About GlobalSource IT

GlobalSource IT has been delivering advisory, strategic planning, project implementation, and staff augmentation services focused on the SAP ecosystem since 1998.

- Hands-on experts who educate customers on SAP

- Currently supporting 100's of Fortune 1000 customers

- Relationships with ~ 1000 independent consultants with S/4HANA and industry specific experience

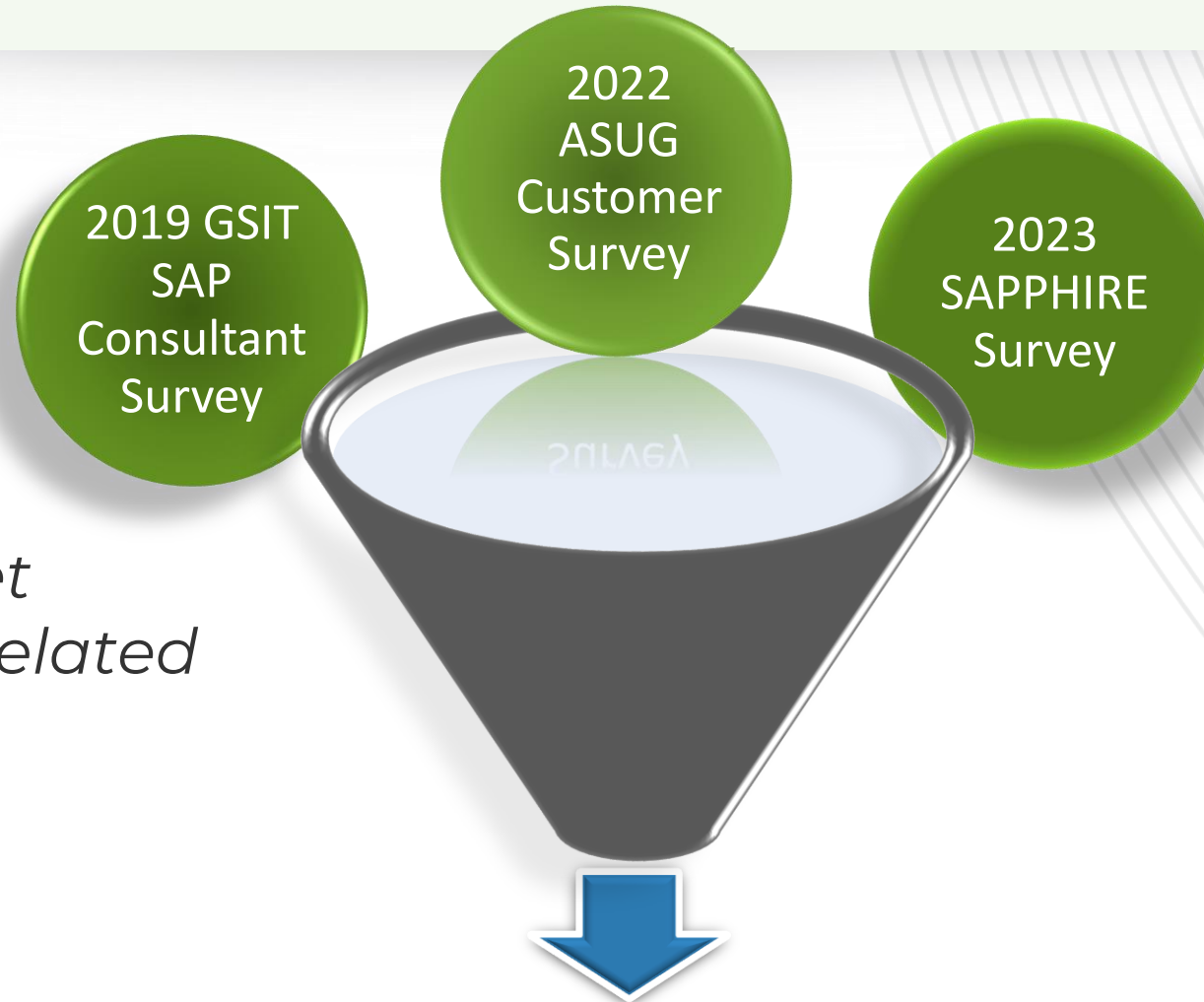- "Building a true community"

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S/4 HANA Readiness:
Future-Ready Your Team 2.0

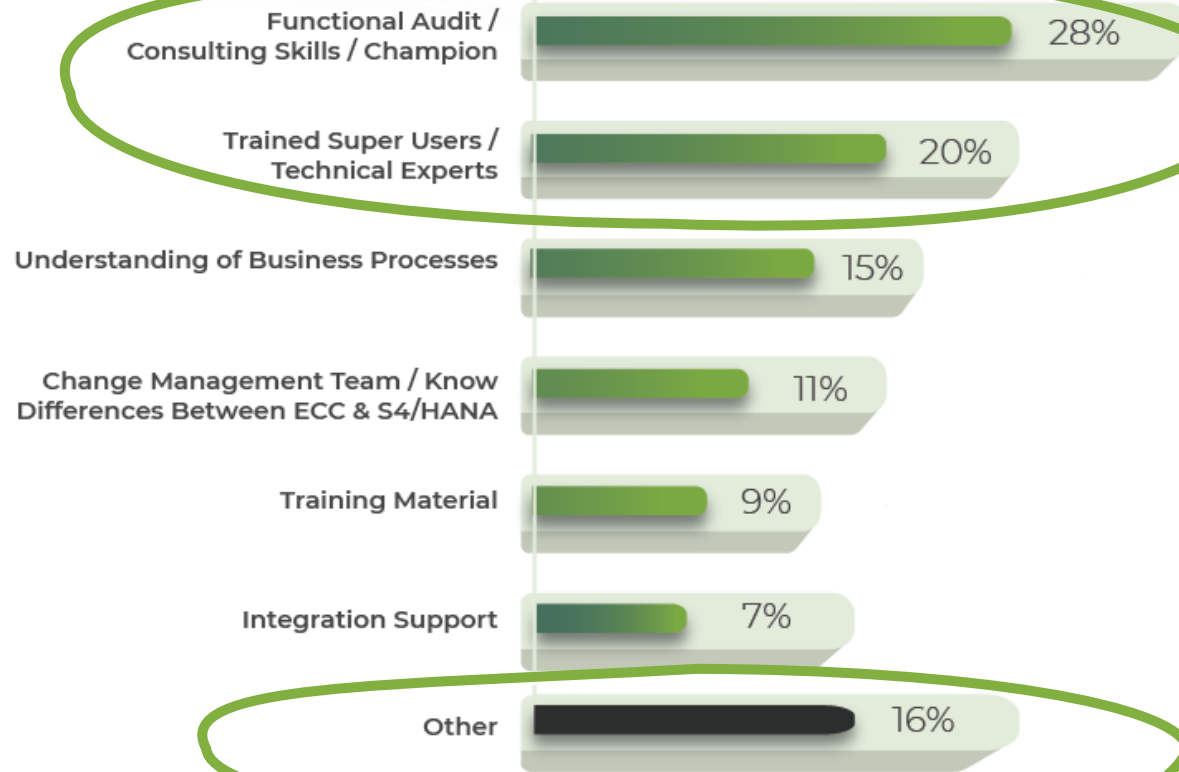**GLOBALSOURCE** *IT*

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Collection of Sources

2019 GSIT SAP Consultant Survey

2022 ASUG Customer Survey

2023 SAPPHIRE Survey

"How is the market addressing skills-related issues?"

Future Ready Findings

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S/4 HANA– Current & Future Skills

Functional Audit / Consulting Skills / Champion — 28%

Trained Super Users / Technical Experts — 20%

Understanding of Business Processes — 15%

Change Management Team / Know Differences Between ECC & S4/HANA — 11%

Training Material — 9%

Integration Support — 7%

Other — 16%

"What skills are the most critical for a company to have on-hand during the S/4HANA implementation OR after transition is complete?"

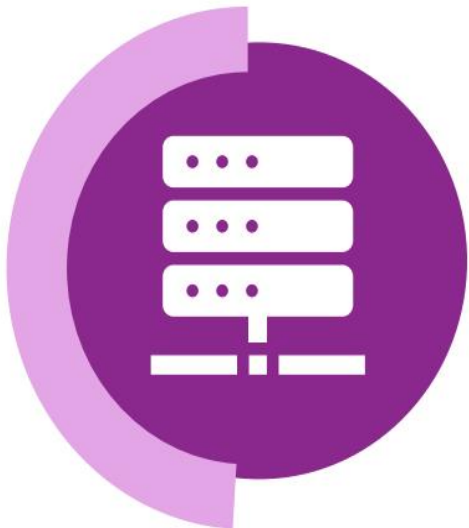GLOBALSOURCE IT
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Skills for Future

SAP & "Other" Skills - Summary

- CPI

- TRM, IBP, TM, EWM

- SAP Security/GRC

- Data Scientist/Engineers

- AI, ML

"What additional skills are needed to execute for the future?"

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Internal Skill Sets Missing or Lacking at Organizations
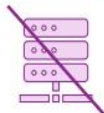
49%
selected SAP S/4HANA expertise

↓

Noted by **38%** of respondents who are already live on SAP S/4HANA

Noted by **52%** of respondents who are not yet live on SAP S/4HANA yet

Functional Audit / Consulting Skills / Champion — 28%

Trained Super Users / Technical Experts — 20%

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RECAP - 2022 Survey Top Challenges Experienced

Top Skill Set Gaps at Organizations

SAP S/4HANA expertise	Optimizing emerging technologies (IoT, RPA, AI/ML)	Cloud integration/ migration	Data science/ data analytics	Integration and APIs

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RECAP- Addressing Gaps Among SAP Customers

2022 ASUG Customer Survey

Details on Organizational Impact

40% Losing valuable internal expertise

30% New recruits lack needed skills too difficult to find

25% Unable to progress with new initiatives

"High turnover for operational staff translates into losses of '**tribal**' **knowledge**. We have been losing resources and the replacements **don't have with same skills**.

This keeps us in our current state because **we can't take inexperienced staff into the next layer of implementation**."

How Issues are Addressed

Culture improvements
(improving employee benefits, onboarding processes, professional development, and opportunities for remote work)
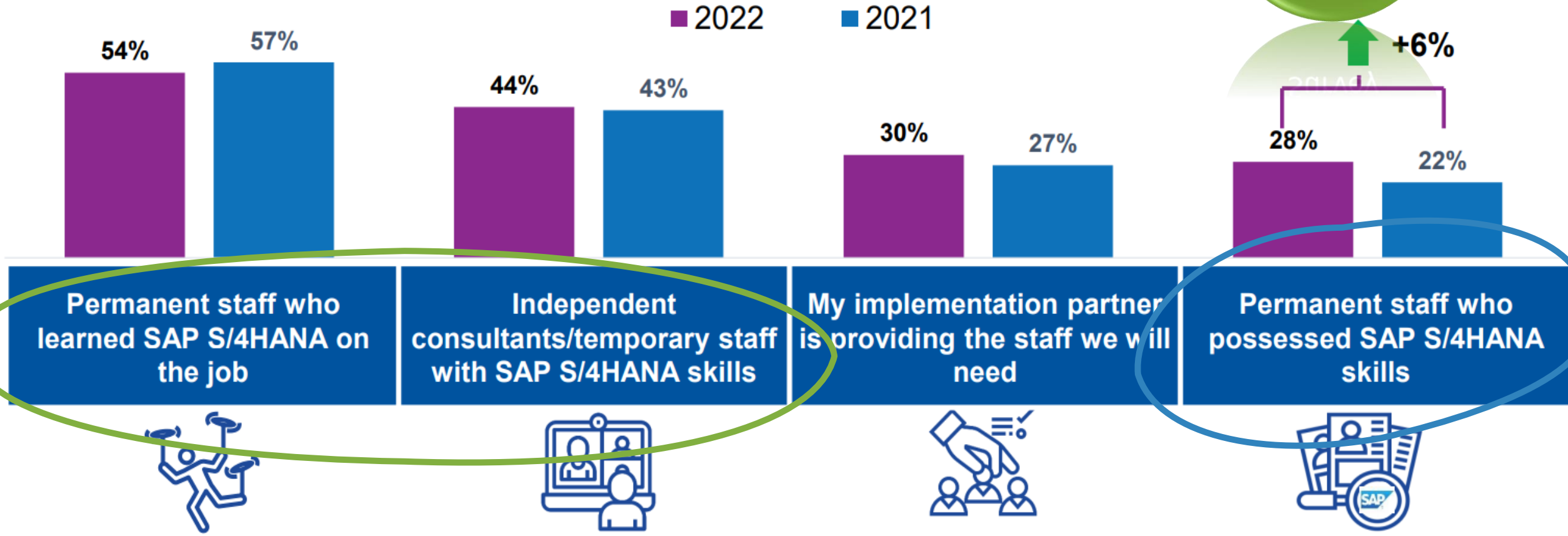
"Retention and **work life balance focus. Increasing engagement** in the workforce by **enhancing compensation** and **more townhall events**."

Working closely with contractors/hiring companies

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Finding Skilled Talent for SAP S/4HANA Projects

2022 ASUG Customer Survey

■ 2022 ■ 2021

+6%

	2022	2021
Permanent staff who learned SAP S/4HANA on the job	54%	57%
Independent consultants/temporary staff with SAP S/4HANA skills	44%	43%
My implementation partner is providing the staff we will need	30%	27%
Permanent staff who possessed SAP S/4HANA skills	28%	22%

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2023 Sapphire Survey

92 Respondents from Eight Industries

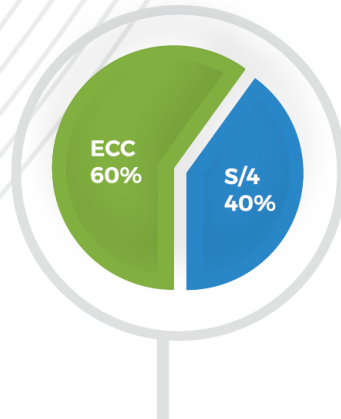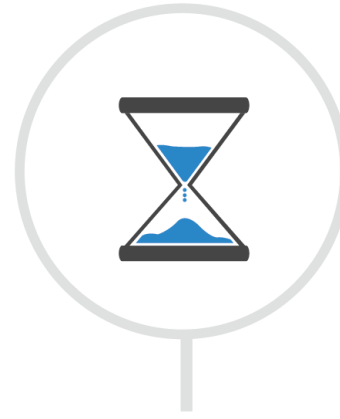Building Materials Retail Food/CPG Life Science/ Medical Manufacturing Agriscience Public/Gov't Aerospace & Engineering

ECC 60% S/4 40%

BOSS

60-40 Split between ECC and S/4
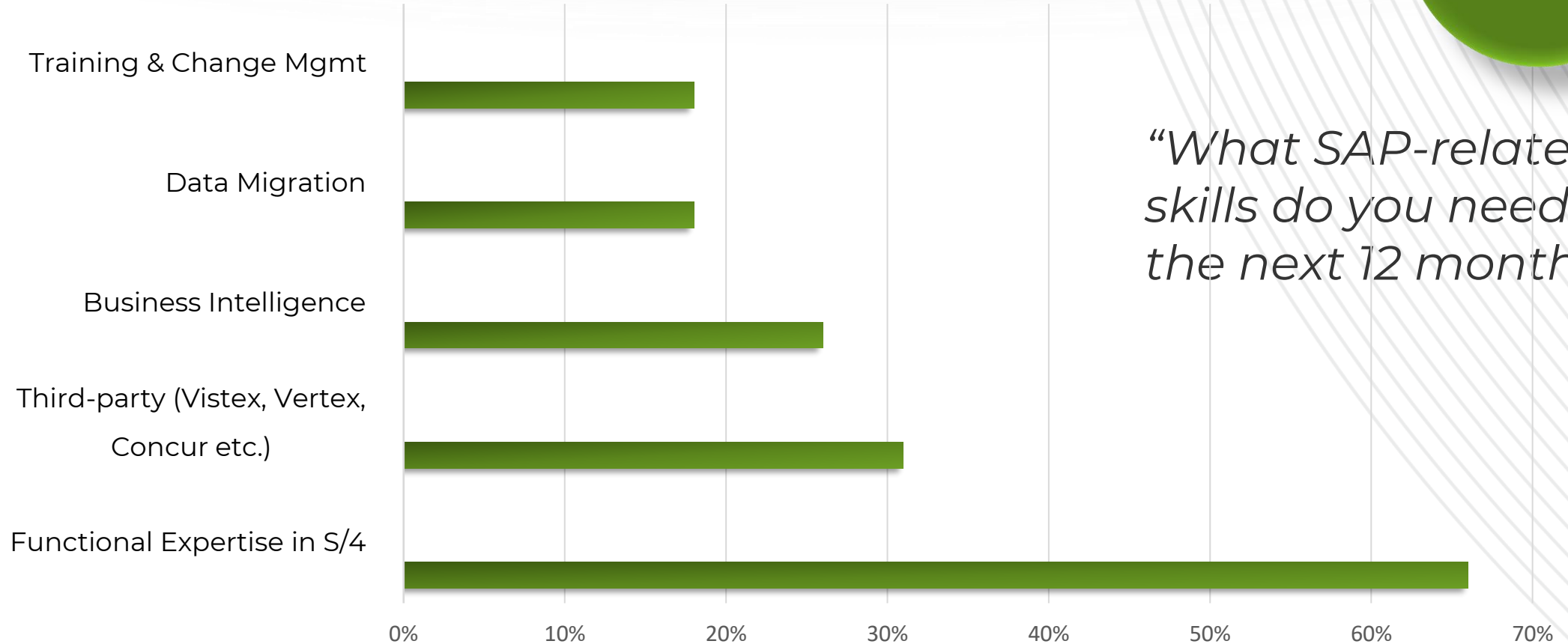
Position: Manager, Senior, VP, CIO

Company Tenure: 9 Years

Experience: 19 Years

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2023 – SAP Client Survey – Talent Predictions

"What SAP-related skills do you need in the next 12 months?"

Category	Percentage
Training & Change Mgmt	~18%
Data Migration	~18%
Business Intelligence	~26%
Third-party (Vistex, Vertex, Concur etc.)	~31%
Functional Expertise in S/4	~66%

0%   10%   20%   30%   40%   50%   60%   70%

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RECAP – SAP Client Survey - Concerns

- *Poor candidate screening/quality – 67%*

- *Delivery speed of candidates – 48%*

- *Supporting remote/off-site – 31%*

- Communication barriers – 29%

- *Leaving project early– 18%*

"When working with hiring/contractor partners, what are your concerns?"

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Team Building Takeaways – Build a Supply Chain

Factors

- *Speed*
  - *Technology Change*
  - *Hiring Cycle*

- *Old Policies*
  - *"Post & Wait"*

- *Retirements*

Key Takeaways

- *Combine Multiple Pools*
  - *Independents/Acquisition*

- *Home Grow Consultants*

- *Culture Management*

- *Reskill*

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Additional Sources

ASUG Exclusive: Pulse of the SAP Customer 2022 Research—Behind the Data: https://www.asug.com/events/asug-exclusive-pulse-of-the-sap-customer-2022-research-behind-the-data & https://asug.postclickmarketing.com/Pulse-SAP-Customer-2023

Deloitte Workplace Survey – 2023: - https://www.deloitte.com/content/dam/assets-shared/legacy/docs/deloitte-2023-genz-millennial-survey.pdf?dl=1

Harvard Business Review –"Redesigning How We Work"– Lynda Gratton - *April/March 2023*

Harvard Business Review – "Reskilling in the Age of AI" – Jorge Tamayo, Leila Doumi, Sagar Goel et. al. – September/October 2023

Inc Magazine – *"Why Microsoft CEO Says Copilot Wil Be 'as significant as the PC.' – By Jason Aten:* https://www.inc.com/jason-aten/why-microsofts-ceo-satya-nadella-says-its-co-pilot-ai-assistant-will-be-as-significant-as-pc.html

McKinsey Workplace Survey 2022 - https://www.mckinsey.com/industries/real-estate/our-insights/americans-are-embracing-flexible-work-and-they-want-more-of-it

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PWC Workplace Survey 2023 - https://www.pwc.com/gx/en/news-room/press-releases/2023/pwc-global-workforce-hopes-and-fears-survey-2023.html

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S/4 Best Practices Whitepaper - GlobalSource IT – 2019

SAPPHIRE Skills Survey - GlobalSource IT - 2023

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World Economic Forum - Reskilling Revolution is Upon Us - https://www.weforum.org/agenda/2023/04/growth-summit-2023-by-2030-1-billion-people-will-be-equipped-with-the-skills-of-the-future/

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