines apps and cloud-based and on-premise solutions. SAP S/4HANA connects back-end systems for manufacturing, product lifecycle management, and warehousing, while SAP Internet of Things and SAP Edge Services enable predictive plant maintenance.

## Benefits

With SAP® Services and Support and SAP Innovation Services as its partners and SAP technology at its core, Ansaldo Energia can operate as an intelligent enterprise – giving it the ability to transform the future of power generation for its customers.





“Success lies in technology, people skills, adoption, and cooperation with partners. With SAP, we defined the vision and the path, built key capabilities, and brought early value through quick wins.”

**Luca Manuelli**, Chief Digital Officer,  
Ansaldo Energia S.p.A

**75%**

reduction in paper-based quality controls

**5-8%**

drop expected in the cost of equipment maintenance

**40%**

more suppliers expected to digitally share quality control data

**80%**

less time and effort to onboard new customers in the services portal




**Read the full  
customer story ›**

# Building a Digital Asset Network to Create Instant Value for Both Manufacturer and Customer

 **Location:** Sindelfingen, Germany

 **Industry:** Industrial machinery and components

 **SAP solutions:** SAP BTP, SAP IoT, SAP Integration Suite, SAP Asset Intelligence Network, SAP Services and Support



## Background

BITZER, a refrigeration and air-conditioning technology leader, set out to digitally connect its compressors to let customers monitor real-time status, access configuration data and documentation, and review operational reports.

## Challenge

The company needed to build an asset network to help customers manage compressors and digitalize their enterprises. It also needed to create an infrastructure to support BITZER's future growth.

## Solution

SAP BTP, including the SAP Internet of Things (SAP IoT) solution for sensor readings enables tailored customer alerts, status reports, and predictive maintenance services. SAP Integration Suite delivers speed connection of applications, processes, and people. SAP Asset Intelligent Network accelerates deployment using SaaS capabilities and SAP Services and Support to provide an agile approach to creating a new asset network.

## Benefits

BITZER has a complete, real-time overview of a customer's product portfolio and product history, from the initial order throughout the entire lifecycle of the compressor, through the BITZER Digital Network, which connects all BITZER products to the cloud. They gained an increased ability to break down information and departmental silos, operate as a single company focused on customer outcomes, and serve customers while growing the business.

A man wearing a blue work jacket and a yellow hard hat is focused on working with a machine. The machine has a red component that is glowing, possibly indicating heat or a specific part of the process. The background is slightly blurred, showing an industrial setting.

“You can’t buy digitalization, but you can simplify the way toward it. Working with SAP Services and Support helped us combine SAP software, business know-how, and customer-focused innovation to create instant value for our customers.”

Christian Stenzel, Director of Organization and IT, BITZER

## Increased

energy efficiency as customers optimize their systems themselves by adjusting machine parameters using BITZER know-how

## Reduced

compressor downtime thanks to predictive service capabilities, giving customers—and BITZER—a competitive advantage




**Read the full  
customer story ›**



# Staying Ahead of Volatile Global Markets with Real-Time Dynamic Price Forecasting

 **Location:** Muttenz, Switzerland

 **Industry:** Chemicals

 **SAP solutions:** SAP Business Technology Platform, SAP HANA®, SAP Analytics Cloud, SAP Business Warehouse powered by SAP HANA, SAP S/4HANA



## Background

A world leader in specialty chemicals, Clariant AG supports global production in everything from home care to vehicles, energy, electronics, mining, and beyond. To keep up with the rapid pace of change in volatile markets, Clariant needs as much insight as possible into future costs for raw materials and other expenses.

## Challenge


Clariant needed a robust product costing solution that could simulate finished goods costs for multiple scenarios using data from a wide array of sources. It also needed to offer intuitive reporting and analytics that procurement teams could readily use.

## Solution

SAP and MIBCON NDC delivered a production benchmarking and simulation engine based on SAP HANA and the SAP Analytics Cloud solution. Clariant gained the robust data processing, system stability, and user-friendly dashboard reporting and analytics that come with SAP S/4HANA and offerings on SAP BTP, including SAP HANA, SAP Business Warehouse (SAP BW) powered by SAP HANA, and SAP Analytics Cloud.

## Benefits

The company can view near-real-time simulations of impacts caused by volatile supply trends – with time development and in different scenarios – and can manage finished-goods costing across complex setups. They can evaluate and verify the accuracy and quality of inputted data, and user-friendly dashboard reporting allows business users to quickly see evolving cost drivers by location and understand how they are impacting prices for specific customers in particular locations.



“We can run forecasts almost immediately and provide updated pricing quickly to match volatile market factors. This shows up in higher margins and better product volume, differentiating us from the competition.”

Markus Mirgeler, Head of Procurement, Clariant AG

### 3 minutes

to run cost scenarios through the BOM to finished goods for raw materials, global entities, recurring BOMs, and more

### Instant

forecasting in different scenarios, compared to only one simulation once per quarter previously

### One

source of truth for pricing forecasts globally

### Multiple

usage scenarios possible, for example to support sustainability goals




**Read the full customer story ›**

# Accelerating Insights and Unifying Planning Across the Organization with SAP Analytics Cloud

 **Location:** Canada

 **Industry:** Professional services

 **SAP solutions:** SAP S/4HANA and  
SAP Analytics Cloud



## Background

Having had difficulty maintaining the accuracy and integrity of information, with data spread across multiple solutions and constantly changing business developments, SAP Analytics Cloud is now helping the ConvergentIS team lead by example with a state-of-the-art cloud solution.

## Challenge


ConvergentIS had an inability to scale to meet the growing needs of the business using the company's current combination of various platforms and dozens of Microsoft Excel sheets, and needed an efficient planning and reporting solution to provide a holistic view of organizational performance and what actions it should take in the future.

## Solution

SAP Analytics Cloud solution offers a unified view of all company information and data. ConvergentIS also has the expertise of SAP to facilitate integration and a smooth digital transformation, creating immediate value with business intelligence, augmented analytics, and innovative planning capabilities, as well as a trusted relationship with SAP as an existing customer of SAP S/4HANA.

## Benefits

ConvergentIS has eliminated spreadsheets from the core planning processes and consolidated data from multiple departments on one platform for a single source of truth. This has enabled fast, self-service data visualization and analysis for planning, all captured in one unified solution, and allowed executives to forecast better and make decisions confidently with a simplified, real-time dashboard using augmented analytics and predictive features in SAP Analytics Cloud.



“For us to grow well, we needed a better planning and reporting tool across the business. SAP Analytics Cloud is helping our team lead by example with a state-of-the-art cloud solution.”

Shaun Syvertsen, Managing Partner and CEO, ConvergentIS

**>20%**

time savings across planning processes

**3 days**

to implement SAP Analytics Cloud




**Read the full  
customer story ›**



# Using Proactive Care and Off-Site Services to Bolster Digital Transformation Success

 **Location:** Bogotá, Colombia

 **Industry:** Banking

 **SAP solutions:** SAP Enterprise Support, SAP Early Adopter Care, SAP S/4HANA, SAP® Ariba® solutions, SAP Cloud Platform



## Background

Promoting the adoption of electronic payments in Colombia, CredibanCo S.A supports businesses, banks, institutional clients, and independent professionals that substitute the use of cash.

## Challenge

On a journey to modernize its business processes and comply with international reporting standards for registering financial transactions and reporting, CredibanCo sought help to move to an intelligent infrastructure for ERP. The firm wanted to adopt best practices across administrative, financial, supply chain, maintenance, and logistics processes enterprise-wide.

## Solution

With SAP Enterprise Support services, the SAP Early Adopter Care program, and partner Capgemini, CredibanCo S.A implemented SAP S/4HANA, taking advantage of proactive customer care and expert guidance from the SAP Enterprise Support advisory team, using off-site services, intelligent tools, empowerment assets, and programs.

## Benefits

Continuous quality checks for implementation and going-live support enabled a holistic view of the software solution, minimized risks before, during, and after the go live, and provided remote system monitoring to increase technical stability and enable a swift response in the case of unforeseen events.



“Thanks to SAP Enterprise Support and the SAP Early Adopter Care program, we followed best practices and leveraged off-site services which proved to be essential for going live with SAP S/4HANA in time for our annual closing. We are now in a strong position to continue our transformation to an intelligent enterprise.”

**Jorge Andres Talero Bernal,**  
Administrative Manager, CredibanCo S.A

### **Dedicated sessions**

with SAP experts clarified questions on functionality and assisted with configuring the SAP Treasury and Risk Management application to comply with financial reporting standards


### **Proactive customer care**

delivered expert validation of the proposed IT architecture and cutover plan for SAP S/4HANA, SAP Ariba solutions, and SAP Cloud Platform to ensure technical requirements were met




**Read the full  
customer story ›**

## Providing Professional Services in Africa Through 28 Offices in 17 Countries

 **Location:** South Africa

 **Industry:** Professional services

 **SAP solutions:** SAP S/4HANA Cloud and SAP Business Technology Platform, including SAP Integration Suite, SAP Extension Suite, SAP Analytics Cloud, and SAP BW/4HANA

**Deloitte.**

### Background

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.

### Challenge

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.

### Solution

Deloitte Africa transformed its business to operate “As One,” unlocking the power of its workforce through an embedded intelligence that integrates SAP S/4HANA Cloud and SAP Business Technology Platform, including SAP Analytics Cloud, SAP BW/4HANA, SAP Integration Suite, SAP Extension Suite, SAP® SuccessFactors® solutions, Concur® Expense, and SAP Fiori® user experience.

### Benefits

Deloitte Africa harnessed cloud technology and its native sense of innovation to become a 21st-century intelligent enterprise. The company has advanced its ongoing digital transformation and unification into a single Deloitte member firm, eliminated infrastructure and related costs through migration to the software-as-a-service model, and integrated operations across the Africa business with a single common IT platform.



“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

## Robotic process automation

applied to billing

## Thousands

of users transitioned to digital processes

## Data-rich

Africa-wide reporting system

## Automation


of end-to-end business processes




**Read the full customer story ›**



## Enabling Rapid Scalability to Help Maximize Business Potential in a Fast-Growing Market

 **Location:** Santiago, Chile

 **Industry:** Utilities

 **SAP solutions:** SAP S/4HANA,  
SAP S/4HANA Utilities, SAP Cloud Platform



### Background

A global leader in low-carbon energy and services, ENGIE LATAM operates in a fast-changing market driven by digitalization, decentralization, and decarbonization. Its operations in Mexico, Chile, Argentina, Peru, and Colombia represent an important market at the cutting edge of energy services capabilities and with strong growth opportunities.

### Challenge


ENGIE LATAM sought some quick wins to achieve a return on its significant investments and manage tight margins. It needed to streamline costs and optimize processes to stay at the forefront of innovation and tap into the region's opportunities.

### Solution

ENGIE LATAM executed a successful and cost-effective transition to SAP S/4HANA, the SAP S/4HANA Utilities solution, and SAP Cloud Platform in just nine months across more than 50 legal entities.

### Benefits

The company optimized operations across its business to capture growth opportunities and innovate quickly. By integrating and updating IT systems across the region, they increased harmonization, strategic alignment, and visibility and benefited from scalable applications covering all project types with embedded analytics for real-time management. ENGIE LATAM increased its IT agility significantly to support new, innovative business in Mexico, where it reduced the innovation development cycle from 7 months to 1 month for a new gas-vehicle business launch.



“SAP S/4HANA is a key component in our integration journey and digital transformation road map for the Latin American region.”

Saul Kempner, Chief Information Officer, Engie LATAM

## **Simplify**

business-to-consumer operational processes from 24 to 9 steps for 1,600 users covering more than 500,000 customers

## **Business and IT savings**

of more than €1 million in one year

## **Reduced**

IT complexity in Argentina, slashing custom code by 60%


## **Reduced**

innovation development cycle from 7 months to 1 month




**Read the full customer story ›**

# Driving Water Management Innovation with Efficient, Sustainable Operations, and a Solid Ecosystem

 **Location:** Ghent, Belgium

 **Industry:** Utilities

 **SAP solutions:** SAP S/4HANA, SAP S/4HANA for Utilities, SAP Business Technology Platform, SAP Cloud Platform , SAP Cloud for Energy, SAP Analytics Cloud, SAP Internet of Things



## Background

Beginning nearly 100 years ago as a water transportation operator between Brussels and cities across Flanders, FARYS is now responsible for offering a wide range of services to municipalities in the region.

## Challenge

FARYS wanted to future-proof operations and enable the use of intelligent technologies and analytics.

## Solution

FARYS opted to unify enterprise operations on SAP S/4HANA. The most recent step in this journey has been moving customer and business partner interactions to the cloud and enabling smart meter capabilities.

## Benefits

Today, FARYS is running nearly all its services, including drinking water management, sewage management services, infrastructure management, procurement, and more, on SAP S/4HANA. The result has been significant improvements in efficiency and insight enterprise wide.





“With SAP Business Technology Platform, everything is integrated. Our data is in one place. It unlocks intelligence, simplifies innovation, and lowers our total cost of ownership compared to our peers.”

Inge Opreel, CIO, FARYS

**Up to 10x**

faster reporting

**92%**


automation of customer interactions on the self-service portal—lowering costs and increasing customer satisfaction




**Read the full customer story ›**



# Providing Greater Transparency for Consumers From Seed to Field to Bag

 **Location:** Bremerhaven, Germany

 **Industry:** Consumer products

 **SAP solutions:** SAP S/4HANA, SAP HANA, SAP Fiori, SAP Business Technology Platform



## Background

Starting its journey in 1961 by preserving high-quality fish and transporting it into Germany, FRoSTA AG has since become one of Europe's leading manufacturers of frozen foods and the market leader for frozen meals in Germany. Its concept of "FRoSTA-Reinheitsgebot," or purity law, shows consumers in Germany, Italy, Austria, Poland, the Czech Republic, Switzerland, and other European countries that FRoSTA does not use additives in any of its products.

## Challenge

In a world where people are more concerned with food provenance and traceability, customers appreciate knowing details about their food. To meet this need, FRoSTA sought a solution to help it provide more transparency on how it chooses its products and where they are sourced.

## Solution

Choosing SAP S/4HANA running on SAP HANA, FRoSTA unified its operations to support foundational services and provide a platform for innovation. Using standard and custom SAP Fiori apps connected to SAP BTP, FRoSTA transmits agricultural and other types of data from seed to field to bag. A customer-facing web page allows consumers to view ingredient and sourcing information across FRoSTA's entire product range.

## Benefits

The company automated multiple processes on SAP S/4HANA, leading to increased efficiency within the company, and enabled faster access to data and insights, allowing the firm to make data-driven decisions. FRoSTA facilitated total ingredient and carbon footprint transparency and established a single technology source, helping ensure system synergy and integration.

“Customers want to know everything about a product and its ingredients so they can be sure it aligns with their values. We want to give them that level of transparency, which means gathering an enormous amount of data and making it available in real time. That’s what we’re doing with our new platform based on SAP S/4HANA and SAP Business Technology Platform.”

Ben Windhorst, DTO&IT Director, FRoSTA AG

**30%**

faster throughput, thanks to better-integrated business planning

**Faster**

product calculations, now taking just eight minutes, down from eight hours

**Rapid**

solution development – now taking days versus months


**Instant access**


to up-to-date information, enabling data-driven decisions



**Read the full customer story ›**

# Transforming into a Real-Time Business to Enhance Efficiency and the Customer Experience

 **Location:** Sharjah, United Arab Emirates

 **Industry:** Cargo transportation and logistics

 **SAP solutions:** SAP S/4HANA, SAP Sales Cloud, SAP Business Technology Platform, SAP Fiori UX (part of SAP Extension Suite), SAP Business Warehouse



## Background

With a vision to become one of the world's top six container terminal operators within 10 years, Gulftainer Company Limited needs solutions and systems that support world-class performance. The port operator sought a new ERP platform to support its growth ambitions and unify business processes across the company.

## Challenge

Gulftainer wanted a single, real-time view of multiple data streams and to better integrate customers, suppliers, and employees. Its goal was to adopt the latest in customer experience technology to deliver an exceptional sales experience, streamline selling processes, and build lasting customer relationships.

## Solution

The company implemented SAP S/4HANA, SAP BW, and SAP Sales Cloud, with help from strategic technology partner Tata Consultancy Services Limited, to improve productivity and customer service. SAP S/4HANA's single, real-time, integrated platform meets current and future needs, and integrating SAP Sales Cloud solution enables more efficient sales processes. SAP BTP and SAP Fiori deliver a next-generation user interface, and SAP BW's comprehensive data warehousing, reporting, and analytic options enable real-time information and dashboards together with SAP S/4HANA.

## Benefits

Gulftainer is able to integrate supply chains and logistics processes, making engineering, finance, assets management, and materials management more efficient and cost-effective.



At Gulftainer, we are committed to providing the highest standards of operational efficiency via constant innovation and digitalization of our processes and services. SAP S/4HANA enables a more efficient, cost-effective movement of international business through our terminals, providing the actionable data necessary to increase productivity and enhance customer experiences.”

**Vinay Sharma**, Group IT Director, Gulftainer Company Limited

**10%**

reduction in days taken to close monthly and annual books

**15%**

increase in equipment availability, due to optimized planning and preventive maintenance

**One**

single view of master data for all process areas

**10%**

improvement in days sales outstanding—a seven-day reduction




**Read the full customer story ›**



# Using Intelligent, Integrated ERP to Help Ensure Quality Dairy Products from Farms to Families

 **Location:** Rafaela, Argentina

 **Industry:** Consumer products

 **SAP solutions:** SAP S/4HANA, SAP Cloud Platform, SAP Fiori Cloud, SAP HANA Enterprise Cloud, SAP Services and Support

## Background

Butter, cheese, yogurt, cream, pudding—these are just some of the mouth-watering dairy products ILOLAY makes from the 1.5 million liters of milk it processes each day. Part of Sucesores de Alfredo Williner SA, ILOLAY was founded in Argentina in 1928 and has since grown into an international dairy powerhouse.

## Challenge

Unfortunately, the company's legacy IT systems simply couldn't keep up. Disparate applications riddled with custom code and data managed primarily with spreadsheets were creating operational silos, and managers could not be sure the information they were working from was up to date.

## Solution

Taking advantage of SAP Services and Support, ILOLAY opted for a phased implementation approach. With the whole system running on SAP Cloud Platform and SAP HANA Enterprise Cloud, ILOLAY now has the comprehensive cloud infrastructure and managed services it needs to quickly scale and deploy new applications as technology requirements evolve.

## Benefits

Faster, more efficient processes and unified data help managers at ILOLAY save time and make better business decisions. The company has increased transparency for customers and more easily complies with complex international regulations.



“Not only is SAP S/4HANA helping us streamline operations and improve transparency today, it will also serve as a powerful technology platform for future innovation and growth for many years to come.”

**Fabricio Ciotti**, Director of Organization and Systems,  
Sucesores de Alfredo Williner SA (ILOLAY)

**10%**

reduction in the time to calculate mass balance through online waste management

**1%**

savings in scraps for raw materials, supplies, and packaging



**Read the full customer story ›**

# Reinventing Business and Work with an Enterprise-Wide Integrated Data Infrastructure

 **Location:** Tokyo, Japan

 **Industry:** Wholesale distribution – trading

 **SAP solutions:** SAP S/4HANA, premium engagements, and SAP Business Technology Platform, including SAP HANA and SAP BusinessObjects™ Business Intelligence suite



## Background

Started as a linen trading company more than 160 years ago, ITOCHU Corporation has grown into a massive global trading operation with 120 locations in 63 countries worldwide. To stay ahead of the curve and continue to serve the interests of its trading partners, ITOCHU relies on a complex enterprise IT landscape that has been evolving with the business since the 1970s.

## Challenge

IT systems could not provide the real-time data, including profit and loss statements, which the company needed to operate in the moment. In addition, ITOCHU was becoming too dependent on the skills of individual employees which increased the time and costs of accommodating new IT and business requirements.

## Solution

To realize next-generation ERP, ITOCHU Techno-Solutions Corporation worked with ITOCHU on the transition to SAP S/4HANA with a company-wide integrated data infrastructure on the SAP HANA platform. The system aggregates all data on sales transactions and logistics for the eight ITOCHU business industry divisions.

## Benefits

ITOCHU now has a central source of data that helps users quickly gather data and run reports to meet their immediate information needs. It also helps users in sales and management departments create reports, answer questions about data utilization, and works to raise awareness of the importance of using data in daily work.



“Aiming to reinvent our business and work styles, we are utilizing SAP HANA, which can amass a large volume of data while responding at fast speeds in order to promote data analysis.”

**Zenichiro Urakami**, General Manager of Corporate Application Systems Department, IT Planning Division, ITOCHU Corporation

## Up to 92%

decrease in time to create monthly reports  
(from four hours to 20 minutes)

## 5x

increase in the number of users taking  
advantage of BI tool



**Read the full  
customer story ›**



# Keeping Customers and the Planet Beautiful with Help from Intelligent IT



**Location:** Brazil



**Industry:** Consumer products



**SAP solutions:** SAP S/4HANA Cloud,  
SAP Integration Suite, and SAP Extension Suite



## Background

Providing sustainable beauty products for more than 50 years, Natura Cosméticos S/A is the gentle giant of the cosmetics sector. Having acquired The Body Shop, Aesop, and Avon, Natura needed the right technology to keep pace with global expansion.

## Challenge

Natura wanted to connect group companies while meeting unique company needs, provide an omnichannel buying experience online, through consultants, and in stores, and meet its commitment to sustainable sourcing while also meeting product demand.

## Solution

To unify its global business, maintain the visibility to fulfill its social and environmental mission, and continue offering outstanding customer service, Natura needed to digitally transform into an intelligent enterprise. This makeover would require a technology partner with the same values and corporate commitments. The answer was SAP.

## Benefits

By connecting its entire business on a central digital core and running standardized processes in the cloud, Natura is driving automation and business insight. Simplified data management and complete visibility across operations are bringing new efficiencies to production planning, supplier management, and sales.



“As Natura becomes a global beauty company, SAP is helping us become an intelligent enterprise by connecting our businesses, our customers, and our suppliers in a meaningful, socially responsible way.”

João Paulo Ferreira, CEO, Natura Cosméticos S/A

**360°**

view of data – increasing efficiency across operations

**200**

purchase requests made per minute using SAP software

**1.8 million**

Natura sales reps

**100 million**

Natura customers worldwide




**Read the full customer story ›**

# Reducing Redundancies for Greater Workforce Productivity with Automation

 **Location:** China

 **Industry:** Mills products

 **SAP solutions:** SAP S/4HANA and  
SAP Intelligent Robotic Process Automation



## Background

REHAU Polymer China Co. Ltd develops innovative polymer-based solutions that enable quality, efficiency, and sustainability in homes, on the road, and elsewhere. As the Chinese branch of the worldwide REHAU Group, the company relies on an in-depth knowledge of materials and extensive experience in technologies and manufacturing processes to meet the wide-ranging needs of its customers from across industries.

## Challenge

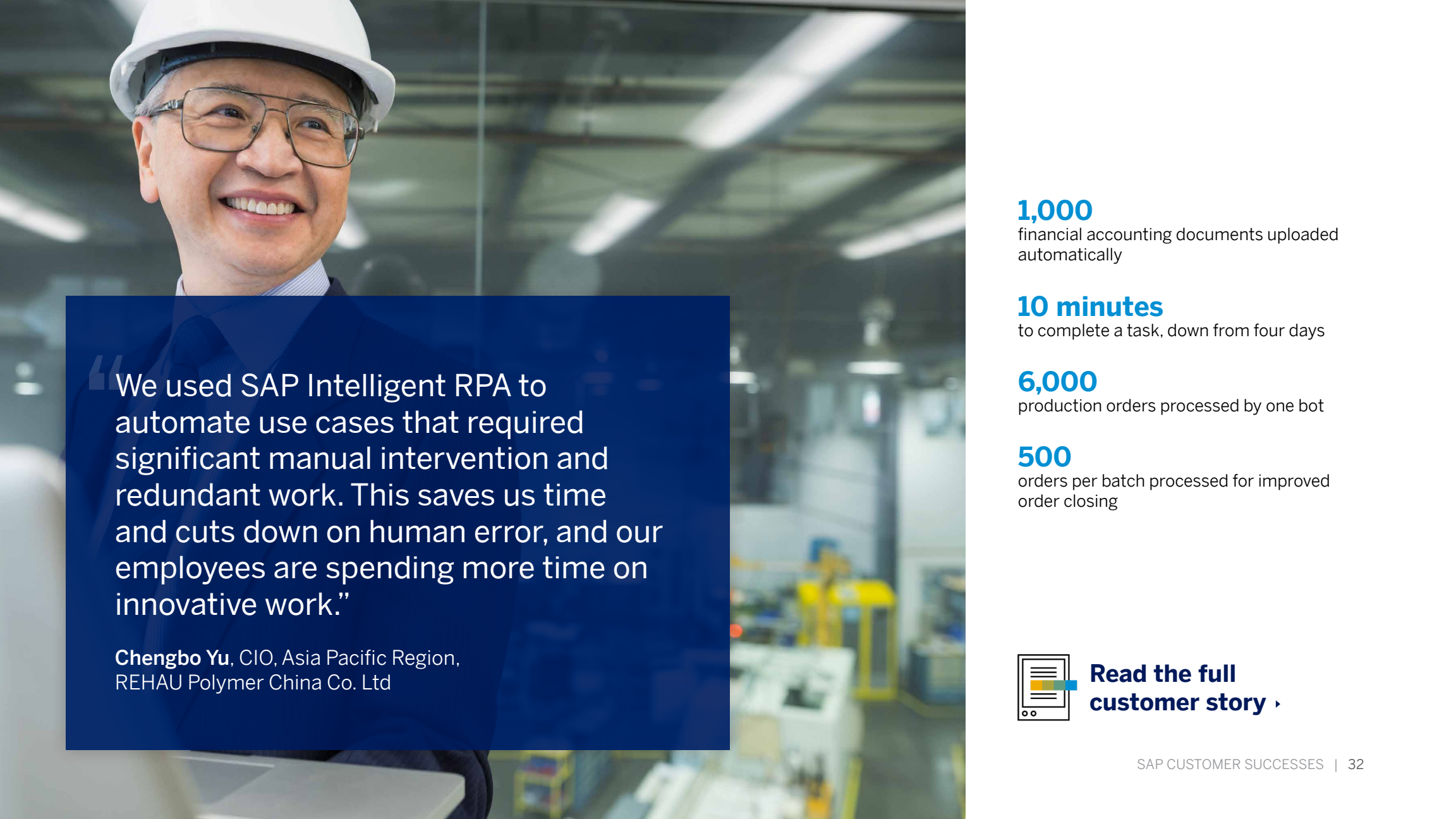
To protect its status as a leader in polymers, REHAU knew it needed to create smoother customer experiences. So, it sought the right technology and service support to revolutionize billing.

## Solution

REHAU automated its business workflows to boost efficiency and enable employees to focus on fulfilling strategic goals. The SAP Innovation Services team enabled REHAU to implement SAP Intelligent Robotics Process Automation (SAP Intelligent RPA) services on SAP S/4HANA Cloud.

## Benefits

The company became the first go-live of SAP Intelligent RPA and intelligent technologies packages in the Asia Pacific Japan region, achieving greater process efficiency through automatic billing workflows.



“We used SAP Intelligent RPA to automate use cases that required significant manual intervention and redundant work. This saves us time and cuts down on human error, and our employees are spending more time on innovative work.”

**Chengbo Yu**, CIO, Asia Pacific Region,  
REHAU Polymer China Co. Ltd

**1,000**

financial accounting documents uploaded automatically

**10 minutes**

to complete a task, down from four days

**6,000**

production orders processed by one bot

**500**

orders per batch processed for improved order closing



**Read the full  
customer story ›**



# Integrating Business and Finance Functions to Map Out Corporate Strategy



**Location:** Xiamen, China



**Industry:** High tech



**SAP solutions:** SAP S/4HANA, SAP Analytics Cloud, SAP BusinessObjects solutions, SAP Business Planning and Consolidation, and SAP NetWeaver® Master Data Management



## Background

Established in 2000, Sanan Optoelectronics Co. Ltd. is recognized as a national high tech enterprise and participates in state-level research plans. As an emerging player in the semiconductor industry sector, Sanan's product portfolio ranges from panchromatic ultrahigh brightness LED epitaxial wafers to integrated circuits and optical communication components.

## Challenge

Due to the industry's rapid growth in recent years and Sanan's own business expansion, its legacy finance and business systems were unable to keep pace with the growing digitalization requirements and Sanan's future strategy. It was time to unify finance and operations data on a single ERP solution.

## Solution

Sanan fuels an integrated operations management platform with SAP S/4HANA and SAP BTP. The company built a robust finance-business integration platform, established standard procedures, and improved delicacy management. They leveraged the powerful data management and analysis capabilities of SAP BTP, including the SAP Analytics Cloud solution, along with SAP BusinessObjects solutions, the SAP Business Planning and Consolidation application, and the SAP NetWeaver Master Data Management component.

## Benefits

The company has significantly enhanced cost control and established a multidimensional, visualized, and traceable finance system. They enhanced supply chain agility and intelligence with comprehensive supply chain standards and improved business intelligence using timely, accurate, and visualized operational data insights.

“To benefit from the industry boom, we launched the ‘Sanan Core Manufacturing’ plan, in which SAP solutions play a crucial role. Thanks to SAP S/4HANA and SAP Business Technology Platform, Sanan has greatly improved data quality, its level of operational standards, and delicacy management.”

**Gao Yucong**, Head of IT Center,  
Sanan Optoelectronics Co. Ltd.

**30%**

shorter cycle for accounting and settlement

**20%**

increase in order on-time delivery rate

**25**


number of domestic and global branches in  
this project




**Read the full  
customer story ›**

# Integrating Intelligent Technologies for Future Interaction with SAP S/4HANA

 **Location:** Germany

 **Industry:** Automotive

 **SAP solutions:** SAP S/4HANA, SAP Integration Suite, and SAP Extension Suite

**SCHAEFFLER**

## Background

Schaeffler is an automotive and industrial supplier. A production company with global operations, Schaeffler positions itself as a technology partner for its customers – offering products and, increasingly, services.

## Challenge

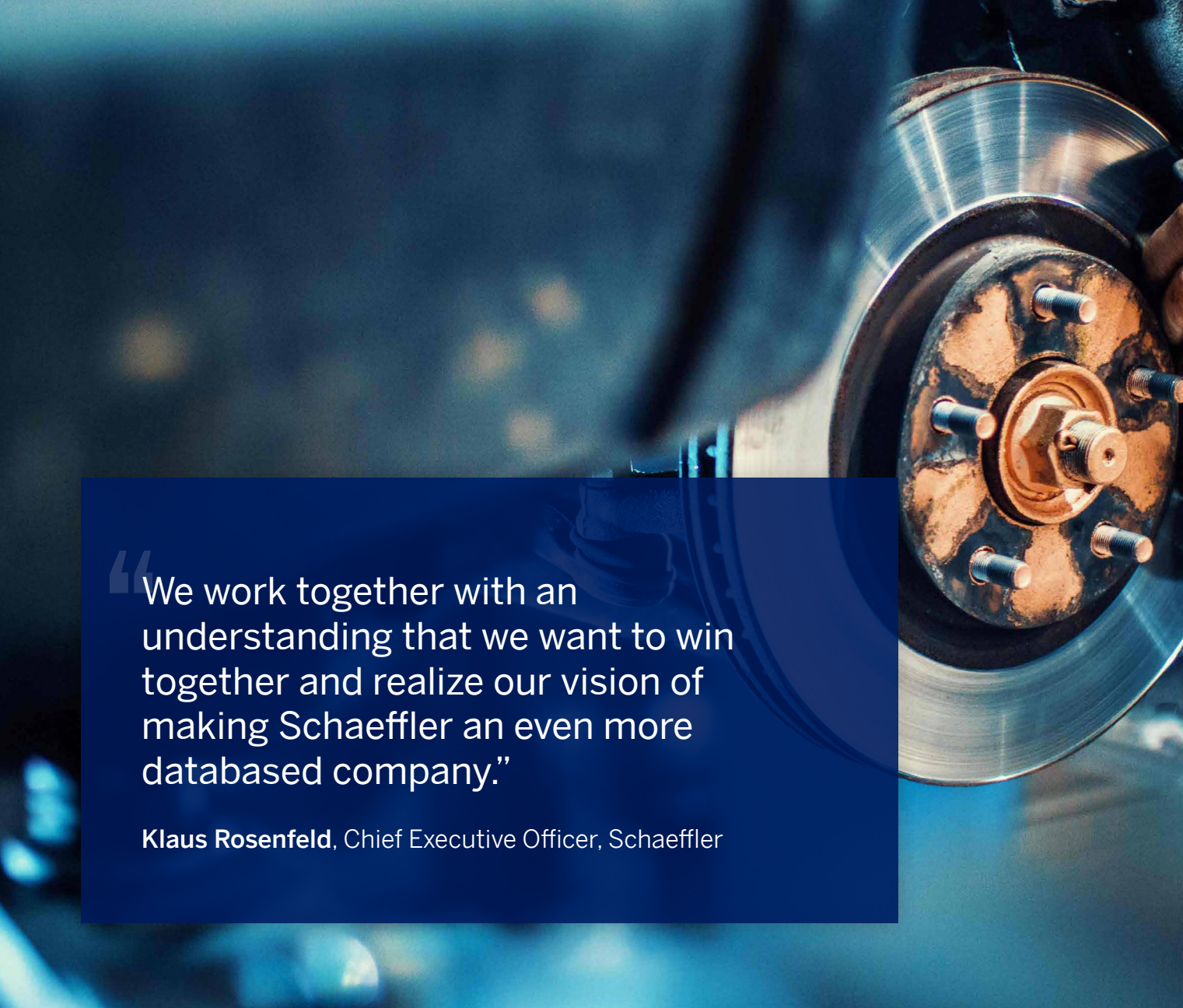
The team wanted to leverage digital assistants to drive intelligent employee engagement and realize its vision of becoming a database-driven company.

## Solution

The company has launched a number of initiatives as part of its IT strategy. One is focused on SAP S/4HANA and another on user experience, making it easier for employees to work with solutions like SAP S/4HANA in the future. To do this, the team relies on artificial intelligence, voice interaction, and digital assistants.

## Benefits

Employees can now more easily access the information they need faster, and initiate transactions via voice interactions by themselves. This saves training expenses and removes obstacles in dealing with IT systems because they can use the entire system through voice interaction.



“We work together with an understanding that we want to win together and realize our vision of making Schaeffler an even more databased company.”

Klaus Rosenfeld, Chief Executive Officer, Schaeffler

## Reduced

training costs

## Elimination

of IT system obstacles

## Creation

of a database company




**Watch the customer  
story video ›**



# Delighting and Inspiring Lasting Connections Between People and Wildlife Since 1916

 **Location:** Australia

 **Industry:** Public sector

 **SAP solutions:** SAP S/4HANA Cloud and SAP Business Technology Platform, including SAP Analytics Cloud, SAP Integration Suite, and SAP Extension Suite



## Background

Taronga Conservation Society Australia (Taronga) operates Taronga Zoo Sydney and Taronga Western Plains Zoo Dubbo. Owned by the people of New South Wales, Australia, and administered by the Department of Planning, Industry, and Environment, Taronga aims to continually improve its animal habitats while enhancing experiences for visitors.

## Challenge

On a journey to modernize its business, Taronga sought to overhaul its aging legacy systems, cumbersome processes, and paper-based reporting. To improve the efficiency of its operations, Taronga needed access to near-real-time reporting to make data-driven decisions.

## Solution

Taronga used SAP S/4HANA Cloud and SAP Workflow Management and worked with Bluetree Pty Ltd. to deploy SAP Analytics Cloud, all part of the SAP Business Technology Platform.

## Benefits

Taronga now has a future-ready platform, allowing the business to replace its legacy planning tools with SAP Analytics Cloud to perform scenario analyses, create forecasts, and predict growth – helping it adapt quickly and pivot to rapidly changing market needs.



“With the support, guidance, and expertise of SAP and Bluetree, we successfully deployed SAP S/4HANA Cloud and SAP Analytics Cloud, which have enabled streamlined financial reporting, data-driven decision-making, and a superior user experience.”

**Leonard Lek**, Finance Manager,  
Taronga Conservation Society Australia

## **4-5 hours**

of administration time saved each month

## **Business value**

through an accelerated data transformation

## **Automation**

in financial and management reporting

## **Near-real-time**

and data-driven decisions




**Read the full  
customer story ›**

# Using Digital Technology to Transform Business and Improve Convenience for Customers

 **Location:** Japan

 **Industry:** Wholesale distribution

 **SAP solutions:** SAP S/4HANA, SAP BW/4HANA, and SAP Business Technology Platform, including SAP HANA, SAP Integration Suite, and SAP Extension Suite

**TRUSCO**<sup>®</sup>

## Background

On a mission to be a leader in the wholesale sector in Japan, Trusco Nakayama Corporation offers an expansive inventory of machine tools unlike any other in the country. Committed to serving customers with fast and reliable delivery, the organization operates its distribution centers 24 hours a day.

## Challenge

Having implemented a new inventory management system, Trusco Nakayama automated core processes to help reduce response time to customers and further enhance the customer experience. With plans to meet accelerated delivery targets by stocking 500,000 items at each of its distribution centers nationwide, Trusco Nakayama needed a way to accurately forecast demand and enable rapid delivery.

## Solution

Enabling the business to innovate and develop new capabilities – including a cloud application built on SAP Integration Suite and SAP Extension Suite – Trusco Nakayama is now providing new levels of customer convenience across the entire supply chain. By streamlining quotation work and inventory management based on sales results and other data, the company can respond to quote requests automatically, improving response time to customers.

## Benefits

Leveraging advanced analytics and reporting across core business processes, Trusco Nakayama has gained real-time business insights, allowing it to make data-driven decisions. And with its business transformation centered on Intelligent ERP, the company is in a strong position for further innovation using intelligent technologies.



“Our migration to SAP S/4HANA marks the beginning of our digital transformation journey. And thanks to SAP Business Technology Platform turning businesswide data into business value, we’re boosting on-time deliveries and offering new levels of convenience for our customers.”

**Atsushi Kazumi**, Director, Digital Strategy  
Department, Chief Information Officer,  
Chief Digital Officer, Trusco Nakayama Corporation

### 4-5 hours

inventory hit rate, resulting in more immediately satisfied customers

### 50,000

quote requests processed automatically each day

### 1,343

hours of employee labor saved in one month

### Zero


delivery waiting time in its maintenance, repairs, and operations facilities




**Read the full  
customer story ›**



# Extending and Automating Processes – From the Plant, to the Field, to the Back Office

 **Location:** Germany

 **Industry:** Utilities

 **SAP solutions:** SAP ERP and SAP Business Technology Platform, including SAP Integration Suite, SAP Extension Suite, and SAP Intelligent RPA



## Background

With roughly 34 GW of installed generation capacity across its environmentally friendly hydroelectric and gas plants, Uniper SE offers individual power, heat, and natural gas supply to industrial customers and energy partners around the globe.

## Challenge

With so many systems and processes running across the enterprise IT landscape, accessibility and automation are central to Uniper's mission, as is a cloud-first approach – putting robotic process automation (RPA) and mobility high on the list of innovation requirements.

## Solution

Uniper worked with the SAP Active Attention services team to deploy several innovative solutions that are part of the SAP Business Technology Platform, including SAP Mobile Services and SAP Fiori apps built on SAP Integration Suite and SAP Extension Suite.

## Benefits

Mobile apps are streamlining plant maintenance, procurement, HR, and IT. While still in the early phase, Uniper's new RPA is already showing results. RPA is also being tested for data entry from SAP systems and spreadsheets into a third-party risk management tool and integration of the output into board and finance presentations.



“SAP’s Business Technology Platform gives us the unified look and feel and integrated architecture we need. Leveraging it for building end-to-end processes is a key advantage.”

**Achim Löbke**, Head of Architecture and Optimization, Uniper SE

**50%**

time savings on plant inspections

**90%**

faster data entry for job requisition

**3 months**

to deploy SAP Intelligent RPA bots

**50%**

faster invoice payments



**Read the full customer story ›**

# Improving Operational Efficiency Across the Enterprise with Software Bots

 **Location:** Germany

 **Industry:** Consumer products

 **SAP solutions:** SAP ERP and SAP Intelligent RPA



## Background

Founded in 1748, Villeroy & Boch Group is one of Europe's oldest ceramics manufacturers. Producing premium tableware and bathroom products, the company operates in 125 countries worldwide.

## Challenge

To improve operational efficiency, Villeroy & Boch wanted to automate repetitive tasks across several business functions. The manufacturer is implementing robotic process automation for routine activities in finance, purchasing, and customer service and is now streamlining workflows and freeing up staff to focus on strategic activities.

## Solution

By deploying SAP Intelligent Robotic Process Automation technology with SAP Integration Suite and SAP Extension Suite, Villeroy & Boch has enabled routine tasks to be handled by bots and switched their focus to delivering great customer service and maximizing business value.

## Benefits

Villeroy & Boch has enabled tight process integration with the SAP ERP application and productivity solutions, created "attended" bots (under staff supervision) that complete simple, frequently occurring tasks such as responding to standard e-mail inquiries and making general ledger postings, and helped customer service staff spend more time assisting wholesale customers with non-routine inquiries.



“Although we’re just at the beginning of our journey with SAP Intelligent Robotic Process Automation, we are already realizing its potential to help us work more efficiently, serve customers better, and gain competitive advantage.”

**Dr. Daniel Neuhäuser**, Head of ERP Core Solutions, Villeroy & Boch Group

## **Freed up**

finance and purchasing staff time

## **Thousands**

of customer interactions each year




**Read the full customer story ›**



## Enabling Streamlined Operational Processes

 **Location:** La Libertad, Peru

 **Industry:** Agribusiness

 **SAP solutions:** SAP S/4HANA, SAP Cloud Platform, SAP Fiori apps



### Background

Virú S.A. is a global company, a leader in the agro-industrial sector, and the largest producer of canned and frozen fine fruits and vegetables in Peru. A modern and dynamic company, they employ the latest advances in production technology and ensure effective logistics to ship their products to the five continents.

### Challenge


The company needed to streamline processes by digitalizing, automating, and integrating workflows and improve visibility across enterprise-wide operations. Virú also wanted to provide its employees with easy access to end-to-end processes, wherever they are.

### Solution

Virú established a single, centralized operations management solution, at first based on the SAP ERP application and then migrated to SAP S/4HANA. SAP Fiori apps, developed through SAP Cloud Platform, provide on-the-go access to ERP processes. SAP partner Rivercon.com delivered deployment support.

### Benefits

With accelerated workflows, Virú provides timely approvals using smart devices. Faster, better-informed decision-making enables increased business agility. Customer service has improved with detailed order tracking, real-time status updates, and reduced delivery times. Improved stock visibility has allowed Virú to reduce inventory levels for improved cash flow, and the elimination of paper-based processes enables more environmentally friendly operations.



“With all of our field and plant information in one place and remote access to processes through mobile apps, SAP S/4HANA and SAP Cloud Platform are enabling us to work faster and more efficiently.”

Carlos Pérez, IT Manager, Viru S.A.

**25%**

improvement in operational efficiency through integrated streamlined processes

**20%**


reduction in stock due to better planning of supplies and spare-parts requirements




**Read the full customer story ›**

# Removing IT Landscape Complexity to Support Growth with SAP S/4HANA

 **Location:** UK

 **Industry:** Oil and gas

 **SAP solutions:** SAP S/4HANA and  
SAP Master Data Governance



## Background

Founded in 2011, Vivo Energy plc is the leading pan-African distributor and retailer of Shell and Engen-branded fuels and lubricants, with 2,100 service stations in 23 countries across the continent. In addition, it distributes fuels and lubricants to business customers across a range of sectors, including marine, mining, construction, power, transportation, and manufacturing.

## Challenge

Following a period of rapid growth, Vivo Energy's legacy IT systems were proving an obstacle to ongoing expansion plans. The company wanted to improve operational oversight of enterprise-wide operations, support end-to-end processes with integrated workflows, and simplify the IT landscape by establishing a single data platform.

## Solution

With help from IBM Services, the fuel retailer performed a system conversion from Oracle JDE World A9.3 to SAP S/4HANA and deployed cloud solutions from SAP for use in HR, customer experience management, and business planning. With a single digital core, Vivo Energy is supporting future growth strategies through informed decision-making.

## Benefits

Vivo Energy now has in-depth monitoring of performance across every area of the business, enabling informed decision-making, automation of administrative tasks and workflows, reducing data input errors and enabling staff to focus on value-added activities, and the ability to launch new initiatives quickly thanks to a simplified and agile IT infrastructure.



“By implementing SAP S/4HANA, we’re not simply upgrading our technology. The software is helping us to transform our business.”

Mike McCormick, CIO, Vivo Energy plc

**>10 billion**

liters of fuel sold each year

**800,000**

customers served daily

**1 billion**

liters fuel storage capacity




**Read the full  
customer story ›**



# Accelerating the Pace of Innovation with End-to-End Processes and Intelligent Technologies

 **Location:** Newbury, England

 **Industry:** Telecommunications

 **SAP solutions:** SAP S/4HANA, SAP Business Technology Platform, SAP MaxAttention™



## Background

Vodafone Group plc is a leader in technology communications through mobile, fixed, broadband, and TV. To achieve operational efficiency and gain real-time business insights and capabilities, the company needed to automate routine tasks by integrating automation and intelligence into its end-to-end business processes.

## Challenge

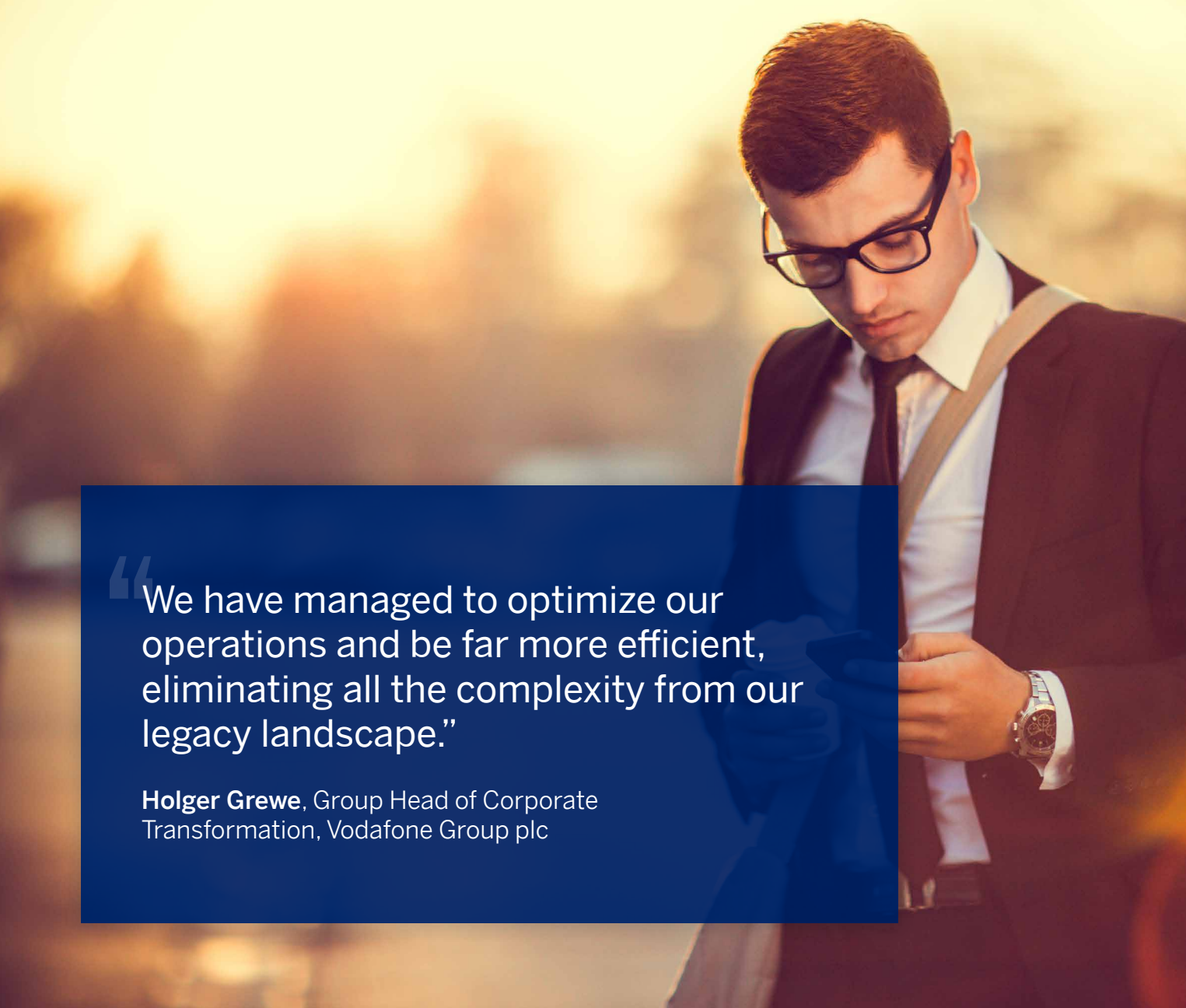
The company had limited ability to create key insights for business and finance users in real time. Its legacy ERP application provided suboptimal access to information for insights, and mass customizations created a cumbersome upgrade process.

## Solution

Vodafone worked closely with Accenture and SAP MaxAttention services to standardize its business on SAP's integrated suite of applications supporting end-to-end business processes.

## Benefits

Adopting intelligent suite solutions enabled significant improvements in automation, standardization, visibility, and insight-led business agility. Today, Vodafone employees are empowered to take actions quicker. In some countries, procurement teams can change payment terms for 6,000 suppliers in just two to three days.



“We have managed to optimize our operations and be far more efficient, eliminating all the complexity from our legacy landscape.”

**Holger Grewe**, Group Head of Corporate Transformation, Vodafone Group plc

**>70%**

of core business processes automated

**~85%**

of core business processes standardized across 24 countries

**Migrated**

one of the world's largest single instances of SAP S/4HANA in 18 months with minimal downtime




**Read the full customer story ›**

## Building a Custom Financial Model to Aid Compliance While Improving Financial Strategy

 **Location:** Berlin, Germany

 **Industry:** Banking

 **SAP solutions:** SAP Business Technology Platform, SAP HANA, SAP BW/4HANA, SAP Analytics Cloud, SAP S/4HANA



### Background

Payment services provider Zalando Payments GmbH (ZPS) processes payments for orders placed with its parent company, fashion retailer Zalando SE, and, through its factoring service, buys the receivables generated from orders placed by Zalando's customers.

### Challenge

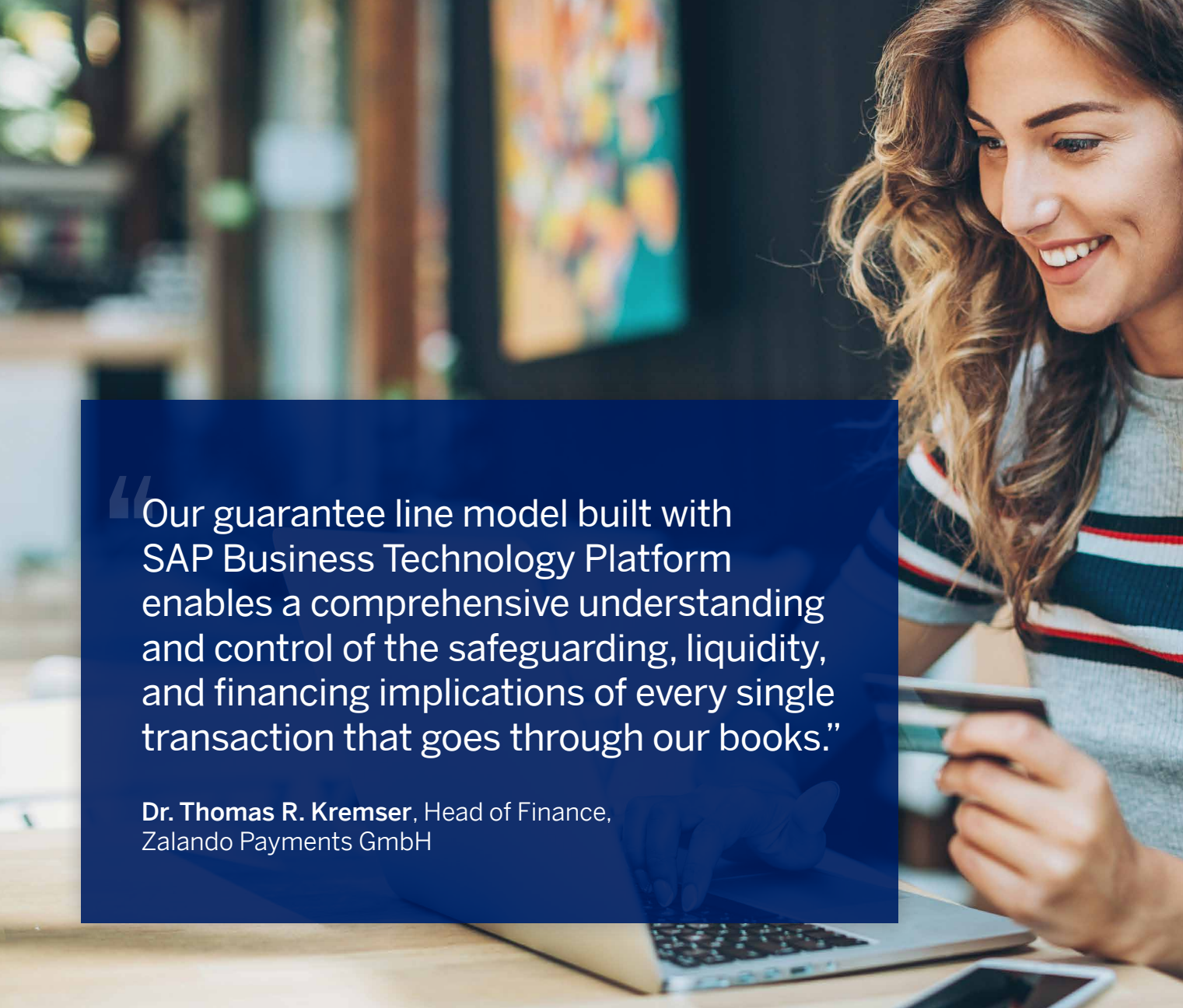
To satisfy regulatory requirements, ZPS needed to calculate how much its accounts are holding in third-party funds at any given time while creating a scalable model that would help the company optimize its own financial operations.

### Solution

ZPS worked with the University of Seville and SAP to build a customized cash-flow model based on SAP BTP that helps uncover valuable liquidity and financial planning insights. Contract accounts receivable data in SAP S/4HANA is replicated in near-real time to SAP BW/4HANA and then made available to other reporting applications. With a live connection to SAP BW/4HANA, the SAP Analytics Cloud solution can access this data to let users consume reports using intuitive dashboards and stories.

### Benefits

ZPS can rely on a lean and efficient guarantee-monitoring model running in a stable and highly automated environment that enables compliance with BaFin's safeguarding requirement for consumers. They have an enhanced ability to dive deep into the details of funds held, while also benefiting from ease of use and scalability.



“Our guarantee line model built with SAP Business Technology Platform enables a comprehensive understanding and control of the safeguarding, liquidity, and financing implications of every single transaction that goes through our books.”

**Dr. Thomas R. Kremser**, Head of Finance,  
Zalando Payments GmbH

### **Full**

transparency of third-party funds on a daily basis

### **40 million**

annualized average number of orders per 100-day reporting period

### **70%**

efficiency gain versus the previously implemented method

### **One**

source of truth and a single foundation of diverse financial KPIs



**Read the full customer story ›**



## SAP Business Technology Platform

As a portfolio of integrated solutions, the SAP Business Technology Platform offers users the ability to turn data into business value and deliver superior business outcomes.

The SAP Business Technology Platform is designed to provide flexibility and agility for developing business applications for customers and employees, enabling organizations to extend SAP applications, integrate entire landscapes, build new applications, and compose end-to-end business processes. The platform offers:

- Real-time, in-memory processing and agile services to improve data capturing
- Functionality to extend and integrate applications
- Analysis of all data types to accelerate insights
- Process optimization to ignite innovation

Extend the capabilities of SAP S/4HANA with the ability to connect and share data, deliver real-time insights, and build intelligent apps and processes using SAP Business Technology Platform.

[Learn more ▶](#)

## SAP Analytics Cloud

Unlock SAP S/4HANA data for innovation with SAP Analytics Cloud, the single analytics platform that connects to SAP and non-SAP applications.

- Single user experience for 360° analytics across your entire enterprise
- Live integration to SAP S/4HANA that delivers higher value and lower TCO, with real-time access to transactional data (no data replication required), and access to machine learning and augmented analytics
- A platform embedded where you work (e.g., Financial Planning and Analysis, Supply Chain Management)
- Monitoring of business processes across SAP applications

Get all the cloud analytics features you need – business intelligence (BI), augmented analytics, predictive analytics, and enterprise planning – and drive innovation using your SAP S/4HANA data with SAP Analytics Cloud.

[Learn more ▶](#)

## SAP Integration Suite and SAP Extension Suite

Maximize the benefits of best-run migration to SAP S/4HANA by delivering a stable digital core and an agile development environment with SAP Integration Suite and SAP Extension Suite.

### Accelerate SAP S/4HANA integration

- Connect cloud and on-premise applications at scale to deliver optimized experiences
- Reduce TCO and accelerate time to value with the help of 2,000+ prebuilt integrations and 160+ connectors
- Build event-driven extensions and applications that automatically react to 115+ SAP S/4HANA events

### Simplify SAP S/4HANA extensions

- Extend digital core and innovate new applications to gain a sustainable competitive advantage
- Maximize the value from existing investments by leveraging ABAP developers to move and build apps
- Achieve success faster and future-proof extensions with Java, business services, and low code environment

Combine SAP S/4HANA with SAP Integration Suite and SAP Extension Suite to accelerate integration across your value chain, and simplify development of application extensions.

[Learn more](#) ▶

## SAP Intelligent Robotic Process Automation

Build intelligent bots with machine learning and conversational AI for hands-free execution and stability. With SAP Intelligent RPA services, you can:

- Get best-in-class integration with SAP applications, including SAP S/4HANA
- Reduce time-to-automation with over 150 free prebuilt bots
- Accelerate high-quality bot development with reusable components
- Increase developer efficiency with a comprehensive set of bot development tools
- Automate any business process using attended and unattended bots
- Simplify procurement and provisioning with a flexible pricing agreement
- Accelerate process automation with embedded AI and machine learning

Accelerate automation with SAP Intelligent Robotic Process Automation's prebuilt SAP S/4HANA bots and take advantage of embedded AI, faster execution, and resources redirected toward high-value activities and processes.

[Learn more](#) ▶

## SAP Master Data Governance

Maximize the benefits of best-run migration to SAP S/4HANA by improving master data quality with SAP Master Data Management. Simplify enterprise data management and reduce your TCO with a single solution that facilitates consolidation and central governance.

- Consolidate master data across multiple sources with de-duplication, standardization, and enrichment into a high-quality, single source of truth
- Consolidate customer and vendor master data domains into the new SAP S/4HANA business partner data model
- Extend the master data records with fields that are relevant for SAP S/4HANA
- Define, validate, and monitor your established business rules to confirm master data readiness and fit for use
- Realize value faster with prebuilt data models, business rules, workflow, and user interfaces; customize for complete flexibility

Support SAP S/4HANA with SAP Master Data Governance to drive data consistency across your enterprise, and facilitate data-driven insights and innovation.

[Learn more ▶](#)

## SAP HANA, enterprise edition

SAP HANA is a high-performance in-memory database that speeds data-driven, real-time decisions and actions. As the data foundation for SAP Business Technology Platform, it provides advanced analytics on multi-model data, on-premise and in the cloud. Use SAP HANA, runtime edition to go live with SAP S/4HANA, or use SAP HANA, enterprise edition to fully unleash SAP S/4HANA capabilities.

With SAP HANA, enterprise edition, you can:

- Access or copy SAP S/4HANA data using SQL for additional processing
- Deliver new insights using advanced analytics (graph, spatial, text) from live SAP S/4HANA data
- Create custom data models by combining data from SAP S/4HANA and other sources

Unleash the full potential of your SAP S/4HANA data and compete strategically in today's business environment with SAP HANA, the high-performance, in-memory database that speeds data-driven, real-time decisions and actions.

[Learn more ▶](#)

## SAP Data Warehouse Cloud and SAP BW/4HANA

Gain comprehensive data warehousing to meet your analytics needs with SAP Data Warehouse Cloud and SAP BW/4HANA.

SAP Data Warehouse Cloud enables both business and IT users to collaborate and enhance access to data at the speed of business. A fully-managed data warehouse service in the cloud, SAP Data Warehouse Cloud is designed to provide non-technical users with self-service modeling and analytics, while reducing the need for IT support.

SAP BW/4HANA is a proven enterprise data warehouse that integrates seamlessly with your SAP landscapes, enabling data and business analysts to get real-time insights for fast decisions. With SAP BW/4HANA, you can leverage existing investments in operational reporting for historical SAP S/4HANA data and user roles.

Combine the power of SAP BW/4HANA and SAP Data Warehouse Cloud for richer, broader, real-time insights that truly maximize the value of your SAP S/4HANA data.

**Learn more** (SAP Data Warehouse Cloud) ▶

**Learn more** (SAP BW/4HANA) ▶



# Reinvent how your business runs

Discover how SAP products and solutions can help your business be more resilient, sustainable, and profitable. Learn more about [SAP Business Technology Platform](#) and [SAP S/4HANA](#), explore [free trials](#), or contact your SAP account executive.

Studio SAP | 69967enUS (21/10)

© 2021 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries.

All other product and service names mentioned are the trademarks of their respective companies.

See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.