UKTV: SAP Business ByDesign SaaS Implementation

Client profile
UKTV is a multi-award winning media company that reaches over 42 million viewers per month.

UKTV's ten channel brands - Watch, Dave, Gold, Alibi, Eden, Yesterday, Drama, Really, Home and Good Food - include the number one channel in the Factual genre, the number one channels in the Lifestyle genre (Pay and Free) and the most famous channel and programmes in the Entertainment genre.

UKTV has a truly innovative model, curating brand-defining commissions, high-profile acquisitions and the very best of BBC and Channel 4 content, and embracing technology to deliver inspired channels to audiences through Freeview, Sky, Virgin Media, BT Vision, TalkTalk on YouView, plus direct On Demand digital services. The network distributes its highly valued programmes to 200 territories around the world and supplies Sky with more hours of HD content than anyone else.

Business challenge
UKTV's business growth and separation from one of its shareholding companies resulted in the need to transition from its legacy finance ERP system. The challenge was not only to find an innovative and flexible ERP solution to fit UKTV's specific needs, but also to find a systems implementer with the skills and knowledge to execute the right solution with speed and accuracy.

How Accenture helped
UKTV selected Accenture because of its in-depth industry experience and knowledge in systems integration and Software as a Service (SaaS)/cloud solutions spread across a global network.

Working with UKTV's head of IT, financial director and CFO, Accenture helped UKTV evaluate 12 different products over six weeks using accelerators to determine the right fit with UKTV. As an early adopter of technology—employing the use of iPads, mobile apps and social media in their day-to-day work—UKTV clearly understood the benefits, speed-to-market, breadth of functionality and lower cost implications of an innovative cloud solution, making SAP Business ByDesign a good choice for its finance ERP needs.

SAP Business ByDesign is a comprehensive, fully integrated, innovative cloud/SaaS, on-demand business management solution from SAP. Cloud solutions are cost-effective to purchase, deploy, and manage—and deliver rapid time to value, which was of particular interest to UKTV.
SAP Business ByDesign offered the ability to grow with the business, expand processes and integrate with its existing on-premise IT investments. Accenture also demonstrated that it could be used with various mobile devices and offered seamless integration with Microsoft Office as standard.

Accenture implemented nine business processes centered on financial management and procurement. This included 33 standard configuration items, 20 data migration objects and 21 custom developments spanning all SAP Business ByDesign implementation phases. Working successfully with UKTV’s chosen banking provider, Accenture also managed the implementation of banking software that interfaced with SAP Business ByDesign to help verify timelines were met with highly utilized automation for accuracy and speed.

Accenture’s field tested implementation methodologies specific to SaaS were agile, flexible, controlled and ultimately helped to reduce costs and keep the pace in delivering this innovative cloud-based technology. Over a period of 21 weeks, Accenture handled the entire project management and service implementation of UKTV’s transition from its former legacy finance system to SAP Business ByDesign.

High performance delivered
The use of Accenture’s delivery centers confirmed the right skills were utilized to deliver high quality at reduced cost to the client. The blended workforce comprised 10 percent workforce at the client site and the remaining 90 percent at Accenture’s Global Delivery Center in Bangalore, India. Accenture Delivery Centers in India have some of the foremost advisors in SAP Business ByDesign, highly capable of delivering both functional and technical experience within challenging timelines. As a qualified alliance partner of SAP—especially, one of the select few who develop add-on applications for SAP Business ByDesign—Accenture Delivery Centers in India played an integral role in being able to develop customizations specific to UKTV’s needs and deploy them in the cloud with speed and accuracy.

Accenture delivered a customized solution, which balanced maximum fit with UKTV’s requirements whilst leveraging the excellent processes provided by SAP Business ByDesign—on time and on budget.

During this time:
• Over 1,500 customers and suppliers, hundreds of purchase orders, services and accounting information across 10 profit centers were migrated to the new application in just three days.
• Targeted communications were delivered to all UKTV employees, customers and suppliers, clearly explaining the happenings and who to contact to raise awareness and smooth transition.
• More than 100 end-to-end tests were executed to reduce risk and demonstrate that the application could function as required.
• A seamless transition to go-live involving multiple internal and external parties was planned, managed and executed.
• The approach of a single launch date ensured more value in less time for the client.

As a result of the project’s success:
• UKTV now has better purchasing approvals to empower key management layers and budget owners, enhanced reporting around purchase orders and payments, and the ability to tightly control payments made to the company’s contractual commitments.
• UKTV expects to be able to harmonize payment terms through reporting that now provides end-to-end visibility of the procurement cycle. This reporting capability is also helping UKTV to focus its contract creation process and drive process improvements around general procurement and management accounting processes.
• UKTV also expects to benefit from the regular system enhancements provided by SAP Business ByDesign, safe in the knowledge that its data is secured by the world’s largest ERP software provider, allowing UKTV to realize savings in total cost of ownership in line with the SaaS model.

UKTV now has the ability to use the smartphone app for purchase order approvals and drive approval e-mail workflow notifications, allowing busy executives to keep key finance processes moving.

About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with more than 275,000 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. Its home page is www.accenture.com.