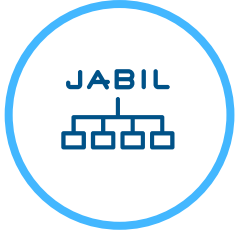# Jabil's S4 Journey and Advisory Services

Jabil Pathfinder
ASUG Florida Chapter Meeting
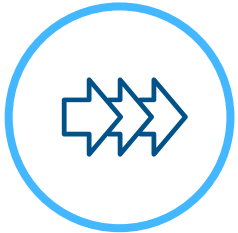**February 24, 2023**

Cynthia Kendell | IT Director SAP

JABIL

Topics

A Little About Jabil

Jabil's S4 Migration

Jabil Pathfinder Advisory Services

Built on a Solid Foundation

1966
FOUNDED IN
MICHIGAN, USA

TOP TIER
MANUFACTURING
SERVICES PROVIDER

$33.5B
REVENUE
IN FY22

TENURED
MANAGEMENT TEAM

250K+
DEDICATED
EMPLOYEES

400+
CUSTOMERS ACROSS
DIVERSE MARKETS

100+
SITES STRATEGICALLY LOCATED
AROUND THE WORLD

50M+
SQUARE FEET OF
MANUFACTURING SPACE

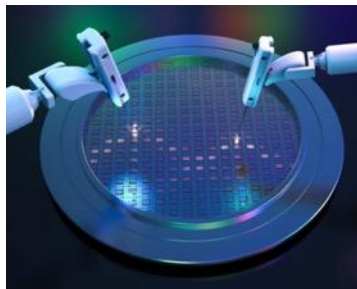**27K+**
SUPPLY CHAIN
PARTNERS

Markets Served

Networking & Telecommunications

Cloud, Compute & Storage

Capital Equipment

Industrial & Energy

Building Technologies

Safety & Security

Digital Print & Retail

Smart Home & Appliances

Consumer Devices

Optics

Automotive & Transportation

Defense & Aerospace

Healthcare

Packaging

Jabil's S4 Journey – Unprecedented Experience
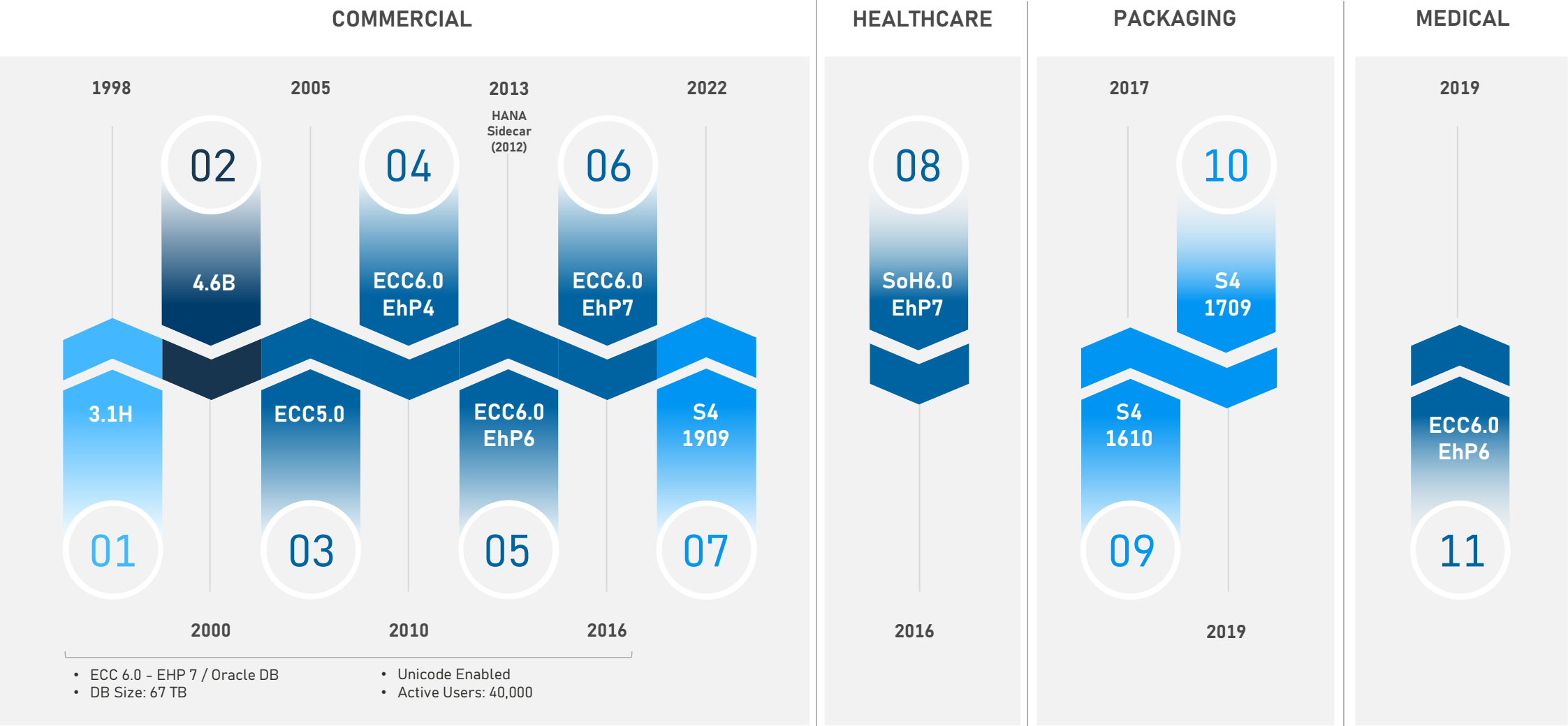
COMMERCIAL

HEALTHCARE

PACKAGING

MEDICAL

1998

2005

2013
HANA Sidecar (2012)

2022

2017

2019

02 — 4.6B
04 — ECC6.0 EhP4
06 — ECC6.0 EhP7
08 — SoH6.0 EhP7
10 — S4 1709

01 — 3.1H
03 — ECC5.0
05 — ECC6.0 EhP6
07 — S4 1909
09 — S4 1610
11 — ECC6.0 EhP6

2000

2010

2016

2016

2019

- ECC 6.0 – EHP 7 / Oracle DB
- DB Size: 67 TB

- Unicode Enabled
- Active Users: 40,000

● S4   ● ECC   ● Others
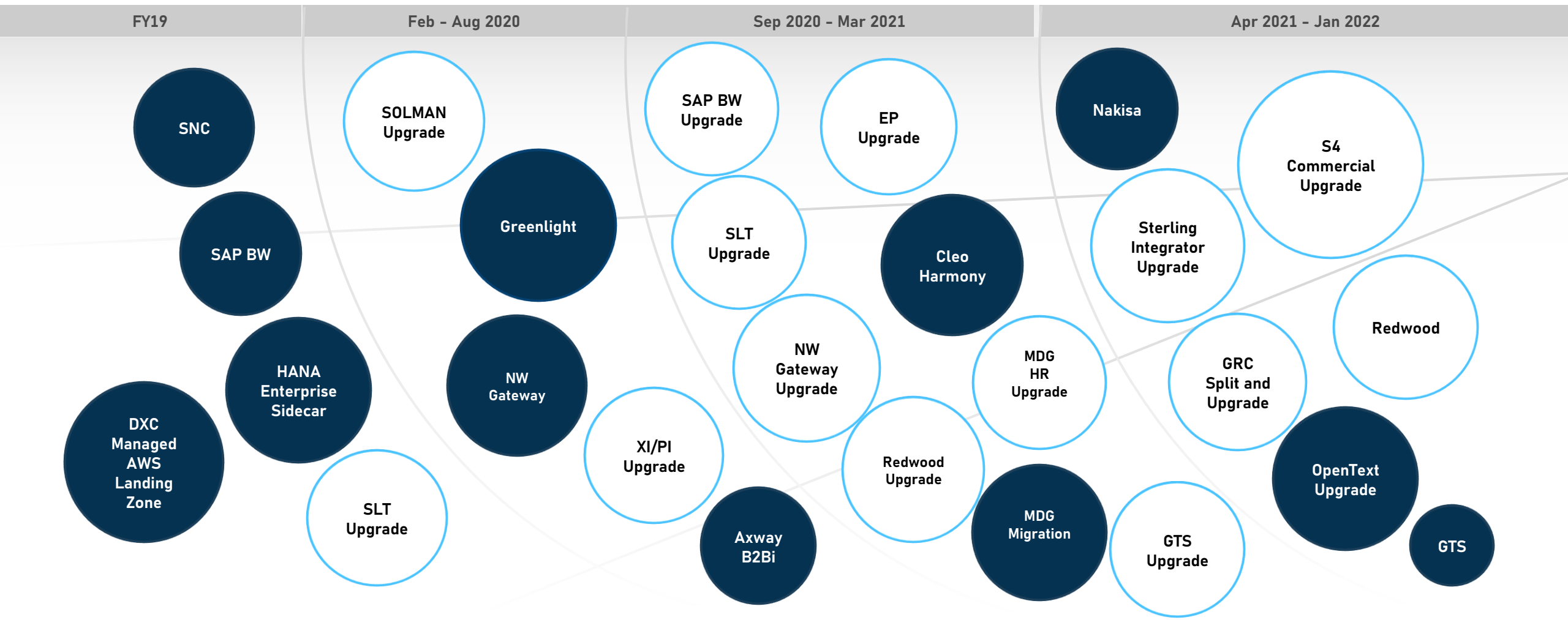
Jabil's S4 Journey: Project Symphony

Enabler of our vision to be the most technologically advanced manufacturing solutions provider

1 Cloud Adoption
Traditional On-prem Infrastructure to **AWS IaaS** & **SAP HANA**

2 Technology Transformation
Upgrading from the **SAP Commercial (ECC) Instance** to **S/4 HANA 1909**

3 Scalable Infrastructure
67 TB traditional RDBMS to **18 TB** in **S4 HANA Database**

4 Enabling Business Innovation
Huge increase in transactional speed due to **in-memory processing.**

40,000
USERS IN ECC SYSTEM GLOBALLY

2,300+
DECOMMISSIONED OBJECTS FROM 24 YEARS OF CUSTOMIZATION

1,900+
TECHNICAL OBJECT REALIGNMENT TO S/4 CODE AND TABLE SET

180
INTEGRATED APPLICATIONS WITH SAP

124
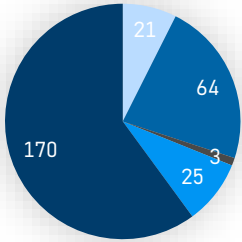SITES ACROSS 4 SEGMENTS AND CAPABILITIES

14 + 12
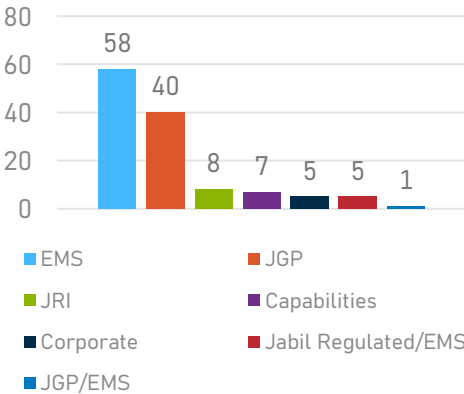UPGRADE & MIGRATE TO THE CLOUD / LIFT & SHIFT TO THE CLOUD

Symphony

Symphony was a 3-year project with scope from completion of Pre-Projects to upgrade and full migration to Cloud

Project Resources

Pie chart values: 21, 64, 3, 25, 170

- Partner A
- Partner B
- Partner C
- Partner D
- Jabil

SAP ECC Sites

Bar chart values: 58, 40, 8, 7, 5, 5, 1

- EMS
- JGP
- JRI
- Capabilities
- Corporate
- Jabil Regulated/EMS
- JGP/EMS

Pre-Projects

- Deprecated T-Codes
  IMWM – 9 t-codes
  FICO – 24 t-codes
- CVI Integration
- ML Activation
- SAP Integrated Applications
- CD/TR clean-up – 440+ cleaned up
- Finance Amount Mismatch From Delete Currency Type
- MRP Area
- IMWM Initiatives
- Quota Arrangement

Business Functionalities/Innovations

- New Asset Accounting for Multiple Curr.
- Universal Journal Finance Transactions
- Fiori Application for House Bank Maint.
- Harmonized G. L. Master Data
- Simplified Finance Month End Closing
- Enhanced Analytics Capabilities
- Financial Supply Chain Management
- Centralized Business Partner Process for Better Vendor Management
- International Trade/Foreign Trade
- Real Time Data Access

Jabil's S4 Journey

Project Debrief

Collaboration
- Remote work
- Collaboration tools
- Ongoing Go-Live / Hypercare calls & chats

OCM
- Key areas
- SharePoint, recordings, fireside chats, and employee email communications

Dedicated Team
- Assigned team
- Collaborating, monitoring and decommissioning unused technology and functionalities

Observations and lessons learned

Testing
- Performance testing; unable to mimic full production workloads

Hypercare
- Focus on partner expert resources to be available during hypercare hours

Scope Changes & Risk
- Volume of Project Changes due to a three-month push
  - Moved 3,163 transports outside of the project

🟢 Wins 🔴 Challenges

Jabil's S4 Journey

Benchmarking Success

Comparing Jabil **Symphony** to other major S4 migrations **

	Jabil	Retail	Pharmacy	Telecom	Global Mfg	Consumer Goods	US Utility
Revenue	**$30** Billion	$15 billion	$26 billion	$50 billion	$5 billion	$7 billion	$33 billion
DB Size	**70** Terabytes	21 TB	27 TB	30 TB	03 TB	06 TB	32 TB
Project Duration	**16** months	18 months	17 months	18 months	13 months	17 Months	14 months
Scale (key metrics)	**37** Countries	40 countries	62 countries	25 countries	17 countries	28 countries	01 countries
	147 Legal Entities	Data not available	12 legal entities	130 legal entities	18 legal entities	72 legal entities	03 legal entities
	33,000 Custom Objects	2,300 objects	5,000 objects	340 objects	750 Objects	1,000 Objects	550 objects
Downtime	**62** Hours	Unknown	64 hours	66 hours	10+ days	48 hours	48 hours

*__**Comparative information from Accenture, Sep 2021__*

Jabil's S4 Journey

Finance Operational Drivers

✓ **More efficient & Automated processes to reduce operating costs** and improve quality of reporting

✓ **Enhance Data accessibility, predictive analytics & insights** to effectively manage cash flow

✓ **Improved compliance** via automated controls and **minimized complexity** in environment

Profitability Analysis Reporting	GUI Pull List	Serial Change Reporting	Inventory Costing Updates (backflush)	Employee Termination Monitoring	Master Data Analysis
240x	**7.5x**	**25x**	**20x**	**120x**	**180x**
Enables Finance Cost Accountants **to leverage SAP for real-time reporting** instead of XL	Enables Logistics to more quickly review & validate detail part numbers on Bills of Material (BOMs)	More efficient reporting **reduces SAP resource load** to provide Customer reporting	Enables more frequent backflush updates for **more timely/accurate inventory costing**	**Improves usability of manual Sox Controls** for User Termination monitoring	Enables more efficient Data Analysis by SMEs and IT **to drive Master Data quality** across SAP

Jabil's S4 Journey

Notable Improvements

Cloud Environment

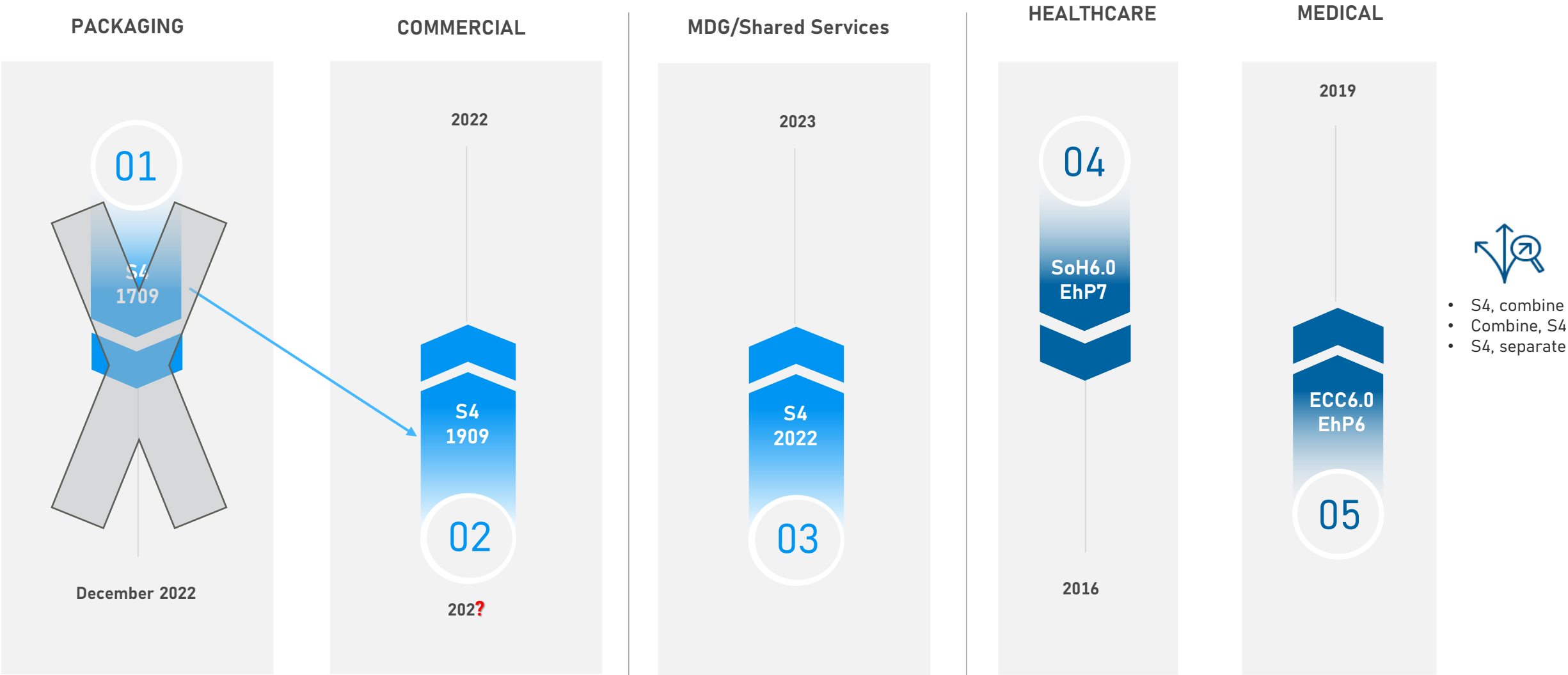| What	On Prem	Cloud
App server resizing	Days	Hours
App server move between Availability zones (AZ)	Weeks	Hours
Collapsed number of servers, moving to larger systems		Flexibility
Have 3 data centers vs 2 data centers		Redundancy
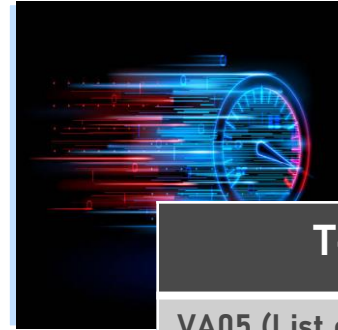
Improved Performance

T-Code	Oracle	Hana
VA05 (List of SO)	Timed out!	45 seconds
KE24 (Display Actual Line Items (Cost Based)	40 minutes	10 seconds
TAANA (table analysis)	9 minutes	3 seconds
Z_IMWM_SERIAL_CHANGE_REPORT	100 minutes	4 minutes
CORUPROC (Backflush)	60+ minutes	2 minutes

Jabil's S4 Journey – Unprecedented Experience

PACKAGING

01

S4
1709

December 2022

COMMERCIAL

2022

S4
1909

02

202**?**

MDG/Shared Services

2023

S4
2022

03

HEALTHCARE

04

SoH6.0
EhP7

2016

MEDICAL

2019

ECC6.0
EhP6

05

- S4, combine
- Combine, S4
- S4, separate

Jabil Pathfinder Solutions

SAP S4-as-a-Service, Developed *BY* practitioners *FOR* practitioners with Endorsement *FROM SAP*

1
COLLABORATION

- Share Jabil's hard-earned, learned, practical knowledge and experiences to ensure success with YOUR journey

2
WHY JABIL

- 450+ customers
- 39K+ suppliers
- 60+ 3rd party solutions
- 20+ consulting partners
- 21+ upgrades

3
FUNCTIONAL & TECHNICAL

- Senior team with practical, hands-on experience in all relevant SAP areas
- Team members have been owners and leaders of Jabil's journey since 1998

4
HELPING OUR COMMUNITY

- When YOU are successful, WE are successful. We want our business partners to succeed.

5
DEDICATED TEAM

- Pathfinder Team has over 110 years of combined experience
- Additionally, have full IT (200+) and business team behind Pathfinder team to support as required

6
DOMAIN ENABLING TECH.

- Support Multiple SAP instances
- Support Multiple SAP solutions
- Support Multiple non-SAP solutions

Jabil Pathfinder Technology Expertise

Domain experience enables IT Technology

SAP SOLUTIONS			CORE SAP MODULES		SUPPORTING SOLUTIONS	INTEGRATIONS
ECC 6.0 EhP6 and EhP7	Mii		Finance	Quality Management	AVM Greenlight	Sterling Integrator
S4 1709 and 1909	SLT		Human Resources	Plant Maintenance	Open Text	Mulesoft
SNC	PI		Sourcing & Procurement		Nakisa	Coupa, Ariba
Solution Manager	SAP Cloud Platform (BTP)		Supply Chain		Redwood	Rapid Response Kinaxis
Charm			Manufacturing		Winshuttle	BI reporting
BW			Sales		DSM 5	Loftware, Bartender
HANA Enterprise (Sidecar)			Asset Management		Serrala	Successfactors, Workday
GTS			EWM		ESNC	Axway B2Bi
GRC			Project Systems			B2B / IDoc
MDG			Treasury			Mercury Gate, TMS
NW Gateway			Controlling			SAP Web Services
Enterprise			Materials Management			Cognos/TM1, BPC
Portal			Production Planning			Concur
						+200 Custom Applications

Jabil Pathfinder Solutions

Customer Engagements

Customer A

Digital Print, Retail, & Warehouse Automation

Greenfield

Non–SAP to S4 Rise

Custom workshop

- Review as is and to be opportunities
- Advisory to "Art of the Possible"

Standard template for B2B communications with Business Partners

Advisory services in vetting contractors and new SAP FTE resources

License review to ensure proper coverage

Customer B

Automotive & Transportation

Greenfield

Non–SAP to S4

- Assist in division instance vs merge into existing company instance
- Integration points between various instances, if keep divisional
- How to maintain "autonomy" if into company instance

Custom workshop

- Review as is and to be opportunities
- Advisory to "Art of the Possible"

Jabil Pathfinder Advisory Services

PROJECT SETUP SERVICES

- SAP transformation analysis and roadmap
- Gap analysis, RACI, & organizational development
- Support RFP for Technology Selection
- Support SOW for Technology Details
- Project Budget and Forecasting
- Business case; funding and business support

REFERRAL PARTNERS

- Implementation Partner
- Code evaluation Partner
- Zero Downtime Partner

STRATEGIC ASSESSMENT

- License coverage recommendation
- Team Skills evaluation
- Standard SAP Readiness reports / usage functionality
- Evaluate Downtime/Cutover needs
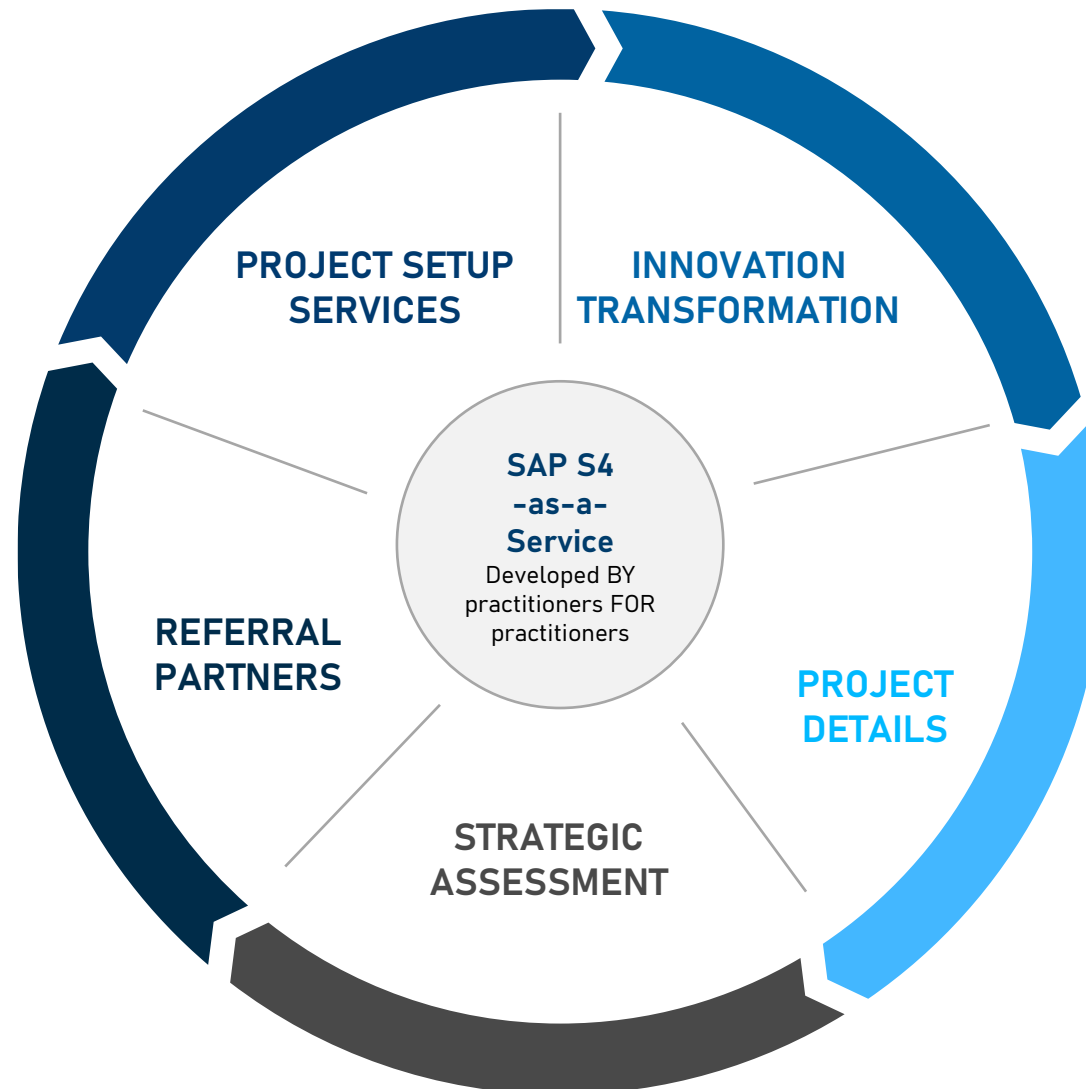
INNOVATION TRANSFORMATION

- Recommendations for Innovation before, during and post go live
- Transformation initiatives before, during and post go live

PROJECT DETAILS

- Recommendation for Pre-Requisite projects
- 3rd Party Management
- Cloud Decision and Direction
- Dual Maintenance Strategy
- System Validation and recommendations (FDA, etc.)
- Testing / Quality management
- Company OCM strategy
- Program Management / Project Team structure

Center circle: SAP S4 -as-a- Service — Developed BY practitioners FOR practitioners

Wheel segments: PROJECT SETUP SERVICES · INNOVATION TRANSFORMATION · PROJECT DETAILS · STRATEGIC ASSESSMENT · REFERRAL PARTNERS

JABIL | MADE **POSSIBLE.**
MADE **BETTER.**