



# A self-sufficient approach to S/4HANA for continuous improvement beyond go-live

Presented by:

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Resulting IT

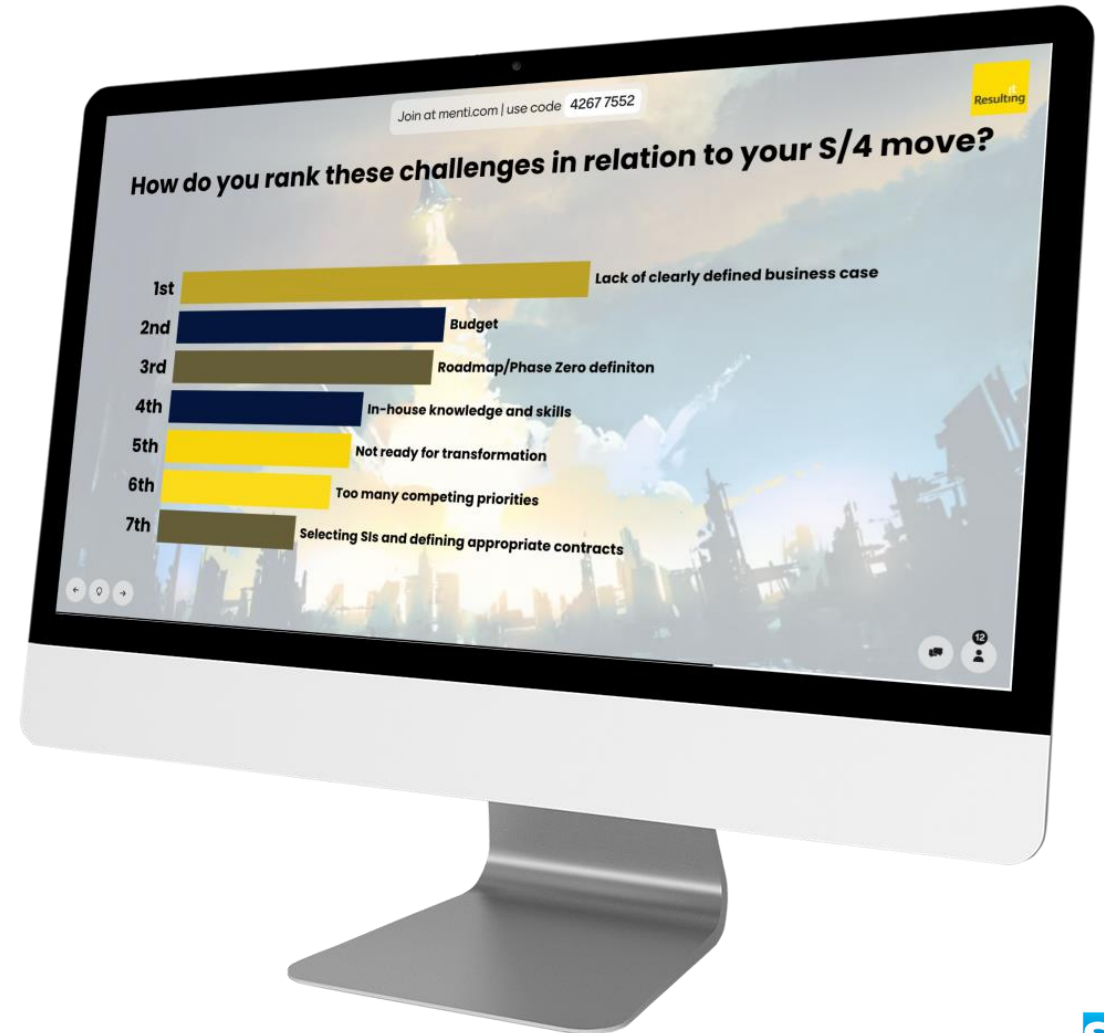


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In April 2024 we ran a live research webinar about the future of the SAP CoE.

This is what we heard...

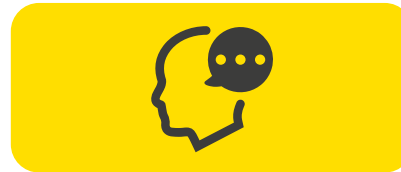


How do you set up and benchmark a CoE?

In which areas should customers take more ownership as part of their internal CoE set up when a customer is working with an SI?

We manage SAP licensing in our SAP CoE. What changes should we expect and how do we prepare effectively for our move to S/4HANA?

How can I learn from my industry peers about S/4HANA migration, asses our current priorities, and make a decision?



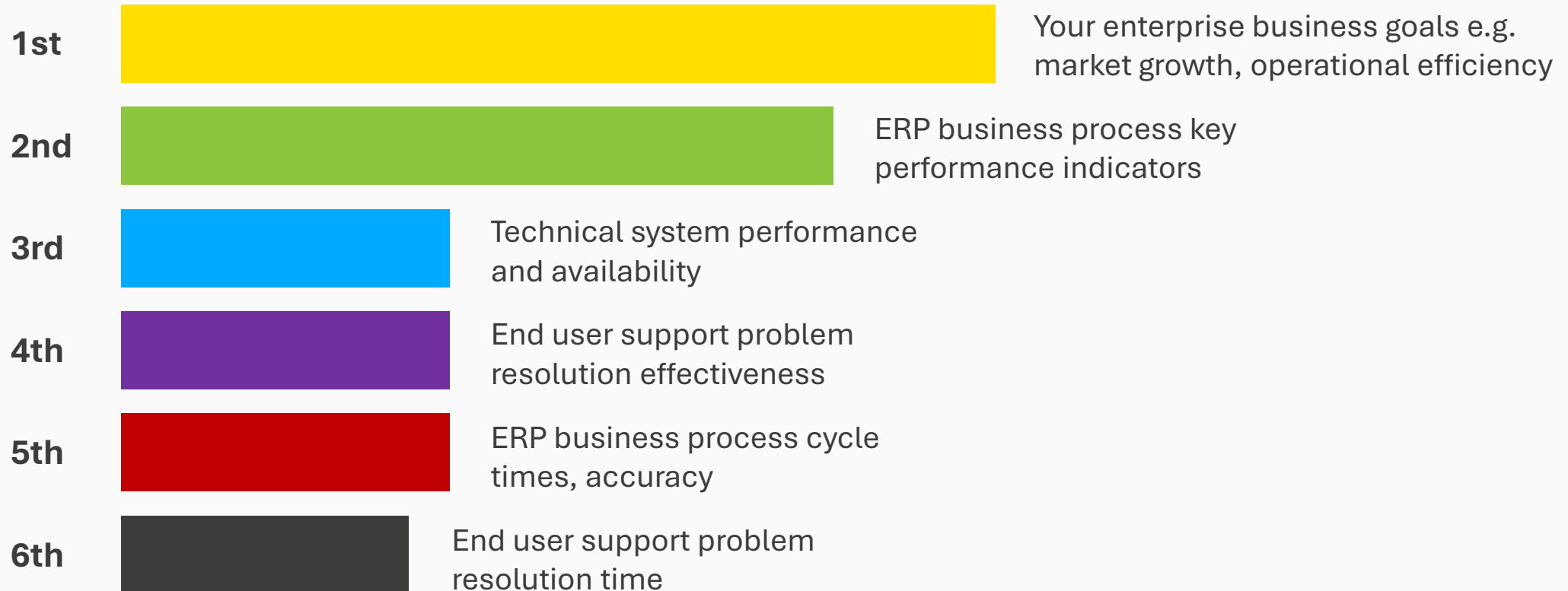
As I speak with multiple customers, the biggest pain point is to reach an S/4HANA final state in a relatively short time. What do we have in hand to reach that final state quicker using AI?

We have complex environments in ECC for various businesses. It is becoming costly for S/4ANA. How can we mix and match Blue and Greenfield migration approaches in the same value streams, e.g. record to report.

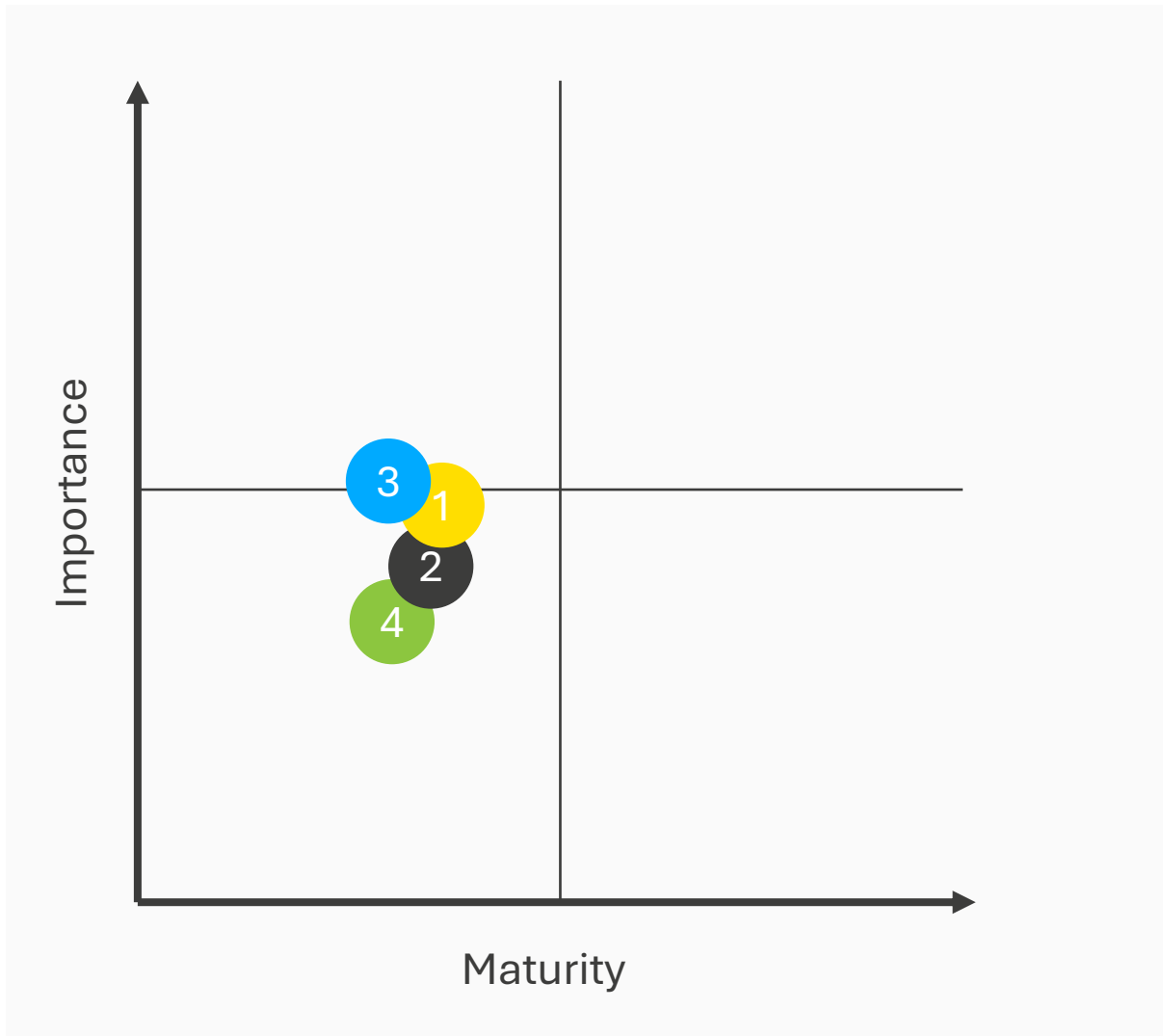
Current SAP CoE dictates ITIL and ITSM, what does the future look like? Additionally, with such rapid advances in technology and the SAP ecosystem what guidance do you have for customers?

How do we engage more effectively with the business to define the roadmap for SAP?

## Rank these categories as the most important metric for your CoE



## How do you rate your own CoE functions?



- 1 Operational Stability
- 2 Solution Delivery
- 3 Business Enablement
- 4 Business Evolution

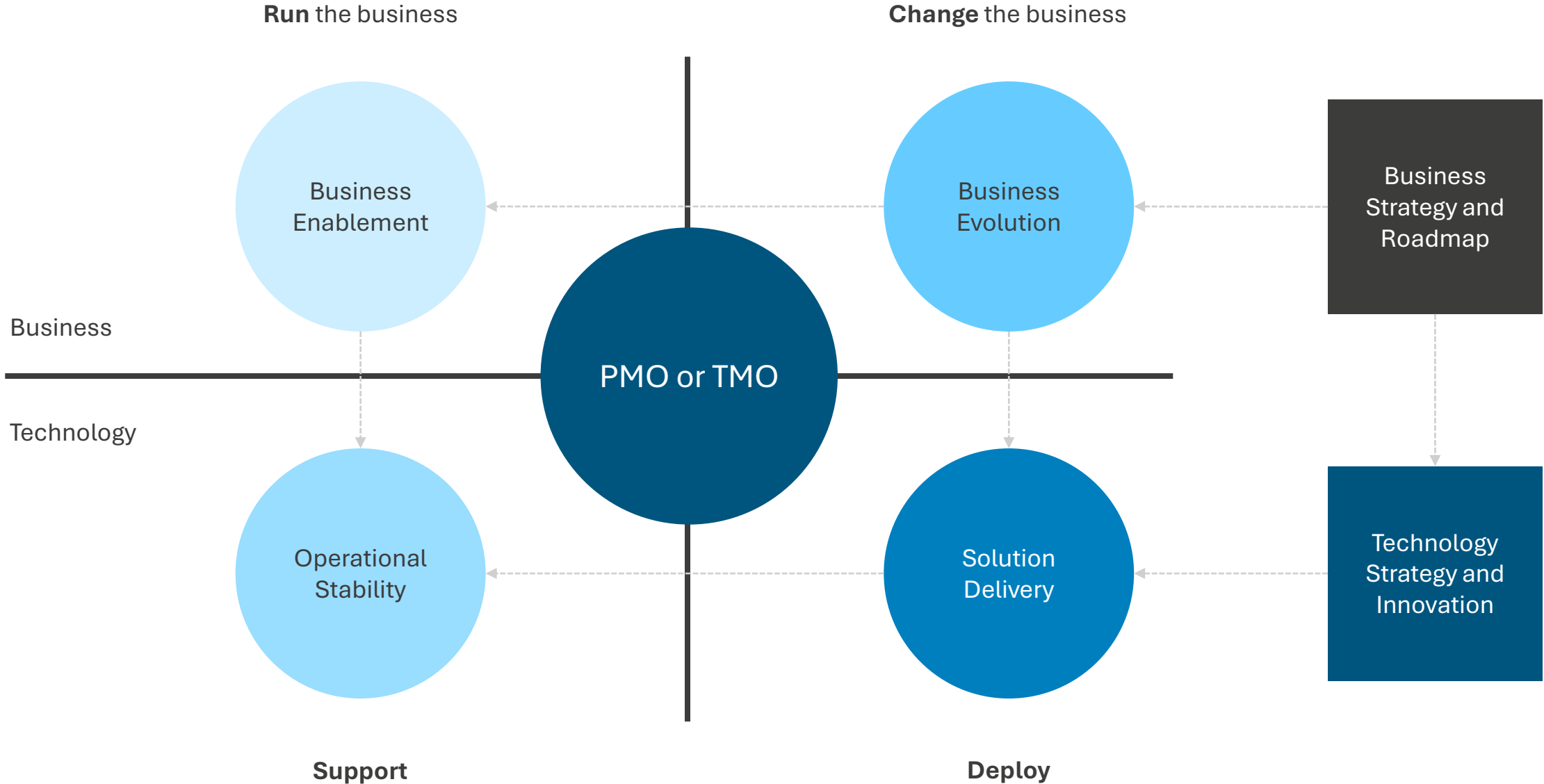
## The view from SAP

- Customer Centres of Expertise (customer COEs) act as collaboration hubs across IT and lines of business in their companies.
- Their mission is to drive transparency, efficiency and quality across the implementation, innovation, and operation of SAP software solutions and services.
- They have the knowledge, capabilities, and the network to centrally drive continuous improvement and innovation.

## But why?

- Maximise business outcomes from your SAP investment and drive continuous technology and business process innovations.





**Run the business**

Business enablement

- Business process management and adoption
- Business change management
- Business readiness
- Knowledge management and training
- Data management and maintenance
- Operational and management reporting

**Change the business**

Business evolution

- Alignment with digital strategy
- Business roadmap definition
- Solution advocacy and requirements analysis
- Benefit and value realization
- Data analytics and KPI reporting
- Data governance, stewardship and audit
- Governance, risk and compliance

Transformation management office

- Portfolio management
- Programme and project management
- Financial forecasting and budgeting
- Governance and reporting
- Integrated planning
- Resource management

Business

Operational stability

- Functional support
- Technical support
- Technical integration management and monitoring
- Platform hosting and management
- User security and authorizations
- Service delivery management
- Vendor management

Solution delivery

- Solution architecture
- Realization (solution design, build, unit test)
- Release planning and technical change management
- Quality assurance and testing
- Data ETL and cutover
- Service transition

Technology Strategy and Innovation

- IT strategy and business alignment
- Innovation management
- Enterprise architecture management
- Service portfolio management
- Data strategy
- Vendor and sourcing strategy

Technology

**Support**

**Deploy**



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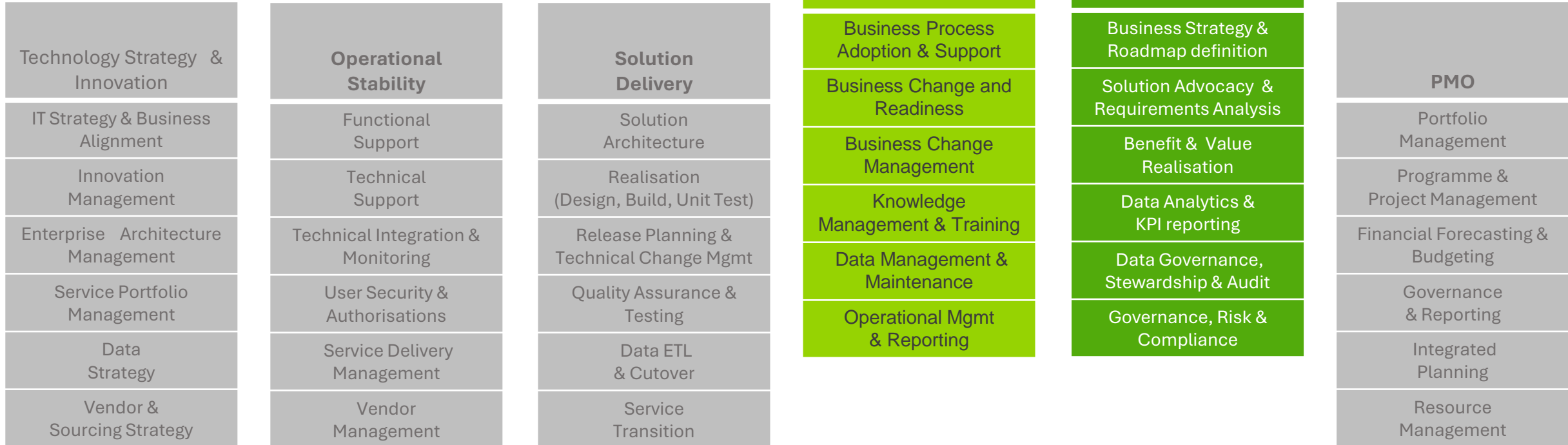
Technology

Support

Deploy



Technology Strategy & Innovation	Operational Stability	Solution Delivery	Business Enablement	Business Evolution	PMO
IT Strategy & Business Alignment	Functional Support	Solution Architecture	Business Process Adoption & Support	Business Strategy & Roadmap definition	Portfolio Management
Innovation Management	Technical Support	Realisation (Design, Build, Unit Test)	Business Change and Readiness	Solution Advocacy & Requirements Analysis	Programme & Project Management
Enterprise Architecture Management	Technical Integration & Monitoring	Release Planning & Technical Change Mgmt	Business Change Management	Benefit & Value Realisation	Financial Forecasting & Budgeting
Service Portfolio Management	User Security & Authorisations	Quality Assurance & Testing	Knowledge Management & Training	Data Analytics & KPI reporting	Governance & Reporting
Data Strategy	Service Delivery Management	Data ETL & Cutover	Data Management & Maintenance	Data Governance, Stewardship & Audit	Integrated Planning
Vendor & Sourcing Strategy	Vendor Management	Service Transition	Operational Mgmt & Reporting	Governance, Risk & Compliance	Resource Management



CIO

IT Senior Management

Business Partnering

ERP Team  
SAP CoE equivalent

ERP Head of Service

Service Management,  
Development, Testing, Change,  
Infrastructure

Technical Architecture

People & HR architecture

Finance and & Functional Architecture

Reporting

Data & Integration

Roles and Access Controls

Managed service provider – application support

Managed service provider – application development

## How S/4HANA licensing impacts the CoE

With the changes to SAP's licensing model in the new Business Suite, your CoE will need a completely new skillset.

- How will you optimize FUE's and document posting to keep S/4HANA costs under control?
- What governance will you put in place to keep control of consumption-based licensing in BTP and DataSphere?
- Who will have the master, up to date view of all your systems and integrations to make sure you have sufficient license coverage?

**Scan the QR code for an independent license review and cost optimisation strategy**

