

BUILDING STRONGER WITH TECHNOLOGY - THE SAP BUSINESS TRANSFORMATION PROGRAMME



ESTIMATED READ TIME: 4 MINUTES



KEY TAKEAWAYS

NGC is implementing a series of technology upgrade projects under its SAP Business Transformation Programme which target better integration and functionality for the organisation.

Benefits will include automation of manual processes, greater synergies among work units, better internal and external customer service, and better data management and visualisation to support decision-making.

NGC and its subsidiaries have been using the SAP suite of products for many years. The SAP Business Transformation Programme involves implementing new processes and systems to deliver better integration and functionality for the organisation.



In the modern era, business success has time and again been linked to how effectively companies have leveraged available technologies to cut costs, work more efficiently and innovate products and services. Today, there are countless tools and applications available to support and streamline business operations. To remain competitive, companies must therefore pull technology into the heart of their growth strategies.

Over the past few years, The NGC Group has done just that, making technology a cornerstone of its efforts to build a more agile

organisation and global energy brand. This has involved integration of both hardware and software solutions that have reduced risk and process inefficiencies.

The latest initiative being undertaken is one that will have a major impact on the way the organisation manages its data and certain key processes. It involves implementing a best-in-class technology solution from SAP - one of the world's leading producers of software for the management of business processes, or enterprise resource planning (ERP). The initiative is called the SAP Business Transformation Programme (SAP BTP).

WHY THIS PROGRAMME?

Currently, employees operate within relatively autonomous divisions and departments, using different applications and digital platforms to execute work processes and manage data. In some areas, processes are still paper-based, or use dated software systems. If one wanted to analyse trends across the company or share data between work units, this would usually involve a lengthy process to access and use the data. These systems and ways of working hinder productivity, as tasks take longer to execute, and there is no centralised repository of data to support management decision-making.

THE SAP SOLUTION

To support the company's drive to grow into a global energy brand operating at the highest international standards, The NGC Group recognised the importance of digital transformation. Specifically, the following needs were identified:

1. **Replace** the business enterprise platform used to manage day-to-day activities (eg. procurement, inventory management, vendor management, sales, asset management, people management, finance etc.) with an integrated solution using best practice processes and advanced functionalities.
2. **Introduce** a digital solution that will help integrate all disparate processes and systems into a unified structure, enable real-time information access and flows, reduce manual workloads and introduce best practice business processes.



In the same way that a group of people working in the same room can communicate more immediately and effectively with one another, the company realised that if all organisational processes and data were connected to a central platform,

employees would be able to share, visualise and process information far more efficiently.

This is where the SAP solution comes in. NGC and its subsidiaries have been using the SAP suite of products

for many years. The SAP Business Transformation Programme involves implementing new processes and systems to deliver better integration and functionality for the organisation.



HOW WILL THIS **HELP** THE COMPANY?

- **By helping remove silos and allowing real-time access to data, staff can achieve synergies and greater efficiency in how they deliver work.**
- **New processes will automate manual ones, creating more time for other activities.**
- **In addition to supporting more agile management practices, this programme will enable quick response time to meet the demands of internal and external customers.**
- **The solution will allow the company to leverage artificial intelligence (AI), machine learning, big data and analytics to see trends in the business, generate more intuitive dashboards and make better informed decisions.**



PROGRAMME LOGISTICS

This programme is being implemented across NGC, National Energy, NGC CNG and LABIDCO. At this time, over 100 persons from both The NGC Group and SAP are involved in the phased implementation of the SAP BTP.

Managing the many moving parts of this programme is a team of leaders

and support staff from across the organisation.

The transition to the new SAP system will involve the introduction of new processes, migration of data from legacy systems, and innovative ways of working. Training will therefore be provided over the coming months to ensure all employees are equipped to use the new system. This training will upskill staff and strengthen the company's talent pool. Since some processes will impact how the

company interacts with its suppliers and business partners, there will also be onboarding activities for external stakeholders once the new systems are in place.

Implementation of the programme is expected to run through the end of 2023. Upon completion, the SAP BTP will move the state enterprise leagues forward, and strengthen its sustainability and competitiveness over the long term. ■