



IBM Consulting

G-Cloud 15 IBM - SAP S4HANA Cloud Services

Service Definition Document

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Modernising Governments with IBM & SAP for S/4HANA Cloud

Building Trust, Driving Transparency

IBM delivers SAP advisory and implementation services designed specifically to help public sector organisations modernise mission-critical systems, improve service delivery, and achieve measurable operational outcomes. Using a proven methodology and a powerful set of IBM proprietary tools, accelerators, and third-party assets, we support agencies through every phase of transformation.

Our offering covers the modernisation and deployment of core SAP ERP platforms, including SAP S/4HANA RISE as well as key SaaS solutions such as Ariba and IBP. SAP S/4HANA becomes the digital backbone of government operations—providing real-time, contextual insights that improve decision-making, strengthen accountability, enhance financial and operational transparency, and enable the next generation of public services. It simplifies IT operations, improves security, and supports the policy and mission needs of today’s government agencies.

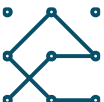
Key pillars of our offering include:

- **Rapid Discovery:** A structured, comprehensive approach to initiating an SAP S/4HANA-enabled transformation. It helps agencies define their mission needs, required capabilities, and expected benefits while establishing a clear, realistic implementation roadmap.
- **Business Transformation on SAP S/4HANA:** Whether Greenfield, Bluefield, or Brownfield approach, IBM combines public-sector best practices, SAP innovations, and deep technical expertise to help government organisations unlock operational efficiency, strengthen compliance, and improve client outcomes.
- **Rapid Move:** Our differentiated migration method accelerates the transition from SAP ECC to SAP S/4HANA through automation and selective data migration. This approach allows agencies to preserve and maximise existing SAP investments while modernizing where it matters most—reducing risk, cost, and time to value.

Overall, IBM’s SAP services enable public sector organisations to modernise with confidence, increase mission effectiveness, and deliver better services to clients through a secure, transparent, and future-ready digital foundation.

Market Dynamics

Global / Macro Trends



Supply Chain Disruption



Increased M&A and Divestiture Activity



Focus on Sustainability



Maturity / Adoption of Emerging Technologies



Pace of Change



Availability of Data



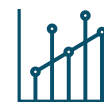
Increased Threat of Cyberattacks



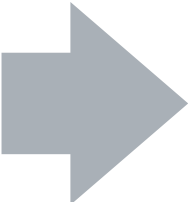
Political Volatility



Workforce Dynamics (Aging workforce, skills shortages, COVID, etc.)



Inflation



SAP Market Trends



Need for Business Case – “How do I justify S/4?”



Clients Expect Business Outcomes



Concerns about TCO



Clients want engaging experiences



Democratization of SAP



Clients want “next generation,” future proof SAP solutions, modernization and simplification



Solutions integrated with Ecosystem Partners



Sustainability is on the board room agenda



Different implementation approaches for different client needs – Green, Blue, Brown



Growing demand for RISE and Finance First implementations



Movement from traditional Support to Agile / Continuous Innovation



SAP Market is Resource Constrained



Enhanced Security Solutions for SAP

Government challenges that impact operations, efficiency, and citizen experience



Obsolete Legacy Systems

- Outdated, custom-built systems are expensive to maintain, hard to update, and lack modern security features.



Fragmented Data & Inefficient Processes

- Data silos lead to duplication, inconsistency, hindering unified views and decision-making. Reliance on manual workflows causes slow operations, errors, and wasted resources.



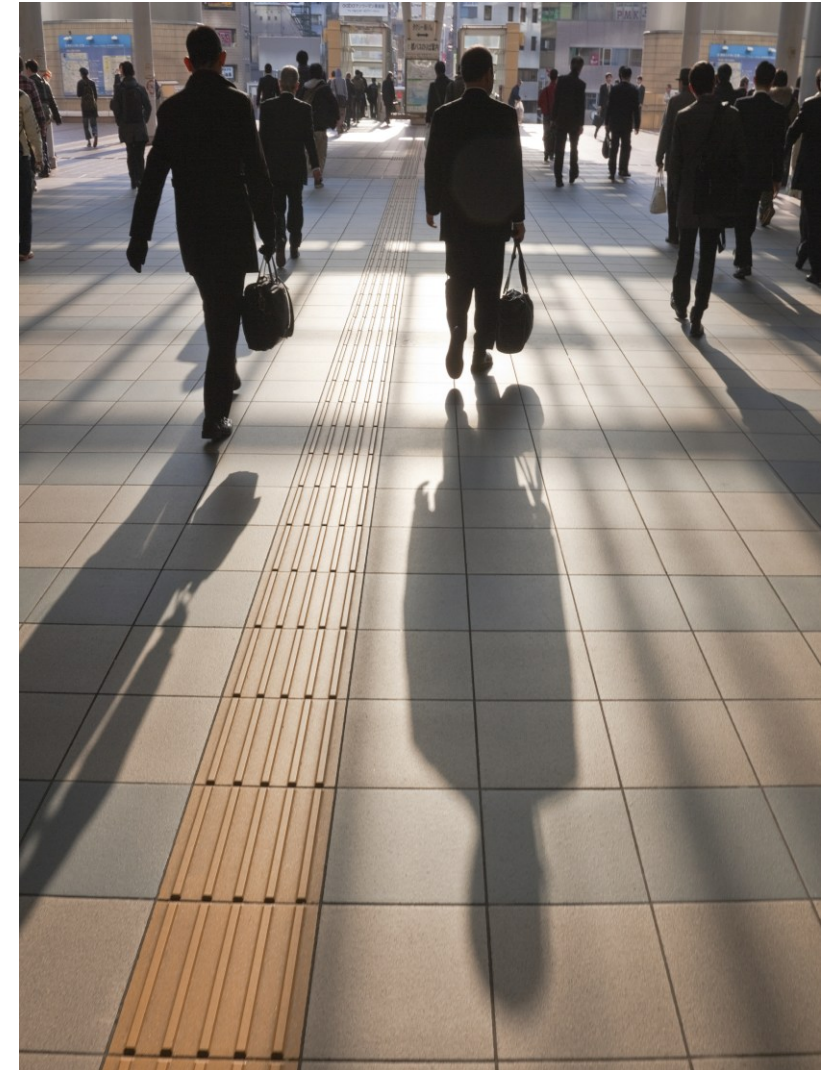
Budget Constraints and Complex Procurement

- Struggle to fund modernization while managing existing costs and public expectations. Lengthy government procurement processes delay projects, increasing risk and costs.



Talent Gaps

- Difficulty attracting and retaining skilled IT talent impacts transformation implementation and management.



Deliver outcomes that directly advance key government priorities



Digital Modernization Imperative & Cloud Adoption

- Governments must update legacy IT for efficiency, transparency, and responsiveness to evolving public needs.
- Demand for integrated data and analytics to inform policy, resource allocation, and service delivery



Data Driven decision making

- Demand for integrated data and analytics to inform policy, resource allocation, and service delivery



Citizen-Centric Services & Heightened Cybersecurity

- Growing public expectation for seamless, personalized, and accessible digital government interactions.
- Paramount concern for government data security, requiring robust features and strict regulatory compliance.



Workforce Modernization

- Need for modern HCM solutions to attract, develop, and retain skilled talent for public service.



Our Industry Strengths | Government

IBM is a leader in Government solutions

8,000+

industry consultant experts.

~13,000

Government and Defense certifications.

90%

of 10 largest governments are IBM clients.

400+

Government industry clients.



Recognitions and awards

- Leader in 2025 ISG Provider Lens UK and Australia Public Sector Services & Solutions
- Leader in 2025 ISG Provider Lens Cybersecurity Services & Solutions for U.S. Public Sector

Key partners



Microsoft



aws



Adobe



ORACLE



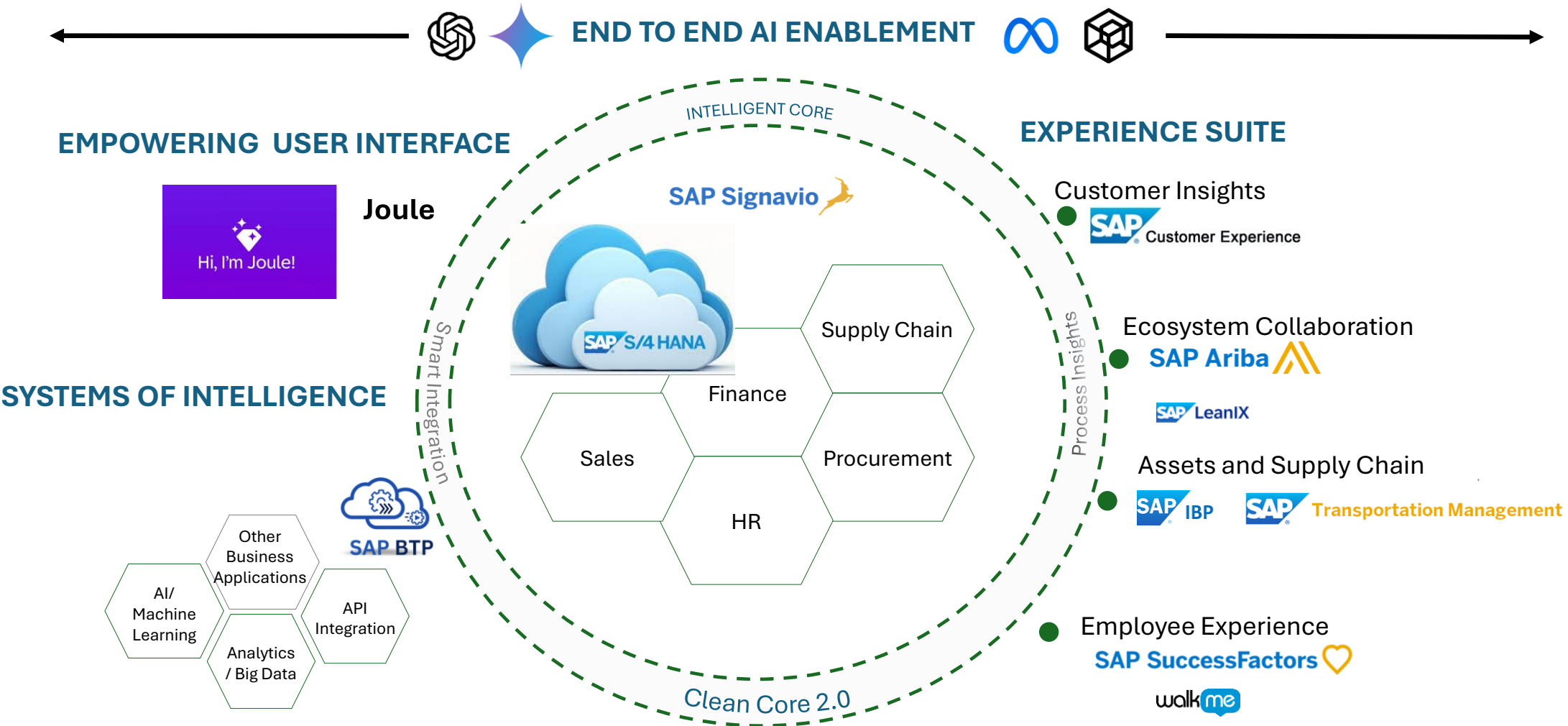
salesforce



SAP

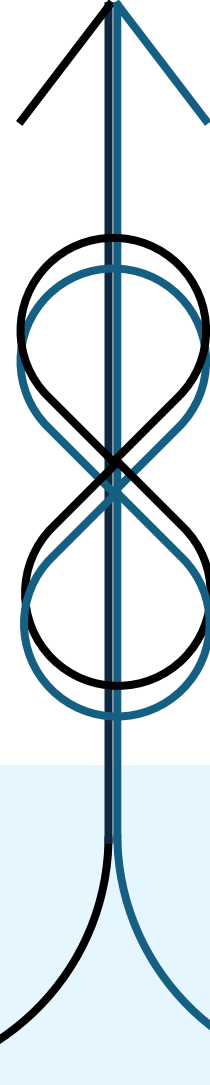
Redefining S/4HANA for the AI Era

Integrated cloud-based Business Suite to support autonomous operations and data-driven decision



Let us show you the way.

*Explore the possibilities to transform
along the optimum path.*



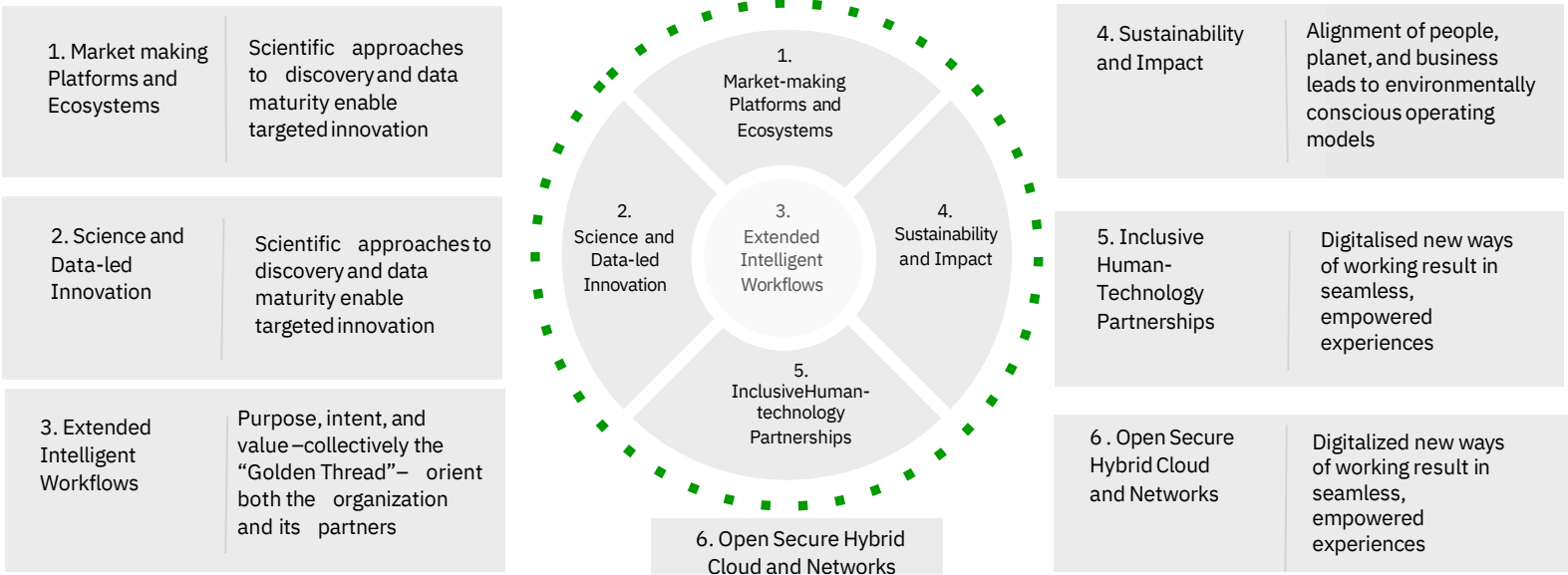
IBM Vision, Strategy and Value Proposition

We have evolved continuously to develop end-to-end SAP S/4HANA capabilities in line with the market trends and changing business objectives of our Clients to deliver intelligent business outcomes.

DELIVER INTELLIGENT BUSINESS OUTCOMES

Develop Next Generation Products	Optimize Operations	Integrate M&A	Deliver Customer Experiences	Enable Sustainable Processes	Empower Employees	Create New Business Models
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The Virtual Enterprise



BUILD NEXT GENERATION SOLUTIONS AT SCALE

Connected Platforms	Fueled by Data	Business Process Orchestration and Optimization	Intelligent Workflows	Infused with Automation and AI	Security by Design	Optimized for Hybrid Cloud
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ENABLED BY IBM-SAP EVOLUTION PARTNERSHIP AND AN ECOSYSTEM OF PARTNERS

Our Ability to Execute

- **350+ SAP S/4HANA go-lives** and counting
- **500+ SAP S/4HANA implementations** (Active and Live)
- 38,000+ SAP S/4HANA resources
- **#1 in SAP and SAP S/4HANA certifications**
- 13,500+ SAP certified resources holding over 20,000 certifications including **7000+ S/4 certifications**
- Strong double digit growth in SAP S/4HANA revenue- five consecutive years
- BREAKTHROUGH with IBM for RISE with SAP and RISE Premium Supplier
- Deep **industry expertise** and innovative industry cloud solutions
- Power of IBM and our **Ecosystem Partners** to deliver end to end capabilities
- Enterprise Design Thinking and IBM Garage to co-create value-oriented experiences and solutions
- **TruQua for Finance** transformation
- Simpler Consulting offers senior business advisors to address our clients most complex business problems
- **IBM Cloud and Hyperscalers** relationships

Our End-to-End Offerings

Consulting for Business Value

BREAKTHROUGH with IBM

Consulting, implementation and application managed services on RISE with SAP



IBM Rapid Discovery

Understand the impact and effort necessary to move to S/4HANA, and identify the business benefits that can be unlocked



IBM Garage

An immersive experience that enables transformation by helping our clients envision future experiences and make them real.

End to End Capabilities Offering the most comprehensive and integrated portfolio of SAP offerings across the entire SAP product suite, across all industries and all business functions.

Next Generation Implementation Services

Enterprise Transformation on SAP S/4HANA

Value driven enterprise transformations on SAP S/4HANA using IBM Intelligent Industry Cloud Solutions (IMPACT, Intelligent Workflows, eHub, etc.)



TruQua Finance Transformation with CFIN

Start S/4HANA journey with finance first implementation and Office of the CFO solutions



Rapid Move Bluefield Implementation

Convert and migrate existing SAP systems and adopt selective new functionality to realize benefits of new SAP capabilities



Accelerated Move Center Brownfield Implementation

Accelerate move to S/4HANA leveraging automation, data migration and IBM factory approach



Line of Business Implementations

Customer Transformation with SAP CX, Procurement Transformation and Spend Management with SAP Ariba and Concur, Talent Transformation with Success Factors, Business Analytics



Incremental Innovation

Delivering differentiated Business Capabilities leveraging the enterprise Data Assets using SAP BTP, ML



Managed Services

Next Generation AMS / Continuous Improvement

Next Generation Managed Services / Support including continuous improvement, application support and operations



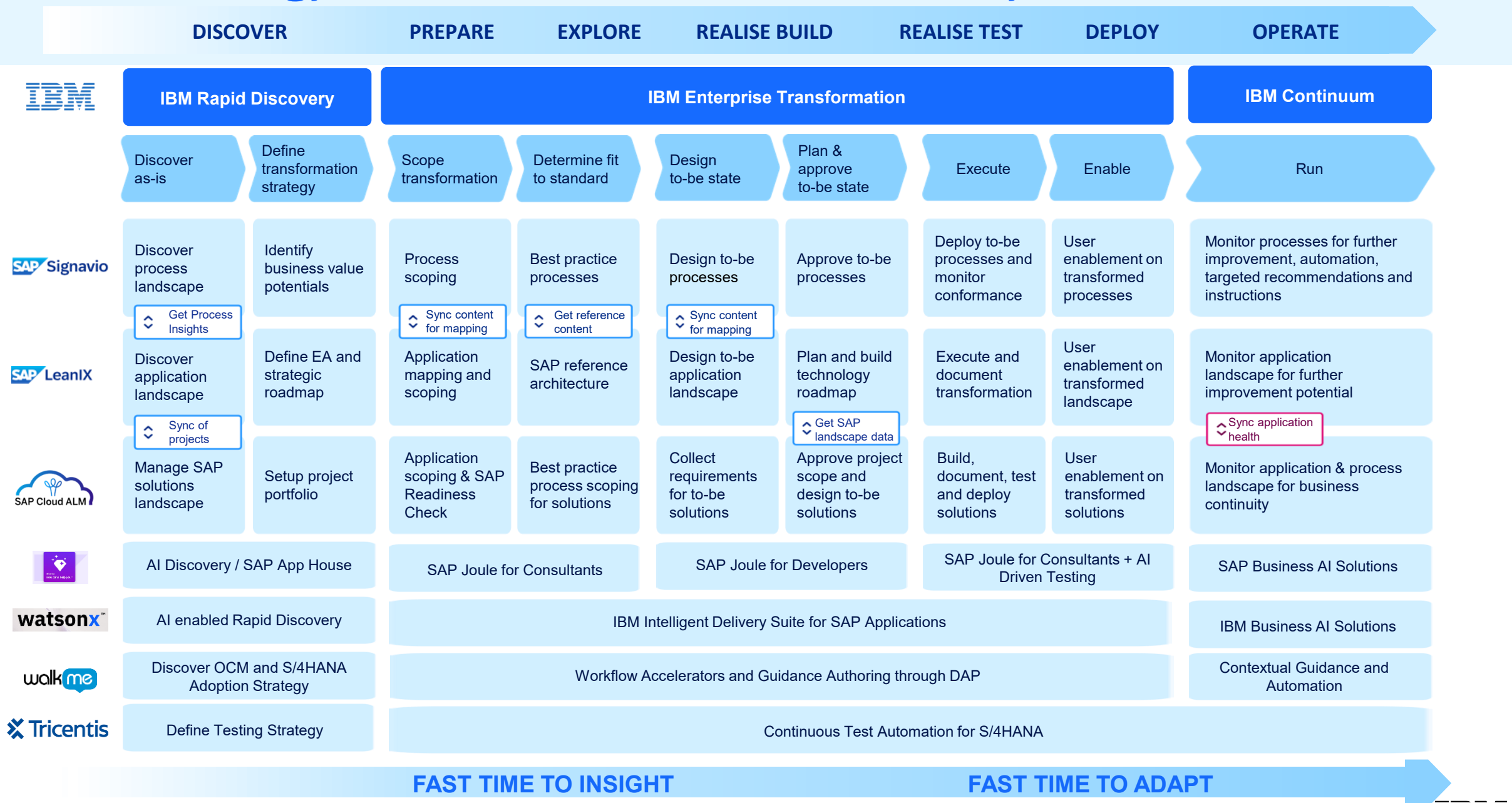
Landscape as a Service

Automated provisioning, landscape management, and operational practices such as availability, performance and release management



BPO Run / Manage for Intelligent Workflows

IBM Technology Enabled Transformation Journey



Transform with SAP RISE

We are the **first and only** partner to offer consulting expertise and cloud infrastructure together for RISE with SAP offering (including premium supplier)

We provide Advisory Services, Implementation Services, and Application Management related Services

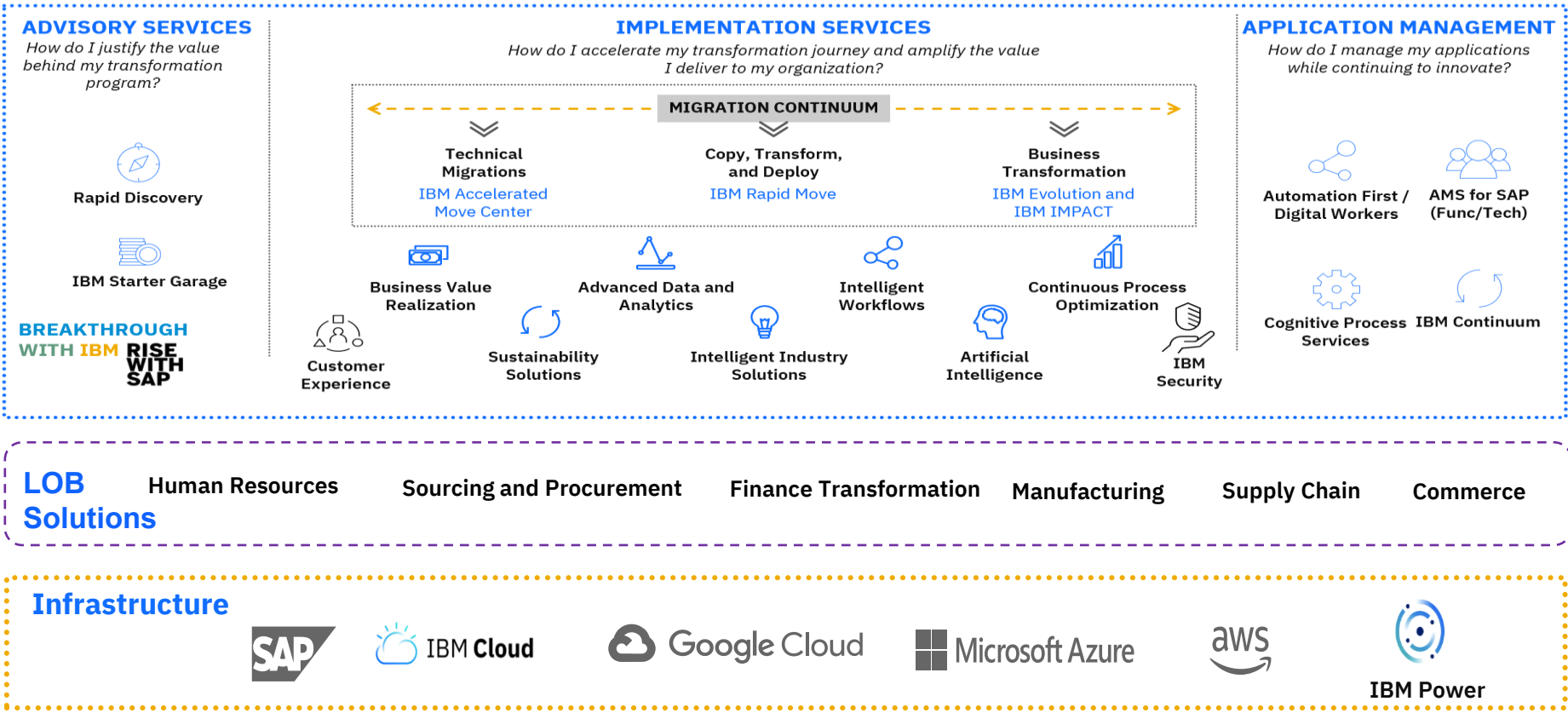
With this, we can support client transformation journeys both on other hyperscalers as well as on IBM Cloud

[“IBM and SAP Strengthen Partnership to Help Clients Move Workloads from SAP® Solutions to the Cloud”](#)

SAP and IBM Press Release - Feb 10, 2022

Our Offerings

BREAKTHROUGH with IBM for RISE with SAP + BREAKTHROUGH with IBM for RISE with SAP, **Premium supplier**



Select Clients



Enterprise Architecture Approach

Clients are Transitioning from Legacy ERP Approaches to **Lean ERP & Clean Core** Approaches to Simplify the Shift to Intelligent Enterprises



Speed of Change / Adaptive Business



Connected, Sustainable Enterprise



Common Enterprise Process Model



Simplified Work with AI & Automation



Harmonized Enterprise Data Model



Continuous Process Insights

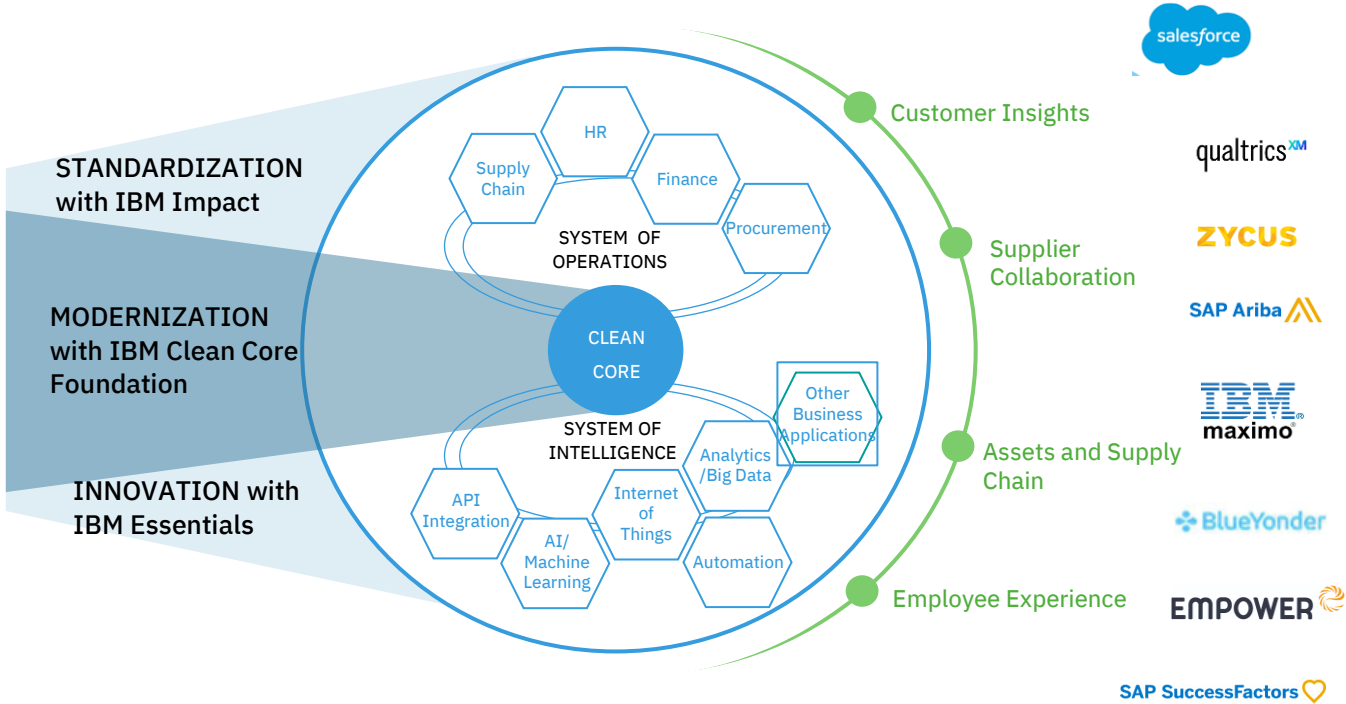
CLEAN CORE ERP ARCHITECTURE

A loosely-coupled API based architecture supporting a standard core or Lean ERP system that balances the need for getting back to standard whilst meeting the continuous needs of the business for innovation and differentiation

&

MODERN INTEGRATION APPROACH

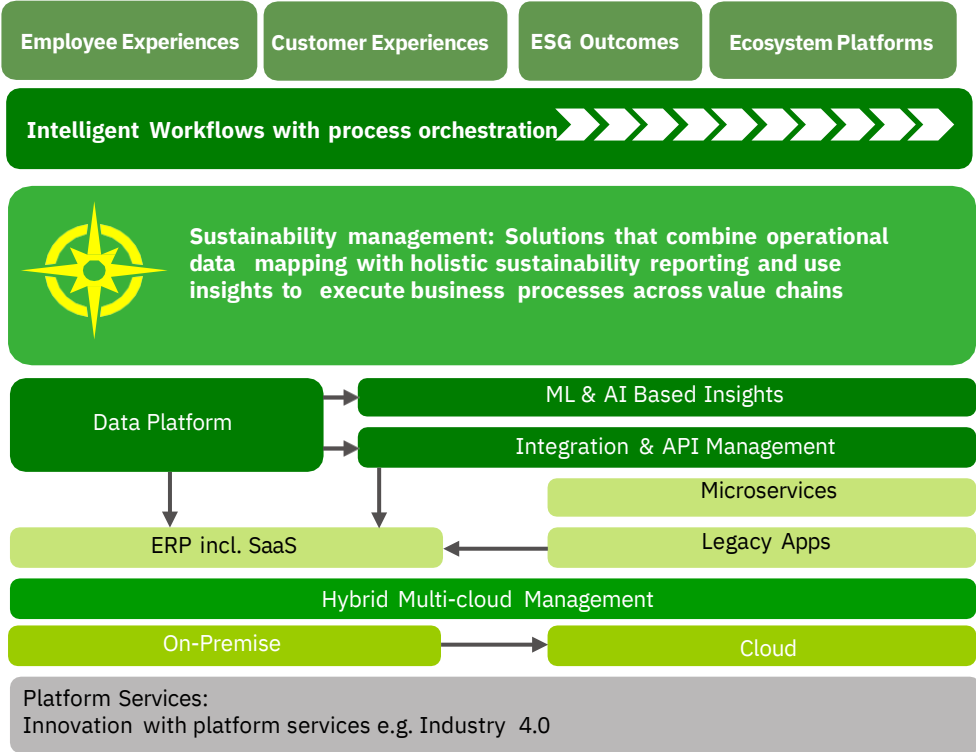
A hybrid approach, leveraging new tools and techniques, is essential to building a scalable, efficient integration model. New complexities with cloud-based applications, mobile applications, and event-based integrations must be considered, in addition to the traditional interface models.



Architectural Principles for a Sustainable Digital Core

The Climate Emergency means moving beyond ESG compliance and reporting to new business models. Moving to S/4HANA is foundational to evolve to the Intelligent Sustainable Enterprise

Ecodesign considers the Environment Impact of materials in a product from Design to Life Cycle Assessment (LCA)	Interoperable connected Enterprise moves from SAP-centric to distributed solutions to ensure integrated processes vs application silos
Virtualization (Digital Twin) provides a framework for semantic modelling, simulation, training and customer inclusion in product design	Design for Change adapting to Business needs by removing technical debt with Clean Core Modern Processes, Data, Code and Cloud solutions
Clean Core with Process Optimization, Data Quality and Code Modernization, preserving ERP integrity while innovating with platform services	Open Hybrid Cloud Model allows workloads to run on bare metal, virtual, private or public cloud, with the same consistent predictive experience
Decentralization ensures modular autonomy to make real-time decisions while working together to execute common goals and attain organizational harmony	Service Orientation integrates consumable API microservices across SAP / non-SAP including analytics solutions to accelerate innovation
Modularity increases flexibility because services may be easily coupled, separated or reconfigured with plug & play capabilities	Real-Time Capabilities enables smart decisions, improving system fault tolerance, equipment maintainability, operational functionality and safety



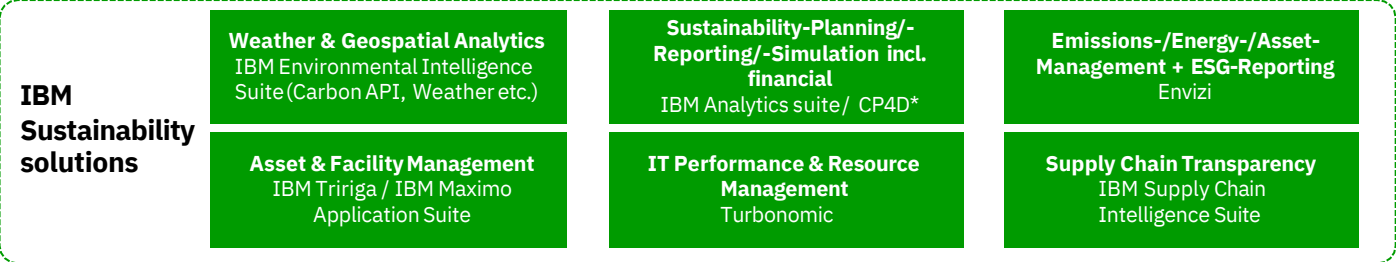
New Revenue Streams
Increasing focus on ERP systems enables integration and innovation, unlocking new revenues streams and business models

Data & Analytics
ERP systems need to expose data to AI and Blockchain solutions enhanced for E2E performance and changing market demands

Simplification & Efficiency
ERP is shifting into cloud to transform cost bases from fixed to variable, while simplifying processes

Sustainable-by-design
ERP that enables Sustainable Finance, Sustainable Supply Chain, Circularity

IBM Green Compass is a framework for the Sustainable Supply Chain where we embrace solutions from SAP Climate 21 / SAP Cloud for Sustainable Enterprise, then enhance them with **IBM's Evolution Platform** using SAP Analytics Cloud for Emissions tracking, environment reporting and Intelligent workflows like Connected Plant and Green Advocacy. This way, we help our clients achieve Net Zero ambitions.



IBM Consulting Services

IBM Consulting helps our clients ***envision the future***, build the ***business case*** for change and ***design value-based*** solutions that deliver targeted ***business outcomes*** for our clients

RAPID DISCOVERY

- SAP assessment and planning offering to lay the foundation for successful outcome-based transformations
- Leverages Starter Garage, a collaborative workshop to gain business support and executive alignment on a North Star vision

ACCELERATORS & ENABLERS

- HANA Impact Assessment
- Benchmark Wizard
- Starter Garage
- IBM CBM (Component Business Model) for SAP
- Transformation Maturity Assessment
- North Star Accelerators / Industry Golden Starter Threads
- IBV Benchmarking
- eHub data assessment



IBM GARAGE

- Envisioning the experiences of the future and making them real
- Co-create personalised and value-oriented experiences for our clients
- Enable innovation at speed and scale

ACCELERATORS & ENABLERS

- IBM Garage Method
- IBM Design Thinking
- Customer Journey Design
- Transformation Jumpstart Garage
- Innovation Centers and Design Studios
- Sustainability solutions



DIGITAL CHANGE

- Robust Organisation Change Management Capability underpins each successful SAP transformation
- Optimize employee engagement, amplify employee voice and measure transformative value
- Employee centric
- Lean and agile approach
- Data driven
- Tangible outcomes

ACCELERATORS & ENABLERS

- Digital Change Method
- Transformation Dashboard
- Transformation Engagement Platform
- End-User Mapping Tool
- Transformation Capability Index
- Qualtrics Employee Sentiment surveys

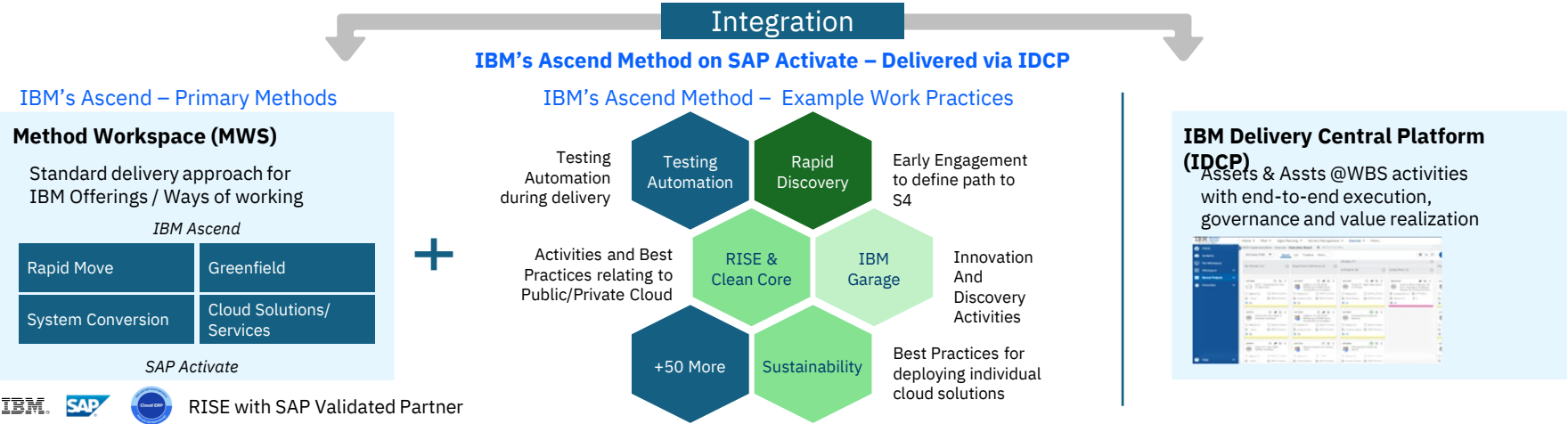


Platform based Gen AI enabled delivery approach

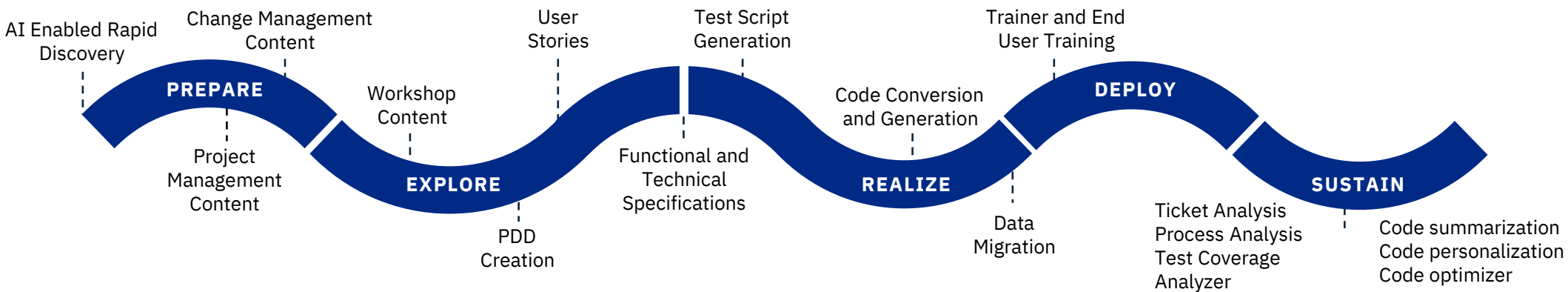
IBM Consulting Advantage - an AI services platform consisting of reusable methods, assets, and assistants to deliver consistency, repeatability, and speed in our delivery

IBM Consulting Advantage

An AI services platform that allows for easy, customized access to IBM Consulting's proprietary methods, purpose-built AI assets and AI trained models and role-based generative AI assistants.



GEN AI EMBEDDED IN OUR ERP DELIVERY METHOD



Step into your future

De-mystify and de-risk your transformation journey while ensuring you see measurable business value at every step



Set the foundation for success
with IBM Rapid Discovery

6-20 weeks

Co-create your transformation North Star vision, generating excitement and aligning around the desired outcomes and value, end-to-end scope and the path forward.



Transform your business & unlock value
with IBM Enterprise Transformation

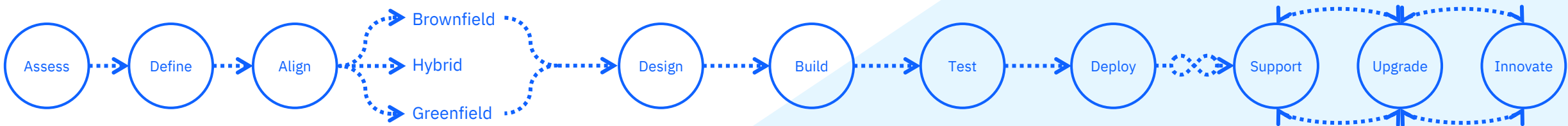
6 months-3 years

Co-execute your transformation journey, re-platforming to enable greater flexibility, innovation, and new ways of working so you can stay nimble, current and competitive.



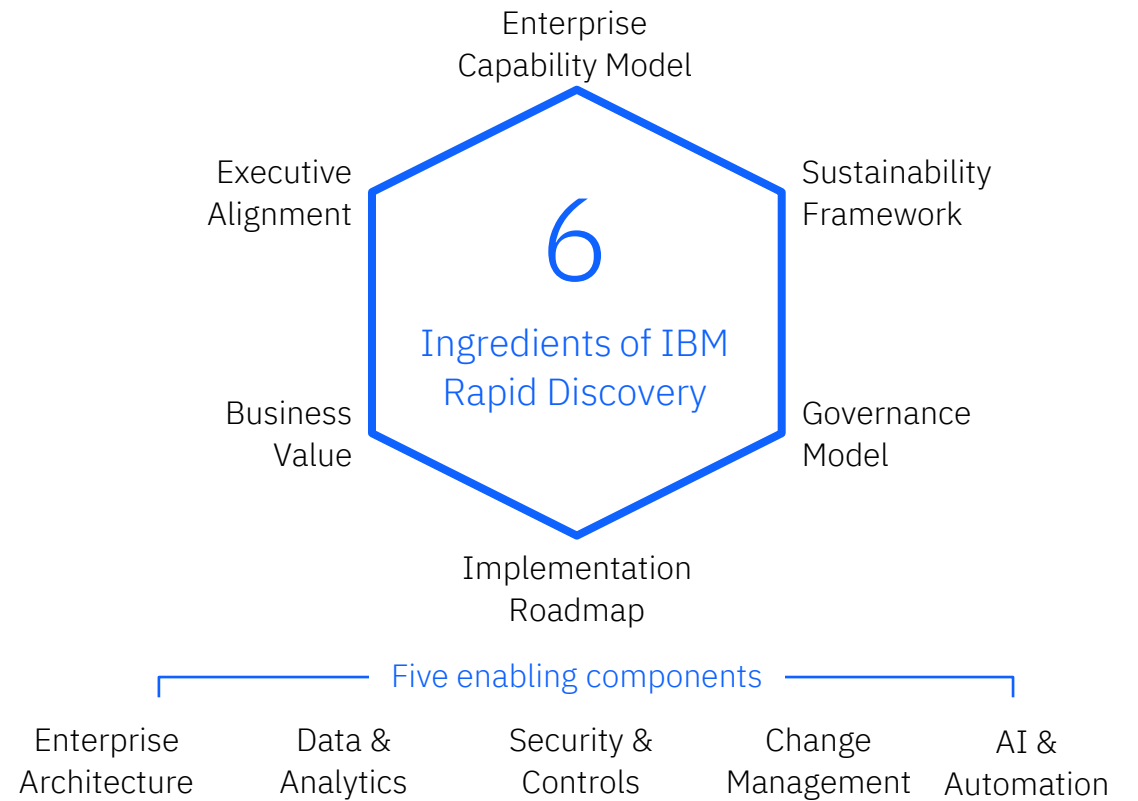
1-5 years

Co-operate with a dynamic partnership to ensure ongoing assessment and optimization of value. Leverage your resilient and scalable foundation to innovate and transform with ease.



Define success and develop your strategic transformation plan with IBM's Rapid Discovery.

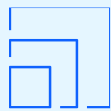
Successful transformation programs begin with a solid foundation, built on an accepted and aligned understanding of the 'what', 'why', and 'how'



Define competitive differentiation



Establish end-to-end business scope



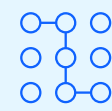
Design a resilient & scalable foundation



Bring the value case to life

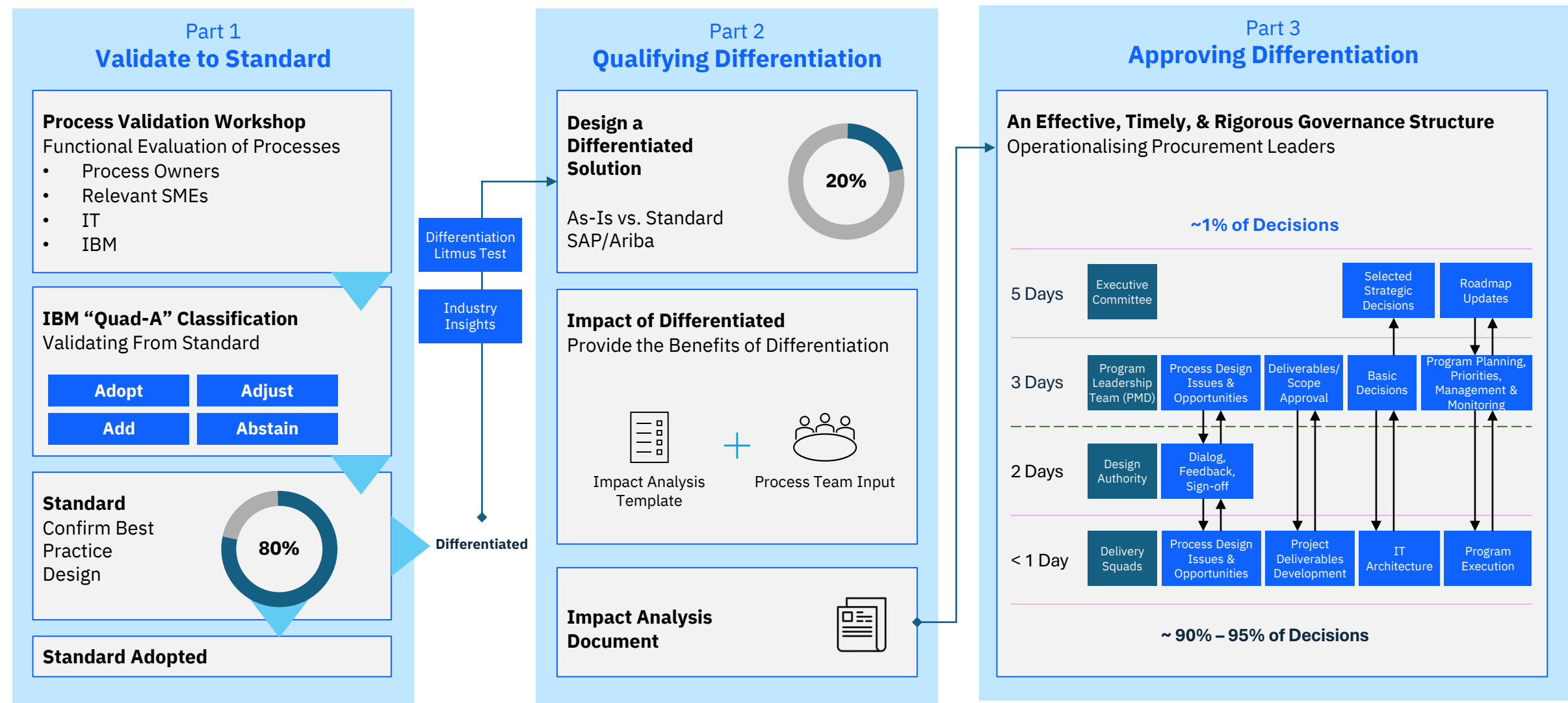


Develop a governance structure



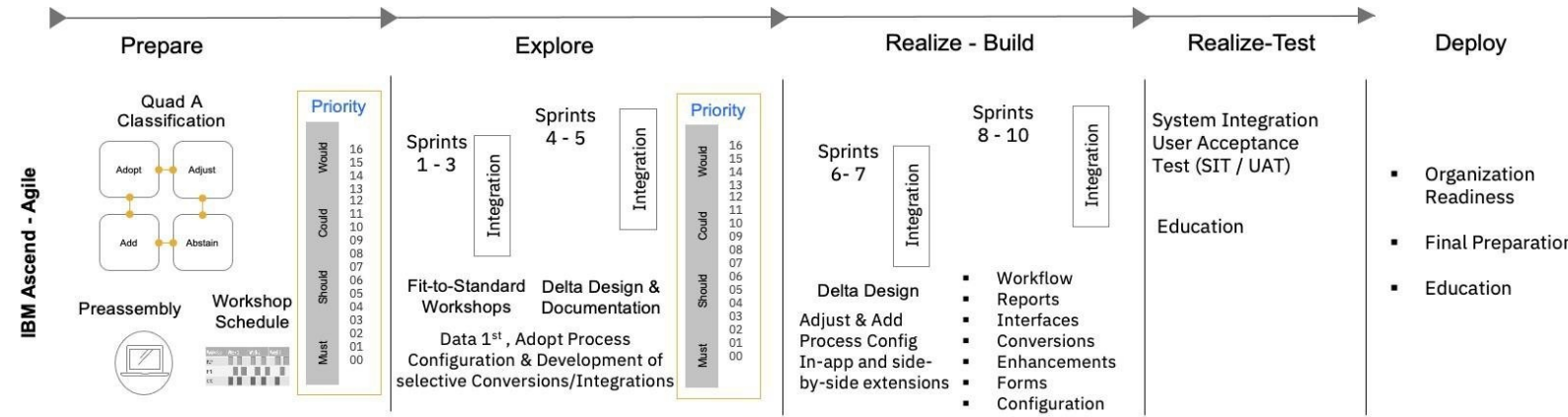
Align on the strategic path forward

IBM's proven Quad A Method For Adopting Best Practices



IBM – Ascend Delivery Method

Based on SAP's Activate method and IBM best practices, IBM Ascend represents a structured, hybrid-agile approach to SAP implementation



APPROACH OVERVIEW: IBM uses Hybrid-Agile delivery model with short, iterative sprints and regular integration checkpoints to ensure alignment across processes and systems. By shifting design, build, and test activities earlier in the lifecycle and validating solutions with key users before final documentation, this approach accelerates delivery, improves flexibility, and reduces risk.

- **IBM Ascend is based on the SAP Activate Transition to S/4HANA Method** phases, key deliverables, and Work Breakdown Structure (WBS)
- **Agile techniques** (Scrum/ Sprints) to enable more efficient delivery and execution, higher quality, and lower implementation risks
- **Early end-user / stakeholder buy-in** through iterative playbacks
- **“Shift-Left”** assisted with IBM Blueworks Live, SAP Enable Now and Worksoft Certify

IBM DYNAMIC DELIVERY

- The new normal requires a novel operating model for service delivery.
- Dynamic Delivery is a holistic model of service delivery that motivates and empowers employees, virtual leadership, flexible and available expertise, and interconnected digital knowledge platforms and processes.
- IBM integrates technology foundations with virtualized, agile methods and practices, enhanced with AI and automation.

TOOLS & ACCELERATORS

- IBM Essentials for SAP Platform
- HANA Impact Assessment
- Benchmark Wizard
- CBM4SAP
- Data First & eHub
- IMPACT Industry Solutions
- SAP Key Design Decisions App
- Blueworks Live
- Worksoft
- Crystalbridge
- WRICEF Tracker for SolMan
- Qualtrics for SAP
- Program Management Dashboard

ENHANCED PROJECT LAUNCH

The move to Agile can be a difficult transformation.

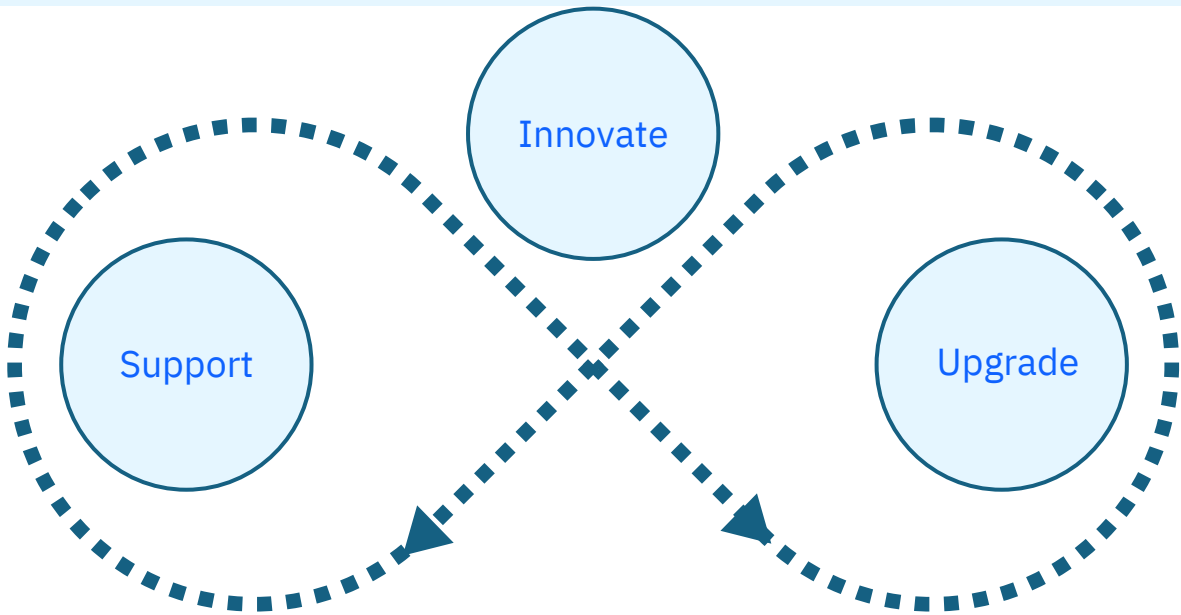
IBM's Enhanced Project Launch (EPL) Team launches, advises, and supports IBM's Hybrid Agile programs to deliver efficiently and effectively in the areas of project planning, delivery, methodology, and tools.

With SAFe certified Agile Coaches and a robust SAP delivery playbook, EPL kick-starts SAP projects in 6-8 weeks.

Navigate the future with continuous evolution

When the foundation is in place, IBM guides your organisation through the continual improvement of your systems and services.

In the UK public sector, stability is only the starting point. You must keep evaluating evolving policy, budget, and citizen-service needs to understand where new digital capabilities will have the biggest impact.



Transformation office



Regular upgrades



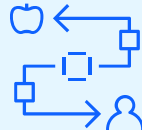
Prioritized backlog



Proactive innovation



New product development

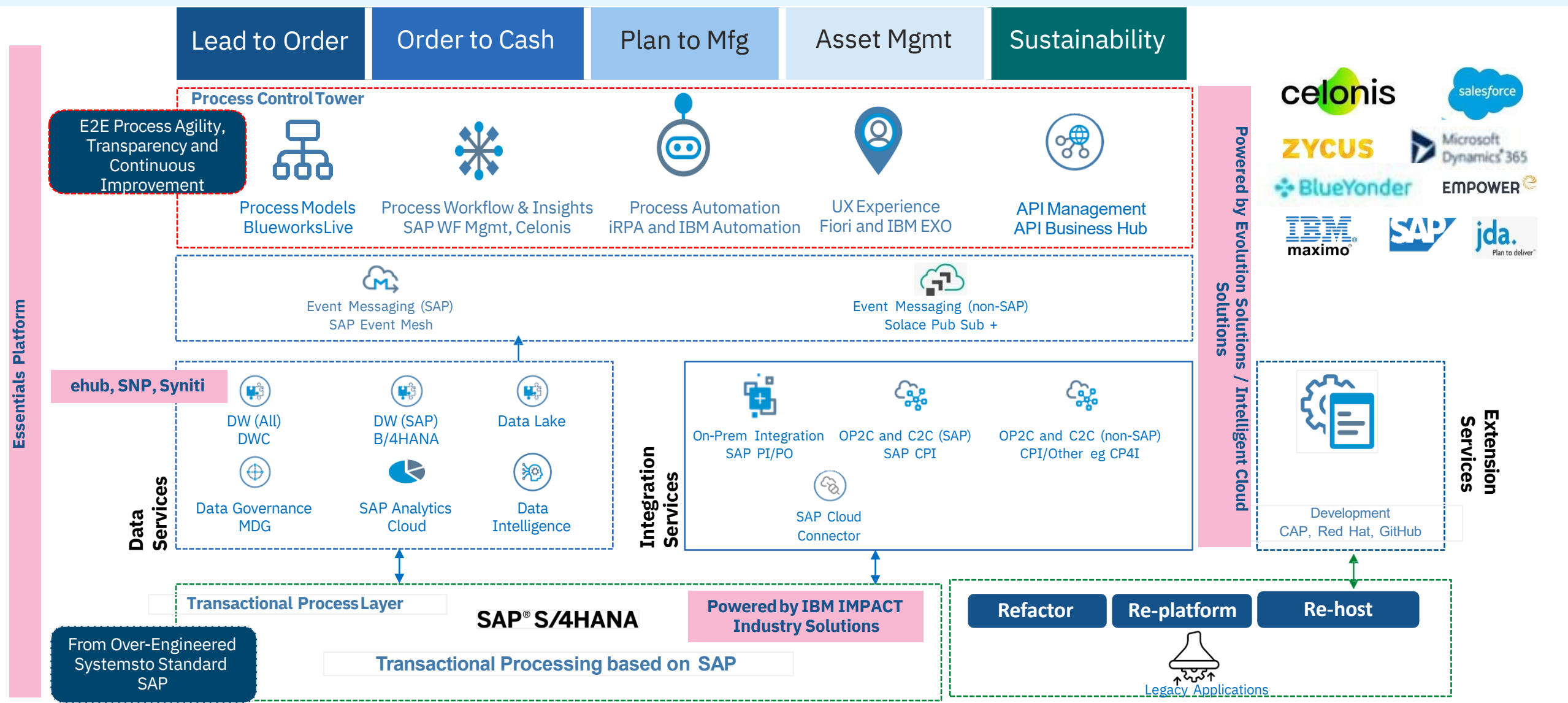


Supply chain efficiencies



Process evolution

IBM Next Generation SAP S/4HANA Solutions Strategy



S/4HANA Transformation approaches and business value use cases

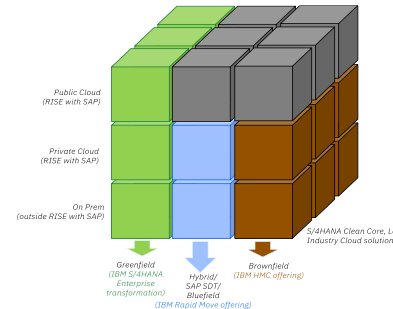
S/4 approaches are determined by desired level of transformation, time & cost factors, existing ERP footprint and implementation complexity/risk.

Low Degree of Transformation

- Limit to Mandatory S/4 Functionality
- IT-driven
- Lower Cost, Effort & Duration
- Technically Driven Upgrade

Transformation Spectrum

High Degree of Transformation



- Re-Imagine Business Processes
- Business-driven
- Higher Cost, Effort & Duration
- Full Transformation Enabled via Best Practices

Migration Approaches and Use Cases

Brownfield

1

2

Hybrid

3

4

Greenfield

1. Brownfield, Pure Technical Upgrade

- Mostly clients with smaller ECC footprint / DB size
- Fastest and lowest cost to S/4
- Land and expand mentality
- Single go-live event

2. Hybrid Solution, Technically Driven Upgrade

- Minimize risk & downtime
- **Selective historical data & org units**
- Looking to move to S/4 prior to 2027 end of maintenance
- Speed & lower cost is a driving factor
- Transformation flexibility & incremental post go-live innovation

3. Hybrid Solution, Combo of New Processes and Existing Investments

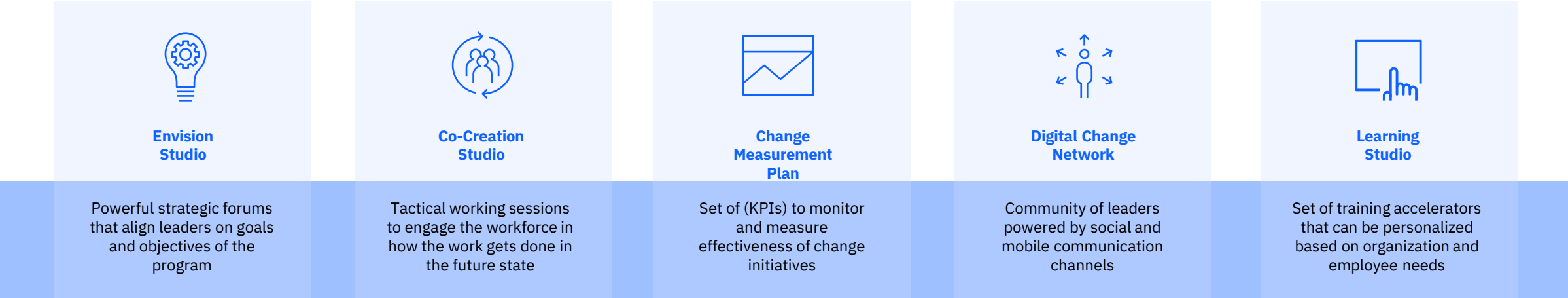
- Leverage existing ECC investment & configuration
- Selective data transfer & transformation
- Flexibility for a Big Bang or Phased Deployments
- Supports M&A + Divestiture/Carveouts

4. Greenfield

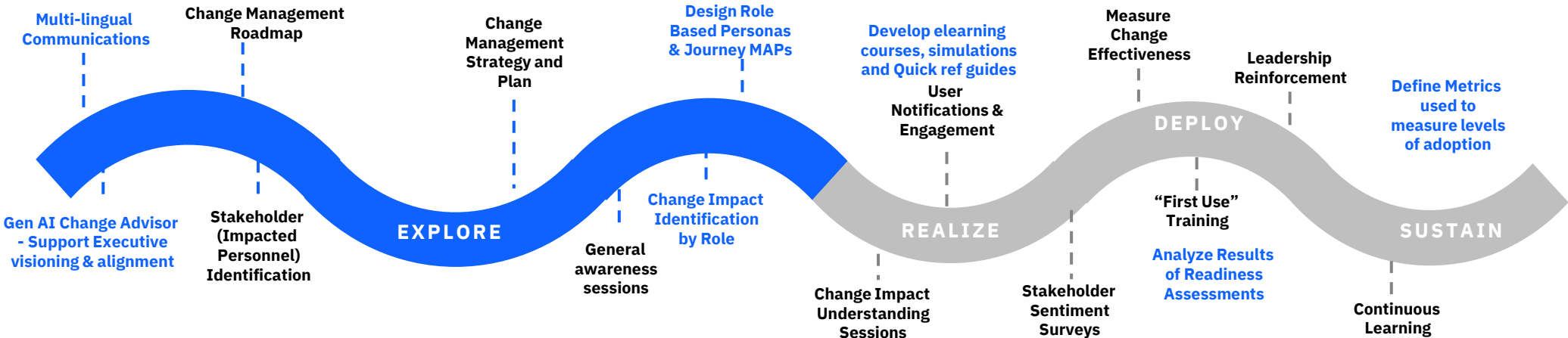
- Fresh start, enterprise-wide transformation
- Priority on process standardization
- Leverage S/4 industry best practices
- Heavy business involvement & change management

Infused with Clean Core and AI

A *value first* based approach to change



SOLUTION ADOPTION AND ENABLING BUSINESS READINESS ACROSS ALL PROGRAMS



Gen AI Accelerators in blue

Differentiating IBM in the market

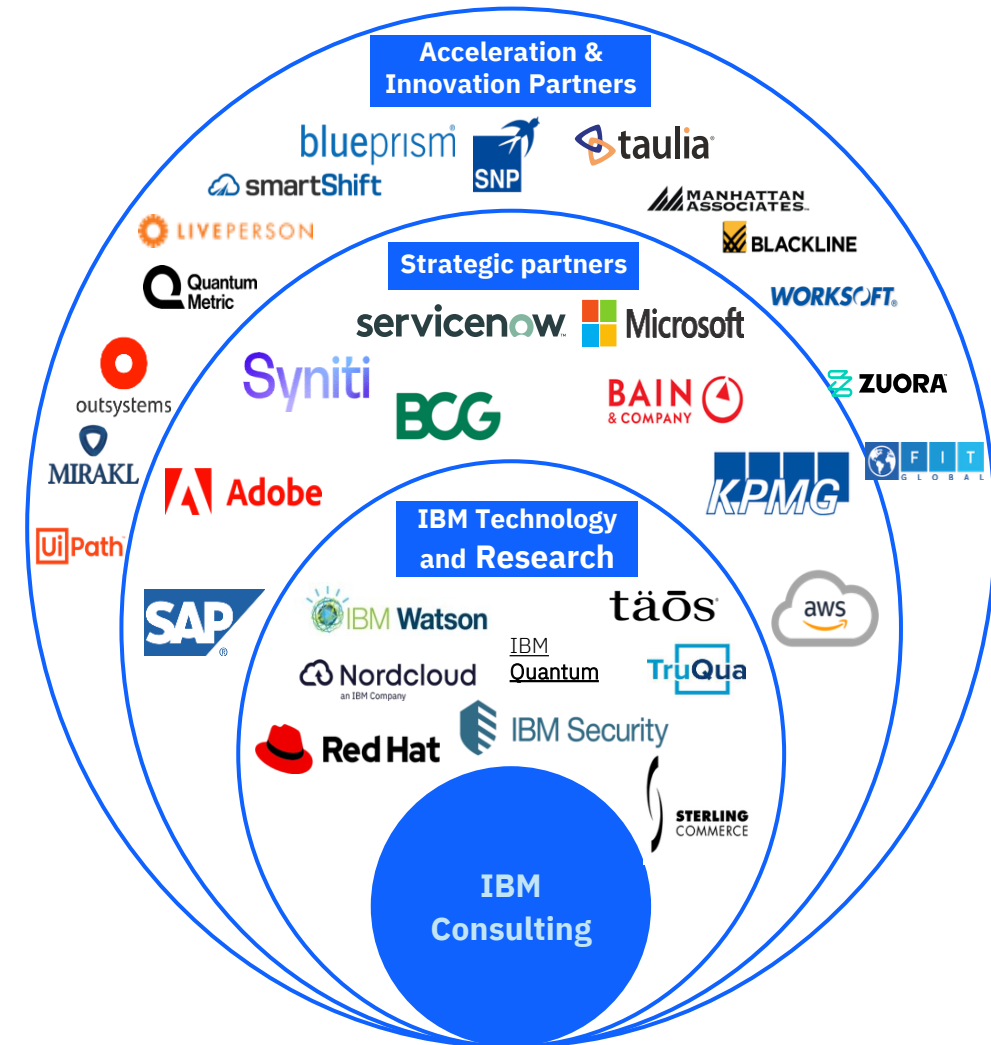
IBM stands out in the technology sector due to several key differentiators:

- 1. Innovation and R&D Investment:** IBM has consistently been at the forefront of technological innovation. The company invests heavily in research and development, with multiple research labs worldwide. This commitment to innovation has led to breakthroughs like Watson, the AI platform known for its cognitive computing capabilities.
- 2. Diverse Service Offerings:** Unlike many competitors who focus on a few specific areas, IBM offers a broad portfolio of technology services, including cloud computing, AI, cybersecurity, blockchain, and consulting services. This comprehensive approach allows IBM to serve a wide range of industries and meet clients' varied needs.
- 3. Global Presence and Enterprise Trust:** With operations in over 175 countries, IBM has built a strong reputation for reliability and global reach among enterprise clients. Its ability to provide consistent, high-quality services worldwide, coupled with its long history and experience working with large corporations, sets it apart.

We differentiate ourselves in the SAP market through scale, expertise, innovation, and execution excellence:

- **SAP Talent at Global Scale** – Certified SAP experts and seasoned delivery leaders execute complex, multi-market transformation programs with consistent quality across time zones, leveraging a diverse, distributed talent base.
- **Proven Assets & Accelerators** – Proprietary methodologies, intelligent delivery assistants, and industry best-practice solutions drive faster transformation, reduce risk, and deliver measurable business impact.
- **Business-First Change Management** – Integrated, adoption-focused change approach aligns people, processes, and objectives to embed lasting behavioral change and ensure sustained value from transformation programs.
- **Holistic Technology Stack** – End-to-end SAP Systems Integration combined with Hybrid Cloud Platform services and secure infrastructure. Embedded Generative AI via watsonx and IBM Consulting Advantage assets accelerates innovation, enhances decisions, and creates differentiated outcomes.
- **Powerful Partner Ecosystem** – Deep, long-standing SAP partnership and collaborations with leading technology partners ensure best-in-class tools, consistent delivery excellence, and accelerated business results globally.

Ecosystem Partners



Our SAP Partnership and Industry Capabilities bring the right expertise to support our clients

7,500+

successful SAP programs

- SAP S/4HANA
- RISE with SAP (Private Cloud ERP)
- GROW (Public Cloud ERP)



815+

SAP S/4HANA
Go-Lives to date

105+

S/4HANA Projects
in Progress

200+

SAP RISE
Projects YTD

750+

S/4HANA
Assessments
completed

Global Consulting Capabilities

- 38,000+ highly trained IBM consultants across 80+ countries with an average of 10+ years SAP experience
- 25,000+ SAP S/4HANA trained IBM resources, with SAP 20,000 Learning Hub users
- IBM is an SAP certified Global Partner for: Services, Technology, Cloud Infrastructure, Outsourcing Operations, Value-Added Reselling and RISE with SAP, Premium Supplier - No other SAP partner has more Global Partner Program Certifications
- IBM is a leader in total certified SAP consultants, with over 20,000 SAP certified resources

53-year partnership
SAP Platinum Partner



40 SAP Pinnacle Awards

2025 recipient in category:

- Sales Success - Large Enterprise

2024 recipient in two categories:

- Industry Cloud
- Business AI | Customer Value Creation



Recent SAP Regional & Global Partner Excellence Awards

- **EMEA:** SAP Partner Excellence Award 2025 - High Growth Contribution
- **GCG:** SAP Greater China Award for Partner Excellence 2025 - Best Cloud Partner – Taiwan
- **UKI:** Customer Success Award for SAP UKI Finalist – Imperial Brands PLC
- **Global:** Finalist - SAP Global HCM Partner Excellence Award for Indirect Sales and Customer Success
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Sales Success – Large Enterprise
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Delivery Quality

40

client
innovation
centers (CiCs)



On-site
Near-shore
Off-shore

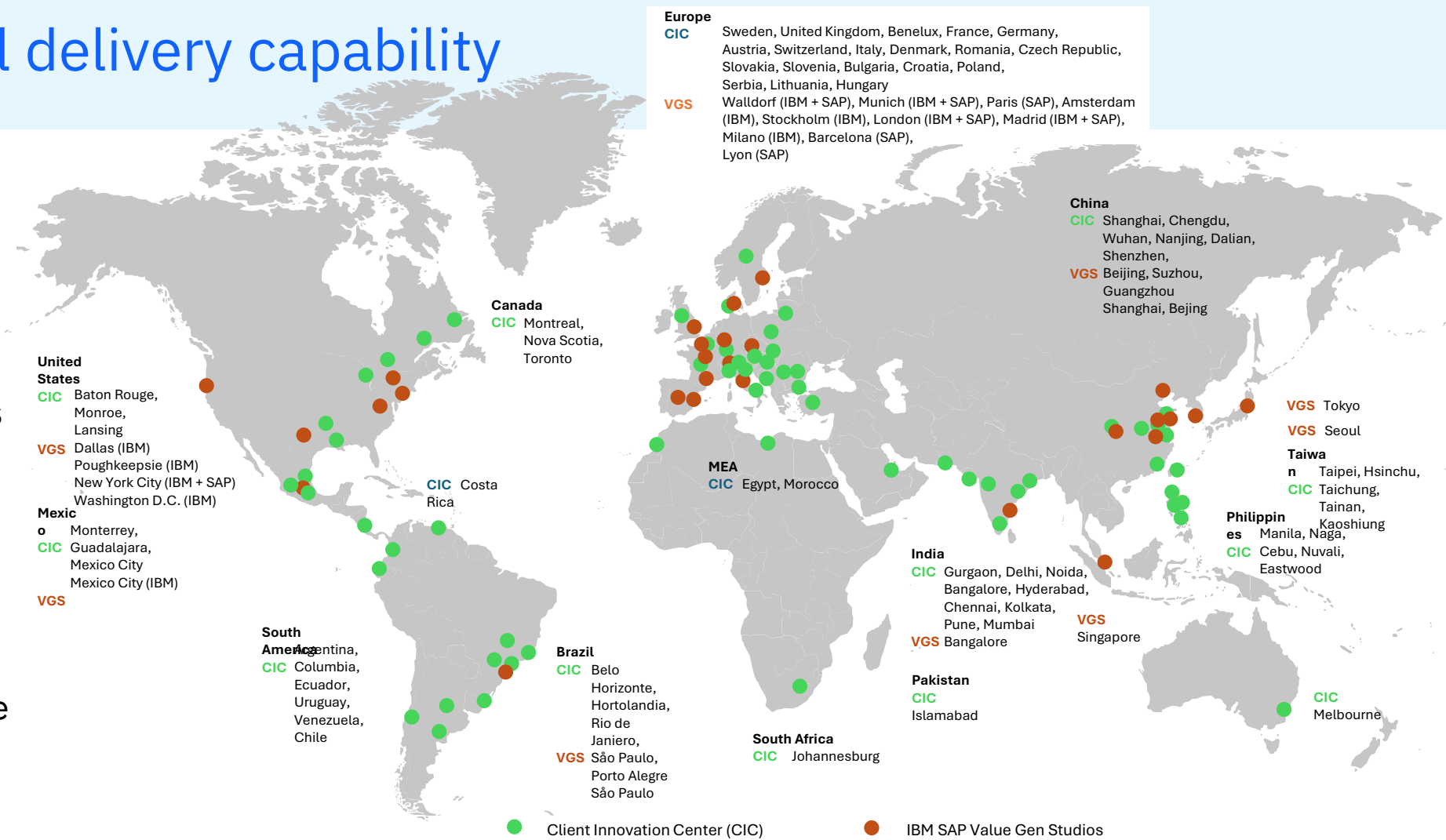
Largest base of SAP Global Solution
Delivery Centers

Integrated, global delivery capability

Local, near shore and off-shore resources enables the best skilled resources to meet your needs, where you are.

World-wide presence includes resources in over 80 countries with knowledge of local regulations, statutory requirements, local language and proximity.

Global delivery resources have deep industry, process, technology, project management and training experts.



24/7

Support & right shore staffing with local, near shore, and offshore resources

1

Consistent Delivery Method and Tool Set Globally

30%/70%

On average, approximately 30% of our work is delivered on site, with 70% done off-site.

Capability across the spectrum

Tax Modernisation



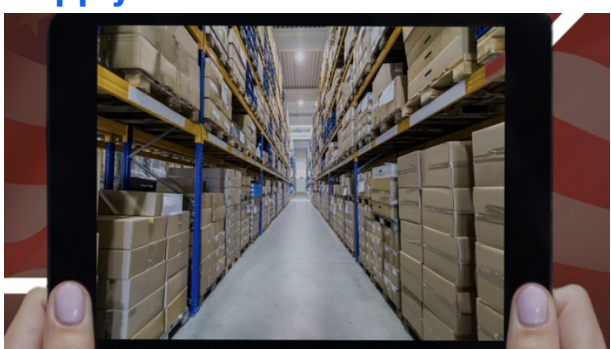
Transportation



Government



Supply Chain



Talent @ Scale

- Experienced delivery leaders
- Global scale
- Technical certification



Relevant Assets & Methods to Execute

- Assistants to execute
- Industry best practice solutions
- Transformative domain enhancements
- Program methodology & accelerators



Business First Change Management Approach

- Integrated change management methodology
- Adoption based approach
- Assets & accelerators to drive change



Ecosystem of Leading Partners

- Extensive SAP relationship
- Delivery partners
- Technology partners



Superior Technical and Data Design

- Clean Core 2.0
- Data enablement
- Optimized technology solution



Holistic Technology Stack

- Security
- Integrated infrastructure
- GenAI enabling software

IBM and SAP Pinnacle Awards - Qualified, Awarded, Proven



2025 Sales Success – Large Enterprise							
2024 Business AI Customer Value Creation	2024 Industry Cloud	2023 Intelligent Enterprise Innovation – Industry Cloud (FINALIST)	2022 Cloud Business Transformation – Delivery Excellence	2020 Partner Managed Cloud Award	2019 Integrated Delivery Partner of the Year	2018 SAP Global Partner of the Year - Infrastructure	2017 Value Assurance Partner of the Year
2017 Platform Reseller of the Year	2015 SAP HANA Adoption Partner of the Year	2014 Global Value-Added Reseller of the Year	2014 Quality Partner of the Year	2013 Database and Technology / SAP HANA Co-Innovation Partner of the Year	2013 VAR/Reseller of the Year	2013 Service Expansion	2012 Service Award: Transformational Award - Rapid Time to Value
2012 Technology Award: Global Technology Partner of the Year	2011 Service Award: Quality Partner of the Year	2011 Communities Award: Community Leadership and Social Commerce Engagement	2010 Service Award: Leader in Customer Satisfaction	2010 Technology Award: Global Technology Partner of the Year	2009 Service Award: Ramp Up	2009 Service Award: Customer Satisfaction	2009 Service Award: Upgrade
2009 Outsourcing Award: Business Process Outsourcing	2008 SME Global Top Volume Reseller	2008 Technology Award: Go-to-Market	2008 Service Award: Landscape Upgrade	2007 Regional Excellence	2007 Channels	2007 Enterprise SOA: Migration Excellence	2006 Technology Award: Development/Innovation
2006 Incremental Revenue Contribution Award	2005 Special Achievement Award	2005 ERP Innovation/Development Award	2004 ERP Innovation/Development Award	2004 Incremental Revenue, Best Total	2003 Achievement Award: Incremental Revenue Generation	2003 Achievement Award: Incremental Quality Program	2002 Customer Loyalty and Satisfaction

SAP Global & Regional Awards for Partner Excellence

2025

- **EMEA:** SAP Partner Excellence Award 2025 - High Growth Contribution
- **GCG:** SAP Greater China Award for Partner Excellence 2025 - Best Cloud Partner – Taiwan
- **UKI:** Customer Success Award for SAP UKI Finalist – Imperial Brands PLC
- **Global:** Finalist - SAP Global HCM Partner Excellence Award for Indirect Sales and Customer Success
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Sales Success – Large Enterprise
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Delivery Quality

2024

- **Americas:** Transformation Excellence Partner of the Year - SAP Signavio and SAP LeanIX
- **LATAM (Chile):** SAP LAC South Award for Partner Excellence 2024 – Quota Achiever
- **LATAM (Chile):** SAP LAC South Award for Partner Excellence 2024 – Top Global Strategic Service Partner
- **FINLAND:** SAP Alliance Partner of the Year 2024 Award
- **NA:** Mid-Size Utility of the Year Award for Chesapeake Utilities Corporation at the SAP for Utilities (SAP4U) Conference
- **APJ:** SAP APJ Award for Partner Excellence for Consultant Capacity Building: IBM Consulting
- **INDIA:** SAP ACE Award – BTP Champion (for MUNDRA PETROCHEM LIMITED (ADANI) Project

2023

- **Global:** TruQua Process Excellence Award for Pioneering Central Asset Accounting Innovation with Central Finance
- **Global:** SAP ACE Award for Fabindia SAP Ecommerce and SAP S/4HANA FVB Implementation project in the Disruptor category for Customer Experience transformation
- **Global:** SAP Global SAP Customer Experience Partner Excellence Award for Go-to-Market
- **Global:** SAP Global Intelligent Spend and Business Network Partner Excellence Award for Customer Success Management
- **ISA:** SAP ACE Award for Arcelor Mittal Nippon Steel (AMNS) project in The Game Changer category
- **Latin America (LAC South):** Partner Excellence Award for Top GSSC
- **Asia Pacific Japan:** SAP Partner Excellence Award for SAP S/4HANA Customer Evolution Program
- **Asia Pacific Japan:** SAP Partner Excellence Award for SAP S/4HANA Movement
- **Japan:** Customer Success Award: Expanding SAP human resources, promoting adoption of SAP cloud services for client value
- **Latin America:** Top GSSP S/4HANA Partner Award
- **Latin America:** SAP LAC Award for Partner Excellence for Partner Managed Cloud

2022

- **Global:** SAP Global SAP Customer Experience Partner Excellence Award for Go-to-Market
- **North America:** SAP awards Central Finance Partner Award to TruQua - for Process Excellence
- **North America:** SAP S/4HANA Excellence in Operations Award for Utilities - Veolia
- **Asia Pacific Japan:** SAP Partner Excellence Award for Intelligent Spend and Business Networks
- **EMEA North:** Service Partner Excellence Award – Special Recognition
- **EMEA South:** Global Strategic Service Partner Excellence Award for Large Cloud Project
- **UKI:** The Visionary Masters Prize (SAP Hackathon organized by SAP)

2021

- **North America:** SAP Partner Excellence Award for Midmarket Service
- **Asia Pacific Japan:** SAP Partner Excellence Award for Experience Management
- **EMEA North:** SAP Global Strategic Service Partner Excellence Award for Competitive Win
- **EMEA South:** SAP Global Strategic Service Partner Excellence Award for Innovative Initiative
- **EMEA South:** Global Strategic Service Partner Excellence Award for High-Growth Contribution
- **EMEA North:** SAP Partner Excellence Award – Special Recognition
- **Asia Pacific Japan:** Qualtrics Breakthrough Partner of the Year
- **GCG:** Partnership Award - 2021 SAP Partner Summit
- **Japan:** SAP Distinguished Service Partner Award - IBM Japan 2021
- **North America:** SAP Partner Excellence Award for Midmarket Service
- **SAP Hack2Build Award** for building an intelligent workflow using Watson and The Weather Company APIs and SAP BTP

2020

- **Asia Pacific Japan:** Partner Excellence Award for SAP Ariba Solutions
- **Japan:** SAP Concur Distinguished Partner for 2020
- **Greater China:** SAP Annual Best S/4HANA Applications Partner of the Year
- **Greater China:** SAP Annual Best Business Value Realization Partner of the Year
- **EMEA:** Service Partner Excellence Award for Big Bets
- **EMEA:** Service Partner Excellence Award for Driving Hypergrowth in the SAP Market
- **EMEA:** SAP Innovation Award – L'Oreal
- **EMEA:** SAP Innovation Award – Honorable Mention | Volkswagen Sachsen GmbH

2019

- **EMEA/MEE:** Service Partner Excellence Award for SAP S/4HANA
- **MEA:** Best GSSP Innovation Partner for Best Innovative Deals (SAP Summit 2019)

2018

- **Asia Pacific Japan:** SAP Partner Excellence Award for Concur Solutions
- **Asia Pacific Japan:** SAP Partner Excellence Award – Top Reseller Partner
- **Asia Pacific Japan:** SAP Partner Excellence Award – Project Award
- **EMEA/MEE:** Service Partner Excellence Award for Partner Joint Initiative
- **EMEA/MEE:** Service Partner Excellence Award for S/4HANA
- **EMEA:** SAP Customer Experience Award
- **EMEA South:** GSSP S/4HANA Partner Award
- **North America:** SAP Partner Excellence Award for Industry Services
- **North America:** SAP Partner Excellence Award for SAP SuccessFactors Solutions

2017

- **EMEA/MEE:** Service Partner Excellence Award for SAP S/4HANA
- **EMEA/MEE:** Service Partner Excellence Award for Cloud
- **North America:** SAP Partner Excellence Award for Value Assurance

2016

- **EMEA/MEE:** SAP Partner Excellence Award for Cloud Business Services
- **North America:** SAP Partner Excellence Award for SAP HANA and S/4 HANA

Awards and Accolades

Best Places to Work:

- **Forbes And Statista:** World's Best Employers 2021 (#2)
- **Forbes And Statista:** Best Employers for New Grads 2021
- **Forbes And Statista:** Best Employers for Diversity 2021
- **Fortune:** Most Admired Companies 2021 (#41)
- **NAFE:** Top 10 Best Companies for Women Executives (Hall of Fame)
- **Seramount** (Formerly Working Mother's Magazine): Best Companies for Multicultural Women 2021
- **Seramount** (Formerly Working Mother's Magazine): Top Companies for Executive Women 2021
- **Seramount:** Inclusion Index Organizations 2021
- **Seramount:** Best Companies for Dads 2021 (Top 10)
- **Seramount:** 100 Best Companies Winner 2021
- **Hispanic Network Magazine:** Best of the Best Companies for Hispanics 2021
- **Military Friendly:** Military Friendly Employers Top 10 2022
- **U.S. Veterans Magazine (USVM):** Top Supplier Diversity Programs
- **VIQTORY:** Top 10 Military Friendly Program (2021)
- **Women's Business Enterprise National Council:** Top Corporation 2021

SAP Awards:

- Qualtrics Breakthrough Partner of the Year APJ - 2021
- SAP APJ Award for Partner Excellence 2021 for Experience Management
- SAP EMEA North Award for Global Strategic Service Partner Excellence 2021 for Competitive Win
- SAP EMEA South Award for Global Strategic Service Partner Excellence 2021 for High Growth Contribution
- SAP EMEA South Award for Global Strategic Service Partner Excellence 2021 for Innovative Initiative
- SAP GCG Partnership Award - 2021 SAP Partner Summit
- SAP Distinguished Service Partner Award - IBM Japan 2021
- SAP North America Award for Partner Excellence 2021 for Midmarket Service
- SAP Hack2Build Award for building an intelligent workflow using Watson and The Weather Company APIs and SAP BTP

Ethics and Sustainability:

- **Ethisphere Institute:** World's Most Ethical Companies 2021
- **Forbes: The Just 100 2021 (Companies Leading the New Era of Responsible Capitalism)**
- **CR Magazine (3BL Media):** 100 Best Corporate Citizens 2021
- **Ecovadis:** Platinum-level CSR Rating 2021
- **HRC:** Best Place to Work for LGBTQ Equality 2022 (Corporate Equality Index score of 100%)
- **National Business Inclusion Consortium (NBIC):** Best-of-the-Best Corporations for Inclusion 2021
- **Dow Jones:** Dow Jones Sustainability Index, North America
- **India CSR Awards:** Best Education Project 2021 (government partnerships on AI work with CBSE) and Best Girls STEM Education project 2021 (STEM for Girls)
- **Employers Network for Equality & Inclusion (enei):** Global Diversity award
- **Content Marketing Institute:** 2020 Content Marketing Award for Best Series of Articles, recognizing "Forecast: Change" from The Weather Company® (an IBM Business)

Industry Acknowledgements:

- **CIO:** CIO 100 2021
- **Minority Business News USA Magazine:** Best of the Decade in Supplier Diversity 2020
- **National Skills Network (India):** Top 10 skilling sites in India includes IBM SkillsBuild
- **Billion Dollar Roundtable:** Corporate leadership award to IBM's Michael Robinson (2021)
- **MSD China:** Top Corporation of the Year 2020
- **National Business Inclusion Consortium:** Best of the Best Corporations
- **WEConnect International:** Top Global Champion for Supplier Diversity and Inclusion 2021
- **CES Innovation Award 2021 Honoree:** The Mayflower Autonomous Ship & The AI Captain
- **Fast Co Innovation Award:** IBM Watson Discovery



IBM Transformation Success Stories

Business Outcome	Client Examples	Solution	Overview
 Provide relevant and personalized omnichannel customer experiences		Intelligent Merchandise Financial Panning Green Advocacy	Helps retailers to define their strategic sales and margin planning across all channels and categories using intelligent workflows, AI and automation. Identifies micro-segments who share common views about sustainability and enables consumers to factor sustainability into their purchasing decisions.
 Enables responsible sourcing to meet sustainability goals		Responsible Sourcing	Leveraging the API-connectivity of SAP Ariba, integrated to 3 rd party solutions that score suppliers on their commitment to sustainability and responsible corporate governance and bring into Ariba to inform procurement decisions.
 Best in Class Intelligent Processes for Industrial Products companies		IM&C Industry Cloud Intelligent Workflows solution - Lead to Order, Plan to Manufacture, Source to Pay, Order to Cash, Maintain to Resolve	Enables profit maximization and an increase in opportunity win ratio through cognitive pricing engine, minimizes efforts required to sell complex product configurations and outcome-based billing based on Customer defined KPIs. Predictive and prescriptive insight on maintenance operations and automated decision-making for optimized maintenance planning.
 Improved Billing and Revenue Management		Billing and Revenue Management Intelligent Workflow- now avail on-prem and Cloud- IBM Cloud only	Offers customers & clients a 'Service Bureau' for their B2B and B2C billing platforms. Handles all required billing functions- Usage / Subscription Order Billing, Convergent Mediation, Convergent Charging, Convergent Invoicing, Customer Financial Management and Product Catalog (optional).

IBM Transformation Success Stories

Business Outcome	Client Examples	Solution	Overview
 Accelerate and Enhance the benefits of RISE with SAP		BREAKTHROUGH with IBM	Capabilities to accelerate and enhance the benefits of RISE with SAP, by combining our Industry and cloud architecture expertise with our consulting offerings to provide end-to-end solutions and services for clients.
 Exceeded Expected Business Case Results		Rapid Discovery with Starter Garage	Led through a business value workshop approach to focus on six key ingredients for success enabled by technology and change; establishing the vision and solid foundation for successful business transformation.
 Enable Continuous Insights, Accelerate, and lower cost to S/4HANA		Clean Core	Serves as the foundation for next generation SAP solutions leveraging BTP for extensions and API integration to keep the SAP core clean balancing the need for standardization with continuous innovation and differentiation.
 Accelerated Time to Value		Rapid Move – Bluefield Migration	Leverage existing investment with the opportunity to reorganize, reconfigure, and perform data harmonization with selective redesign or standardization for only high impact business processes, with minimal impact to auxiliary system integration.
 Extreme Automation led AMS Day-in-Life enabling Transformed Business Experiences & Modern Ways of Working		IBM AI powered Digital Operations Platform Components e.g., Cognitive Self Help to Self Heal Automation to Celonis led Process Optimization & Intelligent Workflow	Components of IBM Digital Operations platform in use to transform ways of working in agile / DevOps model, improve outcomes, enrich persona experiences, extreme automation led low-touch or touch-less tasks & continuous innovations on business KPIs.

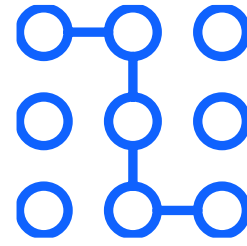
IBM Transformation Success Stories

Business Outcome	Client Examples	Solution	Overview
 Enable Sustainable Manufacturing	  	Sustainable Manufacturing	Allows for real-time transparency around sustainable metrics in manufacturing operations to track and mitigate. Sends manufacturing information with sustainability metrics back to the Continuous Planning cycles to determine if the overall supply chain must be redistributed across the manufacturing network to optimize emission, waste and carbon footprint.
 Use of most sustainable transport modes	 	Sustainable Intelligent Planning	As part of the IBP process for planning transportation, leverages IBM's S&OP optimizer cost models for modeling actual transport cost and carbon cost allowing for the largest carbon impact transportation mode to be used.
 Better insights to ESG compliance and comprehensive reporting	 	Sustainable Finance	Single line of sight across all ESG dimensions including impact reporting and embedding sustainability in the corporate DNA via transparent reporting. Will be combined with Envizi's capabilities.
 Divestitures & Acquisitions	  	Divestiture and M&A Solution	Drives value quickly while enabling innovation, growth strategies and supporting customers to enhance overall commercial competitiveness and capture synergies to reduce the level of inherent uncertainties, risks and changes in circumstances that are difficult to predict.

Client Success

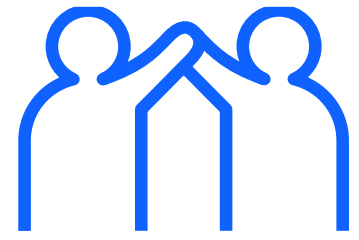


Forget where your team ends and ours begins.



Trust the process

Our teams have designed, developed and implemented processes widely used across thousands of transformations. Processes that account for anything and everything you might need.



Trust the partner

No other firm can provide what IBM brings to the table. And the depth of our experience and expertise is only growing with each go-live.

