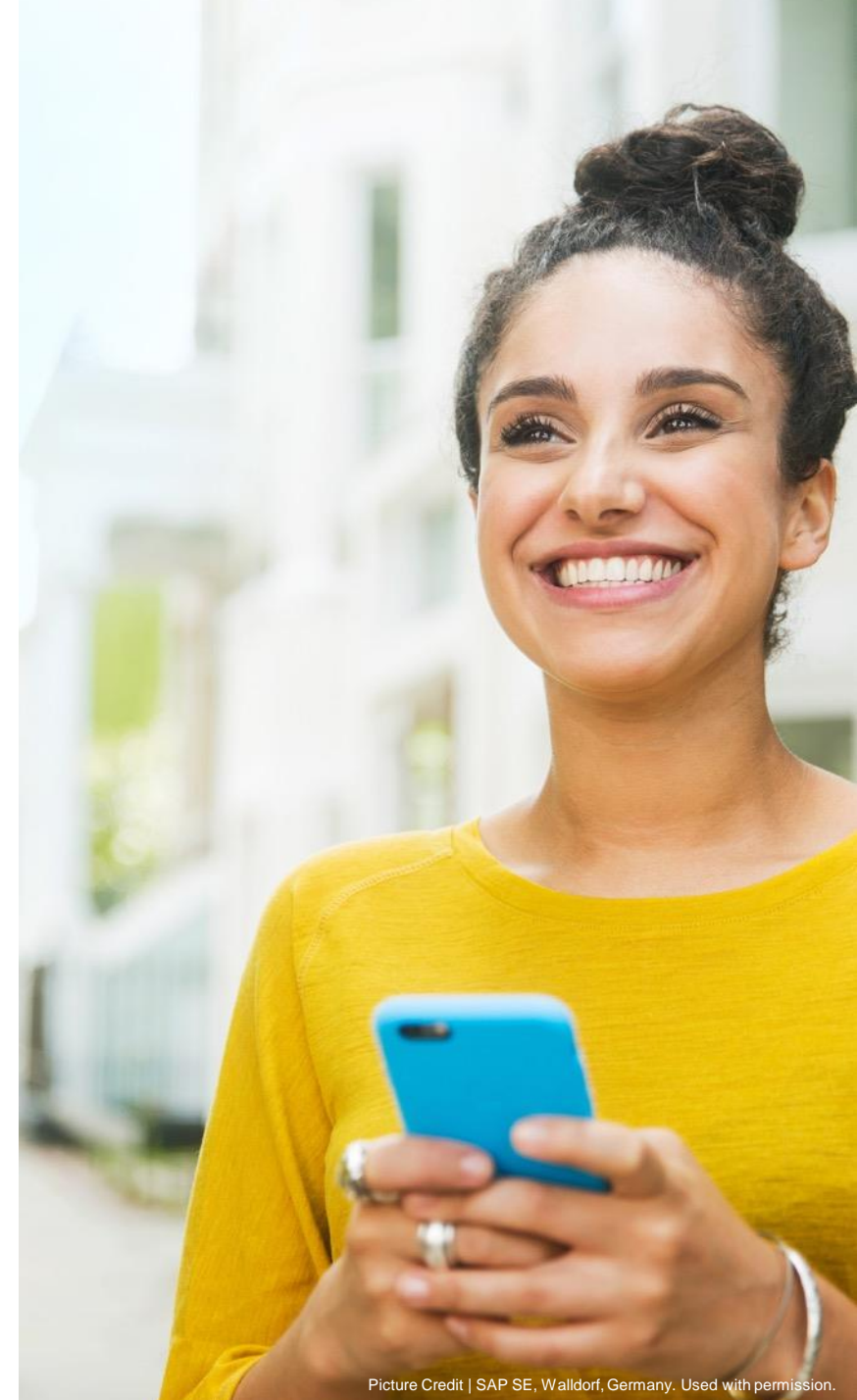


SNP Group: Transforming IT In-House and for Customers

SNP Group, consisting of almost 1,400 skilled professionals, specializes in assisting companies of all sizes with their digital transformation initiatives. Its primary objective is to expedite the modernization of existing IT infrastructure, ensuring a seamless and secure process while minimizing customer effort and risk.

The software company decided to adopt SAP S/4HANA® in 2020, initially as an on-premise solution. In the interest of easy scalability and swift integration of future acquisitions, the system was migrated to the cloud using SAP® Enterprise Support. With only eight weeks allocated for system and infrastructure provision before going live, the cloud migration schedule was quite ambitious.



Streamlining Complex Transformation With RISE With SAP®, Concur® Expense, and SAP Enterprise Support



Before: Challenges and Opportunities

- Internal system administration was no longer available.
- Standard processes were needed to simplify further purchases.
- Travel expense reports were too complex.

Why SAP

- SNP is a satisfied SAP® customer, having implemented SAP S/4HANA® and Concur® Travel successfully. Moreover, SNP boasts a wealth of in-house SAP expertise.
- Employees wanted Concur Expense.
- The migration to a private cloud using SAP S/4HANA was implemented quickly.
- The SAP Enterprise Support team enables seamless cloud migration and ensures smooth adoption through effective incident management and the Customer Interaction Center.

“The cloud transformation had a noticeable positive effect right away. The transition directly benefits not only our IT department but the entire business. We can now scale innovations much more quickly and easily.”

Matthias Schirner, Manager Global Internal SAP, SNP Group

After: Value-Driven Results

- Heterogeneous, consolidated systems
- A high degree of digitalization, streamlined workflows, and reduced throughput times
- Leaner IT infrastructure, better system performance, and availability
- Enhanced data security
- Significantly improved and resource-efficient IT operations
- Efficient travel expense reporting that meets auditing requirements
- Digitally empowered and motivated employees

More

resources

Faster

decisions

**RISE
WITH
SAP**

SAP Services and Support

SAP Concur

SNP Group
Heidelberg,
Germany
www.snpgroup.com

Industry
IT Services

Products and Services
Software, IT services, and
consulting

Employees
1,400

Revenue
€173.4 million

Featured Solutions
SAP S/4HANA Cloud,
private edition
Concur Expense
SAP Enterprise Support





Digitalization Maximizes the Profitability of Skilled Workers

“We, just like many of our customers, face a scarcity of resources in the labor market,” says Matthias Schirner, Manager of Global Internal SAP.

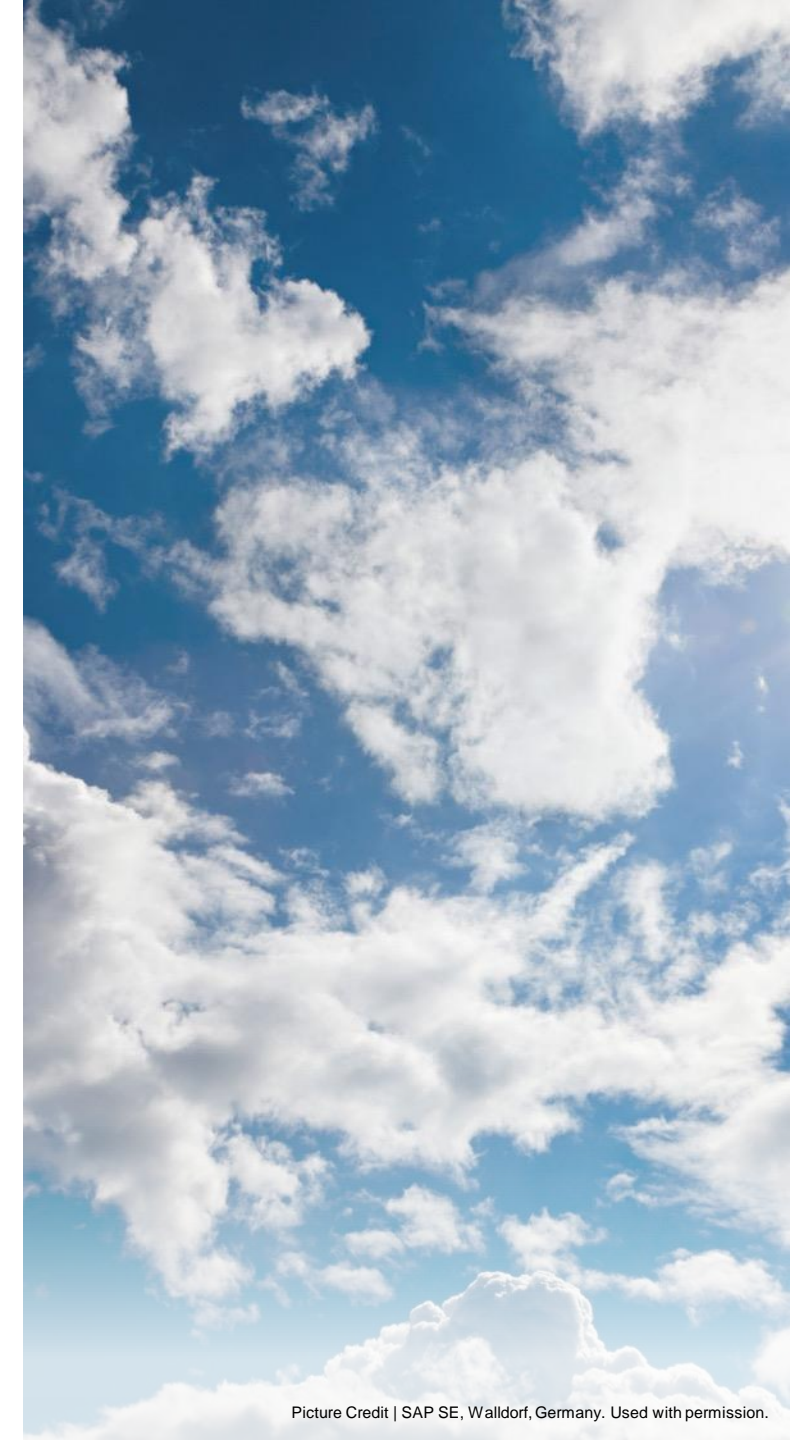
“To ensure our success as a medium-sized company, we must prioritize efficiency.

Achieving this objective requires implementing improved digital processes that automate repetitive tasks and enhance our appeal as an employer.”

When the SNP subsidiary responsible for maintaining and administering the ERP system was sold, SNP seized the opportunity to transition to the cloud.

“The overall package was more appealing compared to handling it in-house,” Schirner says. “Especially as we can use the skilled workers, who would otherwise have to perform maintenance, more profitably elsewhere.”

SNP opted for the complete RISE with SAP package and enhanced it with Concur Expense. “This was a request made by our employees and accounting department,” says Simone Kirchner, Manager Travel & Office Management. “After using Concur Travel for several years, we realized it was high time to implement Concur Expense as well.”





“Keep the Best, Transform the Rest.”

SNP had previously implemented SAP S/4HANA on its on-premise system. However, the company planned to upgrade to RISE with SAP, Private Cloud Edition **within eight weeks**, using in-house methods and solutions.

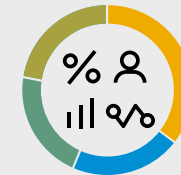
The challenge was to efficiently consolidate the systems and seamlessly transfer them to the cloud, aligning with the SNP guiding principle of “Keep the best, transform the rest.”

SNP conducted a thorough analysis of its processes before transitioning to the cloud, ensuring effective preparation for the transformation. Moreover, the company leveraged SAP Enterprise Support to facilitate a smooth migration to the cloud with minimal disruption to ongoing operations.

SNP collaborated with the SAP Concur team to introduce Concur Expense alongside RISE with SAP, given capacity constraints.

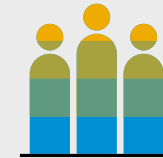
“SAP Concur’s project management team did an insanely good job,” says Kirchner. “They had a clear project plan and made sure we followed it. Everyone was happy and satisfied in the end.”

SNP strived to **adhere to standards** and implement best practices throughout the project. “This has saved us a lot of discussions and made administration and scalability easier,” Schirner explains.



38

company codes



~1,400

SAP users at SNP



80%

of employees using SAP solutions



Digital Processes Inspire the Workforce

The decision to migrate to SAP S/4HANA in the cloud was made by the management, while the request for Concur Expense originated from the employees. “This had a significant influence on our overall transformation project, as the employees strongly supported the implementation of Concur Expense right from the start,” Schirner adds.

The employees swiftly recognized the efficiency of the new processes. With the new solution, accounting travel expenses became significantly faster: simply snap a photo of the receipt, upload it using the app, and you’re good to go. All receipts are securely stored in a manner that meets auditing requirements.

The IT team is also satisfied with the move to the cloud, as it has greatly **enhanced IT operations**. A maintenance planner is readily available to schedule maintenance cycles, ensuring optimal implementation of security patches in line with the company’s workflow.

“Our team benefits from proactive delivery of the most crucial KPIs and receives an assessment of their criticality,” states Schirner. “These reliable foundations for decision-making not only save time but also ensure effective outcomes.”

Four months

project duration

36 hours

downtime

11

countries migrated

Standardization Facilitates Scaling

SNP successfully migrated its entire system to the cloud and implemented Concur Expense within just eight weeks. Furthermore, they effectively managed multiple integrations through additional purchases.

“Standardized processes will allow us to integrate acquisitions into our system more effectively and also optimally scale our operations inside the company in the future,” says Schirner.

SNP has successfully implemented Concur Expense in eleven countries, with plans to connect all remaining international locations by 2024.

The transformation project was a complete success, thanks to the hard work of the project team, SAP’s support, and the employees’ willingness to change.

“We learned firsthand through the project which transformation steps our customers are taking, where our roadblocks are, and what we need to focus on,” says Markus Frank, Vice President Global IT at SNP. “The project is an **essential part of our internal process digitalization** and SNP’s ongoing transformation.”

