

Engenco Successfully Completes SAP ECC6 EHP8 Upgrade Ahead of SAP Support Deadline

Challenge

Engenco, a leading provider of innovative maintenance, repair, and overhaul (MRO) services in the transport and heavy industry sectors, faced a critical challenge in its SAP landscape. The company was operating on SAP ECC6 Enhancement Package 4 (EHP4), a version that would no longer be eligible for SAP support beyond 2025. With growing pressure to maintain system stability, ensure business continuity, and prepare for future innovations, Engenco needed to act swiftly.

However, the organization lacked the internal resources and bandwidth required to manage a complex system upgrade within the tight timeframe. An upgrade to Enhancement Package 8 (EHP8) was necessary to remain in support and to pave the way for a more strategic move towards SAP's future-ready solutions. This includes enhancements such as Fiori for a modern user interface, improved business processes integration, and enhanced reporting capabilities.

Recognizing the technical and strategic implications, Engenco partnered with Lemongrass, a trusted SAP services provider, to successfully deliver the EHP8 upgrade with minimal disruption to business operations.

Solution

To address Engenco's needs, Lemongrass executed a well-structured and collaborative upgrade strategy. The project began with an initial assessment of Engenco's SAP environment, including ECC and Business Warehouse (BW) systems, to determine upgrade suitability and identify potential risks or dependencies. Key phases of the solution included:

System Refresh: As a preparatory step, Lemongrass refreshed both the ECC and BW systems, ensuring a clean and consistent environment to carry out the upgrade. This was vital in reducing unexpected issues and accelerating the upgrade timeline.

Strategic Alignment with SuccessFactors: To maximize value and minimize overlap and risk,

the project was aligned with Engenco's ongoing SuccessFactors implementation. This synergy allowed for shared insights, better coordination across teams, and optimized resource allocation.

In-Place Upgrade Execution: Leveraging standard SAP tools and best practices, Lemongrass conducted an in-place technical upgrade of the ECC6 system from EHP4 to EHP8. This approach ensured minimal impact on existing business processes while unlocking access to new functionalities.

Collaborative Delivery: Throughout the process, Lemongrass worked closely with Engenco's internal SAP and infrastructure teams. This cooperative model



"Lemongrass was a key partner in supporting the definition of our overall digital strategy, defining the strategy delivery roadmap and supporting us to seamlessly upgrade our SAP ERP application."

Mark Bain, CIO

Engenco

ensured transparency, enabled effective knowledge transfer, and empowered Engenco’s teams to take full ownership of the upgraded environment.

Comprehensive Documentation: Detailed documentation was provided at each stage of the upgrade, covering configurations, technical steps, and validation checks. This ensured that Engenco’s IT team had a reliable reference for ongoing support and future system changes.

Impact

The successful completion of the SAP ECC6 EHP8 upgrade delivered significant benefits to Engenco including:

Outcome	Impact
Extended SAP Support	By upgrading to EHP8, Engenco secured continued SAP support through at least 2027, providing the organization with a stable foundation and peace of mind in the face of looming support deadlines.
Future-Ready Platform	The updated environment is now eligible for future readiness with EHP8, enabling Engenco to leverage SAP’s next-generation cloud solutions at their own pace.
Enhanced System Performance and Functionality	EHP8 introduces a range of new features and performance improvements. Engenco now has access to enhanced capabilities across modules, improved user experience, and better integration options — all of which contribute to increased operational efficiency.

Engenco’s partnership with Lemongrass demonstrates how a well-executed SAP upgrade project can deliver lasting value, even within constrained timelines and limited resources. By leveraging expert support, aligning internal initiatives, and adopting a structured approach, Engenco not only ensured system compliance but also laid the groundwork for future digital transformation. With SAP ECC6 EHP8 now in place, Engenco is confidently positioned to evolve its SAP strategy, explore HANA adoption, and continue delivering value to its customers with a robust and supported ERP foundation.

About Lemongrass

Lemongrass is a software-enabled services provider focused on delivering superior, highly automated Managed Services to Enterprise customers. With a portfolio of services designed to deliver the desired outcomes from an SAP transformation, Lemongrass engineers strategies and services that enable the economics, scale and agility of hyperscale computing while unlocking business innovation and controlling the risks and uncertainties. Our customers span multiple verticals and geographies across the Americas, EMEA and APAC.



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