

# EVIDEN

## Accelerating innovation & process transformation in SAP without disruption



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ERP systems are great systems of record, not great workflow systems. There is lots of white and gray space where things are still happening manually

# The challenging reality in ERP environments

Are you tired of battling the challenges posed by your ever-expanding ERP systems? At Eviden we understand the frustration that comes with managing the growing size and complexity of enterprise ecosystems. It's time to break free from the shackles of slow innovation, inefficient manual processes, and disappointing user experiences



## What's Holding Organisations Back?

- |                                |   |
|--------------------------------|---|
| <b>1. Size and Complexity</b>  | ERP systems and data have grown to staggering proportions, making it nearly impossible to innovate at the speed and scale your business demands |
| <b>2. Multi-System Maze</b>    | Juggling multiple systems to support critical business functions, leaving organizations without a clear end-to-end view                         |
| <b>3. User Experience Woes</b> | Inconsistent and unsatisfactory user experiences are hindering productivity and causing frustration.  |

## The Roadblocks to Transformation

Organizations want to fuel their digital transformation initiatives, but the core of their ERP is standing in the way. The complexity of making changes to this core is daunting and risky. SAP users, in particular, are racing against the clock to upgrade their core ERP by 2030, introducing unexpected costs and risks.

## Tackling the Root Problem

It's time to address the heart of the issue. Over time, ERP's cores have accumulated technical debt due to custom code, which was essential for creating new functions. To pave the way for modernization, we need to clear this clutter

## The top modernization barriers

SAP customers responding to this year's SAP Customer Pulse survey by America's SAP User Group identified:

- Risk
- Cost
- Business process disruption
- User adoption
- Quality issues
- Timeline extensions

as their main barriers to modernizing their environment.

Furthermore, Mainstream support for ECC ends in 2027 and for S/4HANA in 2040. Extended support to ECC for three years (2028-2030) is subject to an increase in support fees (2%).

**Gaps in functional parity between ECC & S/4HANA, several instances to migrate, S/4HANA cloud on on-prem?, SAP skillset gaps in the market, changes to data models – all challenges to consider when modernizing.**

# The biggest workflow innovation opportunity of our time

Eviden ElevateNow for SAP, powered by ServiceNow, helps clients identify and remove **manual, time-consuming, and error-prone** processes from their existing ERP core system and porting complex innovations from the system of record into the user engagement layer, whether this is before, during or even after a migration from on-premise legacy systems.

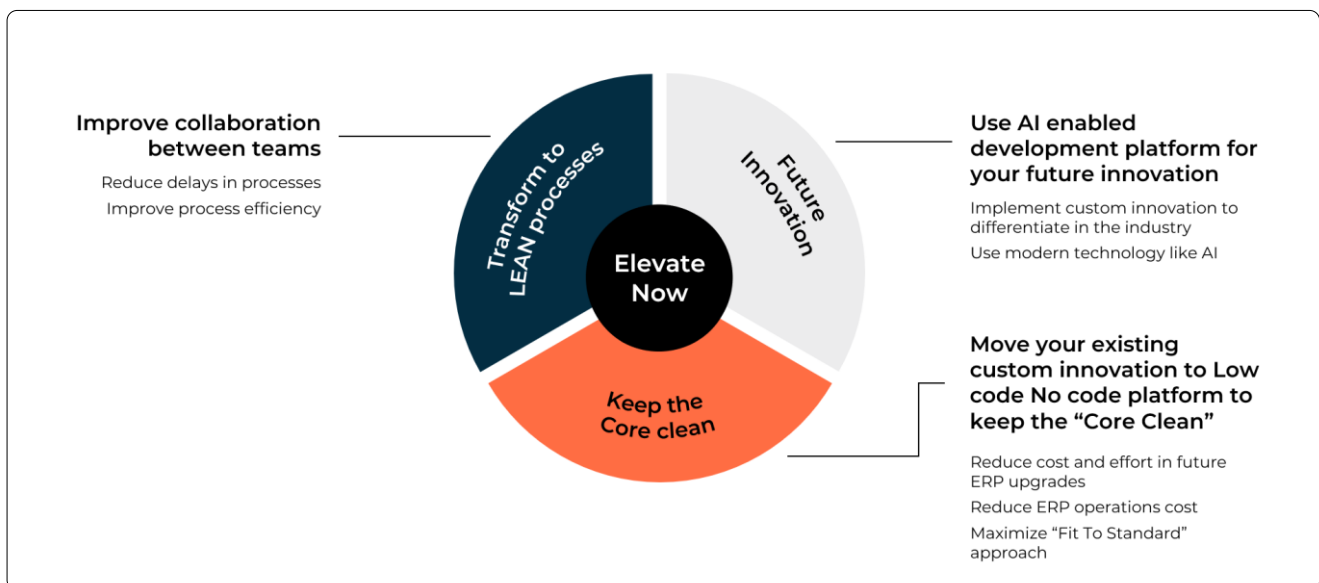
It enables organizations to **simplify** their digital core, **increase** innovation velocity, and **deliver** modern, optimized user experiences on a unified platform. By leveraging ServiceNow's low-code approach, the offering **separates** the system of record layer running **stable** business operations from the system of engagement and innovation layer to run **dynamic** market operations.

**Whatever** your objectives are

Keeping a clean core

Future innovation –  
irrespective of platform

Transforming to LEAN without delays,  
approvals/hand offs/data consistency etc.



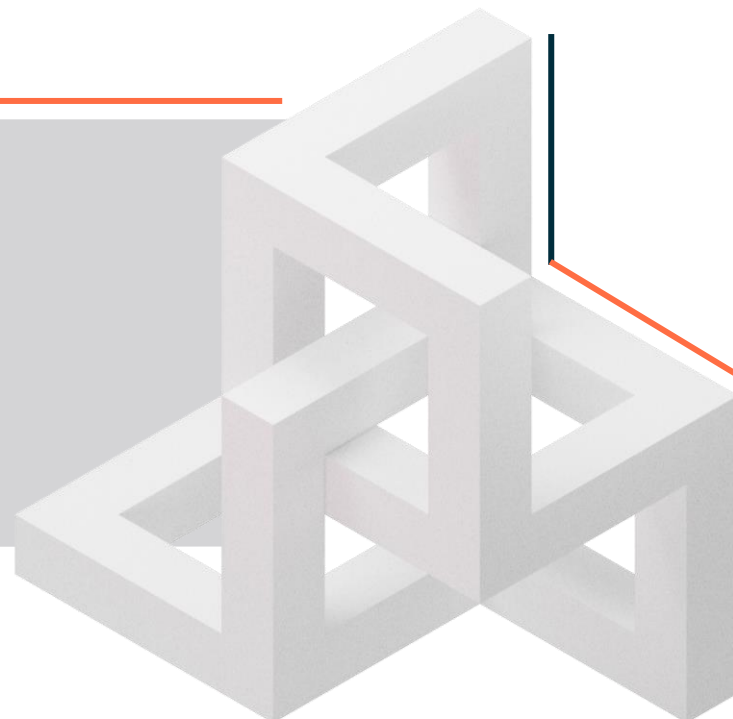
SAP is a great tool for **transactions** but not a great collaboration tool standalone by itself. But, by integrating with ServiceNow, and with support from Eviden, a truly collaborative environment can be realized.

## How?

## Or...

Discover, Detect, Deploy

## ... Repeat!



## The path to a modernized ERP:

### 1. ERP Canvas

**Build and extend innovation for ERP-dependent processes with no SAP experience required:** The ServiceNow Platform provides a unified data model for ERP. Data from your ERP system is visible and usable from within ServiceNow, and can be used in conjunction with both core ServiceNow products and your own custom-built applications whether developed directly in the platform, or using the low-code App Engine Studio.

In summary, ERP Canvas acts as your personalized Rosetta Stone within the complex SAP database landscape. As you likely know, SAP databases, like most enterprise systems, can be exceedingly intricate. However, what sets SAP apart is its vast and complex data model, filled with tables and fields bearing cryptic names. Unless you happen to be a highly-trained expert, or have a ready-reckoner to hand, it is practically impossible to know that table KNVV is part of a Customer Object, and that the field WAERS represents the customer's currency.

ERP Canvas simplifies this complexity by presenting more logically named objects. These objects have more intuitive names and can be easily customized to display only the relevant elements of the underlying objects for your specific workflow. For example, if your SAP customer objects contain over 400 fields, but you only need a subset for a given task, ServiceNow will display just the necessary fields on the platform, each with user-friendly names for developers and business users.

Furthermore, these user-friendly models allow you to work directly with live SAP data or opt for scheduled bulk extraction into your ServiceNow instance for more extensive or intricate scenarios. This approach combines the best of both worlds, offering a flexible solution to meet your diverse needs and preferences. In essence, ERP Canvas simplifies SAP's complexity, providing a more user-friendly and efficient means to navigate and leverage this powerful enterprise system.

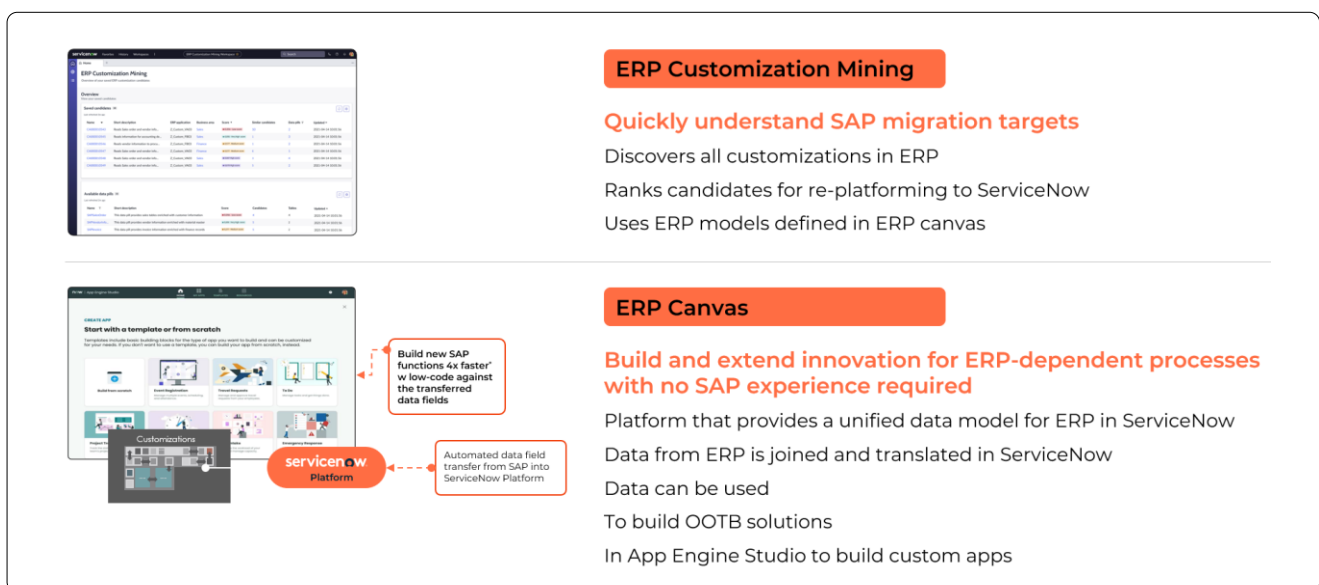
### 2. ERP Customization mining

**Quickly understand migration targets:** Discovers all customizations in ERP, Ranks candidates for re-platforming to ServiceNow and uses ERP models defined in ERP canvas.



Customization mining is the second tool in our toolbox. This tool thoroughly examines a SAP system for executed applications and data, offering insights and suggestions for the migration to ServiceNow. It also guides the migration process, whether by extending existing ServiceNow data models in the ERP Canvas, creating new models, or defining dashboards and workflows.

This tool is beneficial when an organization is unsure about user engagement and the best migration strategy. It provides a holistic view of a SAP environment, helping businesses identify areas suitable for transition to ServiceNow.

While not mandatory, Customization Mining is an option to enhance decision-making. A defined backlog of work or well-known migration elements can be addressed directly within ServiceNow. However, for those aiming for a comprehensive understanding of their SAP environment and the potential for ServiceNow integration, this tool is a valuable addition to their strategy, unlocking the full potential of a SAP-to-ServiceNow transition.



# Use the right platform for the requirement and achieve the optimal implementation and operational outcomes

		<p>Two <b>distinct</b>, yet <b>complementary</b> software categories</p>
<p><b>ServiceNow value</b>  <b>Designed for intelligent automation</b>          Unifies cross-organizational people, process &amp; technology          Fast time to delivery &amp; value          Native apps on a single platform</p>	<p><b>SAP value</b>  <b>Designed for system of record capabilities</b>          Powers core transactions, business planning</p>	

## Better-fits for ServiceNow

- Business requires an end-to-end automated or human-in-the-loop workflow that is flexible, personalize-able, customizable, and route-able based on role
- Business requires cross-system event-driven automation that is controllable, trackable, and with notifications
- Business needs tight integration with SAP and non-SAP systems with real-time exchange of data
- Requires a multi-device, role-based, personalize-able user experience to increase productivity and efficiency, that sits on top of one or more systems as a layer of action and engagement
- Regional business requirements that deviate from the standard SAP-based business process and cuts across multiple systems & stakeholders. E.g. Compliance, statutory, government reporting.

## Better-fits for SAP BTP

- The requirement doesn't need SAP data or security access to be exposed to third-party systems or personnel
- The requirement relies upon complex SAP ERP computational logic such as pricing procedures, advanced planning, etc.
- The requirement best suited for pre-built components (integration, apps, templates etc.) from SAP family of products
- The requirement involves SAP configuration-based controls, system behavior changes, and enhancements

## Your Struggles - Our Solutions

**ServiceNow and, Eviden's ServiceNow and SAP Practices** have worked collaboratively to develop ElevateNow – the new frontier for Enterprise solutions that are tooling agnostic, developing innovation through transformation and delivering real business outcomes. Eviden ElevateNow for SAP helps in portability of complex innovations, simplifying the digital core, increasing innovation velocity, and empowering a value-add user experience on a unified platform.

- **Accelerated Adoption** A clean digital core allows for accelerated adoption of dynamic business expectations improving speed of innovation
- **Frictionless Migration** Separation between the system of record and system of engagement and innovation layers reduces risk of from all-in-one go-lives
- **Resilient Innovation** A revolutionized and unified single-platform user engagement layer drives innovation through the entire transformation and transition to digital
- **ERP Complexity** We make innovation accessible by streamlining your ERP, making it more agile, and ready for the future.
- **Workflow Woes** Our solutions simplify ERP workflows, eliminating manual bottlenecks that slow you down.
- **User Experience Excellence** We ensure that user experiences are top-notch, meeting and exceeding expectations across your organization.

# Eviden ElevateNow helps you address the challenges you face in modernizing the ERP experience for your users

It's time to transform your ERP experience. Say goodbye to slow progress, manual headaches, and user dissatisfaction. Embrace the future with a streamlined, efficient, and user-friendly ERP ecosystem.

## Your Path to Success Starts Here

Contact us today and embark on a journey towards a more efficient, innovative, and user-friendly ERP ecosystem. It's time to supercharge your digital transformation.

[ServiceNow@eviden.com](mailto:ServiceNow@eviden.com)

# EVIDEN

## About Eviden<sup>1</sup>

[Eviden](#) is a next-gen technology leader in data-driven, trusted and sustainable digital transformation with a strong portfolio of patented technologies. With worldwide leading positions in advanced computing, security, AI, cloud and digital platforms, it provides deep expertise for all industries in more than 47 countries. Bringing together 53,000 world-class talents, Eviden expands the possibilities of data and technology across the digital continuum, now and for generations to come. Eviden is an Atos Group company with an annual revenue of c. € 5 billion.

<sup>1</sup> Eviden business is operated through the following brands: Alia Consulting, AppCentrica, ATHEA, Atos Syntel, Bull, Cloudamize, Cloudreach, Cryptovision, DataSantics, digital.security, Eagle Creek, EcoAct, Edifixio, Energy4U, Engage ESM, Evidian, Forensik, IDEAL GRP, IDnomic, In Fidem, Ipsotek, Maven Wave, Miner & Kasch, Motiv, Nimbix, Processia, Profit4SF, science+computing, SEC Consult, Visual BI, Worldgrid, X-Perion, zData.

## About Atos

Atos is a global leader in digital transformation with 105,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high-performance computing, the Group provides tailored end-to-end solutions for all industries in 69 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The [purpose of Atos](#) is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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