



# MORNAY STARBUCK

Life Healthcare / Head of Change

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## Implementation at the Speed of Life

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## CASE FOR CHANGE:

### **Project Objective:**

Go live with 65 sites, 420 companies, 132 procurement structures, multi currency, 3 countries with shared service, 1000 users, all tightly integrated into live hospital management systems in less than 6 months

### **Phase 1:**

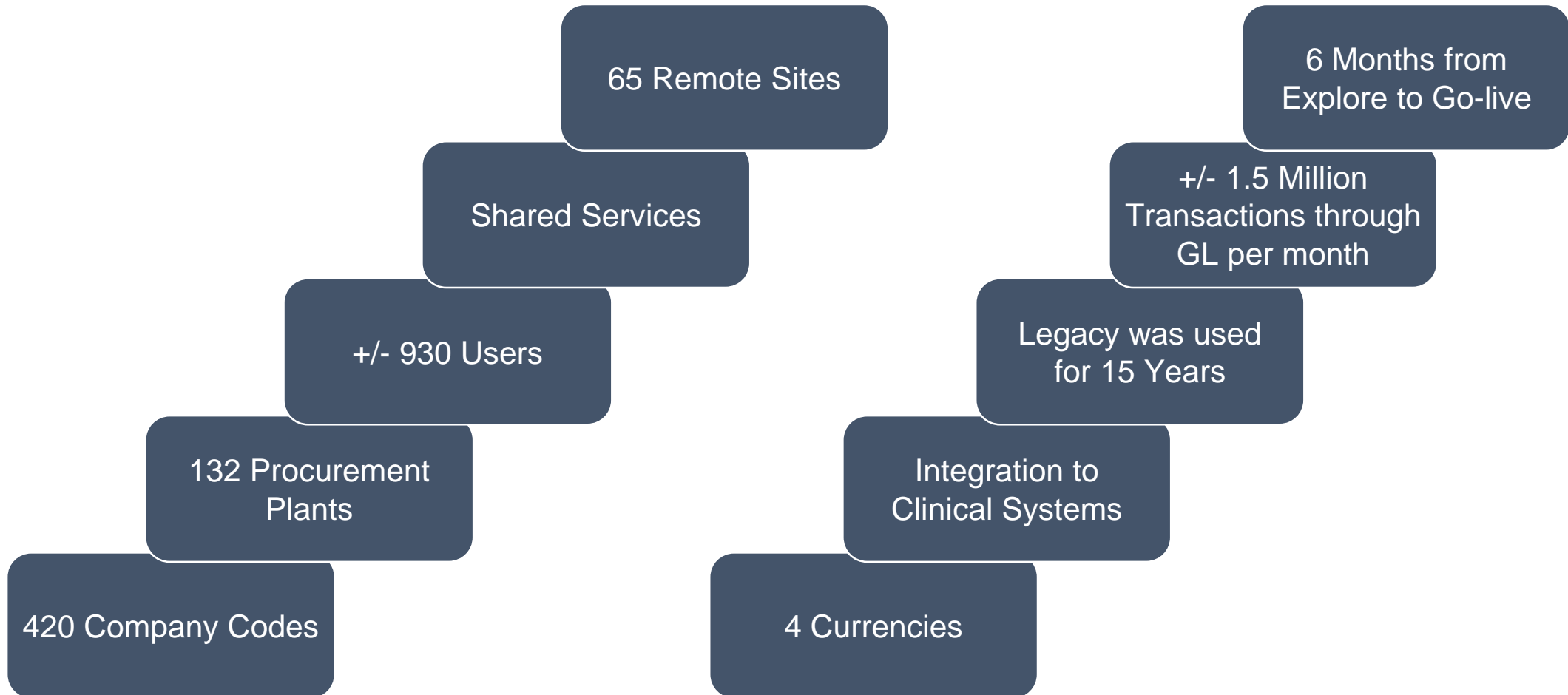
Legacy Finance and Procurement System a “Support Risk” and had to be replaced

Phase 1 Creates the Platform for the Future Change

### **Phase 2:**

Legacy Clinical system is “End of Life” and needs to be replaced

# Key Project Statistics



# Critical Success factors

1

Strong Executive Sponsorship

2

Governance Structure to Support the Rapid Change

3

Business Support

4

SAP RDS Building Blocks as Accelerators

5

Industrial Approach but Internalized to Life Health Care

6

Strong Integration Capability

7

Integrate to Existing Analytics








8

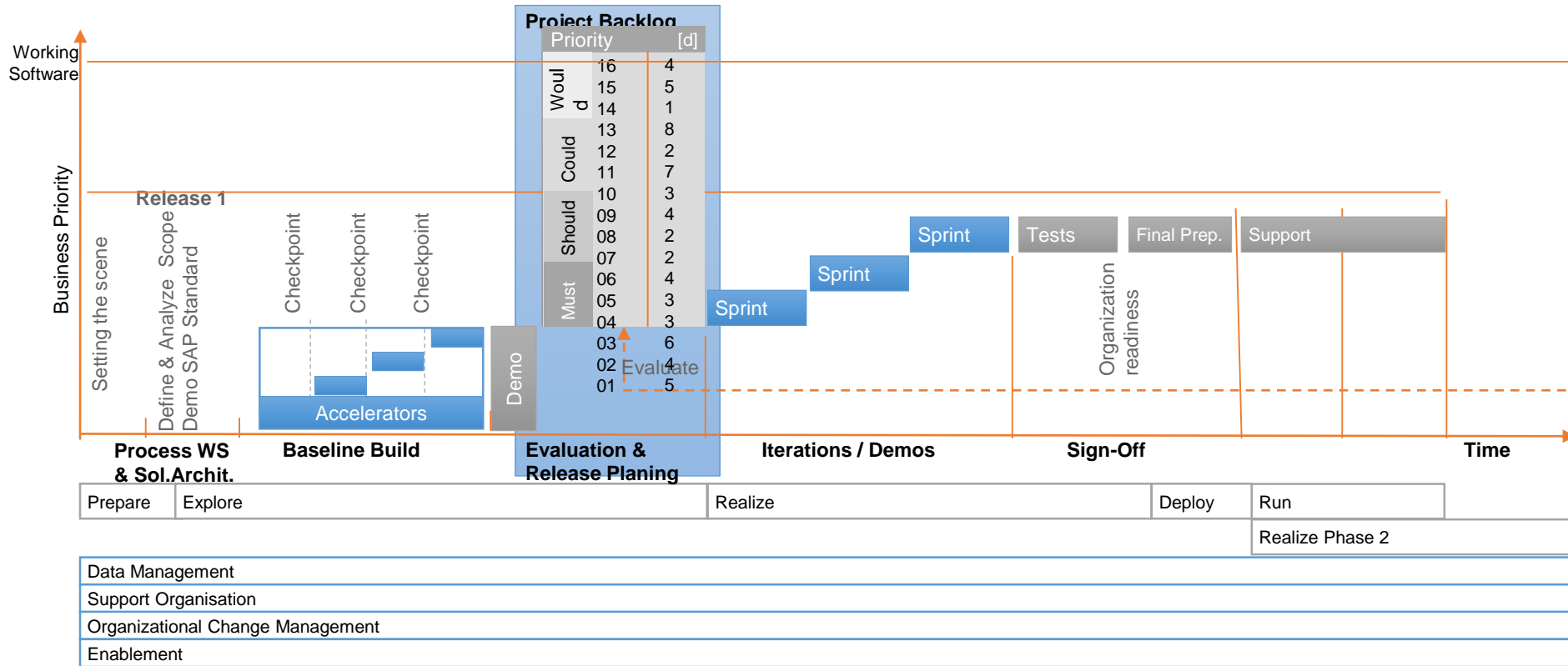
Remove Complexity in all Elements of Solution

9

Detailed Cutover Plan due to Complexity

# Principles followed

-  Strong Architecture Drive (Scope, Design, Build)
-  Focus design to ensure simple S/4 HANA migration in future
-  Rather Change the Business Process than the System
-  Business Represented on the Project
-  Enhancements go through Rigorous Governance Process
-  Only Change what is absolutely Necessary
-  Low Risk, Keep Data, etc. as is, unless System dictates change



Agile - Buy In

Focus on This Sprint Delivery

Leadership - Deploy

Change Only Absolute Necessary

Keep Legacy Reporting In tact

Daily Team Meeting



# Achievements

- Business reporting (Critical business KPI's & reports) available from month 1
- Big bang cut-over (420 company codes, 65 sites, 132 procurement plants, 4 currencies, 930 users, complex integration, shared service)
- No significant business impact
- 1.5 Million Finance transactions per month from month 1
- Embedment & Stabilisation within 3 months  
(External support dropped to 30 calls per month)
- On time (< 6 months) and within budget

# Learnings & Way forward

1

Go-live Issues were mostly User related (minor Interface Issues due to data migration)

2

One can never Train Enough

3

Keep it Simple and Stick to Standard – System of Record

4

Change Communication to be more User Driven

5

Replacement of Legacy Reporting Initiated

6

Baseline Build Complete on Phase 2 (Stock and AR) and Integration to New Clinical and Billing System





# THANK YOU



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