

DXC Technology Migration Services for SAP S/4HANA

**G-Cloud 15:
Service Definition Document**

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1 Company Overview

DXC helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and supporting security and scalability across public, private, and hybrid clouds. As a leading global provider of information technology services, our engineering, consulting, and technology experts help customers simplify, optimize, and modernize their systems and processes, manage their most critical workloads, integrate AI-powered intelligence into their operations, and put security and trust at the forefront.

With more than 120,000 employees in 70+ countries, and over 60 years of innovation experience, our consulting, engineering, and technology experts have deep industry knowledge and in-depth understanding of the unique challenges and opportunities our customers face. We boast a partner ecosystem of 200+ best-of-breed partners, and our customer base includes 200 of the Fortune 500 companies. We provide solutions that move industries and companies forward with the following five differentiated offerings.

DXC is a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward.

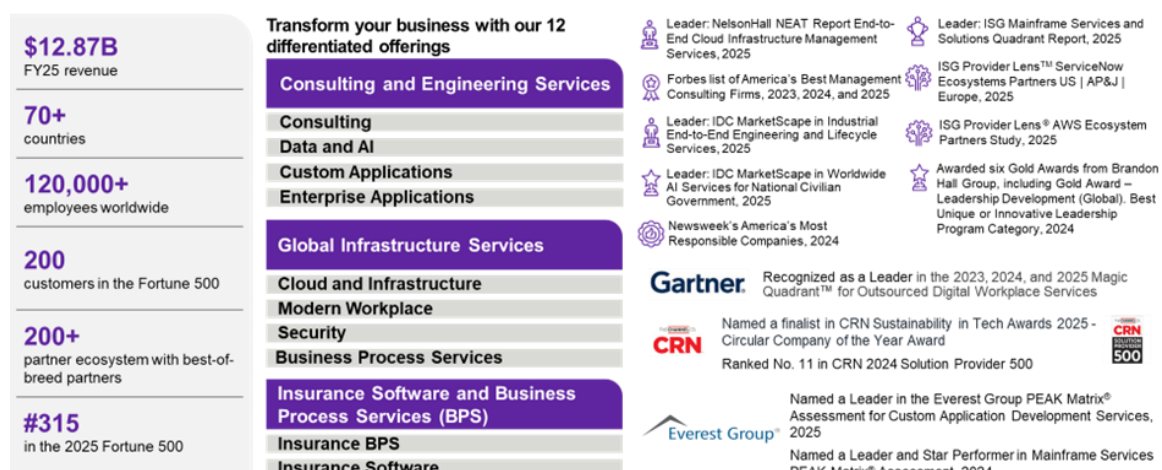
Figure 1 - DXC Services



Realize new benefits and opportunities with DXC's offerings.

A recognized market leader, DXC builds on our size and scale to bring process maturity and global delivery capabilities. We have gained this experience by being one of the largest and longest serving IT service providers in the world.

Figure 2 - DXC Offerings



DXC Overview

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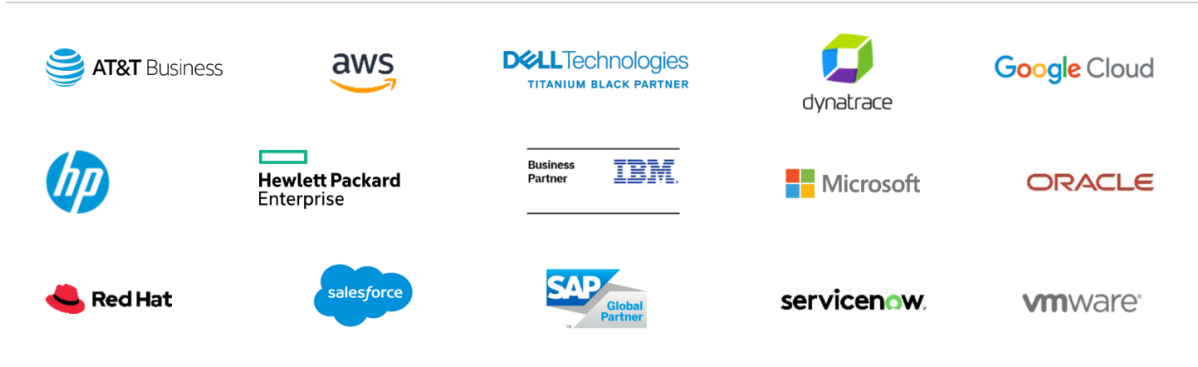
Figure 3 - DXC at a Glance



DXC at a Glance

DXC is a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our curated ecosystem, built on collaboration, differentiation, and innovation leverages the power of partnerships. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers.

Figure 4 - Technology Partnerships



List is not all inclusive.

DXC Partnerships with Leading Technology Providers

The world's largest companies and public sector organizations trust DXC to deploy services that drive new levels of performance, competitiveness, and customer experience across their IT estates. DXC consistently delivers excellence for our customers and colleagues.

1.1 Why DXC?



Expertise

DXC has **15,000+** SAP resources with **2,500+** S/4HANA trained and certified resources with industry and line of business experience to help plan, migrate, and implement the best fit solution. **5M+** SAP users supported globally. SAP HANA in the Cloud: **1st** accredited Pooled Architecture Provider in the Cloud for SAP HANA. DXC has twenty-one approved SAP HANA Datacenter's around the globe



End-to-end capability

DXC's portfolio of SAP S/4HANA-centric offerings provide end-to-end services for digital transformation, including cloud hosting, roadmap planning, migration services, implementation services, and practices focusing on other SAP applications – Ariba, C/4HANA, SuccessFactors, and application management services.



Customer focus

DXC focuses on your business objectives and long-term strategies while adapting our approach to align with your cultures and working styles to drive positive business outcomes. SAP HANA Scale-Up: Largest ever SAP HANA (144TB) implementation.



Innovation-driven

DXC's capabilities to move the customer to S/4HANA include tools and accelerators with embedded automation and artificial intelligence, resulting in significant cost savings and faster results. SAP Cloud Innovation: Rapid Deployment Partner Award, Platform Co-Innovation Partner Award, Technology Innovator Partner Award

2 Service Overview

2.1 What the service is

Migration for SAP S/4HANA provides an accelerated approach, quick time to value and automation to migrate current legacy systems to the S/4HANA suite so that customers can realise the benefits of their digital transformation.

SAP S/4HANA delivers the future-proof platform for digital transformation. DXC Technology helps customers establish the S/4HANA value proposition and create a transformation roadmap to achieve results. DXC's Migration provides a hybrid approach and utilises tools for migrating current systems to the S/4HANA landscape, realising the benefits of SAP's intelligent enterprise.

DXC experts work hand in hand with customers to create a customised plan that manages risk, value, cost and schedule, based on our Intelligent Migration Framework. Aligned with SAP best practices, DXC then executes the migration plan — including simplification, data migration, code remediation, platform and testing — to deliver the intelligent enterprise.

Service features

- Industrialised delivery services, Best-in-class delivery services
- An end-to-end migration service with reduced complexity
- S/4HANA migration discovery roadmap
- Custom code remediation and rationalisations
- Comprehensive list of SAP services from S/4HANA benefits assessment
- Uses accelerators like the QuickStart Project Management Toolkit
- Minimal business impact, minimal downtime, Reduced migration cost
- Single-step full S/4HANA system conversion
- Selective retention of history
- Modern, mobile enabled Fiori interface enhanced user adoption

Service benefits

- Flexible system migration, either on-premises or in the cloud
- Improved operational environment and business processes
- Deeper business insight via real-time analytics
- Shorter development cycles, Flexible solution options
- Intelligent migration-tooling utilising DXC's extensive partner ecosystem
- Decoupled risks/dependencies to SAP and to other critical IT landscape
- Minimal dependency to business during system conversion
- Helps in to creating an S/4HANA migration business case
- DXC combines S/4 Intelligent-Migration-Factory, Cloud & Platform Services
- Deliver S/4 solutions that drives continuous operational improvements

2.2 Planning Service

How the planning service works

SAP S/4HANA can be hosted and run in the cloud, SAP provide a SaaS version, and in addition customised client specific systems can be run on public cloud-based infrastructures. However more traditional client owned data centres or dedicated 3rd party hosting models are also possible. Part of our planning service will consider these options, and help our clients decide the correct one.

2.3 Setup and Migration

Setup or migration service available

SAP S/4HANA is supported on cloud/ on-premise / or as a hybrid model. The RISE with SAP model is also available with DXC whereby bundles of cloud suite products can be subscribed to alongside an SAP S/4HANA solution on the Private (using hyperscalers like AWS, Microsoft Azure and Google Cloud platform) or the public cloud approach with the hyperscalers. The BTP (Business Technology Platform) has a range of solutions such as part of the Ariba solution to be included into the Rise with SAP bundle.

2.4 Quality assurance and performance testing

DXC can include the Quality assurance and testing service as part of the application deployment testing cycles within the project.

2.5 Security

Security services type

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services

Certified security testers- Yes

Security testing certifications

- CHECK
- CREST

2.6 User Support

Email or online ticketing support is available with DXC, as well as an IAOp's (Intelligent Application Operations) managed service which can offer Auto Detect, Auto Manage and Auto Resolution services as part of the Enterprise Management offering with DXC.

Response times for support cover the range from 15mins for P1 severity of incidents through to Weekend coverage dependant of coverage agreed upon with individual clients.

Users are able to manage the priority of the support ticket statuses.

The online ticketing support accessibility conforms to WCAG 2.1 AA or EN 301 549.

2.7 Staff Security

DXC utilises a long-established UK staff security support clearance up to the Security Clearance (SC) for the UK Government classifications for SAP support. The internal DXC vetting team performs Staff screening performed but doesn't conform with BS7858:2019.

3 Service Definition

DXC's Intelligent Migration Framework supports a flexible model to move from legacy SAP versions to S/4HANA, with a focus on the line-of-business, industry and platform solutions. It covers the Migration from legacy ECC component with a like-for-like or selective approach whereby a customer can choose which key customisations, and which Data objects from the legacy solution, are to form part of the transformation project approach into the new SAP S/4HANA system.

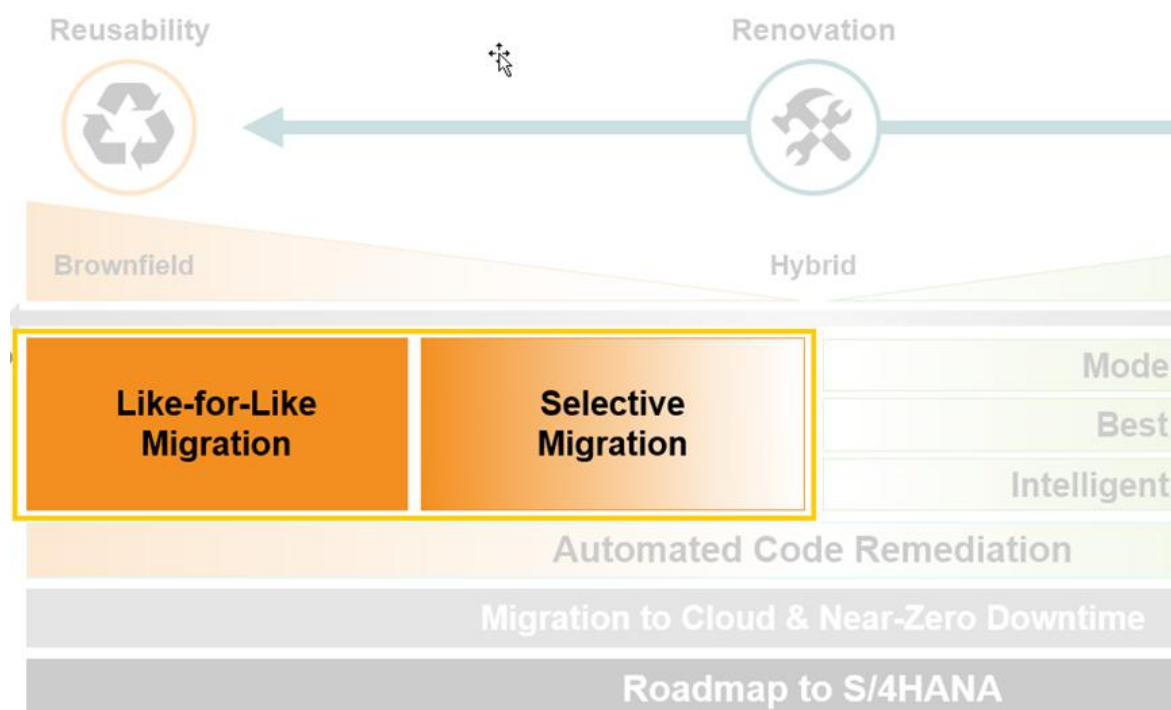


Figure 1. Intelligent Migration Framework

DXC S/4HANA Intelligent Transformation Framework

- Migration (brownfield)
- Hybrid

Line-of-Business Domains

- Intelligent Customer Experience
- Procurement Transformation
- HR Transformation
- Supply Chain
- Finance
- Internet of things (IoT) with SAP

Platform and Run Domains

- Intelligent Applications Operations
- Cloud, On-Premises or Hybrid
- Platform as a Service (PaaS)
- SAP HANA Enterprise Cloud
- SAP S/4HANA Cloud Essentials

3.1 Service Features and Benefits

3.1.1 Like for Like Migration

DXC employs a repeatable Migration Factory approach, whereby the team is dedicated to performing the repeatable conversion steps in numerous projects across the globe and continually honing and improving the actions.

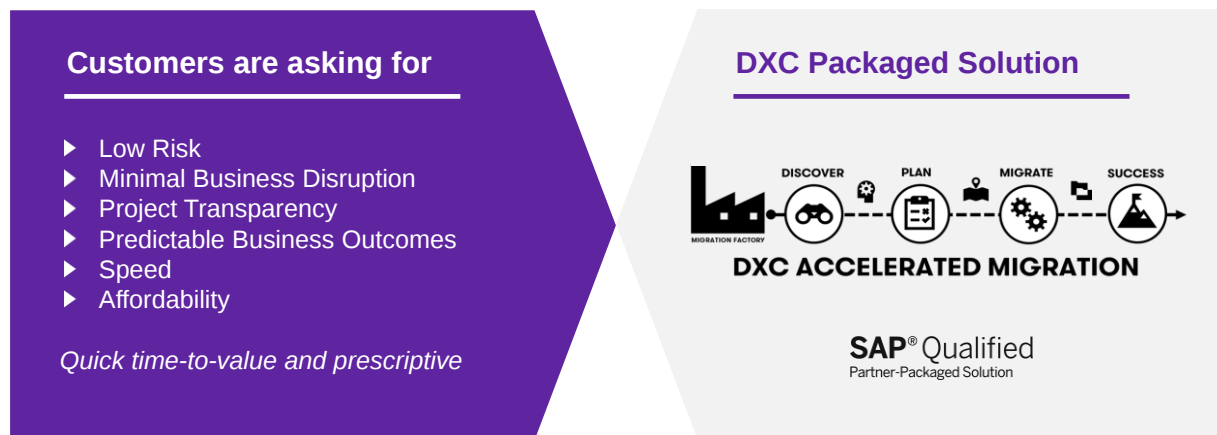


Figure 5 – DXC’S Like-for-Like Migration Factory

3.1.2 The Selective Intelligent Migration

Allowing for Creative paths for a Migration into SAP S/4HANA means that the conversion approach can be selective in terms choosing which Custom Code adoptions are needed to take with you into the S/4HANA system, and also how much Data in terms of History with the HANA database now a cost consideration. DXC is able to showcase some of the specialist tooling that enables this approach.

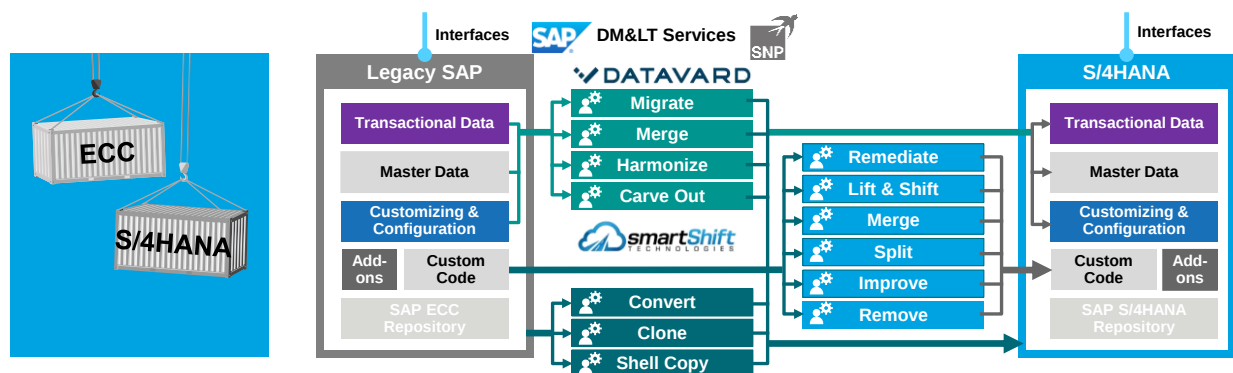


Figure 6 - Selective Migration allows for creative paths to S/4HANA

3.1.3 Flexible Staffing model:

At DXC, our aim is to provide you with the Right skills, right price, right timing

- Leverage **“your”** resources to drive down costs and leverage knowledge.
- Use our S/4HANA **migration factory**.
- **Onsite/offshore model** balances risk and cost.
- **Strategic use of consulting** is available throughout the project.
- **Leverage HANA & S/4HANA experts** to advise on solutions and solve problems.
- **Fixed-fee-based engagements** are available to partner with our customers.

3.1.4 Delivery with tools, templates and best practices

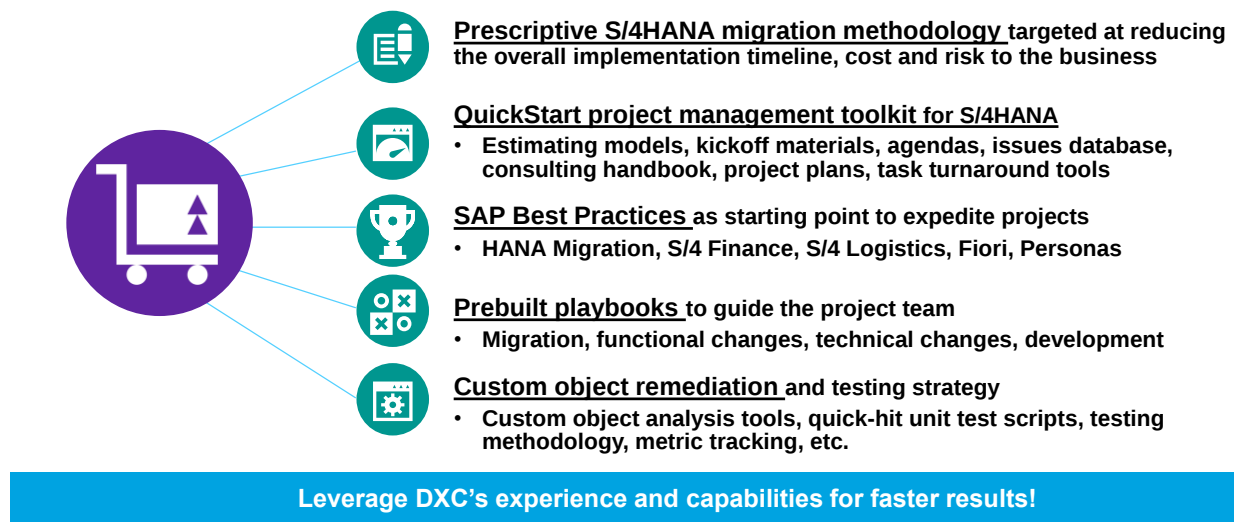


Figure 7 - Deliverables - tools, templates and best practices

3.1.5 Optional add-on services

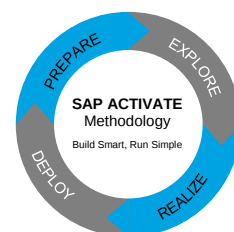
DXC is able to offer additional services that will complement migration complexities and individual needs.



Figure 8 - Optional services to complement your migration

3.1.6 SAP S/4HANA Migration Project Methodology

DXC has certified resources who have attained the SAP Activate methodology which also is complemented with DXC's own Project management certified methods.



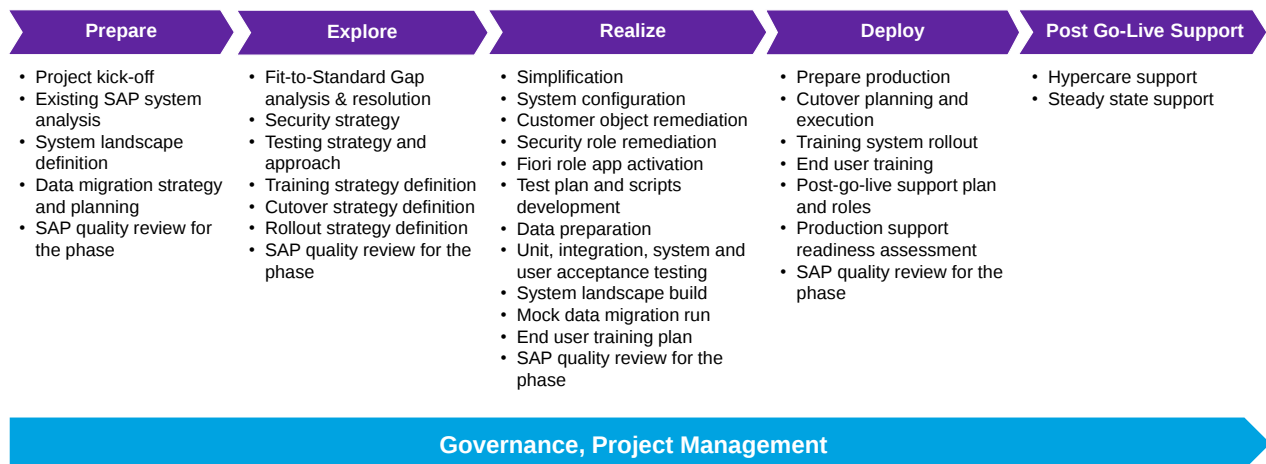


Figure 9 - Activate Project Phases and Deliverables

3.1.7 Accelerated migration to S/4HANA with automatic code remediation

The Automated code remediation approach within our intelligent migration approach can be deployed from the framework.

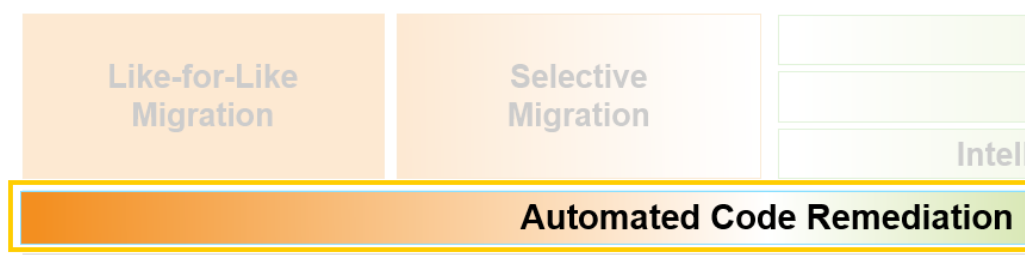


Figure 10 - Intelligent Migration Framework

Our partner tooling and migration Factory compliments this automated approach:

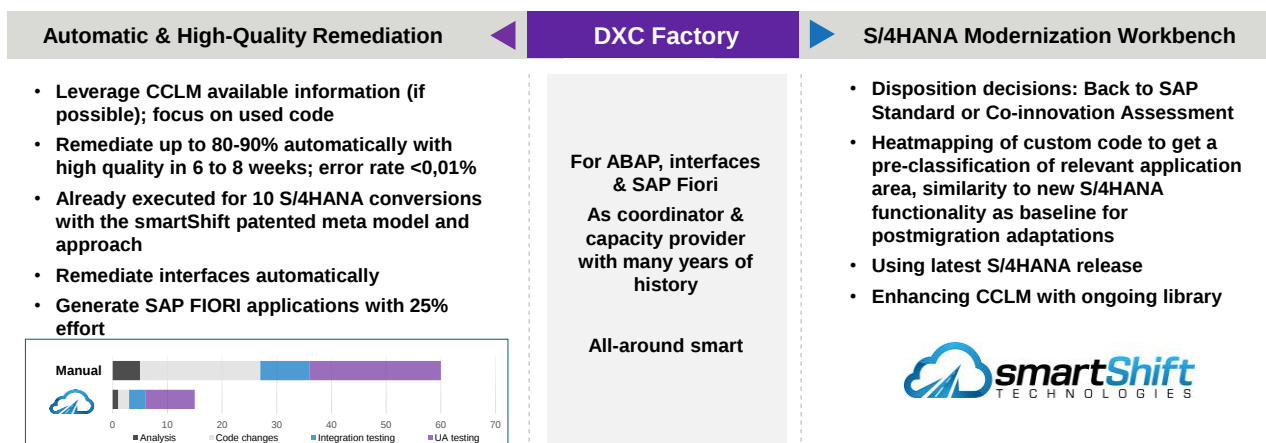


Figure 11 - Accelerated migration to S/4HANA with automatic code remediation and factory-based delivery capability

- Remediate custom code in weeks!
- Limited touch with machine learning and automation

- Manage in-flight landscapes
- Integral part of the DXC Migration Factory
- Use cases:
 - S/4HANA migrations
 - Suite on HANA
 - Greenfield interfaces
 - Consolidations
- SAP Cloud Foundry migration from legacy platforms
- ITAR and other “citizen” requirements compliance



DXC Exclusive Arrangement and IP with smartShift

Figure 12 - DXC & smartShift Exclusivity

3.1.8 Benefits of DXC’s Intelligent Migration for SAP S/4HANA

○ **SAP’s digital core**

SAP’s digital core is a foundational requirement for an organization to become an intelligent enterprise. It enables businesses to gain operational excellence with real-time business insights and power to conduct business anywhere with digital age user experience.

○ **Reduce CAPEX, move to cloud**

Use the migration to move to a S/4HANA system on-premises or in the cloud, self-owned or in a hosting model. Avoid CAPEX and move to an all-OPEX model leveraging platform as a service.

○ **Future-proof the estate**

Support for current SAP releases runs out in 2030. Take steps toward creating an intelligent enterprise now with a move to S/4HANA.

○ **Manage migration cost and risk**

DXC’s factory-based migration services leverage a prescriptive methodology that leads to significant cost savings and helps manage risk to make the migration effort successful.

○ **End-to-end service**

DXC’s intelligent migration offering encompasses the full spectrum of services, which include roadmap assessment, cloud hosting, migration services and applications management to enable the customer with a digital framework.

○ **Speed to benefit**

Realize process improvements quickly, leveraging DXC’s migration services embedded with automation and artificial intelligence.

4 Case Studies

4.1 Manufacturer enables growth with SAP

SAP S/4HANA Intelligent migration implementation



Everest Industries

Transition to SAP S/4HANA in just 100 days, with no loss of sales

- Improved data quality
- Near-zero downtime
- Used SAP Activate
- Adoption of SAP Fiori

Improved
business
performance

Better analytics,
better business
decisions



CHALLENGE

Everest was running SAP ECC (ERP Central Component), which had undergone extensive customization and lacked the accountability, governance and controls to sustain the company's expansion.

- Implement an advanced enterprise platform to enable business expansion and digital transformation
- Improve analytics capabilities to gain deeper insight for better decision making
- Enhance procurement efficiencies and address order-fulfillment issues



SOLUTION

Implement a three-phase transition from SAP ECC to SAP S/4HANA

- Clearly define growth plans through a business value realization strategy
- Migrate SAP system to the cloud for a seamless transition to new platform
- SAP Fiori apps, an SAP product line designed to simplify the user experience across lines of business



RESULTS

Seamless migration to SAP S/4HANA and a new operating model to facilitate business growth

- Integrated real-time analytics power better business decisions
- Improved operations via integration of order processing, procurement and accounting
- Significantly enhanced performance with no loss of sales during transition
- Adoption of Fiori apps improves mobility capabilities and user experiences

Figure 13 - Intelligent Migration Case study