

A Snapshot of Success

Innovation in Motion

A look into professional services organizations making the most out of SAP® technology.

cognitus



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01

Innovation Powered by Technology

Transformation is a crucial process that enables companies to remain relevant and competitive. With the ever-changing technological landscape, embracing new technology and updating your existing solutions can be daunting for many organizations. While every company's transformation journey may differ, analyzing success stories can help others visualize their own path.

At Cognitus, we believe in innovation through agility and teamwork, which is something that SAP S/4HANA® empowers businesses to do. In the next few chapters, we will highlight how the transformative and innovative power of SAP® technology is applied in real-world cases where companies have been able to successfully address their challenges and take advantage of new opportunities.



02

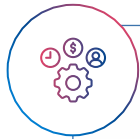
What can SAP S/4HANA® Cloud do for professional services firms?



Digital transformation has become a buzzword in business, with many industries, including professional services, feeling its impact. As digital transformation continues to evolve, so are customer expectations, causing firms in the professional services industry to redefine their operations. SAP S/4HANA® Cloud acts as a resilient and flexible platform, bolstering adaptability in the market, increasing productivity, and reducing errors through real-time insights and process automation.

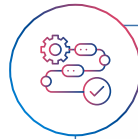
Through SAP S/4HANA® Cloud, businesses can elevate client interactions by offering personalized, agile services and fostering innovation. They can also enhance their employee experience by advocating remote collaboration, flexible work options, and skill development opportunities, essential for talent retention and productivity. Additionally, SAP S/4HANA® Cloud allows professional services firms to leverage outcome-based delivery models, providing predictability, risk reduction, and improved resource allocation. This value-creation approach bolsters collaboration, transparency, and customer satisfaction.





Business Development and Sales

SAP S/4HANA® Cloud empowers businesses to optimize sales performance with pertinent, real-time insights for effective customer interactions. Providing an end-to-end view from sales pipeline to completion, it enables strategic sales planning and forecasting, ensuring informed decision-making and maximizing sales outcomes.



Customer Project Management

Clearly define your payment terms and conditions in your client contracts, including payment schedules, due dates, late payment penalties, and acceptable payment methods. This will help you avoid miscommunication regarding when payments are due.



Talent Management

With SAP S/4HANA® Cloud, businesses can streamline their HR operations with real-time insights into all aspects of staffing and resource management. By enhancing talent acquisition, employee retention, and upskilling opportunities, the solution ensures effective talent management and overall organizational performance. The solution also enhances employee experience by promoting remote collaboration, flexible working arrangements, and upskilling opportunities. These enable firms to attract and retain talent while improving employee productivity and morale.



Financial Processes

SAP S/4HANA® Cloud provides businesses with a unified view of their financial data, enabling ad-hoc analysis and simulating the impact of business decisions to accelerate planning cycles. From streamlined invoice management to increased throughput of accounts receivable and payable, the solution supports a full spectrum of financial processes.



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Case Study 1

Revolutionizing Professional Services with SAP Innovations



Background

With over four decades of global experience, this leading Consulting Firm has been a beacon for businesses facing steep challenges, whether it's a pressing need for performance optimization, intricate restructuring, risk countenance, or swift transformation. Among their services, they include:



Management Consulting



Digital Transformation & Business Growth



Strategic Planning & Go-to-Market Strategies



Investigations, Risk & Economic Consulting



+40
years in business



+13
industries served



+\$330M
annual revenue

The Challenge

However, even stalwarts face hurdles. The Consulting Firm, in its pursuit of excellence, grappled with internal challenges as its aging solution landscape, riddled with offline transitions, was becoming an Achilles' heel.

Aside from draining resources with its ever-growing IT management costs, their legacy ERP solution made the processing of expansive and multi-year ventures alarmingly sluggish, posing risks to deliverables. Decision-making was also suffering from slow access to decentralized data.

The Solution

Collaborating with Cognitus, the Consulting Firm kicked off its transformative journey. Cognitus brought unmatched expertise, with a deep understanding of implementation strategies and the level of committed support needed to ensure project continuity.

Chosen for its impeccable reputation and its adeptness in offering global, cloud-based ERP solutions tailored for the professional services domain, **SAP & Cognitus** gave the Consulting Firm precisely what it needed. They specifically implemented:



SAP S/4HANA Cloud:

Specifically curated for Professional Services, it promised an optimized approach to cater to industry-specific challenges.



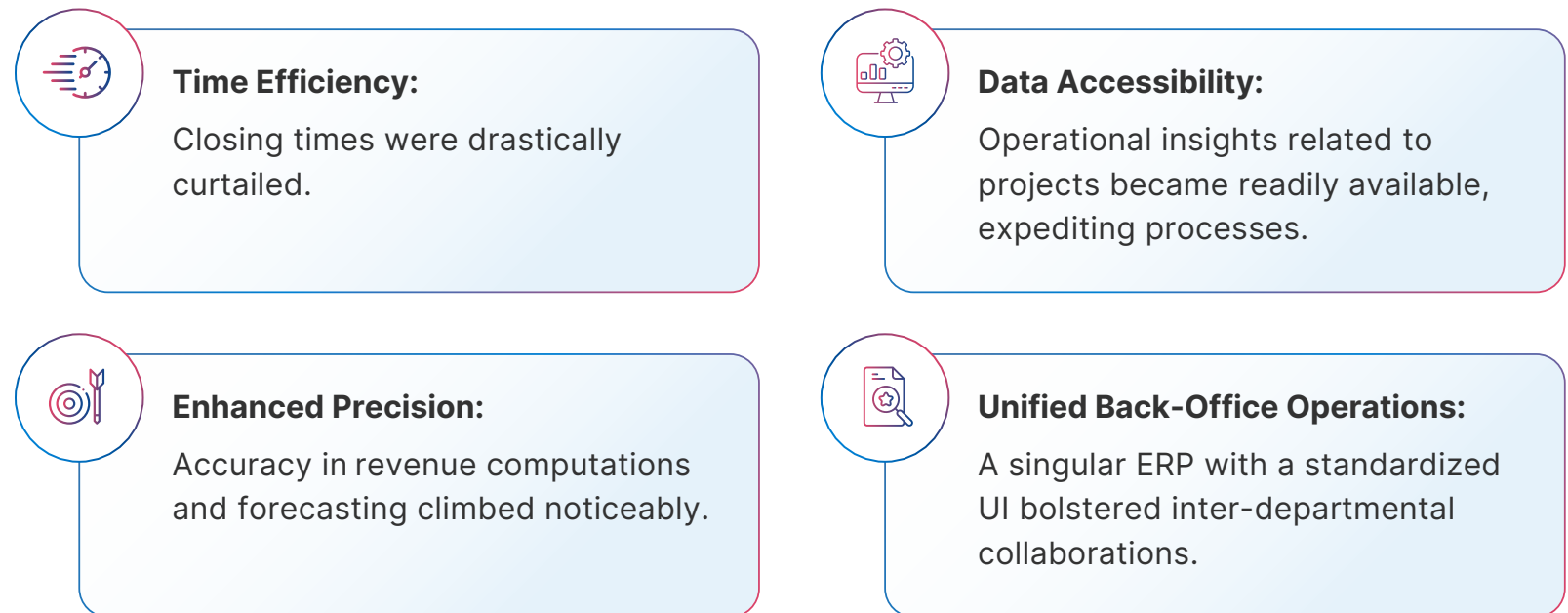
SAP Concur® Suite:

Comprising Concur Invoice and Concur Expense, this solution makes end-to-end processes transparent and enables real-time access, which is vital for effective cash flow management.



The Outcomes

The Consulting Firm saw tangible results from its digital transformation as the business experienced the following:



By leveraging SAP's groundbreaking solutions and Cognitus' industry wisdom, the Consulting Firm was able to lead its transformation project to success. This journey underscores a technological upgrade and a reaffirmation of the company's commitment to excellence and innovation in the professional services industry. With these new tools, they are poised to solidify their leadership position further, providing unparalleled value to their global clientele.



04

Case Study 2

Pioneering the Cybersecurity Frontier with SAP and Cognitus



Background

This client is a recognized leader in the field of cybersecurity, offering its expertise to a wide range of government agencies, including the Department of Defense (DOD) and intelligence organizations. With a highly skilled team operating nationwide, they are committed to providing a comprehensive suite of strategic services, commercial off-the-shelf (COTS) products, and authorized support. They have a proven track record of excellence in protecting the nation's critical infrastructure.



+6000
clients



+30
former CISOs in their ranks



+2500
technology certifications

The Challenge

The client, a highly regarded entity, faced various difficulties. It had the opportunity to expand its software and services for government-regulated clients in the United States but had not yet tapped into this potential. Additionally, it relied on either offline systems or at risk of not meeting compliance standards. This resulted in rising IT costs to sustain the existing solution framework.

The Solution

This client prioritizes compliance and optimization, leading them to choose **SAP S/4HANA with Cognitus Professional Services Accelerators**.

This solution offers a groundbreaking framework for professional services companies and their ERP solutions, ensuring compliance with the Defense Contract Audit Agency (DCAA). It is customized to fit the client's diverse software and services portfolio and securely anchored within the SAP NS2 Cloud.

Integrating SAP S/4HANA with Cognitus' Industry Solution for Professional Services(CIS-PS) benefits the client from a strategic partnership with Cognitus. They received a speedy and efficient cloud ERP integration and a comprehensive suite of tailored solutions for the professional services industry.



The Outcomes

This client addressed their most pressing operational challenges with SAP S/4HANA. The project resulted in:



On-the-Fly Insights:

Instantaneous, comprehensive P&L assessments for diverse business verticals.



Fortified Compliance:

A secure domain equipped with functionalities tuned for DCAA adherence.



Blueprint for the Future:

Laying the groundwork for unrestrained innovation and expansion.



Unified Interface:

A consolidated ERP emanating a contemporary, standard user experience.



Streamlined Operations:

Full-fledged support from lead generation to cash realization for project services and software subscriptions.

Additionally, they managed to harmonize internal teams and external contributors in line with project demands, deliver access to precise, unified data for informed strategy formulation, and enable automated data consolidation from disjointed sources into a singular, dependable repository.



05

Case Study 3

Navigating the Complex Landscape of Modernization with SAP and Cognitus



Background

A Global Management Consulting Firm has consistently provided solutions across strategy, marketing, technology, and more. Established in over 65 cities within 40 countries, their approach combines deep expertise with a holistic outlook, driving value across organizational boundaries. Their mission revolves around working closely with clients, achieving notable results, and setting industry standards. Additionally, they have demonstrated a commitment to societal issues with significant investments in pro bono services that address urgent societal challenges.



Top 1%
of all companies



\$1B
in pro bono services



\$4.5B
annual revenue

The Challenge

They faced several significant challenges in their operations:



The acquisition of 15 companies led to an overwhelming influx of data.



With rapid growth, there was an urgent requirement for a robust and intelligent ERP system.



The need to ensure the company's operations were future-proof was paramount.



Shifts in the industry meant they had to move towards innovative business models through agile platforms.



There was mounting pressure to keep pace with competitors progressing in digital transformation.



The Solution

Identifying the need for a modern ERP system, the Global Firm chose **SAP S/4HANA Public Cloud**. This decision was bolstered by the expertise provided by the **Cognitus' Industry Solution for Professional Services (CIS-PS)**.

Cognitus set itself apart with its tailored implementation approach, ensuring businesses could quickly integrate the solution without significant hurdles. A suite of additional services like adoption strategies, acceleration aids, and a community for learning further enhanced this seamless integration. The result was a robust system that offered increased predictability in costs and operations, designed especially for the professional services sector.

During the implementation phase, there was a concerted effort from both the Business and IT sides, outlining essential principles and KPIs to guide the process and ensure a successful transition to the new system.



The Outcomes

Their transformation, steered by SAP S/4HANA Cloud and Cognitus, was more than just a technical upgrade; it was an enterprise metamorphosis. In harnessing the robust capabilities of the newly implemented ERP system, the Global Firm was able to streamline its operational complexities arising from recent acquisitions and position itself adeptly in an industry undergoing rapid digital shifts.

Benefits became evident in multiple facets of the company's operations:



Leadership lauded the transition, emphasizing that this strategic move to SAP S/4HANA Cloud fortified the relationship between the company and SAP and set them on an accelerated trajectory for its forthcoming growth phase. Once reliant on legacy systems, the workforce was now equipped with the advanced functionalities of a next-generation ERP system.



About Cognitus

Cognitus combines deep expertise with a passion for innovation to help businesses thrive in today's dynamic market. Our team of skilled consultants brings a wealth of experience across industries and functions, empowering our clients with tailored solutions that drive growth and maximize value.

From strategy development to implementation and beyond, we partner with you every step of the way to deliver measurable results and lasting impact.

As an SAP Partner, we have access to the latest SAP technologies, tools, and resources, enabling us to deliver cutting-edge solutions that help our clients gain a competitive advantage. Our commitment to excellence, coupled with our deep expertise and strong partnerships with SAP, has made us the preferred SAP partner for many businesses across the globe.

At Cognitus, we are dedicated to helping businesses achieve their full potential. Contact us today to learn more about how we can help you leverage the power of SAP to drive growth, innovation, and success.



Take SAP S/4HANA® further with custom-built professional services solutions.

By combining SAP S/4HANA® and Cognitus' value-add solution suite, your professional services company can access collaborative, integrated, and transformative solutions built specifically for your industry.

Features

- | | | | |
|---|---------------------------------------|---|-----------------------|
|  | Subscription-based sales |  | Compliance & security |
|  | Project accounting |  | Contract management |
|  | Project management |  | Resource management |
|  | Actional information and intelligence |  | Time & expense |
|  | Subcontractor management |  | Procurement |

Powered by Technology, Driven by Innovation

- | | |
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