



## Healthcare case study

# S/4HANA migration increases user productivity by 25%

Gulf Medical Company's migration to S/4HANA fuels faster decision making and enhances system performance.



## The challenge

Gulf Medical Company (GMC) is a leading provider of state-of-the-art medical technology and solutions for imaging, radiation oncology and digital radiography devices. The company provides medical equipment and supplies to hospitals and medical centers throughout the Kingdom of Saudi Arabia and the gulf region. Prior to our engagement with GMC, the company's ERP system was ECC 6.0 with over 700 custom developments introduced over time to address previous business requirements. GMC needed a partner to optimize its SAP landscape and help the company move toward a 'clean core' with minimal custom development.

## Getting more value from enterprise application services

As an intelligent enterprise, GMC needed enterprise systems that were able to adapt and scale to business needs on the fly while supporting a broad range of differentiated capabilities. Therefore, the company wanted to leverage SAP S/4HANA's new and innovative features, including Universal Journal, faster financial closing and SAP Fiori Apps. These features would help the company manage larger volumes of data and enhance team user experiences with advanced reporting capabilities. GMC's additional goals included improving agility and business responsiveness by moving to SAP's standard functionalities and reducing Total Cost of Ownership (TCO).

## At a glance

Our client, a leading medical technology provider, needed to migrate from SAP ECC 6.0 to SAP S/4HANA to improve agility, business responsiveness and user experiences. We helped the company retire its existing SAP CRM and port all its capabilities to S/4HANA while enhancing user experience with Fiori applications. Business benefits include:

- 25% increase in user productivity
- 80% improvement in executive reporting time
- 40% decrease in maintenance cost
- 30% decrease in TCO
- 50% decrease of customized development

Due to Cognizant's industry-leading S/4HANA migration tools, accelerators and frameworks that enable clients to migrate faster with less risk, GMC turned to Cognizant for the migration to S/4HANA. Our end-to-end transformation capabilities, SAP-certified SmartMove S/4HANA Conversion Factory solution, Intelligent ERP platform and decades of experience implementing SAP solutions made us the ideal partner for this engagement.

Goals for the migration included:

- Ensuring that SAP Cloud for Customer functioned post-migration
- Removing existing custom developments and leveraging out of the box solutions
- Retiring CRM and porting the capabilities to S/4HANA
- Creating an enhanced user experience with Fiori Apps.

## The approach

We invested four weeks in analyzing GMC's long-term business strategy, ECC landscape, integrated enterprise applications and custom developments. The scope of the project included migration from ECC to S/4HANA 1809, installation

of Solution Manager 7.2 and optimization of custom developments. After our analysis of ECC, we proposed to retire the company's SAP CRM Order-to-Cash processes before migrating to S/4HANA 1809. We leveraged our HANA Plus Tool and SAP Standard Tools for Conversion to help GMC successfully migrate to S/4HANA.

We used SAP-certified Cognizant SmartMove migration factory to help GMC migrate four SAP systems: Sandbox, DEV, QAS and PRD. We also migrated 77,000 open quotations and 3,000 sales orders from SAP CRM to S/4HANA. More than 30% of custom codes were migrated to S/4HANA standard processes using our Cognizant Diagnose Analyze Migrate Adapt (CDAMA) framework, and we helped GMC with the remediation of codes and migration of third-party integration from ECC to S/4HANA.

After setting up the Fiori Server and activating Fiori apps, there was significant improvement in employee experience with an improved UI for GMC. We ensured the seamless transition of Hybris C4C and OpenText RFC connections to S/4HANA. Roles and authorization for the new Fiori environment were also migrated, with deliverables like detailed project plans for SAP systems on S/4HANA, issue logs, weekly status updates and upgrade documentation.



## Business outcomes

With the migration to S/4HANA, GMC streamlined processes across orders and quotations, enhanced system performance and reduced its database size with HANA DB 2.0. In addition, the increased use of mobile devices through Fiori applications resulted in enhanced visual data output for the company. Real-time analytics with S/4HANA also led to improved business responsiveness, and complex processes were simplified with Cognizant's innovative enterprise application services. This fueled faster system performance and laid the foundation for the company's digital transformation journey. Business benefits include:

- 25% increase in user productivity
- 80% improvement in executive reporting time for financial statements, performance and order and delivery status
- 40% decrease in maintenance cost

- 30% decrease in TCO
- 50% reduction of customized development by eliminating redundant codes and moving back to standard functionalities

Our solutions helped the company enhance its ERP system performance and business processes for sales, order-to-cash, procurement and logistics. The in-memory computing capability of S/4HANA helps GMC reduce data processing time significantly and makes data available in real time rather than through periodic batch jobs. Now GMC's future upgrades will be much easier and less time-intensive, with faster response time in data warehousing and enterprise application services.

### About Gulf Medical Company

Gulf Medical Company was founded in 1983 as a medical supply company specializing in the sales and marketing of medical devices and equipment. The company's mission is to provide state-of-the-art technology and solutions for the healthcare industry in Saudi Arabia and the Gulf Cooperation Council (GCC)—and work closely with medical practitioners to contribute to patient care. GMC has a region-wide portfolio and works with reputable partners in Bahrain, Kuwait and Oman. To learn more, visit <https://www.gulfmedical.com>.



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