

# Upgrade Success Story of a Global Leader in Sports Apparel Manufacturer



## About the Client

The client is one of the global leaders in the sporting goods industry, offering a broad range of products with different brands in its portfolio. It is headquartered in Germany with more than 43,000 employees and sales of around €9.5 billion.

## Business Objectives

The client was practicing SAP 4.6C across locations, adapting and tailoring the landscape to the company's specific processes and requirements. SAP supports major business processes, including finance, controlling, order management, procurement and logistics execution.

In order to migrate to a common architecture and have a flexible and reliable IT platform, the client had to upgrade to SAP ERP 6.0 with the following objectives:

- Minimize implementation time and avoid business disruption
- Obtain reliable upgrade schedule estimates in advance
- Ensure easy resolution
- Minimize overall risk

## Challenges

- The SAP system had a substantial number of customer programs (Z Programs) that were written over the years, with a strong potential for conflict.
- Interfaces (Point-to-point, TIBCO/XI, IM/3) are listed as customer developments and since SAP-AFS will run on Unicode, the external publishing and subscribing systems also have to be aware of the codepage being used
- The client has operations across the globe; hence, a correct MDMP to Unicode conversion was required
- Re-cloning of SAP standard functionalities that were in the older version

## Our Solution

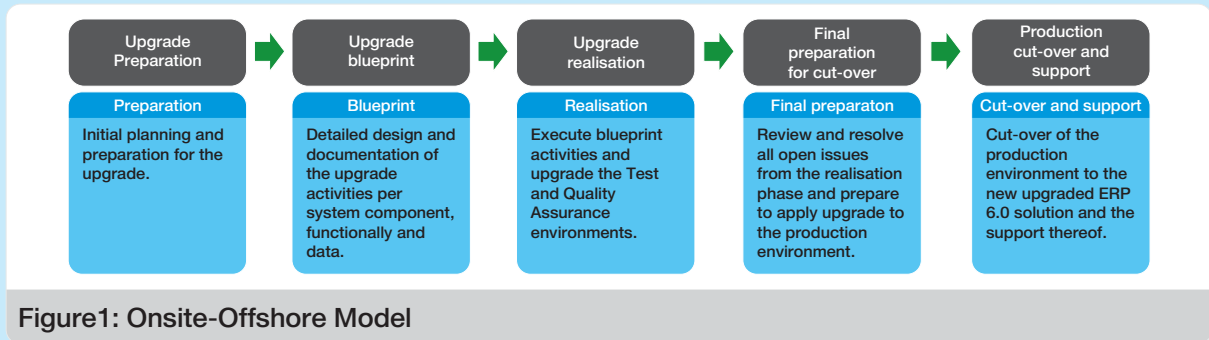
MphasiS was chosen to execute the upgrade based on

- SAP Quick Upgrade Evaluation and SAP Upgrade services provided by MphasiS consulting team
- Previous experience of supporting complex business environment of client for three years

## Execution Approach

MphasiS performed a painless upgrade with just an 8-hour cut-over and no disruption to the business.

MphasiS adopted a five stage approach for the upgrade. The project was executed based on ASAP methodology. Upgrade was executed based on an onsite-offshore model with the major part of technical team located at offshore.



## Highlights

- Implementing a highly agile business and IT platform helped the client to successfully cope with the future needs
- Enabled new initiatives of customer (e.g. e2e planning)
- A major technical upgrade completed with majority technical team at offshore

## Other Services Offered

- **Implementation:** Mphasis team implemented the complete extended Warehouse Management (eWM) functionality for the customer's China warehouse (largest warehouse in the world). The implementation involved implementation of Radio Frequency Device based transactions and label printing
- **Rollouts:** Mphasis carried out the global template rollout for the customer in Poland, Russia, China, and Hong Kong
- **Mergers and Acquisition:** Mphasis had the unique opportunity to assist the customer's acquisition of a major sportswear brand and integrating the IT users and business users of the acquired company into the parent company. This involved system integration, user porting and interface re-engineering

## ABOUT MPHASIS

Mphasis is a \$1 billion global service provider, delivering technology based solutions to clients across the world. With over 41,000 people, Mphasis services clients in Banking & Capital Markets, Insurance, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, Retail & Consumer Packaged Goods, Energy & Utilities, and Governments around the world. Our competency lies in our ability to offer integrated service offerings in Applications, Infrastructure Services, and Business Process Outsourcing. To know more about Mphasis, log on to [www.mphasis.com](http://www.mphasis.com)

Mphasis is a preferred SAP partner, and is also engaged with SAP on many leading edge initiatives in the implementation and process methodologies. Mphasis SAP Practice, provides SAP Implementation, Upgrade and Comprehensive Maintenance services to leading customers globally. Mphasis has the right tools, methodologies and accelerators to reduce implementation times, and enhance value to customers. Mphasis is ably equipped with a SAP Center of Expertise [CoE] and Labs that works on the latest changes in Netweaver, Basis, etc.

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