

# About GlobalSource IT

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**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
- “Delivering skills for what’s next”



**GLOBALSOURCE**<sup>IT</sup>  
ERP. TALENT. DEFINED.

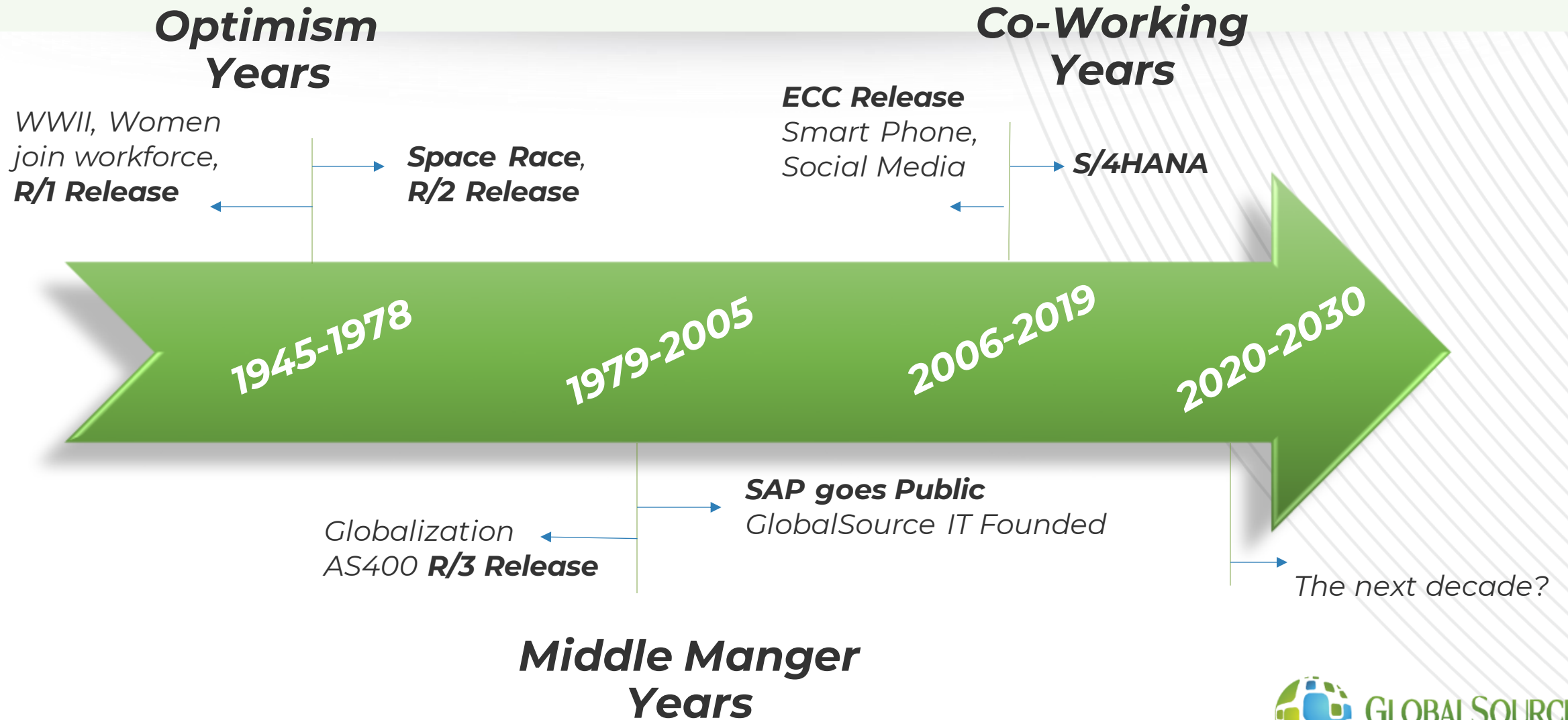
# S/4 HANA Readiness: Future-Ready Your Team 2.0



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# Evolution of the IT Office



# Collection of Sources

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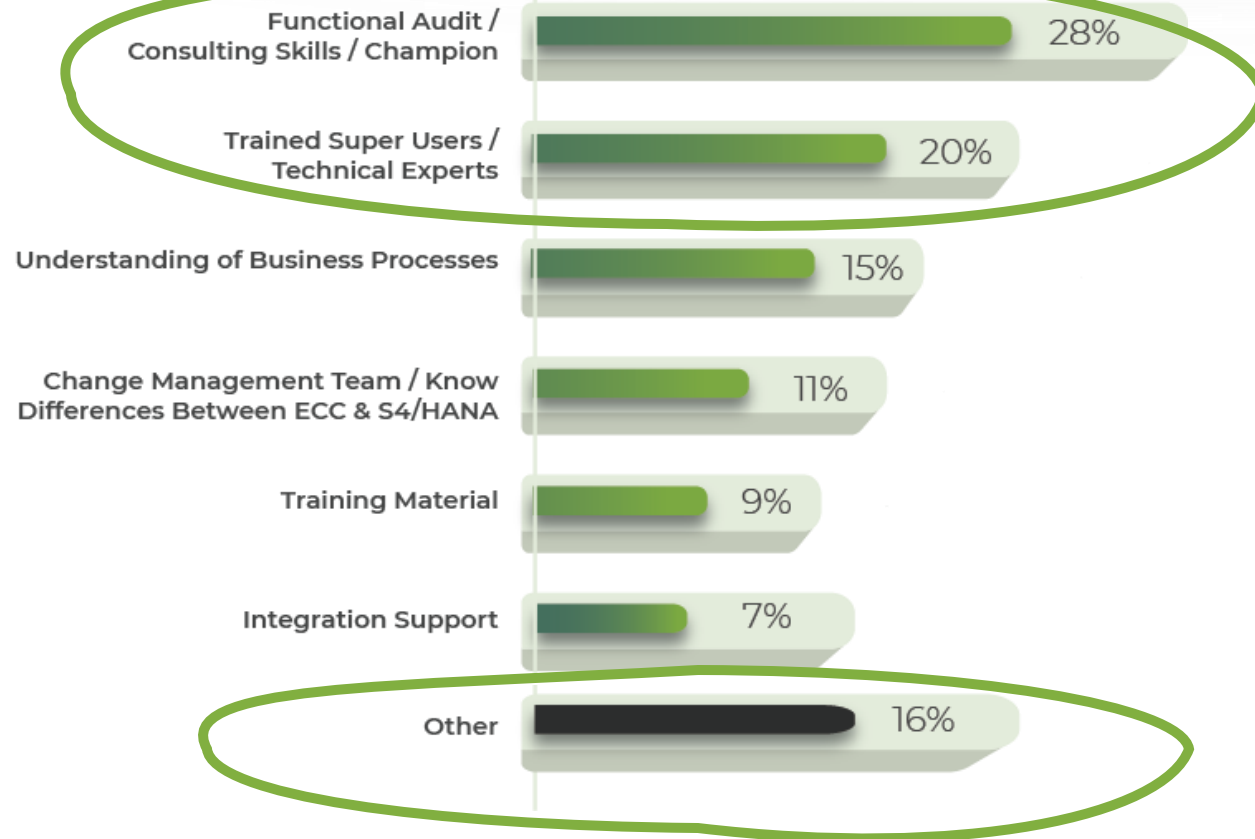


*“How is the market addressing skills-related issues?”*

**Future Ready Findings**

# S/4 HANA– Current & Future Skills

2019 GSIT  
SAP  
Consultant  
Survey



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

# RECAP - 2022 Survey Top Challenges Experienced

2022  
ASUG  
Customer  
Survey

## 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

“We have no experience with SAP S/4HANA, which leads to our organization having no skills in this area.”

–SAP customer

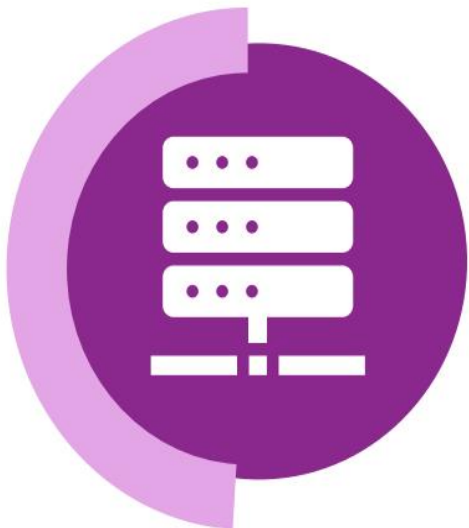
## ***SAP & “Other” Skills - Summary***

- *CPI*
- *TRM, IBP, TM*
- *SAP Security/GRC*
- *Data Scientist/Engineers*
- *AI, ML*

*“What additional skills are needed to execute for the future?”*

# Internal Skill Sets Missing or Lacking at Organizations

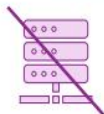
2022  
ASUG  
Customer  
Survey



**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%



# RECAP- Addressing Gaps Among SAP Customers

## 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)

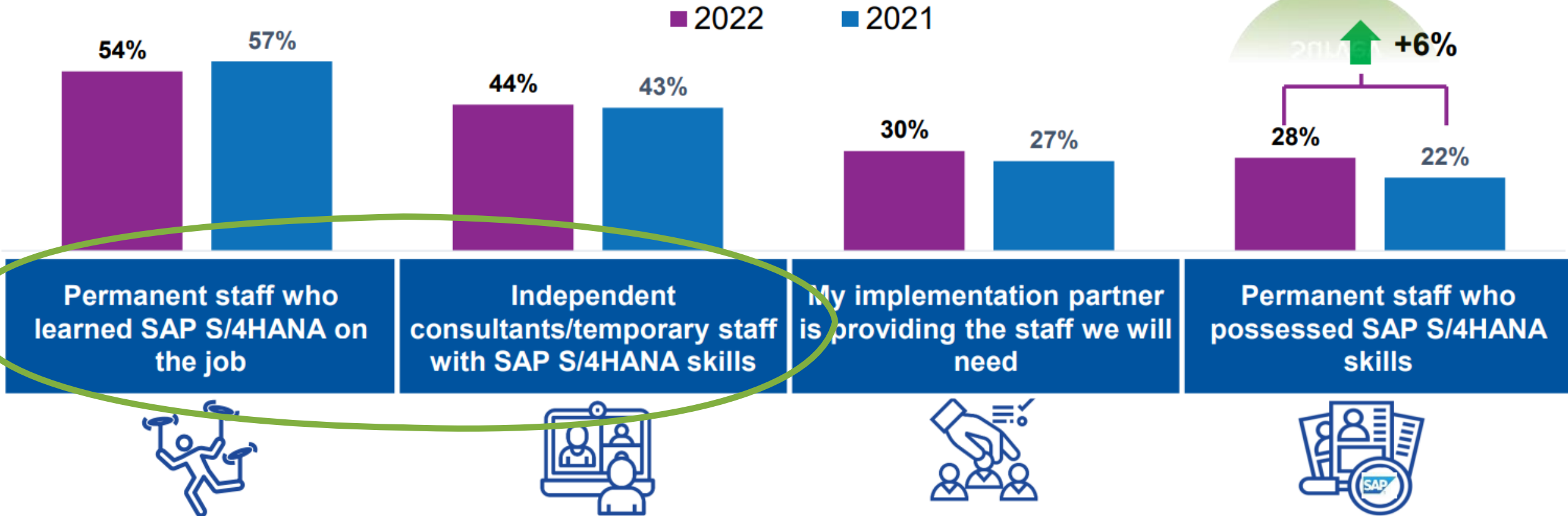
“Retention and **work life balance focus**. **Increasing engagement** in the workforce by **enhancing compensation** and **more townhall events.**”



Working closely with contractors/hiring companies

# Finding Skilled Talent for SAP S/4HANA Projects

2022 ASUG Customer Survey



# 2023 Sapphire Survey

2023  
SAPPHIRE  
Survey

92 Respondents from Eight Industries



Building Materials



Retail



Food/CPG



Life Science/  
Medical



Manufacturing



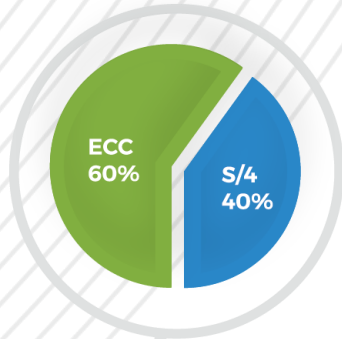
Agriscience



Public/Gov't



Aerospace &  
Engineering



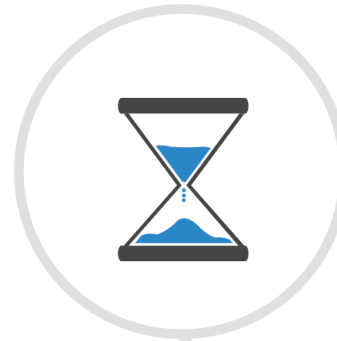
60-40 Split between  
ECC and S/4



52 Companies  
Represented



Position: Manager,  
Senior, VP, CIO



Company Tenure: 9 Years

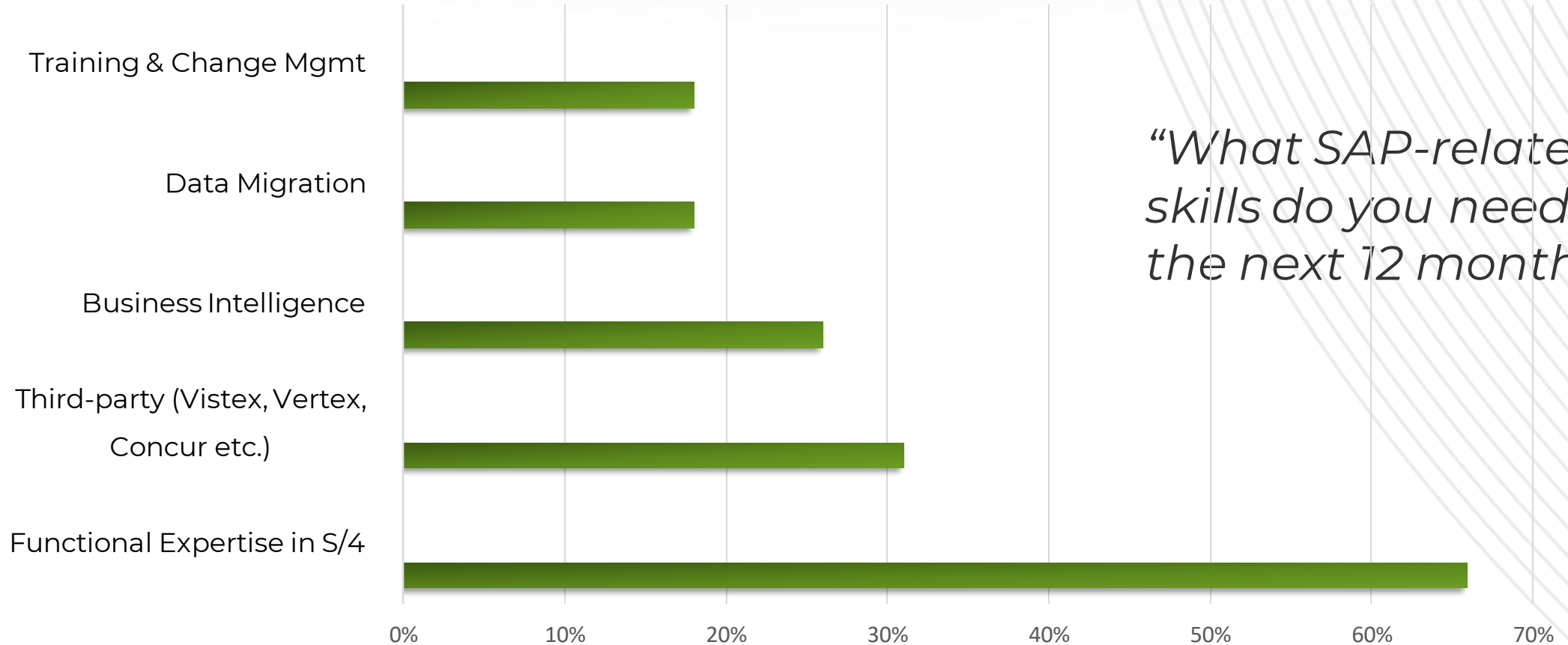


Experience: 19 Years



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# 2023 – SAP Client Survey – Talent Predictions



*“What SAP-related skills do you need in the next 12 months?”*

# Team Building Takeaways – Build a Supply Chain

- *Bring in Independents*
- *Home Grow Consultants*
- *Culture Management*
- *Re-Assignments*

