



celosphere20
xLive20

celonis

Ensuring System Migration Success

New Strategies for S/4 HANA Migration and
Salesforce Consolidation

Christoph Hakes, Data Scientist, Celonis

April 29th 2020

System migrations are rarely frictionless

C

Migration Failure



60%

Of migrations are perceived as having failed because they are believed to not meet the requirements of the business.

Gartner: 2019 Strategic Roadmap for Postmodern ERP

Lack of Adoption

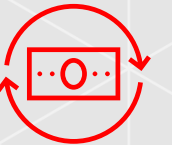


70%

Of change programs fail to achieve their goals, largely due to employee resistance and lack of management support.

McKinsey: The 'how' of transformation

Rising Costs

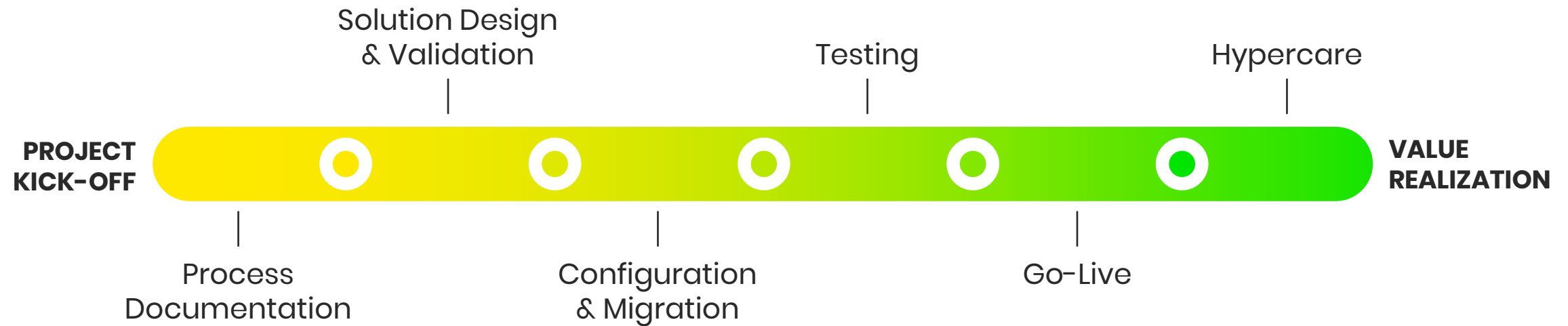


60%

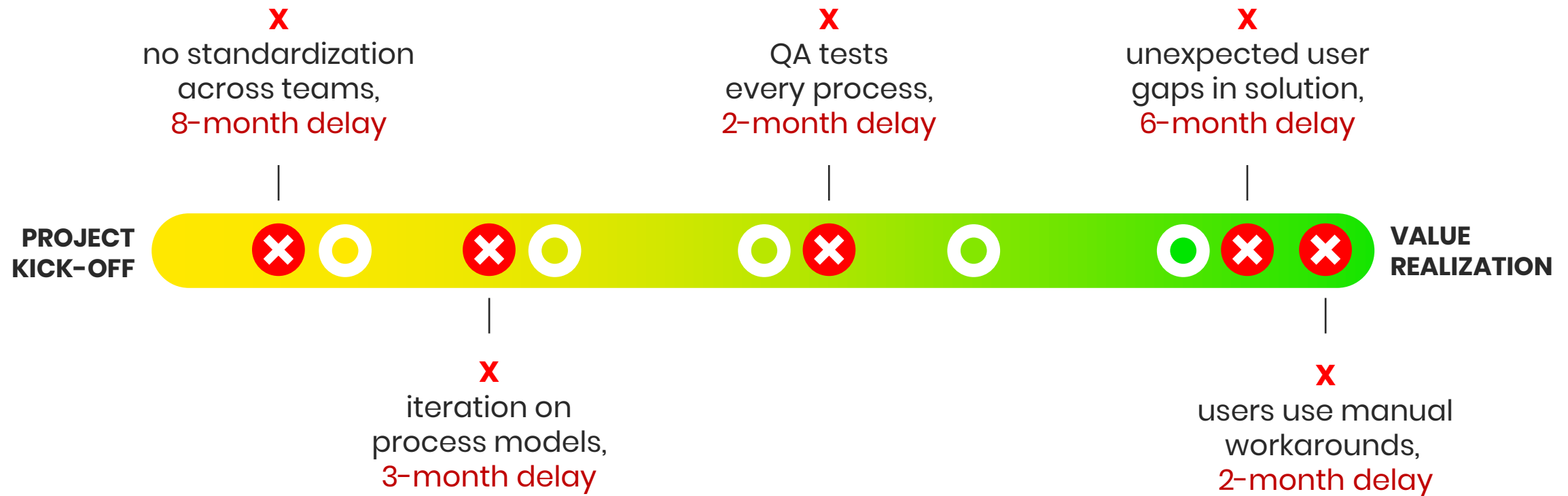
Increase in implementation labor rates by 2021 due to high demand.

Gartner: 2019 Strategic Roadmap for Postmodern ERP

You might plan for your migration to be **frictionless**....



...but inevitably, **friction** creeps in, delaying (or preventing) value.



Old Way

Process Mapping

VS.

New Way

Celonis Process Mining



**Subjective,
Partial**



**Lengthy,
Costly**



**One-Time
Understanding**

**Objective,
Complete**



**Immediate,
Self-Service**

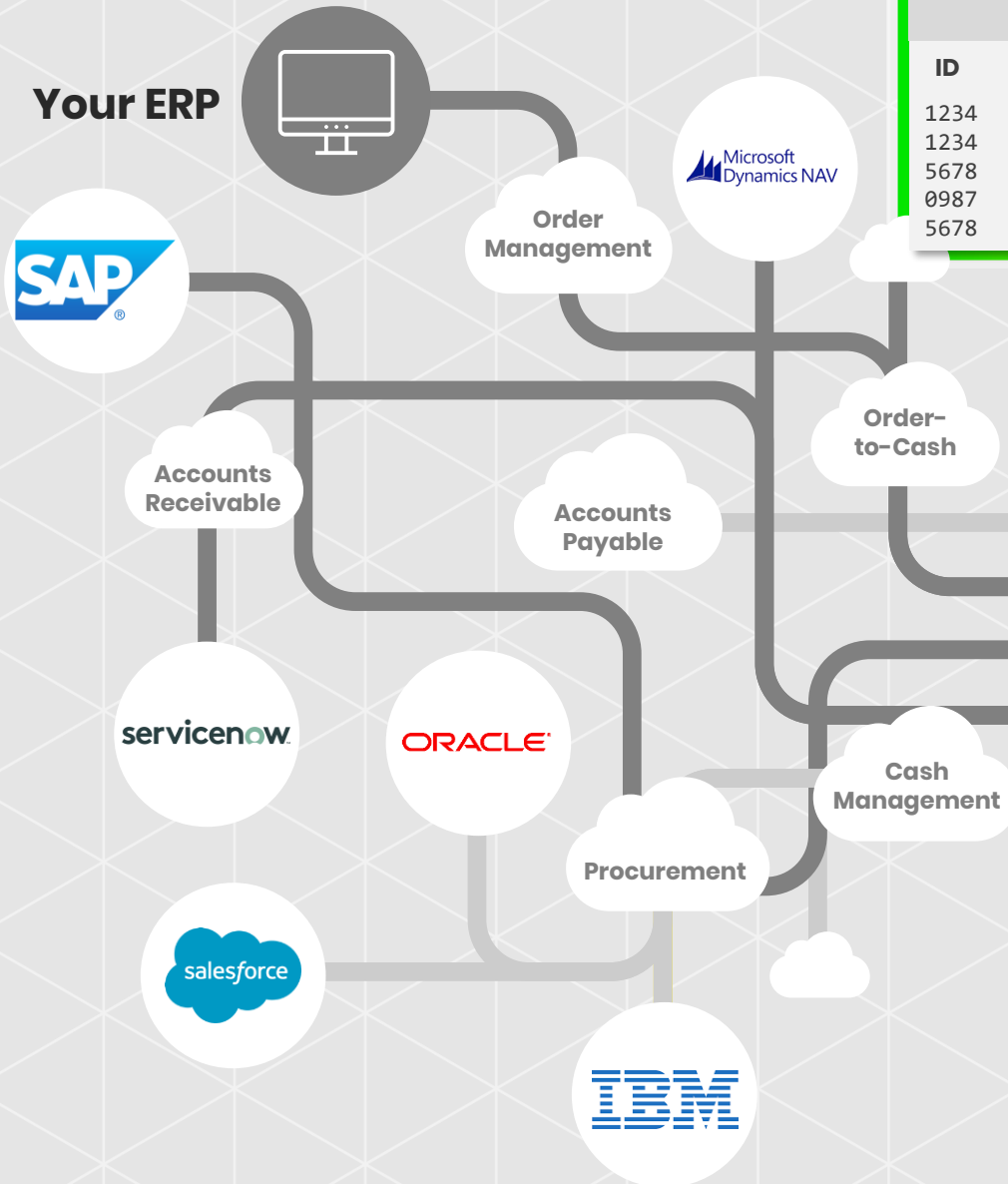


**Continuously
Enhancing**



Your IT Landscape

Create Full Transparency



Eventlog		
ID	Activity	Time
1234	Create PO	04.01.2020
1234	Send PO	05.01.2020
5678	Create PO	07.02.2020
0987	Change Price	08.02.2020
5678	Receive Goods	17.03.2020

CELONIS EVENT COLLECTION



Celonis supports you throughout your migration

celosphere²⁰
xLive²⁰

Pre-Migration



Design



Roll-Out



celonis

Celonis supports you throughout your migration

celosphere²⁰
xLive²⁰

Pre-Migration

Design

Roll-Out

Old Way

New way

+1 year mapping business processes

High consulting spend

Costly use of SME's time

Mine process documentation

Save process models in **Process Repository**

Ensure documentation
coverage of **key variants**

Capture **best practices**

Celonis supports you throughout your migration

celosphere²⁰
xLive²⁰

Pre-Migration

Design

Roll-Out

Old Way

Solution designed off incomplete
process documentation

Validated in fit-gap workshops

Issues discovered at go-live

New way

**Mine, create or upload proposed process
models** and templates

Measure how **to-be process fits**
with current user flows

Make adjustments and **assess the
impact** tweaks have on fit

Celonis supports you throughout your migration

celosphere²⁰
xLive²⁰

Pre-Migration



Design



Roll-Out



Old Way

Users are training and left to adopt

Adoption is measured in terms of active users
not process adoption

Business value is not achieved,
and you don't know why

New way

Discover barriers to adoption

Implement intelligent alerts
to **correct user behavior**

Monitor adoption of new processes

Continually optimize process performance

Celonis supports you throughout your migration

celosphere²⁰
xLive²⁰

Pre-Migration



System Usage
Analysis

Complexity
Assessment

E2E Process
Documentation

Efficiency
Assessment

Process Harmonization

Design



Data-driven Fit/Gap Analysis

Data
Transformation

Testing

Master Data Consolidation

Roll-Out



Hypercare
Support

User Adoption
Monitoring

AI-triggered alerts to improve
process adoption

Change
Management

Value Realization
Monitoring

Schlumberger Fueled The Largest SAP Migration On Record

- **Control migration costs:** Improve process before the migration to enable a faster rollout.
- **Drive user adoption:** conformance and adoption monitoring to shorten Hypercare. Empower employees to proactively self-regulate behavior.
- **On-going optimization:** Monitor new system to continuously improve in the post-deployment, ensure stability and to delivery of value.

\$40M

Saved in migration
costs

2

Months saved on
migration timeline



Supporting customers through system transformations...

celosphere²⁰
xLive²⁰

3M



 **Chemours™**



 **sysmex**


NOVARTIS



Schlumberger

voestalpine




AUTODESK.

viega

 **WIEN ENERGIE**

AVNET®
Reach Further™



**Minimize
Project Risk**



**Reduce
Implementation Cost**



**Drive Adoption &
Time to Value**

Q&A

Type your questions in the chat box.



Get a 1:1 session with a
Product Expert



Get trained at the
Celonis Academy



Talk to your Customer
Success Manager




Visit [Celonis.com](https://celonis.com) for
content, demos, & more!

celosphere20
xLive20

celonis

Thank you.

#CelosphereLive

 **Lufthansa**
Ground
Operations

Uber
Customer
Experience

 **zalando**
Procurement
Productivity

 **Reckitt
Benckiser**
Operational
Efficiency

Backup

Deep and Rich Partner Ecosystem

Thousands of certified experienced implementation consultants at partners are ready to make clients successful.

For a complete overview of all available partners in your region see:
celonis.com/partner/



TECHNOLOGY PARTNERS



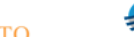
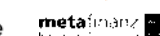
GLOBAL PARTNERS



BPO PARTNERS



CONSULTING PARTNERS

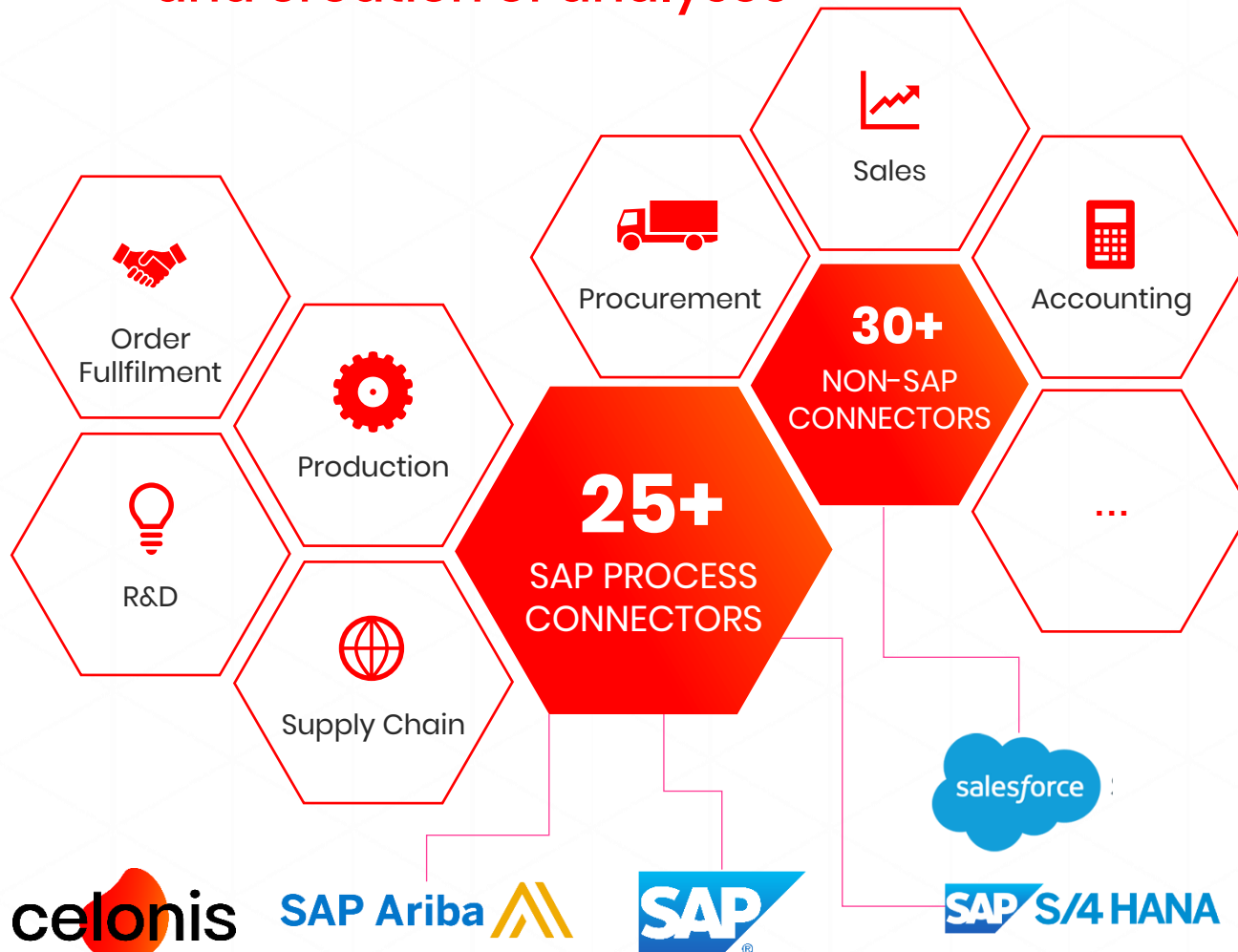


Celonis supports you throughout your migration

	Pre-Migration	Solution Design	Roll Out
The Old Way	<ul style="list-style-type: none">+1 year mapping business processesHigh consulting spendCostly use of SME's time	<ul style="list-style-type: none">Solution designed off incomplete process documentationValidated in fit-gap workshopsIssues discovered at go-live	<ul style="list-style-type: none">Users are trained and left to adoptAdoption is measured in terms of active users not process adoptionBusiness value is not achieved, and you don't know why
The New Way	<ul style="list-style-type: none">Mine process documentationExport models to Process RepositoryEnsure documentation coverage of key variantsCapture best practices	<ul style="list-style-type: none">Upload proposed process models and templatesMeasure how to-be process fits with current user flowsMake adjustments and assess the impact tweaks have on fit	<ul style="list-style-type: none">Discover barriers to adoptionImplement intelligent alerts to correct user behaviorMonitor adoption of new processesContinually optimize processes for greater returns

App Store

The App Store facilitates process connection and creation of analyses



412+ ANALYSES

The Celonis App Store offers you **access to templates** to **kickstart your S/4HANA migration**, build on existing knowledge and create the foundation for objective discussions.

