Global Deployment:

Reducing cost, risk
and time to deploy

THE PROBLEM

SAP has an almost unique ability to provide support for large, complex, multi-national organizations. Recent improvements in the scalability of applications and their underlying infrastructure means it is now perfectly possible to run all your global processes on a single SAP application instance. However, although the benefits of this are obvious, the potential deployment challenges are very significant. We see many organizations adopting traditional delivery methodologies and approaches, which results in the following issues:
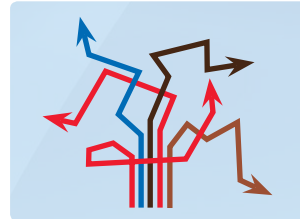
High cost and budgetary over-runs.
6 out of 10 global delivery projects exceed their budgeted costs even from the very earliest stages of the project. A typical project of this type experiences an average over run of 18%.
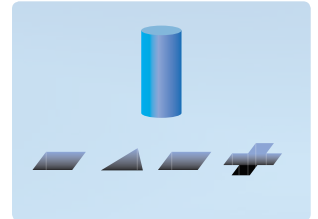
Major delays:
Our experience also shows that projects of this type can expect average delays of between 20% and 50% against the original plan. This is usually due to unexpected local country requirements, poor governance and weak design.

Loss of control:
Global template dilution which results from each region or country dogmatically sticking to localized processes and ways of working. The net result of this fundamentally undermines the original objectives and benefits case.

Issues with business buy-in and acceptance.
In many instances these programs experience significant issues due to local businesses rejecting what is seen as a corporate template.

OUR PROPOSITION

HCL's approach and global delivery model reduces the risks, costs and need for large scale local deployment teams, and maximizes the use of cost effective offshore centers of excellence (CoEs) for repeatable technical activities. We have proven our approach can reduce the costs of deployment by 25% compared to most traditional models. We do this by:

1. Bringing the business with you. We go to great lengths to involve key stakeholders in the program but just as importantly, we develop a detailed business benefits case which we use to influence and guide the design of the project and measure its success post deployment.

2. Agreeing the global design up-front. We invest heavily in the global design phase of the program engaging corporate and in-country users through an effective business governance model. This has the advantage of avoiding local deployment conflicts during the subsequent rollout.

3. An industrialized approach to delivery. Our approach incorporates specialization and a repeatable deployment cookbook supported by a comprehensive tool kit. This accelerates, automates and de-risks the repeatable deployment tasks and allows the team to focus on higher value business readiness activities.

4. We deliver at pace. Adopting our approach allows rollout to progress at speed with managed risk. This has the significant benefit of generating project momentum and maximizing the return on your business case.

5. Tools and accelerators: Over many global engagements we have developed tools to help in planning multi-country deployments, identifying localization requirements, managing delivery and governing global templates.

6. An alternative approach for smaller countries: We recognize that one solution may not fit all of your sites. As such, we develop different templates for different country types, potentially utilizing different applications and technologies.

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HOW CAN HCL HELP?

As a world leader in multi-county SAP deployments, we have already helped hundreds of clients realize their objectives by utilizing our alternative approach. We invite you to discover the difference we could make to your business:

BUSINESS CASE VALIDATION

Our team will review the scope of your business case and validate the cost and leveraged business benefits that you expect to be achieved. We can expand on this with ideas about additional areas where we have typically seen value delivered in similar programs. HCL can also take an active role in ensuring these benefits are then realized as part of the overall program.

GLOBAL DEPLOYMENT AUDIT

We can execute a deep dive assessment of the approach and plans for your deployment with a focus on understanding the viability of alternate strategies, including the risks and benefits of using our approach. We will review the proposed release strategy and compare this with our views on the SAP global architectures required to accelerate the program and reduce risk. Finally, we will set out what further time and potential cost savings can be identified by benchmarking the program against our standard approaches.

THE NEXT STEP

To help you discover the precise value for your organization, HCL are offering to conduct a no cost* program assessment.

The outcome will be a concise presentation, in clear and no-nonsense language that provides an overview of the next steps for further developing a credible alternative approach.

CASE STUDY

THE CLIENT

One of the world's leading producers of prescription medicines, vaccines and consumer healthcare products, with sales of $35bn+ and 100,000 staff over 114 countries.

THE PROBLEM

In order to continue to grow a diversified global business, the client urgently needed to address:

- Business processes, operating models and data not standardised across the business
- Manufacturing and supply chain models are not integrated, leading to an excess of unnecessary cost.
- The current platform could not allow rapid integration or divestment of companies.

HOW HCL HELPED

HCL was the prime contractor for delivering a lean, agile and cost effective common core set of processes and systems. This included:

- Programme management, common design and implementation build, development factory, testing factory, infrastructure build, change management and training
- Implementing the global rollout covering 20 countries across Europe, Asia Pacific and Americas and with knowledge transfer a part of the project aims'

THE BENEFITS

- The most successful SAP program in the client's history in terms of outcomes, delivery and quality.
- Consolidation of several existing ERP systems into a single new SAP system that allows rapid integration or divestment of companies.
- Standard global business processes and operating models across pharmaceutical and consumer health business units around the world.
- Program schedule reduced by 9 months and budgets reduced by 15%.
- 68% reduction in cost per country from wave 2 to wave 3.

*Offer is limited to 15 organizations who will be selected purely at HCL's discretion.

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ABOUT HCL

HCL Technologies is a leading global Systems Integrator, with revenues of $6.4bn and 92,000 employees operating from 31 countries around the world.

We help customers leverage industry-leading technologies to deliver true business benefits and remove complexity from their IT landscape. Our value management approach accelerates the realization of benefits by aligning IT to business outcomes, whilst lowering total cost of ownership.

Our clients are blue chip multinationals and our projects typically involve the design, build, deployment and management of complex global enterprise applications.

We offer a complete range of consulting and systems integration services necessary to define, realize, operate and sustain real business change. We underpin our end-to-end solutions with a charging model linking our fees to the successful delivery and ongoing operations of our client's solution.

TRUE GLOBAL DELIVERY

HCL operates as a single global organization, allowing us to deploy consulting teams which leverage proven industry and solution best practices from our offices and delivery centers around the world.

HCL and SAP

HCL has been a certified partner in the SAP ecosystem for over 17 years. The HCL and SAP relationship delivers value to our customers through industry-focused excellence and innovation. Our global delivery team of over 6,000 SAP experts are recognized as being the most experienced SAP consultants in the market and combine the best local SAP business transformation expertise with world-class offshore SAP factory services. HCL is ranked in the top SAP SI's by Forrester, Gartner and IDC. We are regularly ranked #1 for client satisfaction.

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Global Partner
TM