

## Perspectives on Change Management

### How Organizations Handle Change Management



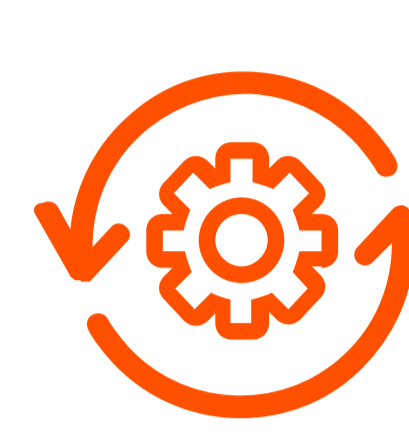
### Where Organizations Need the Most Help



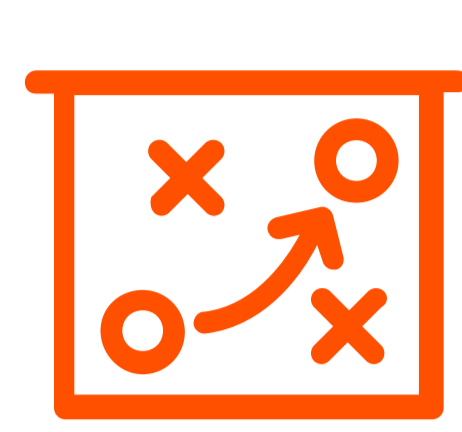
Training



Lack of adoption/end-user acceptance

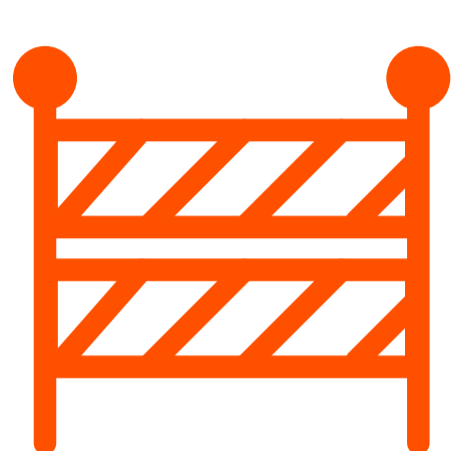


Change management



Alignment of business processes/departments

### Barriers to Implementing New Technology



- Resistance to change
- Risk of business disruption
- High costs

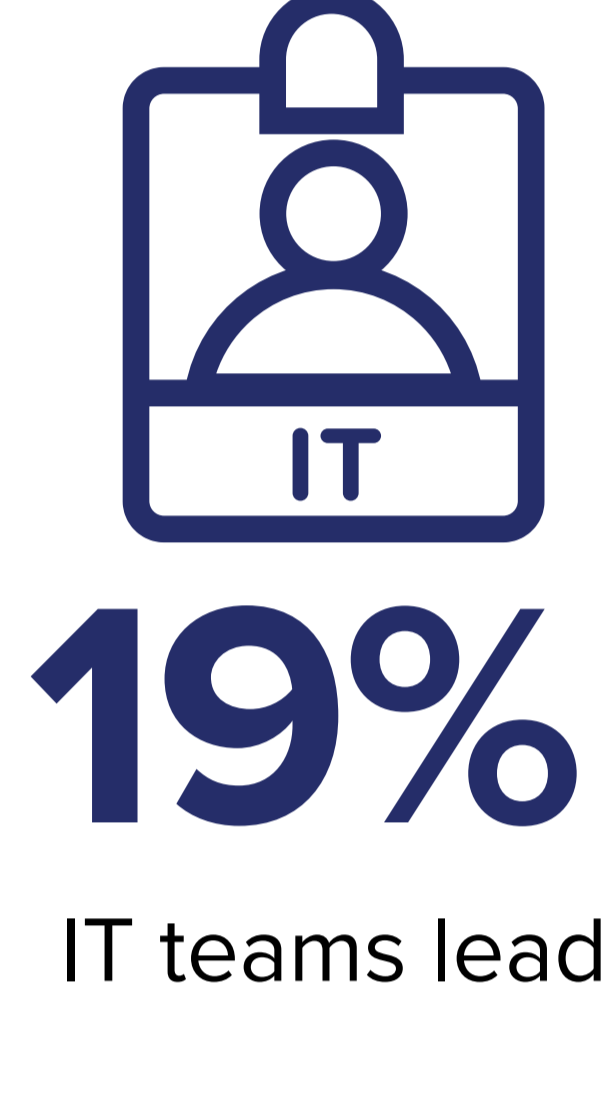
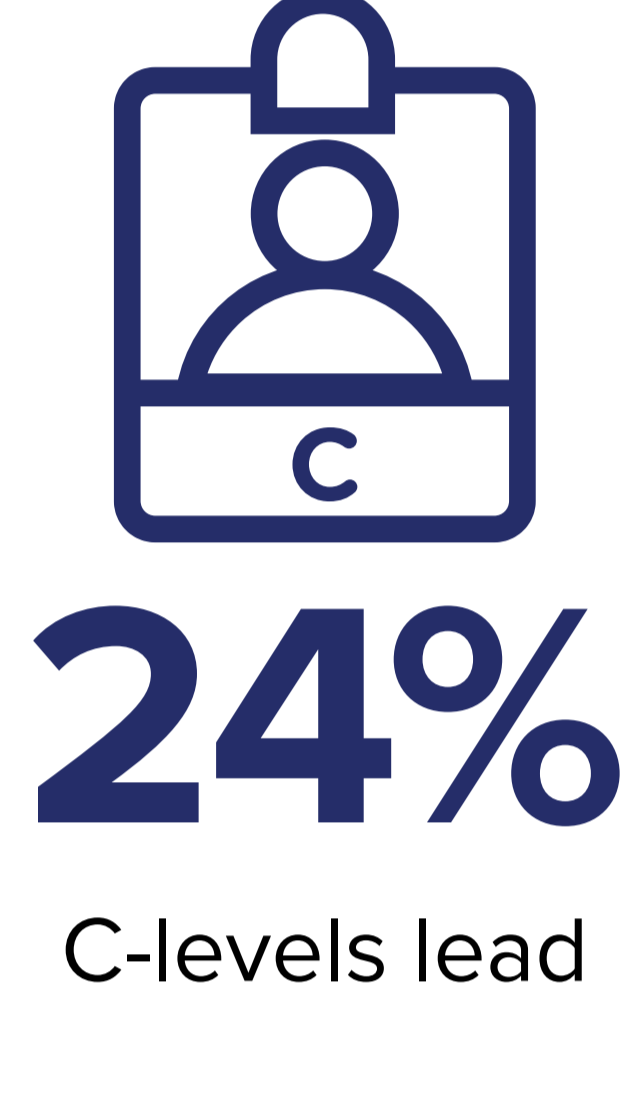
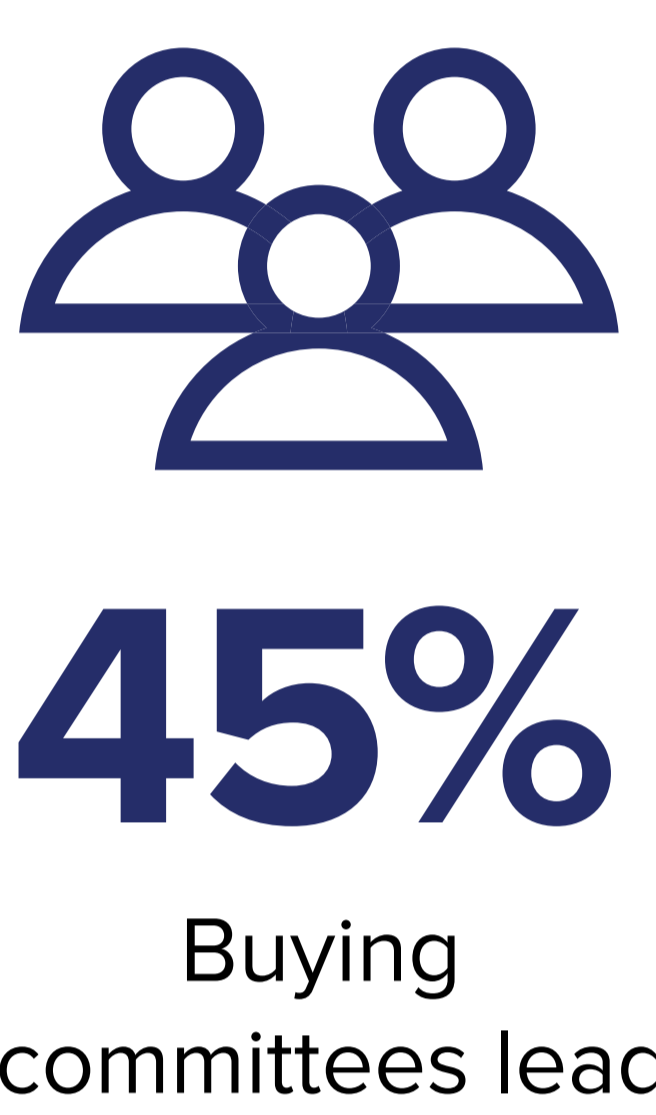
### How Organizations Train



- Train-the-trainer methods
- Demonstrations
- Training manuals

## Tech Team Changes and Challenges

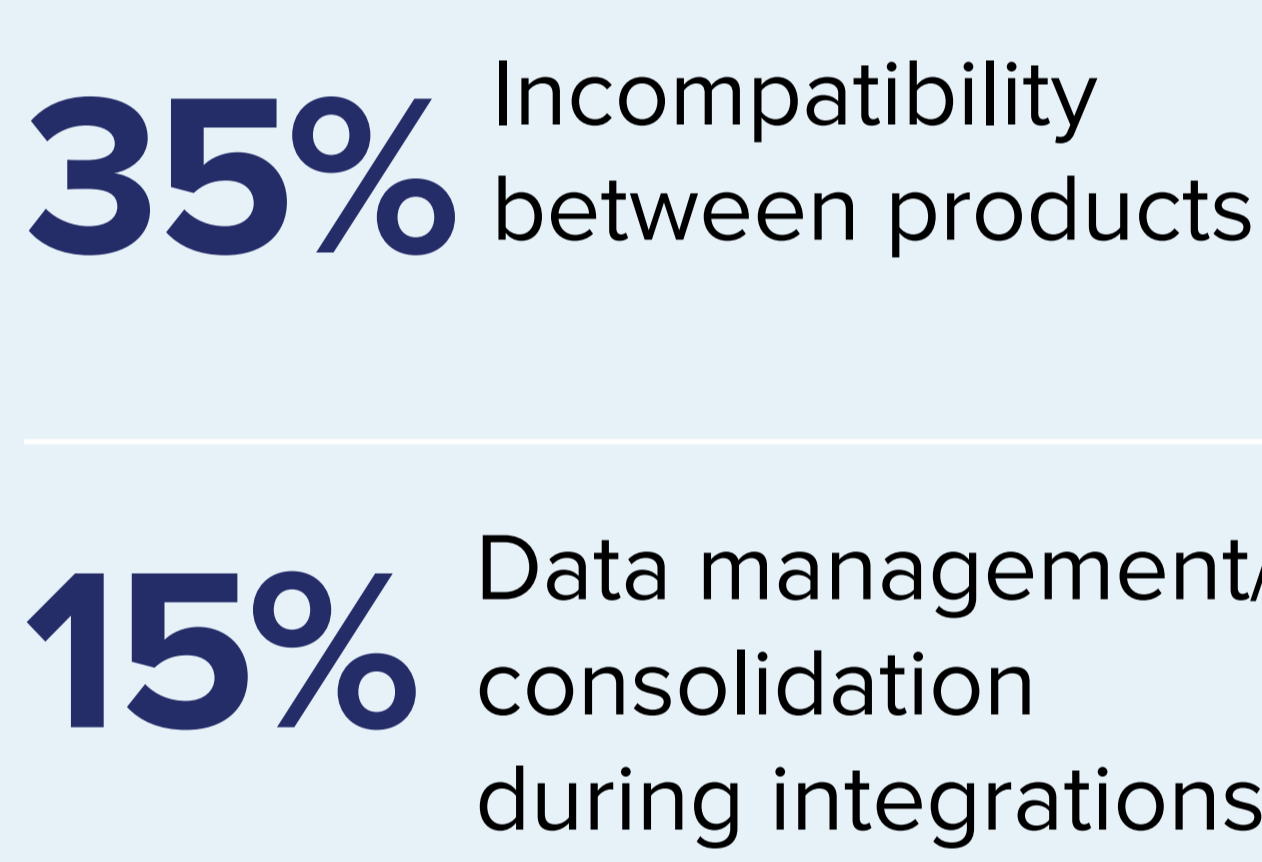
### A Major Shift in Responsibility for Tech Purchasing



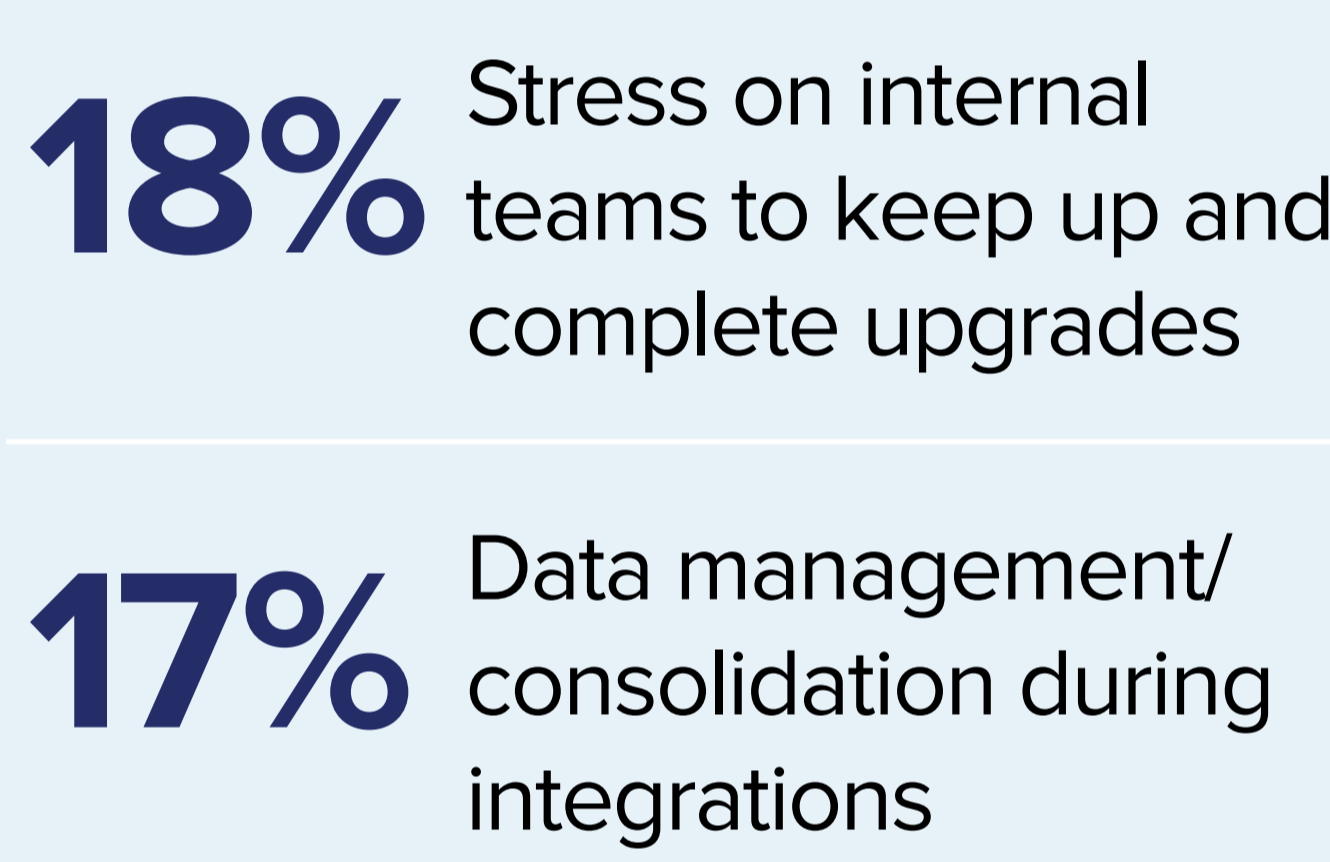
### Top Tech Challenges



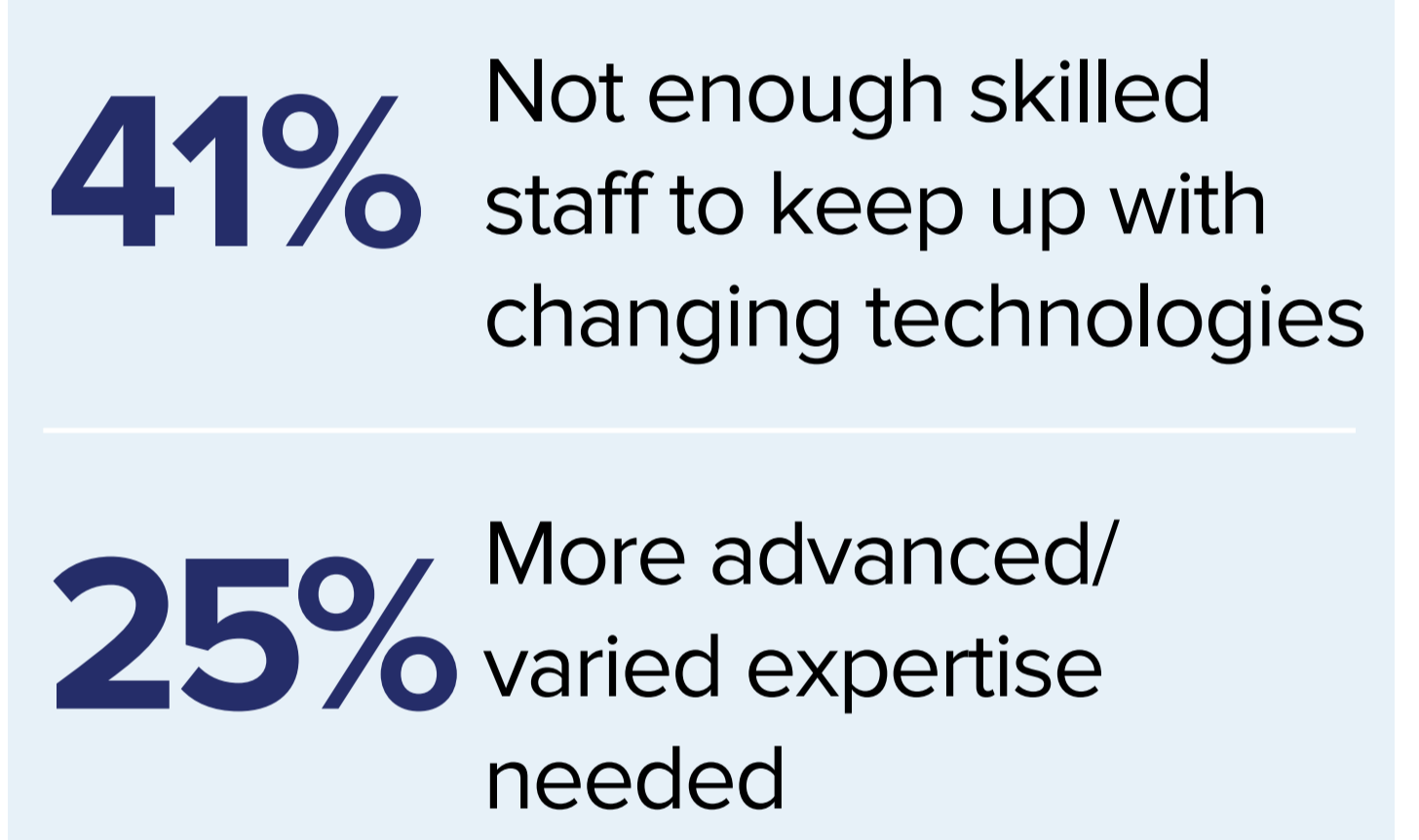
#### Integration issues



#### Upgrade challenges

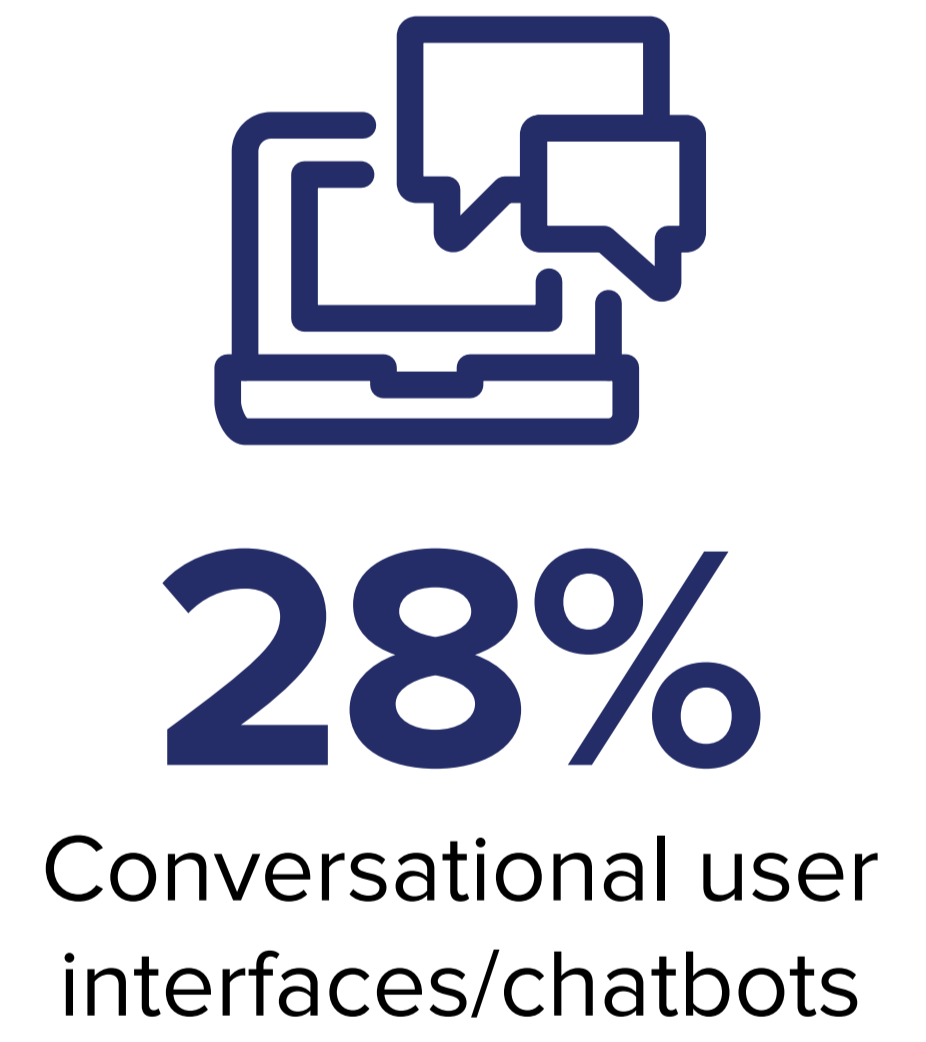
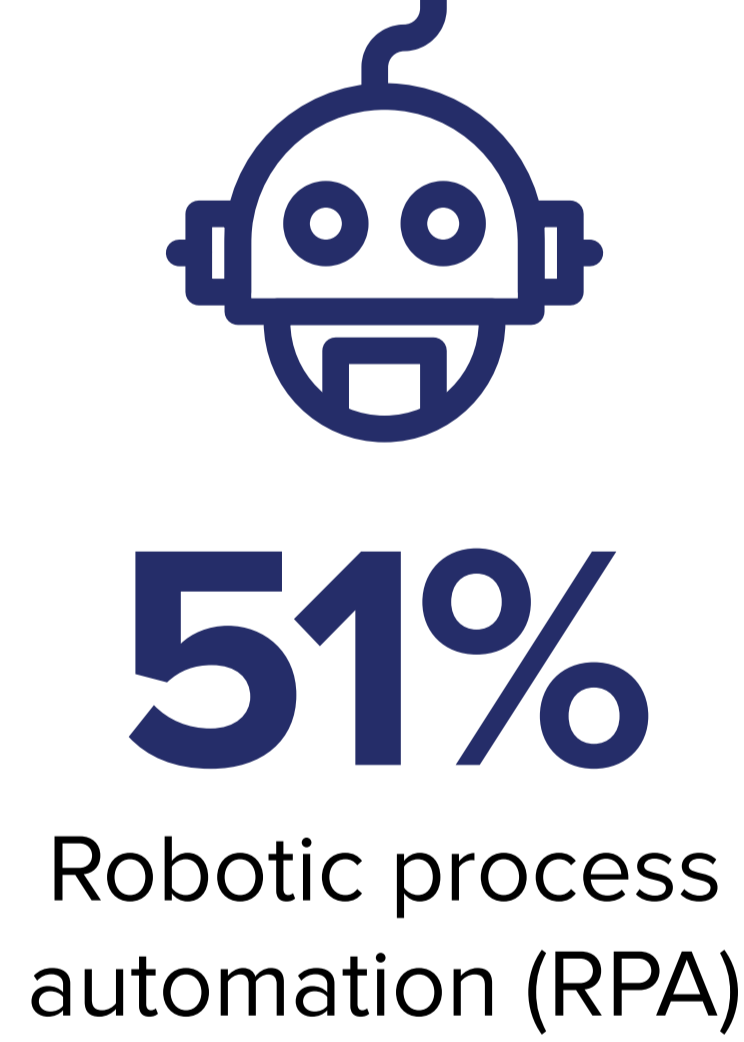


#### Lack of internal skills to manage products

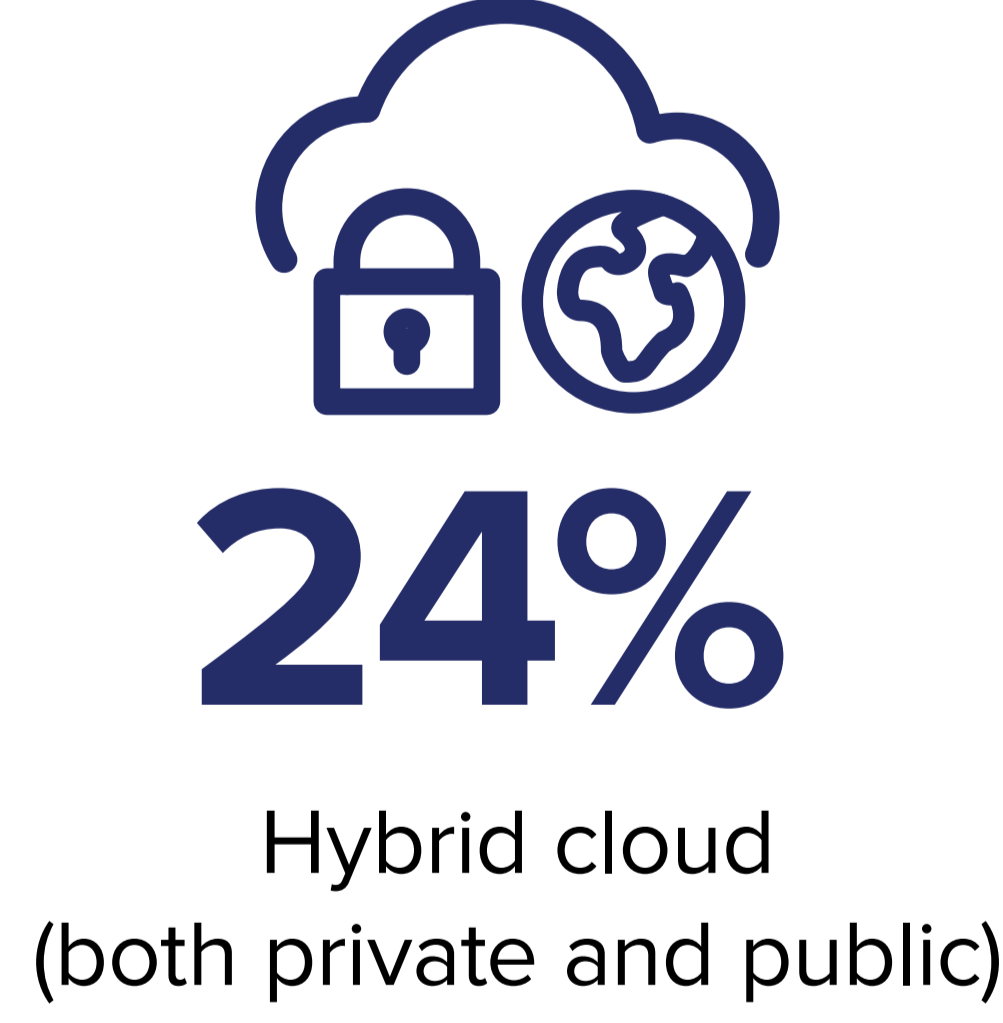


## Creating Tech Environments for Innovation

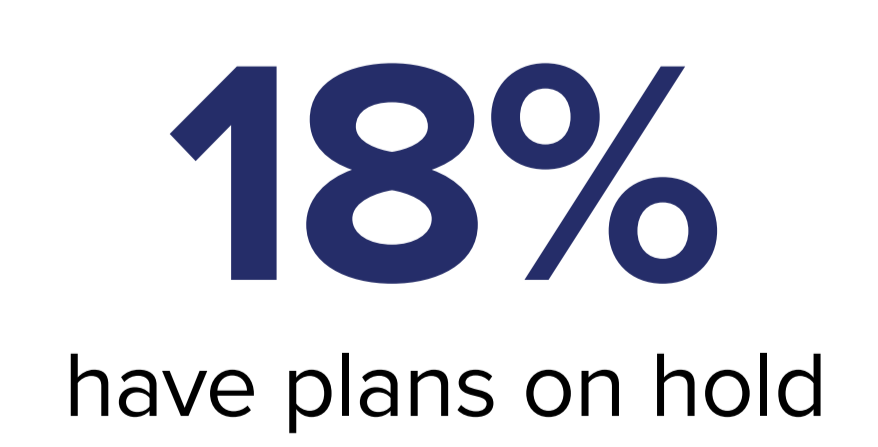
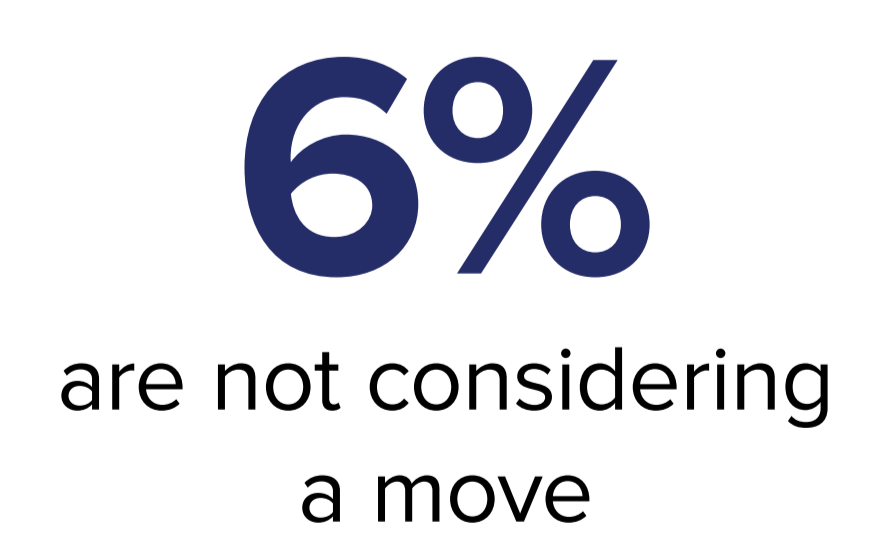
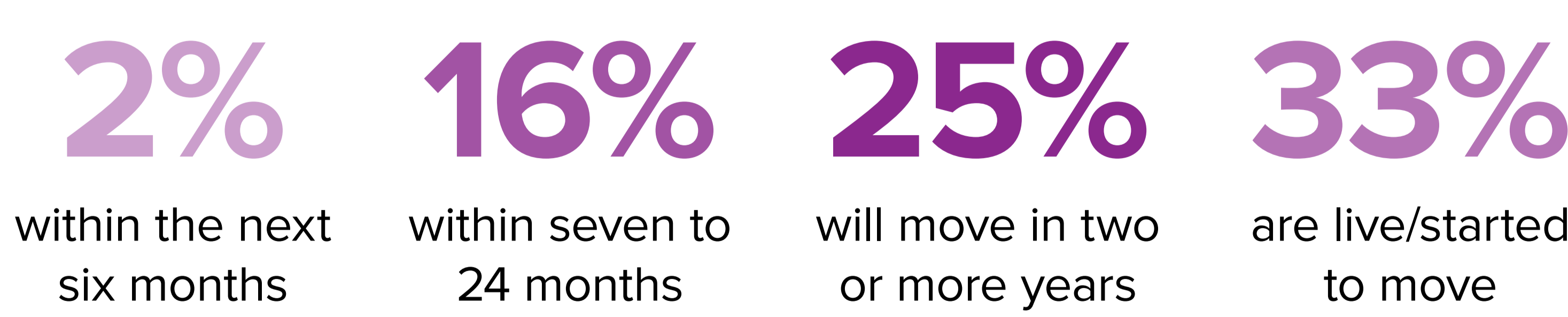
### Top Technologies Expected to Affect Organizations



### SAP Customer Cloud Strategies



## The Move to SAP S/4HANA



### Top Factors in SAP S/4HANA Business Cases and Road Maps



- Enhanced functionality/performance
- Standardization of processes
- Retirement of current software
- Support for digital transformation

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