Case Study Assignment   
CMOC GROUP LIMITED

Task 1. CMOC GROUP LIMITED Case Study

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| Customer profile   * It specializes in the mining and extraction of both base and rare metals, as well as in metal processing and mineral trading * **Industry:** Mining * **Headquarters:** Henan, China * **Revenue:** $25 billion * **Employees:** ~12,860 | Digital transformation impacts   * Globally unified platform integrating ERP, procurement, and finance. * Improved compliance, automation, and operational efficiency |
| SAP solution technology areas   * SAP HANA * SAP S/4 HANA | Case study material includes   * Customer story PDF with pre- and post-SAP implementation results. * SAP insights and benefits realized. |

Task 2. Understanding the customer and industry context

**Activity 1: Identify Business or Technology Trends in the Industry**

**Mining Industry- Macro Trends:**

1. Digital transformation and automation (AI, ERP, IoT, data analytics)  
2. ESG and sustainability compliance  
3. Global supply chain volatility  
4. Regional regulatory complexities  
5. Demand for real-time decision-making and unified data systems  
  
**Sources:** SAP Insights, SAP Community, Gartner reports, en.cmoc.com

1. SAP Community- https://community.sap.com/
2. CMOC- www.en.cmoc.com
3. SAP Help- https://help.sap.com/docs/

**Activity 2: Identifing Customer Motivations**

In CMOC Group Limited customer story, the customers motivation to do SAP project are:

* Achieve a globally unified and compliant digital platform- to address variations in accounting and operations across regions.
* Streamline operations and reduce financial complexity- to support rapid international expansion and real-time decision-making.

**Activity 3: Identify the Customer’s Business Goals**

In CMOC Group Limited story, the customer’s business goals are:

* Integrate operations and financial systems globally- for seamless data flow and standardization.
* Reduce manual efforts and capital costs- by automating reconciliation and procurement processes.
* Ensure compliance and visibility across regions with real-time reporting and standardized data management.

**Activity 4: Identify Analysis Frameworks**

1. To understand more about the customer’s business goals in the CMOC’s customer story, I have selected the **Strengths Weaknesses Opportunities Threats (SWOT)** analysis framework and a **design-thinking analysis** approach.
2. - I choose SWOT Analysis because : Helps evaluate CMOC’s internal strengths (global presence, data scale) and external opportunities (expansion via digital tools).

Identifies weaknesses like legacy systems and threats like regulatory complexity.  
- And Design Thinking because:

* Puts CMOC users (finance, ops, procurement teams) at the center.
* Encourages collaborative innovation to design a tailored ERP system for multiple regions.
* Useful in early-stage discovery and aligning user needs with SAP S/4HANA implementation.

**SWOT Analysis**

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| --- | --- |
| Strengths   * 🌍 **Global Presence:** Operations across five continents, with top positions in metals and fertilizers. * 💰 **Strong Financial Backing:** $25B revenue gives them resources to invest in digital transformation. * 🤝 **SAP Buy-in:** Clear commitment to SAP S/4HANA, showing leadership and organizational alignment. | Weaknesses   * 🧾 **Legacy Systems:** Fragmented IT infrastructure across global locations. * ⌛ **Complex Reconciliation:** Manual reconciliation due to diverse accounting rules increases time and errors. * 💼 **Siloed Operations:** Lack of system integration leads to inefficient cross-functional collaboration. |
| Opportunities   * ⚙️ **Process Automation:** Potential to automate procurement, finance, and compliance reporting. * 📊 **Data-Driven Decisions:** Real-time analytics from SAP can enhance operational agility. * 🌐 **Global ERP Unification:** Single platform improves transparency, reduces risk, and speeds reporting cycles. * 🚀 **Business Expansion:** Digital backbone supports smoother international growth, mergers, and acquisitions. | Threats   * 🏛️ **Compliance Variability:** Different regions demand adherence to varying financial/tax regulations. * 📉 **Global Market Volatility:** Fluctuations in commodity prices can destabilize operations. * 🔐 **Cybersecurity Risk:** Global digital systems demand robust security measures, especially on AWS cloud. * 🔧 **Adoption Resistance:** Change management and user resistance can slow SAP rollout. |

Design Thinking – CMOC SAP Implementation

Design Thinking is a user-centered, iterative approach to problem-solving. Here's how CMOC can apply it effectively:

1. Empathize

* Goal: Understand the daily challenges faced by finance, procurement, and operations teams across CMOC's global sites.
* Approach: Conduct stakeholder interviews, site visits, and shadow key users.
* Why: Enables SAP team to align the system with real-world workflows and pain points.

2. Define

* Goal: Synthesize user input into clear problem statements.
* Example: “Users in Brazil and China struggle with different tax rules, causing delays in reporting.”
* Why: Sets a focused target for system design and configuration.

3. Ideate

* Goal: Brainstorm potential solutions within SAP S/4HANA’s capabilities.
* Activities: Cross-functional design sprints and whiteboarding sessions to explore use cases like:
  + Real-time reporting dashboards
  + Automated tax reconciliation
* Why: Encourages innovation before settling on a technical path.

4. Prototype

* Goal: Create basic mockups of dashboards, workflows, or reporting tools.
* Tools: SAP Fiori UI mockups, wireframes, process flow diagrams.
* Why: Helps users visualize how the final system will work and suggest changes early.

5. Test

* Goal: Validate prototypes with real users in different locations (e.g., China, Brazil, Africa).
* Feedback Loop: Capture feedback, iterate again if needed.
* Why: Reduces risk of misalignment, boosts system usability, and improves adoption.

Task 3. Build your project team

**Activity 1: Identifing my role on the project team and why you have chosen it**

I will be a functional consultant on the CMOS’s SAP project team. I have choosen this role because I want to bridge business processes with technology by ensuring SAP S/4HANA is aligned with CMOC’s strategic and operational goals

**Activity 2: The skills and expertise you’ll bring:**

As a Functional Consultant. I will, Understand business processes across procurement, finance, and operations.and **Translate requirements into SAP solutions**.I will also **Facilitate system configuration and training.**

The key skills I will bring to the project are:  
- Analytical Thinking – To assess global operations and streamline workflows.  
**- Communication** – To liaise between stakeholders and the technical team.  
- **Domain Knowledge** – Mining and ERP process optimization.

**Activity 3: Identifying the skill and expertise mix needed for the project**

To deliver the CMOC’s SAP implementation, the ideal project team would include the following roles and mix of expertise/skills:

* **Technical Consultant** – To handle SAP S/4HANA deployment and integration with 10+ peripheral systems.
* **Project Manager** – To ensure timeline, budgeting, risk mitigation, and cross-border coordination.
* **Data Analyst** – To support real-time reporting, migration, and master data management.
* **Security Expert** – To ensure data protection across AWS-deployed systems globally.

**Activity 4: How the team will collaborate**

The team will collaborate to deliver the CMOC SAP implementation by:

* Conducting stakeholder interviews to align requirements.
* Designing workshops using Design Thinking to uncover needs.
* Collaborating across roles—functional specs → technical configs → testing.
* Establishing shared KPIs for reporting, compliance, and procurement improvements.
* Use agile methods for iterative delivery and faster user adoption.

**Task 4: Develop an executive summary deck to present to the customer**

[Executive Summary Deck](https://docs.google.com/presentation/d/1To4Jp281QpyT_RTMDWZvKkFiQxBBbgnl/edit?usp=sharing&ouid=115090268501858042142&rtpof=true&sd=true)

**Task 5: Record your presentation to the customer**

[Presentation](https://drive.google.com/file/d/1ifWlNW2wgEp3Kp-QmTRKlrsYKQaBZuZo/view?usp=sharing)