



Global Aerospace Firm Trusts Insight with OCM in Preparation for SAP S/4HANA Transformation

Preparing for S/4HANA With OCM

A global aerospace defense contractor launched a major, enterprise-wide initiative to transform mission-critical business systems and processes. The organization needed a modern enterprise system and an agile, efficient and resilient workforce. To support complex and dynamic operations, the aerospace firm needed to modernize, optimize, standardize and secure its global supply chain processes and reporting capabilities. The goal was to improve operational efficiencies, increase competitiveness and support government programs that are critical to national security.

The company elected to use the SAP® S/4HANA Enterprise Resource Planning (ERP) cloud platform to support this initiative. An external consulting firm was engaged to support the technical SAP implementation. However, the firm soon realized an additional partner was needed to provide OCM services. Many ERP projects struggle or fail due to the lack of a strong and comprehensive OCM approach. The company wanted to bring in OCM consultants who could work with its internal OCM team to provide strategic and tactical support for this significant effort.

Facts at a glance

Client industry:

Aerospace manufacturing and defense contracting

Size of company:

100,000+ employees

Challenge:

The prospective client sought a successful design, deployment and user adoption of a large-scale, business process transformation initiative that included an SAP S/4HANA migration.

Solution:

With a breadth and depth of experience around SAP S/4HANA, Insight provided Organizational Change Management (OCM) services

Results:

- Rapid engagement of highly-skilled consultants to support the client's resource and schedule requirements
- Functional and technical guidance for SAP S/4HANA business workstreams and OCM best practices
- Development of change management tools and deliverables

Finding the right partner

The aerospace firm knew it needed a consultant with deep knowledge of both SAP S/4HANA and Organizational Change Management (OCM) — so its team reached out to Insight, a trusted partner. For many years, Insight supported the firm with enterprise data center solutions, but this would be the first OCM and learning and development engagement.

The client immediately recognized the value of Insight's OCM framework, S/4HANA ERP expertise and took note of the responsiveness to its needs. Insight's consulting team delivered thought leadership around the business process and S/4HANA migration, providing OCM planning and guidance related to business process optimization and documentation and end-user training. As an SAP partner for OCM and training, Insight has significant expertise to assist in these areas.

Insight was a strong candidate for the project given our range of OCM services, including comprehensive end-to-end solutions and staff augmentation services, to meet diverse client needs. We quickly assessed the company's OCM requirements, drafted and presented our proposal, and initiated the engagement all within a few weeks to support the project timeline.

We believe there is tremendous power in providing highly skilled, outstanding consulting services and that building strong relationships empowers the best results

Realizing results

During the first stage of the project, Insight worked with the client to review the current systems and processes. Next, they explored the desired future state scenarios across various workstreams. Following these initial activities, the Insight consulting team is developing a business transformation plan and conducting OCM activities to prepare the organization for the SAP S/4HANA deployment.

In addition, we're working to properly capture and address all business process change impacts so the client's SAP S/4HANA transformation journey runs as smoothly as possible. Insight will continue to work with the client to ensure readiness and adoption activities are in place as the client moves through the phases of its implementation cycle. We believe there is tremendous power in providing highly skilled, outstanding consulting services and that building strong relationships empowers the best results.

Transform for what's next. Insight's consulting services simplify your modernization journey and sharpen your competitive edge.
