



Smart Solutions for your SAP challenges

Empowering you to get the most out of your SAP investment



WE'LL HELP YOU SOLVE YOUR SAP CHALLENGES

Our passion at EPI-USE Labs is to maximise the performance and management of your SAP® systems, helping you to make faster, more accurate business decisions. Our software, value-added solutions and managed services create better, more powerful SAP systems, saving you time, money and resources. We simplify and speed up data management, giving you the tools you need to navigate small and large challenges successfully.

We've done this for over thirty years all over the world, and a 98% client renewal history is part of our track record. The reasons are not surprising: we work hard, we're very good at what we do, and going the extra mile for clients is standard.

Our clients' suggestions and the daily practicalities of the workplace shape our thinking to make our solutions indispensable to many leading global companies. We work closely with our clients to understand and solve their challenges, offering a wide range of products and services, from game-changing apps to help you with day-to-day SAP HCM reporting to in-depth on-site consultation on information risks and data security.

Our clients tell us every day how EPI-USE Labs has transformed their business operations. Contact us to find out how we can help you solve your SAP challenges.

Benefits we bring you

- Trusted experts in the SAP domain
- World-class software and people
- The ability to maximize your SAP investments
- Excellent support: we exceed the expectations of our clients, with a 98% client renewal rate
- Collaboration with trustworthy partners around the world
- Innovative global solutions

VALUE-ADDED SOLUTIONS FOR YOUR BUSINESS CHALLENGES

Your business challenge

MANAGING DATA RISKS, SECURITY, PRIVACY AND COMPLIANCE

Our products, tools, services and solutions

- Information risk management, audit reporting
- Data privacy and compliance services
- Data scrambling (including outside SAP), masking, archiving and redacting
- Data Secure™, part of the Data Sync Manager™ (DSM) product suite
- GDPR consulting services, and GDPR compliance suite: Data Disclose™, Data Redact™, Data Retain™
- Mass data removal services
- Secure landscape management
- HCM data security
- Encryption, including a Cryptographic Library
- GRC (Governance, Risk management and Compliance) for SAP (via our partner Soterion)
- Cybersecurity and custom code (via our partner Virtual Forge)

GENERATING ACCURATE TEST DATA

- Data Sync Manager™ (DSM) product suite:
- Client Sync™, Object Sync™, Data Secure™ and System Builder™
- Premium support services
- Refresh as a Service (RaaS)
- SAP BW projects
- Industry solutions including IS-U, Oil and Gas

INTELLIGENT HUMAN RESOURCES AND PAYROLL

- Query Manager™, including the Fiori App and the Microsoft Plug-in
- Document Builder™
- Variance Monitor™
- HR reporting services
- Advanced Time Process Manager™, Leave Auditor
- Data Sync Manager™ for HCM
- PRISM
- SAP SuccessFactors Managed Payroll
- Pay Recon™

DELIVERING ON BUSINESS CHANGE

- System Landscape Optimisation (SLO)
- Data migration and technical project services
- Data Sync Manager™ (DSM) for Landscape Transformation
- Business transformations
- SAP data archiving

INCREASING EFFICIENCY THROUGH MANAGED CLOUD SOLUTIONS

- Cloud Migration
- Cloud Infrastructure and SAP Managed Services
- Automation tools
- Unified Platform (UP)
- Custom development

NAVIGATING THE FUTURE SAP ROADMAP

- Automation tools
- SAP S/4HANA migration
- Migrating custom code to S4/HANA
- SAP upgrade services
- SAP data archiving
- Unified Platform (UP)

MANAGING DATA RISKS, SECURITY, PRIVACY AND COMPLIANCE

The data and information security landscape is changing more rapidly than ever before. Hacking expertise is escalating, as is the speed to market and adoption of new technologies. This, along with increasing legislation aiming to protect data owners, presents a major business challenge.

EPI-USE Labs can help you to navigate this complex and critical field with a full suite of solutions covering data risk, security, privacy and compliance. To provide our clients with comprehensive protection, we have also partnered with Soterion, whose compliance software solves GRC (Governance, Risk management and Compliance) for SAP customers, and Virtual Forge, a leading provider of cybersecurity solutions for SAP.

Managing your SAP information risk

Organisations everywhere increasingly depend on information systems to enable their core business. Everything from finance, communications, human resources and payroll to customer relations, decision-making and manufacturing can come to a virtual standstill if information systems fail. And they do, in various ways.

With millions of lines of code from different vendors interacting, information systems acting in unison are some of the most complex engineering projects on the planet. On top of that, businesses customise systems to fit their unique requirements. With all this complexity comes risk.

But risks can be managed. With more than 30 years of experience in information systems, EPI-USE Labs has developed the following risk management services to help executive teams measure and manage information systems' risk:

- Measure IT project risk and recommend high-impact interventions.
- Evaluate and remediate information security risks.
- Understand and manage regulatory risks related to information systems.

“Data Secure allows us to meet all the regulations. We now have a smaller test system with encrypted data that prevents insider trading.”

Mike Ellis, Software Development Technical Manager, Edwards

IT risk consulting

Executive sponsors of large-scale IT projects often don't have visibility into the risks of their IT projects. Based on risk management best practices, EPI-USE Labs has developed a methodology to assess IT projects' technical and business risks, identify the areas with the biggest potential business impact, and provide a roadmap to a healthy go-live. Most importantly, we've developed tools to communicate this information in a highly graphical, easy-to-digest format.

A two-hour executive walk-through following our assessments gives executive teams a firm understanding of the primary issues, and clear visibility into the true state of their projects.

Data privacy and legislated data protection

Privacy and related legislation are top of mind for company boards and compliance departments. A veritable stampede of regulations has been introduced.

From May 2018, businesses worldwide who hold data of European Union (EU) citizens have to comply with the General Data Protection Regulation (GDPR), regardless of where the organisation is based or the data is stored. Other regions are seeing similar legislation updates to restrict the effects of new technology on personal freedoms. This has a massive impact on businesses and their data security obligations.

The cost of legislation compliance, or data breaches - resulting in business disruption, reputational damage and loss of intellectual property - can be crippling. A proactive approach and solid data protection practices can help you to meet this challenge head-on.

EPI-USE Labs has developed a privacy compliance methodology that is not jurisdiction-specific and can be used to address any privacy-related compliance project. The Privacy Comply Methodology contains various proprietary assets that we have developed to keep the project moving forward. The aim of these assets is to simplify complex legislation so that decision-makers understand their obligations and options, and can reach decisions more quickly and effectively.



MAPA gets protection

MAPA is a Germany-based company with globally-recognised brands that lead in the market segments of contraception (BILLY BOY, Fromms and Blasiegel), household items (SPONTEX), and Baby care (NUK).

Increasing globalisation demanded that MAPA change the way they handled test environments. Ten years ago, the German site at MAPA included one SAP ERP system. Today, ten additional company codes are administered from this site.

Creating accurate testing data in non-production systems was a real need, but the security risks of the non-production systems left them feeling exposed. Managing the risk through Authorisations didn't provide sufficient security.

Choosing Data Secure was immediately obvious; despite being a comprehensive application, it was still easy for functional users to use. An important selection criterion was performance, because MAPA needed to mask or scramble large volumes of SAP HCM data.

Reasons for choosing Data Secure™ included:

- simplicity through the provision of user profiles
- provisioning of pre-configured masking profiles
- speed, thanks to automation
- elective copying and masking of fields

MAPA also uses Data Disclose to search their SAP landscape for sensitive data, which helps them comply with GDPR.

“The biggest advantage of using Data Disclose is that data integrity is guaranteed; customers' sensitive data is anonymized but all orders and items sold are still accessible. All test systems stay fully functional and test orders are still editable.”

Malte Podszus, Consultant FI/CO/HR, MAPA GmbH

“Thanks to Data Secure, we can anonymise all sensitive SAP HCM data, such as employee-related data, in a very short time.”

Malte Podszus, Consultant FI/CO/HR, MAPA GmbH

Data masking and scrambling

To protect sensitive data, consider reducing 'the Attack Surface' in your SAP® landscape - the topography of the systems and data which can be attacked. Data masking or obfuscation can keep the referential integrity and functionality of your test, training, sandbox and development system data without making data subjects identifiable, or leaving sensitive data fields exposed.

Data Secure, part of EPI-USE Labs' Data Sync Manager (DSM) suite, is a complete data-protection solution that masks SAP data to safeguard sensitive information. It allows the data to function correctly with hundreds of pre-delivered masking rules. New rules can be built from scratch, existing ones extended or content downloaded from other community users on our collaborative platform, Client Central.

The result is real-time data protection.

Many companies have integrated SAP landscapes with data distributed across ERP, CRM, SRM, and external environments. Data Secure anonymizes integrated data objects consistently on different systems. Need to scramble data outside SAP? Our Custom Development team can build a solution that will scramble data, which extends Data Secure to non-SAP systems.



GDPR Compliance Suite: Data Disclose, Redact and Retain

Data Disclose can help you stay ahead of legislation compliance for GDPR article 15. This unique tool finds, retrieves and presents a subject's data footprint across the SAP landscape – and as an added benefit, across non-SAP systems as well, if integrated with the former's API. It does this in seconds across SAP ERP, CRM, SRM and BW systems. Data Disclose is built on a solid foundation of existing technology and Intellectual Property (IP) by leveraging Data Secure.

Two other EPI-USE Labs products, Data Redact and Data Retain, can help you with an individual's rights to have personal data erased; and our XML Object Extractor can ensure the right to portability (article 20 of the GDPR).

With our many years of experience in masking data in SAP, EPI-USE Labs provides the tools you need to protect sensitive data and comply with legislation.

Soterion: GRC (Governance, Risk management and Compliance) for SAP

EPI-USE Labs has partnered with Soterion, whose compliance software solves GRC (Governance, Risk management and Compliance) for SAP customers. This collaboration brings together powerful complementary solutions to help clients address compliance with GDPR and other privacy legislation.

Soterion's Compliance Cloud platform is a cloud-based, pay-as-you-go GRC Access Risk Tool which allows clients to identify their SAP access risk exposure via a user-friendly web application, ensuring a proactive approach to SAP access risk management, which includes a privacy risk component.

“Soterion has built its product suite from the ground up to make GRC less of a hassle for GRC practitioners, with intuitive features our users love.”

Dudley Cartwright, Chief Executive Officer, Soterion

Mass Data Removal Services

For most organisations, a data retention policy has been seen as a minimum period of retention by the technical teams, not the point at which data must be proactively destroyed. With GDPR in force, this has changed, and all organisations have some historical data they no longer have legal grounds for storing, whether this is former employees' family details, former customers' bank account numbers, or one of the many other types of personal data interweaved in the fabric of their SAP systems.

EPI-USE Labs has a simple approach to clearing this old data, without the need for complex archiving projects. The technology used in Data Redact for redacting or removing specific information for an individual data subject can be leveraged by an EPI-USE Labs System Landscape Optimisation (SLO) consultant with a specific licence mode to allow mass record selections and parallel processing. The consultant will also assist with the exact definitions of the data that should be removed in the initial clean up and how to select those records.

Data encryption

Your information and communications can be better protected and secured using encryption technologies, especially when dealing with third-party data processing entities.

EPI-USE Labs' Cryptographic Library can help you meet local and international data protection laws for structured and unstructured data.

RABOBANK banks on DSM for regulation compliance

Rabobank is an international financial services provider operating on the basis of co-operative principles. It offers retail banking, wholesale banking, private banking, leasing and real estate services. Serving approximately 8.7 million clients around the world, Rabobank puts customers' interests first.

Based in the Netherlands, Rabobank faces strict regulations from the Dutch Banking Authority including the requirement to scramble all data outside the production environment. The Rabobank team had created a 94-page Runbook explaining how to create SAP system refreshes to comply with the regulations, but this process was lengthy, cumbersome and resource-intensive.

Rabobank invested in the Data Sync Manager™ (DSM) suite of products from EPI-USE Labs, specifically Client Sync and the Data Secure 3 solution for their SAP ECC and SRM environments. This enabled them to dramatically reduce their Runbook to only four pages, thanks to automation built into DSM to simplify the data refresh and scrambling process. Rabobank now has a clear method to create test data in their non-production environments, while complying with the Banking Authority's regulations.

“We wanted to be 100% confident that all sensitive data was masked. We needed a product that would remove the manual effort, allow us to schedule jobs and enable us to comply with regulations. That product proved to be Data Secure.”

Jan Huizinga, Technical consultant, Rabobank

GENERATING ACCURATE TEST DATA

SAP is a highly flexible, configurable system; changes must be made and tested in non-production systems. Many businesses that run SAP face a common challenge: how to get real SAP data into non-production systems for testing, training and support. Substandard or skipped testing leads to defects and/or delays.

Taking a proactive approach can help you adapt quickly to rapidly changing business needs – from increasing data growth to special projects and system updates. Accurate, reliable test data is essential, and can be simple to achieve with the right software.

Traditional software testing methods have succumbed to data privacy threats and functional complexities. Standard solutions, such as complete system or client copies, are time-consuming and costly; the process of copying large volumes of data is slow, resulting in down-time, and masses of data is expensive to store. There is a high potential of data redundancy. Creating data manually is an option, but this is tedious and prone to errors.

The simple solution: EPI-USE Labs' Data Sync Manager (DSM) product suite and related services. With DSM, you can rapidly create new non-production systems, reduce the footprint when refreshing existing test clients or creating new ones, and copy selected data on demand, all with integrated scrambling of data for security.

Imagine always having accurate test data ready and waiting when the teams need it, safe in the knowledge that the testing and training is using the most up-to-date data.

DSM includes Client Sync to copy reduced clients, and Object Sync for ad-hoc object-based copies.

As an intelligent data-copying solution that provides up-to-date, realistic test data, DSM helps you to align testing environments with production systems. This makes it ideal to streamline the change management process. If the process is rapidly simulated in sandbox environments, the costs and risk of upgrades and other invasive changes can be mitigated. Testing can be carried out in lean development clients, reducing the number of transports moving through the systems.

Security is another challenge; there is the risk of sensitive data being seen by unauthorised eyes, especially as non-production environments are not as tightly controlled as production. The DSM suite includes Data Secure, which can be used alone and is integrated with Client Sync and Object Sync to mask and scramble sensitive data throughout your landscape before the data leaves the source systems.

Alongside DSM, EPI-USE Labs also offers a flexible managed refresh service – Refresh as a Service (RaaS) – on either an ad-hoc or an ongoing basis. DSM experts provide a range of services to lighten the load on your SAP Basis technical team, so they can focus on the more strategic activities.

“The Data Refresh Service from EPI-USE Labs proved to be extremely valuable as it allowed us to focus on a critical project, leaving landscape refresh activities to people who do it best.”

Shehryar Khan, Lead Architect, Honda UK



Image copyright Vestas

DSM brings new energy to Vestas' SAP Management

Vestas is the only global energy company exclusively committed to wind energy. Based in Denmark with offices in 24 countries, the company employs about 18 000 people.

Vestas realised that manually-created data in their QA and DEV systems placed them at risk because errors in productive systems were often not discovered until a change or support packs were applied. Apart from data integrity, what they needed was up-to-date data without having to do a full system copy. They also needed to copy data selectively to reduce costs and enable business users to create ad-hoc data for problem resolution.

DSM has enabled Vestas to get scrambled production data on QA without having to make a full system copy or creating manual data. Client Sync delivers a table-oriented approach to copying subsets of client data, while Object Sync selects data at a business object or transactional flow level for copying to a non-production system.

Benefits include significant time and disk space savings, ease of use, smaller test systems, automated updates and a huge improvement in error detection.

“Data Sync Manager has provided perfect data quality without significant load on the systems, and test and training systems are much smaller now. Business users work independently of Global IT when they need to copy objects from the productive system to test systems.”

Esben Fagerlind, SAP Landscape and Release Consultant, Vestas

RaaS: Kellogg's gets it all

Kellogg's chose EPI-USE Labs' Refresh as a Service (RaaS) to refresh their QA System. The entire process was managed by EPI-USE Labs, data issues were resolved quickly and on the fly, and the workflow continued as usual in Kellogg's. Project timelines were strictly observed, and having the data on time gave the users the opportunity and the time to test at the scope they defined.

“The EPI-USE Labs team and Data Sync Manager exceeded our expectations every time.”

Ramesh Kollepara - IT Director, Architecture and Application Delivery

INTELLIGENT HUMAN RESOURCES AND PAYROLL

Digital HR is fundamentally transforming the way organisations think about HR and people management, from payroll systems and training processes, to the tools used to communicate and share information with managers and employees every day. The speed of digital innovation and managing increasing amounts of data is bringing numerous challenges to business leaders.

EPI-USE Labs can help you not only to adapt to but embrace the changes transforming today's workplace with a range of products and techniques. In the HCM/HR space, our solutions and tools include:

- SAP and SuccessFactors reporting
- Automated document generation and distribution
- Payroll reconciliation
- Data comparison and variance monitoring
- Data copying and scrambling
- Migration to SAP SuccessFactors

Solving SAP HCM customers' biggest challenge: Reporting

The largest challenge for SAP on-premise HCM customers is that multiple tools (Ad Hoc Query, SE16, Custom ABAP, Wage Type Reporter and others) are required to report on critical HR and Payroll data. Often this data is collected via these multiple tools and consolidated offline in an application like Excel, Access or BW, requiring a large amount of manual effort and consuming both valuable time and resources. This also poses security and data integrity risks as the data is taken outside of your SAP system.

Query Manager™ solves this challenge. The brilliance of the Query Manager solution is that it provides access to all of the data users need in an easy-to-use format, so that end users can be empowered to create reports on their own, live in SAP, without reliance on technical resources. Leveraging the Query Manager Microsoft Plug-in, users can work with and distribute their SAP live data inside Microsoft Excel.

"I don't know why anyone would not have Query Manager; the benefits and the value-add far outweigh the costs. It pays for itself in a couple of months and empowers the HR team."

Michael Gleeson, Head of Shared Services Systems and Management Information, Amey

SAP HCM reporting soars at Zurich airport

Zurich Airport AG is a listed company that operates in a mixed economy and on behalf of the federal government. It is the most important traffic and meeting hub for Switzerland, employing around 1600 people.

Zurich Airport's SAP HCM landscape forms part of the SAP ERP landscape, and includes personnel administration, payroll, time and organisational management. Further subsystems such as user management, corporate intranet, mission planning tools and others are also integrated in the system landscape. In the personnel area, there was no defined standard for the preparation of reports from the SAP HCM system.

Reporting was cumbersome, error-prone and time-consuming, and challenges included a continual need to edit reports, S-reference-reporting in Excel, and expensive ABAP reports with disappointing results.

Query Manager was implemented quickly in a few simple steps. Installation took less than a day, and the EPI-USE Labs team supported Zurich Airport with two days of training.

As no customisation was necessary, employees could use it immediately. Benefits included time savings, flexibility when generating reports, self-service reports for the HR Manager and less pressure on IT.

"What I appreciate very much is the rapid, non-bureaucratic, uncomplicated assistance from the EPI-USE Labs team. Query Manager should be, in my opinion, part of the standard SAP HR solution"

Anton Mayr, Head of Payroll, Zürich Airport AG

Automated generation of richly formatted documents and visualisations

Employers send thousands of letters to employees each year, including Benefits Confirmation Statements, Employee Payslip Explanations, Total Compensation Statements, Annual Review Letters, New Hire Welcome Letters, Training Completion Certificates, Recognition Service Award Letters, W2 address confirmations etc.

The creation of these letters is manual, time-consuming and error-prone. Document Builder enables you to design, generate and distribute professional HR documents automatically, live from your SAP HCM system.

Document Builder is convenient, powerful, easy to use and fast. By operating in tandem with Query Manager, it opens up countless visual possibilities, placing all the design skills you need at your fingertips. Your documents will look polished and professional, and automating the document generating process is just a click away. It's intuitive, offering seamless reporting integration and the only tool you will need for design and output in multiple formats.

"Document Builder was a worthwhile investment for us, and we've had an overwhelmingly positive response from those using it. The new way of doing things is much, much quicker – we just enter a few details and run the report – and most of the information is in the system anyway."

Richard Cain, HR Systems Adviser at Dorset County Council

"With Document Builder, I knew we would no longer need ABAP programmers, and the changes could be done directly in production. Document Builder has increased the efficiency of our document creation process by 95%, reducing the project time from three weeks to one day."

Cindy Thomas, IT Technical Lead – HR, Jabil

Highlighting variances in HCM data

Human Capital Management data never stops changing. This makes it difficult to compare HR and Payroll data from one period with that of another, and adds costs you never expected. Manual comparisons are not the answer. They waste time, are error-prone, and are by no means audit-proof.

Variance Monitor™ offers you the kind of power and control you need to highlight variances in SAP HCM data. The good news is that it's automated and easy to use. You simply set tolerance levels or specify tables and fields, and comparisons for payroll, time, master data and FI postings become painless. Importantly, period to period comparisons and the testing of Support Packs are easy and absolutely accurate. VM also detects "null" values and comes with free sample comparisons.

"The beauty of this product is our testing process is easy to follow and now takes days instead of months."

Sam Musharbash, Senior Business Analyst, Payroll Support, University of Tennessee

NRG discovers real power

NRG Energy came to us with a challenge; they needed to find ways to make better use of their time, and realised automation was the key.

NRG is the largest competitive energy provider in the United States, with a diverse portfolio of nearly 140 different power generation facilities able to generate approximately 52 000 megawatts of electricity to support millions of homes nationwide.

Variance Monitor was used for the payroll comparisons. It was realised that testing could be done based on a simulation run which would speed up the testing phase significantly and, crucially, deliver 100% accuracy.

"We absolutely counted on those reports to help us identify the variances, help the testing teams focus, and also show the management that we were working through the problems."

John Cloud, IT Business Analyst

Enjoy convenient, secure copying of SAP HCM data

Data Sync Manager (DSM) for HCM empowers all levels of SAP users, ensuring access to HCM production data in non-production systems for testing, training and support.

Data Sync Manager, which includes Object Sync and Client Sync, gives you the data you need when you need it. This SAP Certified solution allows you to select and transfer specific HCM data objects easily and accurately, as needed, and to mask sensitive data for confidentiality, security and governance compliance.

No more manual recreation of testing and training data. With DSM for HCM, you can copy or clone Employee or HR Planning data, giving you up-to-date, valid production data for testing, or for simulated environments to use in training.

"The best IT systems are the ones the business doesn't have to worry about – EPI-USE Labs' DSM is one of those systems. We used Object Sync to take the GL data out of production, exported it in real time, transferred it to a flat file and imported it through acceptance. A nine-day exercise was reduced to just one hour - our accountants were blown away!"

Darryl Edwards, Livestock Improvement Corporation (LIC), one of the oldest farmer-owned co-operatives in New Zealand

Plain sailing for Gulfmark Offshore HCM upgrade

GulfMark Offshore, Inc. owns, operates and manages a modern fleet of offshore support vessels. Their primary business is marine transportation services in support of the upstream oil and gas industry.

Recently GulfMark upgraded their largest region to their Global HCM framework. For the copying of HCM data they used Object Sync™ for HR from the Data Sync Manager product suite. The main obstacle was the amount of time and planning it took to refresh non-production instances.

"We now have much better data in our test environments. Object Sync allows the business user to be self-sufficient. They have the flexibility to select only the data they want to copy. Data scrambling was essential due to the sensitive nature of HCM data."

"Because we had better test data we were able to reduce the number of transports needed."

Sandeep Pulavarty, SAP Development Manager

PRISM: high-speed, low-risk route to SuccessFactors' Employee Central Payroll

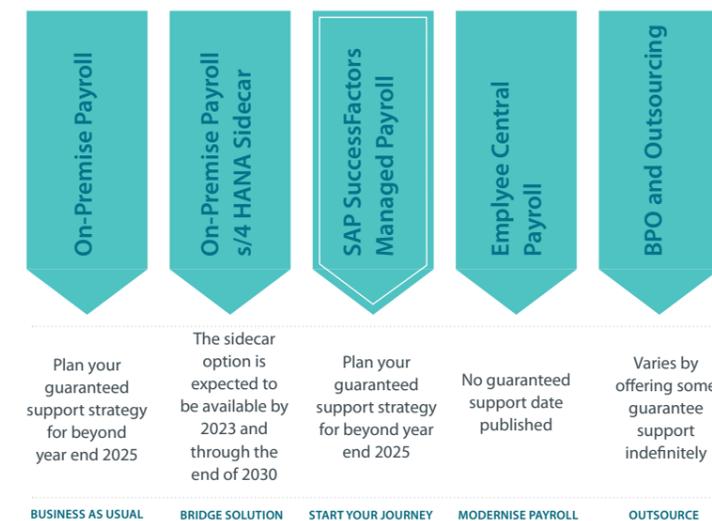
For customers looking to accelerate their HCM cloud journey, EPI-USE, an expert in SAP HCM, offers a migration service called PRISM. PRISM combines leading-edge SAP Landscape Transformation software with world-class SAP Payroll domain expertise. It is a turnkey service to help customers move their on-premise SAP Payroll to SuccessFactors' Employee Central Payroll (ECP) quickly and easily, without requiring a full re-implementation.

We use our SAP-certified tools (Data Sync Manager™ and Variance Monitor™) to surgically carve out your Payroll into the ECP system and provide auditable pay run results, so you can mitigate risks and reduce payment errors. Data transfer includes client-dependent customising, custom objects, PA/OM data, PY/TI results, benefits and compensation management.

SAP SuccessFactors Managed Payroll

It's a confusing time for SAP's approximately 9,000 licensed on-premise Payroll customers. In 2012 SAP announced a movement to the cloud and guaranteed support date for its on-premise solutions, including Payroll through calendar year-end 2025. In early 2018, it was extended to year-end 2030 for those customers who migrate to a HANA platform.

SAP SuccessFactors has created various landscape models and deployment options for their customers as they make the transition from on-premise to the cloud including the five shown below.



EPI-USE Labs is the SAP-selected vendor for SAP SuccessFactors Managed Payroll which allows you to lift-and-shift or carve out your existing SAP HCM on-premise Payroll to the cloud, without a costly, lengthy and risky reimplementation. It is designed for customers who have made a large investment in their on-premise HCM solution, and want to leverage that, while also enjoying the benefits of hosting and management in the cloud.



DELIVERING ON BUSINESS CHANGE

In business, change is inevitable. Successful companies today are agile and ready to adapt quickly to a rapidly changing environment. With digital disruption and the escalating rate of technology, IT teams play a critical role during change periods to facilitate smooth, seamless transitions.

Changes such as mergers, acquisitions, regional to global transitions and subsidiary sales can affect your entire SAP production landscape and beyond. These events are complex, critical and time-sensitive. Your data may need to be merged, carved out or split up.

EPI-USE Labs offers powerful solutions, experienced people and proven methodologies to help you keep ahead of the game. Many business decisions have a far-reaching effect on the IT landscape, and require skills outside of normal company expertise to re-align SAP systems with the direction and goals of the business. We can augment your project team with expert technical and solution skills, leaving your internal experts to focus on the wider business change project.

EPI-USE Labs specialises in extracting the right data and migrating it rapidly, to enable the transformation of the SAP Landscape. Our System Landscape Optimisation (SLO) team, using a specially enabled version of the Data Sync Manager (DSM) product suite, is perfectly suited to implement these changes.

We've built a 'bank' of expertise and intellectual capital to draw on when your company undergoes a landscape transformation, such as transformations or data migrations, ERP system splits (divestitures, HR module split-off), or re-platforming (re-implementing). Our experienced consultants will oversee the technical phases of the project, dealing with all the complexities inherent in these types of projects. More importantly, our technology-driven approach can significantly reduce the end-to-end project duration.

For data migration, DSM brings extensive benefits.

Many tools can upload data to Production, but for complex projects the original data needs to be converted, carved out by careful selection, manipulated according to business rules, or any combination of these. This could mean extensive custom development or manual activity, but DSM automates these requirements and produces repeatable, predictable results.

SAP system mergers can occur when two companies join, or an internal restructuring is carried out, such as consolidating disparate systems from multiple countries into one global system. Identifying and resolving data clashes requires an enormous amount of work and the new configuration must be completed before the data migration can occur.

DSM does both – it converts and migrates the data.

A system-split or 'carve out' involves extracting only certain parts of an SAP system to create a new one. This typically occurs where a customer wants to decouple processes or where part of a company is being sold. DSM can extract the configuration of the system and just the data required for new system. The decisions about what to include are derived from the enterprise structure. This capability has been proven in many industries and geographies. We can remove lengthy set-up times and allow greater flexibility as new business facts are discovered along the way.

Comparison and auditing tools are then used to monitor and report on each phase of the project, providing reassurance to all involved.

We understand that every project is unique, so we tailor a solution to ensure you receive the best value from your investment.

Merger: LafargeHolcim

In 2014, Holcim and Lafarge, two independent companies in the building materials industry, announced a merger. With a combined market value exceeding \$50 billion, their merger was the second largest announced in 2014 worldwide. Since a merger of this scale would raise regulatory concerns, Holcim decided to divest part of its business, accounting for 10 to 15% of the company's EBITDA.

For this complex and large-scale divestiture project, Holcim contacted EPI-USE Labs. In the course of only three months and one week, Holcim and EPI-USE Labs successfully divested the Canadian business, along with selected US terminals and a US plant into a completely isolated environment. This was achieved with no production system downtime, by leveraging Holcim's Disaster Recovery infrastructure.

Despite significant changes during the project, EPI-USE Labs easily re-configured its products to adjust to the new requirements. Close collaboration between EPI-USE Labs and Holcim's functional specialists ensured that the requirements were feasible and modelled correctly.

By successfully achieving the divestment deadline, Holcim could proceed with the merger with Lafarge.

“The EPI-USE Labs team rose to the challenge and leveraged offshore resources to ensure development continued around the clock.”

Kathy McLeod, Holcim's Head of Applications and Design

Agile delivery of company carve-out for multi-national oil and gas company

A multi-national oil and gas company approached EPI-USE Labs to support them with the system split related to the confidential sale of one of their subsidiary companies. Based on their existing relationship with us, they felt confident in EPI-USE Labs' specialist capability to assist with the company code carve-out.

Our System Landscape Optimisation (SLO) team specialises in extracting the right data and migrating it rapidly, using the DSM product suite. This oil and gas company was already using DSM for creating test data in non-production systems, so they were delighted that EPI-USE Labs could leverage DSM in its Landscape Transformation (LT) version to automate a very labour-intensive process.

The outcome was that the SAP landscape was successfully transformed to reflect the divested business, including the standalone new system in the cloud, and the company retained confidence in their data integrity. To run this carve-out without disrupting the running business, the company made the decision to use a frozen backup of Production. This was then used to export only the relevant data to the target system. The export operation took seven hours, and the import took four hours, which is considerably faster than a traditional process.

“The project was very successful, and delivered within the anticipated end-to-end timeframe. We were able to deliver this project in a very short period of time at a much lower cost than we have traditionally done.”

Project Lead Architect for multi-national oil and gas company

INCREASING EFFICIENCY THROUGH MANAGED CLOUD SOLUTIONS

Landscape Management your way

Companies worldwide are looking for ways to harness their SAP business data to drive smarter and faster decision-making. As the pressures of business and the demand for analytics both increase, so too does the demand on the underlying IT infrastructure. As a result, many IT organizations are looking to the cloud to contain cost and complexity while providing a sustainable innovation platform for the business needs.

At EPI-USE Labs, we offer you a range of options from efficient cloud hosting to fully comprehensive managed services.

With powerful solutions, experienced people and cutting-edge products, we help you

- reduce your IT cost of ownership
- increase operational efficiency and effectiveness
- improve your data privacy and compliance objectives
- focus on core business innovation

Greater efficiency, lower costs

In our experience, moving to the cloud achieves overall estimated savings of 37% from traditional on-premise platforms, while at the same time giving you a range of benefits such as flexibility, scalability, operational efficiency and streamlined processes. Also, while decreasing your overall spend, outsourcing these major cost components allows you to transform your spend pattern from CAPEX to OPEX.

Our services and solutions include:

- A robust end-to-end SAP managed cloud solution across all systems
- Onboarding and managing diverse SAP landscapes, including S/4HANA
- Our proprietary SAP cloud management suite: Unified Platform, which provides monitoring and automation of SAP systems running on a virtual environment
- Cost-effective and accelerated SAP migration to the cloud including consolidating servers and systems, using our Data Sync Manager™ (DSM) product suite to reduce your footprint and secure your non-Production data
- Landscape transformation services including re-platforming your OS/DB, transitioning your infrastructure from physical to virtual, splitting and consolidating systems
- Partial or full Basis IP-leveraged Managed Services, including 24/7 remote services
- Access to our collaboration platform Client Central as an efficient tool for document repository, knowledge transfer and ITIL process management

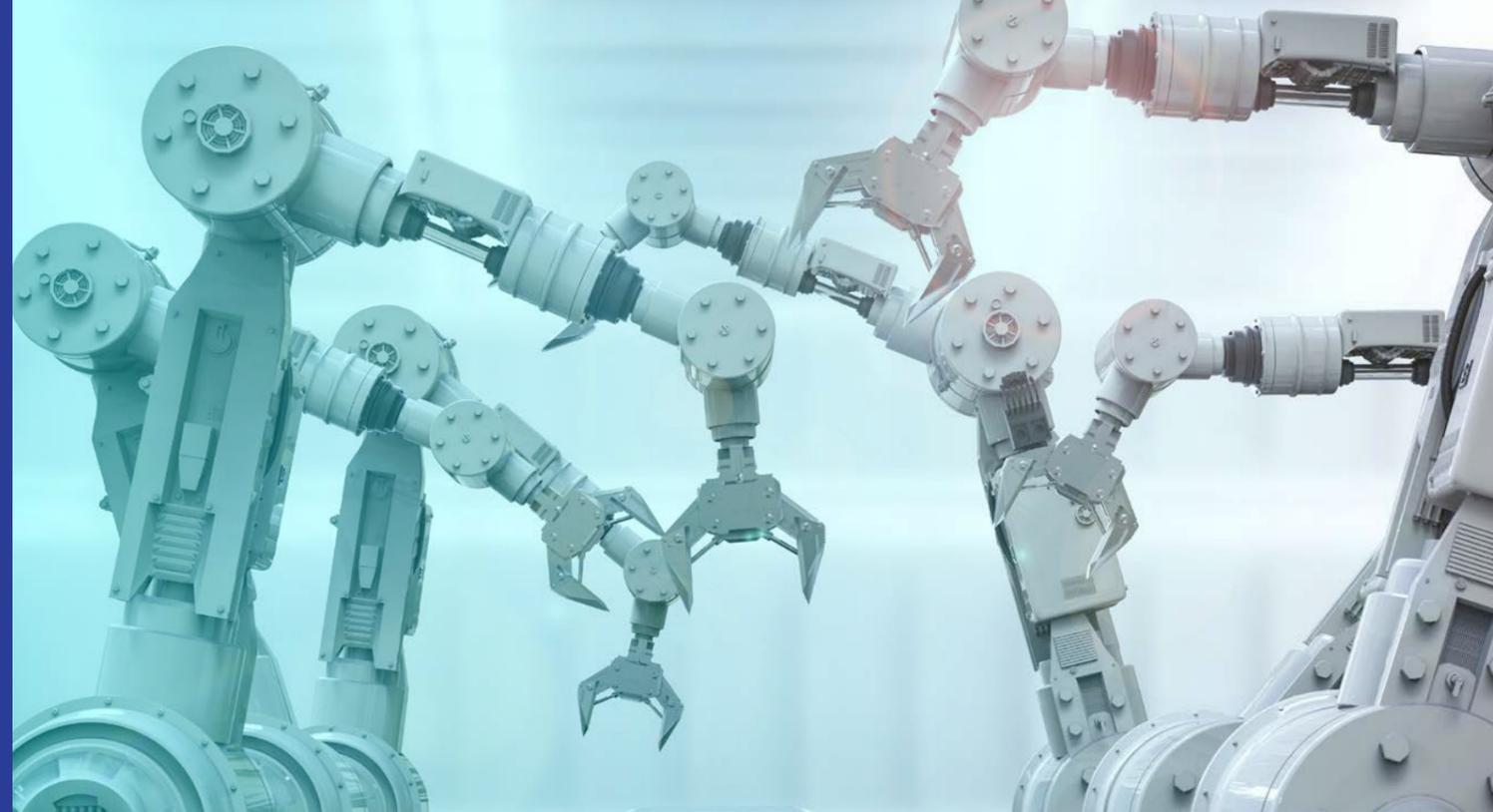
Cloud Migrations: Landscape and cost optimization

Unlike other cloud providers that just “lift and shift” your SAP systems, EPI-USE Labs offers SAP-certified tools that don’t just re-host your SAP systems, but optimize and rationalize your SAP landscape to drive additional value. Our certified services team specializes in extracting the right data and migrating it rapidly, using our powerful Data Sync Manager product suite. This functionality allows customers to carve out appropriate parts of their SAP system by:

- Enterprise slicing – select only the organizational components that are relevant, such as company code
- Time slicing – select only a time interval of data to migrate

Security is embedded in our solutions. Not only can we optimize your SAP landscapes, we can also scramble and protect development and test systems, allowing you to comply with privacy legislation and reduce the risk of data leakage.

We analyze your SAP systems and offer an automated assessment to help you make the right transformation choices for your cloud and upgrade journey.



The advantages of automation

Our Unified Platform (UP) automates many aspects of SAP landscape management. It minimises human intervention and removes many difficulties and complications, such as the need for various specialised teams. Through using templates and best practice processes, SAP systems can be setup and managed at a fraction of the time and cost. Where automation isn’t warranted, EPI-USE Labs also backs the technology with a team of experts deployed in global service hubs. These specialists can provide support where automation is not possible. You benefit from our experienced Cloud Operations and SAP Basis teams assisted by innovative software automation – saving you considerable time and costs

Our People, Our IP

Skilled, certified consultants in our global Managed Services centres have extensive experience of SAP and its infrastructure. They also have an in-depth understanding of how our game-changing product suite can benefit your system - and your business. We bring you lean and flexible solutions to transform your SAP landscape, and the ability to scramble data and reduce your data footprint, with security built in to the process. You'll get additional landscape management capability with added visibility, reducing your risks. And you'll be better placed should you choose to move to S/4HANA, as well as complying with data privacy regulations.

Customised Solutions

Rather than offer ready-packaged solutions, we choose a more individual approach. We listen carefully to determine your needs, then work with you to tailor bespoke solutions from our comprehensive service catalogue to suit your company, both now and in the future. For example, you may be happy with your existing on-premise hardware, but would like our specialists to help you with 24/7 remote managed services. Or you may have an experienced SAP Basis team, and be looking for the best place to host your servers. You may need a temporary landscape for a specific project, or a sandbox deployment in the cloud. Changes such as acquisitions and subsidiary sales can affect your entire SAP production landscape and beyond. Whatever your challenge, we'll help you solve it.

“*Bidvest Tank Terminals was established in 1953 and is the foremost independent bulk liquid storage operator for chemicals, gases, fats and oils, base oils and lube oil additives in South Africa.*

We needed a cost-effective solution to run SAP HANA. The EPI-USE Labs platform provides us with world-class flexibility, speed and security. We are very happy with our decision to run HANA as a solution through EPI-USE Labs. **”**

Zain Khan, Information Systems Manager



Partnership with Purdue University

Purdue is SAP's first University to successfully implement S/4HANA 1610 globally. As part of the Transform Purdue initiative, Purdue entrusted the migration, hosting and management of all its SAP systems to EPI-USE Labs. This includes S/4HANA, BW, GRC, PI/XI, HCM/Payroll and employee self-services for more than 30,000 employees across four campuses. The managed systems are hosted in two of the EPI-USE Labs data centers located in the US. EPI-USE Labs' Managed Services team uses its Unified Platform software to monitor, automate and orchestrate this complex landscape, Data Sync Manager to maintain refreshed non-productive systems and mask sensitive data, and Client Central as an incident and change management tracking facility.

“The Purdue/EPI-USE partnership already has a reputation amongst peers as one that is transforming how higher education does business. The EPI-USE team's ability to enable streamlined business process with the newest technology and user experience is unparalleled. The EPI-USE group of companies uses their broad industry experiences and technology vision to drive higher education into the future.”

Victoria Farnsworth, Executive Director, IT Enterprise, Purdue University

EPI-USE Labs sparks off S/4HANA for Aberdare

Aberdare Cables is a leading supplier of intelligent energy inter-connection products and services in Africa, with a 71-year old history and 1500 employees throughout South Africa.

Aberdare needed to carve out their SAP system from the Altron group as the main shareholder, to a separate entity. There was also the opportunity to upgrade from ECC6 to S4/HANA due to a license transfer agreement with SAP.

Following extensive research, Aberdare chose EPI-USE Labs to help them with carve-out, migration, hosting and managed services. They wanted a low-risk methodology to minimise business impact.

As part of the roadmap to S/4HANA, a Unicode conversion and EHP upgrade were required. EPI-USE Labs' one-step approach made this a much quicker and easier process.

EPI-USE Labs leveraged Data Sync Manager and specialist SLO services to automate the process, enabling the Aberdare portion of the system to be carved out quickly and accurately.

Aberdare chose EPI-USE Labs Hosting Platform to host their SAP system, with increased security and high performance at very attractive rates.

The complete Managed Services solution: EPI-USE Labs provides Aberdare with Managed Services, including periodic Refresh as a Service (RaaS). Aberdare also has access to skilled Basis resources, with Unified Platform (UP) to speed up management tasks via automation. UP gives Aberdare immediate visibility of their SAP systems, which they lacked in the past.

“EPI-USE Labs helped us implement our SAP roadmap, and the team is always available when we need them. We achieved upgrades into the HANA space within short timelines and at low costs; the migration was seamless with no interruptions in work. We now have efficient technical support and effective IT management tools.”

Raven Mahabeer, General Manager: Information Management at Aberdare Cables



NAVIGATING THE FUTURE SAP ROADMAP

For existing SAP customers, there are many options when looking at how to move to SAP S/4HANA. Organisations are planning to make the journey at different times, but many are asking the same questions about how to make the process as efficient and effective as possible for their business.

Many organisations have viewed SAP upgrades as a required activity for standard maintenance. Every few years, they devised an optimistic plan to re-engineer business processes, streamline and improve efficiency. On most occasions, the project was then scaled back to the minimum required effort to reach the latest SAP version.

This succession of mainly technical upgrades means organisations have a lot of baggage as they start the S/4 journey. But this one feels different... Fiori as best practice User Interface for everything, simplified data model, costly storage, integration for the Internet of Things... should we really take our old system with us?

Starting from scratch?

A Greenfield implementation sounds ideal. Wouldn't it be great to rename that company code that doesn't fit the naming convention, and those materials we numbered incorrectly... no more Z-transactions and tables! In most cases, though, some continuity of master data and enterprise structure is a necessity.

Accelerating a Brownfield build

This is where EPI-USE Labs can help. We have the ability to accelerate the build of a Brownfield system by bringing across data and configurations from your old system, so you can start the journey with only the information you want to include. Alternatively, you can pick isolated data sets to directly migrate to a clean S/4 implementation. Transformation can also be carried out to fit the old data to the new configuration.

EPI-USE Labs can also assist with sunsetting the old system, or managing it as a display-only system in a low-cost cloud. We can also host your new systems, and provide portal-based access for management of the systems. Our system management platform, the EPI-USE Unified Platform UP, can also be installed on third party cloud platforms, or on-premise virtualised landscapes.

How do we do this?

Over the last 20 years, EPI-USE Labs has been mapping the SAP data model as it evolved. Data Management and Reporting products have been built based on this knowledge, and many System Landscape Optimization (SLO) projects delivered.

Now we are focusing the flexible SLO capabilities into packaged solutions that can help with the upgrade of data to S/4. SAP has moved on a long way since we first upgraded 3.1I data in-flight to 4.6C implementations, but as the experts in SAP data EPI-USE Labs can technologically enable and shorten you or your customer's journey to S/4.

Data Sync Manager shapes the future for Hunkemöller

Hunkemöller, one of the largest lingerie specialists in Europe, was expanding into new markets. They had a Production, Quality and Development landscape, with the Quality Assurance (QA) system an exact copy of Production at 2.4Tb. Having recently migrated to HANA, they wanted to reduce the landscape footprint to save costs on HANA and storage.

After implementation of Data Sync Manager™ (DSM), Hunkemöller could reduce their QA system. They found a six months' time-slice delivered accurate test data, and still only used 320GB of space. They significantly reduced costs, were able to do refreshes quickly and had more up-to-date QA data for accurate testing.

“Data Sync Manager allowed us to shrink our overall data size much more than we expected upfront; we are expecting that our ROI will be ten months or less, which is quite amazing. It's also fantastic that we can do refreshes ourselves.”

*Jeroen Bakkers, Business Relationship Manager,
Hunkemöller International*

Pick n Pay's smart shopping

Pick n Pay is the second largest supermarket chain store in South Africa, established in 1967.

The goal was to reduce the SAP Quality Assurance System footprint from 30TB to 5TB; the sheer volume of data was attracting a high cost for hosting non-productive data.

Moving this size of database to S/4/HANA would have had huge cost implications.

With a combination of services and Data Sync Manager™, the system was time-sliced, rebuilt and refreshed to a fraction of the size.

“We approached EPI-USE Labs to make use of their expertise as a service, whereby they would complete the time slice for us. EPI-USE Labs came through with flying colours as they managed to complete the project within time and budget.”

Pick n Pay's SAP Basis Team Lead, Robert Heyneke



VALUE THROUGH INNOVATION

EPI-USE Labs grew out of the EPI-USE organisation, creating unique solutions that significantly transform the SAP environment. We are a global company with branches throughout Europe, the Americas, the UK, Australia, South Africa, the Middle East and Turkey. With over 850 clients across 47 countries, our 98% client renewal rate speaks for itself.

At EPI-USE Labs we have gathered the brightest and most innovative minds in our field. Our team has many years of SAP experience, while our support, consulting and sales teams are seasoned SAP professionals committed to helping our clients get the most out of their systems.

In some areas we work in tandem with selected global partners, further evidence of our focus on client satisfaction.

World-class global support

Our expertise is backed by world-class support. Our global support team operates in English, French, German, Spanish, Italian, Hebrew, Korean, Afrikaans and Dutch. All software and user manuals are available in English, with the option of German, French and Spanish for the most popular products.

Our software includes a problem-solving assistant which equips support personnel with specific information to simulate the problem scenario and ensure a quick resolution.

Collaborative online portal

Client Central is our unique online portal, serving not only as support system, but also as central repository for all EPI-USE Labs content and material. All our clients have access to Client Central and can access knowledge base articles, white papers, brochures and videos. Here you will find a thriving and active online community, with the ways to collaborate being extended all the time. It gives a new meaning to the word 'support.'

Cutting-edge development

Research and Development (R&D) lies at the very heart of EPI-USE Labs, and we spend over 30% of our revenue on R&D activities. This single-minded drive helps us develop superior products and provide ongoing product updates. We make sure that our software is not only at the cutting-edge of technological advancement, but is aligned with our clients' changing needs on an ongoing basis.

EPI-USE Labs

 **+850** CLIENTS WORLDWIDE

 **47** OPERATING IN COUNTRIES

GLOBAL FOOTPRINT 

98% CLIENT RENEWAL RATE

>30% OF REVENUE SPENT ON R&D ACTIVITIES

+4,000 LICENCES SOLD

MULTI-LINGUAL GLOBAL SUPPORT TEAM

DEDICATED  IN-HOUSE TEAM

WIDE LANGUAGE SUPPORT 

 SATISFIED CLIENTS

24-HR SUPPORT EVERY WORKING DAY

 **98%** OF TICKETS RESPONDED TO WITHIN 30 MINS

 **80%** OF TICKETS RESOLVED IN < 24 HOURS

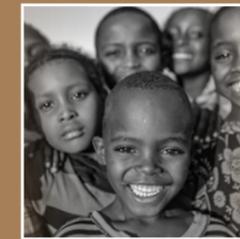
CLIENT CENTRAL - OUR COLLABORATIVE COMMUNITY

UNIQUE ONLINE PORTAL 

 **+10,000** PORTAL 

ALL CLIENTS HAVE ACCESS

USERS



ERP & groupelephant.com

EPI-USE Labs is a proud member of groupelephant.com, a largely employee-owned group of companies with over 2000 employees.

groupelephant.com also owns and funds a non-profit entity, called Elephants, Rhinos & People (ERP), focusing on the preservation of at-risk elephants and rhinos through the economic upliftment of rural people in areas adjacent to these threatened species.

Our model is predicated upon creating wildlife and ecotourism economies through private-community partnerships. Our projects are carefully selected based on their potential for preservation and protection of threatened elephants and rhinos, and for the creation of powerful economic engines that can alleviate poverty among rural people, leveraging community-owned restituted land that can enable the creation of substantial wildlife corridors and conservation areas.

We fund the operating costs of the not-for-profit operations, run them like businesses, and channel 1% of revenues from new for-profit projects into this program. There is a 100% pass-through to the beneficiaries of the projects undertaken by our not-for-profit teams.

CONTACT DETAILS

EUROPE

United Kingdom +44 (0)161 282 7061
sales.uk@labs.epiuse.com

Benelux +31(0)65 339 7888 | + 31 (0)65 029 3414
sales.benelux@labs.epiuse.com

Nordics +45 2348 5245
sales.nordics@labs.epiuse.com

Iberia & Italy +34 650 174 859
sales.iberia@labs.epiuse.com

France +33 2348 5245
sales.france@labs.epiuse.com

Germany +49 6227 6 98 98 0
vertrieb@labs.epiuse.com

AMERICAS

United States +1 678 872 0059
sales.us@labs.epiuse.com

Canada + 1 773 412 5142
sales.us@labs.epiuse.com

Latin America + 52 1554 7573 419
sales.us@labs.epiuse.com

ASIA, PACIFIC AND JAPAN

Australia +61 289 04 9344
sales@labs.epiuse.com

MIDDLE EAST AND AFRICA

United Arab Emirates +971 (0)4 558 4456
sales@labs.epiuse.com

Turkey +90 212 988 0161
sales@labs.epiuse.com

South Africa +27 12 470 2200
sales@labs.epiuse.com

find out more at www.epiuselabs.com

 LinkedIn: EPI-USE Labs

 Twitter: @EPIUSELabs

 Facebook: EPI-USE Labs

 YouTube: EPI-USE Labs