

Global transformation journey at Vodafone using SAP HANA

Video Transcript

Accenture has been helping Vodafone transform its business using SAP

Now that the business is operating on a single system, Vodafone is looking to new technologies such as HANA and mobility to unlock more value.

Ignacio Garcia, Global Head of ERP and Business Intelligence, Vodafone

Project overview

Vodafone has been growing through acquisitions and we have presence in many markets and we have a global brand very well recognized. Well, with even half was exactly the same processes or the same systems in every country, so we decided with the support of our CFO and his sponsorship, to tackle that and we started this journey and now we have one system. This is the underpinning the whole processes, we have global process owners, shared service center, central processing, so we are very well done, a ready business.

New technologies unlock value

Having one global system implemented across the board is a very great platform that we are building, but the new technologies allowing us to unlock even more value. So we did start investing

in HANA. With the help of HANA, we managed to cut one day in our month-end cycle. We also see that there's an infinite number of possibilities that we could unlock based on the fact that HANA is there and we are now thinking to implement for the fraud detection in travel and expenses. We are thinking how to get better analytics on say from our revenue leakage. So it is a lot of things that the new technology is allowing.

The other area where we are focusing being a mobile company, some mobilizing our force and the people love it because they are used to work like this now because that's what they do in their normal life, so we're creating application for them to execute their processes and that is driving more compliance and more agility and speed and our employees are happier.

Why Accenture?

At the beginning of the program, we have to be looking for someone that was able to help us not only with the implementation, but also having the experience to drive the transformation program. And Accenture is also a global partner like what we are. They have presence in the same countries where we have. They have strategies of driving synergies and efficiencies and they themselves have transformed in their own business. So they were the perfect match for what we were looking to do at the time.

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How Accenture and SAP helped

One very good example where Vodafone, Accenture and SAP they partner to develop new opportunities with us in the mobility program. Vodafone is a mobile company so it's in our DNA and we have some knowledge. SAP knows very well their product and Accenture had all the heavy lifting/plumbing experience in how to make that work, but there were areas where we need to work together and create solutions for single sign-on, of solutions for more security of solutions to deploy that to all our users seamless. And we were working together in a very collaborative experience and we create like what the (inaudible) do, which is to create capability to taskforce to develop something new and we are all very proud of the end result.

Ignacio Garcia, Global Head of ERP and Business Intelligence, Vodafone

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 289,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$28.6 billion for the fiscal year ended August 31, 2013. See www.accenture.com for more information.