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CASE STUDY

Streamlined Operations with RISE with SAP: **S/4HANA Public Cloud Implementation**

Client

A global shipping and mailing company offering technology, logistics, and financial services to help clients navigate the complexities of sending parcels and mail.

Business Challenges

Client was facing the challenges of their highly customized legacy SAP ECC landscape with significant technical debt along with:

Deviate from standard best practices, especially in process and audit compliance.

A complex system with up to 18 third-party integrations, including 3PL logistics providers and bank interfaces.

Customer asked LTIMindtree for assistance in lowering total cost of ownership for maintaining the landscaping.

LTIMindtree Solution

We automated the Opportunity to Order process by integrating S/4HANA Public Cloud, SAP Cloud for Customer, and SAP Field Service Management, eliminating paper usage and simplifying the organizational structure. We monitored the system health through SAP Cloud Application Life Cycle Management- CALM's centralized dashboard and automated service ticket assignment with out-of-the-box algorithms. We preserved a clean core with custom development on SAP BTP to enable faster future changes.

Business Benefits



Reduced **1,443 cost**
centers to **71**



Achieved **100%**
touchless orders



Increased business efficiency
by up to **40%**



Consolidated 94 profit
centers to 20, resulting in
simplified operations and
improved profitability



Re-established standard
best practices, moving
away from a highly
customized landscape



SCAN TO
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