



DIALING UP OPERATIONAL EFFICIENCY AND TRANSPARENCY WITH A FULL S/4HANA TRANSFORMATION



Capgemini delivers substantial process improvements and time and effort savings via ADMnext for SAP Solutions

As one of the leading telecommunications groups in Nepal, the company provides modern and cost-effective telecom services to a large percentage of the country's population. However, some of the organization's processes were non-standard and up to ten years old, prompting a crucial move to SAP S/4HANA. By doing so, the provider was looking to raise operational efficiency via business process streamlining and standardization as well as improve data transparency through automation.

To accomplish this, the company was seeking a partner that could assist in transitioning its SAP ECC 6.0 system to S/4HANA and better support its finance, human resources, procurement, and sales functions. To ensure maximum efficiency and results from this transition, the company reached out to Capgemini.

Client: A prominent Nepalese telecommunications group

Industry: Telecommunications

Client challenge:

The company was looking to improve operational efficiency via business process streamlining and standardization, along with an enhancement of data transparency through automation

Solution:

In applying ADMnext for SAP Solutions, the Capgemini team assisted in transitioning the organization's SAP ECC 6.0 system to S/4HANA to better support its finance, human resources, procurement, and sales functions

Benefits:

- 80 hours in monthly time savings
- Customer satisfaction score of 4.8 out of 5
- Substantially reduced manual extraction efforts
- Huge reductions in time efforts and costs with Coupa integration
- Approval processes were drastically shortened in certain areas across HR
- Enhanced and redefined the employee experience through better service delivery and management of HCM processes

A full S/4HANA implementation with ADMnext for SAP Solutions

In applying ADMnext for SAP Solutions, the Capgemini team began the transformation by helping the company to transition from its existing vendor within a tight two-week timeframe. This entailed managing all current SAP ECC 6.0 operational processes and providing applications management support across core functions, which included Finance (FI), Controlling (CO), Plant Maintenance (PM), Human Capital Management (HCM), Materials Management (MM), and Project Systems (PS) modules.

Next, the team executed the shift from SAP ECC 6.0 to SAP S/4HANA. In addition to the core modules, the partners implemented Fiori applications, embedded analytics, and a solution manager, along with programs for Governance, Risk, and Compliance (GRC) and Master Data Governance (MDG) within S/4HANA.

Previously, the telecom group had used Excel to perform cash flow analysis. Thanks to the transition, this is now performed in real-time and is no longer manual, which enables the company to avoid human calculation errors while simultaneously speeding up essential processes. Capgemini also oversaw the automation of Leave Logic change and encashment through a custom scheme within SAP HCM. Finally, the partners drastically shortened approval processes in certain areas across HR.

Within procurement, the team completed a full Coupa platform integration for spend management, which substantially benefitted the company's treasury department. Previously, vendor management was a manual process performed at the group level, which meant that approvals took a lot of time. The Capgemini team worked to swiftly integrate a new platform across the organization for rapid vendor approval. By streamlining the project owner (PO) signature process, the partners removed the need for any third-party applications. In addition, the project team performed a migration of legacy data for leasehold assets, along with the roll out of major taxation changes and a new Social Security Fund, and the successful delivery of Coupa Phase 1 and 2 spend management programs.

Meanwhile, the Capgemini team supported business units via Teams and WhatsApp groups 24x7. During the pandemic, the entire payroll process was simplified. Meanwhile, the number of service requests rose while incidents decreased, and user friendliness increased at the same time. Overall, these efforts brought the following key benefits:

- 80 hours in monthly time savings
- Customer satisfaction score of 4.8 out of 5
- Substantially reduced manual extraction efforts, transaction validation and execution times, and human calculation errors through real-time cash flow analysis
- Revamped the entire procurement process through rapid vendor approval and the automation of PR-PO creation
- Huge reductions in the time and costs associated with Coupa integration

- Simplification and standardization of the entire payment process with automation for trace invoice and automatic bank reconciliations (EBRS)
- Approval processes were drastically shortened in certain areas across HR
- Enhanced and redefined the employee experience through better service delivery and management of HCM processes.

A clear line on a strong future

Thanks to this successful transformation from ECC to S/4HANA, the company is eager to continue its application development and maintenance contract with Capgemini. The partners are planning to build upon this success with a Cloud transformation expansion, which will entail moving over 80 applications to the Cloud by utilizing different Hyperscalers, including Google Cloud Platform, AWS, and Azure.

About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 340,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2021 global revenues of €18 billion.

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