

HEXAWARE

SAP S/4HANA Transformation for Utilities: Enhancing Finance, Procurement & HCM Efficiency for a Leading UK Utilities Organization

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

Leading UK utilities provider modernizing enterprise resource planning for scalable growth

A major UK-based utilities organization, the client serves millions of households and businesses with critical water and wastewater services. As part of its ongoing utilities digital transformation journey, the organization aimed to modernize its enterprise resource planning backbone powered by SAP S/4HANA, Ariba, IBP, and SuccessFactors.

With rising operational volumes, the client sought to leverage business process automation to enhance performance, standardize processes, and improve user experience across finance, procurement, supply chain, and human capital operations.



Challenge

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Performance limitations, manual effort, and disconnected processes slowed transformation progress

Despite its recent SAP deployment, the utilities provider faced several hurdles:

- Post-Migration Performance Bottlenecks**
 High-volume financial and procurement transactions faced delays, limiting the effectiveness of the SAP S/4HANA transformation.
- Manual Regression Testing**
 Time-consuming manual testing resulted in slower rollouts and inconsistencies across releases.
- Finance & Procurement Inefficiencies**
 Inefficient invoice processing and limited visibility created the need for advanced procurement optimization.
- HR Process Bottlenecks**
 Slow onboarding and frequent payroll queries negatively impacted the workforce experience, underscoring the need for automated onboarding.



Solution

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Holistic SAP modernization and automation to accelerate utilities' digital transformation

We deployed a comprehensive enterprise-wide solution spanning SAP Finance, Procurement, Supply Chain, and HCM.

- **S/4HANA Enhancements & Database Modernization**
 - Upgraded from HANA 1.0 to HANA 2.0 to deliver improved scalability and transactional performance.
 - Automated invoice generation using device-based data capture, driving significant business process automation within finance.
- **Procurement Transformation**
 - Conducted a detailed review of procurement workflows to eliminate inefficiencies.
 - Unified sourcing and procurement activities across Ariba, SAP IBP, and Fiori, delivering end-to-end procurement optimization and improved spend transparency.

- **SuccessFactors Managed Services**

Delivered full-service support across HCM modules, enabling enhanced HR operations:

- Payroll
- Recruitment
- Candidate Onboarding
- Learning Management

These improvements leveraged SuccessFactors managed services to significantly accelerate automation of employee onboarding, especially for engineering roles.

- **Automation in Functional Testing**

- Used the ID2E Test Automation Pack to automate all regression scripts.
- Reduced manual effort and accelerated deployment timelines by 25%, supporting faster ongoing SAP S/4HANA transformation cycles.



Benefits

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| **Benefits**

Summary

Significant improvements in performance, operational agility, and workforce efficiency

68%

reduction in bill processing cycle time.

25%

faster application rollout timelines.

20%

improvement in wastewater supply chain efficiency.

50%

faster onboarding for engineering roles through advanced employee onboarding automation.



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A modernized SAP landscape enabling a future-ready utilities enterprise

Through integrated improvements across Finance, Procurement, Supply Chain, and HCM, the client achieved substantial operational gains, significantly advanced its utilities digital transformation, and strengthened its enterprise resource planning ecosystem.

The combination of S/4HANA modernization, procurement streamlining, HR optimization, and broad-based automation delivered a resilient digital core positioned for long-term growth.



Discover how Hexaware drives utilities' digital transformation across global Energy & Utilities enterprises.

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With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

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