



G Cloud 14

**Service Definition - SAP S/4HANA Consulting,
Implementation, Migration & Support Services**



Table Of Contents

Service Overview 2

Service Description 2

SAP S/4HANA Consulting Service – Our Offerings..... 3

SAP S/4HANA Implementation Services – Our Offerings..... 4

SAP S/4HANA Application Management Services – Our Offerings 5

SAP S/4HANA Customer Success Stories Delivered by Wipro 8

Wipro SAP Credentials 11

Service Overview

Covering a broad range of services, Wipro's SAP portfolio offers end-to-end consulting, implementation, migration and application management for building an Intelligent Enterprise with SAP S/4HANA and Intelligent Technologies. It also includes accelerating Cloud adoption with Cloud applications and platform migration, modernizing applications with process consulting and automation.

Our design thinking and consulting-led approach enables us to collaborate closely with our clients and find innovative ideas to solve their business problems. With our unique industry-specific, pre-configured rapid deployment solutions; Intelligent Technologies accelerators, proprietary tools and other accelerators we ensure that our clients manage to generate higher returns from their SAP investments.

Towards our endeavour to drive digital transformation for our clients, we also strive to strengthen our long-standing collaboration with SAP and leading Cloud service providers.

We share SAP's vision of the future of an intelligent enterprise – we truly believe Internet of Things, Artificial Intelligence, Machine Learning and Blockchain are transformational technologies that are mandatory to help any business realize their potential fully. Therefore, Wipro is building strong teams, solutions and of course we have the highest level of partnership with SAP in these areas. Wipro's diverse organization already has significant strength in all these areas – our business units for Wipro HOLMES, Wipro CTO organization, Wipro Blockchain Organization have already seen success in these areas and these teams are partnering with SAP to share our know-how to help SAP build a successful product as well.

Wipro has gained extensive capability on SAP with over 14,200+ SAP resources working for 1000+ global customers in over 83 locations. We have more than 8600+ SAP certified consultants – Wipro is ranked #5 in the industry in SAP certifications. With over 20 years of experience in handling complex SAP engagements and being a leading co-innovation partner for SAP, Wipro is uniquely positioned to help customers in their efforts to create business value. We provide a host of services across SAP Consulting, SAP Implementation and SAP Managed Services leveraging our 360o relationship with SAP. As a Global Strategic Services Partner of SAP, Wipro is uniquely positioned to offer cutting edge and innovative solutions to its customers through multiple joint co-innovation programs. Wipro is a Global Solutions and Services Partner since 2007 and has well established relationships across regions, industries and technology groups within SAP.

Service Description

Wipro is excited about the diversity and strength of SAP's product portfolio as of date and we are also aware of the strategic direction of SAP. Wipro also has business units for SaaS offerings from SAP such as Ariba, C/4HANA, SuccessFactors, Concur, Fieldglass. We see these areas performing even stronger in the coming years. SAP Cloud Platform is going to be the foundation for all extensions, customers differentiating business processes and for all new innovations from SAP.

With our unique industry-specific solutions like Green Energy Tracking and Distribution system, Pipeline Network Monitoring, Fashion Cube etc., pre-configured rapid deployment solutions like Wipro RaCE (Rapid cross enterprise ERP) preconfigured template built for S/4HANA Core Applications; Intelligent Technologies accelerators, proprietary tools, and other accelerators we ensure that our clients manage to generate higher returns from their SAP investments.

We provide SAP application consulting, implementation migration and management services for SAP ECC and S/4HANA systems. We have a large team of experienced SAP consultants in both functional as well as technical skill sets including FI, CO, SD, LE, PP, MM, SCM, APO, QM, WM, PM, PS, EWM, CRM, MII, CPI, BI/BW, HCM, SuccessFactors, PI/PO, TM, Ariba, Concur, SAP Testing, ABAP, SAP UI5 and Fiori, Basis, SolMan, NetWeaver, CRM, SRM, Security/GRC etc.

Wipro has helped some of the largest companies in the world achieve measurable business value through process transformation in such industries as oil and gas, retail, CPG, finance, life sciences and manufacturing, to name a few.

SAP S/4HANA Consulting Service – Our Offerings

- SAP Transformation Vision, Building Benefits/ Business case on SAP
- SAP Product Assessment & Capability
- Process Capability Assessments & Roadmap
- KPI Improvements/ Value Realization
- M&A and Divestitures, Integration Planning
- Process Mining, Process Harmonization, Process Mapping
- Digital Architecture readiness, Cloud readiness, Configurability, Micro-services readiness
- IT Infra – Cloud, On-Premises options, System Architecture, SOPs, RACI
- Benefits rationale, baseline, value levers, pre-conditions and requisites

SAP S/4HANA Consulting Services – Our Differentiators -

Accelerators	Description	Key Benefits
Wipro Experience Center	Integrated SAP S/4HANA landscape with full set of SaaS solutions (C/4HANA, SAC, IBP, Intelligent Asset Mgmt.(IAM), SF, Fieldglass, Concur)	Integrated Analytics dashboard with faster insights into leading and lagging KPIs
Wipro Celonis Process Models	Data Driven Process Mapping, Simulate Business Impact of transformation, AI – powered Master data Consolidation, Continuous Process Optimization	Reduction in Operations cost by 15%, Discovery/Transition timelines by 30% Transition Cost optimization by 25%
Purview	Key business capabilities, prioritization of investments, and measuring the value and driving actionable outcome-based solutions	Automatic reconciliation of outcomes against key performance indicators , 20% faster decision making

Supply Chain Command Center	Intelligent control over operations to confidently manage risk and cope with escalating volatility	15% faster time to market, delivers Value realization in Large Transformation projects
Digital Process Command Center	Process Mining capability with ITSM insights	10~15% business value and capability improvement
Intelligent Asset Management 'Show and Tell'	Ready to deploy Intelligent Asset Management solutions Asset Strategy and Performance Mgmt., Predictive Asset Insights with S/4HANA	20% faster deployment due to pre-configured template availability
Design Thinking Models (Designit)	Persona-based human centered design	Voice of consumer driven, user experience monitoring, resolution of service requests at 25% higher velocity
M&A Playbooks	M&A Planning & execution (Organization Strategy, Business Processes, Applications, Data, Network & Hosting, Operations)	100% adherence to Transitional Service Agreement timelines

SAP S/4HANA Implementation Services – Our Offerings

- SAP S/4HANA Greenfield, Brownfield & Bluefield Implementation
- Deployment and Rollout Strategies
- Business KPI driven transformation
- S/4HANA Cloud Transformation – Public & Private clouds
- Industry Solutions
- Organizational Change Management
- Wipro FullStride Cloud Services and Safe Passage to Cloud framework for seamless Cloud Migrations and accelerated Cloud enabled Business Transformation

SAP S/4HANA Implementation Services – Our Differentiators -

Accelerators	Description	Key Benefits
Rapid Cross Industry ERP Foundation (RaCE Templates)	Pre-configured, ready to run SAP Best Practices driven template for rapid implementations	~40% accelerated implementation & coverage of 50 – 60% of Business Processes
eSymphony Delivery Model for Implementations	Jumpstart, Virtualization, Distributed and Agile anywhere, MVP with Customer Experience Center	10-20% Cost Optimization gains

4M Framework for Program Mgmt.	4M Framework (Model, Mindset, Machinery, and Methodology) provides an efficient approach for project delivery	Reduction of Program Management time~15%
Wipro Testing Suite	One-stop platform to get ready to use library of pre-built test cases for SAP & S/4HANA	100% Business Process Variant coverage, ~40% effort savings in test design
Wipro TopGear	Framework for internal crowdsourcing, harnessing the existing resources pool by utilizing bandwidth available across the organization to augment customer delivery,	Faster implementation timelines for complex/niche programs
Wipro FullStride Cloud Services	E2E holistic cloud transformation	Business First Strategy to create a cloud enabled digital future
10+ Pre-Configured Industry Solutions	Pre-configured solutions complementing standardization of the core	80-87% processes are pre-configured resulting in 30-35% reduction of overall implementation timelines
70+ Industry accelerators	New Revenue Models for New Innovative Business solutions	Solutions across ML, IoT, Blockchain, iRPA, Conversational AI bringing in reduction in implementation timelines and cost

SAP S/4HANA Application Management Services – Our Offerings

- Applications/ Platform Rationalization
- Continuous Business Process Improvements using Process Mining as a Service
- Process Operations Command Center
- IT Cost optimization
- Process Performance Audit & Health Checks
- Incident & Problem Management
 - ✓ Level 2 Support
 - ✓ Level 3 Break Fix
 - ✓ Critical Incident Management
 - ✓ Root Cause Analysis
- Change & Release Management
 - ✓ Change review & approval
 - ✓ SAP Changes & Release management
 - ✓ Service catalogue-based demand planning for enhancements
- Smart Operations
 - ✓ Application Performance Monitoring

- ✓ Monitor Critical Batch / Jobs
- ✓ Business Process Monitoring
- ✓ SOP based service request resolution
- Integration Support
 - ✓ Integration suite
 - ✓ Extension suite
- Service Management
 - ✓ Service Metrics Alignment
 - ✓ Service Integration
 - ✓ Service Governance
 - ✓ SLA Management & Reporting
 - ✓ Audit & regulatory compliance support
- Transition Support
 - ✓ Transition using Wipro Transition framework
 - ✓ Reverse Engineering tools for better knowledge acquisition
- Proactive & Preventive Maintenance
 - ✓ AI Ops based application alerts and remediation mechanism
 - ✓ Functional support to Patching
- Enhancements
 - ✓ Application/ Functionality / Module level enhancements

SAP S/4HANA Application Management Services – Our Differentiators –

Accelerator	Description	Reference Customer	Key Benefits
Wipro's Apex 2.0 Delivery Model for Management	Multi-tenanted delivery model that enables Wipro to provide a specified set of application services in a consistent and predictable manner through its state-of-the-art infrastructure and a cohesive set of tools and processes	Dutch multinational conglomerate focused on medical devices, healthcare & consumer electronics	~15% Cost Savings and ~ 20% increase in velocity - Crowdsourced Delivery as required, through Wipro TopGear - Delivery leveraging the best-in-class Design Thinking, Cloud, Data, Testing, Consulting, Engineering, Research and Design Ecosystem - Senior Leadership presence in all Geos and Client Delivery centers as part of Org. Strategy

			• Competitive pricing without compromising quality • Quicker Time to Market: Quicker Realization of Business benefits • AD & AMS Coverage under a single roof: DevOps enabled for futuristic transformation •
Integrated Operational Command Centre	• Operations for Real time Monitoring of Technical, Business Layer and IT operational metrics	Global stainless steel manufacturer headquartered Finland	• Seamless and secure global operations and ticket elimination up to 30-35%
Wipro SAP DevOps platform	• Wipro's unified DevOps platform for developer and stakeholder collaboration	American multinational manufacturer and marketer of skincare, makeup, fragrance and hair care products	• Up to 30% budget reduction and 40% faster integration for automation
Wipro Modular Architecture based accelerators powered by eSymphony	• Plug & play architecture allows seamless integration to client landscape facilitating jump start management services	Gas distribution Major based out of South West England	• 30% higher efficiency • 30% reduction in cost • 99.99% application availability
Wipro SAP Automation Accelerators Repository	• Comprehensive suite of Automation Accelerators across Custom Development, Finance, OTC, PTP	Sydney based water corporation (11 th Largest in the world)	• Effort reduction on an average up to 30%
Extreme Automation approach through EZRun & Wipro HOLMES	• Wipro's AI based Plug and Play modular architecture for Customer need based services or micro services enablement with Intelligent frameworks supported by Wipro HOLMES	Dutch multinational conglomerate focused on medical devices, healthcare & consumer electronics	• 30% higher efficiency • 30% Reduction in Cost • 99.99% Application availability

Wipro SAP Transition Methodology and Tools	E2E Transition framework for Transition plan creation, scheduling, resource allocation and baselining, SQA validation of critical tasks	British multinational tobacco company	15% effort savings for Transitions
Wipro Testing Suite for Management	Auto Functional Testing suite for E2E process automation and Cost of Quality Reduction	British-based distributor of industrial and electronics products	- Test Data Miner (Reduction in Test Data Defects) - Impact Analyzer for changes in Transport, SAP log Parser to assess real time system usage: providing on an average up to 25% reduction in Testing time
4M Framework for Program Mgmt.	4M Framework (Model, Mindset, Machinery, and Methodology) provides an efficient approach for project delivery	Dutch multinational conglomerate focused on medical devices, healthcare & consumer electronics	Reduction of Program Management time~15%

SAP S/4HANA Customer Success Stories Delivered by Wipro

In the past 12 months, we have executed -

- ✓ 30+ S/4HANA Greenfield engagements
- ✓ 10+ S/4HANA Brownfield engagements

We are showcasing few of our key S/4HANA engagements across Greenfield & Brownfield implementations in the following sub-section.

Case Study 1: SAP S/4HANA Greenfield implementation for a European Market Leader in Frozen Food to deliver significant new capabilities and a more efficient, flexible, customer centric and insight driven business.

Business Objectives

- Each market with their own processes and ways of working with expensive and lengthy M&A integration process

● Data issues with distributed information models that provide limited performance insights to drive operational and commercial decisions ● Fragmented & siloed forecast and demand planning process deliver poor forecast accuracy and bias impacting across the business ● Lack of spend visibility & control with suppliers	
Wipro Solution	Wipro Differentiators -
Wipro's Transformation levers through eSymphony: ● Enabling future state from an integrated Farm to Factory to Fork context ● Detailed execution of Target Operating Model components for the strategic business capabilities through Rapid Cross Industry ERP Foundation ● Sustainable solution through KPI driven Carbon Footprint Reduction	● Wipro's RaCE template powered by eSymphony for CPG industry covering 80% fit to standard functionality ● Benefits realization approach to Transformation ● Trusted advisor to both Customer Business and IT for Transformation ● Strong industry & line of business experience
Benefits Delivered -	
● 2% improvement in revenue margin & 50% reduction in working capital ● 30% efficiency improvement in strategic business processes - 3 days close for statutory closure ● Elimination of manual non-value adding processes & Improved cost and operational efficiency ● Future ready to drive growth in penetration, revenue, market share and margin with ability to integrate new acquisitions faster	

Case Study 2: SAP S/4HANA Greenfield implementation for an Australian state government owned corporation that provides fresh water to 5M people in the greater Sydney area.

Business Objectives

- Replace 25-Year-old Legacy Billing and Customer Service Applications & reduce architectural complexity to reduce the cost of ownership
- Standardize processes and information to support the ability of managing the capital budget
- Create a great user experience for various customer user personas
- Minimize solution customization and adopt fit to standard processes for ISU & CRM solutions
- Deliver a solution that integrates & compatible with multiple data sources

Wipro Solution	Wipro Differentiators -
Wipro's Transformation levers through eSymphony: ● Wipro's Rapid deployment solution "SaFE Water" with pre-configured water business scenarios provided a jump start	● Wipro's Design thinking led approach for Greenfield Implementation of S/4HANA ● Wipro's Industry solution – SaFE water for utilities

with in-built industry leading practices along with more predictable outcomes ● Business intelligence using BW/4HANA solution and HANA Analytics in S/4HANA ● Virtualization (Single collaborative platform, No Shore delivery model, Core team working in Customer Time Zone, Adoption of a zero-trust policy)	● New Ways of working (Distributed and Agile anywhere, Rapid scale and Descale, Flexi Deployment styles) ● MVP with customer experience center (Specialist team, Pay as you go model)
Benefits Delivered -	
● Business Outcomes delivered for the front office CRM and back-office meter to cash processes & services built for futuristic Smart City model ● Steady decrease in the Average Holding Time, Call abandonment rate came down by 81% ● More than 100,000 bills produced in ~10 minutes and more than 80,000 invoices produced in less than 4 minutes ● Single page responsive UI replacing 10 different Applications with Improvement of up-to 70% in navigation time ● Leak detection Functionality based on Meter reading history	

Case Study 3: SAP S/4HANA brownfield implementation for a specialized and fully integrated producer of structural steel products.

Business Objectives	
● Consolidate management reporting for two merger companies using a single system on S/4HANA ● Migrate the Saudi system to newer solutions from current decade old release with limited functionalities ● Legal change in system due to introduction of VAT in Saudi & Bahrain ● To ensure cost optimized single system licensing and costing ● Move away from static pre-determined reporting to on-demand real-time analytical reporting ● Consolidate ERP systems for the group across legal entities and introduce global process templates	
Wipro Solution	Wipro Differentiators -
Wipro's Transformation levers through eSymphony: ● System Landscape Consolidation for Saudi & Bahrain units with Single SAP S/4HANA System ● Roll out to Saudi including SAP SuccessFactors, HR KSA Localization and HCI integration – Cloud to On-premise	Wipro MigMan platform for Brownfield Conversion ● Omni-Compatible, Zero Cost Assessment, Fast & Accurate - Automated Tool based assessment saves up to 80% time for initial assessment Wipro's Safe passage methodology for Brownfield Conversion –

● Custom Code Conversion of 400+ Objects, Deployment of 600+ SAP Fiori Applications	● Standardized templates, processes & protocols ● Quality gates that ensure minimized risk & quality deliverables
Benefits Delivered -	
● KSA Localized statutory compliance and reporting for with Single S/4HANA system for KSA & Bahrain ● HR solution on cloud integrated with S/4HANA & enhanced user experience with FIORI adoption ● 79% reduction in data footprint with Improved/Faster Month end order settlement /closing transactions ● VAT compliant Sales & Purchase transaction processes with system driven VAT calculation ● Localized Saudi Payroll benefits / deductions aligned with country Labor law Policies	

Wipro SAP Credentials

Wipro is an SAP Global Solutions and Services Partner with **24+ years of experience** in providing SAP services to **400+ global clients**. Wipro has gained extensive capabilities to deliver across SAP Consulting, Implementation and Managed Services engagements. Our global **SAP practice has over 14,200+ consultants** & a successful track record of delivering **900+ engagements across 83 locations**. Our **design thinking and consulting-led approach** enables us to collaborate closely with our customers and find innovative ideas to solve their business problems.

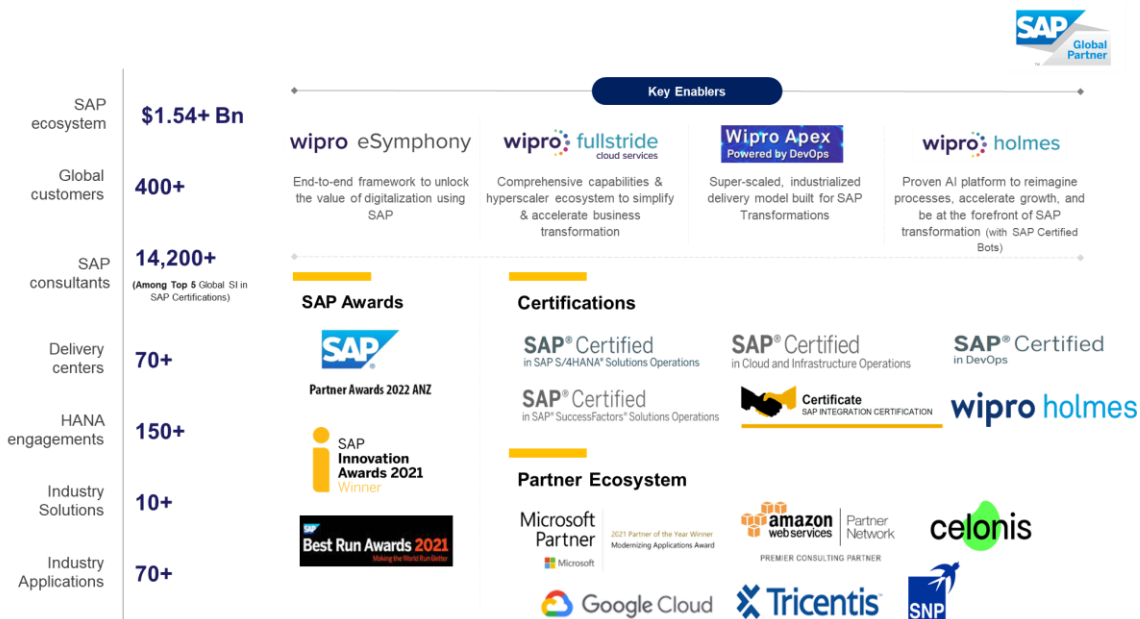


Figure : SAP Practice Snapshot

Wipro brings expertise & capabilities **across industries, processes, technology** (across SAP product suite), **data management, modern delivery models & people** through its **eSymphony** platform.

Wipro eSymphony

Unified platform for organizations to enhance their transformation outcomes and increase the ease of adoption. It integrates the discovery, assessment, orchestration, and outcome delivery aspects of digitalization. From assessment and consultation to strategy and execution, customers can leverage a platform that guides them in driving digitalization. The platform enables clients to chart a clear roadmap from a 'vision-to-value' perspective. It combines industry-centric approaches, business intelligence, continuous innovation, and a cloud-first mind-set to derive unrealized value from their digitalization investments.

Key Features:

- ✓ **Vision-to-value transformation framework:** From strategy to implementation and beyond, organizations can gain access to a set of capabilities that accelerates and drive business outcomes
- ✓ **Design and process capability:** User-centric design-thinking principles leverage aspects such as intuitive user experience to drive ease of adoption.
- ✓ **Industry-centric solutions:** Solutions are tailored to industry-specific challenges.
- ✓ **Functional transformation:** Drives excellence in key areas of supply chain, finance, procurement, operations, and customer experience.
- ✓ **Business value:** Identifies and drives business KPIs.



About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.

