

# Case Study

## Scalable SAP S/4HANA Execution for Manufacturing with On-Demand SAP Staffing



### The Client

A global manufacturing enterprise with operations across North America and select international markets relied on SAP to support **complex, high-volume manufacturing and supply chain operations** spanning textiles and adjacent discrete manufacturing segments.

As operational scale increased and delivery timelines tightened, the organization initiated a **SAP S/4HANA transformation** to modernize its ERP landscape, standardize execution, and enable consistent operational visibility across regions, plants, and distribution networks.

The program involved multiple stakeholders, vendors, and delivery partners, requiring **coordinated SAP execution and reliable skill coverage across regions and time zones**.

### The Challenge

- Limited availability of experienced **SAP S/4HANA functional and technical resources** across manufacturing-critical modules
- Difficulty scaling specialized SAP roles quickly across **regions and time zones**
- High defect volumes during SIT and UAT, impacting confidence in global go-live readiness
- Data migration and integration issues affecting **inventory accuracy and batch traceability**
- Dependency on multiple vendors, creating **coordination and accountability risks**
- Overextended internal SMEs, slowing decision-making and issue resolution
- The client required a partner that could **embed into a global delivery model**, not replace it.

#### About Cogent Infotech

Founded in 2003, Cogent Infotech is a trusted, award-winning firm with **22+ years** of experience, **150+** government contracts, **10,000+** projects, and a **96% employee retention rate**. Recognized as an SBA Small Business and MBE-certified, we deliver excellence through diverse talent, AI-driven recruitment, and cooperative contracts like **NASPO Value Point** and **TIPS-USA**.



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# Solution and Process

- Acted as a global SAP staffing and execution partner, operating alongside the client's primary system integrator and internal IT teams
- Leveraged ARIA (Cogent AI Talent Intelligence Platform) to identify role-specific SAP skill requirements across functional, technical, testing, and cutover domains
- Deployed a flexible, role-based global SAP staffing model, enabling rapid ramp-up and scale-down aligned to program phases
- Provided SAP S/4HANA consultants across:
  - MM, PP, SD, FI/CO (manufacturing and supply chain processes)
  - ABAP and integrations
  - Data migration, testing, and cutover
- Enabled follow-the-sun execution coverage through coordinated onshore and offshore delivery teams
- Supported execution through:
  - Stabilization sprints for defect resolution
  - Accelerated UAT cycles and business sign-off
  - Structured cutover planning and mock runs
  - Go-live and post-go-live hypercare support

## The Challenge

- Reduced critical and high-priority SAP defects by 55%, stabilizing global testing cycles
- Improved UAT cycle completion time by 40%, enabling timely business sign-off
- Supported on-time SAP S/4HANA go-live across regions with no critical production disruptions
- Reduced post-go-live hypercare ticket volumes by 35% within the first 30 days
- Improved inventory accuracy and batch traceability across manufacturing locations
- Restored execution predictability and stakeholder confidence across the global program

# Risk Analysis

- Global SAP workforce availability and ramp-up risk
- Knowledge concentration and dependency risk
- Multi-region go-live and operational continuity risk
- Multi-vendor coordination and handoff risk
- Data integrity and compliance risk
- Cost escalation due to delayed execution

## Best Practices

- ✓ Niche SAP sourcing via passive outreach and community mining
- ✓ Rigorous technical validation using module-specific configuration scorecards
- ✓ Rapid shortlisting via pre-vetted "silver-medalist" talent benches
- ✓ Phase-aligned screening (Blueprint to Hypercare) to minimize project churn
- ✓ Strategic onboarding and check-ins to drive high joining and retention rates

## TECHNOLOGIES

- ARIA (Cogent AI Talent Intelligence Platform)
- SAP S/4HANA
- SAP MM, PP, SD, FI/CO
- ABAP
- SAP Integration Suite
- SAP Solution Manager / Cloud ALM
- Microsoft Entra ID

## Business Impact

This engagement demonstrated Cogent Infotech's ability to operate as a trusted global SAP staffing and execution partner, supporting large, multi-regional SAP programs by rapidly scaling specialized talent, stabilizing delivery, and reducing program risk without disrupting existing system integrator relationships.



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