

Unifying global operations with SAP rollout and 10+ years of continued support

Client

A multinational life sciences and technology company that develops medicines and vaccines for people and animals

Company Size

60,000+ employees

Location

Global

Featured Partners



A German multinational science and technology company in the healthcare and life sciences industries relied on Marlabs to unify fragmented global operations under a single SAP platform and then to keep that platform running as it scaled to more than 40 modules across manufacturing, quality, and supply chain.

Marlabs delivered a global SAP rollout across five waves and transitioned the decade-plus partnership into a 24/7 SAP application management model spanning L1, L2, and L3. ITIL-based incident management and real-time SLA dashboards now keep production, batch release, and distribution running continuously.



ERP & CRM



Migration &
Re-Platforming



Help Desk
Support



Product
Maintenance &
Support

The Challenge: Fragmented systems and growing SAP complexity strained operations



Objective: The client needed a unified SAP platform and continuous, compliant support to keep production, batch release, and distribution running around the clock.



Existing Issues: Disconnected systems, inconsistent processes, and validation-heavy workflows slowed decisions and left manual work unmanaged as the landscape scaled.



Solution Needed: Marlabs delivered a global SAP rollout and transitioned into 24/7 support with ITIL-based incident management across L1, L2, and L3.



Outcome: The client gained a standardized, scalable SAP platform backed by round-the-clock support, real-time SLA visibility, and improved compliance readiness.



The client's global operations were fragmented across multiple systems, and acquisitions complicated visibility and integration. As the SAP landscape grew past 40 modules, GxP and 21 CFR Part 11 compliance demanded round-the-clock, validated support.

The Solution: Global SAP rollout & ongoing support

Marlabs built the client's global SAP platform, then evolved the engagement into ongoing SAP support. ITIL practices, SLA dashboards, and automation keep the landscape running around the clock.

Phase 1: SAP Configuration & Implementation

Marlabs implemented SAP powered by HANA using global best-practice frameworks.

Workstreams:

- SAP HANA configuration
- Best practice adoption
- Standardized rollout

Phase 2: Global Rollouts & Module Support

A 100+ member team delivered SAP module support across five rollout waves.

Workstreams:

- MM, SD, FI, PP, QM & PI/PO
- Cross-module integration
- Five rollout waves

Phase 3: Legacy System Decommissioning

Marlabs decommissioned legacy systems while migrating operations into SAP.

Workstreams:

- Data migration
- Legacy system shutdown
- System consolidation

Phase 4: Transition to 24/7 SAP Support

Marlabs transitioned the partnership into ongoing SAP application management across L1, L2, and L3.

Workstreams:

- 40+ SAP modules covered
- EWM & BTP integrations
- Tiered L1, L2 & L3 support

Phase 5: ITIL Operations & Automation

The team added ITIL incident management, SLA dashboards, and AI-powered automation.

Workstreams:

- ABAP, Fiori & Basis support
- ITIL incident management
- Real-time SLA dashboards

Services and Technologies Used:

Services:

- ERP & CRM
- Migration & Re-Platforming
- Help Desk Support
- Product Maintenance & Support

Technologies:

- SAP ECC
- SAP HANA
- SAP S/4HANA

The Results: Impact on the client organization

A decade-long SAP partnership carried the client from a single global rollout into a continuously supported, 24/7 operation. Standardized processes, automation, and real-time visibility now sustain the platform that the original rollout put in place.



Decade-Long SAP Partnership: Marlabs has delivered more than a decade of continuous SAP expertise, evolving from global rollout into ongoing support.



Established 24/7 SAP Support: The team established a 24/7 support and service desk model spanning L1, L2, and L3 across more than 40 modules.



Accelerated Global Rollout: The team completed five rollout waves, covering 70 to 80% of the client's currently planned SAP locations.



Greater Operational Efficiency: Automating repeated tasks and standardizing workflows improved operational efficiency by 20 to 30%.



Decommissioned Legacy Systems: Marlabs migrated operations from multiple legacy systems into SAP, reducing complexity and operational cost.



Real-Time SLA & Compliance Visibility: Real-time SLA dashboards and ITIL incident management gave leaders continuous visibility into performance and GxP compliance.