



CASE STUDY

Data Migration to SAP S/4 HANA Paves the Way for Modernized Systems, Streamlined Processes, and Improved Information Access

About the Company

Mitre 10, New Zealand's largest home improvement and garden retailer, is a local co-operative of small and medium-sized businesses owned by Kiwi families. Today, Mitre 10 has more than 84 stores across the country along with a national support center. Collectively, it employs over 8,000 people nationwide and supports over 500 local suppliers.

As a proud Kiwi business, Mitre 10 is dedicated to enhancing the communities it serves. Its mission: to inspire Kiwi to love where they live, work, and play.

Project Background

Mitre 10 initiated a business transformation journey to consolidate data from its 84 independent stores into a single trusted SAP S/4 HANA environment. But harmonizing data across Mitre 10's expansive network was no small feat - each store managed their data and inventory systems very differently.

Mitre 10 recognized that a solid foundation of trusted, future-ready data is needed in order to modernize systems, streamline processes, and improve access to quality insights.

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Syniti's Data First approach set the data foundation we needed to ensure a successful migration to SAP S/4 HANA. The Syniti team not only had unparalleled technical knowledge on SAP, but a deep understanding of our data needs and how it ties into our overall business.”

Chris Waterman

Project Manager for DATA Transformation, Mitre 10

Challenges

Most critically, Mitre 10 needed to stabilize its Extract, Transform, Load (ETL) process — a crucial first step to ensuring the underlying quality and integrity of its data. The sheer volume of data flowing in from its stores nationwide meant that this was a substantial and complex project. Recognizing the imperative for stability, security, and scalability within its underlying data infrastructure, Mitre 10 sought the expertise of Syniti, an expert in SAP S/4 HANA transformations.

Solution & Implementation

Combining its unique data migration methodology with its strong expertise in SAP data migrations, Syniti kicked-off the project with the implementation of the Syniti Knowledge Platform (SKP), a silo-free centralized data management solution. Integrated with migration, data quality, and data replication capabilities, the platform addresses the data challenges inherent in migrating from multiple, disparate sources.

A key focus was on data quality throughout the migration lifecycle:

- **Data Quality Assessment & Cleansing:** SKP enabled detailed profiling and assessment of Mitre 10's source data, identifying duplicates, inconsistencies, and gaps. This comprehensive analysis laid the groundwork for a targeted cleansing strategy, improving the accuracy and reliability of data prior to migration.
- **SKP's built-in data quality assessment** and matching engine helped devise a comprehensive plan and roadmap for the successful migration to SAP S/4 HANA
- **Automated ETL Code Generation:** SKP automated much of the ETL process, generating code that reduced manual errors and sped up data transformation efforts.
- **Intelligent matching, deduplication, and harmonization** helped to preserve the integrity of Mitre 10's data and instill internal confidence in its accuracy and reliability.

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Overall, Syniti has helped to drive efficiencies, reduce complexity and manual work, and enable cost-savings for our business. They truly worked with us as ONE team to bring our data transformation goals to fruition.”

Chris Waterman

Project Manager for DATA Transformation, Mitre 10

RESULTS

Trusted Data, Mobilized Migration

Syniti's solution significantly transformed Mitre 10's transformation by delivering more intelligent code auto-generation, dramatically reducing the time manual ETL efforts. SKP's automation capabilities improved ETL output accuracy by 96% from its first data release, accelerating timelines and reducing errors.

- **Automated ETL code generation** increased accurate ETL output by 96%, reducing rework and ensuring migrated data was trustworthy and business-ready.
- **Deduplication and standardization** harmonized datasets across 84 stores, standardizing processes and reporting while creating a single source of truth for customer, supplier, and inventory information
- **Automation and targeted data cleansing** reduced manual intervention and freed teams to focus on transformation rather than troubleshooting bad data.
- **Improved the visibility and transparency** into the underlying data issues throughout the data migration in a central environment

Future Plans

Having established a strong foundation of high-quality, trusted data, Mitre 10 can now embed data across the business - from onboarding new customers to compliance requirements. This Data First approach has transformed data into a strategic business asset, enabling enhanced customer experience, improved operational reporting, and continued innovation across its network of stores.

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