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Change Management Gets You There Faster

ASUG and SAP Signavio Collaborative Research



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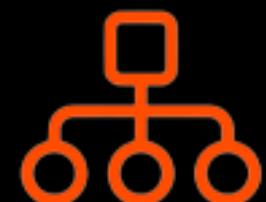
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Today's Presentors



Roni Farabee,
Senior Automation Manager,
Univar Solutions



Dee Houchen,
VP of Product Marketing,
SAP Signavio



Marissa Gilbert,
Research Director,
ASUG

What We'll Cover in 60 Minutes...

- Business Transformation and S/4HANA Migrations
- Strategy and Change Management

Business Transformation and S/4HANA Migrations

Why does your organization want to transform?

Employee experience/
productivity

Exceed customer
demand/
expectations

Fast analytics and
reporting

Flexibility to
scale/meet peak
demands

Lower costs

Improve supply
chain visibility

Fast analytics and
reporting

Improved data
security

Be an industry
leader in
innovation

Access to
embedded
technologies

Ability to react
quickly to new
business
demands

Employee
collaboration

Top Motivators for Business Transformation



57%

Better employee
experience and
productivity



50%

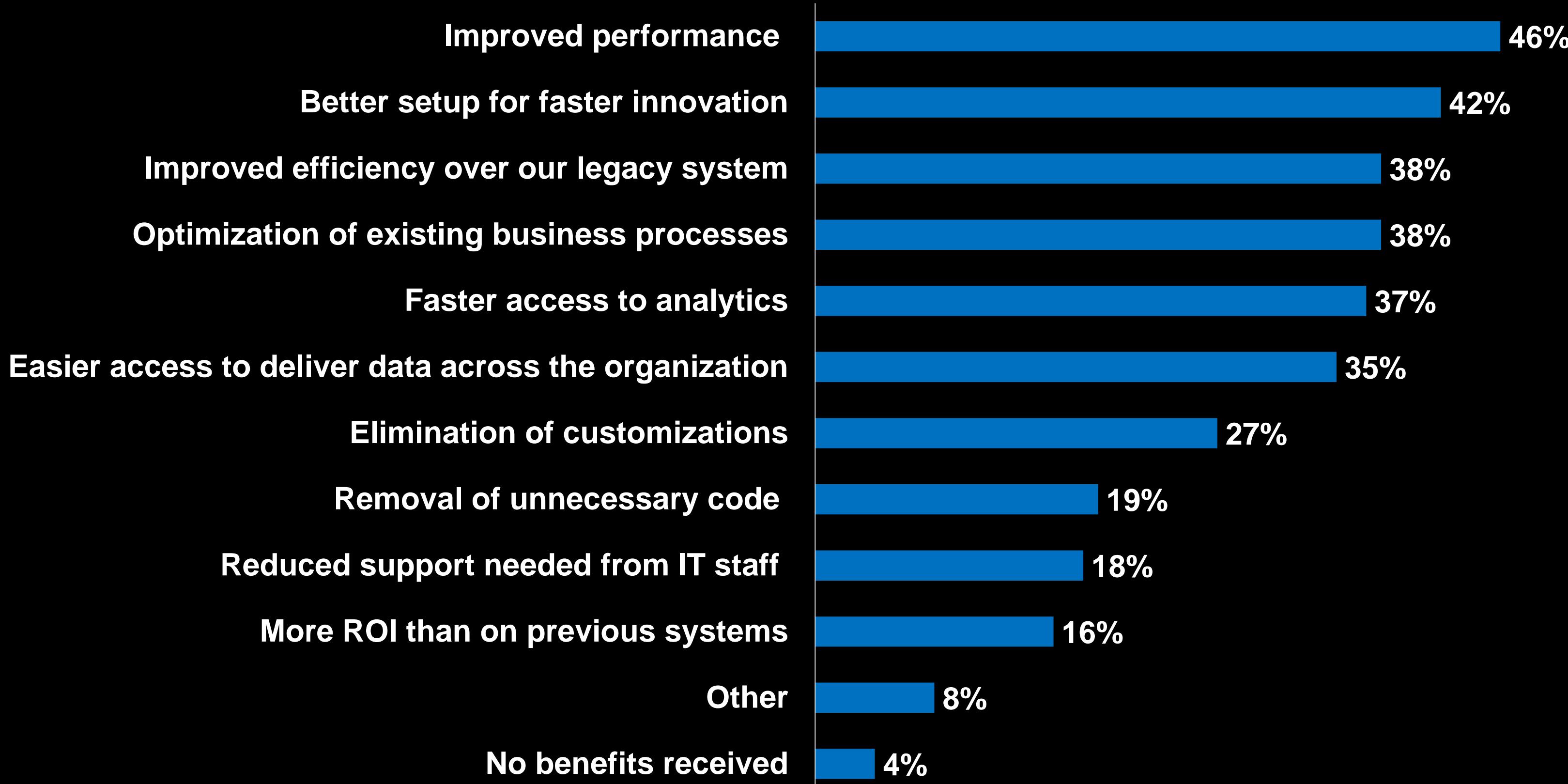
Faster access to
analytics and reporting



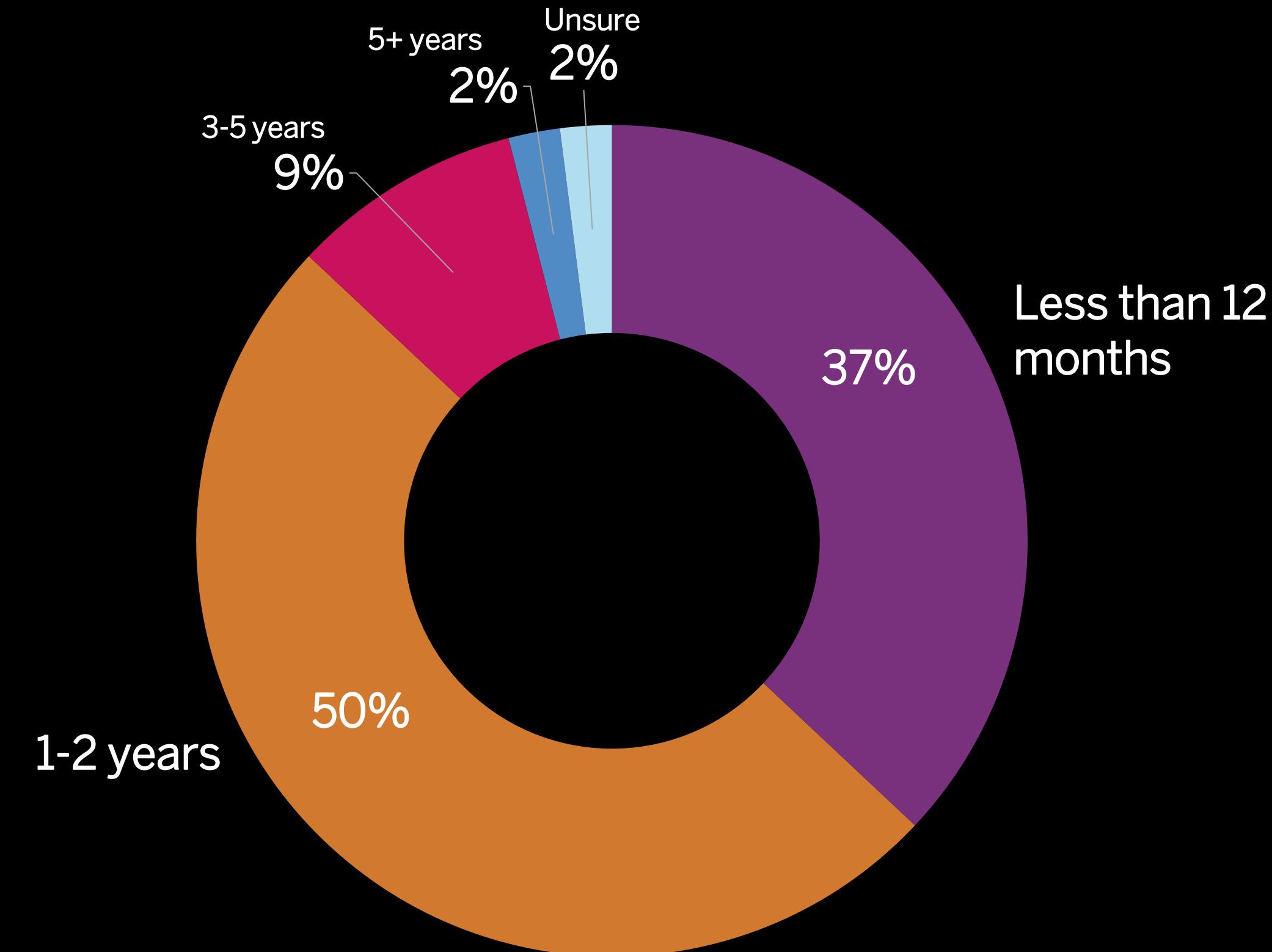
48%

Ability to react more
quickly to new business
demands

SAP S/4HANA Implementation Benefits Realized

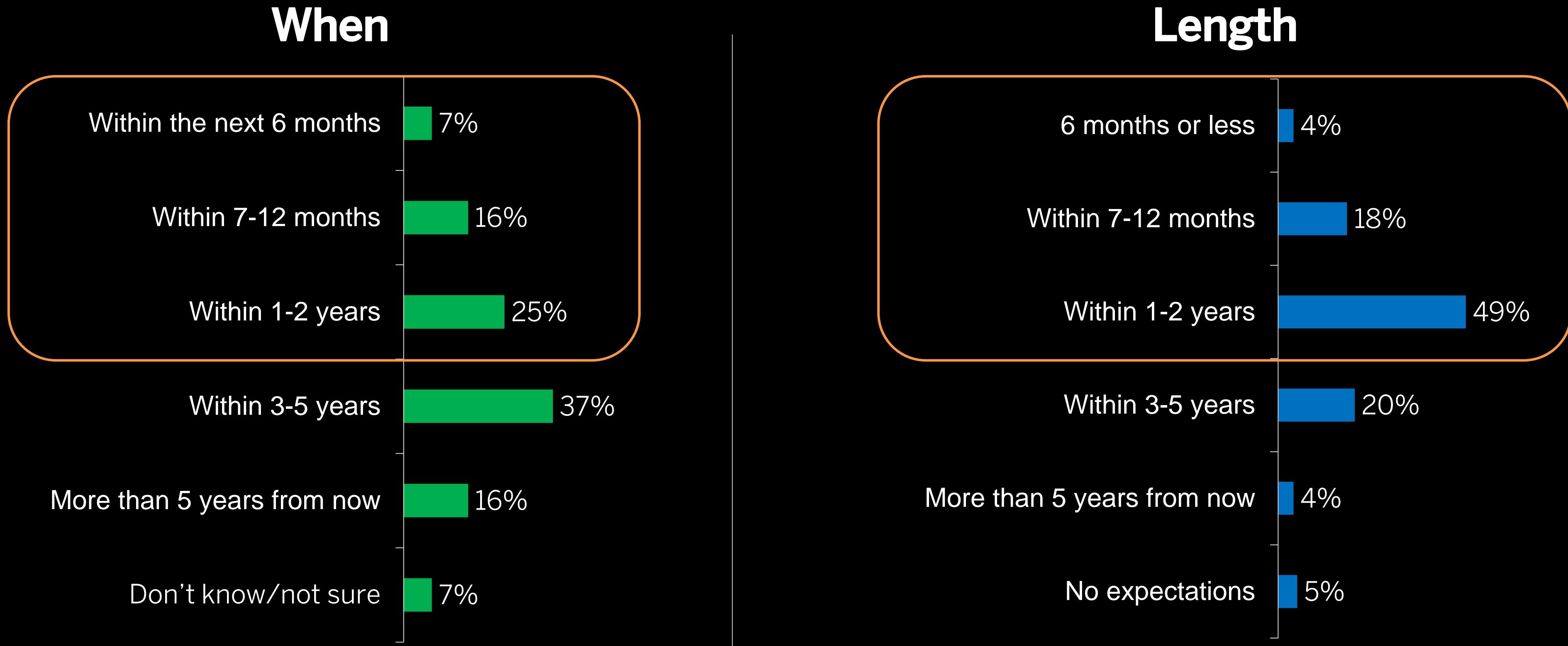


Completed S/4HANA Implementation Timelines



Q. How long did your SAP S/4HANA Implementation take to complete? (n=47)

Future S/4HANA Implementation Timelines



Q. If your organization is planning or in process to adopt SAP S/4HANA, when do you expect this implementation to occur? (n=76 who are planning to move to SAP S/4HANA or in the process of moving)
Q. How long do you expect your SAP S/4HANA implementation will take to complete? (n=76 who are planning to move to SAP S/4HANA or in the process of moving)

Strategy and Change Management

Strategy/Planning for S/4HANA Implementation



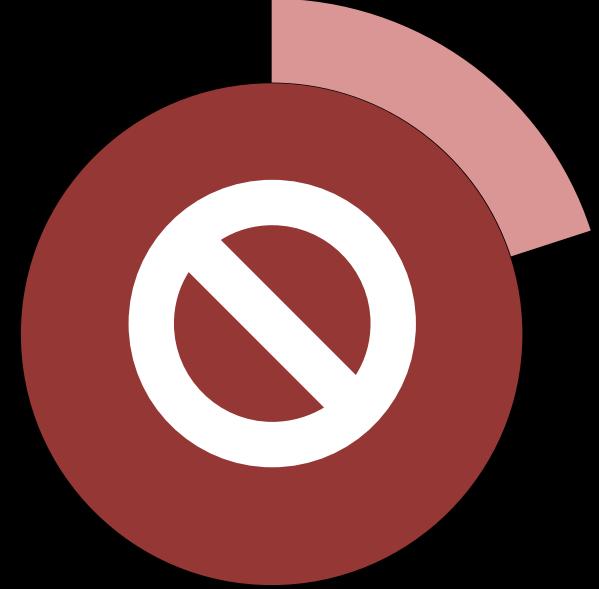
43%

Detailed strategic approach



37%

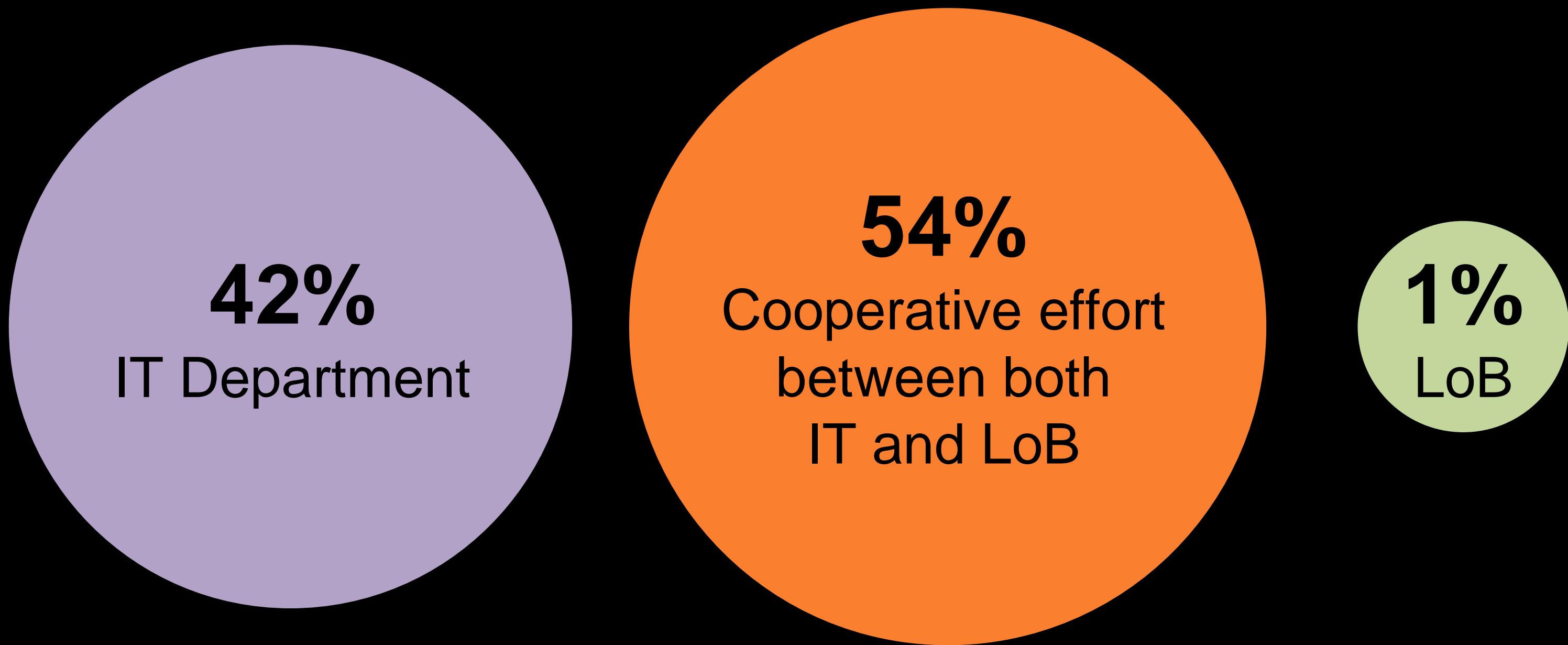
Strategic approach, but not very detailed



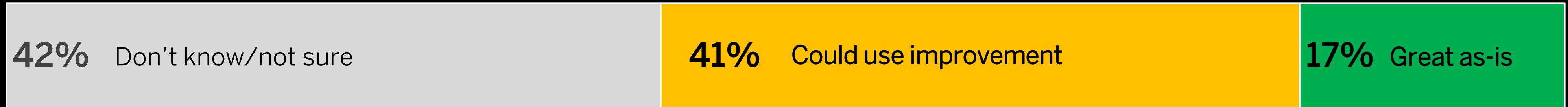
20%

No strategic approach planned

Change Management Responsibility in S/4HANA Rollout



Change Management Process Appraisal



What Could Be Improved

- Thorough onboarding/training
- Better planning/preparation
- Lack of change management

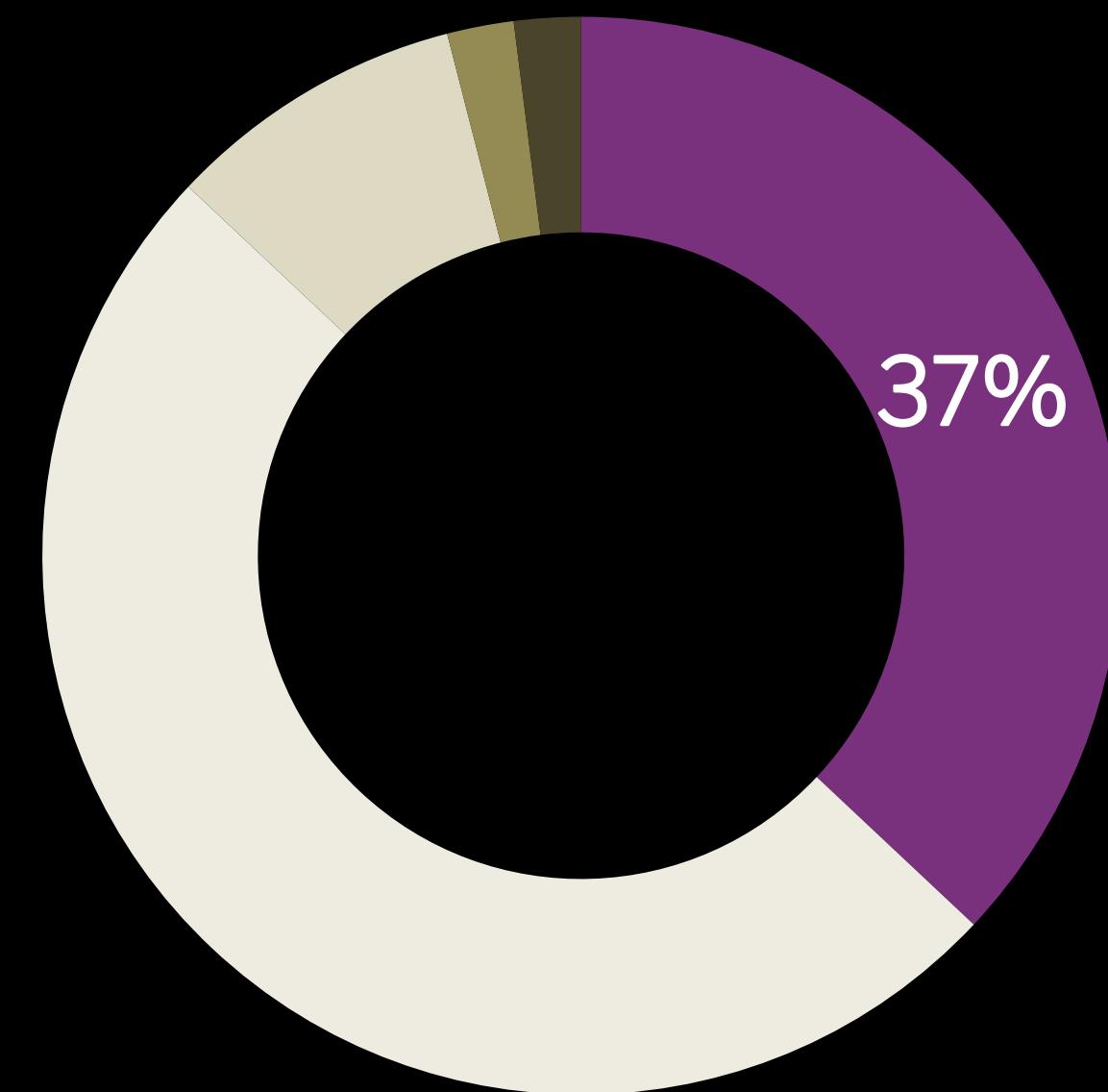
What Worked

- Well planned process
- Effective change leadership

Q. How would you describe the change management process and the roll-out (or planned roll-out) of SAP S/4HANA? (n=123 who are live, in the process of moving, planning to move, or deciding whether to move to SAP S/4HANA)
Q. It could use improvement (Please specify in what way.) (n=50* described the change management/S/4HANA rollout phase as "could use improvement")
Q. It is great as-is (Please specify what makes the current/planned process great.) (n=23* described the change management/S/4HANA rollout phase as "great as is")
*Excludes anyone who answered "N/A"

Efficient SAP S/4HANA Implementations

Completed S/4HANA migration
in less than 12 months



What They Did



Change management and the roll-out
of SAP S/4HANA is a **cooperative
effort between IT and LoB**



Describe their strategy/planning
behind the implementation of SAP
S/4HANA as **detailed strategic**

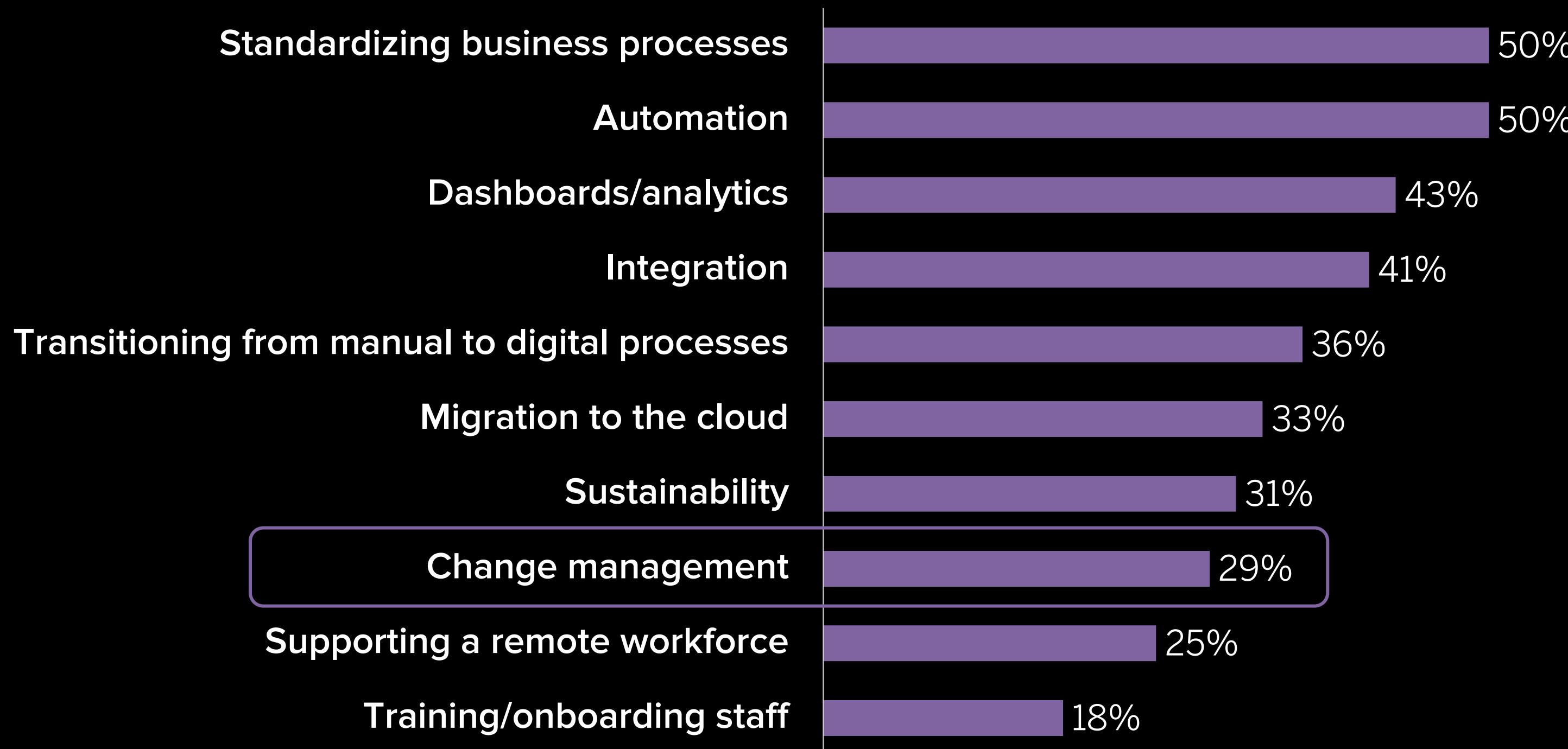
Q. How long did your SAP S/4HANA Implementation take to complete? (n=47)

Q. How would you describe the strategy/planning behind your SAP S/4HANA implementation? (n=17*)

Q. Who at your organization is responsible for change management and the roll-out of SAP S/4HANA? (n=17*)

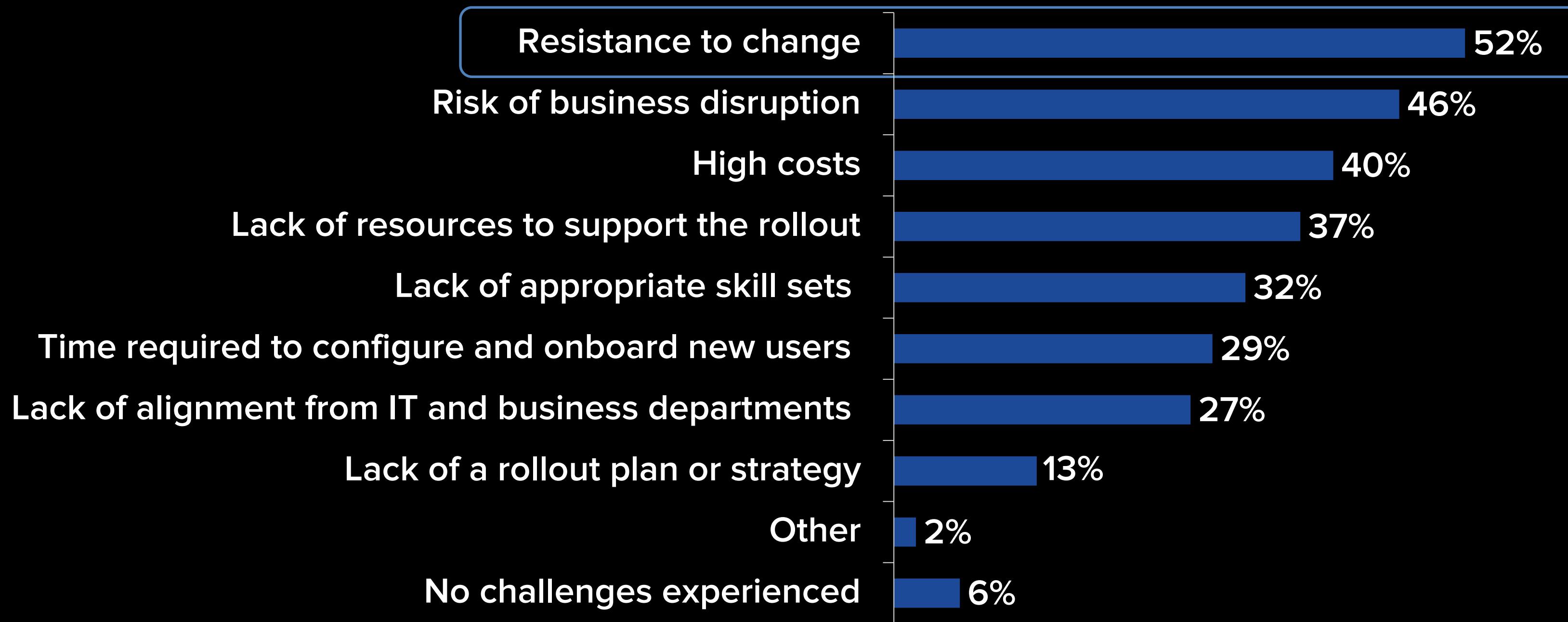
*Sample size is small, use caution when interpreting results. Results should be used in a directive/qualitative context.

2022 Top Technology Focus Areas



Q. What are the areas of focus that are most important to your organization in 2022? (Please select all that apply.) 2022 (n=715), 2022 Pulse of the SAP Customer Research

Challenges When Rolling Out New Technology



Business Transformation Challenges



Q. Which of the following are or were challenges you faced as part of your organization's business transformation? (Please select all that apply.) (n=123 who are live, in the process of moving, planning to move, or deciding whether to move to SAP S/4HANA)

**Plan to collaborate
Make the choice to change**

Thank you!

Marissa Gilbert

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