



Smart Axiata unlocks next-gen ERP capabilities with SAP S/4HANA®

By working with Capgemini, Smart Axiata embarks on an ambitious digital transformation journey that elevates its ERP capabilities and streamlines its business processes with SAP S/4HANA®

Advancing towards an intelligent enterprise

The telecommunications industry today is fraught with intense competition, rapid technological change, and business innovation. Despite being the leading mobile operator with extensive nationwide network coverage that stretches to 99% of the population in Cambodia, Smart Axiata understood that staying up to date was key to remaining competitive and relevant in the market.

However, fragmented business processes and a lack of clear documentation to explain existing business workflows were among the obstacles faced by the Cambodian telco business in its attempt to digitize operations. Driven by its ambition to become Cambodia's number one and most loved communication tech brand by 2022, Smart Axiata rolled out an enterprise-wide digital transformation plan to simplify its business operations as well as achieve greater agility and efficiency as an organization.

Smart Axiata knew that moving from traditional SAP architectures to SAP S/4HANA® was a necessary response to the digital transformation of its business. The Cambodian telco company chose to partner with Capgemini on the implementation of the new system because of its extensive sector expertise, SAP credentials, and industry-leading methodologies.

Overview

Client: Smart Axiata

Region: Asia Pacific

Sector: Telecommunications

Client challenge: As part of its digital transformation roadmap, Smart Axiata wanted to modernize its ERP backbone and upgrade its finance and procurement processes

Solution: Together with Capgemini, Smart Axiata implemented SAP S/4HANA® to upgrade its legacy SAP system into a cloud-based, future-proofed platform that helps streamline the company's business processes

Benefits:

- More scalable and sustainable architecture
- Upgraded financial and procurement modules
- Improved efficiency through automation of the overall processes
- Cost savings



Tackling challenges with customized solutions

Together with Capgemini, Smart Axiata transformed its complex legacy SAP landscape and consolidated different SAP modules into one simplified digital core. By using SAP PI as an integration solution, SAP S/4HANA® was integrated with the Microsoft Azure AD, Banking System for Payment Processing, HR system, and other third-party applications in its system landscape.

The enterprise-wide transformation program was no easy feat, as it extended across all business units and support functions within Smart Axiata. To ensure a smooth transition and minimal disruptions, the team from Capgemini curated a change management framework and supporting principles to effectively manage resistance and unify incumbent stakeholders.



“Our partnership with Capgemini has been nothing but a collaborative success” says Kalyan Achyutuni, Chief Information Officer at Smart Axiata. “Digital transformation is key in driving our endeavor to become the digital champion in Cambodia, and Capgemini has helped bring that vision to life by laying the foundation with a next-generation platform that is simple, comprehensive, and possesses the ability to evolve as we grow.”

Kalyan Achyutuni,

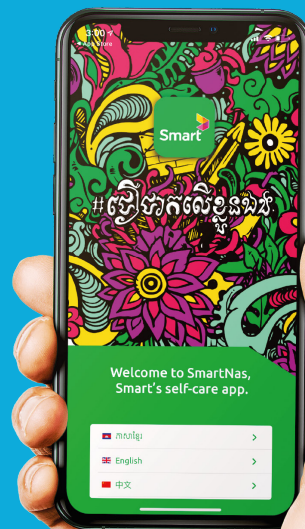
Chief Information Officer, Smart Axiata

In order to accelerate the transformation process, the team also adopted Capgemini’s iCaptive methodology, which includes a hybrid agile-cum-waterfall approach, and utilized preparatory tools built in-house for the data migration activities. Leveraging leading industry best practices and expertise in SAP design principles, Smart Axiata and Capgemini implemented a mature, future-proofed operating model that acts as a catalyst for future innovation.

Seamless collaboration drives better outcomes

The migration from an on-premises ERP solution to the next-gen, cloud-based SAP S/4HANA® solution helped Smart Axiata unlock the digital capabilities necessary to support its growing needs. By digitizing its business processes, the company upgraded its procurement and finance modules, which resulted in greater efficiency and cost savings in the long run.

The transformation program was delivered within the span of six months in a fast-tracked yet cost-efficient manner. An onshore team from Capgemini was deployed to ensure hassle-free coordination and delivery throughout the program. Following the successful implementation, Smart Axiata and Capgemini have continued their partnership to manage the SAP S/4HANA® system and look for new opportunities to improve the business.





About Capgemini

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About Smart Axiata

Smart Axiata Co., Ltd., Cambodia's leading mobile telecommunications operator, currently serves 8 million subscribers under the 'Smart' brand. Smart is part of Axiata Group Berhad, one of Asia's largest telecommunications groups. The company continues to be at the forefront of mobile technology advancement and is also rapidly transforming itself into a digital lifestyle brand, having introduced many innovative offerings and lifestyle entertainment value propositions while having a strong corporate social responsibility and sustainability agenda for national socio-economic growth.

Learn more about Smart Axiata at

www.smart.com.kh

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