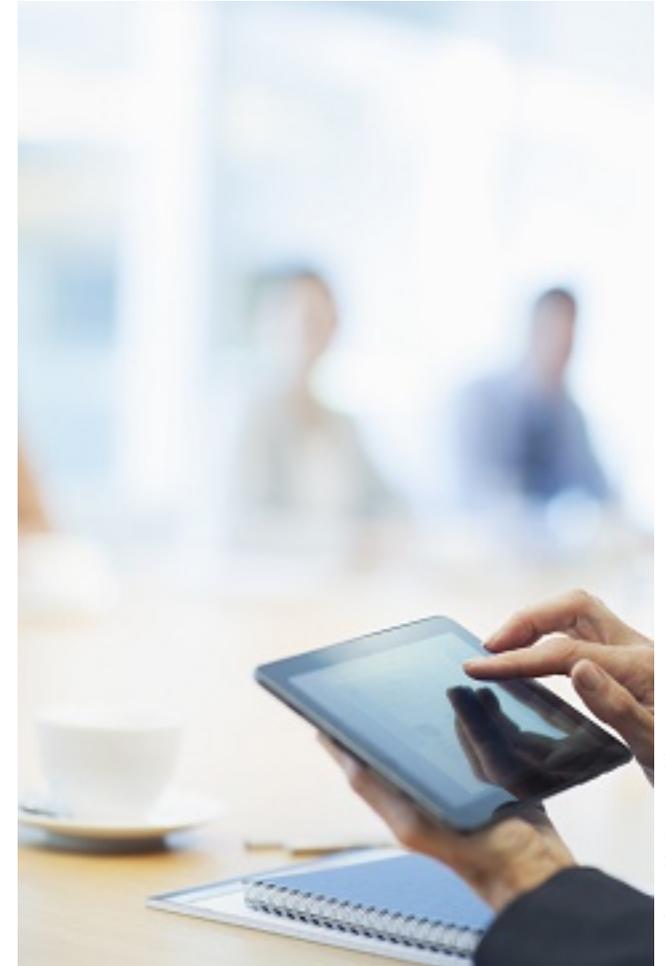




Delaware Consulting: Growing Bigger and Getting Better with SAP S/4HANA® Cloud

Customers rely on professional services support from Delaware Consulting, which forges value-adding partnerships with its customers based on its credo of "Combining Strengths, Delivering Solutions." The company centers its activities around three main pillars: operational excellence, business insights, and customer experience. By cocreating, delivering, and managing end-to-end solutions, the company contributes to the success of its clients.

Since its inception, Delaware Consulting has grown quickly to 24 regional offices in Europe, the Middle East, Asia, and the Americas. To support its growth, Delaware Consulting made the strategic choice to become the first live customer for the SAP S/4HANA® Professional Services Cloud solution. Since it has replaced the legacy system, which could not keep up with the company's geographical and employee growth, SAP S/4HANA Professional Services Cloud has led to the automation of many business processes, freeing up time for improved customer service. As a partner, the company will also be able to better serve its customers using SAP S/4HANA Professional Services Cloud with its own deployment experience.



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Delaware Consulting automates business processes

Company

Delaware Consulting

Headquarters

Kortrijk, Belgium

Industry

Professional services

Products and Services

IT solutions and business consulting services provider

Employees

1,300

Revenue

€120 million (2015)

Web Site

www.delawareconsulting.com

Objectives

- Be a primary advisor for customers on challenges and innovation
- Automate financials, receivables, and administrative follow-up processes
- Provide real-time analytics
- Provide a mobile solution for employees to work anytime, anywhere
- Enable employees to complete administrative tasks at any time

Why SAP

Ability to be future ready with the SAP S/4HANA® Professional Services Cloud solution as an early adopter as well as a partner

Resolution

- Replaced a legacy system with SAP S/4HANA Professional Services Cloud in phases
- Became the first live user of SAP S/4HANA Professional Services Cloud
- Maintained deployment goals during the phased rollout

Future plans

- Implement the SAP SuccessFactors® Employee Central solution, SAP HANA® Cloud Platform, and the SAP BusinessObjects™ Cloud solution, which will all be integrated to support scenarios and analysis
- Use SAP HANA Cloud Platform for application development (time sheet) and reporting purposes
- Evaluate SAP BusinessObjects Cloud with SAP HANA Cloud Platform for visualizing reports

Reduced

Manual processes, such as reconciling bank statements

Increased

Automation

Real-time

Operational insight into project status at any given time for customer reports, with input of hours available on any device

“We're quickly expanding into new countries. By deploying SAP S/4 HANA Professional Services Cloud, we help ensure that the solution can support us in a fast and agile way and that administrative tasks are supported. Our vision is to be our customers' primary advisor for their challenges when it comes to innovation. We want to build amazing things, and with SAP we can.”

Filip Decostere, Partner Delaware Consulting and Managing Partner Delaware China

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