Accelerating the Enterprise: USG Boral SAP S/4 HANA Migration Case Study

Case Study Abstract

October 2020

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10-pages

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Who is This Report For?

NelsonHall's Accelerating the Enterprise: USG Boral SAP S/4 HANA Migration Case Study report provides a real world example of how Infosys has worked with a client to transform their enterprise through the adoption of SAP S/4HANA.

It provides insight for anyone seeking to understand how to maximize the value of an investment in working with and IT service vendor to adopt SAP S/4HANA.

Key Findings & Highlights

In early 2018, USG Boral decided to modernize its ERP systems. Having grown through acquisition, the company possessed inconsistent legacy ERP systems across its markets, primarily older and requiring significant manual input. The company felt a modernization and standardization of ERP systems would reduce business risk associated with the potential failure of legacy systems while also enabling several business transformation aspirations.

USG Boral engaged its strategic partner Infosys in a software selection analysis. Ultimately SAP S/4HANA was selected and Infosys aided in the implementation of the new systems for USG Boral's ANZ segment as it was the most complicated business environment and had the greatest burning platform for change.

Infosys delivered the project in a 12-month implementation program consisting of three agile implementation sprints to enable iterating on the level of details. The program kicked off in May 2018. The Infosys team used a customized hybrid IDEA and ACTIVATE methodology and proprietary assets such as Infosys Catalyst to deliver the program.

The initial solution go-live was completed at the end of April 2019. In the year following, USG Boral has begun to realize several of the key business objectives

Infosys and USG Boral are also looking at further geographic expansion, rolling out to multiple countries across southeast Asia, and evaluating each location's requirements to re-validate how the solution developed for Australia and New Zealand could be applied to address their specific local requirements.

Scope of the Report

NelsonHall worked with both Infosys and USG Boral executives to understand the scope of the program and capture all relevant aspects of the project including:

- Business objectives to be addressed

- How the program was defined and kicked off

- The delivery model and assets leveraged

- The functionality delivered

- The value realized

- The roadmap of future changes.

About The Author

David is an IT Services Research Director at NelsonHall, with shared responsibility for IT Services research globally with Dominique Raviart, John Laherty, and Mike Smart.

David covers IT Services in the areas of digital transformation consulting and application services. He has been a part of NelsonHall's IT Services analyst team since 2016, providing comprehensive and insightful coverage of IT services markets. During his time with NelsonHall he has been recognized by clients for his knowledge of digital consulting services, including cloud migration, UX-UI consulting and SAP S/4HANA as well as industry IT service buyer priorities.

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About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

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