

Carl Zeiss AG: Managing a global business transformation with SAP S/4HANA

ZEISS is an enterprise technology company that is an international leader in optics and optoelectronics. It operates across four segments: Semiconductor Manufacturing Technology, Industrial Quality & Research, Medical Technology and Consumer Markets.

With a portfolio aligned with future growth areas including digitalization, healthcare and Smart Production and a strong brand, ZEISS is shaping the future of technology and constantly advancing the world of optics and related fields with its solutions.

Internally, the company has a strong focus on the operational excellence of its business and IT processes. As part of its continuous business transformation, ZEISS aims to standardize and harmonize these processes with a global template and a central ERP platform built on SAP S/4HANA.



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Implementing optimized processes with a business-driven SAP S/4HANA transformation

Before: Challenges and opportunities

- Leverage SAP S/4HANA features and use global templates to drive process standardization
- Implement harmonized and standardized ERP processes and identify different process variants
- Ensure fast decision-making while involving all relevant stakeholders
- Provide frameworks and tools to streamline and visualize processes early on in the transformation

Why SAP?

- Coordinated country-specific requirements using SAP Signavio Process Governance
- Standardized approach with well-defined modeling guidelines and global workshops
- Workflow-based execution of process scoping and global variant management
- Central platform for collaboration and design of processes for SAP S/4HANA

After: Value-driven results

- Facilitated involvement of key stakeholders early in the relevant processes
- Achieved a harmonized process landscape and centralized management with global templates
- Created a robust foundation for test management
- Identified opportunities for future cost savings in production and sales processes
- Optimized customer journeys in the services area

“With SAP Signavio, we realized a process-oriented transformation model for SAP S/4HANA that enables globally harmonized process governance. This resulted in increased transparency and had a significant and measurable optimization impact on global processes.”

Jochen Fortner, Partner, Deloitte

Reduction

Of template processes
to about 600 processes

Faster

Rollout thanks to
optimized tool-chain
and governance

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