NTT DATA

# LEADING MOTOR COMPANY LOOKS FOR SOLUTIONS TO SUCCESSFULLY COMPLETE DIGITAL TRANSFORMATION

## CASE STUDY

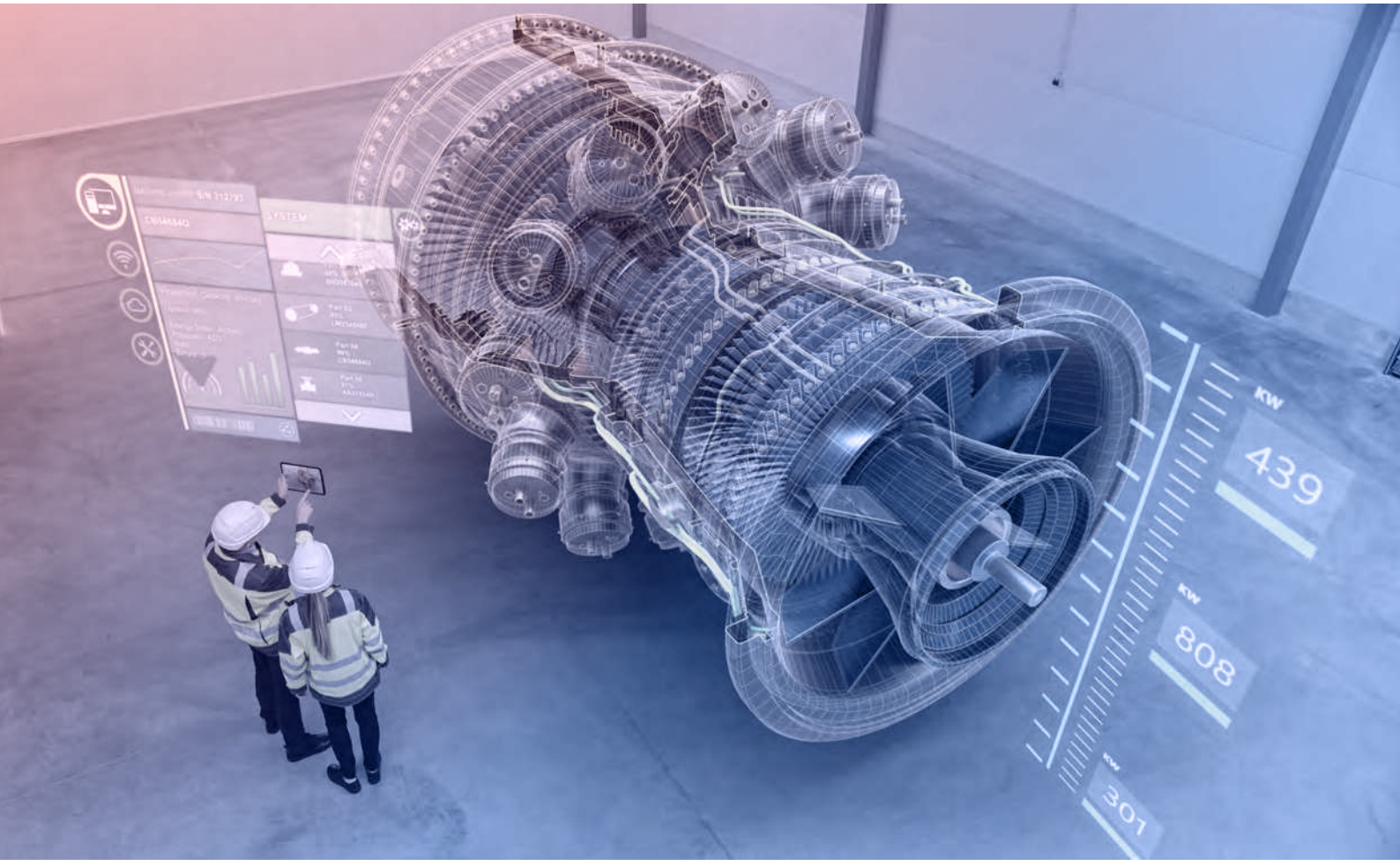
SAP Global Partner

SAP LEAP
Large Enterprise Acceleration Program

# THE CLIENT

The client is one of the biggest manufacturers of industrial products in Japan, being particularly noted for motorcycles, with a globally recognised brand and an international presence in more than 135 subsidiaries across the globe. With over 50,000 employees, the client is one of the leading players in the motor and motor-vehicle industry.

The client has decades of market leadership. This breadth of experience has allowed them to develop a wide range of superior products, mainly in land mobility, marine products, robotics, financial services and other products.



# THE CHALLENGE

The client is in the process of finalising their SAP S/4HANA implementation, and were particularly keen that any solution allow for seamless user experience, process integration and customisability. However, they had significant knowledge gaps as to the possibilities of whether an integrated S/4HANA, BTP and ServiceNow solution architecture was feasible. Expert research and development was therefore necessary on these technology combinations.

Furthermore, the client wanted to gain an understanding of how to retain and improve operational excellence across the business after a global SAP S/4HANA implementation. Some of the client's requirements couldn't be addressed by SAP S/4HANA, and would require multiple systems in order to cover the entire scope of their business operations. Successful integration and seamless user experience across the whole architecture was therefore a critical challenge to them.

Another important aspect of the challenge was the tight timeframe, with global go-live on the SAP S/4HANA entities required by the end of the 2022 financial year.

**NTT DATA offers consulting services to find the best possible digital solutions.**

# THE SOLUTION

A proof of concept (PoC) detailing how integration would be possible using SAP BTP – the SAP S/4HANA technological layer – was drawn up, allowing the client to undertake process integration testing within their system but without compromising operations. Three PoC scenarios were selected: Process Orchestration, Real-time Notification and Operational Efficiency.

**With over two decades of experience, NTT DATA provides clients with holistic solutions so they can best move forwards with their digital transformations.**

- The first scenario in the Proof of Concept was process orchestration, leveraging ServiceNow integrated workflow processing to interact with other SAP tools; SAP BTP manages the integration of ServiceNow in the front-end, and SAP S/4HANA in the back-end.

- The second scenario explored in the PoC was how to manage real-time notifications in a SAP S/4HANA and BTP integration. This involves the real-time visualisation of order information and notifications that users receive through chat software such as Microsoft Teams.

- The third scenario, Operational Efficiency, demonstrated the feasibility and efficiency of auto-generating purchase requests from purchase orders. Documents could be scanned using Optical Character Recognition, with records being created automatically within S/4HANA.

# THE RESULT

Through the PoC, the client gained an understanding of the options available to them, allowing them to compare options and make the best-possible business decision. The PoCs showcased how each scenario would function, and the risks and potential issues of each. NTT DATA, through the three options, were able to define the required SAP BTP infrastructure, providing clarity on the issues each would create and possible mitigating measures. Specific issues such as accessing SAP S/4HANA via a VPN using SAP BTP, and the integration of the solution architecture with AWS, were addressed, for example.

The PoC also provided an overview of further challenges, from both technical and business perspectives. It demonstrated an environment in which it is easier to assign personnel to future projects using SAP BTP, data infrastructure templating, and the provision of a hands-on learning kit, flagging any issues which need to be considered in further integration projects.

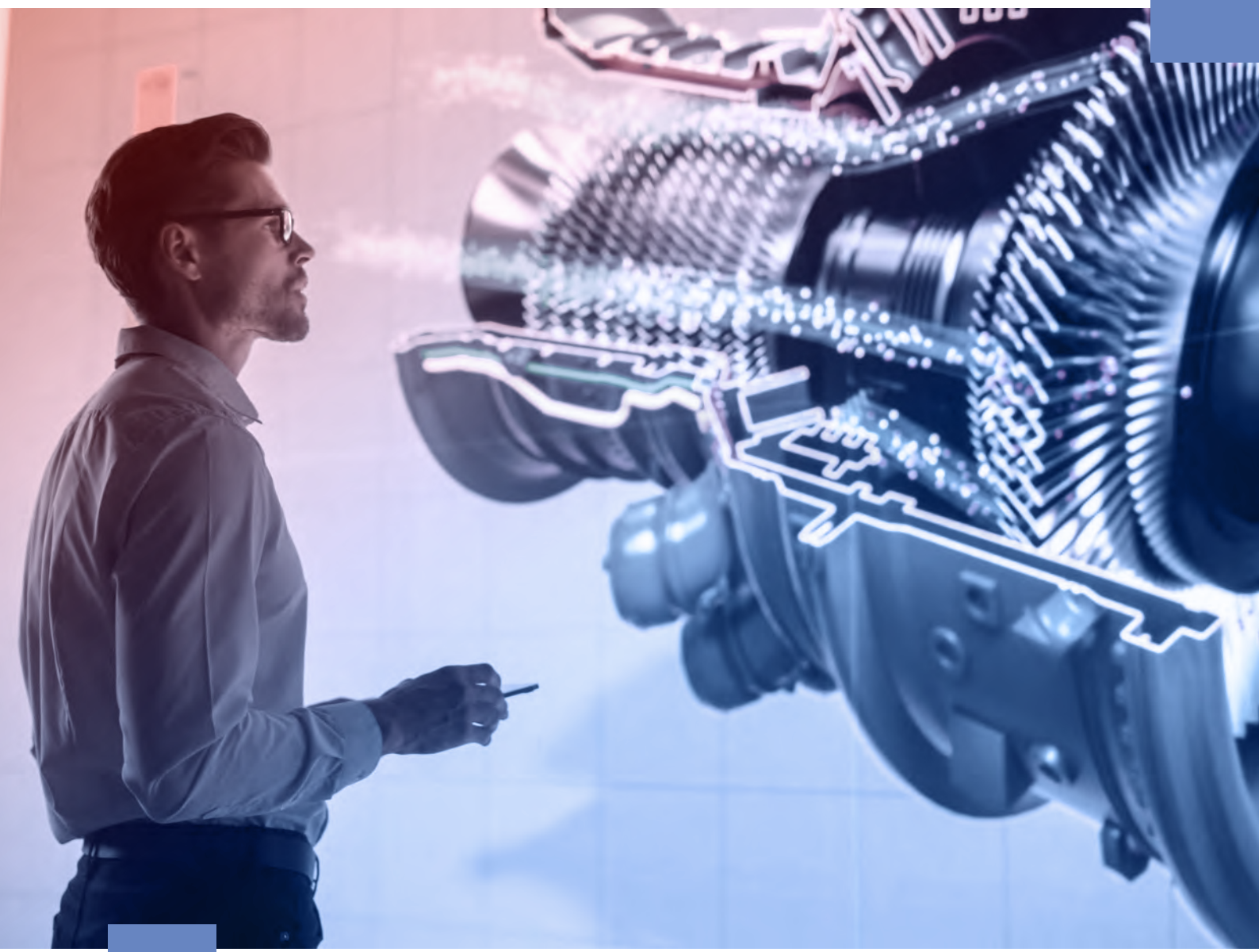
From the technical side, the PoC proved that it's relatively easy to set triggers from AWS with no code. As such, it is important to understand how to link on-premise and third-party data to AWS. The client now has an understanding that they must keep this in mind, among other potential technical issues, when developing integrations and applications or for further horizontal expansion of the solution in future. SAP API Business Hub does not restrict registrations in terms of required items or minimum character limits, so it is extremely valuable in the design stage of such integrations – though it must be tested thoroughly in a verification environment during actual implementation.

The procedures for building the AWS and BTP infrastructure and integration flow were clarified through the part of the PoC devoted to product research, detailing the methodological development and defining how an integrated system might be used. Furthermore, demo content was built, providing a system of know-how and support for the client on future projects.

# WHY NTT DATA

NTT DATA approached the client in the early stages of acquiring BTP solutions, taking part in discussions with the client, to find out the potential usage of such new technology. Seeing as the client's SAP S/4HANA implementation project is ongoing, NTT DATA was able to fill the knowledge gaps and provide BTP solutions when the client came to understand the necessity of system-wide integration after the template-build and blueprinting phases.

NTT DATA's principal consultant has deep knowledge of SAP generally and SAP BTP specifically, so was able to provide the best-possible solutions and options for the client to consider.



# WHAT'S NEXT

Important lessons were learnt throughout this project. The GSAP Development Fund was leveraged to create SAP BTP integration solution templates and related documentation. As a result, it will be possible to build an application integration platform quickly. By utilising this project, it is possible to acquire SAP BTP skills efficiently to enable future candidate personnel to work on other SAP BTP projects.

Their next step is to start mid-term planning to utilize SAP BTP for live systems and operations. Challenges also still lie ahead – the client, for example, needs to finalise their ROI analysis on the project, but the client has learned important lessons on the feasibility of incorporating different functionalities into their SAP S/4HANA landscape if they move forwards with the global implementation they are contemplating.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