

# illumiti

SAP Software

## Illumiti's Continuous Improvement Program

When companies implement SAP software, they are making a significant investment – of time, resources, and money. Yet, many organizations believe that once the software has been implemented, they don't need to do anything else.



### SAP Platinum Partner

recognized for leading expertise



### 400+ SAP Consultants

in all areas of practice



### 250+ Customers

across many industries



### 1000+ SAP Software

projects since 2000



If you aren't sure where your organization should focus its attention in order to get the most value from your SAP solution, consider starting with an Illumiti SAP Client Health Check.

But the reality is that your business and your environment constantly change. You might grow and expand, set new goals and targets, or implement new processes and procedures. Your organization isn't the only thing that will change either. SAP isn't resting on its laurels. The software is constantly evolving; it seems like every day, there are new product innovations, upgrades and modules allowing organizations to do more, be more and achieve more.

### Value in Everything We Do

At Illumiti, we want you to be able to get the most value from your SAP investments. That is why we've developed a Continuous Improvement program comprised of two main offerings:

- Complimentary Client Health Check
- Value Assessment

### Illumiti's SAP Client Health Check

Our Client Health Check is designed to help you focus on identifying where your SAP solution is falling short, and what you can do to bridge the gap between where you are today and where you want to be. As a part of this service, we can help you review the benefits you're getting from an individual SAP module, or from your entire SAP footprint.

### How does the SAP Client Health Check work?

Over the course of a 90 minute session, our experienced consultants work with you to review your use of a specific SAP module – including pain points, training gaps, manual workarounds, reporting gaps and wish lists. We will also review the targets and top key performance indicators (KPIs) per business area, in order to prioritize action items according to their ability to help you meet your strategic goals.



We can help you conduct an in-depth review of the value you're getting from an individual SAP module, or from your entire SAP footprint.

### Illumiti Client Health Check (CHC)

<b>Purpose</b>	<ul style="list-style-type: none"> <li>• Ensure our customers are continuing to obtain value from their SAP systems</li> <li>• Identify areas of opportunity within SAP to support continuous improvement of business areas and support in meeting specific corporate objectives</li> </ul>
<b>Approach</b>	• Informal
<b>Duration</b>	• 1.5 hour conversation per module with your key users
<b>Logistics</b>	• Phone call
<b>Scope</b>	<ul style="list-style-type: none"> <li>• SAP Modular review               <ul style="list-style-type: none"> <li>– High-level discussion to identify deficiencies, pain points, manual workarounds, training and reporting gaps</li> </ul> </li> <li>• Key Performance Indicator and Annual Targets review               <ul style="list-style-type: none"> <li>– Review KPI's by business area as they relate to annual corporate objectives; compare to target from previous year where available and understand new targets for current year</li> </ul> </li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li>• Document containing recommendations by business area prioritized by ease of implementation and value to organization</li> <li>• Recommendations will be made to support the achievement of annual KPI targets where possible</li> </ul>
<b>Cost</b>	• None
<b>Frequency</b>	• Annually

The output of the workshop is a written report containing prioritized recommendations that you can consider in order to better leverage your SAP system.

### Annual Illumiti Client Health Check Review

On an annual basis, we provide a complimentary follow-up Client Health Check to review your progress against the identified recommendations, propose adjustments to your plan if required, and determine any new opportunities to obtain additional value from your SAP software. If your business goals or processes have changed, we can also help make sure your SAP software continues to be aligned to your needs.



### Case Study:

## Improving Days In Inventory

We conducted an SAP Client Health Check for a client that wanted to focus on materials management. Specifically, the client wanted to reduce their *Days in Inventory* KPI from 100 days down to the industry average of 60 days.

Through our Client Health Check discussion, one of our Materials Management experts walked the client through the various levers that impact inventory management. These included:

- Assessing planned delivery times
- Reviewing inventory accuracy and assessing the benefit of using storage locations and bins
- Determining whether an adequate physical count process was in place
- Promoting the use of ABC classification of materials to develop targeted programs
- Reviewing MRP parameters
- Confirming scrapping and obsolescence processes are in place
- Exploring the use of vendor consignment
- Reviewing reports available to manage inventory
- Ensuring the client had a readily available mechanism to calculate Days in Inventory to track progress on a weekly, monthly and quarterly basis

As an outcome of the Client Health Check, we provided the client with a customized approach to help them achieve their *Days in Inventory* goal. We then worked with the client team to help make adjustments to their system and to implement the processes changes needed to make sure they were well positioned to achieve their objectives.



The software is constantly evolving; it seems like every day, there are new product innovations, upgrades and modules allowing organizations to do more, be more and achieve more.



## Illumiti's Value Assessment

In addition to our Client Health Check, Illumiti has also developed an SAP Value Assessment, providing an in-depth review of an organization's SAP solution and opportunities according to four key pillars:

- **Key Performance Indicators (KPIs):** Reviewing, baselining, and benchmarking KPIs
- **Technology:** Reviewing current technologies being utilized, issues, and opportunities
- **Process:** Reviewing processes, conducting staff workshops and job shadowing
- **Reporting:** Reviewing current reports, gaps and opportunities for improvement

As a part of this service, we can help you conduct an in-depth review of the value you're getting from an individual SAP module, or from your entire SAP footprint. If you would prefer to focus on addressing opportunities one pillar at a time, we can modify our approach accordingly.

On average, each SAP Value Assessment takes 8 business days to complete. Based on the needs of your organization, the Value Assessment will be conducted by one of Illumiti's senior consultants – individuals with extensive experience implementing, tailoring, and upgrading SAP solutions and processes for companies just like yours.

### Illumiti's SAP Value Assessment

#### Identify Value

##### Establish & Baseline KPIs

- What is the company currently tracking?

##### Benchmark Industry Performance

- How is the company doing relative to its peers?

##### Review Processes and Technology

- What are the issues being encountered?
- What process and technical solutions are available?
- Is SAP being used as it was intended?
- Job shadowing to identify knowledge gaps, manual workarounds and provide tips and tricks

##### Review Reports

- Are available reports being used appropriately?
- Are there any gaps in the information the company requires to operate, plan, measure performance and support decisions?

##### Develop Roadmap

- Prioritize findings and recommendations based on priority, impact and complexity taking into account dependencies
- What is the plan to achieve the identified value?

#### Deliver Value

##### Drive Actions

- Prioritize and Implement recommendations
- Identify risks or barriers to change

##### Continuously Manage Performance Delivery

- Measure value achieved and determine if corrective actions are required
- Develop continuous measurement schedule and process



Based on the needs of your organization, the Value Assessment will be conducted by one of Illumiti's senior consultants – individuals with extensive experience implementing, tailoring, and upgrading SAP solutions and processes for companies just like yours.

### What are the outcomes of an Illumiti SAP Value Assessment?

Our Value Assessments are tailored to the needs of each organization and include:

- **A value roadmap:** This roadmap will outline a prioritized sequence of recommendations, both process and technology-specific that you can implement in order to achieve the best value from your SAP solution. The roadmap will also include dependency considerations for each activity.
- **A value proposition for each recommendation:** Each recommendation we provide will be backed by a value proposition that will show how the solution will help you better achieve your business strategy.
- **Estimation of Effort:** For each recommendation, we can assess the approximate effort it would require to implement, and guidance as to potential resource requirements.
- **Assessment of Reporting:** This assessment will include information on standard reports available that your organization is not leveraging, reporting gaps and recommendations for addressing them, and an assessment of the visibility and availability of your top KPIs with associated recommendations.
- **Training Plan:** If required, we will develop a training plan to support the implementation of identified recommendations. Training can also be used to address current training gaps or for new hires/turnover.
- **Identification of new technologies:** As a part of the analysis, we will assess whether any new SAP technologies or updates have been introduced since you implemented your SAP solution, and whether implementation of these technologies are relevant to resolve issues identified, improve the user experience or provide your company with a competitive advantage. If additional technology implementation is recommended, we will outline pre-requisites required and arrange for an "Innovation Day" to demonstrate the capabilities of these tools and products.

In addition, our Value Assessment can also include:

- **A KPI baseline:** To help you measure the value achieved from all future process improvements and SAP technical modifications, we will help you establish a KPI baseline and key metrics to track over time.
- **Benchmarking analysis:** If you opt to conduct SAP Benchmarking Surveys, the Value Assessment will include a report on how your performance compares to your peers. This report can help you determine where to focus your improvement efforts and provide realistic targets for KPIs.

If you aren't sure where your organization should focus its attention in order to get the most value from your SAP solution, consider starting with an Illumiti SAP Client Health Check. Based on the Client Health Check report, you will be better equipped to determine which areas of your SAP solution may require the deeper dive analysis that the Value Assessment can provide.

### Contact us

For more information about our Health Check or Value Assessment, please contact your Illumiti Account Representative or Shoshana Jamieson at [sjamieson@illumiti.com](mailto:sjamieson@illumiti.com).

### About Illumiti

Illumiti is a systems integration and management consulting company enabling customers to realize their vision by leveraging SAP technology, people, and leading business practices. Since its founding, Illumiti has developed a reputation for delivering successful customer projects faster, smarter, and leaner.

**illumiti**  
Realize your vision



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