

SAP S/4HANA Implementation



Organization:

ABC Co., a firm with 1,000 employees, has relied on an older version of SAP for many years.

Change Initiative:

Implementation of SAP S/4HANA to enhance operational efficiency and data analytics capabilities.

Challenges Faced

- » **Resistance to Change:** Employees were accustomed to the old system and skeptical about the new software.
- » **Lack of Change Management Awareness:** The organization had minimal experience with structured change management practices.
- » **Skills Gap:** Employees required training to utilize the advanced features of SAP S/4HANA.

Measurable Outcomes and Defined Success

Defined Success Metrics:

- » **User Adoption Rate:** 90% of employees trained on SAP S/4HANA within three months post-implementation.
- » **Operational Efficiency:** 20% reduction in order processing time within six months.
- » **Data Accuracy:** 95% accuracy in reporting financial data within the first quarter post-go-live.
- » **Employee Satisfaction:** Achieve a satisfaction score of 80% or higher in post-training surveys.

Implementation Using Prosci Methodology

1. Phase 1: Prepare Approach

- » **Define Success:** The project team collaborated with stakeholders to identify success metrics, including user adoption rates and operational efficiency targets.
- » **Define Impact:** Conducted a Change Characteristics Assessment to identify the impact on various departments, recognizing that finance and operations would be most affected.
- » **Define Approach:** Developed a Change Management Strategy that included communication, training, and support plans.

2. Phase 2: Manage Change

o ADKAR Framework:

- » **Awareness:** Executives communicated the need for change through town hall meetings, emphasizing the benefits of SAP S/4HANA.
- » **Desire:** Engaged employees by highlighting how the new system would simplify their work processes and improve job satisfaction.
- » **Knowledge:** Developed a comprehensive Training Plan that included hands-on workshops and e-learning modules tailored to different user roles.
- » **Ability:** Implemented a mentorship program where experienced users supported their peers during the transition.
- » **Reinforcement:** Established a feedback loop through surveys and focusgroups, allowing employees to share their experiences and suggest improvements.



3. Phase 3: Sustain Outcomes

- » **Review Performance:** Conducted regular assessments using the Change Success Assessment to track user adoption and operational efficiency.
- » **Activate Sustainment:** Implemented ongoing training sessions and resources to support continuous learning.
- » **Transfer Ownership:** Empowered department heads to take ownership of the change by including them in decision-making processes regarding system enhancements.

Results Achieved

- » **User Adoption Rate:** Achieved a 92% training completion rate within three months, surpassing the initial target of 90%.
- » **Operational Efficiency:** Reduced order processing time by 25% within six months, exceeding the target of 20%.
- » **Data Accuracy:** Maintained a 96% accuracy rate in financial reporting within the first quarter post-implementation.
- » **Employee Satisfaction:** Received an 85% satisfaction score in post-training surveys, indicating a positive reception of the new system.



Conclusion

By leveraging the Prosci Methodology, ABC Co. successfully transitioned to SAP S/4HANA, achieving change success and measurable outcomes. The structured approach to change management not only facilitated a smoother transition but also fostered a culture of adaptability and continuous improvement within the organization.

Learn how Marg can help you leverage Prosci's proven methodology not just to implement change but truly embed it—turning ambitious strategies into lasting success.

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