

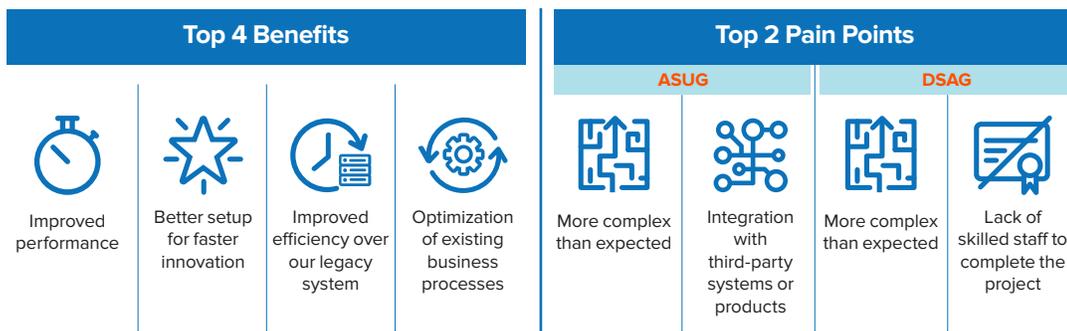


# Benefits and Challenges of Adopting SAP S/4HANA for ASUG and DSAG Members

In 2020, ASUG joined with DSAG (Deutschsprachige SAP-Anwendergruppe) to examine the similarities and differences among SAP customers in Canada, the U.S., Germany, Austria, and Switzerland as they migrate to and go live on SAP S/4HANA.

We asked customers who are planning to go live and those who are already live about the benefits they achieved and the pain points they experienced. For ASUG members, the number-one benefit to adopting SAP S/4HANA is improved performance, while DSAG members reported the optimization of existing business processes.

Figure 1: The Top Benefits and Pain Points of SAP S/4HANA Adoption



Source: ASUG and DSAG research, March–May 2020.

Both user groups reported the same benefits among their top four (Figure 1), but their SAP S/4HANA project pain points differed slightly. ASUG and DSAG members called out the complexity of the work and a lack of skilled staff to complete it as top hurdles. For ASUG members, 45% of whom told us in the 2020 ASUG Pulse of the SAP Customer study that they take a “best-in-breed” technology approach, integrating with third-party systems was the number-two challenge. DSAG members said that a lack of functionality needed in SAP S/4HANA was their third-highest challenge.

To separate myths from facts, we asked what pain points customers expected and actually experienced during their SAP S/4HANA implementations. Both groups predicted cleaning up custom code would be a top pain point (61% from ASUG and 50% from DSAG). Only about a quarter of each group (24% from ASUG and 26% from DSAG) actually experienced this in their projects.

## Implications: Implementations Cause Less Pain than Expected

There is good news for SAP customers: It is possible to stay within budget and clean up custom code when migrating to SAP S/4HANA. Our research found significant disparities between concerns about and the realities of these projects. Yet reducing customizations was the number-one tip for customers to improve their SAP experience, as new functionality within SAP S/4HANA now addresses many of these business needs. Respondents echoed this ASUG respondent who said, “Try to use standard SAP as much as possible. Custom code only creates more work in the future.”

[Download the executive summary of the ASUG and DSAG study.](#)

Based on quantitative and qualitative research from ASUG and DSAG members conducted March–May 2020. ASUG (n=483) DSAG (n=217). Live customers on SAP S/4HANA: ASUG (n=79), DSAG (n=27).



ASUG is the world's largest SAP user group. Originally founded by a group of visionary SAP customers in 1991, its mission is to help people and organizations get the most value from their investment in SAP technology. ASUG currently serves thousands of businesses via companywide memberships, connecting more than 130,000 professionals with networking and educational resources to help them master new challenges. Through in-person and virtual events, on-demand digital resources, and ongoing advocacy for its membership, ASUG helps SAP customers make more possible.



The German-speaking SAP user group is one of the world's most influential user groups. With more than 60,000 members from over 3,500 companies, its strong network comprises medium-sized businesses to DAX-listed corporations, across all sectors of the economy in Germany, Austria, and Switzerland. Thanks to its reach, the group has unique insights into the digital challenges faced by companies in these markets. DSAG uses this knowledge to represent the interests of SAP users and pave the way to digitalization for its members.

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