SAP Innovation Awards 2021 Entry Pitch Deck

SAP S/4HANA led Digital Supply Chain and Finance Operations

Hyperoptic Ltd.
Hyperoptic was founded in 2011 to shake up the UK broadband market with its “full” fibre optic technology. It offers consumers and businesses gigabit-capable broadband with average speeds of up to 900Mbps, which is over 12x faster than the UK average, and is rated 5* on Trustpilot.

It works with property owners, developers and professionals, designing and installing dedicated fibre infrastructure to new buildings and existing developments. It focuses exclusively on high density urban areas.

The company has been awarded the ‘Best Superfast Broadband’ provider by the Internet Service Providers’ Association for six years running. It has also been listed in the Sunday Times Sage Tech Track 100 for four years in a row. In the last year it’s been recognised as the ‘Fastest Ultrafast Provider (downloading)’ and ‘Fastest Ultrafast Provider (uploading)’ by the Broadband Genie awards and won both ‘The Service Award’ and ‘The Innovation Award’ at the inaugural Compare the Market Simples Awards.
“We knew that in order to scale and progress we needed a world class ERP platform. SAP S/4HANA is now an integral part of our ERP strategy”

CFO, Hyperoptic Ltd.

Challenge
- Legacy ERP with disparate processes prevented Hyperoptic from operating at full potential and business growth plan.
- Users could not access real-time data for deeper business insights and business-critical decisions especially in the area of inventory, supply chain and finance operations.
- Lack of single source of truth owing to fragmented systems.

Solution
- Greenfield implementation of SAP S/4HANA On Premise 1809 SP2 on Google Cloud Platform (GCP) transforming Hyperoptic’s finance, warehouse, inventory and procurement functions by having state of the art integration layer (SAP Integration Suite) replacing legacy system (SAGE) for UK and Serbia geography.
- Better compliance and intuitive user experience by implementing Advance Compliance Report (Making Tax Digital) and SAP Fiori.

Outcome
- Digital platform enabling an integrated view of financial function, reduce manual intervention and improve traceability and visibility of business transactions and inventory systems.
- Efficient month end closing with detail audit trail for all transactions and business process transparency.
- Integration of warehouse with Radio Frequency (RF) mobile Bar Code scanning solutions accelerating efficiency of warehouse operation.
- Digitized procurement approval cycle and real-time visibility into inventory have improved customer service and project sites fulfilment.

60% Faster financial closing operations
25% Faster decision-making through real-time insights
35% Faster and efficient warehouse operations
TATA Consultancy Services

A leading global IT services, consulting and business solution partner providing Assessment, Roadmap Planning, Implementation and Managed Services. TCS transformed finance, procurement, warehouse operations by implementing SAP S/4HANA on Google cloud platform.

“We needed a business partner that we felt sure would deliver for us. One that not only had broad experience and industry knowledge, but could also engage at a detailed level to understand our specific business needs. TCS has fulfilled these requirements and proven invaluable to us in implementing SAP S/4HANA.”

CTIO, Hyperoptic Ltd.

“TCS have done a great job in implementing SAP S/4HANA for us. We now have a robust platform, ably supported, that underpins our business aspirations”.

Director of Procurement, Hyperoptic Ltd.
Business Challenges and Objectives

- Legacy ERP with disparate processes prevented Hyperoptic from operating at full potential and business growth planned.
- Multiple systems having redundant data leads to inefficient business decision and operations.
- Manual and time consuming warehouse operations - both inbound and outbound.
- No clarity and control on Direct and Indirect spend (expenses)
- No clarity on Investment on capital intensive project as no assets maintained in system
- Users could not access real-time data for deeper business insights and business-critical decisions especially stock keeping units (SKU) inventory and supply chain logistics and Back office finance operations.
- Needed a futuristic and scalable platform as a single source of truth to support automation, process simplification, standardization, digitization, and analytics.

Business objectives of Program “OXYGEN”

1. Drive Growth
   Scalable and future-proofed platform to drive growth & scalability

2. Adopt OPEX Model
   Cloud based digital platform with pay per use model; to help drive operational budget control

3. Intelligent Insights
   Real-time insights in business operations, Digital tracking of Direct & Indirect expenses

4. Process Digitization
   Business process automation/digitization with real-time track & trace
Project or Use Case Details

- Hyperoptic needed a futuristic and scalable platform for meeting their ambitious growth and expansion targets, as a single source of truth to support automation, process simplification, standardization, digitization, and analytics.

- TCS engaged with hyperoptic as consulting partner and along with SAP conducted discovery workshops to demonstrate SAP product capability for back-office operations in supply chain, logistics, procurement, warehouse operations, finance reporting.

- Warehouse operations are fully automated using RF scanning solution, this helps to speed up both inbound and outbound operations. SAP Extended Warehouse Management, industry add-on for SAP S/4HANA helped tracking real time inventory, and timely supply of material to meet the demand for many infrastructure projects across UK market.

- Complex procurement and spend analysis tracking and control is achieved using SAP S/4HANA for central procurement model with out of box workflow designs to send immediate notifications for timely follow up.

- Network structure and infra projects investments are tracked using SAP internal orders and asset accounting.

- Fiori applications boosted user experience by offering smarter ways of working and improved decision-making with KPI measurements and actionable data insights helped Hyperoptic achieve business growth with greater business agility.
Benefits and Outcomes

**Business or Social**
- 60% reduction in manual effort involved in finance closing operations
- 25% improvement in monitoring and reporting with better controls on Capex and Opex
- Accelerated warehouse operations – Reduction in process time helped to manage 35% more volume of inbound / outbound orders with SAP S/4HANA WM and scanning solution

**IT (optional)**
- 85% SAP standard solution implemented enabling stability and scalability
- Helped organizations to cut down unwanted administrative expenses
- Reduce maintenance cost of multiple legacy system
- Scalable platform to meet future needs of business and enhanced data security

**Human Empowerment**
- Digitized procurement approvals with email notification helped to increase process efficiency
- Increase agility to meet customer demands by enabling movement of products and materials quickly and efficiently with supply chain solutions
- SAP Fiori enables business users to perform their daily tasks quickly and effectively by having all the information on a single page
- Helped organizations to cut down unwanted administrative expenses
- Reduce maintenance cost of multiple legacy system
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Architecture

End User

Application Client

Desktop

Non-SAP Systems
Whale Cloud (OSS,BSS)

Google Cloud

Bank, Exchange Rate

SAP S/4HANA
On-Premise

SAP Cloud Platform

Google Cloud

SAP Gateway

Application Server ABAP

Data replication tool

Database

Hub Application in JAVA

Connectivity service

Cloud connector

HTTPS tunnel

HTTPS

HTTP

HTTPS

RFC

RFM/BAPI

TCP

ODBC

OData Service

Non-SAP Systems
Whale Cloud (OSS,BSS)

Bank, Exchange Rate

HTTPS

HTTPS

HTTPS

HTTPS tunnel
## Deployment

### Deployment status
Live

### Date
December 2020

### Number of users
300+

### SAP® technologies used:

<table>
<thead>
<tr>
<th>SAP product</th>
<th>Deployment status (live or proof of concept [POC])</th>
<th>Contribution to project</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 SAP S/4HANA</td>
<td>Live</td>
<td>Transforming all the business functions</td>
</tr>
<tr>
<td>2 SAP Analytics Cloud</td>
<td>Planned</td>
<td>Data reports and dashboards to cover need of data visualization, budget planning and predictive analysis</td>
</tr>
<tr>
<td>3 SAP Integration Suite</td>
<td>Live</td>
<td>State of art integration layer connecting SAP and Non-SAP system</td>
</tr>
<tr>
<td>4 SAP S/4HANA for advanced compliance reporting</td>
<td>In Progress</td>
<td>Compliance for digital tax submission</td>
</tr>
</tbody>
</table>

If you have used one or more of the services or support offerings from SAP Services and Support during the implementation or deployment phase, please indicate which one(s) below with an **X**

- [ ] SAP MaxAttention™
- [X] SAP Value Assurance
- [ ] SAP ActiveAttention™
- [ ] SAP Model Company
- [ ] SAP Advanced Deployment
- [ ] Others:
- [ ] SAP Innovation Services
- [X] SAP Innovative Business Solutions
## Advanced Technologies (1 of 2)

The following **advanced technologies** were part of the project.

<table>
<thead>
<tr>
<th>Technology or use case</th>
<th>Product used*</th>
<th>Contribution to project and how product used integrates with SAP products</th>
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<tbody>
<tr>
<td><strong>1 Machine learning or artificial intelligence</strong></td>
<td>-</td>
<td>-</td>
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<tr>
<td>Robotic process automation, conversational AI, AI-based knowledge graph</td>
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<tr>
<td><strong>2 Intelligent data management</strong></td>
<td>-</td>
<td>-</td>
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<tr>
<td>Multi-cloud, data virtualization and governance, smart data tiering, persistent memory, data privacy</td>
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<tr>
<td><strong>3 Advanced and augmented analytics</strong></td>
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<td>-</td>
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<tr>
<td>• Real-time and streaming analytics, spatial analytics</td>
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<tr>
<td>• Natural language query and generation</td>
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<tr>
<td>• AutoML to identify trends, patterns, outliers</td>
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<tr>
<td>• Predictive analytics (time series analysis and forecasting, regression, classification)</td>
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<tr>
<td><strong>4 Data and analytics solutions in the cloud</strong></td>
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<tr>
<td>• Unified data and analytics cloud platforms by SAP</td>
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<tr>
<td>• Modern/self-service data to analytics</td>
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</tbody>
</table>

*If this is not an SAP product, explain how it integrates with SAP products.
Advanced Technologies (2 of 2)

The following **advanced technologies** were part of the project.

<table>
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<th>Product used*</th>
<th>Contribution to project and how product used integrates with SAP products</th>
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<tbody>
<tr>
<td>5 Advanced cloud integration</td>
<td>- SAP Cloud Platform Integration</td>
<td>- State of art integration layer connecting SAP and Non-SAP system</td>
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<tr>
<td>• API economy (monetization and API marketplaces)</td>
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<td>• AI-based or crowdsourced integration</td>
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<td>• High throughput, low-latency digital integration hub</td>
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<td>6 Industry cloud platform</td>
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<td>7 Blockchain</td>
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<td>8 Internet of Things</td>
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<tr>
<td>9 3D printing</td>
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</tbody>
</table>

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Additional Information

Hyperoptic will also explore new areas for automation using

- SAP Project System based site structuring to track investments and control site expenses
- Field Mobility to manage servers and automation
- Digital Board Room, Dashboards, KPIs using SAP SAC
- SAP ACR services, making tax digital
- SAP Success Factor, SSO and Enterprise Asset Management

In addition, the business is looking to integrate with other peripheral applications like Whale cloud-based designs – OSS / BSS solutions, Infinity Billing System.