

# 28 essential S/4HANA migration activities your SI **WON'T DELIVER**

Defining SI scope and customer responsibility  
on successful S/4HANA programmes

## So, who's responsible for delivering your S/4HANA program?

A common mistake we see in SAP S/4HANA migration programs is customers expecting their Systems Integrator to deliver all of the activity required to reach go live.

In reality, the SI's scope often only covers core activities like the design, build, and deployment of your new S/4HANA system. There will be a myriad of tasks that you must account for by using your SAP team, hiring contractors, or enlisting the help of specialist consultancies.

In this guide, we will show you the activities that must take place during your S/4HANA migration, if they sit inside or outside the scope of your SI, and provide approaches you may consider to resource these activities.





## Extended SI Scope Approach

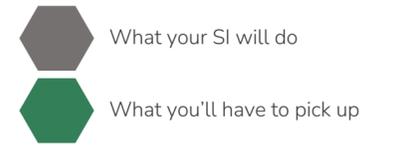
This model enables the SI to work beyond just the technical system delivery and pick up some of the surrounding activities.

This approach brings the SI in earlier in the process, and keeps them around after go-live.

Involving the SI in areas of programme delivery like building business cases and managing change requires you to place a much more significant weighting on cultural fit during the procurement process.

While almost all SIs can deliver on the technical build of an S/4HANA system, finding an SI that really understands your business, your strategy, how your people work, and what really matters in your business is a much harder task.

And, even if you find a vendor with a strong cultural fit, being so reliant on one supplier comes with inherent risks, especially when your contract with them ends and all of that knowledge leaves the business.



# Hybrid Approach

The hybrid approach is designed to bring balance to your vendor ecosystem. It allows your SI to focus on delivery and migration while other independent service providers take on specialized areas such as security, testing, and programme management.

It sounds and looks a lot more complicated and complex from both a commercial and vendor management perspective, but it helps to drive cost-effective pricing and leverage the respective experience of the specialist vendors.

This approach introduces a more balanced ecosystem and eliminates the over-reliance on a single SI, outsourcing the management and coordination to a third-party expert who has experience running these types of programs.



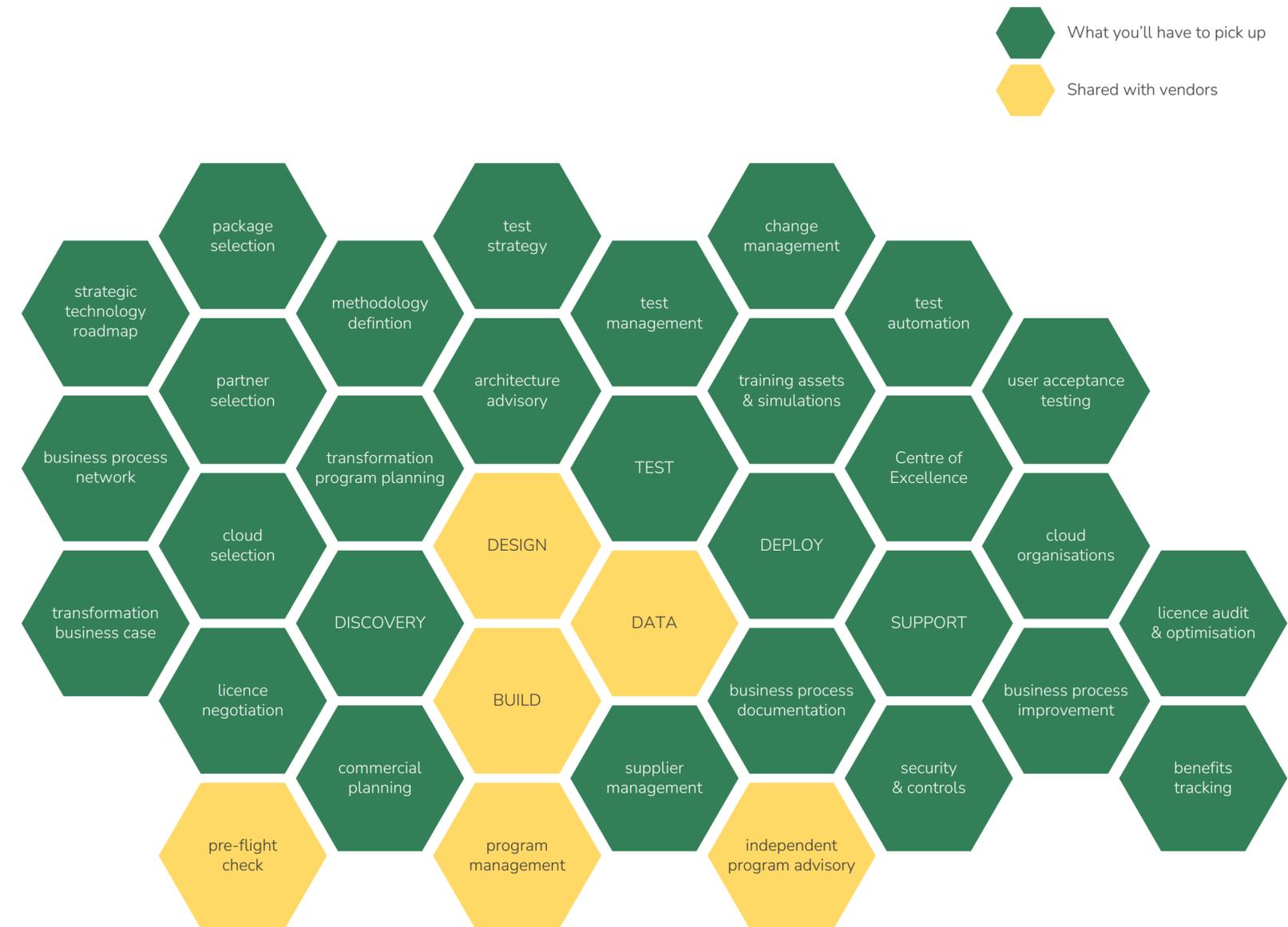
## Business-led approach

This approach requires you to be almost entirely self-sufficient. It can work if you have the capabilities, specialism, and skills in-house - but you have to be extremely confident in your ability to deliver.

In this approach, there are still some areas where you will rely on an SI or other 3rd parties, but they are significantly reduced.

If you do choose this approach it's recommended to take independent advice from a specialist consultancy with experience in S/4HANA program delivery. They can validate your approach and decision-making, and point out common pitfalls and gotchas that could otherwise derail your program.

Few organizations have the internal capability needed to take this approach. If you do, it can almost entirely remove your reliance on Systems Integrators and give you much more control over the direction of your S/4HANA migration.



## So what's the best approach?

The approaches outlined above represent the 3 ways you might choose to deliver your S/4HANA programme, either with a high SI reliance, a hybrid approach or doing it yourself.

In reality, these approaches represent 3 points on a spectrum and it's up to you to decide exactly which parts of the program you assign to an SI, to a specialist, or your team.

If you need help defining your S/4HANA plan and going to market for a Systems Integrator who can deliver your new S/4HANA system we can help.

Get in touch with us via our website at the link below.

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