

Boosting User Engagement and System Utilization for FMCG Industry Leader with S/4HANA

About the Customer

- **Industry** - FMCG
- **Sub Industry** - Food Products
- **Customer HQ** - UAE
- **Key Technologies** - OCM

Business Needs

The fast pace of the S/4HANA project implementation team created a vacuum when it came to supporting the countries that were live, leading to several after-effects:

- Sub-optimal usage of the SAP system
- High number of queries and tickets logged at service desk support
- Low usage of SAC cloud, dashboard, and other reports
- Training and skills gaps due to attrition, internal movements, etc.
- Lack of awareness around business processes, system functionalities and capabilities
- Low rate of month-end closing/transactions in the SAP system

YASH Solution

- Pulse Check and Diagnostic
- Adoption of KPI Metrics (people, process, and technology)
- Baseline and Target scorecard
- Leadership alignment and buy-in
- Building a super user community
- Collaboration between IS and Business
- Drive User Adoption
- Risk assessment and Mitigation

Business Outcomes

- Early leadership alignment and buy-in
- 70% Adoption KPI Metrics achieved across BU's in scope
- 100% upskilling of SU community
- 85% System Usage
- Future proofing learning
- 90% KPI achievement on Month End Closing

For more information contact YASH today at info@yash.com or visit www.yash.com