

**NTT Data**

**BUILDING A UNIQUE  
TRANSFORMATION  
SOLUTION FOR A  
GLOBAL PHARMA  
LEADER**

**CASE STUDY**



**SAP LEAP**  
Large Enterprise Acceleration Program

## THE CLIENT

The client is a world leader in the pharmaceuticals industry, working in the development of life sciences, producing and distributing sector products, and advocating for patients since the 1880s. As a Fortune 500 global healthcare logistics company, the client has locations across the globe, in North America, Asia, Europe and Latin America.

The client has upwards of \$9bn in annual revenue, fostered by over 15,000 employees spanning 70 countries all over the world. Along with this, the client boasts over 90 facilities with over 4,000 provider facilities.



## THE CHALLENGE

The client has acquired a business that is currently running on SAP but is considering a transition to S/4HANA, with the overall transition initiative budgeted at \$25m. NTT DATA is already providing SAP Application Management Services to the client.

NTT DATA is focused on presales activities that will demonstrate their credentials and expertise to be the solution provider for the proposed transition. Two specific objectives have been identified with that in mind:

Firstly, to set up a client-specific instance of NTT DATA's S/4HANA architecture, demonstrating the suitability of the solution for all the operations that the client is considering moving.

Secondly, NTT DATA will set up workshops to evince how a life sciences/pharma industry-specific and template-based solution will be key in helping the client reach their own objectives.

This strategy prioritises converting this initial investment work as the precursor to the larger project, leading to NTT DATA becoming the client's preferred partner for S/4HANA deployment within their company.



**NTT DATA is committed to long-term partnerships, driving value by using industry best practices for the desired outcomes.**

## THE SOLUTION

The NTT DATA Advisory Services Assessment engagement helps clients understand their S/4HANA options, serving to clarify the S/4HANA migration, conversion or greenfield approach. The NTT DATA framework is used to define options, and the underlying business case assumptions, in support of the client's S/4HANA transformation journey.

As part of the engagement, workshops leveraging SAP tools, third-party assets and proprietary tools developed by NTT DATA are deployed to gather current-state technical and business process information, and provide real-time guidance on both conversion methodologies and estimated project timelines.



## THE RESULT

A major outcome of the collaboration between the client and NTT DATA is the competitive position it places them in to perform and compete globally in SAP S/4HANA projects in the life sciences field. The collaboration will also be another reference NTT DATA can add to their North American success stories.

Specific milestones in this project include the development of testing scripts for a template update, and the finalisation of requirements for incremental playback scripts. There has also been a significant amount of data collection concerning both client and industry content, and NTT DATA has been able to create a standard resource-sharing site for the NTT DATA SAP practice documentation through this collaboration.

The statement of work (SOW) results show that running and accessible life sciences template solutions have been created: a process map, a test script and a configuration. Further benefits reaped by NTT DATA include the development and training opportunities that this project has provided for new talent within NTT DATA focused on SAP S/4HANA best practices.

The NTT DATA team is also working on expanding the transformational aspects by driving discussions around business process automations and improvements. Accordingly, the client has adjusted their initial timeline to reflect a holistic approach that will move the project



## WHY NTT DATA

NTT DATA is an obvious choice for the undertaking of this SAP S/4HANA transformation project. Highly trusted and renowned for their SAP solutions and services and a recognised leader in SAP HANA and S/4HANA transformation and migration services, NTT DATA focuses on the connection between people, processes and technology. Focusing on the specifics NTT DATA can provide for the client, they have signed two life sciences SOWs for SAP S/4HANA and have already been utilising the outputs in the deliverables for the client.

Above all, NTT DATA places a commitment to achieving results measured in outcomes. These individual and overall outcomes work to enable all their clients to meet their objectives and solve the challenges they are facing. NTT DATA recognises that SAP S/4HANA transformation journeys are never the same, so created a solution that is unique to this client and sets a strong foundation for achieving modernisation strategies, something that has served the client well.

**NTT DATA  
combines business  
and entrepreneurial  
vision to convert  
specific and  
complex SAP and  
business process  
requests.**



## WHAT'S NEXT

As a result of this project, NTT DATA finds itself in an ideal position to pursue more projects centred around SAP S/4HANA transformations for companies in the life sciences/pharmaceuticals sector. This project presents an outstanding opportunity to continue the evaluation and subsequent evolution of documented resources for the use of SAP S/4HANA in these industries.

The NTT DATA team will be able to take advantage of these learning opportunities, expanding their skills and knowledge and broadening solution functionalities using SAP S/4HANA test scripts, process maps and configuration documents.

Due to the success of the collaboration so far, NTT DATA can also expect further collaboration with internal client members regarding the implementation of new functional and technical requirements. It is also anticipated that there will be a resultant collaboration in process documentation.



NTT DATA

