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T-SYSTEMS SEES A DYNAMIC SPIRIT OF OPTIMISM FROM SAP CUSTOMERS IN 2019

Recommendations for companies using SAP

INTRODUCTION

What is currently happening with SAP customers and SAP S/4HANA® migrations? How is the SAP Cloud market developing? And what trends and project contents are innovation projects addressing?

Helge Sanden, head editor at IT-Onlinemagazin, asked Elena Ordóñez del Campo, Senior Vice President of the Portfolio Unit SAP at T-Systems International GmbH, these questions and asked her to give companies using SAP recommendations for the year 2019.



INTERVIEW

Helge Sanden

Head editor
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Elena Ordóñez del Campo

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Ms. Ordóñez del Campo, T-Systems was predominately located in the “SAP hosting” segment in the past. What portion of your business unit’s turnover does SAP project business generate, and what do you help your SAP customers accomplish?

SAP project management accounts for about 35 percent of our turnover and encompasses consulting, migration, and development services. And demand for it is increasing. The switch to SAP S/4HANA® is still a top issue for our customers and continues to pose difficulties for many companies using SAP.

Are my applications ready for HANA at all? What do I need to bear in mind before the actual migration? Which business processes do I keep in the digital core, and which ones do I outsource to the cloud? And above all, to which cloud – a public, private, or multi-cloud?

Clearly, there is no universal way to proceed. But with our Value Consulting for SAP Solutions, we give our customers orientation and develop a custom SAP end-to-end roadmap together. That is how we make the transformation straightforward and plannable. That is an important component of our SAP project business.

Which issues will be particularly relevant for SAP customers in 2019?

As I mentioned at the beginning, the transformation to SAP S/4HANA® is definitely an issue, as are digital innovations with SAP® Leonardo and SAP® Solutions on AnyCloud. SAP is pursuing a clear “cloud first” strategy. That means new functions appear in cloud modules first and in on-premise applications later on. Thus, if companies that use SAP want to remain competitive, they will not be able to avoid the cloud. In this process, each company needs to find its own proper mix of cloud ecosystems and a partner who can master the complexity and dependencies – this is critical.

How do you assess the market situation for the SAP S/4HANA® migrations?

It is slowly picking up. Last year, some of our customers went productive with SAP S/4HANA®. Fraport Brasil, for example. Within two and a half months, we had introduced SAP S/4HANA®, including licenses, consulting, and support. The SAP solution comes from the cloud dynamically and helps manage the Brazilian airports in Porto Alegre

and Fortaleza. But customers from Mexico, Spain, Austria, and Germany are already using the new digital core and benefiting from real-time business information.

That shows that a dynamic spirit of optimism is replacing the reserved attitude that still dominated in 2017. More and more customers are dealing with SAP S/4HANA®. Both the large number of consulting requests we receive and the incredibly positive resonance of our ERP simulation games, which we implemented last year together with SAP, confirm this.

The game participants used SAP S/4HANA® to control a fictive company in small groups and in different roles. They played through authentic business scenarios in only a few hours. And they experienced live – quite literally – what it means to work with real-time data.

For companies that want to convince their key users to support the transformation, this is surely a clever measure that not only positively impacts change management but is also a lot of fun.

... and how is T-Systems positioned for migrations in your opinion?

Very well. In the end, we are the only end-to-end SAP service provider in the world. And with the Cloudifier, our market-leading transformation method, we offer customers a risk-free switch to SAP S/4HANA® that can be planned. In that process, we really take everything into consideration – from the infrastructure to individual applications and business processes.

With this end-to-end offer, which is the only one of its kind on the market, we have once again impressed the market research and consulting firm Information Services Group (ISG): just recently, we were awarded the highest rating, “Leader” in all categories in the provider comparison “ISG Provider Lens SAP HANA® Services Germany 2019”.

That means we are one of the leading providers for SAP HANA® and SAP S/4HANA® services.

How has the SAP Cloud market developed, and what do you anticipate for the coming year?

The overall trend we see at T-Systems is that our customers are using cloud services for classic IT services more often. The public cloud is gaining in popularity. In the market for cloud-based infrastructure for SAP HANA® alone, you can see that a lot has happened in the last three years. Hyperscalers like Amazon Web Services and Microsoft now offer SAP-certified public cloud solutions for SAP HANA®. At T-Systems, we also have a suitable offer ready for customers: Public Cloud for SAP® Solutions. For example, it makes it possible to configure fully functional SAP appliances based on the secure Open Telekom Cloud, which has

also been certified by SAP, in just a few minutes. We also offer managed services via AWS and Microsoft Azure. This year, some of our customers might consider solutions that were still primarily used for development and test projects last year as possible operating models.

When you look at the innovation projects with your customers, which trends and project contents do you envision for 2019?

Digital analytics coupled with virtual reality is one topic. With the amount of data we need to process day in and day out, it is important to design SAP systems in a user-friendly manner. User-oriented user interfaces are the be all and end all. Our dashboard solution DigiFront presents key figures in real time at the touch of a button in an elegant tile look – at every level of detail and without any license costs. And when it is coupled with a VR solution, decision-makers can experience their KPIs in a virtual three-dimensional space. That gives people completely new ways of looking at things.

SAP® Leonardo also plays a role as a digital innovation platform. SAP® Leonardo unites intelligent technologies like machine learning, blockchain, advanced analytics, and the Internet of Things. It is the perfect starting point for making companies more intelligent. However, innovation does not simply mean jumping on the new technology bandwagon. First of all, companies need to find out which of these technologies is the right one for a specific business process. To help them do so, we have developed the “Connected Greenhouse” showcase, which gives our customers an understanding of these issues. Automation is another critical keyword here.

What do you think will be the dominant topic in the SAP community in the next 12 months?

The transformation of existing SAP landscapes to SAP S/4HANA® and in multi-cloud environments is a prerequisite for innovation development and thus plays a decisive role.

And what do you recommend to the responsible parties in this context?

I definitely recommend finding a reliable and experienced IT partner to supervise the end-to-end migration. After all, the switch to SAP S/4HANA® does not happen overnight.

There needs to be a clear roadmap that takes an incredibly close look at the existing SAP target landscape and the existing business processes. The operating model needs to be examined in this context as well. The cloud offers an attractive alternative to traditional on-premise operation and creates a basis for modernizing applications and innovations.

This publication was created in cooperation with the IT-Online-magazin and was first published online on January 17, 2019 on the website of the [IT-Online-magazin](https://www.it-onlinemagazin.de).

The “IT-Online-magazin.de” is a compact guide, focussing on the economic benefits of matching SAP, partner and add-on solutions. And it offers suggestions and impulses for one’s own area of responsibility in company environments.

MORE INFORMATION

T-Systems Public Cloud for SAP®

With this platform, you can use SAP applications flexibly at any time. All applications are available as fully functional appliances – complete setups instead of individual Lego bricks. The predefined services are provided in the familiar operating quality on the SAP-certified T-Systems Public Cloud.

[More information ...](#)

T-Systems SAP S/4HANA® Readiness Scan

T-Systems offers comprehensive end-to-end SAP transformation packages for fast, secure and cost-efficient SAP S/4HANA® transformation.

Save 15% in comparison to conventional transformations and just get started.

[More information ...](#)

T-Systems SAP® Leonardo Initiation Package

Benefit from the advantages of an innovative and intelligent enterprise by enter a new dimension of digitization with regard to your SAP system world. Find the optimum path for your company to discover new opportunities and possibilities regarding the Internet of Things, Blockchain, Machine Learning, Analytics, Big Data, and Data Intelligence.

[More information ...](#)



About the author

Helge Sanden publishes the SAP community portal “IT-Onlinemagazin.de” and founded “Forum for SAP®”, the largest SAP group in XING with over 32,500 members. He has worked in the SAP world since 2002 – he is an insider in the field, an author, and a speaker. He received a degree in computer sciences, meaning he also understands technology very well. In his publications, he places great value on portraying complex issues in a simple manner and focusing not on technology itself, but rather its practical benefits.



About the T-Systems expert

Elena Ordóñez del Campo is responsible for T-Systems' global SAP business. She is leading the Portfolio Business Unit SAP at Deutsche Telekom's subsidiary. Ordóñez del Campo is passionate about supporting customers in generating tangible business value by transforming existing SAP landscapes to SAP S/4HANA® and implementing innovative, digital SAP solutions in hybrid and multi-cloud landscapes. Prior to T-Systems, Ordóñez del Campo worked for almost 25 years in different leadership positions at SAP SE.

About T-Systems

T-Systems is one of the world's leading digital service providers. It is based in Europe and offers integrated solutions for business customers. The company uses a global infrastructure of data centers and networks to operate information and communication technology. As a leading end-to-end service provider for SAP solutions, it covers the entire value-added chain of the SAP lifecycle. And it provides everything from a single source: from secure operation of existing systems and classic IT and telecommunications services to transformation to the cloud and SAP S/4HANA®, and from needs-based infrastructure, platforms, and software to new business models and innovation projects in the Internet of Things.

Further information is available at www.t-systems.com

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