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# Building a high velocity future

## Analytics at Vodafone

Vodafone uses SAP HANA, a cutting edge analytics platform, to help speed their ERP processes. Already, expense claim checking is being transformed, and the potential for delivering future value to Vodafone employees and customers is endless.

**Alberto Bergamini** - Imagine a global company, you've got hundreds of thousands employees travelling across the world, so a basic process to have in place is to collect the personal expense of people travelling.

**Louise Rickett** - We're always looking for opportunities to improve our processes and make them more efficient, and best practice is really to look and review 20 percent of your expense claims. Our process before, we were looking at around ten percent of the claims so we were really looking for a solution that could automate it, but also increase our controls.

So the benefits of having the SAP Fraud tool, it now enables us to review 100 percent of claims and have a consistent control process. It also enables us to follow up the scenarios that we've found and identify, you know, gaps where people maybe don't understand our policy.

**Ignacio Garcia** - This process is good for employees, first for the people that's running the process itself, because they can do their job more effectively, very short.

Secondly, for technology in my job, because I don't have to develop adhoc reports all the time and I don't have to maintain them.

And third, because the employees, when they are running their processes and submitting their expenses, they know that it's a process that's well controlled and that is fair.

In our delivery model, we have Accenture as a main provider to put the technology and do all the heavy lifting and we use their experience and their global capability to do that. And we use the SAP MaxAttention service to guarantee the integrity of the solution and to make sure that we are getting the most value out of the SAP product.

**Alberto Bergamini** - I think this partnership has been key for the implementation of the project for a number of reasons. So first of all, SAP has been providing the technology. Accenture's been providing the industry expertise and obviously both are working together with Vodafone to get to the outcome of this project.

In terms of project elapse, it's been a few months, very fast, agile kind of delivery and outcomes have been delivered in a really short time.

**Ignacio Garcia** - The Accenture people and the Vodafone people and the SAP people are like one family here. I mean, we have people that have been working in the programme for over seven years and you cannot really distinguish who is Accenture, who is Vodafone and who is SAP, and to me, that is the key of the success.

A future for us with SAP on HANA looks very good, I mean we are already have add a lot of value to the company, we helped to shorten one day on the month end process with HANA, we are now putting a control environment on our travel and expenses. We are surely going to put more control environments in other areas of our processes and we are surely going to accelerate processes using HANA, based in our ERP. Upside of ERP, we could use HANA to help us to get, enable maintenance prevention, to put strong models to help us identify what our customers really need. And really, the number of opportunities that we could have is endless.