

# Quality. Migrations. Governance.

Asset Intensive | Retail & Fashion  
Data Driven Business Solutions

## UtopiaLIVE

*S/4HANA: No Regrets Step to Begin Your Journey Despite Business Uncertainties*

Scott Barrett, VP, Utopia Global

Michael Begala, IT Executive, Flowserve Corporation

Luke Kwong, Director, Cloud Platform and Information Management GTM, SAP

MAY 2020

©2020 Utopia Global, Inc. All Rights Reserved.









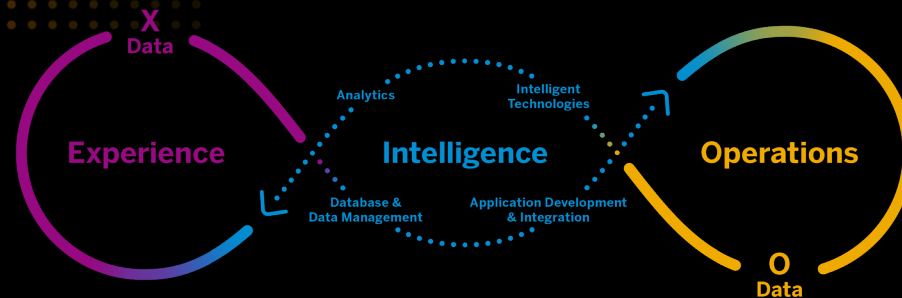
**Businesses** forced to:

- Redefine end-to-end **customer experience**
- Deliver step-up change in **productivity**
- Transform **workforce engagement**



An  
**Intelligent  
Enterprise**

Move to  
**SAP S/4HANA**



## Traditional business models

Mass market products
Equipment manufacturing
Disconnected intermediaries
OEM
Simple efficiency
Point to Point
Reactive processes & systems



## Best Run business models

Personalized 'smart' products & services
Service-driven
Consumer direct / connected channel
Recognized brand
Resiliency
Multi-enterprise orchestration
Proactive processes & systems

## Roles, challenges, and impact

**CEO: Overhaul corporate strategy**

**10-20%**

increase in revenue from new offerings;  
10-20% increase in customer satisfaction

**EMPLOYEE : Deliver customer value**

**60-70%**

reduction of total vendor invoice processing time; 10-30% increase in on-time deliveries

**CFO: Rapid, accurate decisions**

**40-50%**

reduction of time spent on period end close; 25-30% reduction of risk and compliance costs

**CIO: Constantly deliver innovation**

**75%**

increase in revenue from new offerings;  
10-20% increase in customer satisfaction

**COO: Improve operational excellence**

**10-15%**

reduction of total logistics costs; up to 10% reduction of total manufacturing costs

As enterprises move to becoming an intelligent enterprise, there are number of opportunities to improve data, content and processes

**42%**

Cleansing, deleting, and/or archiving data to minimize the SAP HANA footprint and minimize down-time during migration as top priority when moving to SAP S/4HANA<sup>4</sup>

**56%**

of CEOs are concerned about the quality of their data<sup>1</sup>

**64%**

of data migration projects were late. Only 16% of the projects were on time and on budget.<sup>3</sup>

**3%**

of company data meets a minimum threshold for data quality<sup>2</sup>

<sup>1</sup> KPMG, 2017 Global CEO Outlook

<sup>2</sup> Harvard Business Review, Only 3% of Companies' Data Meets Basic Quality Standards, Sept 11, 2017

<sup>3</sup> Bloor Research, Data Migration White Paper, January 2018 Oct 2017

<sup>4</sup> SAPinsider, SAP S/4HANA Migration Benchmark Report, February 2020

# Put Data First!

Deploy SAP Master Data Governance (MDG) as a bridge to SAP S/4HANA

- ✓ Helps ensure data quality and readiness before operative S/4HANA implementation
- ✓ Experience with controlled subset of S/4HANA before a full-blown move
- ✓ Establish strong governance processes for maintaining master data after S/4HANA go live

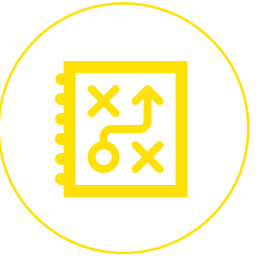




**35%** of all S/4HANA projects  
struggle due to **data issues**



## 3 Key Concepts



## 3 Customer Examples



## 3 Ways Utopia Can Help





## 3 Key Concepts

### S/4 HANA Programs

- Paused, delayed, or cancelled for 2020/2021
- Budget, Staffing, and Priorities
- What to do instead?

### Data Programs

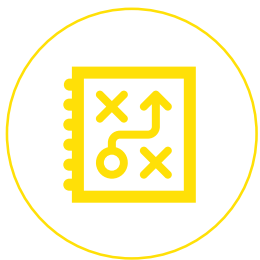
- Can be accomplished 100% hands-off/remote, either in bite-size chunks or big bang
- Use under-utilized SME & IT resources
- Deliver value now to reduce costs, increase productivity, and improve reporting

### SAP Master Data Governance (MDG) Platform

- Staging Area for Cleansed Data
- Keep data clean until S/4 program restarts
- Hub deployment on S/4 gives you hands-on experience



COVID-19 comes at a tricky time for planning major software upgrades – and **S/4HANA** is as major as they come, with a new data model, database and quite possibly a move to the cloud. Those who have completed — or are well into — the upgrade can argue that up-to-the-minute enterprise data will help them navigate unknown economic terrain. But those yet to start an upgrade might struggle to justify the necessary resources, and find themselves less able to cope with any further disruption and further behind should the economy pick up. ®



## 3 Customer Examples

### Fortune 50 CPG Company

- Had selected Utopia on a dedicated data partner for their S/4 Data Cleansing, Enrichment, and Migration
- Saw an opportunity to begin data profiling/improvement despite program delay to 2021
- Now Utopia is helping to source spare parts despite gaps in supply chain to keep factories producing to meet high demand.

### Highly-verticalized Chemical Company

- Was planning to deploy MDG for Materials in H2 2020
- Decided to deploy MDG in hub on S/4 HANA to gain experience for their 2022 core ERP move
- Shifting budget to data work which was deferred to 2021 initially.

### Global Equipment Manufacturer focused on Heavy Asset Industries

- Began MDG program prior to S/4
- Strong value across Engineering, Supply Chain, and Finance for improved Master Data
- Moving forward with Data Cleansing/Enrichment program despite challenging headwinds.



## 3 Ways Utopia Can Help

### 1) Understanding

- Data
- Value
- Approach

### 2) Demonstrating Value

- Quick wins
- Manageable scope/budget
- Where to focus

### 3) Get Started Now

- Data readiness/improvement
- MDG (hosted is easiest)
- S/4 HANA underpinnings





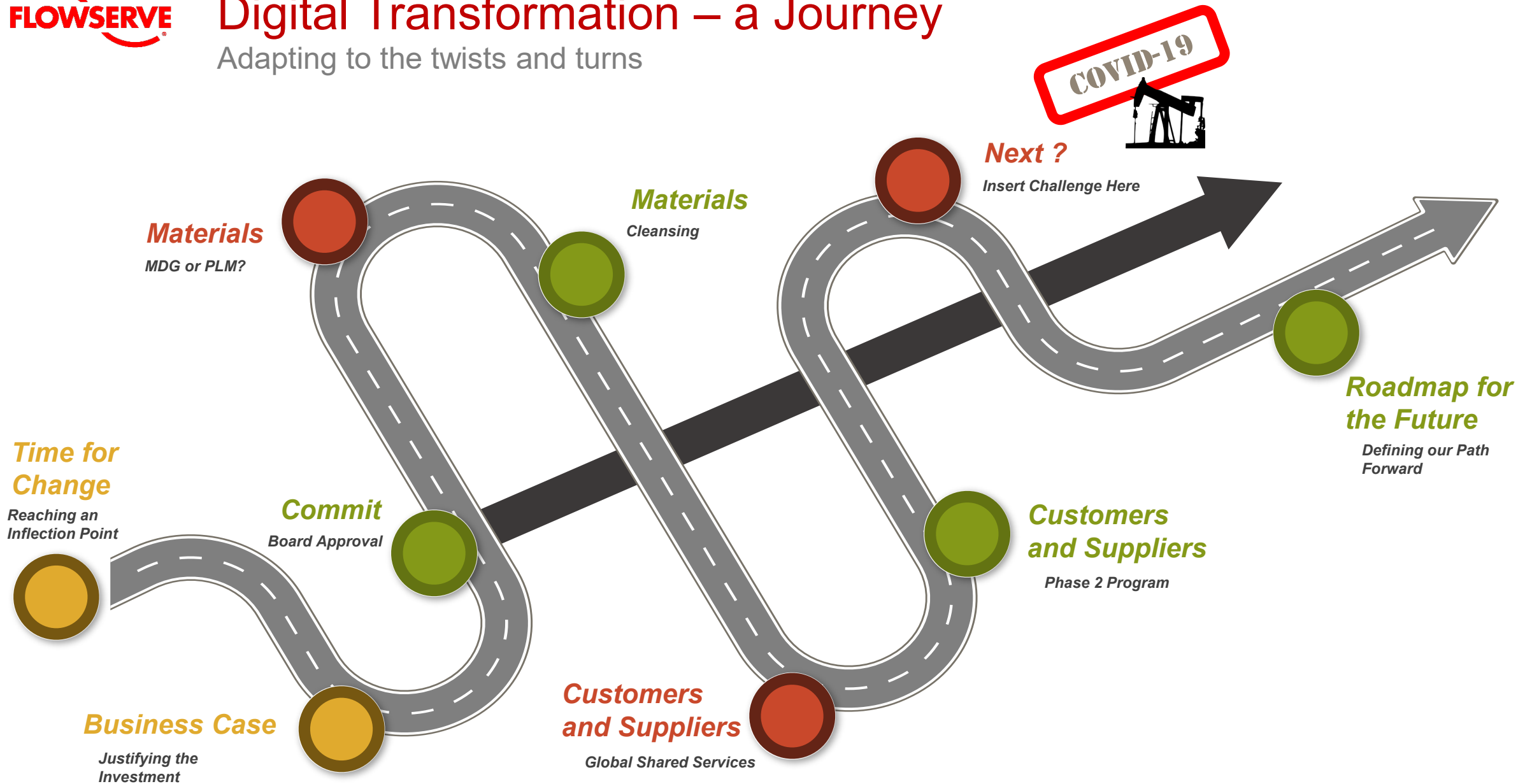
## About Flowserve

- ❖ Global manufacturer and aftermarket service provider of flow control systems
- ❖ Established in 1997 with heritage brands that date back to the 1790's
- ❖ \$3.9b annual revenue, serving more than 10,000 companies in over 90 countries
- ❖ 300 locations, 17,000 employees, operating in 50 countries
- ❖ Oil and gas, general industry, chemical, power generation and water management industries
- ❖ Growth through acquisition, historically managed as individual P&L's, little integration
- ❖ Highly fragmented IT landscape – 40+ ERP systems run the business
- ❖ Began MDG and S/4HANA journey in 2018



# Digital Transformation – a Journey

Adapting to the twists and turns

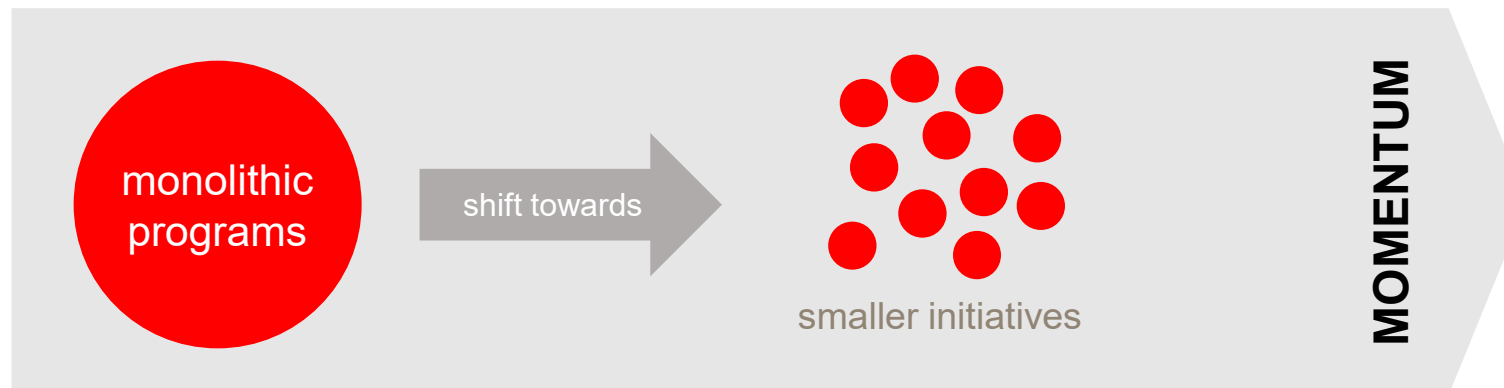




# Program Implications of a COVID-19 World

Uncertainty and risk

- Social distancing → workshops and training become more difficult
- Work from home → program management mindset shift needed
- Employee absenteeism → participation can be challenging
- Site shutdowns → rollouts can be disrupted
- Travel restrictions → resources not where they are needed
- Economic downturn → funding for big programs cut back or eliminated







# Maintaining MDG Momentum

Right-sized and business aligned

- Further our enterprise data goals and objectives
- Leverage past work
- Deliver short term benefit aligned with economic downturn objectives
- Minimize additional business impact
- Risk and uncertainty can be better managed



## Finance Shared Services

- program to move AP, AR and master data processes out of sites and into Hungary business service center (BSC)
- maximize service center benefit realization thru greater focus on master data
- customers and suppliers
- Leverage existing governance framework, SAP Information Steward and SAP Data Services
- address standardization, data cleansing and enrichment, record de-duplication
- site by site approach

# QUESTIONS?



**Scott Barrett**  
Vice President  
Utopia Global  
+1.919.888.8010  
[sbarrett@utopiainc.com](mailto:sbarrett@utopiainc.com)



**Luke Kwong**  
SAP Cloud Platform and  
Information Management  
GTM | EIM  
SAP  
+65 6664-6397  
[luke.kwong@sap.com](mailto:luke.kwong@sap.com)



**Michael Begala**  
IT Executive  
Flowserve Corporation  
[mbegala@flowserve.com](mailto:mbegala@flowserve.com)

**1:1 FOLLOW UP DISCUSSIONS ARE TAKING PLACE TODAY, TOMORROW AND THROUGHOUT NEXT WEEK**

**TO SCHEDULE: [HTTPS://CALENDLY.COM/UTOPIAGLOBAL/UTOPIALIVE-S4HANA](https://calendly.com/UTOPIAGLOBAL/UTOPIALIVE-S4HANA)**

**OR EMAIL: [INFO@UTOPIAINC.COM](mailto:INFO@UTOPIAINC.COM)**

**TO VIEW PRIOR UTOPIALIVE'S VISIT: [WWW.UTOPIAINC.COM/LIVE](http://WWW.UTOPIAINC.COM/LIVE)**