DXC Practice for SAP

Our heritage is delivery and transformation. We are the proven, safe hands for your SAP transformation

DXC Technology and SAP
– working together

"As organisations seek to respond to evolving market demands, DXC and SAP together are committed to developing next-generation cloud solutions that help our customers adapt quickly and meet the competition head-on. With more than 20 years of collaboration with SAP across APAC, DXC has the unique experience and industry expertise needed to help drive change within your business."

Stuart Dickinson
Managing Director and General Manager, DXC Practice for SAP

At DXC, our Practice for SAP is helping enterprise organisations to reimagine their future and accelerate their business transformation. We work with our customers to enable them to become an intelligent enterprise.

DXC Practice for SAP transforms organisations to increase resilience, agility, and productivity

Digital transformation is a journey with the same destination for all organisations. The only difference is where you start and the tools you leverage to reach it.

DXC Practice for SAP is a part of the DXC Enterprise Applications and SaaS offerings, which sits within DXC's Enterprise Technology Stack.

Our practice provides a full spectrum of SAP-based solutions to help organisations solve complex business problems, minimising the disruption, risks, and costs of growing their business. Our industry knowledge and robust line-of-business offerings streamline internal processes on SAP in the cloud to achieve greater organisational transparency and efficiency.

Our cloud services support the entire adoption lifecycle - from strategy and design to deployment and operations. We offer flexible, value-driven consulting that helps you develop a solution roadmap, perform your migration, and securely manage your infrastructure - and we provide a choice of managed services.

As a trusted advisor, we adopt a holistic view of your business, drawing on our expertise and experience to execute strategies that are practicable and directly aligned to your business priorities.

We maintain a curated partner ecosystem built on a foundation of trust, collaboration, differentiation and innovation. This ensures we deliver the right solution and team to address niche, complex, and critical customer business challenges.

DXC Practice for SAP is the safe hands that help you simplify IT, modernise applications, reimagine processes and accelerate your business transformation while realising the total value of your SAP investment.
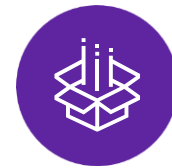
Five reasons why DXC Practice for SAP is leading the way in business transformation

End-to-end connectivity

We understand highly complex business models and provide the expertise to simplify processes while driving innovation and value through end-to-end solutions for SAP and enterprise application software.

Addressing core issues

We provide a full spectrum of SAP-based solutions to help extend your ability to quickly respond to market dynamics, simplify your operations and minimise the disruption, risks, and costs of enterprise evolution.

Guiding your journey

We work closely to understand your challenges, prioritise high-value improvements, and design a modernisation roadmap that delivers incremental ROI at each meaningful step on your transformation journey.

Breadth and depth

We know SAP provides the optimum platform for business transformation. As a leading SAP partner, we have the deep industry knowledge and powerful line-of-business offerings to streamline the journey and enable you to reimagine your business.
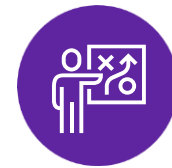
Planning and execution

We help organisations build a strong business case for a discrete initiative or agenda of work, quantify the impact of addressing these needs and shape a program enabled by SAP solutions that focuses on business results.

"For us delivering excellence means getting product to our customers when they expect it. In health, there can't be any surprises. We started with a pilot of the staff store and have now moved to an entire e-commerce platform. Partnering with DXC and SAP has allowed us to live up to our promise."

Sami Sloane
Senior Experience and Strategic Design Manager, Device Technologies

DXC Technology's Enterprise Applications Practices help customers develop, integrate, implement and manage enterprise applications.

Our customer engagement is based on four important focus areas that we know drive sustainable business improvements and maximise application value.

Simplify IT platforms and remove complexity to help operations run more efficiently, drive out costs and remove technical debt.

Modernise to reduce risk and optimise the business for better agility and resilience in response to disruption.

Accelerate time to market, drive business process improvements enabling rapid business growth and improve employee and customer experiences.

Reimagine new possibilities in response to changed business rules with innovation from the ground up and the top down.

Simplify   **Modernise**   **Accelerate**   **Reimagine**
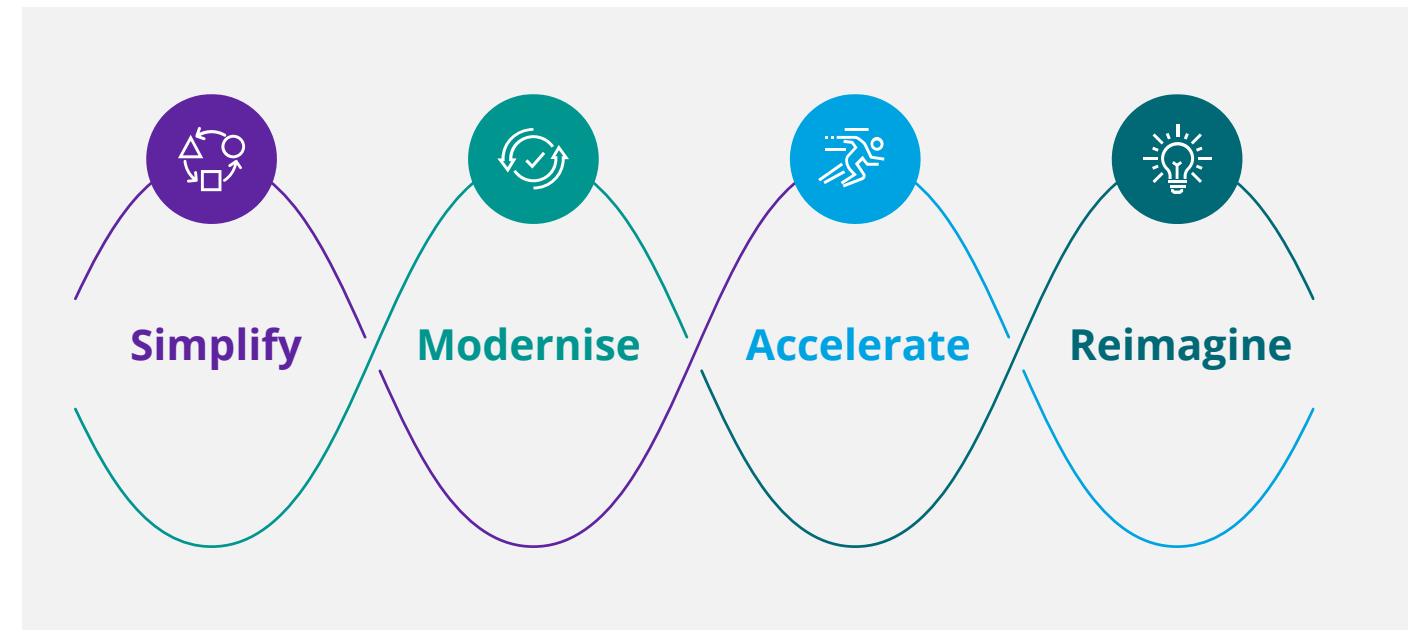
We use these principles to rethink enterprise applications and deliver services and solutions that truly transform business.

Business transformation - simplify

We implement agile transformations to improve the customer experience. Organisations who experience the most success achieving this goal address the needs of their workforce along the way.

DXC understands business models can be highly complex. We work to simplify business processes by leveraging engines of innovation such as the cloud to reduce technical complexity.

We simplify processes using SAP in the cloud, standardising them on SAP S/4 HANA's intelligent digital core technology. We enable the agility, speed, and efficiency required to manage resources cost-effectively by rationalising operations with SAP to drive innovation and eliminate IT complexity. This creates a flow of intelligent, real-time information to run a live, digital business in a networked economy.

Our flexible approach ensures transformation success. We use experience solving similar problems in other industries and account for strategic, operational, financial, and technical considerations.

"The systems we were using were end-of-life, they were heavily bespoke, they were challenging to maintain, and there were many, many platforms across our business. So, one of the things we had to think about was how do we simplify our whole technology framework."

Lance Balcombe,
Chief Executive Officer, TasNetworks
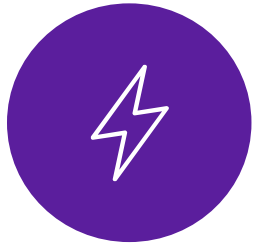
Case Study: TasNetworks

TasNetworks is a state-owned power company responsible for electricity transmission and distribution throughout Tasmania. Formed in 2014 through the merger of Aurora Energy and Transend, the new company was charged with providing affordable, reliable power to the citizens of Tasmania. But first, it had to begin a digital transformation to empower its people, and to overcome duplicate systems, disparate processes and a range of data accessibility issues.

How DXC helped

- Implemented SAP S/4HANA as the digital core powering business processes, including enterprise resource planning functionality, payroll, human resources, supply chain, finance, enterprise asset management and project management

- Enabled C Net SafetySuite and SAP cloud products Ariba, Concur and SuccessFactors

- Provided a streamlined, integrated system with employee self-service

Business outcomes

- Decommissioning of 60 legacy applications and on track to realise AUD68 million in benefits

- Enabled higher resource utilisation, more effective planning, fewer program delays, less outage time, plus enhanced public and worker safety, reduced urgent work response times, improved workforce planning, and lower operating and maintenance costs

- Positioned the organisation for greater innovation and growth in the future

- Standardisation of operations across the global business with Microsoft platform

- Swift, simple and effective improvements across the business

- Real-time visibility to powerful insights, enabling data-based judgements

Read case study

Business transformation - modernise
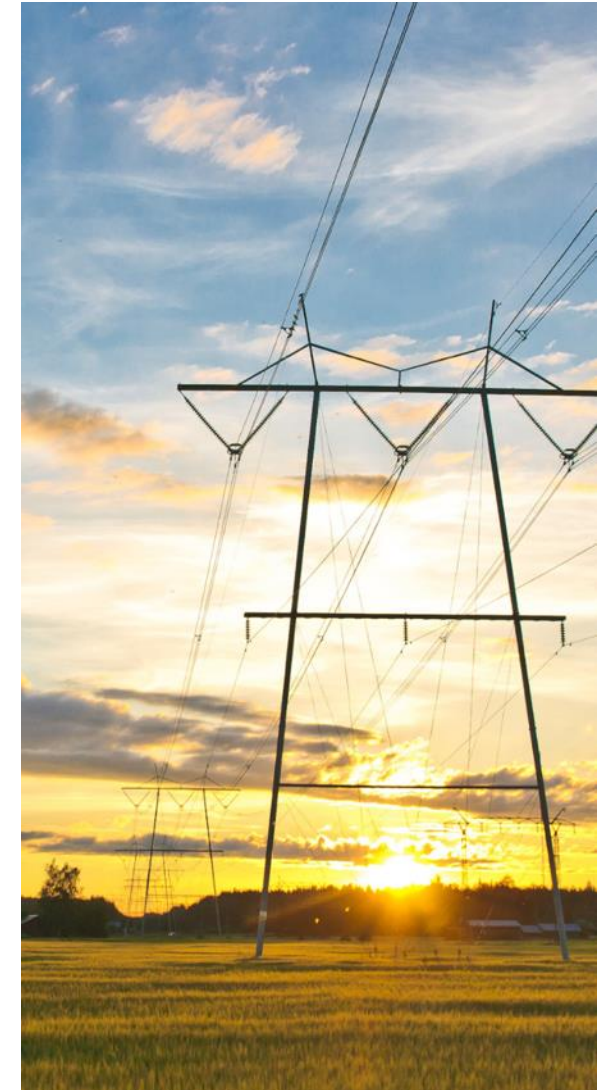
"NPA's operations had to be incorporated within FLA's existing SAP enterprise resource planning (ERP) solution in a way that helped create post-acquisition synergies. DXC's project team provided a high level of professionalism and expertise in completing the integration of our newly acquired entity into our SAP environment."

Craig Bassett,
ICT Manager, FUCHS Lubricants (Australasia)

Our goal is to help customers navigate the uncertainty of today and plan for a better tomorrow. Achieving competitive advantage now requires businesses to consider modernising their operating models.

DXC understands how to modernise and optimise your organisation's IT environment and applications. We use a whole-of-business approach to create highly scalable, flexible, future-proofed environments.

We manage and optimise your path to SAP S/4HANA, ensuring transformation success is simple, at speed and low risk using our suite of regional and global partners and tools to support migration and automation.

DXC helps modernise operations and transform business using out-of-the-box ERP cloud solutions. We customise legacy, on-premise business solutions and migrate these to the cloud, or convert workflows, such as human resources or payroll, using best practices and update them to the cloud.

Case Study: FUCHS Group

FUCHS Group develops, produces and markets high grade lubricants and related specialties for virtually all industries and areas of application and is the world's largest independent lubricant manufacturer. Formed in Mannheim, Germany in 1931, the Group employs more than 5,000 people worldwide at 58 operating companies.

Having recently acquired NULON Products Australia (NPA), FUCHS tasked DXC Technology's Practice for SAP to help it absorb NPA's core manufacturing and back-office processes within its existing operations and to do it without impacting the integrity of the NPA brand.

How DXC helped

- Solution delivered using offshore-based consulting team
- Completed a fit-gap assessment of NULON Products Australia's (NPA) core business processes
- Deployment executed in two releases to extend SAP solution across NPA's core operations and support warehouse operations
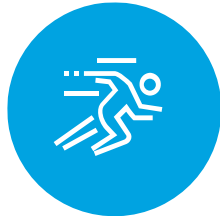
Business outcomes

- Reduced transportation costs and optimised material handling processes
- Approximately AUD100k annual savings due to the removal of legacy systems.
- Zero disruption to customers

Read case study
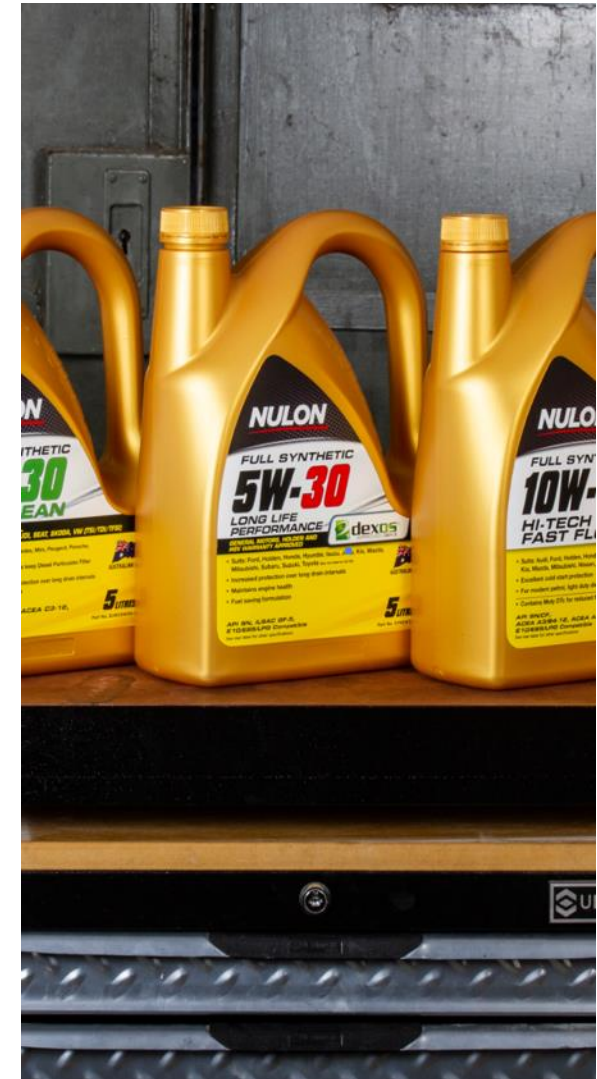
Business transformation - accelerate

With customer expectations and technology evolving at an unprecedented pace, building scale, speed and agility within a business has never been more of a priority. DXC gives businesses an accelerated start at implementation with our robust industry templates developed through learned best practices, the capture of IP and industry knowledge.

DXC helps accelerate business process design using robust industry models and proven, repeatable methods that reduce project risk and improve business outcomes. We do this by rapidly deploying our out-of-the-box industry models, which go beyond the standard SAP solution.

We use proven SAP technology to help your business innovate quickly. Seamless applications let you rapidly build and run leading-edge cloud apps, business services and APIs to solve business process problems, engage new customers and drive revenue growth.

"One of the key learnings for Jemena was to provide extended adoption and embedment support by retaining specialist SAP MRS support on site to help users with the transition. We are committed to the solution, because we can see the long-term benefits, but that will only happen if we make it easy for our workforce to transition to the new digital system. It also ensures we modify the design of the next rollout based on the real-life learnings of the previous deployment."

Erik Knol,
Asset and Service Productline Manager, Jemena
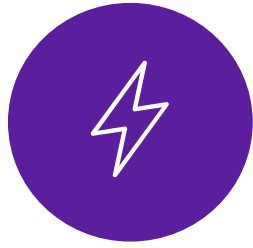
Case Study: Jemena

Jemena owns and operates a diverse portfolio of energy assets across northern Australia and Australia's east coast. With more than AUD11.5 billion worth of major utility infrastructure, Jemena supplies over 1.7 million households and businesses with essential services every day.

Assembling the right resources at the right location is critical in ensuring asset maintenance is undertaken efficiently. It is an issue that organisations tasked with running complex and geographically diverse asset infrastructures face on a daily basis. With thousands of critical assets to maintain and strict performance benchmarks to uphold, the impact of poorly coordinated maintenance resources can be significant – both in terms of costs and damage to reputation. Zinfra, Jemena's service execution organisation, wanted to eliminate the traditional paper-based methods of issuing work assignments and allocating resources. By embedding digitisation, a holistic view of all parties and all locations involved in the contract was enabled to provide improved resource allocation and flexibility.

How DXC helped

- Implement SAP's Multi Resource Scheduling (MRS) solution to digitise maintenance and work assignments
- Optimise resource scheduling by removing paper-based work order and resource allocation execution
- Integrate SAP MRS into Jemena's key line of business systems, including Wisenet, SAP HR and mWorkOrder

Business Outcomes

- A consistent set of processes for planning and scheduling, with a centralised view of all work undertaken
- All work activities can now be timestamped providing timely and accurate activity data leading to better analysis and decision-making
- SAP MRS information allows work assignments to be bundled together to maximise work undertaken at a particular location

Read case study
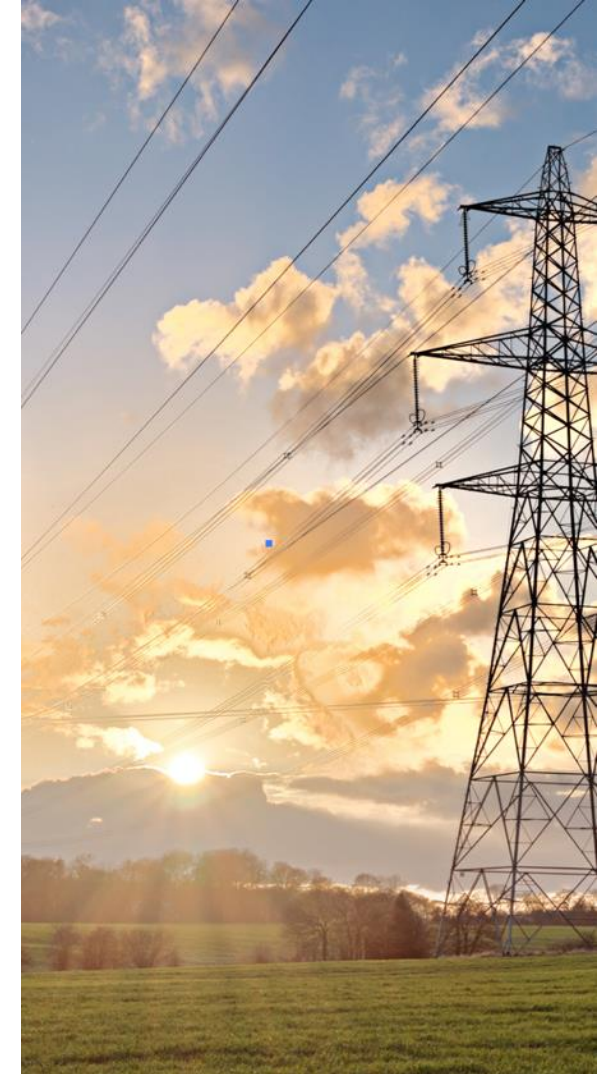
Business transformation - reimagine

The key to transformation success is not only embracing digital and automation technologies but capturing value from them to reimagine your business model.

DXC's forward-thinking approach challenges organisations to identify new and improved ways to operate by providing guidance and industry-led insights.

We help our customers reimagine their business by providing access to our entire technology stack, such as specialist security and cloud practices.

As a trusted advisor, we adopt a holistic view of your business based on our experience running some of the world's largest and most complex critical business systems. As a result, we execute strategies that are actionable and directly aligned to your business priorities.

"We now have a robust HR data strategy and with systems in place, we can capture, maintain, and report on employee data in a more streamlined manner going forward."

Nicola Richardson
Chief People Officer, Genesis Energy

Case Study: Genesis Energy

Genesis Energy is a diversified New Zealand energy company selling electricity, reticulated natural gas and LPG through its retail brands of Genesis Energy and Energy Online. It is New Zealand's largest energy retailer, with around 500,000 customers.

Genesis implemented SAP SuccessFactors Onboarding to improve employee onboarding processes, reduce data duplication, and integrate its third-party recruitment application to its core HR system. As part of the project, DXC designed and created three essential New Zealand compliance forms to speed up core onboarding tasks.

In addition, the project team integrated Genesis' external SnapHire Applicant Tracking System (ATS) into SAP SuccessFactors for an automated onboarding process. This was the first end-to-end integration of its kind in Australasia.

Genesis was also part of a New Zealand-wide pilot program training employees to use rapid antigen testing kits for COVID-19. Genesis built a custom metadata framework (MDF) using SAP SuccessFactors. The configurable nature of SuccessFactors MDF has allowed Genesis to extend HR cloud functionality to create company-specific objects to support their unique business processes and enables them to be extremely agile with initiatives relating to employee data.

How DXC helped

- Deployed a robust HR master data system with SAP SuccessFactors Employee Central
- Implemented new employee HR processes that are harmonised and integrated into SAP SuccessFactors Onboarding 2.0
- Created custom compliance forms with digital signature capabilities
- Integrated with Genesis' SnapHire Application Tracking System

Business outcomes

- Comprehensive HR solution to address the core needs of new recruits with a uniform and repeatable onboarding experience that helps boost new starter engagement
- 50 per cent reduction in time spent entering new starter information with 10 per cent more data received
- 30 per cent reduction in the time spent by payroll completing compliance forms
- Reduction in data duplication and manual data input

Read case study

DXC empowers business with SAP offerings

SAP Digital Transformation & Advisory Services
DXC helps bring ideas to market by optimising business across the entire innovation lifecycle with SAP Digital Transformation and Advisory Services. Our strategic advisory service which includes digital strategy, business case development, enterprise architecture and roadmapping, helps organisations unlock their full potential while defining a best-practice transformation journey.

SAP Innovation, Solution Extension and User Experience Services
DXC drives ambitious business goals by delivering functional solutions extensions and user experience services. These services include human-centred design, SAP cloud platform, SAP Fiori & UX, SAP Leonardo, Machine Learning, RPA, and AI.

Services for SAP ERP
DXC's capability extends across the full spectrum of SAP's ERP offerings and across all line-of-business processes including finance and spend management, asset management, procurement and supply chain. We help drive digital enablement across your business with S/4HANA, streamline business processing, foster better integration capabilities, and build deeper customer connections.

SAP Commerce
DXC helps to engage customers across all devices with SAP Commerce. This modular architecture allows data to be disseminated via multiple channels. This family of SAP Cloud solutions deliver customised, meaningful experiences, and include Marketing Cloud, Commerce Cloud, Sales / Service Cloud, and Customer Data Cloud / Customer Data Platform.

SAP Customer Experience (CX)
Using SAP Customer Experience technology, DXC helps design and implement unified, seamless customer experiences that are people-focused and business-driven. DXC is the most awarded SAP CX partner in Australia and New Zealand, delivering leading marketing, sales, commerce, customer, field services, and billing solutions.

SAP Human Experience Management (HXM)
DXC helps deliver exceptional employee experiences that improve workforce tenure, lift productivity, and assist you to outperform the competition. Our Human Experience Management Services, including SAP SuccessFactors and SAP Kronos, provide you with crucial insights into employee engagement to fight low morale, employee attrition and poor collaboration practices.

SAP Migrations and Carve-outs
DXC simplifies a business restructure with SAP Migrations and Carve-outs. Carve-out projects in SAP systems help de-link operations, in-turn supporting a roadmap and delivery of migrations from legacy to next generation.

Moving to the Cloud
DXC helps businesses carefully plan their move to the cloud and the adoption of cloud solutions to drive holistic business transformation. SAP Cloud Solutions include Partner Managed Cloud, Public Cloud (AWS, Azure, Google), and IaaS, PaaS and SaaS.

Managed Services
DXC supports businesses across all SAP platforms and versions, cloud and on-premise and continually monitors the health of SAP applications to maintain full functionality. As an SAP Managed Services partner, DXC provides full technical support services and multi-shoring for projects with continuous support (24x7).

DXC SAP Competency

Finance	People Engagement	Procurement	Supply Chain	Assets	Data Analytics	SAP Cloud & Platform	ABAP Workflow & Integration	Customer & Edge
S/4 HANA ERP Modernisation Migration	S/4 HANA Success Factors Kronos	S/4 HANA ERP Modernisation Migration Procurement Ariba	S/4 HANA ERP Modernisation Migration (IMM-IIM; SD, LE, EWM, TM, PP, QM, WM) IBP	S/4 HANA ERP Modernisation Migration	BW & BW/4HANA SAC Analytics	Cloud Platform ERP Modernisation Migration System	S/4 HANA ERP Modernisation	SAP Commerce Cloud (CCV2)
Group Reporting BPC		Digital Supplier Network	APO	SCM	SAC Planning	Monitoring BASIS	BTP SAP Mobility	CRM C4C
RE-FX SAC Planning Concur		AP Automation Serrala Fieldglass EDI	SAP Mobile Inventory Management EDI	EAM | PLM SAP 1AM Intelligent Asset Control (IAC)	BPC BTP HANA Native	Paas SMaaMs	ABAP Fiori Workflow ECM	C4S Marketing Automation
Blackline Serrala				Asset Manager	S/4 Embedded CDS Views		Opentext Integration	Field Service Mngt (FSM)
				SAP Mobile Work Order	BOBJ			
					Data Services			
					Winshuttle			
					SAP MDG information steward			
					Process Intelligence/ Signavio			

DXC Practice for SAP

People

More than 600 application professionals in the Asia Pacific region

More than 300 hold SAP certifications

Average tenure more than 10 years

Industry expertise

20 + years of successful project delivery in the Asia Pacific region

Partner ecosystem

10 strategic technology partners including SAP, AWS, Microsoft Azure, Google Cloud Platform, SmartShift, Winshuttle, Attunity, Qualibrate

More than 200 best-of-breed partners globally

Success in market

Customers supported in public sector, utilities, natural resources, manufacturing and logistics, automotive, dairy, CPG, retail, health and aged care, and services and engineering

Global SAP Channel Partner – Platinum status

SAP Partner Centre of Excellence

SAP and VAR-certified support centre

SAP CX ANZ Partner Award 2012 – 2022

Winner of 16 SAP partner awards since 2017

Vendor relationship

Collaborating with SAP for more than 35 years

Winner of SAP APJ Hackathon with SAP Data Intelligence-driven solution

Our niche industry solutions are resold by SAP globally

DXC will help achieve your business goals with SAP

As a leading SAP partner, DXC Technology has the deep industry knowledge and strong line-of-business offerings needed to streamline processes and unlock business success for its customers.

For more information on how DXC Technology can help your business harness the power of applications to build and maintain a competitive advantage in a changing market landscape, contact the team today at dxc.com/au/practices/sap.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.