



COME AND DRIVE THE CHANGE IN SAP

VIDEO TRANSCRIPT

I intend to tell the truth and nothing but the truth.

That we are there to tell the clients what to do.

But that's not really the case. We are not there to say this is the wrong way of working and this is how you should do it.

What I care most about is communication and the second thing is the customer satisfaction.

So if they are happy, I am happy and I can express my joy also to the team and tell them, look, guys, you have done a great job, because we work together and we have managed to deal with all this. Getting to know a new environment and adapting to it every month, every two months, when you have a new client. You have the flexibility to do it as you want. Permitting us to have flexible work. When I mean flexible work is: you choose the days that you work at home. You can sometimes make a call when you are doing some work. I have seen a lot of colleagues doing that and they don't care.

It's normal for them. Well for me, success is measured in two things. First of all, it's about what are we bringing to the client? And that is one measurement of success. So that's the external measurement I'll call it.

How does the client perceive us? How do we do? The other one is how does the team feel on the ground? So I have a big team. So how did they feel? How do they feel empowered by us as managers on the ground? So that's for me the second element of success. What do they say about the working environment? How do they feel the collaboration together and if they are happy as well?

That's for me also important. Accenture allows you to take a lot of initiatives and do the things that you want to do. Helping clients to be successful, having the teams, those combinations, which I still get today. I still get a lot of challenges and nice people to work with. Those combinations and then what kept me all these years with Accenture and why I'm still happy here but the initial one was really a very interesting conversation with a colleague of Accenture. To me, the coolest thing I dared to do was at the wedding of a friend of mine, and I dared to write, play and sing a song for that friend. And I was a bit scared because I'm also not a singer. We at SAP are typically a bit in between because we are the technology that is part of the transformation, I would say. So we are typically brought in in terms of the change agenda to bring, and then we bring in with our SAP new solutions that helps business to transform the way that they're working to implement new processes. Also we are there at the beginning that they are showcasing the new and then helping the client to overcome basically the initial change and help them to evolve in that change journey towards the new platform in our case of SAP that we are implementing. So we are really at the heart of the change process together with our team.

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