

**Deloitte.**



**Digital Transformation  
with new SAP Technologies**

Digital technologies have drawn increased attention and investment in recent years. Many forces are driving change and creating exponential shifts to multiple dimensions of business. Digital exposes businesses to a variety of new competitive threats that must be considered and assessed.

New business, operating, and mental models are therefore crucial to staying competitive in the digital era. Simply put, companies that respond strategically to disruptive forces and their impact on the organizational, technical, and cultural dimensions of their business will become tomorrow's leaders.

## Where it matters

Deloitte helps clients to transform their organizations in identifying an effective, enterprise-wide, digitally enabled SAP-based business transformation roadmap by:

- Building a SAP digital strategy and vision
- Assessing the maturity of business innovation and digital adoption
- Understanding the value generated by the business transformation, such as:
  - Competitive advantages
  - Enhanced client loyalty enabled through a client-centric approach
  - Cost saving
  - International growth
  - Process and operations efficiency
  - User experience
- Defining a business case and drafting an innovative roadmap for implementation
- Enabling greater collaboration, internally and externally, among organizational functions

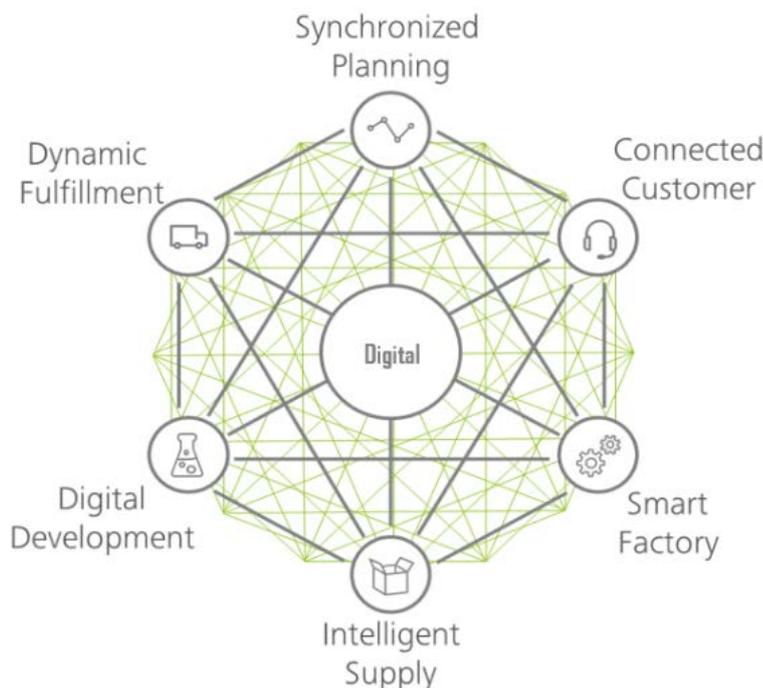
Lack of a digital strategy is the biggest barrier to digital maturity for companies. Deloitte can help you to reimagine your business with the support of a clear digital strategy.

## How Deloitte can help

Digitization affects all companies and industries, hence the need for a digital transformation with SAP, especially for organizations that:

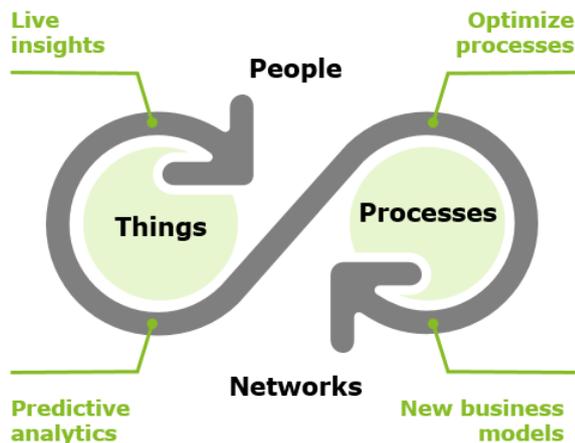
- Are rethinking their business to gain a competitive advantage in the digital era
- Seek to reduce their asset base and increase return on assets
- Need help in scaling their existing business through digital channels
- Aim to better meet client demands using SAP digital technologies
- Are looking for scenarios to define a future roadmap and operating model
- Already have a vision and want Deloitte's help to make it a reality

Lack of a digital strategy is the biggest barrier to digital maturity for companies.



A series of activities and workshops serve to engage your teams and Deloitte in conversations to help shape the deliverable. Early conversations can establish a direction for further research and in-depth understanding:

- What new opportunities are shaping the future?
- How do we understand the future and establish a strategy?
- What does it mean to “win” in the new SAP technologies landscape?
- Who are the clients and competitors that matter most?
- How do we improve financial and operational productivity to fund new opportunities?
- What capabilities (people, processes, technology) do we need to win?
- How should we deploy our assets differently?
- How do we organize delivery of the strategy?



Deloitte is widely recognized across industries as a SAP digital world leader in understanding and serving the business needs of clients. Especially in the context of Digital, neither traditional consultancies nor agencies can match our capabilities in:

- Industry expertise and knowledge depth
- Global reach
- Breadth of client relationships across sector and industry
- Ability to connect strategic disruptors, experience design, digital enablement platforms, business operations evolution and business value

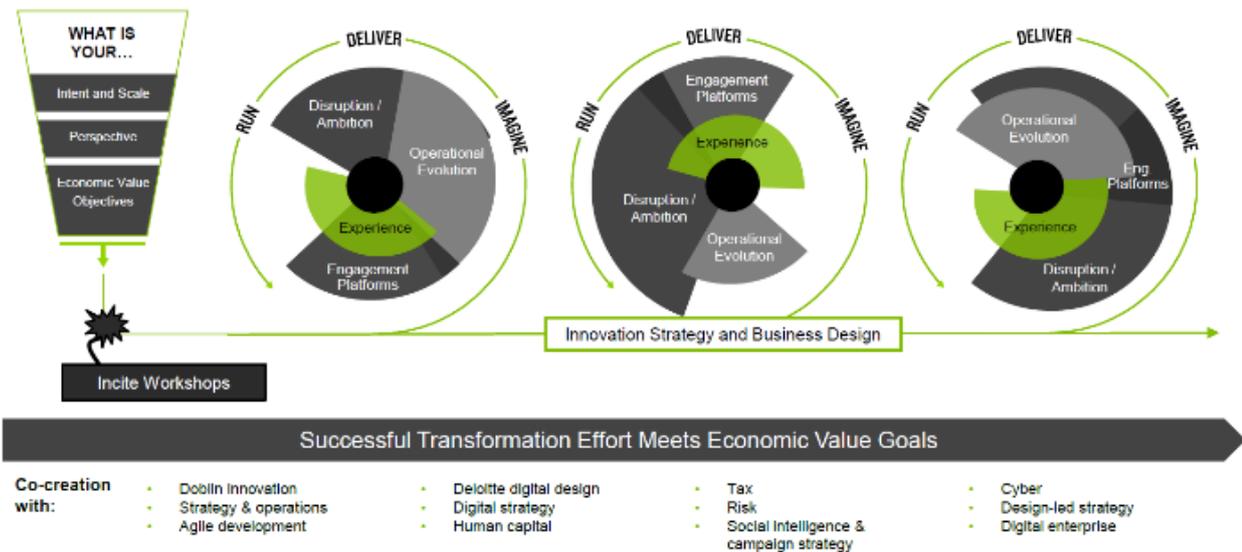
Our Digital Agility Framework provides a structure for delivering transformation projects and connects Deloitte’s network of digital expertise into a common approach and nomenclature for delivering digital transformation. The Framework content includes:

- Overview and Use Deck
- Playbooks for each phase of Imagine, Deliver, and Run, including activities, workshops, objectives, and deliverable examples
- Imagining the Future Lab overview

Digital Agility is based on the idea that companies must respond rapidly and efficiently to compete. Digital business is shaped by Disruption/Ambition, Experience, Operational Evolution, and Engagement Platforms. Digital is not just another technology implementation. If it was, traditional approaches to transformation would be adequate,

but they aren't. Digital transformations change business models, operating models, and the fundamental client experience. While some solutions are implemented only by the vendors, Deloitte's involvement in non-technical areas, such as Strategy & Visioning, Program & Project Management, Change Management, Technical Integration, Testing & Training, and Security & Controls can be crucial for successful implementation and adoption.

## Digital Agility™ – How we deliver transformation



## Solution description

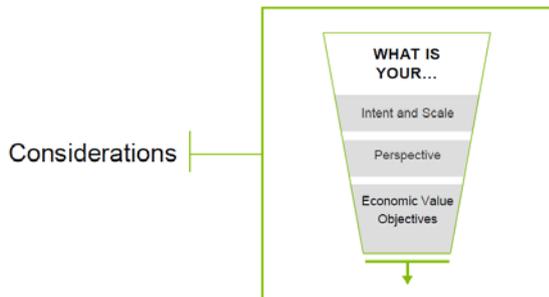
- **Travel, expenses, and Vendor Invoice Managements with SAP Concur:**  
Providing a smooth path for clients to simplify T&E activities beyond technology implementation. Processes that are intuitive or automated and therefore reduce overall expenditure. Management gets a clear and consolidated view of all travel-related spending. Deloitte helps clients to get smarter and transform their businesses to meet the changing demands of the digital economy.
- **Marketing and E-commerce with SAP Hybris**  
Deloitte defines strategies, drafts roadmaps, and improves the impact of marketing campaigns, clients' experiences and operations, and implements Omni-channel commerce solutions to keep up with complex client behavior. SAP Hybris creates a comprehensive view of clients across all interaction channels, simplified customer engagement through increased online sales, site visits, cart size, conversion rates, and finally improving business.
- **Automate Processes with SAP Leonardo**  
Team up with Deloitte to design prototypes and deploy them in order to automate your business processes and get further insight into your data. SAP Leonardo develops IoT, Machine Learning, blockchain, Big Data, and analytics to meet your individual needs. Deloitte is collaborating with SAP to co-innovate on Leonardo and is creating "Micro-Services" that extend the SAP-enabled capabilities of the solution.
- **User Experience with SAP Fiori and SAP Screen Personas**  
Deloitte offers enablement of standard Fiori apps, as well as customization of standard apps to improve user experience. Deloitte has enabled Fiori out-of-the-box on many of its industry leading pre-configured solutions. Through Screen Personas, we create individualized, role-based screens that enable

transactions to be aligned with users' specific roles. It reduces time and cost due to its ease of use, and speeds up the new user-onboarding process.

- **External Workforce with SAP Fieldglass**  
Fieldglass offers a cloud-based Vendor Management System that specializes in a managing flexible, contingent, or non-employee workforce. It helps to organize your flexible workforce, creates visibility on potential talent within the network, and facilitates end-to-end management of temporary labor and service providers. Deloitte understands the business issues driving workforce challenges and connects organizational strategy with workforce management.
- **Human Capital with SAP SuccessFactors**  
Workforce is still a critical catalyst for companies that want to evolve their business models. While some organizations will struggle to adapt to the realities of a shifting delivery model, others can embrace the opportunity to reimagine the way they service the organization and drive outcomes that affect people who provide value to their clients. We can help to enable a digital workforce by offering an extensive suite of cloud-based, integrated, feature-rich HR solutions covering core HR transactions, talent management, learning and recruiting solutions, workforce analytics, and more.
- **SAP Ariba matters**  
Increasingly, solutions from SAP Ariba provide organizations with new ways to develop value. SAP Ariba offers an extensive suite of feature-rich solutions covering sourcing, contract management, supplier management (including supplier risk), procurement, working capital optimization, and spend visibility to help businesses better visualize information, make meaningful decisions, and execute effectively. By delivering sophisticated collaboration and automation capabilities and by transforming tangles of data into actionable insights, SAP Ariba solutions help businesses reduce inefficiencies and unearth opportunities for value.

## Implementation roadmap

Delivering transformations is iterative. Imagine, Deliver, and Run cycles help to drive value sooner, lead to more informed decisions, and allow the transformation effort to adapt as necessary across the lifecycle.



### Imagine:

Your transformation journey begins with understanding and cataloging inputs, intents, and desired economic value results for the transformation. Together with Deloitte, you can focus on what business capabilities are needed to create value and meet client desires.

### Deliver:

Establishing a clear set of commitments with capabilities that meet stakeholder and client expectations. We will then define the requirements of successful engagement according to the targeted outcomes. Building an (agile, where appropriate) execution plan including milestones, scope, and necessary resources.

### Run:

We build, launch, and deliver the value proposition by following plans and business products and services. We enable client and business operations for go to market. Ongoing focus on delivery excellence, process optimization, and adapting the execution capabilities enables clients to run and lead an effective organization.

## Bottom-line benefits

While the possibilities for a digital transformation vary, depending on your business need and strategy, common benefits are achieved by adopting and implementing an SAP digital strategy. Data, that was previously unused, is transformed into meaningful, business and decision-relevant information. This allows companies to:

- Obtain total visibility and reporting details of desired business areas
- Improve internal controls, making it possible to track the service and business lifecycle
- Reduce security risks and improve internal compliance through tracking, notifications, and alerts
- Automate processes and eliminate human error and costs
- Meet your client's demands by knowing and delivering exactly what they want
- Enable an impactful, relevant client experience across every touch point, channel, and device that boosts productivity and satisfaction
- Decrease total cost of ownership by adopting cloud-based solutions with corresponding pricing and maintenance models

# Main contacts



**Patrick Laurent**  
**Partner**  
+352 621.198.584  
palaurent@deloitte.lu



**Christophe Vallet**  
**Director**  
+352 621.243.237  
chvallet@deloitte.lu

Please visit:

<https://www2.deloitte.com/lu/en/pages/technology/solutions/sap-services.html>

## Deloitte.

560, rue de Neudorf  
L-2220 Luxembourg  
Grand Duchy of Luxembourg  
Tel : +352 451 451  
[www.deloitte.lu](http://www.deloitte.lu)

Deloitte is a multidisciplinary service organization that is subject to certain regulatory and professional restrictions on the types of services we can provide to our clients, particularly where an audit relationship exists, as independence issues and other conflicts of interest may arise. Any services we commit to deliver to you will comply fully with applicable restrictions.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms and their related entities. DTTL (also referred to as "Deloitte Global") and each of its member firms are legally separate and independent entities. DTTL does not provide services to clients. Please see [www.deloitte.com/about](http://www.deloitte.com/about) to learn more.

Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500® companies. Learn how Deloitte's approximately 264,000 people make an impact that matters at [www.deloitte.com](http://www.deloitte.com).

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte Network") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.