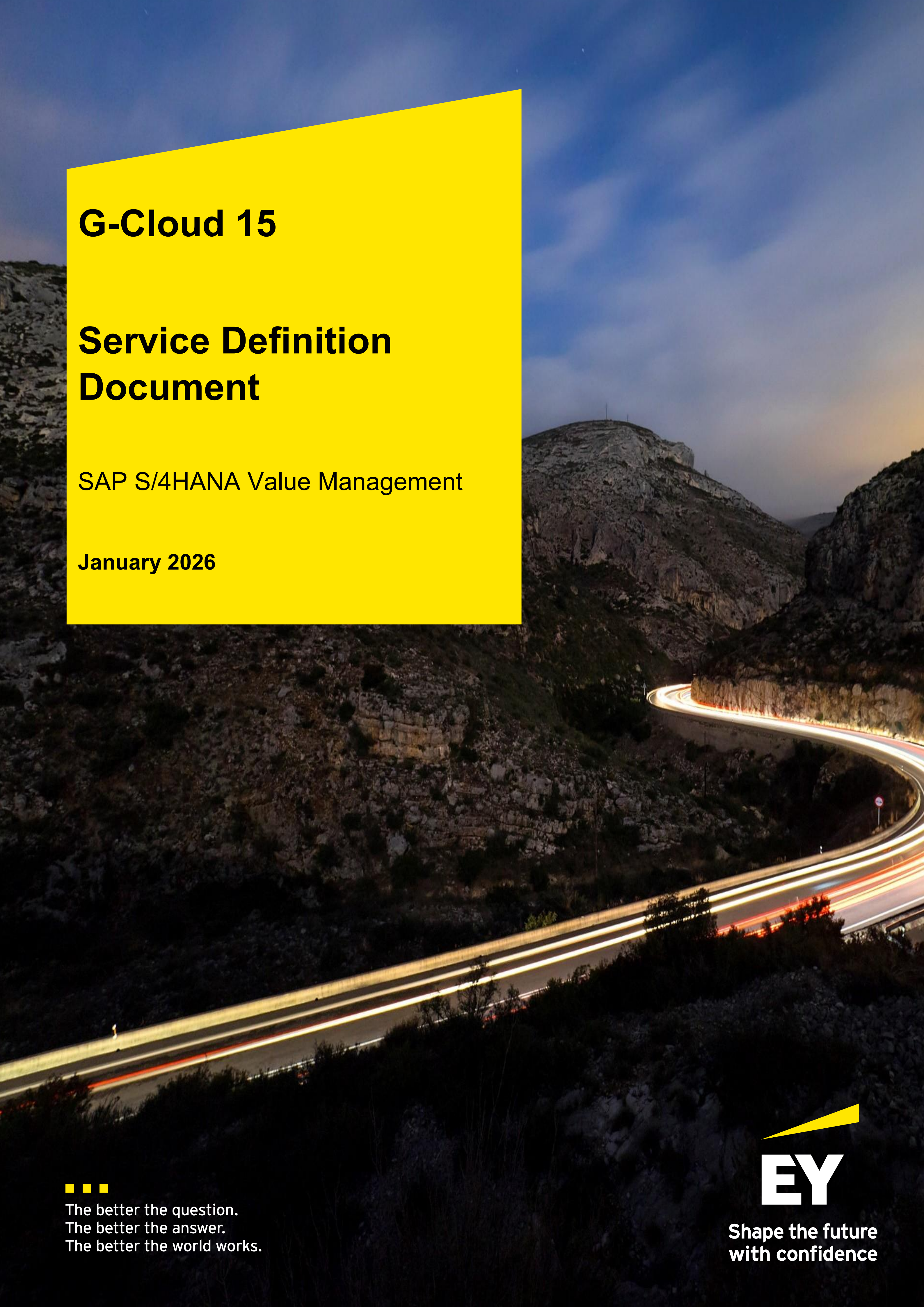

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Service Definition Document

SAP S/4HANA Value Management

January 2026

The better the question.
The better the answer.
The better the world works.

Shape the future
with confidence

Contents

1. Service detail

1.1 Service Overview

EY's SAP S/4HANA Value Management service provide a structured, data-driven and value-led approach to defining, prioritising and realising the business value of an S/4HANA transformation.

In a rapidly evolving business environment, organisations must leverage technology to maintain competitive advantage and allocate capital efficiently and effectively. This service establishes a strong foundation and pathway for the transformation, with a thorough and methodical approach to extract the full potential out of the investment.

Value Management enables organisations to embark on the transformation journey with a clear articulation of business outcomes, validated business case, and a governance model that protects value throughout the implementation lifecycle and beyond.

Our services are delivered by seasoned experts in Value Discovery and Delivery, complemented by our SAP S/4HANA specialists. These professionals are well versed in bridging the gap between business needs and technological capabilities, ensuring that the SAP S/4HANA transformation is value centric and aligned to desired outcomes.

1.2 What the service provides

EY's Value Management service covers the end-to-end activities required to identify, orchestrate and realise value throughout S/4HANA implementations. The foundation of this is a compelling, evidence based and strategically aligned value case that captures the anticipated benefits and required investment into the programme.

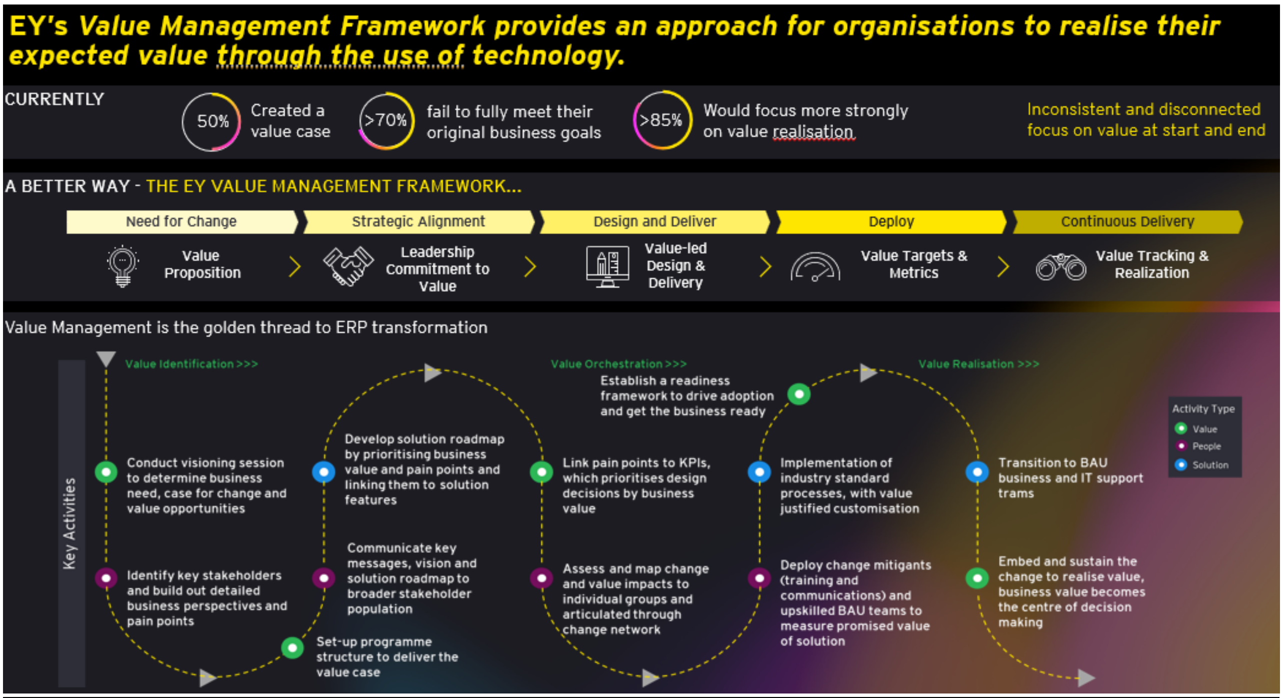
The Value Management service encompasses several components that contribute to an SAP S/4HANA solution that resonates with the enterprise's unique vision:

- **Mobilisation and Vision Alignment**: We initiate the process by aligning key stakeholders and setting a clear and ambitious vision for the programme and the future.
- **Future State Definition:** Based on the outcome of the discussions and alignment on the vision, our team collaborates with you to design a compelling view of future state that leverages SAP S/4HANA's capabilities to meet your business aspirations.
- **Current State Performance and Capability Assessment:** An in-depth data driven examination of your current processes, technology landscape, data and change ambition allows us to identify gaps and opportunities for improvement. Using process mining, SAP PPIs/KPIs and benchmarking, we identify inefficiencies, cost drivers and improvement opportunities that form the foundation of the value case and design priorities.
- **Value Case including Benefit and Cost Modelling**: A quantified and traceable value case is developed that maps solution capabilities to outcomes and benefits. Cost modelling is conducted to provide indication of required investment to implement and run the solution. Using tools such as EY Drive, alternative scenarios can be modelled, comparing migration options, simulate costs and evaluate 'what-if' cases to support decision making.
- **S/4HANA Pathway and Solution Options**: Evaluation of various migration options based on business priorities, value potential, technical considerations and readiness. Based on evaluation a recommendation of the most viable path and SAP Bill of Material is prepared.

- **Value Led Transformation Roadmap**: Creating a step-by-step transformation roadmap, including quick wins and long-term value delivery to guide your SAP S/4HANA journey.
- **Value Centric Governance and Design Authority**: Putting in place the guard rails and governance mechanisms to ensure value is consistently protected during design and build.
- **Value Realisation and Tracking**: Establishing the reporting cadences, tooling and mechanisms to monitor the current state of the value case throughout implementation and beyond. Supporting intervention, decision making and root cause analysis.

By harnessing EY's proprietary methodologies—refined through numerous successful Value discovery initiatives across diverse industries - we ensure efficiency and excellence. Furthermore, our collection of ready-to-use templates and industry-standard accelerators ensure that your discovery phase is expedited without compromising on quality or strategic alignment.

1.3 High Level Approach and Tooling



Tools and Accelerators:

Based on the requirement EY will leverage accelerators and tooling for this service to crash the schedule and deliver high quality outcomes.

Mentioned below are some examples of EY's accelerators and tooling:

- **EY STEER**: Determines recommended S/4HANA migration approach based on a series of survey inputs from stakeholders
- **EY Drive**: A comprehensive value case modelling tool, that allows scenario modelling of costs and benefits
- **EY Value Architecture Platform**: Repository of KPIs and value levers enabled by specific S/4HANA and SAP capabilities

- ► **SAP Signavio:** Provides insights and process mining capabilities to determine improvement opportunities against industry benchmarks and monitoring of process compliance.
- ► **Plan Templates**: This gives a head start with planning across all phases of the S/4 programme that can be tailored for specific user engagements.
- ► **Prebuilt agenda and content for vision workshops**: This accelerator has ready to use content and prescribes the agenda for the vision workshops.
- ► **Key Design Decisions Repository**: Catalogue of typical key business and technology decisions that would impact the expected scope, complexity, costs and benefits of an S/4HANA implementation.
- ► **EY Global Benchmarking Tool**: The tool helps identify areas of opportunities and improvements and prioritising ones which deliver maximum value.
- ► **Best Practice Processes**: EY's library of best practise processes spans across several processes and industries and can be leveraged to accelerate the programme.

1.4 Service Features

1. Define the vision and desired business outcomes for the transformation
2. Explore different S/4HANA implementation options for strategic alignment
3. Align technical architecture and BOM to the desired business outcomes
4. Establish the baseline metrics and costs of the current solution
5. Identify key value drivers of new solution, calculate indicative benefits
6. Modelling benefits and financials using EY drive against different scenarios
7. Benchmark KPIs and set targets comparing competitors and industry standards
8. Utilise process mining and performance analytics to identify process improvements
9. Embed value-centric governance, workshops and regular monitoring
10. Utilise industry and proprietary EY tools to enable value management

1.5 Service Benefits

1. Define the vision and desired business outcomes for the transformation
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10. Utilise industry and proprietary EY tools to enable value management

2. Key contacts

For further information please get in touch via the email address below.

Ben Robinson

Partner

Email: eytenders@uk.ey.com

Purav B Shah

Partner

Email: eytenders@uk.ey.com

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