

# Why information matters for SAP S/4HANA

October 2022 | Jonathan Beardsley | Director, Product Marketing, SAP Solutions

# Why is information management important?

**90%**

of the worlds  
data was  
generated in  
the last 2 years

**80%**

of all data by  
2025 will be  
unstructured

**40**

months it will  
take to double  
unstructured  
data



# Every organization has information silos

**Operational  
Silos**

**Department  
Silos**

**Application  
Silos**

**Process  
Silos**

# Where are your information silos?

- File Shares / Local drives
- Teams / SharePoint
- Leading business applications
- Paper in filing cabinets / off-site
- 3<sup>rd</sup> party Cloud drives
- Memory sticks / USB Keys
- ...



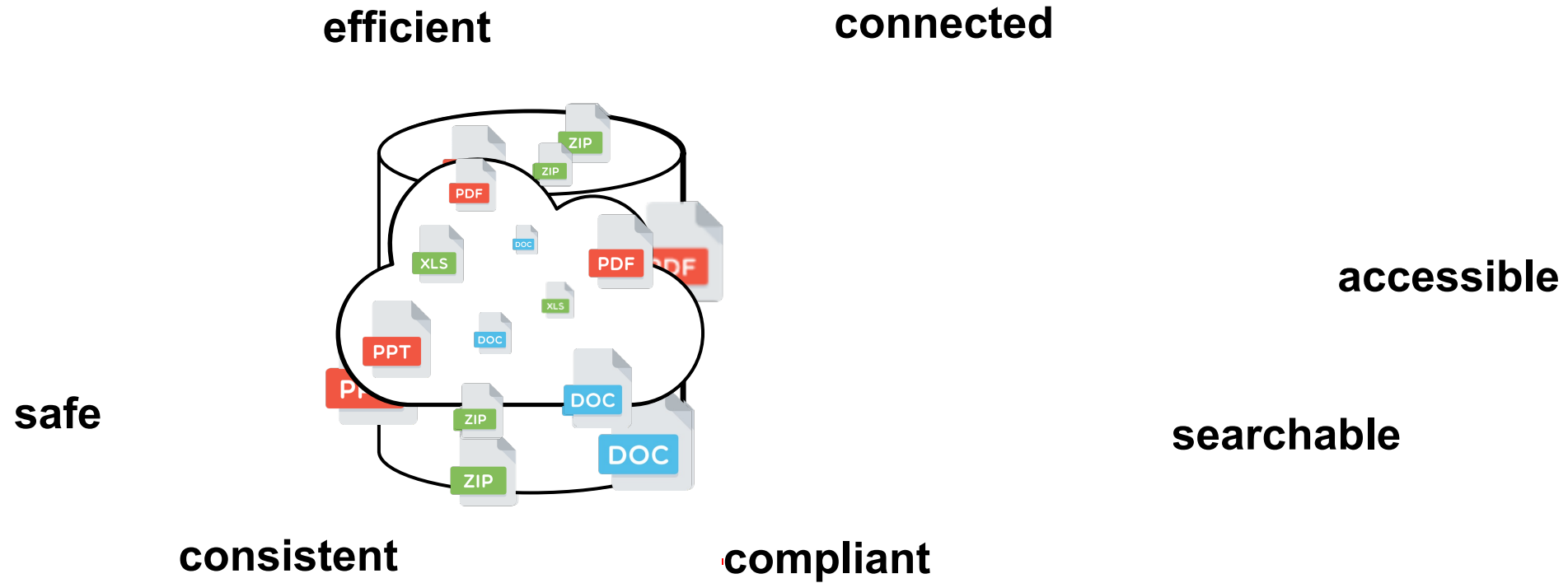


# Why is this a problem?

- Misaligned priorities
- Lack of information trust
- Information hoarding
- Reduced operational efficiency
- Reduced employee engagement
- Difficult decision making
- Increased Risk

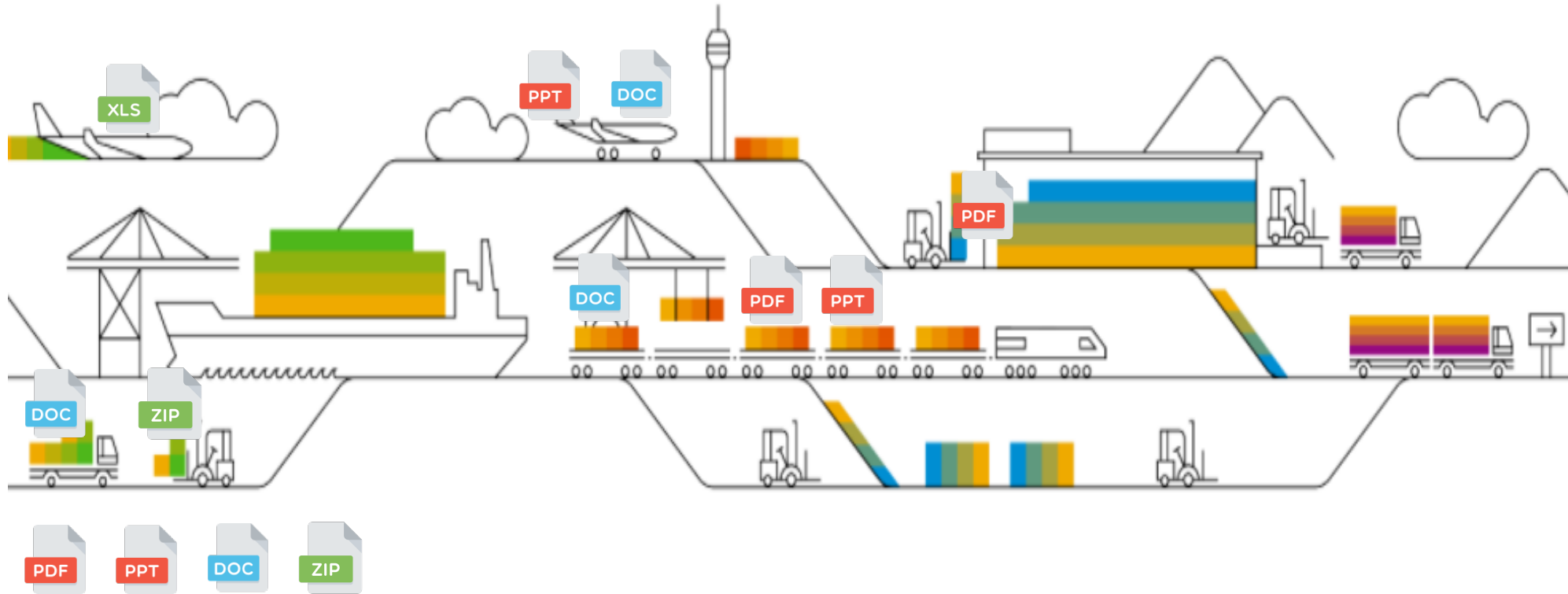


# Information is Key, Knowledge is King



# Information flowing through the Enterprise

Content has a source and a destination. Often it is blocked by the boundaries of a department. Users might be unconscious of the value across the entire company. And even beyond.





# Why is information management important for SAP?



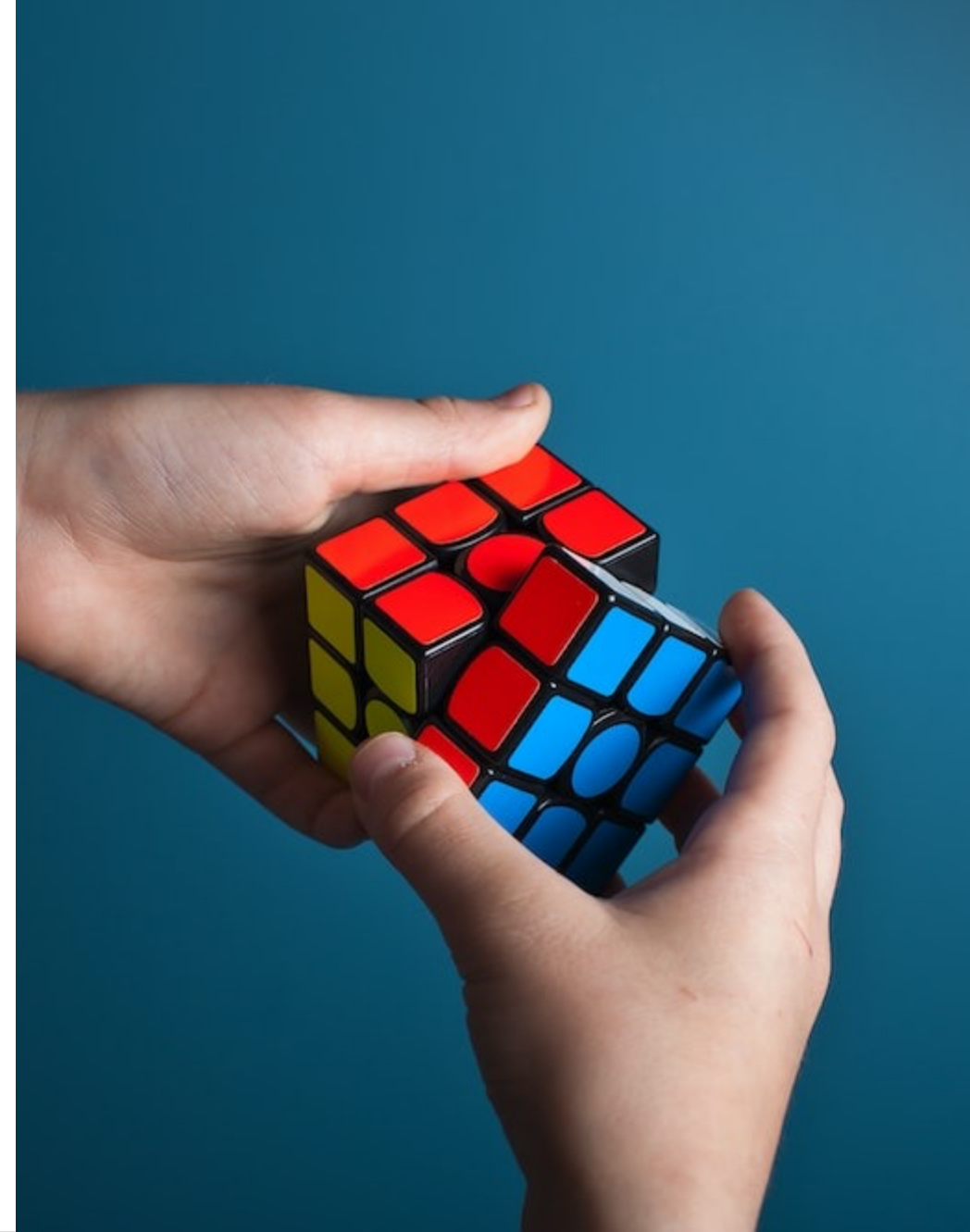
# Information enables Intelligence

## Information enables Intelligence...

Data can tell you many things at a given point in time, but it cannot tell you everything.

How much of the knowledge related to SAP processes is contained in information?

How can a process be considered optimal and agile if the information needed is stored in someone's desk, or in Teams, or on their laptop?



# Information management is critical to SAP processes

## All business processes either ...

Start with information

- Accounts Payable – Incoming Invoice
- Employee Health and Safety – Incident Report

Consume information

- Make to Order – Request for Quote
- Asset Maintenance – Asset information

Generate Information

- Accounts Receivable - Customer Invoice
- Shipping – Delivery Note
- Asset Maintenance – Repair Instructions



# Information is changing

## Information is no longer paper and printouts

It's traditional digital information – word documents, scanned images, pdf, tiff etc.

Its becoming rich media in the form of video and audio and super high res imagery

This presents challenges – how do I gain the most out of video files that are very very hard to index, find and use effectively?

How do I store it? In S/4HANA in the cloud?





# Challenges for the Business and IT – Increase Productivity

- Do more with less – organizations need to be more agile and productive...
- Customer demand / supply chain demand / sustainability initiatives are all pressing challenges for an organization that need to be accelerated



# Challenges for the business and IT – Be Compliant, Reduce Risk

Business continuity and compliance are at risk due to problems handling unstructured content.

A pdf stored in an SAP database could contain personal information – could you find it and redact it if needed?

Are you storing you SAP data in a compliant manner?



# Challenges for the business and IT – Reduce TCO

- Business demands that TCO be reduced
- Legacy systems are costly to maintain
  - How much to even upgrade to the latest version?
- Storage and infrastructure and power costs are spiraling
- Unstructured content is driving higher content handling costs
  - As content evolves, you should not just keep adding more and more storage space into your data centers

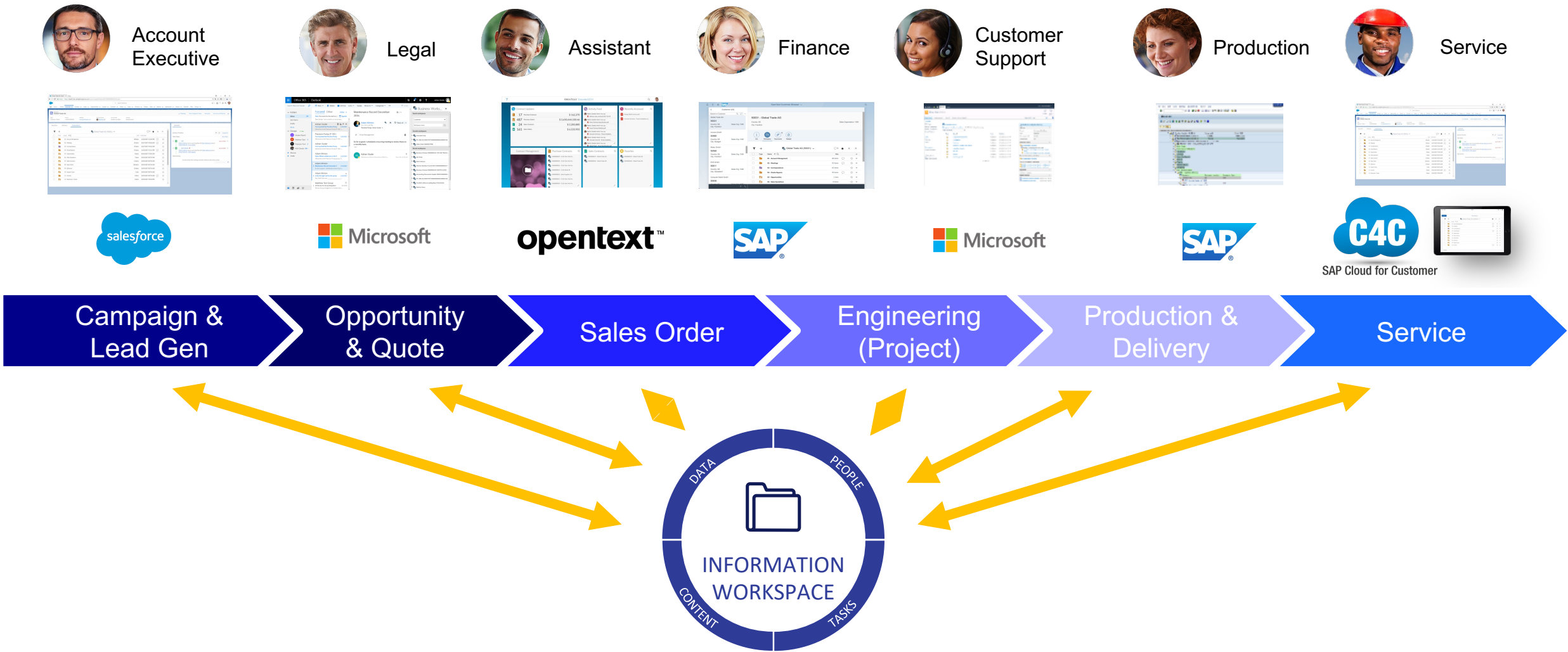






# Real-world example

# Supporting Processes E2E, across Applications



# Opportunity to Quote

Opportunity  
& Quote









# Opportunity to Quote

Opportunity  
& Quote









# Opportunity to Quote

Opportunity  
& Quote



Alexandra Pascal Yesterday 14:03  
which report was this?

the pipeline one?

Alexandra Pascal Yesterday 14:04  
Let me check

Yesterday 14:03  
the spreadsheet - Ecosystem 4rQ Pipeline

Yesterday 14:04  
e.g.

[redacted] in this screenshot



is listed as Q2 but in SF.com the close date is march 31 2023

Alexandra Pascal Yesterday 14:09  
its weird, I am trying to understand why

Yesterday 14:10  
at least its me :-



Opportunity  
& Quote

OpenText Customer Browser

Customer (43)

Search in Customer

Global Trade AG  
50031  
Country: DE  
City: Frankfurt  
Sales Org: 1000

Inovera GmbH  
50580  
Country: DE  
City: Stuttgart  
Sales Org: 1000

Motec GmbH  
50590  
Country: DE  
City: Frankfurt  
Sales Org: 1000

EVS GmbH  
50611  
Country: DE  
City: Düsseldorf  
Sales Org: 1000

Computer Markt GmbH  
50636  
Country: DE  
City: Frankfurt  
Sales Org: 1000

50031 - Global Trade AG  
Country: DE  
City: Frankfurt  
Sales Organisation: 1000

Info Workspace Documents Related

Global Trade AG (50031)

Type	Name	Size
01 - ...	28 items	
02 - Meetings	55 items	
03 - Correspondence	65 items	
04 - Reports	39 items	
05 - Opportunities	1 item	
06 - Sales Conditions	1 item	



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Global Trade AG (50031)

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02 - ...		55 items
03 - Correspondence		65 items
04 - Onsite Reports		39 items
05 - ...		1 item
06 - Sales Quota		8 items

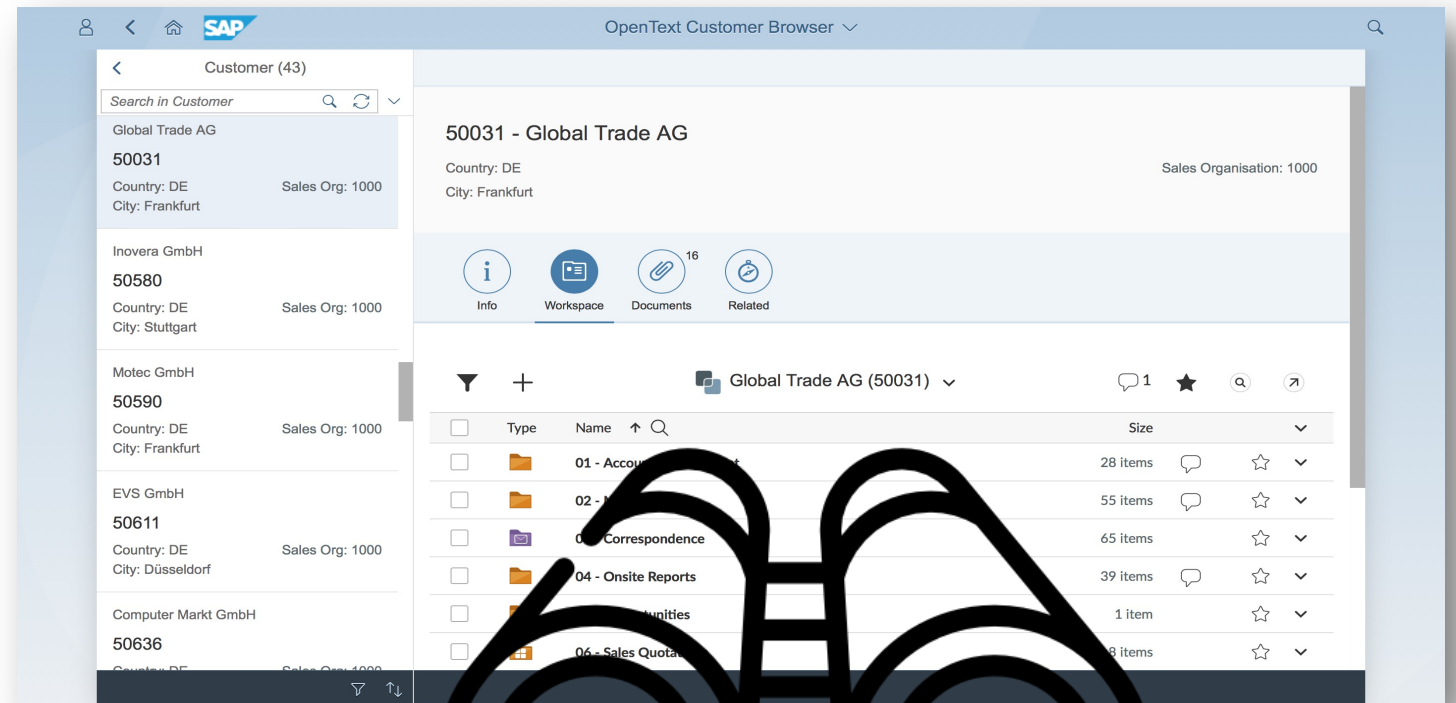
# What's the outcome?

By not having visibility into the Teams space where the new terms and conditions were applied for the customer we have inadvertently

- Sent the wrong payment terms to the customer
- Leading to a potential issues with customer / supplier reputation
- Leading to lack of trust from the customer
- Leading to delays in getting the correct invoice released
- Leading to potential compliance risk



Opportunity  
& Quote





# What's the outcome?

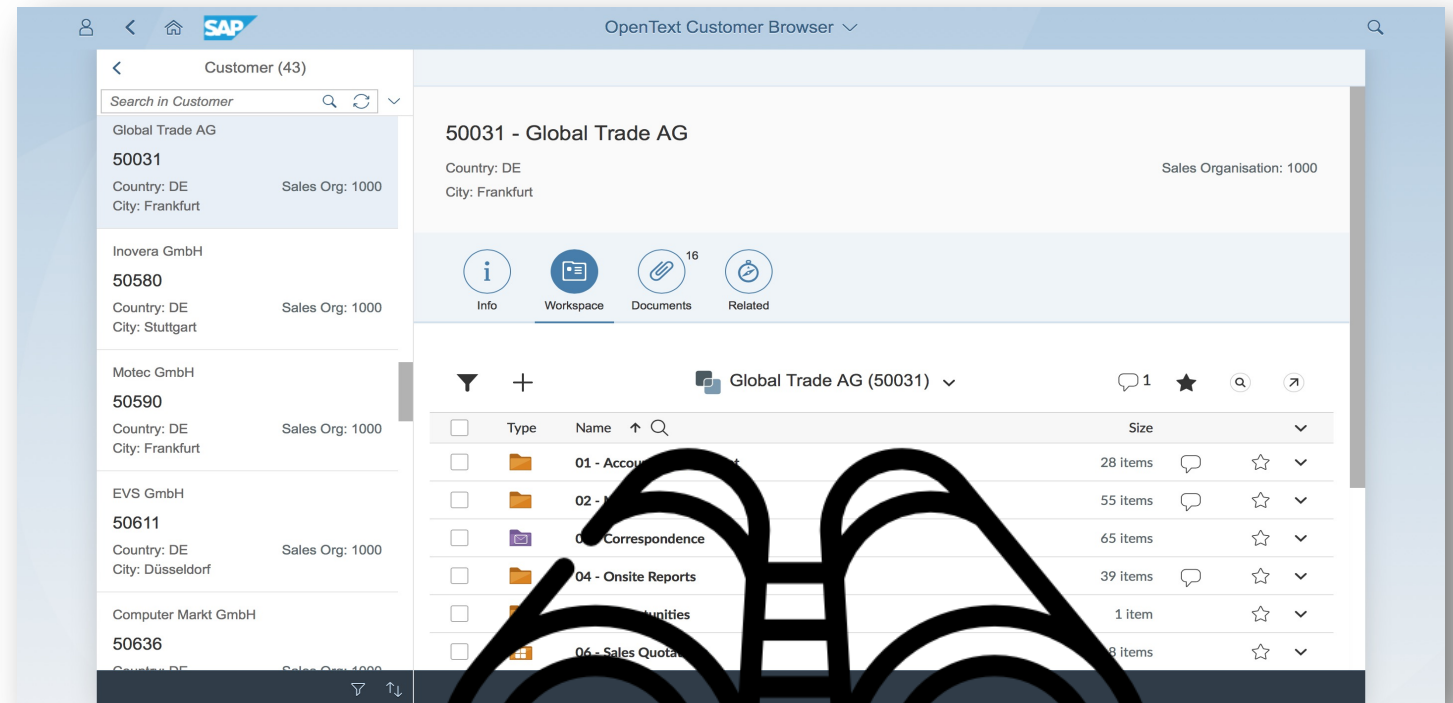
And if the team space is deleted ...

All of the below but a clear compliance risk – once the team is deleted, its deleted for ever.

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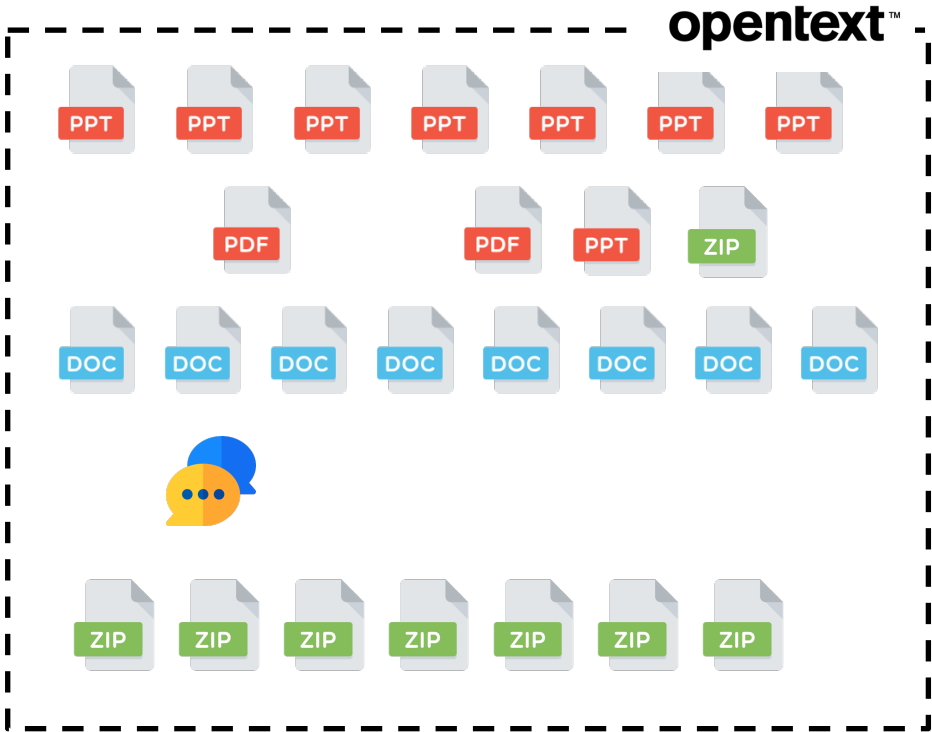
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# Opportunity to Quote



# Opportunity to Quote





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OpenText Customer Browser

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Info

Workspace

Documents 16

Related

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Folder	02 - Meetings	55 items
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Folder	06 - Sales Quotations	8 items

# Now what's the outcome

By embedding information into this process and customer in a single location

- The customer receives the correct payment terms as this is now visible to the SAP user
- Contract's that have been signed are honored
- The invoice and cash flow are forecast effectively
- Information is being handled in a compliant fashion.

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which report was this?

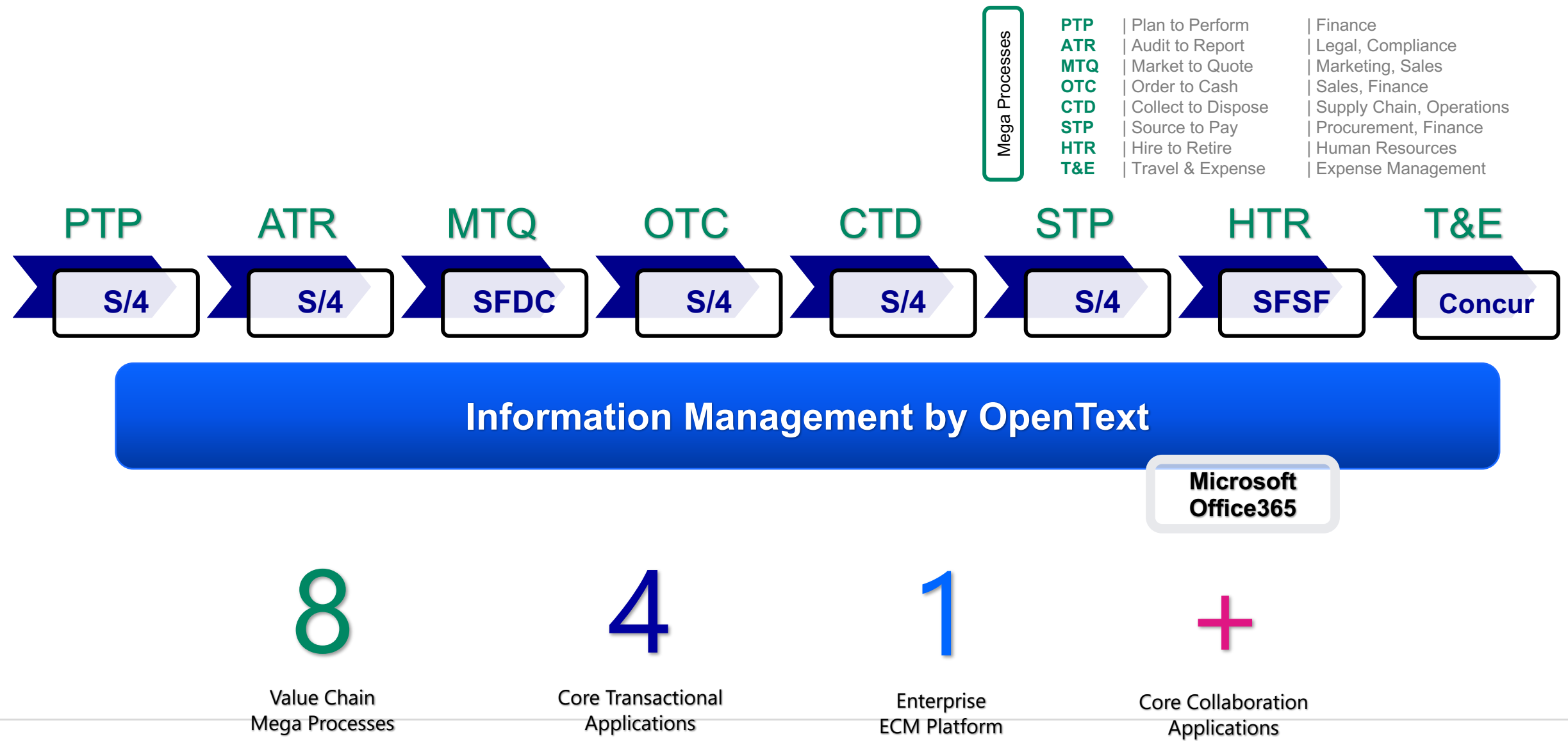
The screenshot displays the OpenText Customer Browser interface. On the left, a sidebar lists customers under the heading 'Customer (43)'. The main panel shows details for '50031 - Global Trade AG', including 'Country: DE', 'City: Frankfurt', and 'Sales Organisation: 1000'. Below this, there are tabs for 'Info', 'Workspace', 'Documents' (with 16 items), and 'Related'. A dropdown menu for 'Global Trade AG (50031)' is open, showing a list of reports with columns for 'Type', 'Name', 'Size', and 'Actions'. The reports listed are: '01 - Account Management' (28 items), '02 - Meetings' (55 items), '03 - Com...' (65 items), '04 - Reports' (39 items), '05 - Opportunities' (1 item), and '06 - Sales Quotations' (8 items). A large black outline of a motorcycle is overlaid on the bottom right of the screenshot.

Type	Name	Size	Actions
Folder	01 - Account Management	28 items	Comment, Star, Search, Link
Folder	02 - Meetings	55 items	Comment, Star, Search, Link
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# Innovation at the Information Level





# R1SE WITH SAP

## How we support RISE with SAP

# Success Plan for S/4 HANA and RISE with SAP

Identify key capabilities to accelerate the value of transformation initiatives

## Prepare

NOW

### SAP S/4HANA

- Customers on their S/4 journey
- Customers building and planning their S/4 journey
- Customers waiting for S/4 but seeking value now

### Clean Data

Keep the master data clean, ensure proper migration and success for all analytics and application deployments. De-risk project by reducing critical path tied to data migration

### Data-Driven Decisioning

Enabling cross-process data-driven decision-making will significantly improve a customer's return on asset  
Initial focus around cash and spend management will help the success of the project and ensure organization stability

## Move

### Continuous Process Automation

Further simplify processes across the enterprise with easy to create workflows. Automate high-volume, and repetitive manual tasks with intelligent bots will help adoption

### Clean Application

Keep the core clean and improve operations with side-by-side enhancements. Leverage pre-built integrations, improving time to market for new capability

### Low-Code Extensions

Starting to change behavior with a new application is often the linchpin to success. Enabling low-code/no-code solutions help organization deploy new capabilities weekly and keep up with dev backlog

### Quality Assurance

De-risk and accelerate RISE projects by analyzing the impact of software changes to better scope and automate what needs to be verified. Ensure that any changes do not break end-to-end business processes, slow application performance, or introduce data errors.

202X

Run

# The S/4HANA journey with RISE – customer objectives

## Prepare



### Validate readiness

Analyze your environment and identify any potential technical considerations that impact the migration

### Analyze business processes

Gather insight into existing business processes and identify process inefficiencies and gaps

### Assess data quality

Identify data quality issues, standardize and cleanse data, consolidate duplicate master data, evaluate personally identifiable data

### Optimize data footprint

**Reduce the data footprint in your existing landscape to make the S/4HANA migration simpler and cleaner, evaluate retention policies and unstructured content management**

### Get to standard

Decouple complex customizations from core ERP and redeploy in the cloud for greater agility

### Establish quality assurance strategy

Establish standards, tools, and processes to minimize business risk throughout your S/4HANA journey and beyond

## Move



### Simplify & size the landscape

Plan your S/4HANA & supporting application landscape, move to cloud, modernize where possible

### Migrate

Orchestrate, track, validate, and report on end-to-end project activities, execute conversion steps, move data

### Modernize integrations

Deploy out-of-the-box integrations wherever possible, move to newer integration technologies

### Define Information Management Strategy

**Establish information management governance and control policies and identify information centric processes**

### Execute quality assurance strategy

Provide visibility of change to execute automated and performance tests. This will allow you to identify and fix issues with your SAP and 3rd-party applications and end-to-end business processes

### Automate processes

**Innovate, simplify & automate business processes using cloud native AI, ML and RPA**

### Data & analytics strategy

Review embedded analytics capabilities and out-of-the-box analytics and data models, empower users with a self-service data strategy for SAP and non-SAP data

## Run



### Monitor

Ensure continuity with system monitoring, integration monitoring, user monitoring and business process monitoring across the landscape

### Optimize IT processes

Simplify, automate, and centralize the management and operations of your SAP landscape

### Sustain quality

Ensure business runs smoothly as you continue optimizing, innovating, and updating SAP and 3rd-party applications, business processes, and data

### Streamline business processes

**Conduct in-depth process analysis for actionable improvement, simulate process changes, understand your customer journey**

### Innovate

Use ML to solve complex business problems, incorporate IoT and AI bots to improve operational efficiency, support new business models



# Prepare

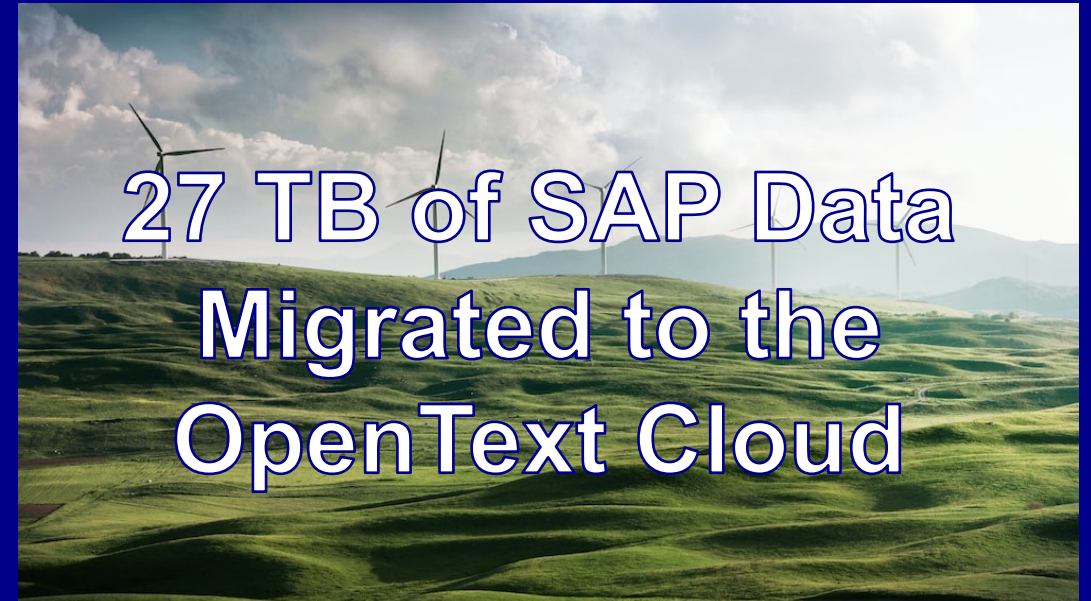
## Set the foundation for success

What information do you need to take across to RISE?

You will need information management capabilities on day 1.

Ensure that S/4HANA growth is controlled and that the digital core costs are understood? You cannot let your Cloud S/4HANA grow uncontrollably

**Reduce the data footprint in your existing landscape to make the S/4HANA migration simpler and cleaner, evaluate retention policies and unstructured content management.**



# Move

## Automate

Information is always arriving into your organization in many formats (not just paper!)

The faster that information becomes embedded into SAP processes the more efficient the process will be.

Risk is removed from processes by reducing manual entry and corrections

**Innovate, simplify &  
automate business  
processes using cloud  
native AI, ML and RPA**



# Move

## Information Management Strategy

Embed information management into processes that don't just span the SAP landscape but include other enterprise applications in your organization.

Make processes more agile and decision making more intelligent by knowing everything when you need it.

**Establish information management governance and control policies and identify information centric processes**





# Run

## Continuous process improvement

RISE is the journey not the destination!

Even as you implement, your business will be changing and whilst you will probably focus on core processes first, there is always additional value to be gained from information

For processes that end with information (customer billing, delivery notes) can this be automated? Can this improve customer feedback?

Are there specialized areas of the business that need special information management capabilities?

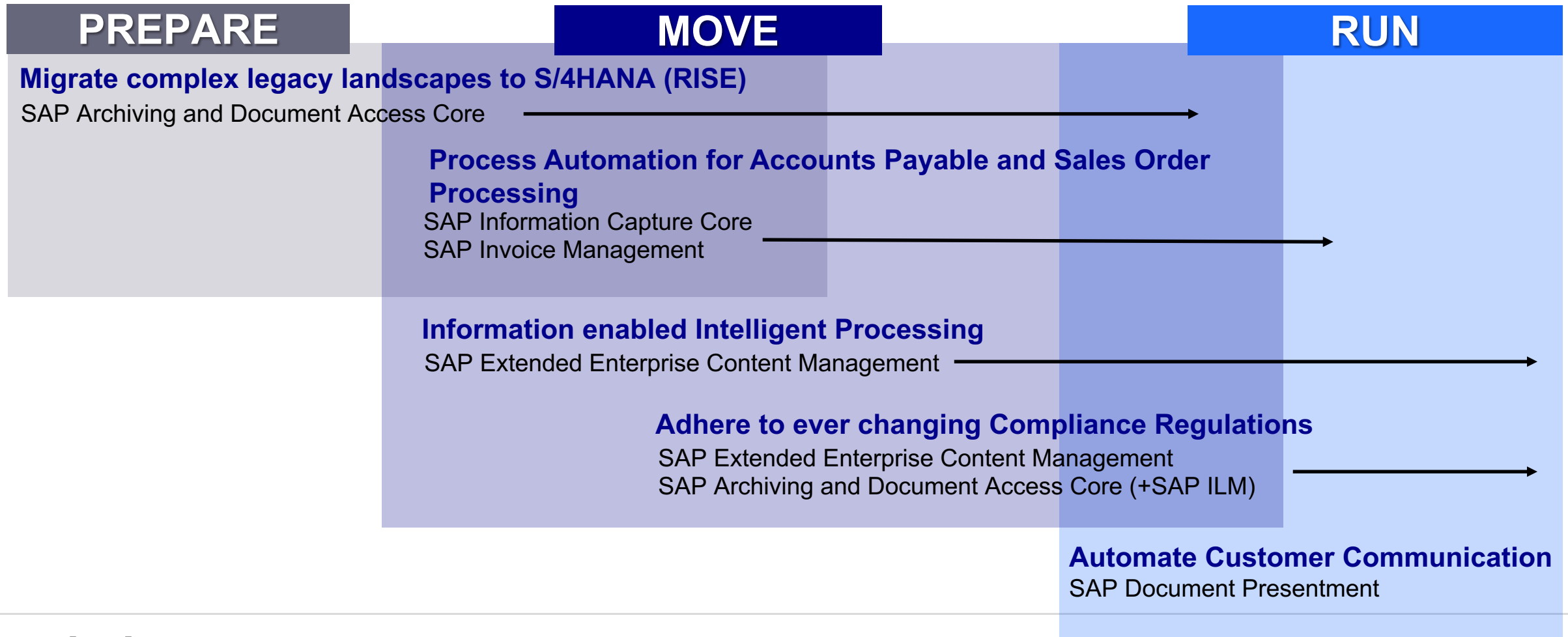
**Conduct in-depth process analysis for actionable improvement, simulate process changes, understand your customer journey**





# RISE with SAP: SAP solution extensions by OpenText

SAP Enterprise Content Management solutions by OpenText help companies on their journey to S/4HANA and the Cloud ... and towards the Intelligent Enterprise





# Sustainability



# Sustainability with OpenText

## Employee and Customer Sustainability



### Remove Paper

Electronic customer and b2b communications

Digitize stored historical information (in the form of paper) – reduce risk / reduce costs / reduce storage footprint

## Sustainable Business



### Sustainable Processes

To become sustainable will result in the change of key business processes that need to be flexible and agile.

This can only be accomplished if digital information is part of the process

## Transparency



### Transparency

You prove transparency by following the information trail related to that process - for example, transparency within supply chain operations

Storing securely contracts with supply chain partners to prove and enforce they act in a sustainable fashion

# The clock is ticking

If you start RISE without an information management strategy, the problem will be doubled by the time you finish your RISE journey

The most super-optimized process will always have risk, and potential delays if you do not factor in information management at the start of the process re-imagining

Information management is key to becoming an intelligent and sustainable enterprise.





# What to find out more?

Come and find us ....

[jbeardsl@opentext.com](mailto:jbeardsl@opentext.com)

<https://www.linkedin.com/in/jonbeardsleyopentext/>



The image features the OpenText logo in a bold, white, sans-serif font, centered horizontally. The logo is set against a dark blue background. Several bright blue, glowing light trails or arcs sweep across the background, primarily on the right side, creating a sense of motion and technology. The trails vary in brightness and curvature, with some appearing as thin lines and others as thicker, more prominent arcs.

**opentext™**