Horizon Next: Accelerating the Journey: Setting the Pace for the Future

Vision' 26 – "*Reliable Sustainable Scalable IT*" (Current Year Deployments)

Innovation & Collaboration	Data driven Decision Making	CX / UX	Supply Chain Optimization	Cyber Security & Data Privacy	Agile & Scalable Infrastructure	Green IT
Promote innovation by embracing emerging technologies, tracking industry trends, collaborating with vendors, and actively seeking competitive advantages.	Utilize Analytics and BI tools to extract actionable insights; facilitating data-driven Decision-Making.	Enhance User/Customer experience by implementing systems utilizing the power of AI, providing seamless and personalized experiences across multiple touchpoints and channels.	Optimize the supply chain improving inventory accuracy, reducing costs, and ensuring efficient allocation and distribution.	Prioritize cybersecurity and data privacy in response to growing cyber threats; implementing robust security measures, conducting audits, awareness sessions, and ensuring data protection compliance.	Build an infrastructure that can adapt to changing business needs and support future growth. This involves migrating legacy systems to the cloud, implementing flexible and scalable architectures.	Value sustainability and integrate green IT practices by optimizing energy usage, reducing electronic waste, and promoting eco-friendly initiatives like centralized printing, remote collaboration, and paperless operations.
• **FreshService** • Microsoft Migration • VOIP • **Employee Central** • **SAP Upgrade**	• SAC • TrendMicro Managed Extended Detection and Response	• Single Sign On • Microsoft Migration • VOIP • Co-Pilot	• **EWM Raw Tea** • SAC	• SOPHOS Central Network Monitoring • TrendMicro Managed Extended Detection and Response	• Microsoft Migration • **SAP Cloud Migration** • VOIP	• Centralized Printing • **SAP Cloud Migration**

SAP S/4HANA Upgrade – The WHY?

Stay current with new technology

For a growing organization like Tapal, upgrading SAP is a critical business necessity. It transforms the course of technological advancement by enabling us to adopt cutting-edge technical enhancements and new capabilities more swiftly.

- **6 versions old system with discontinued mainstream support.**

- **Reached maximum upgrade level for the version.**

S/4HANA 2023

S/4HANA 2022

S/4HANA 2021

S/4HANA 2020

S/4HANA 1909
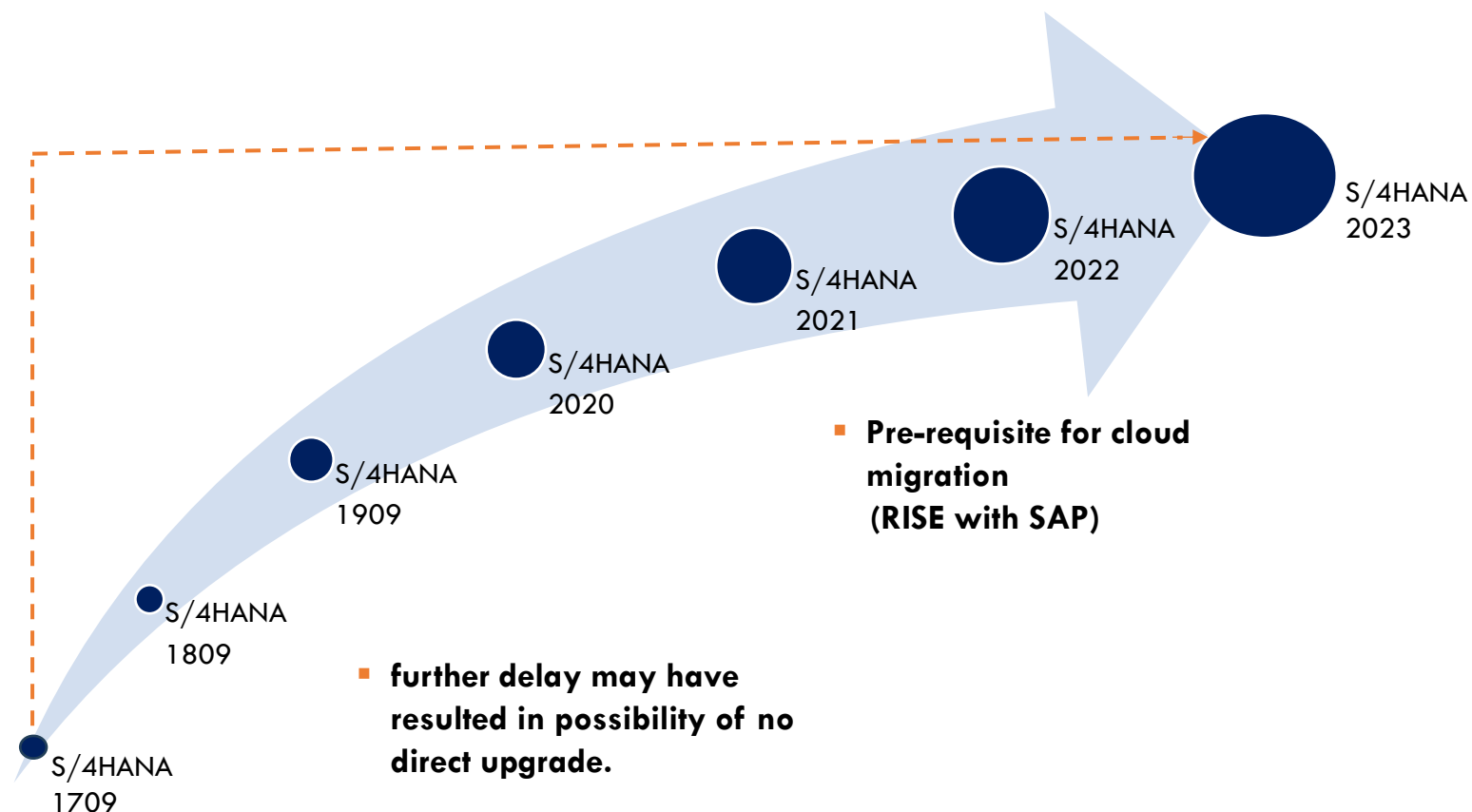
- **Pre-requisite for cloud migration (RISE with SAP)**

S/4HANA 1809

- **further delay may have resulted in possibility of no direct upgrade.**

S/4HANA 1709

TAPAL

SAP S/4HANA Upgrade – The HOW?

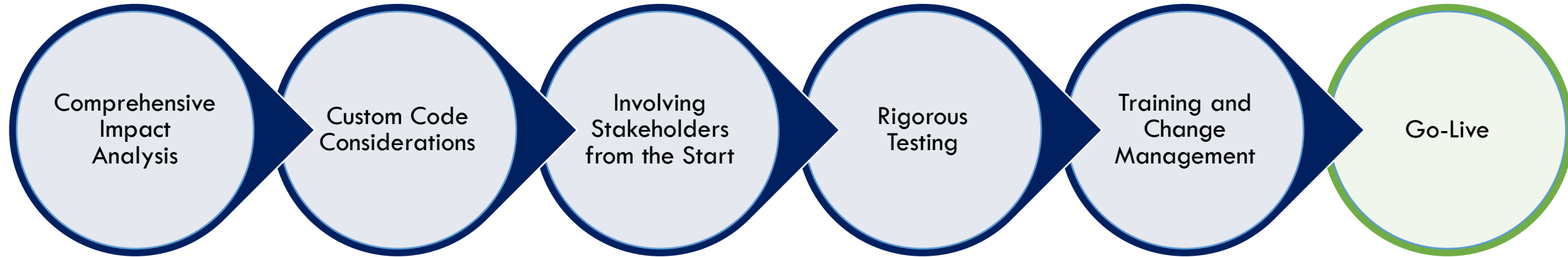| Comprehensive Impact Analysis	Custom Code Considerations	Involving Stakeholders from the Start	Rigorous Testing	Training and Change Management	Go-Live

Comprehensive Impact Analysis
- Assess how the upgrade will affect various business processes.
- Covered scenarios for impact analysis: 961
- Finance: 262
- Tea Supply Chain: 165
- Production Planning: 124
- Sales: 119
- Quality Assurance: 57
- Employee Services: 54
- Human Resources: 50
- Plant Maintenance: 37
- Central Procurement: 36
- Legal: 29
- Marketing: 28

Custom Code Considerations
- Ensure that the customizations seamlessly integrate with the upgraded system to prevent disruptions and maintain process continuity.
- Programs: 1,445
- Applications: 67
- Enhancements: 62

Involving Stakeholders from the Start
- SAP upgrades impact the entire organization, involving stakeholders (120) from various departments and regions is vital
- Finance: 25
- Sales: 24
- Supply Chain: 19
- Production Planning: 6
- Human Resources: 6
- Tea Supply Chain: 5
- Quality assurance: 4
- Employee Services: 4
- Plant Maintenance: 4
- Central Procurement: 3
- Marketing: 2
- Legal: 1

Rigorous Testing
- Comprehensive testing encompassing functional, integration, performance, and security aspects.
- Preparation of test scripts.
- Sandbox setup and conversion.
- QAS setup and conversion
- 3 iterations as per SAP standard practice.

Training and Change Management
- Address user concerns, promote awareness, and help them adapt to the new environment smoothly.
- Conducted multiple company wide trainings and weeklong 3 UAT sessions.
- Obtained power user signoffs.

Go-Live
- Pre-Go-Live production system mock test by power users.
- Rollout the upgraded SAP environment for active use.
- Operate & support.

Run Technology Operations as a Service
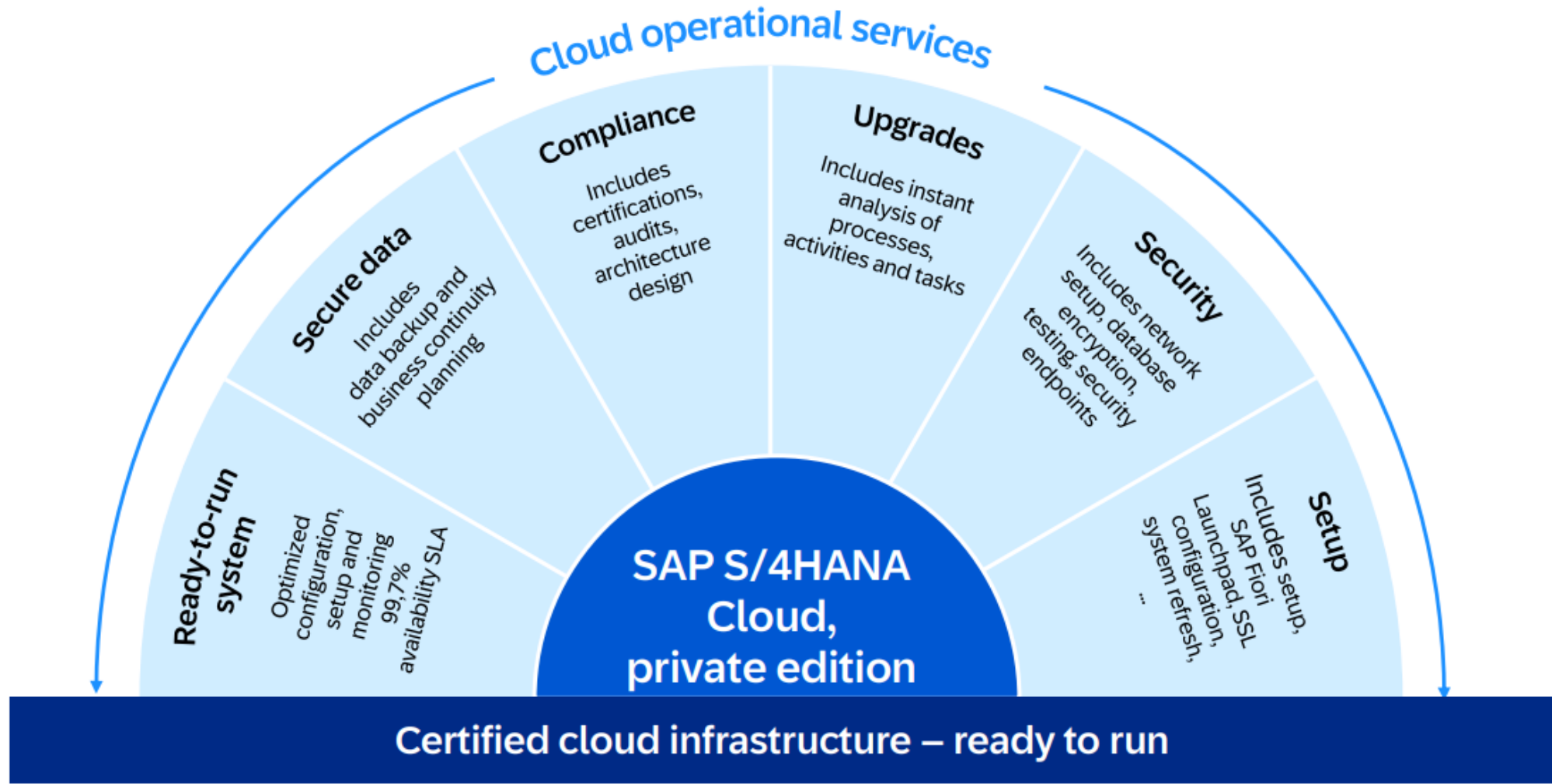
SAP Cloud Migration – HorizonNext

Centralize Accountability with Aggregated SLAs
Keep every solution up and running – at all times

RISE with SAP S/4HANA Cloud Private Edition

production SLA covers the entire solution stack.

99.7%

guaranteed uptime

Managed Infrastructure with comprehensive SLA

SLA to Business

SAP Application

SAP HANA Database

Operating System

Business-relevant SLAs

Aggregated availability SLA provided by SAP cover each layer, including the application

Individual infrastructure services from hyperscalers have varying SLAs