

accenture



The transition to technology driven telco accelerates

Delivering one of the largest
migrations in SAP's history
with Vodafone



CHALLENGE

The trailblazing users of the largest single SAP instances in the world, Vodafone has continued to be an early adopter of the very latest technologies.

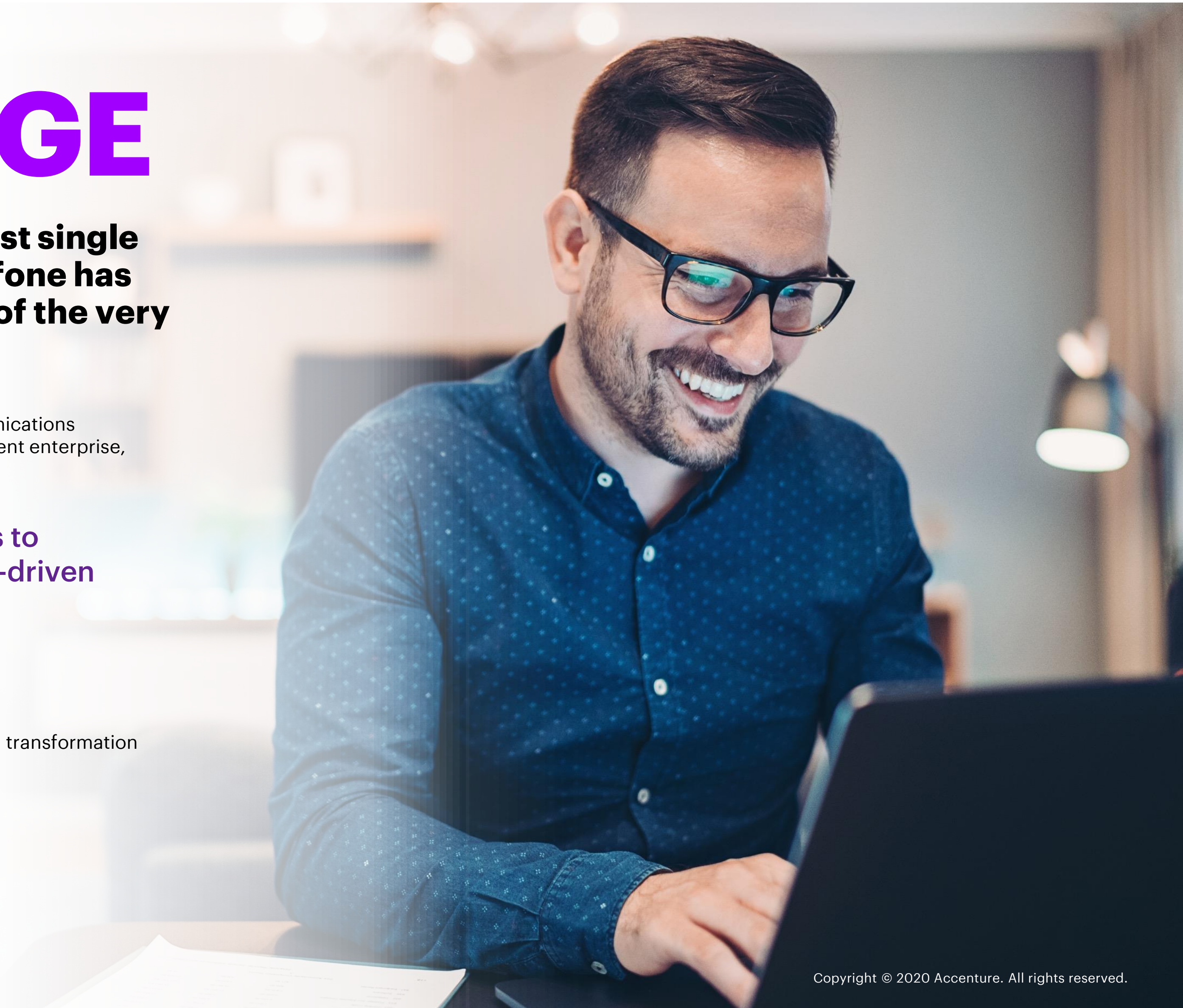
As part of Vodafone's mission to transform from a telecommunications company to a 'techco' company and be a best-in-class intelligent enterprise, Vodafone decided to revamp its global finance organization.

"Vodafone's long-term strategic aim is to transform ourselves into a technology-driven communications company"

Sara Heuer

Head of Corporate Functions, Vodafone Shared Services.

Embarking on this journey would accelerate Vodafone's digital transformation and allow them to rotate to technology-driven telco faster.



“We had three key targets when we started the transformation; we wanted to improve automation, improve standardization and also improve our user experience for our employees”

Holger Grewe

Head of Corporate Transformation, Vodafone Group.

Moving to SAP’s new digital core would enable the speed and processing power to achieve Vodafone’s targets and help create lasting business value. By partnering with Accenture and SAP, Vodafone would stay at the forefront of digital working.

This next phase of the SAP S/4HANA journey would go on to be one of the largest SAP migrations worldwide to date, and another huge step in Vodafone’s ambitious journey.

COLLABORATION IN ACTION

Delivering one of the largest SAP migrations in the world to date required both business transformation and technology expertise. For this highly specialized work, Vodafone partnered with Accenture, knowing we could execute all the way from strategy through to technical execution and global delivery.



Having successfully reached a single-instance SAP ERP running on-premise and supporting their core business model across 22 markets, Vodafone was on track to realizing its goal of greater efficiency and end-user satisfaction. But there was still much to do.



Through a daily collaboration across the partnership, we drew upon our strengths and capabilities to navigate a seamless end-to-end journey from solution concept to delivered value.



We hosted workshops to understand user pain-points and aspirations for the new system, and brought senior Vodafone leaders to our technology innovation centers for design thinking sessions to explore the opportunities of a new intelligent digital backbone.



We consolidated Vodafone's massive 22 Terabyte database down to just 7 Terabytes by archiving 5 billion records. Then we migrated the systems and data from SAP ECC on Oracle to SAP Suite on HANA – and then to SAP S/4HANA.




Finally, we were ready for the live conversion. It was business critical that Vodafone's systems were not offline for more time than was absolutely necessary. With meticulous streamlining, we fine-tuned the conversion from 27 days down to just days. When we executed the live migration in November 2019, we did so with next-to-no business disruption for Vodafone.




PEOPLE AND CULTURE

A strong focus on CX transformation and user experience was at the heart of this project.

Improving the work life of Vodafone’s finance employees has empowered and galvanized them to add further value.

 **12,000**
professional users in finance and supply chain management

 Blend of virtual and classroom training sessions

To maximize the benefits from SAP S/4HANA for its 12,000 professional finance users, we designed and deployed an intuitive “customer-grade” UX and ran a blend of virtual and classroom training sessions to help Vodafone’s global process experts and employees familiarize themselves with the new system and its capabilities.

SAP Fiori's

Powerful personalization and customization capabilities



#S4Empower

Awarded users prizes for demonstrating how SAP Fiori's applications had improved their daily work.



To encourage Vodafone's employees to embrace the new intelligent launch pad, SAP Fiori®, and its powerful customization and personalization capabilities, which included real-time alerts notifying users of next-best actions, we launched a competition called #S4Empower, which awarded users prizes for demonstrating how SAP Fiori's applications had improved their daily work.

The journey involved sourcing experts from across the partnership and bringing people together into one blended, multi-disciplinary team. Our 'One Accenture' way of working, together with our partners, ensured we were collectively able to deliver to deadline.

VALUE DELIVERED

Completing one of the largest SAP migrations ever, is impressive, but it's the process efficiencies and evolutionary potential achieved for Vodafone that has made this project a great success.

The improved automation, standardization and user experience across Vodafone's finance organization is delivering substantial value for the company.

The Result?

Better, faster decisions – plus higher productivity and employee satisfaction. Increased automation has resulted in lower error rates and higher efficiency. Vodafone's global finance teams are now empowered to focus on the tasks that really matter, and better placed to respond to ad hoc requests and deliver service excellence. The SAP Fiori apps are enabling immediate, accurate decisions.

Plus, the employee experience has been greatly enhanced. With the consolidated launchpad, tasks that used to require multiple logins and applications now take just a couple of clicks. With real-time data and analytics at their fingertips, employees can self-serve to find the information they need. And being able to use SAP Fiori applications from their smartphone means employees can approve purchase orders and invoices on the go!





The journey to SAP S/4HANA has catapulted Vodafone closer to its ultimate goal: tech company leader. By realizing improved automation, standardization and user experience across their global finance operating model, Vodafone is now positioned to exploit future technologies and lead the way for other telcos.

**"We are super proud of what we have achieved.
We're in very good shape to react to the future"**

IGNACIO GARCIA

CIO Corporate Information Systems, Vodafone.

With the foundation in place, we're now in the next phase of the journey – leveraging the latest innovative functionalities of the SAP S/4HANA digital core including AI and machine learning – where we hope to help Vodafone make history again.

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