



PepsiCo: Accelerating Digital Transformation through Strategic Workforce Upskilling

PepsiCo, a global leader in the food and beverage industry, operates in over 200 countries and continues to push the boundaries of innovation and digital transformation. With a strong commitment to optimizing operations and enhancing customer experiences, the company strategically partners with SAP to harness the power of data, AI, and intelligent enterprise solutions.

To support its digital transformation, PepsiCo launched the Tech Strategy & Enterprise Solutions (TS&ES) Academy—an internal initiative designed to upskill its workforce in next-generation digital tools and technologies. At the heart of this initiative, SAP Learning Hub provided critical resources, certification tracks, and tailored training aligned to specific roles, empowering associates to effectively implement and manage SAP solutions across the organization.

By equipping its employees with the right skills, PepsiCo has enhanced its ability to drive operational excellence, maintain its competitive edge, and thrive in a fast-changing digital era.



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Bridging The Skill Gap: Empowering PepsiCo's Digital Transformation with SAP S/4HANA and SAP Learning Hub

Before: Challenges and opportunities

- As PepsiCo continues its digital journey with the implementation of the PepsiCo Global Template (PGT), an SAP S/4HANA system designed to standardize and streamline business processes, bridging skill gaps among employees has become a priority to ensure the success of the transformation.
- Given tight deployment timelines, a scalable solution was needed to efficiently equip employees with the necessary ERP skills to support the new system, foster innovation, and maintain a competitive edge.

Why SAP

- Support on implementation of the TS&ES Academy to upskill associates in key areas such as SAP S/4HANA, AI-driven automation, and IT service management.
- Tailored learning paths and certification training through SAP Learning Hub, designed to address all proficiency levels, enabling associates to effectively leverage SAP technologies to optimize operations, improve customer experience, and drive business growth.
- Strong leadership sponsorship to ensure effective implementation and support across initiatives.

After: Value-driven results

- Over 16 months, 262 licenses were assigned, enabling learners to complete 14,075 hours of learning, access more than 925 courses, and earn 136 SAP certifications — a set of continuously growing metrics that underscore the program's vital role in preparing talent for transformation success.
- The TS&ES Academy cultivated a culture of continuous learning, driving engagement, retention, and a seamless PGT rollout. This success was further recognized with a Brandon Hall Gold Award, underscoring the program's impactful contribution to both employee growth and the overall business transformation.

“Our collaboration with SAP has been fundamental to rapidly developing the TS&ES Academy, helping us equip our associates with the critical SAP skills and certifications required for internal support of the PepsiCo Global Template (PGT), part of our SAP S/4HANA transformation journey. This accelerated upskilling is vital to our business objectives and positions us at the forefront of rapid modernization advancements.”

Craig Dalziel, Tech Strategy & Enterprise Solutions VP, PepsiCo, Inc.

136

SAP certifications earned, with numerous associates progressing through certification pathways.

14,075

hours of learning completed, accelerating the readiness of professionals to lead transformation.

PepsiCo Inc.
Purchase, New York,
United States
www.pepsico.com

Industry
Consumer Products

Products and services
Food and beverage
products

Employees
318,000

Revenue
US\$91.92 Billion (2024)

Featured solutions
SAP S/4HANA Cloud,
SAP Learning Hub