

Program Management and Process Design for a Global System Integration and Deployment

Implementing any one system globally comes with a complex, and at times, seemingly never-ending parade of challenges and obstacles. Implementing three at once brings equally and exponentially more challenging conditions.

A US-based global consumer products manufacturing company was retiring their over-customized SAP ECC ERP solution, moving to SAP S/4HANA, upgrading their current Salesforce CRM solution, and deploying a new Dassault 3DEXperience PLM solution. Our client, recognizing the value that could be realized via the enhanced capabilities of each system, and the integrations therein, sought to pursue a “big bang” approach to implement all three major solutions together to ensure a scalable future environment poised for growth.

Clarkston was already engaged as the integration and implementation partner for the move to S/4HANA, and seeing the value the team delivered, the client engaged the Clarkston team for greater oversight across the broader technological transformation.

With separate solution integrators engaged, program management was essential to provide oversight and robust integration discussions across the landscape to ensure a seamless deployment. As the program manager, Clarkston helped the client gain alignment among the three systems, drive integrated business process architecture discussions for Lead to Order, and ensure data requirements were understood while maintaining data integrity and appropriate engagement among the systems.

Consumer Products Case Study

PROJECT OVERVIEW



INDUSTRY:



Consumer Products

PRODUCTS AND SERVICES:



High-performance
component and
solutions manufacturer
of sealing systems,
connectors, and
structural components

PRIMARY OBJECTIVES:

- Provide Program Management support for ERP, CRM, PLM global implementations
- Drive integrated Process Design
- Ensure cross-project alignment

RESOLUTION:

- Facilitated integrated business process design discussions
- Conducted multiple end-to-end business process design discussions to architect an integrated solution based upon the business requirements across the three solutions
- Discussed data flow between integrated systems to enable system functionality while respecting data governance
- Conducted program management across the overall program and individual system projects
- Documented program timeline, capturing dependencies and constraints between projects
- Performed program-level meetings to ensure alignment across business and systems
- Conducted regular program-level steering committee meetings to provide visibility to C-suite executives
- Supported system / project managers with escalations, decision management, and alignment

KEY BENEFITS:

- Successfully deployed solutions, providing program management and process architecture support
- Integrated 3 major solutions: (SAP S/4HANA ERP, Salesforce CRM, Dassault 3DEXperience PLM) and ancillary systems
- Solutions fully integrated and operating as a single environment as part of Lead to Order and Engineering processes
- Full data, business, and process integration while maintaining data integrity
- Minimal disruption to business operations
- Smooth transition to stabilization

KPIs

- Increase revenue
- Reduction in ERP customizations with implementation of fit to standard
- Global deployment across 11 sites in US, Europe, and Asia
- Global support for almost 1,900 employees around the world during testing, training, deployment, and hypercare

CONTACT US

