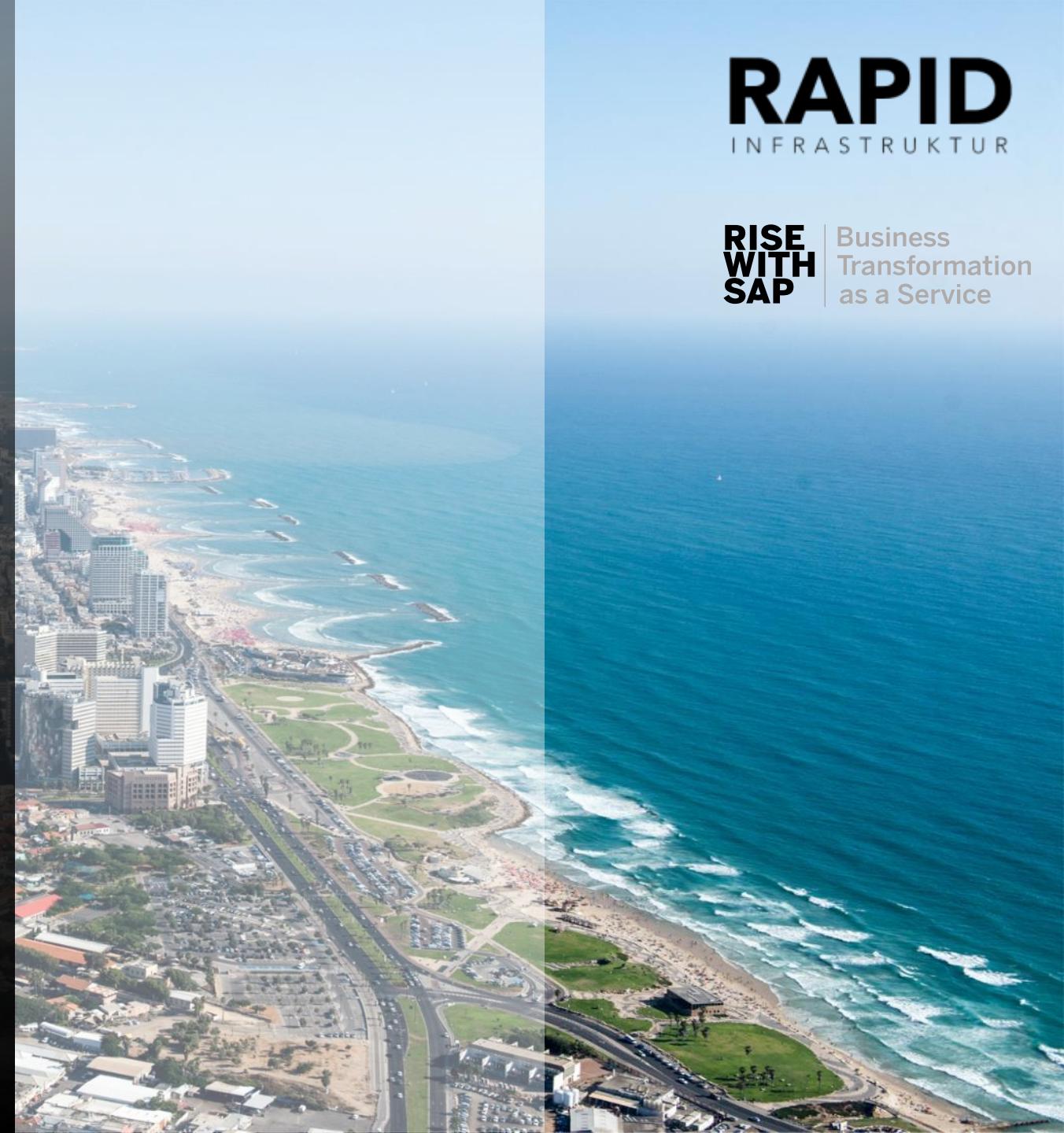


# SAP Technical Proposal for

## PT Rapid Infrastruktur Indonesia

24 Oct 2022 - CP/10/IN/24020/2022



**RAPID**  
INFRASTRUKTUR

**RISE  
WITH  
SAP**

Business  
Transformation  
as a Service



## **Disclaimer and Confidentiality Statement**

This document is a final document. **Eclectic Consulting and PT Rapid Infrastruktur Indonesia (RII) representatives accept** that this document reflects the **mutually agreed Proposal with full support and commitment for the success of this project**. This document has been submitted on a confidential basis solely for the purpose of supplying information to RII and is not for use by any other parties. The recipients acknowledge and agree that all of the information contained herein will be treated as **confidential material**. Whilst every care has been taken in the preparation of this document, Eclectic Consulting accepts no responsibility for any errors or omissions within this document, and **readers are advised to obtain further advice regarding specific matters within this document before acting on them**.

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# Company Profile

# 01



*Helping Clients work Smarter!*





**SAP® Certified**  
Partner Center of Expertise



SAP Gold Partner represents Eclectic's **expertise and commitment** to delivering business value to our customers.

Eclectic complies to the **high standards** demanded by SAP to provide **SAP Support Authorization** for support and annual maintenance services.



**SAP S/4HANA**

**SAP SuccessFactors** ❤

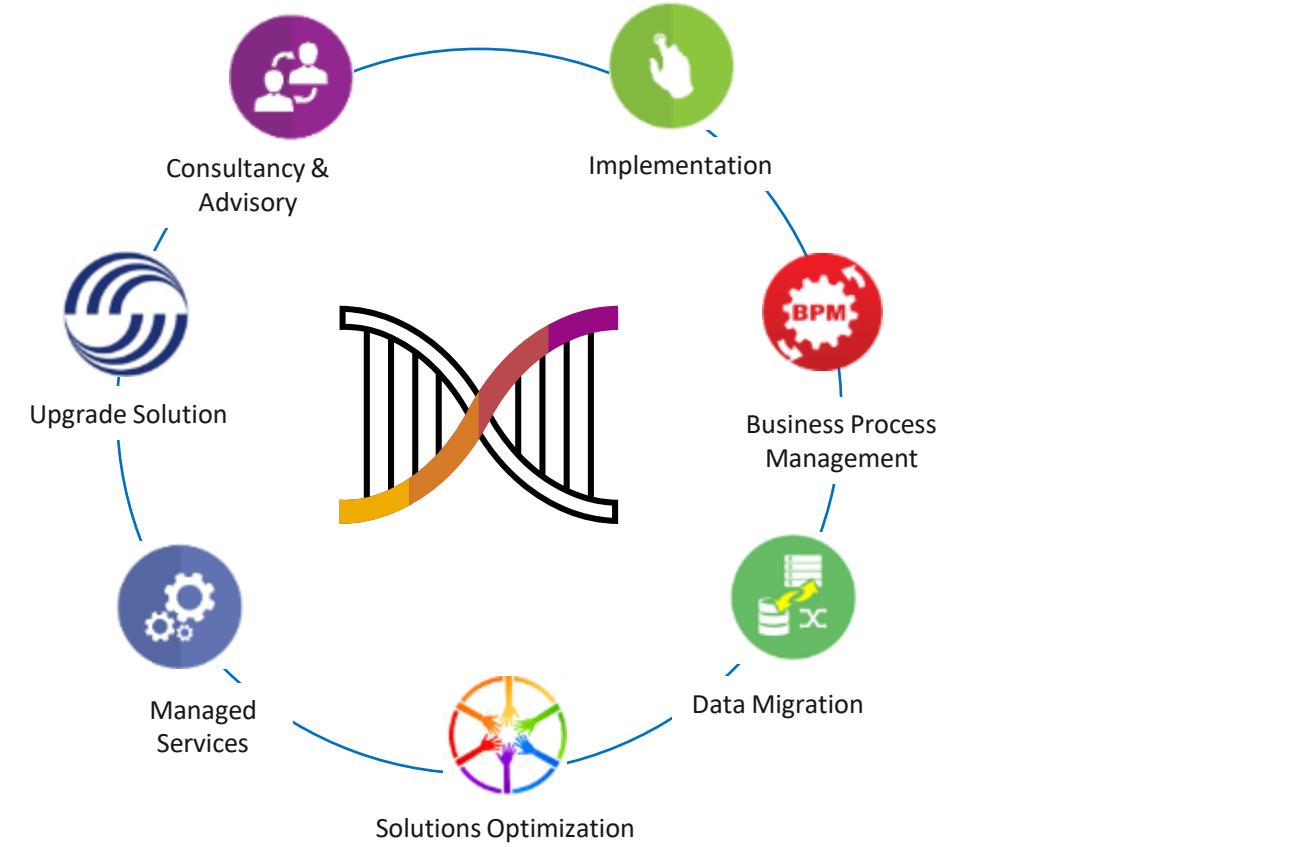
**SAP Ariba** 

**SAP® Analytics Cloud**

**vimec**  
Powered by  Eclectic  
CONSULTING  
Vendor Invoice Management Solution

**etodo**

Remote Workforce Management



**SAP QA Services**

**DMS** sales  
canvasser  
bill collector

# About Eclectic - Client Portfolio

## Consumer Product Goods



## Apparel and Footwear Industry



## Chemicals & Life Science



## Retail/Distribution/ Logistics



# About Eclectic - Client Portfolio

## Packaging



## Plantation



## Textile Pulp & Paper



PT MULTI SPUNINDO JAYA  
NONWOVENS MANUFACTURER



## Steel



# About Eclectic - Client Portfolio

## Real Estate/Property



## Engineering, Constructions & Operations (ECO Industry), Building Material, Telco



## Oil & Gas, Energy



## Finance/Education/ Healthcare



## State-owned Enterprise



# About Eclectic - Client Portfolio

## Global Consulting



# Company Qualification

# 02



*Helping Clients work Smarter!*





Strong Customer Success Portfolio and Global Partnerships from beginning to date



We deliver high quality work with efficient pricing



Hyper-efficient Organization Model



User Centric Approach coupled with SAP's World Class Implementation Methodology



SAP Certified Resources



# Sun Paper Source (SPS) - Tissue Paper

### Benefits Realization:

- **MRP functionality** ensures end-to-end process from raw material availability up to order fulfilment
- **Product costing and Supply Chain** improvement
- **Complex management reporting** requirements are well-met

As one of the largest tissue paper producers in South East Asia, SPS produces over 150.000 tons of tissue paper per year and serves more than 80 countries globally. There are currently six tissue machines onsite integrated with a converting facility to produce tissue paper in parent reels as well as finished paper products.

### Solution deployed:

- SAP S/4HANA:
  - Finance (FI), Cost Controlling (CO)
  - Material Management (MM)
  - Sales & Distribution (SD)
  - Production Planning (PP)
  - Fiori Mobile Approval



## Eclectic Success Story



# Bukit Muria Jaya - Paper Pack and Packaging

### Benefits Realization:

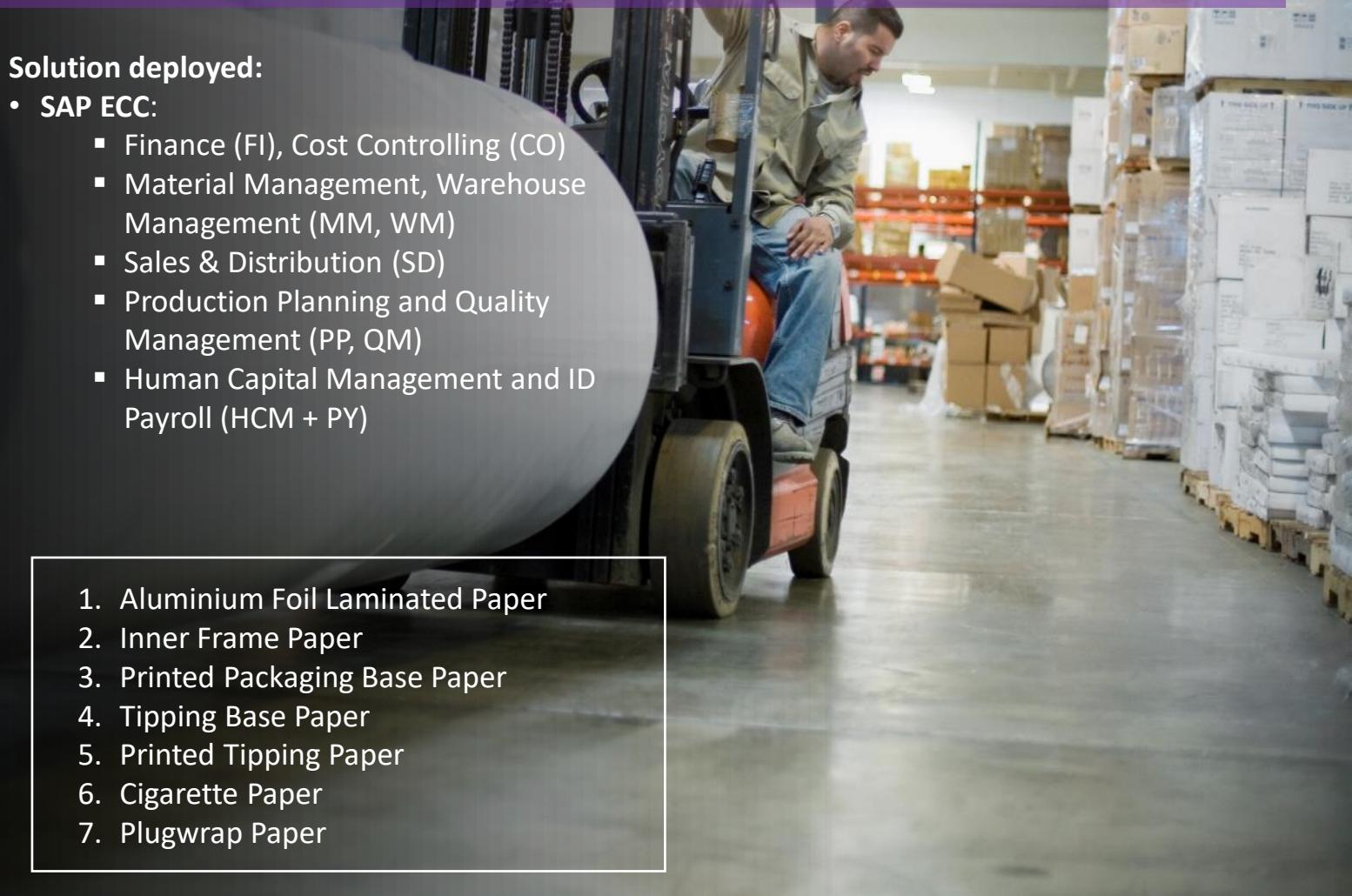
- Considerable improvements in each division compared to before using SAP, especially in export **supply chain** process
- More accurate **product costing** (actual)
- **Price determination** for flexible packaging is accurate and faster

BMJ as part of Djarum Group for its paper pack and packaging manufacturing has exported its high-quality products more than 60 countries in Asia, America, Europe, and South Africa.

### Solution deployed:

- SAP ECC:
  - Finance (FI), Cost Controlling (CO)
  - Material Management, Warehouse Management (MM, WM)
  - Sales & Distribution (SD)
  - Production Planning and Quality Management (PP, QM)
  - Human Capital Management and ID Payroll (HCM + PY)

1. Aluminium Foil Laminated Paper
2. Inner Frame Paper
3. Printed Packaging Base Paper
4. Tipping Base Paper
5. Printed Tipping Paper
6. Cigarette Paper
7. Plugwrap Paper



## Eclectic Success Story



# Tzu Chi Hospital

### Benefits Realization:

- Integrated front-end and back-end system, one single source of truth
- Doctor and nurse detailed scheduling
- MRP feature ensures the stocks availability of drugs and medicine at the pharmacy
- Medical instrument sets are in ready-to-use and sterile condition for regular medical treatment or emergency (CITO)

Tzu Chi Hospital is the first big-scaled hospital built by Tzu Chi outside of Taiwan. Tzu Chi Hospital uses a sophisticated and fully integrated Hospital Information System, starting from the registration, examination, use of medical devices, to the payment. The hospital information system implemented by Tzu Chi Hospital in the operational service area (front end) uses InterSystems TrakCare. As for the back office (back end) services, Tzu Chi Hospital uses the SAP System which has been proven in terms of its integration, reputation and reliability in the world.

### Solution deployed:

- SAP S/4HANA:
  - Finance (FI), Cost Controlling (CO)
  - Material Management (MM)
  - Plant Maintenance (PM)
  - Human Capital Management (HCM)
  - Fiori Mobile Approval
  - SAP Central Sterile Services Department (CSSD)
  - Integration to TrakCare  
(Healthcare Information System)





## Eclectic Success Story

Gunung Slamat is part of Rekso Group, extracts the finest raw material of tea leaves from its own four plantations that comes in various packaging under the brands:  
Teh Cap Botol, Teh Celup Sosro, Teh Cap Poci, etc.

GUNUNG SLAMAT  
a REKSO Company



# Gunung Slamat - Tea Plantation

#### Solution deployed:

#### SAP S/4HANA

Finance (FI), Cost Controlling (CO)

Material Management (MM)

Sales & Distribution (SD)

Production Planning, Quality

Management (PP QM)

Fiori Mobile Approval

#### Benefits Realization:

- **Realtime access** to operational and financial report
- Comprehensive and **accurate reporting** provided by the ERP system
- **Mitigation from fraud-loss** in multiple branches after going live

APP Sinarmas and Oji Holdings Corporation from Japan has formed a JV forming OSMP specialized in corrugated carton.



# Oji Sinar Mas Packaging (OSMP) - Corrugated Carton

## Solution deployed: SAP S/4HANA

Finance (FI), Cost Controlling (CO)  
Material Management (MM)  
Sales & Distribution (SD)  
Production Planning, Plant Maintenance  
(PM), Human Capital Management and ID  
Payroll (HCM + PY)  
Fiori Mobile Approval

Integration with 3<sup>rd</sup> party MES; Kiwiplan  
ESP, RSS, & MAP

## Benefits Realization:

- **Real time visibility** on COGM & EBITDA by report for top management
- **Traceable** planned and **actual job order costing** integrated with bottom price and credit limit
- **Efficient warehouse operations** management with SAP WM integrated to barcode handheld devices
- **Seamless integration** with third-party MES (Kiwiplan ESP, RSS and MAP)

# Executive Summary

# 03



The need to deal with big data in a digital business yet complex world is inevitable in the 21st century. Business model needs to be highly adaptive to quick and constant changes, connected business networks and real-time insights are crucial to always stay ahead of competition.

PT Rapid Infrastruktur Indonesia (RII) can improve, automate, and integrate current business process with SAP functionalities. Eclectic Consulting is committed to implement the proven SAP Best Practices which can increase top management visibility to support future growth.

Phase 1 of SAP implementation will cover RISE with SAP S/4HANA, Public Cloud Edition core modules such as of Core Finance (FI CO), Procure to Pay (MM), Order to Cash (SD), Enterprise Portfolio and Project Management (EPPM), and SuccessFactors Employee Central (SF-EC). While implementing, Eclectic Consulting will also prepare RII team project for extensive knowledge transfer.

In Phase 2, Business Intelligence/Dashboard Management System can also be implemented utilizing SAP Analytics Cloud (TBD).

The objective of successful project improvement is expected to deliver considerable ROI coming from each line of business' cost efficiencies and business process optimizations, and therefore RII will be able to maintain sustainable business growth and to fulfill increasing global demands of port operations.

# Project Approach & Methodology

# 04



*Helping Clients work Smarter!*



## SAP Project Management

### SAP Project Management

- SAP Activate Methodology
- Project Management
- Organizational Change Management International Standard Practices

### Fit-Gap & Blueprint

### Pilot Project



End-to-End **SAP Project Management** using **SAP Activate Methodology**



**Global Governance** - we serve our Clients globally with the same standard

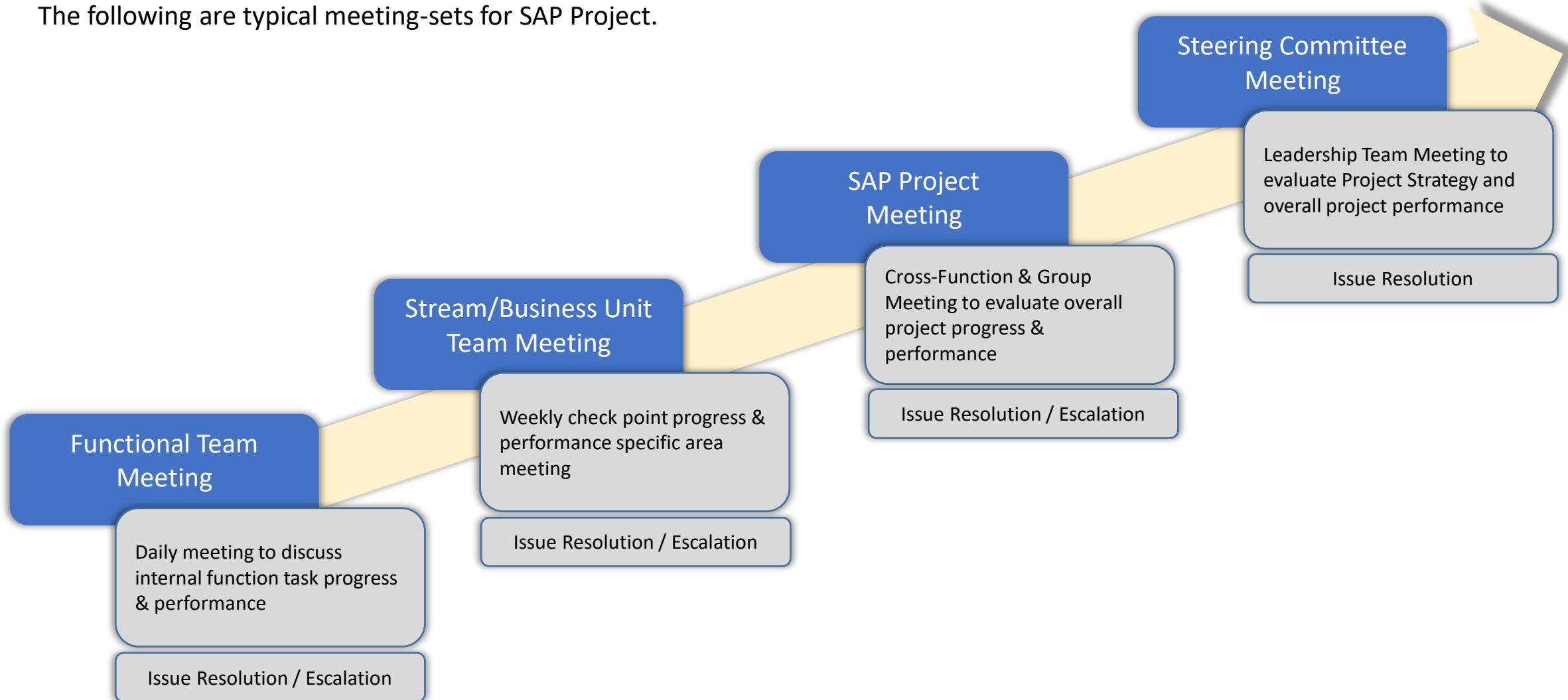


**Scalable** for all project sizes - **modular and agile framework** for implementation or migration of SAP solutions



Strength to focus on **Organizational Change Management** ensuring a **holistic approach** to project management

The activities and the progress of the project should be monitored and managed through series of typical project meetings. This will help project goes in the right track and any issues occurred can be solved as early as possible. The following are typical meeting-sets for SAP Project.



## Functional Team



### DAILY Team Morning Brief-Debrief

- 30 Minutes Standing Meeting
- Tools: Functional Kanban Dashboard with PDCA
- Focus on:
  - What To Do Next
  - What We Learnt
  - Issue Resolutions & Ideas
- Outcome:
  - Individual and Team Target
  - Alignment & Collaboration

## Project Stream/ Business Unit



### WEEKLY Stream/Business Unit Team Meeting

- 1 Hour Group Meeting
- Tools: Team Performance Dashboard
- Focus on:
  - Performance
  - Alignment & Collaboration
  - Issue Resolution & Ideas
- Outcome:
  - Synchronization

## SAP Project Meeting



### BI-WEEKLY Cross-Functional Team Meeting

- 2 Hour Group Meeting
- Tools: Project Visual Management Board
- Focus on:
  - Project Progress Performance
  - Internalized Project Strategy & Approach
  - Issue Resolution & Ideas
- Outcome:
  - Cross Alignment & Collaboration

## SAP Project Steering Committee Meeting

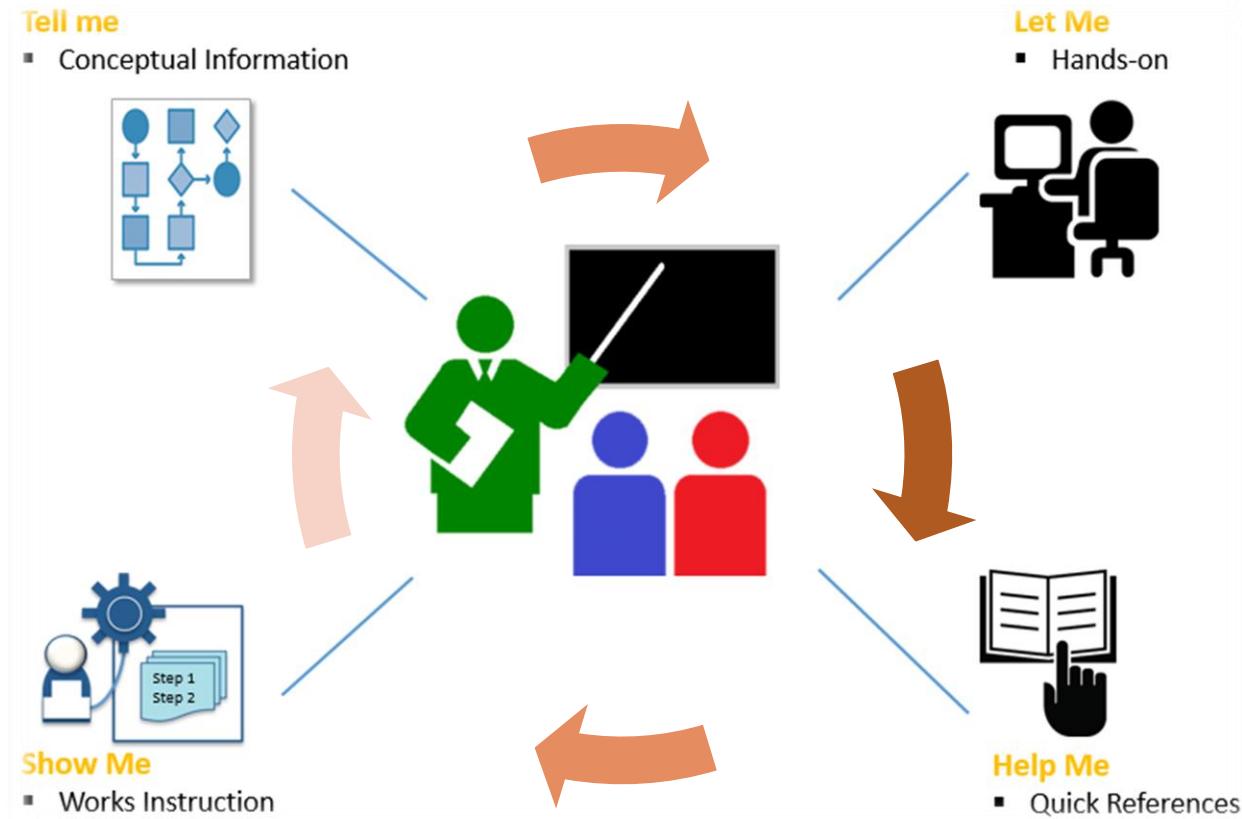


### MONTHLY Group Team Meeting (or Ad-Hoc by case/condition)

- 2 Hour Group Meeting
- Tools: Steer-Co Project Dashboard
- Focus on:
  - Project Strategy & Progress Performance
  - Issue Resolution & Ideas
- Outcome:
  - Direction and Decision

**Tell Me:**  
Explanations and illustrations of business and application concepts

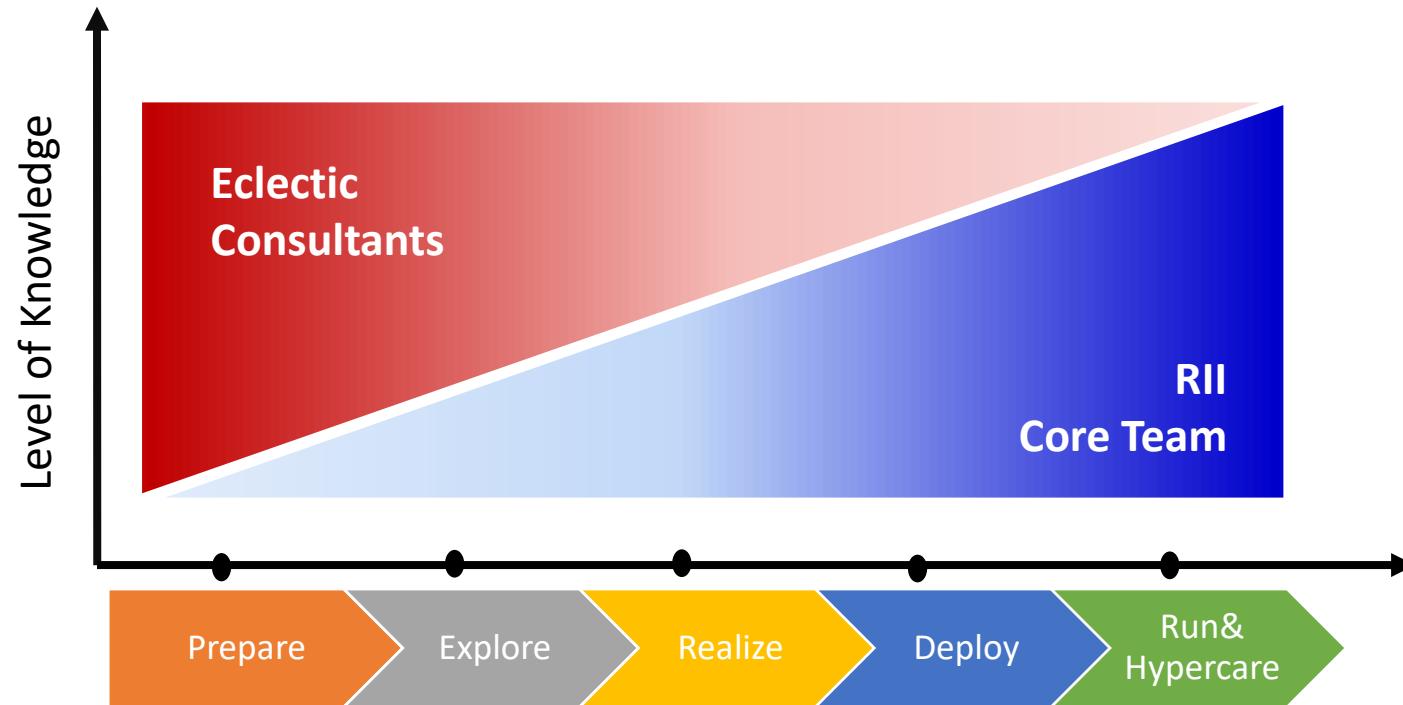
**Show Me:**  
Demonstration using the requisites procedure and transaction to resolve business requirement



**Let Me:**  
Hands-on exercises in which users apply key concepts to resolve real life business Requirements

**Help Me:**  
Debrief of exercises to draw out the key learning points and areas of difficulties, including sharing knowledge and experiences to address real life business issues

Knowledge transfer is a learning process from Eclectic's Consultants to SAP Project Core Team continuously during the project.



**NOTE: The success factor criteria for this concern area is Key User Involvement in the Project.**

## Training Strategy

Training strategy will be set, controlled and monitored including evaluations by Organizational Change Management Team.

The main objectives for Training Strategy is to prepare Functional Team, Super User/Key User to perform The End User Training and also ready to run first level of support when the system live.

This strategic also build as part of knowledge transfer strategy and performance support.

Prepare functional teams, super users, other key users.



SAP Instructor  
Led Training



SAP Learning Hub  
with SAP Live Access

- Project Enablement Services
- Learning Needs Analysis for Project Team Training
- SAP Expert-on-Demand
- Customer-specific training

Mobilize your business  
for change.



SAP Organizational  
Change Management

- Organizational Change Management Services
- Communications
- Risk Management
- Stakeholder Management
- Super User Preparation and Strategy Development

Train end users to perform at the highest levels.

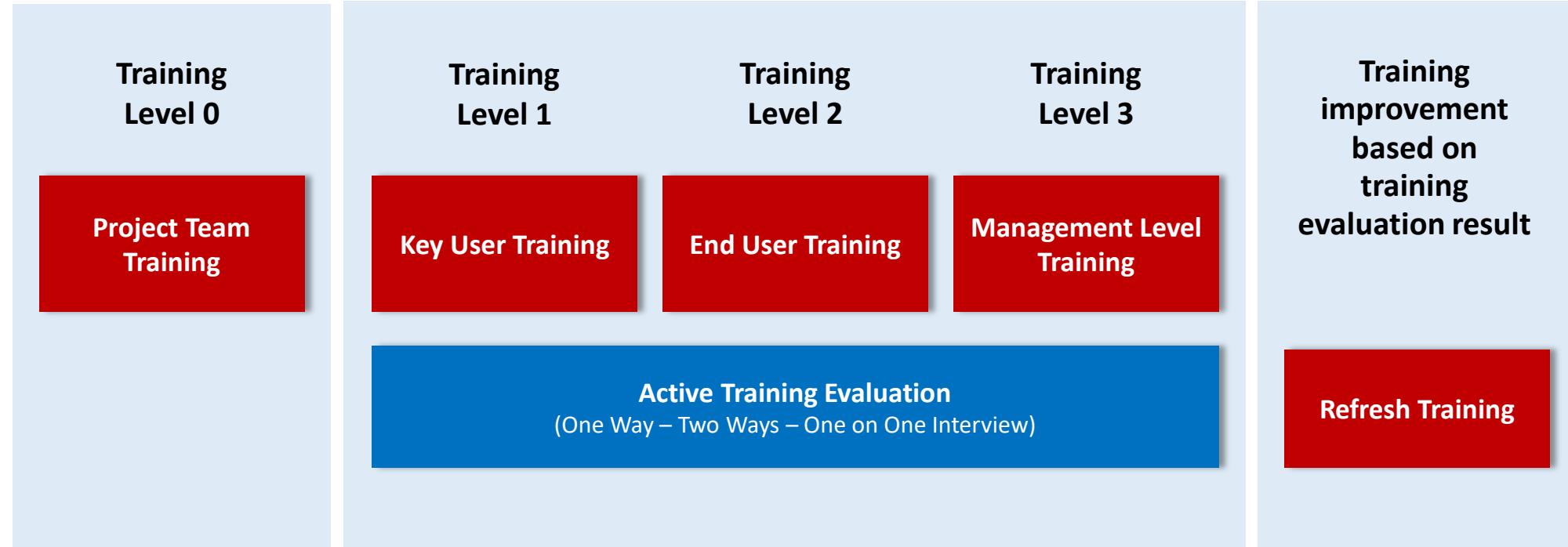


SAP Enable Now



SuccessFactors  
Learning

- End User Training Services
- Learning Needs Analysis and Strategy Design
- Instructional Design and Content Development
- Train-the-Trainer Workshop
- Training Delivery



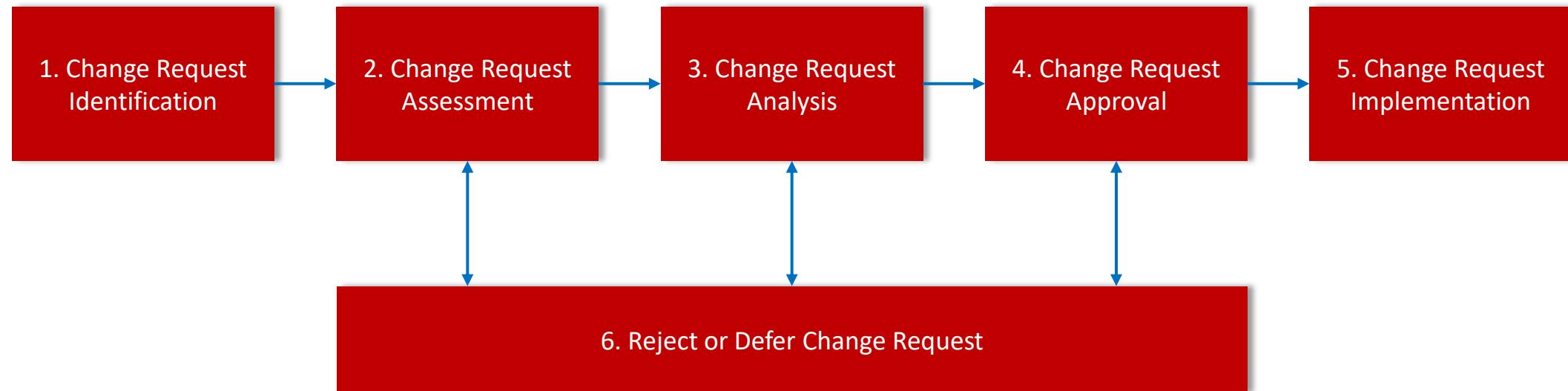
### An issue:

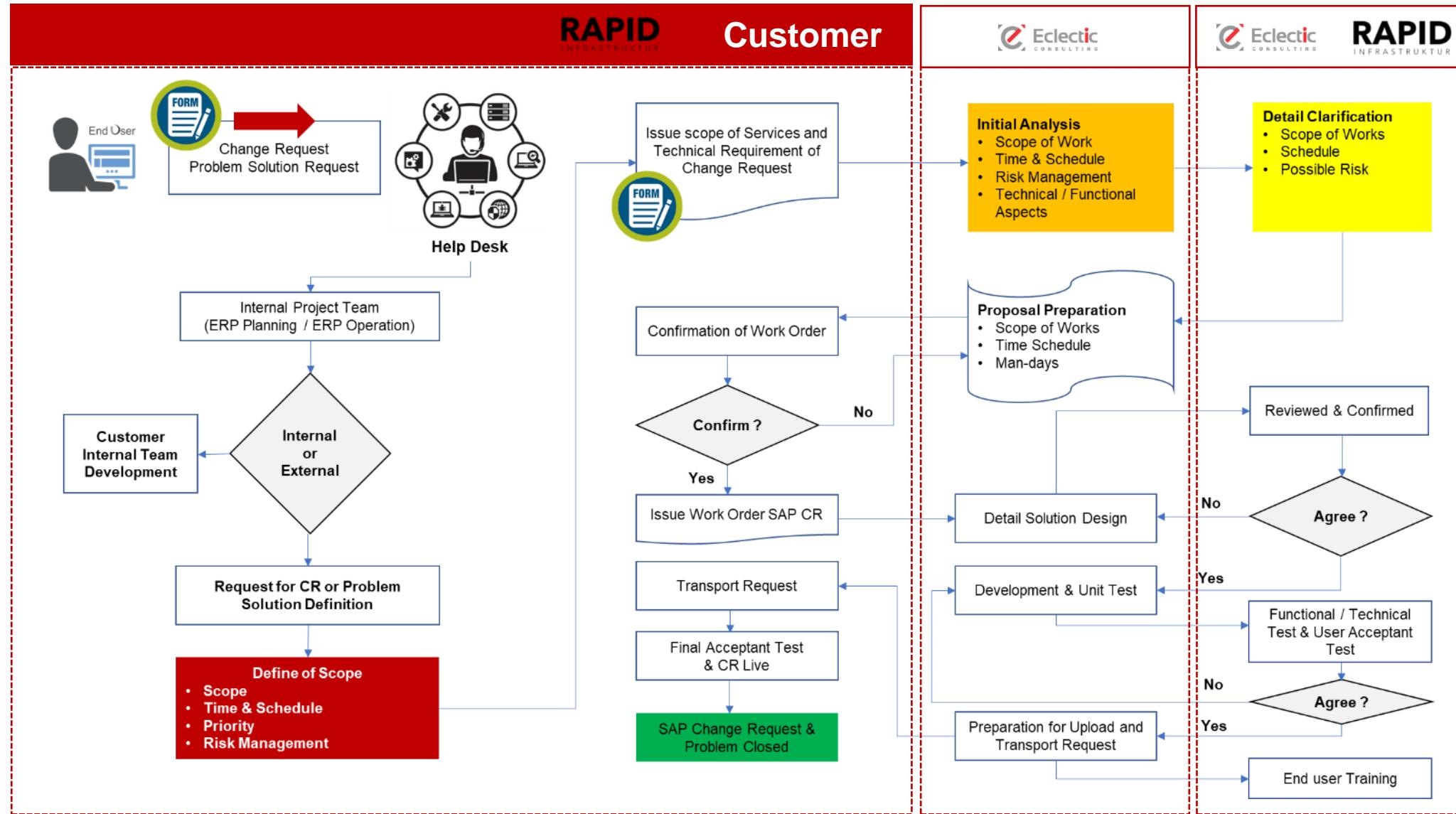
- CRITICAL: The show-stopper, everything that can stop or drowning the project performance
- MAJOR: Anything unplanned happens, something that slows-down the project, occasions that affecting the project negatively
- MINOR: A problem unresolved by functional individual/team

Escalation Procedure	No	Escalation Level	Escalation	RII	Eclectic
	1	<i>Level 1: Project Stream &amp; Team</i>	Managed by project team. If project team cannot resolve issue, then Project Stream/Team Lead escalates to Project Manager	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>
	2	<i>Level 2: Project Manager</i>	Project Manager manages issue and take problem resolution. If Project Manager cannot resolve issue, then Project Manager escalates to Project Director	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>
	3	<i>Level 3: Project Director</i>	Project Director takes problem resolution. If it is necessary, Project Director asks advice from Steering Committee, then issue escalated to Steering Committee.	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>
	4	<i>Level 4: Steering Committee</i>	Steering Committee is the highest level to take decision / making direction of resolutions	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Critical</b> = within 24 Hours</li> <li>▪ <b>Major</b> = within 48 Hours</li> <li>▪ <b>Minor</b> = within 72 Hours</li> </ul>



As much as possible Change Requests are avoided or at least postponed after the Go Live period. However, we understand and do not rule out this need according to the level of urgency. If a change request has been decided to proceed then the procedural is as follows;

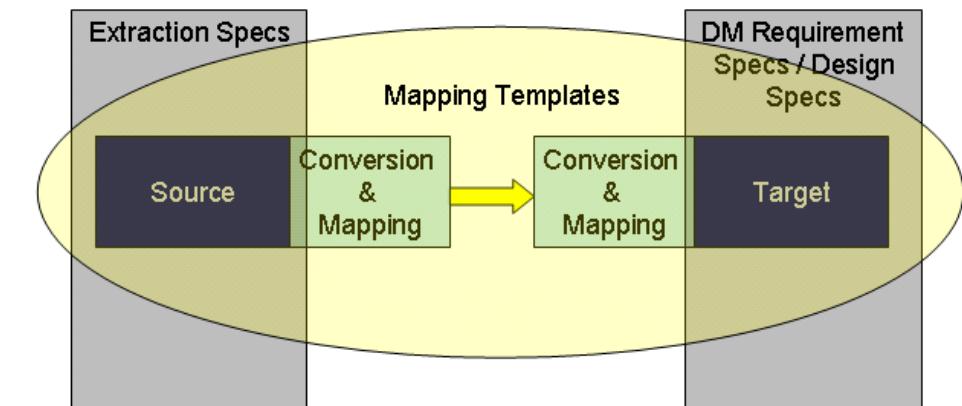




## Data Migration Approach

The approach for data migration is always Customer specific. Data migration strategy must be developed together with the Customer and must take all the specific circumstances into account. Underlying project approach are the following factors:

- The data cleaning can be performed in the legacy systems or other else.
- The Customer/Users are responsible for cleaning their own data, assisted where appropriate where appropriate by reports/extracts from the legacy systems.
- The Customer/Users are responsible for preparing their own data one the cleaning is completed assisted where appropriate by reports/extracts from the legacy systems. The data are prepared according to the formats provided by the Data Migration Team.
- The Customer/Users are responsible for enriching data to satisfy SAP data requirements assisted by the Data Migration Team, the Functional Consultants and the Key Users.
- Data upload are performed by the Data Migration Team assisted by the Users who prepared



There are 2 kinds of data:

- **Master Data**
- **Transaction Data**

It is strongly recommended to perform the data migration activities as earlier possible during project run.

**Master Data** shall be extracted, validated and finally loaded into SAP.

**Transaction Data** load is the most critical phase, since it must be done as quickly as possible.

Data migration consists of the following activities:

- **Data Extraction**

This activity is to extract data from various legacy systems as per specification. This is done after data cleaning.

- **Data Cleansing and Validation**

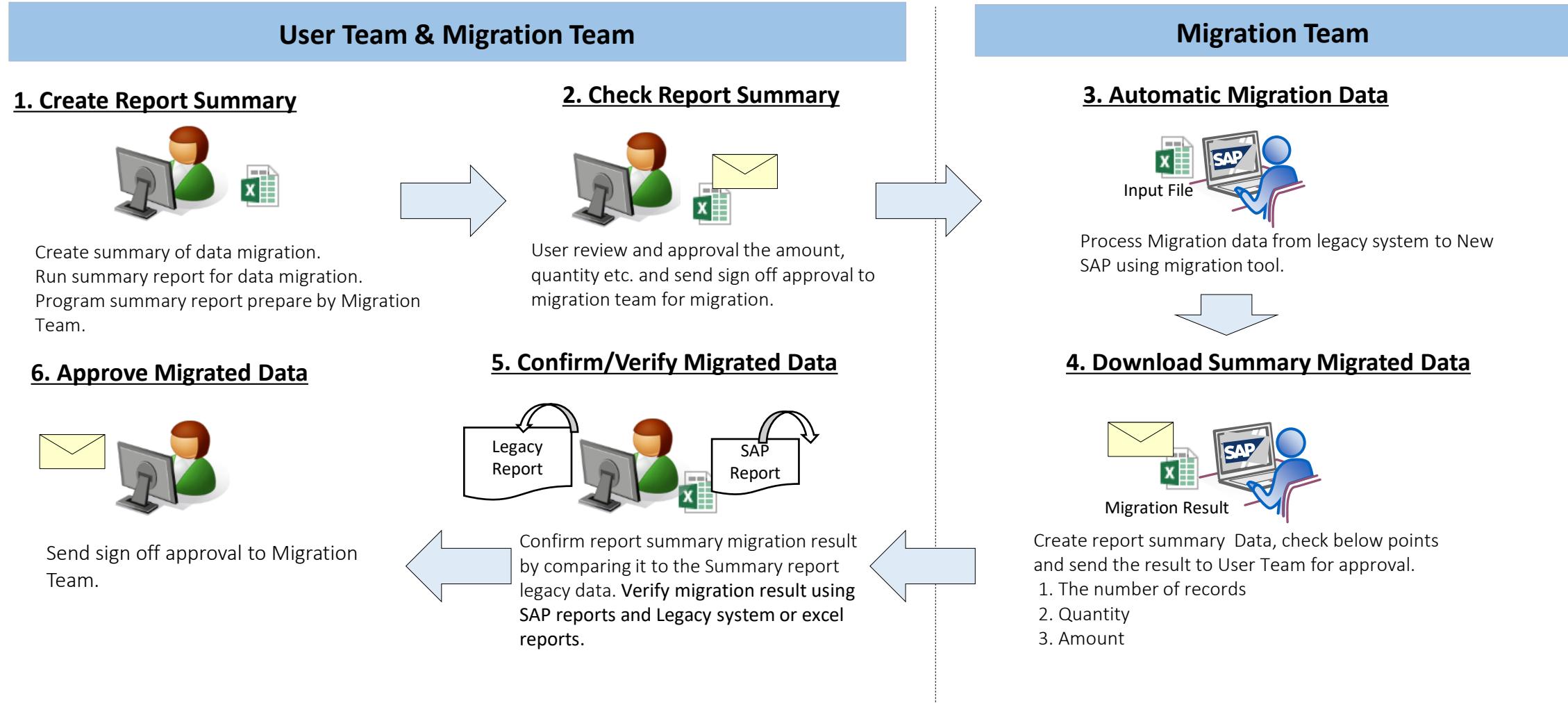
This activity is to enrich and prepare data after extraction. The data is purified and verified, and then prepared according to templates as provided.

- **Data Upload and Validation**

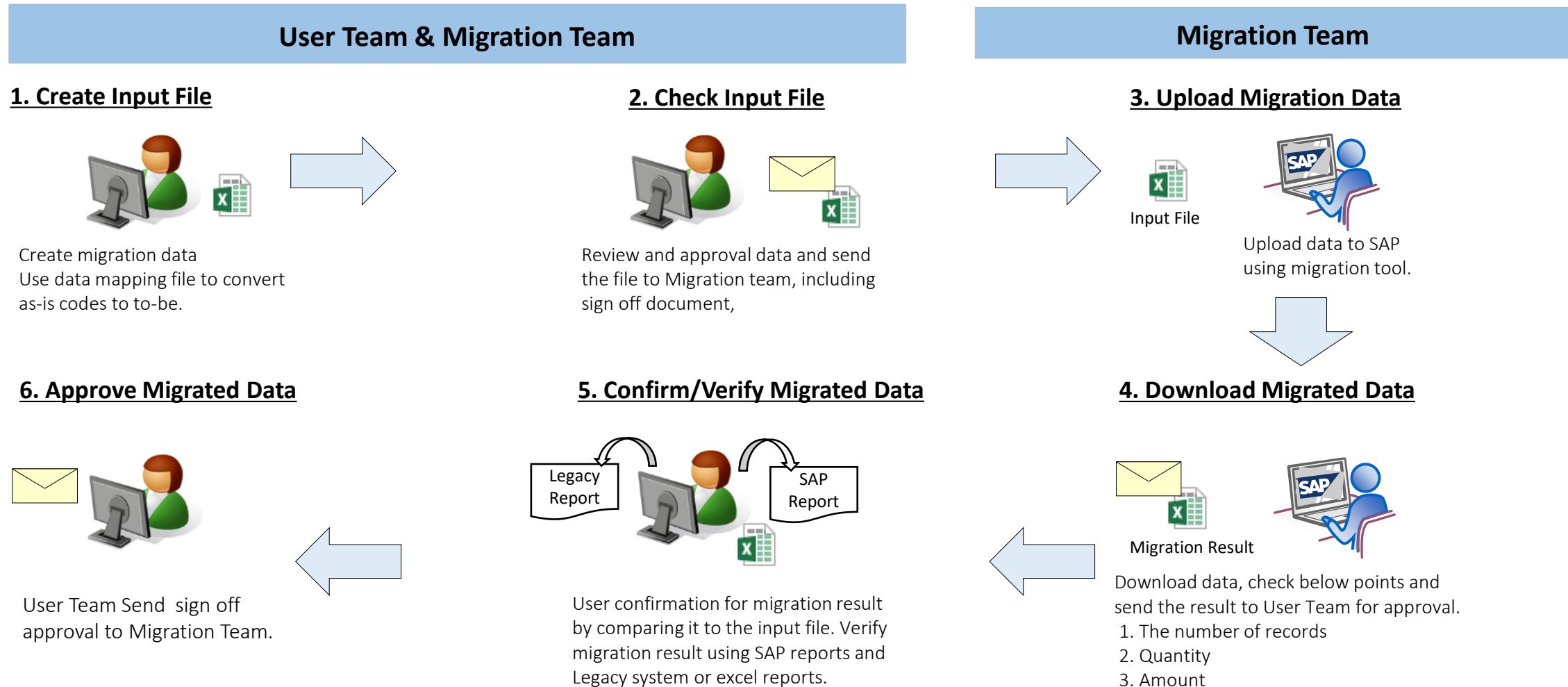
This is to upload cleansed data into SAP. Data upload will consists of manual entries where data volumes are low or electronic loading from the templates provided. Subject for approval prior data upload performed and after uploaded as well.



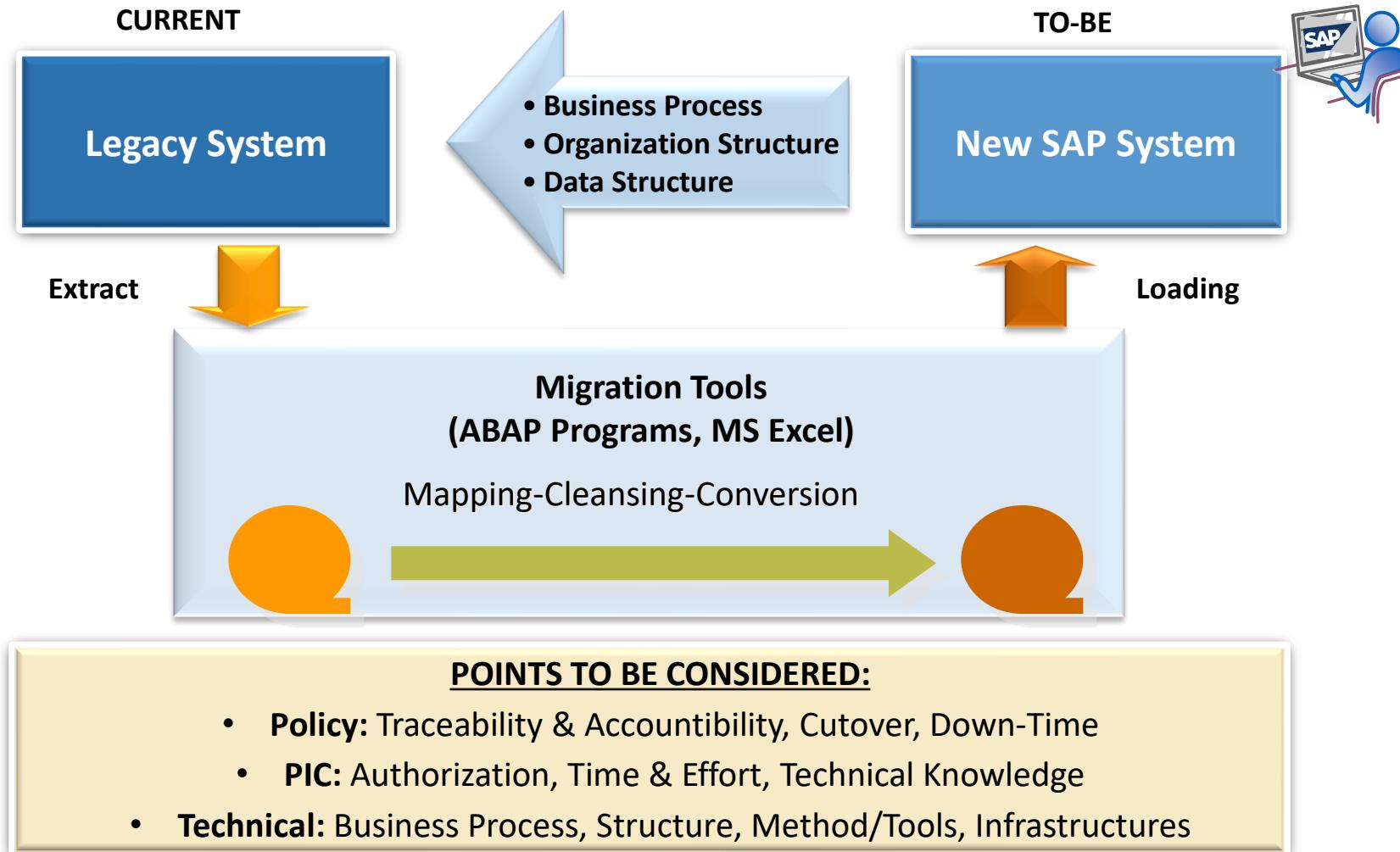
## Basic Flow of Migration Execution using Automatic Data Migration:



## Basic Flow of Migration Execution Using Download & Upload



## Data Migration Strategy: Use Automate Data Migration to minimize down-time during Cutover



## The phase and Primary/Secondary Responsibility

Task	Phase	Responsibility	
		PRIMARY	SECONDARY
Data Mapping between legacy system and SAP	Explore	Eclectic	RII
Master Data Template (Profiling) Socialization	Explore	Eclectic	RII
Data Extraction / Data Collection from Legacy System	Realize and Deploy	RII	
Data Cleansing	Realize and Deploy	RII	
Strategy for Master Data Migration and Dynamic Data Migration (Opening Balances, Open Documents)	Realize and Deploy	Eclectic	RII
Prepare Data Conversion Program	Realize	Eclectic	
Reconciliation and Verification	Deploy	RII	
Upload to SAP System	Deploy	Eclectic	RII
Data Validation in SAP System	Deploy	RII	

## Data Migration Organization

The Data Migration Core Team Consists of permanent and fulltime team. This applies to Eclectic Consulting as well as RII.

### Data Extraction Team

The Data Extraction Team is responsible for the technical data extraction. They ensure that the data is extracted as per specification.

These are the main activities/responsibilities of the Data Extract Team:

- Select the best extract method for each object
- Implement the mapping and conversion rules
- Create extract programs, Run the extract programs/jobs
- Data Filtering (cleansing via program rules)
- Plan and execute the Cut-over



### Data Validation Team

- Enrich and prepare data after extraction, prepare valid data upload
- Purifying and verified data

### Data Upload Team

The Data Upload Team is responsible for the technical data upload. They ensure that the data is uploaded as per specification.

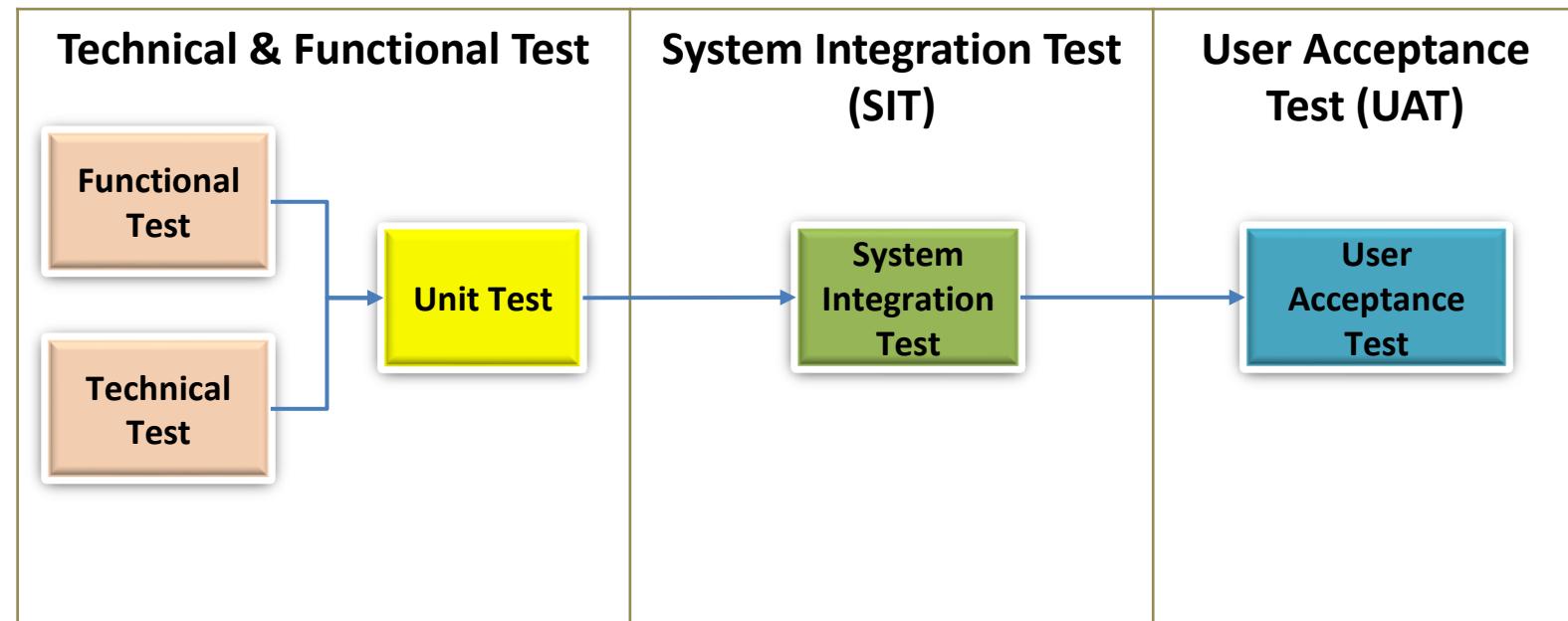
These are the main activities/responsibilities of the Data Upload Team:

- Select the best extract method for each object
- Implement the mapping and conversion rules
- Create upload programs with the help of SAP Programmer (when required), Run the upload programs/jobs
- Plan and execute the Cut-over

As required:

1. Each program function or its change will be tested in the testing environment.
2. Test plan will be prepared.
3. Tested data will be generated without any relation to real figures in term of its contents.
4. Exit criteria of each test will be defined.
5. Certificates of acceptance test will be prepared.
6. Record-keeping of acceptance certificates will be maintained.

To evaluate and finally validate the capability of the system that it meets business requirements as defined in Business Blueprint



The Contingency Plan is about the action scenarios used to manage risks (identification and probability) and it describes how actions should be done if any risk occurs, and it should cover both for **IT side** and the **Business side** as well.

## Contingency Plan should:

- Manage how the business can still continue while the system disruption is happening until the system is ready to be used again.
- Do assessment for the possible risks and how to mitigate them from IT side and the business side, including risk level.
- This contingency Plan should be prepared specifically to the project that will go live.
- Take aspects of what risk, how to mitigate, who should perform and when should be started.



Risk identification matrix as part of contingency plan should cover:

- **Area**
  - IT Side
  - Business Side
- **Risk Category and Probability**
  - Low Impact
  - High Impact
  - Low Probability
  - High Probability

- **Area on IT Side, such as :**

- Infrastructure
- Electricity
- Flood
- Building
- System
- Server
- Network
- Communication

- **Area on Business Side, such as:**

- Order to Cash
  - Sales Order Processing
  - Delivery Processing
  - Goods Movements for Delivery
  - Invoice Processing
- Sourcing to Payment
  - Create Purchase Processing
  - Goods Movements to Purchase Order

etc.



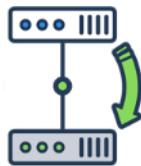
Some possible mitigations on the IT Side on system:



- **Roll Back Approach**

It is valid when the system is still fresh and during the first go live.

After the system already has the data, then the next project doesn't have the chance for roll back when the system is still active and running for operation.



- **Pre-Production Approach**

It is used when Roll Back Approach is no longer possible to minimize the possible disruption.



- **Disaster Recovery Approach**

It considers to recover the system when system disaster occurs. There are some possibilities as follow:



- Disaster Recovery
- High Availability
- Backup & Restore



## **1. Consideration**

- Time Constraints
- Big Bang
- Sequence
- No Parallel System with Legacy

## **2. Cutover Strategy includes:**

- Cutover Organization and Responsibilities
- Cutover Schedule
- Cutover Simulation
- Cutover Communication
- Contingency Plan

## **3. Procedure**

### **▪ Execute Go Live Simulation (Trial Cutover / Cutover Simulation)**

The purpose of this task is to rehearse or simulate the cutover activities. During simulation, the main objective is to validate and document the tasks, sequence, and duration of items on the cutover plan.

### **▪ Conduct Data Quality Readiness Check**

This task verifies that master data support is set up and process is operational.

### **▪ Final Check of Production Readiness and Sign-Off**

This task will confirm that the productive system is ready for Go Live.

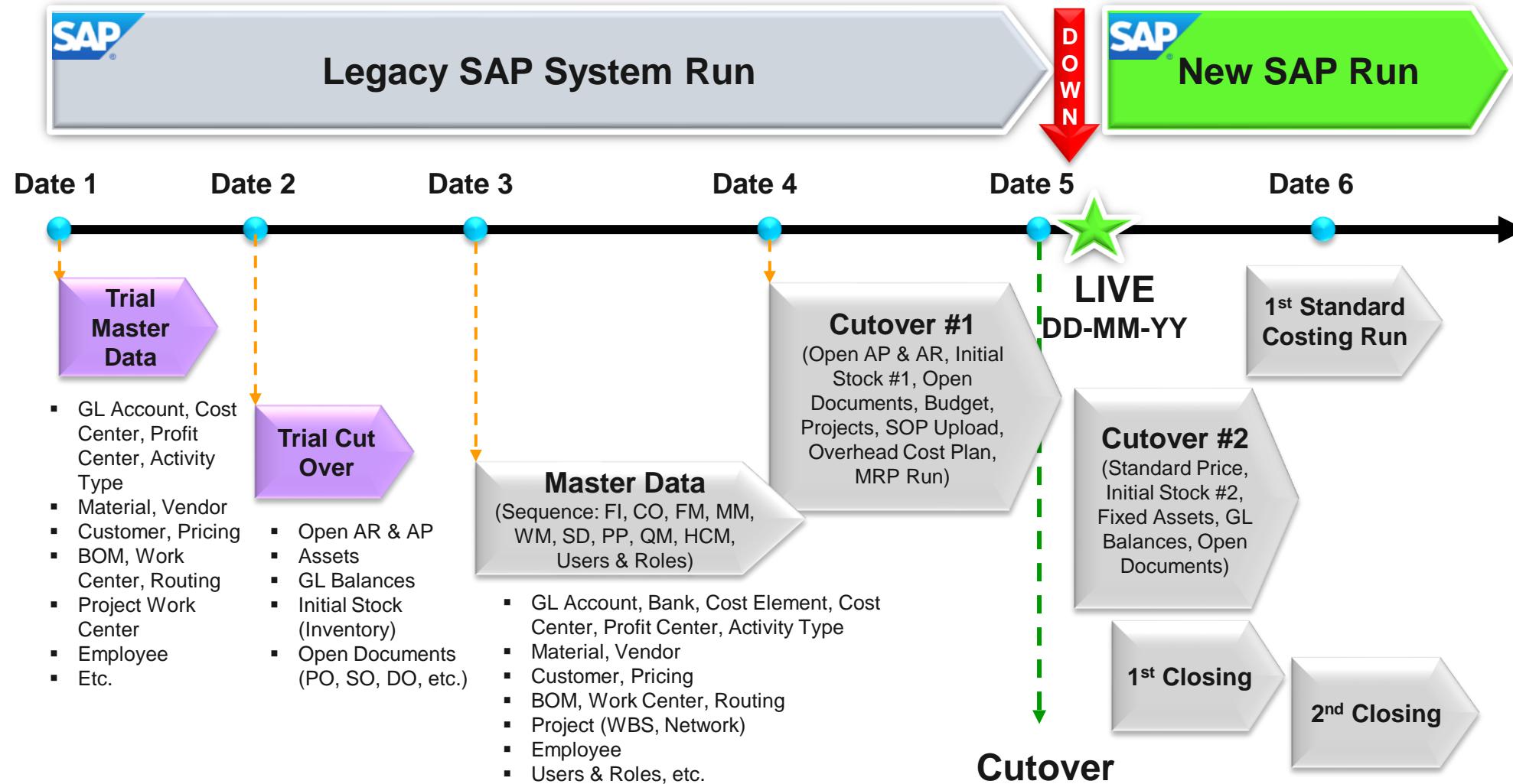
### **▪ Perform Cutover Weekend Activities, Final Production Data Load**

The purpose of this task is the loading of production data from legacy systems into the production environment. Once all preparations and configurations on both the technical and application levels are completed, the final productive solution can be set up and data loaded. The solution is live in a production environment.

### **▪ Obtain Production Data Load Sign-off**

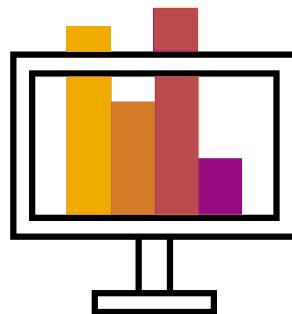
Purpose of this task is to obtain customer approval (sign-off).

## Distribute Cutover Workload into Several Work Packages

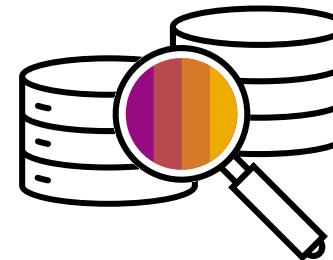


**Purpose:**

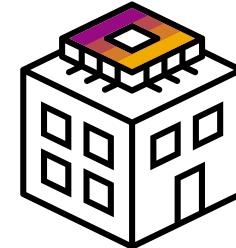
- Provide end-user support that guide them to use the systems continuously according the objectives.
- Monitor the workload and system performance and perform necessary adjustment to improve the system performance.



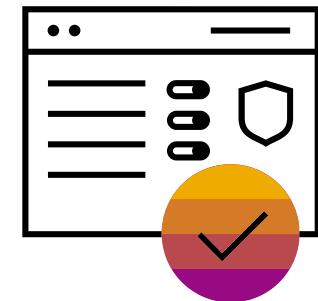
Monitor Resource Consumption



Analyze Workload



Check System Scalability

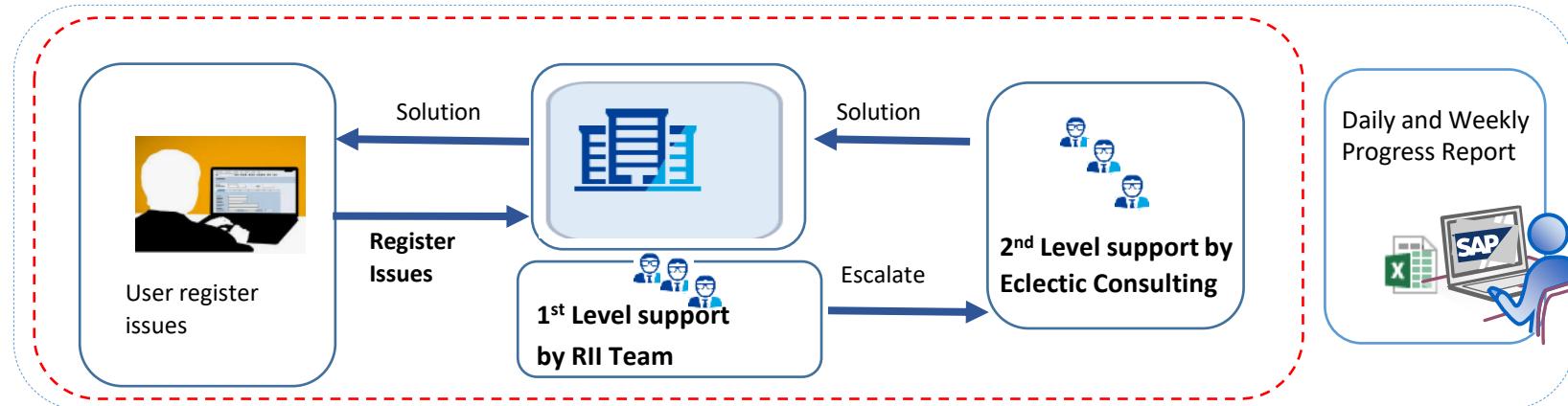


Follow-up on Going-Live Service (Verification Session)

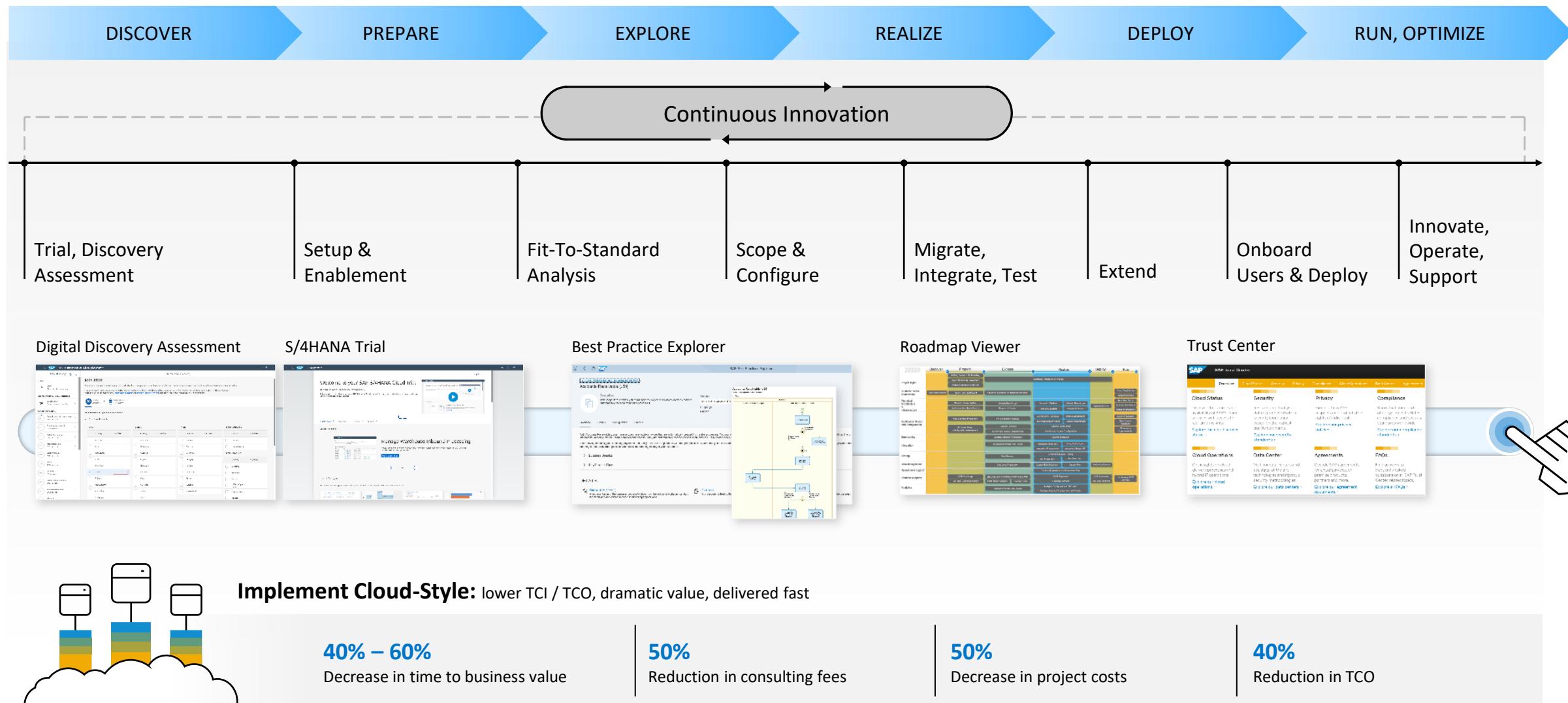
## Post Go-live Support

The post go-live support flow covers error handling, operational, which include incident management. Issues can be logged via Excel file or using tools.

The diagram flow shows for go-live support:



1. The user registers issue
2. The communication related issue using ticket number
3. The ticket number together with details of the issue and proposed solution will be communicated back to the User.
4. The Key User analyzes and proposes solution or escalates to 2<sup>nd</sup> level for unsolved issue
5. The ticket number together with details of the issue and proposed solution will be communicated back to the User.
6. The 2<sup>nd</sup> level will take over escalate issue. Proposed solution will be communicated back to the User.
7. Daily and Weekly Progress Report



## SAP Best Practices

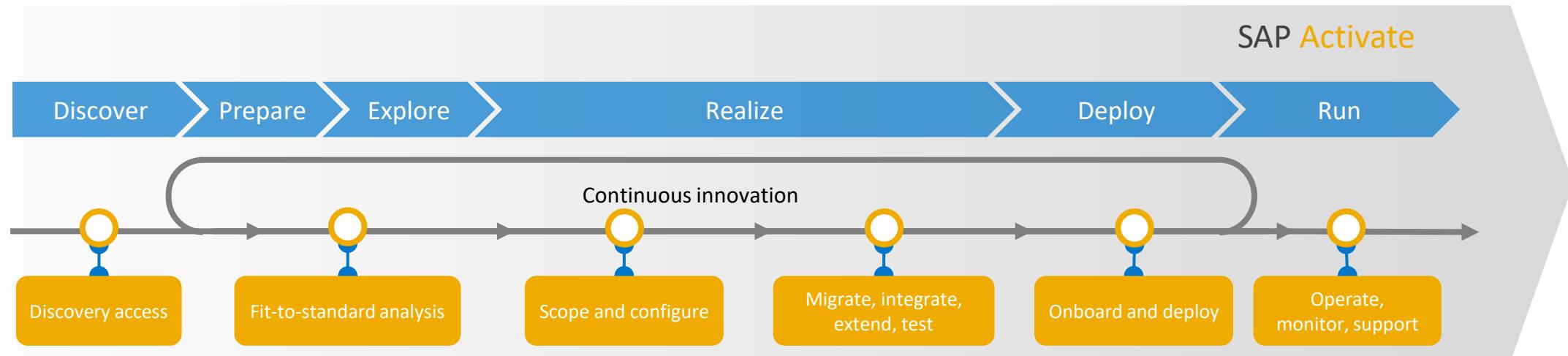
Fit-to-standard approach based on preconfigured SAP Best Practices to realize key cloud capabilities for an accelerated adoption of SAP S/4HANA Cloud

## Guided configuration

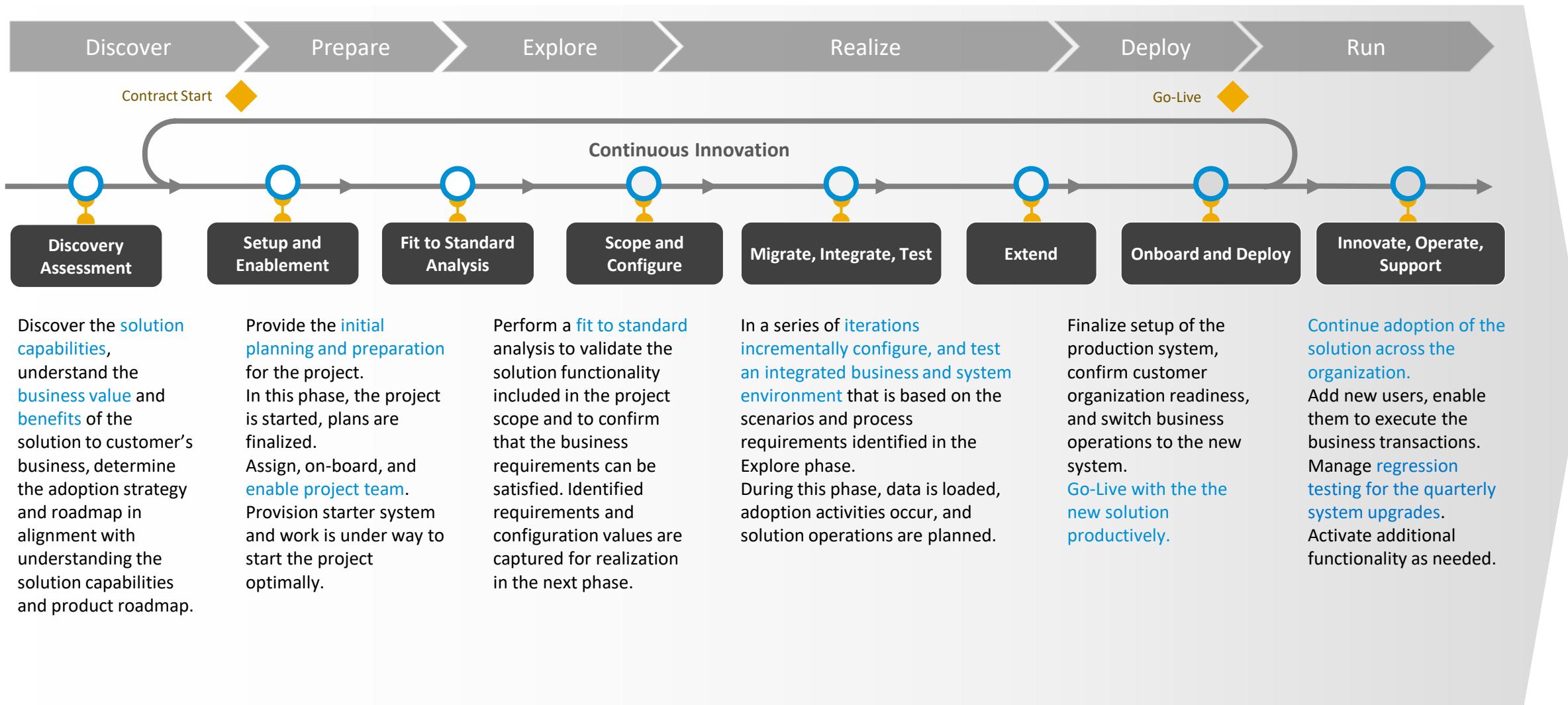
Tools for a guided configuration in the cloud: self-service configuration to adapt pre-configuration to customer environment where needed

## Methodology

Agile implementation methodology with prescriptive and comprehensive implementation tasks along with how to-do documents and accelerators



## Overview of the end-to-end customer lifecycle



Eclectic Consulting deploys Project Methodology that is suitable for complex implementations and at the same time adapting to the respective demands in a project. The flexibility allows Project Managers having more freedom to respond to changing demands.



## PROJECT QUALITY

- Usage of best **Global Standards** increases the odds of project success and **provides value to the organization**
- Set of **proven templates** for project delivery across the Activate phases and workstreams with an extended Project Management workstream.
- **Managing expectations** with different stakeholders more effectively to **improve understanding of the project approach and objectives**
- Increased ability to manage business shift to **SAP best practices and standard processes**



## PROJECT SCOPE

- SAP Activate facilitates better results through **robust planning and scoping**
- Early activities ensure **close alignment** between project, the sponsor and the stakeholders **on project and business goals**
- **On-going Governance** controls scope creep but ensures that changes needed for good operational reasons can be surfaced and incorporated when the business case is clear



## PROJECT TIME

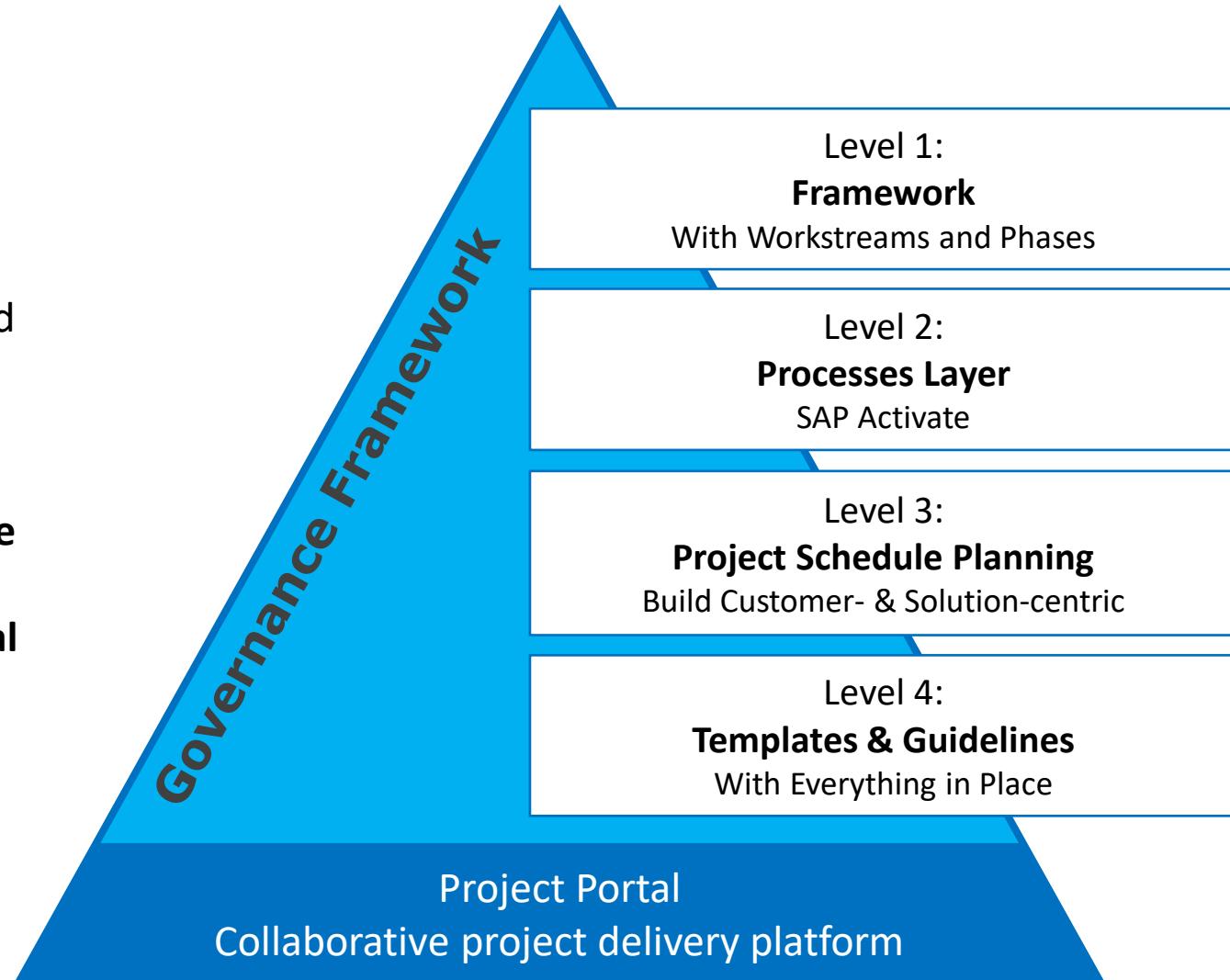
- SAP Activate ensures that projects are completed **effectively and efficiently**
- **Road-tested tools and accelerators** ensure **speed** in delivery and optimal use of project and business resources
- Best practice processes encourage **the proactive identification and management of project risks and issues** and the prevention or mitigation of risks before they become problems
- **Implementation guidelines** ensure a project approach that is **tailored to the challenges**

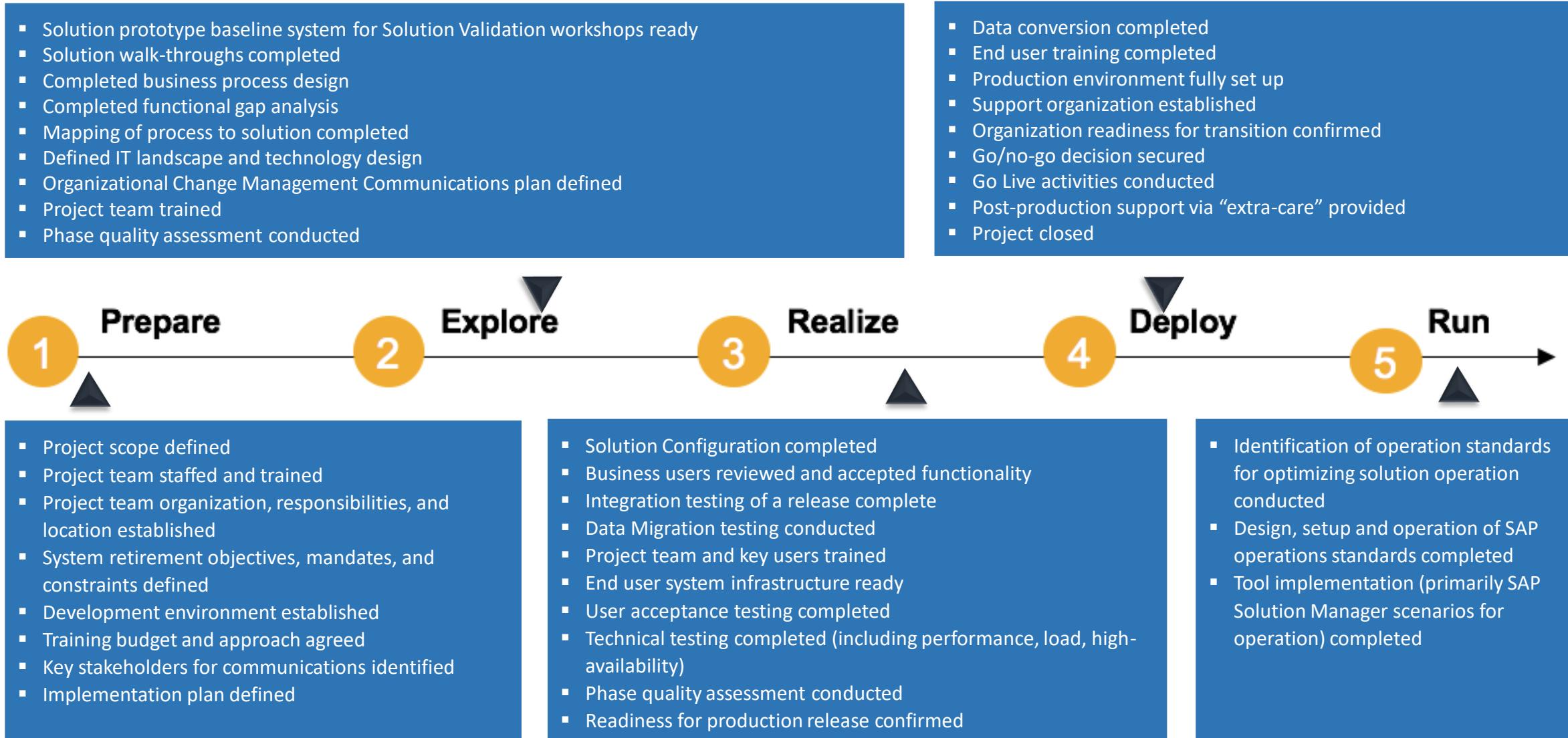


## PROJECT OUTCOMES

- SAP Activate increase the probability of **successful benefits realization and return of investment** through successful solution and delivery and **robust business preparations**
- **Organizational Change Management** helps organizations to:
  - Minimize disruption
  - Manage business risks
  - Delivery consistently **good deployment results**
  - Achieve **high-levels of adoption**

- ✓ **Holistic Governance Framework**
- ✓ **Explicit Assignment** of Activities and Templates to **well-defined Roles**
- ✓ All **Market Standards** adapted and **synchronized** with **Eclectic Expertise**
- ✓ Delivery supported by **Project Portal** as an **interactive delivery platform**





SAP Best Practices Explorer

Browse Packages / SAP S/4HANA / Cloud /

**SAP Best Practices for SAP S/4HANA Cloud for Enterprise Management**

United Kingdom Localization, For SAP S/4HANA Cloud 1711

Description:  
Accelerate and simplify the adoption of SAP S/4HANA Cloud for faster time to value, using best practice business processes with the knowledge of being legally compliant in different countries.

Version: United Kingdom Localization, For SAP S/4HANA Cloud 1711

Language: EN

Direct link to package: [https://rapid.sap.com/bp/BP\\_CLD\\_ENTPR](https://rapid.sap.com/bp/BP_CLD_ENTPR)

Download     

Overview Solution Scope Accelerators Find Out More

➤ Solution Information

## SOLUTION SCOPE

Scope Item Groups	Line of Business
Name	Description
➤ Supply Chain	Enable demand-driven, responsive supply networks, by preparing for variability at lowest cost, using automation. Real time responses to supply. Increase profits, shorten lead times, and provide visibility with intelligent response and supply orchestration.
➤ Finance	Achieve excellence in financial management & accounting with regulatory compliance and improved margins. Achieve instantaneous financial insight at any time, from anywhere using best practices and machine learning automation, in place of excel.
➤ Sales	Engage empowered customer in real time via insights from their digital behavior, for retention and unique experience, reducing customer acquisition costs. Companies today need to adapt to this new reality to engage customers and succeed.

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Business Priorities 

-  **Start**  
Start your discovery here! >
-  **Streamlined Procure to Pay**  
10/31 in scope >
-  **Integrated Idea to Product**  
9/12 in scope >
-  **Accelerated Plan to Production**  
23/40 in scope >
-  **Optimized Order to Cash**  
33/43 in scope >
-  **Core Finance**  
40/73 in scope >
-  **Project Services**  
4/16 in scope >
-  **HR Connectivity**  
2/3 in scope >

SAP S/4HANA Cloud - Customer Assessment Scoping & Questionnaire 

Welcome Neil Williams

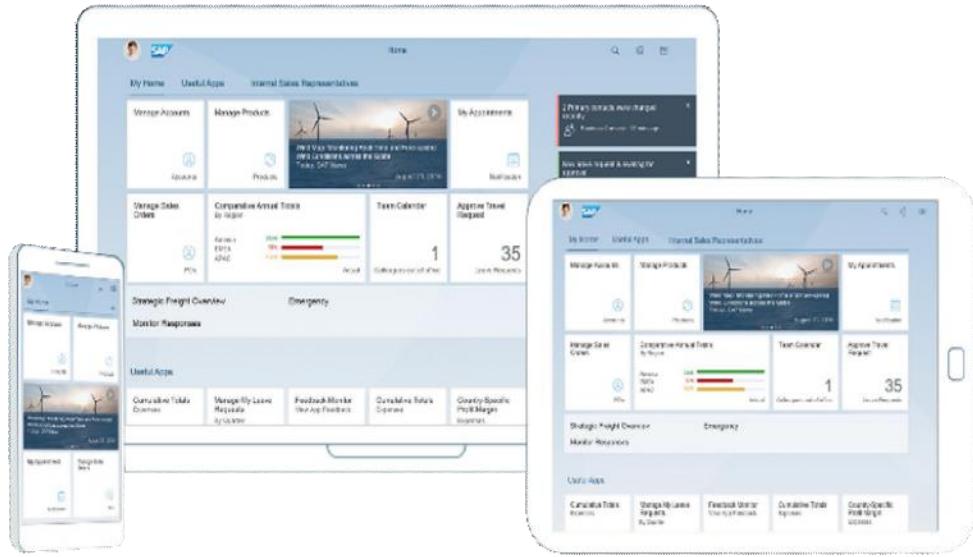
**SAP RAPID INFRASTRUKTUR**

Empower your business to Run Ahead with SAP S/4HANA Cloud – the world's first intelligent cloud ERP suite. Enjoy the discovery by selecting your Business Priorities. Here you can select the applicable scope items and get detailed information from our Best Practice explorer. You can also leave your own notes or questions to SAP and define your integration requirements with other systems. We will address these topics in a follow-up meeting or during a Discovery Assessment Workshop.

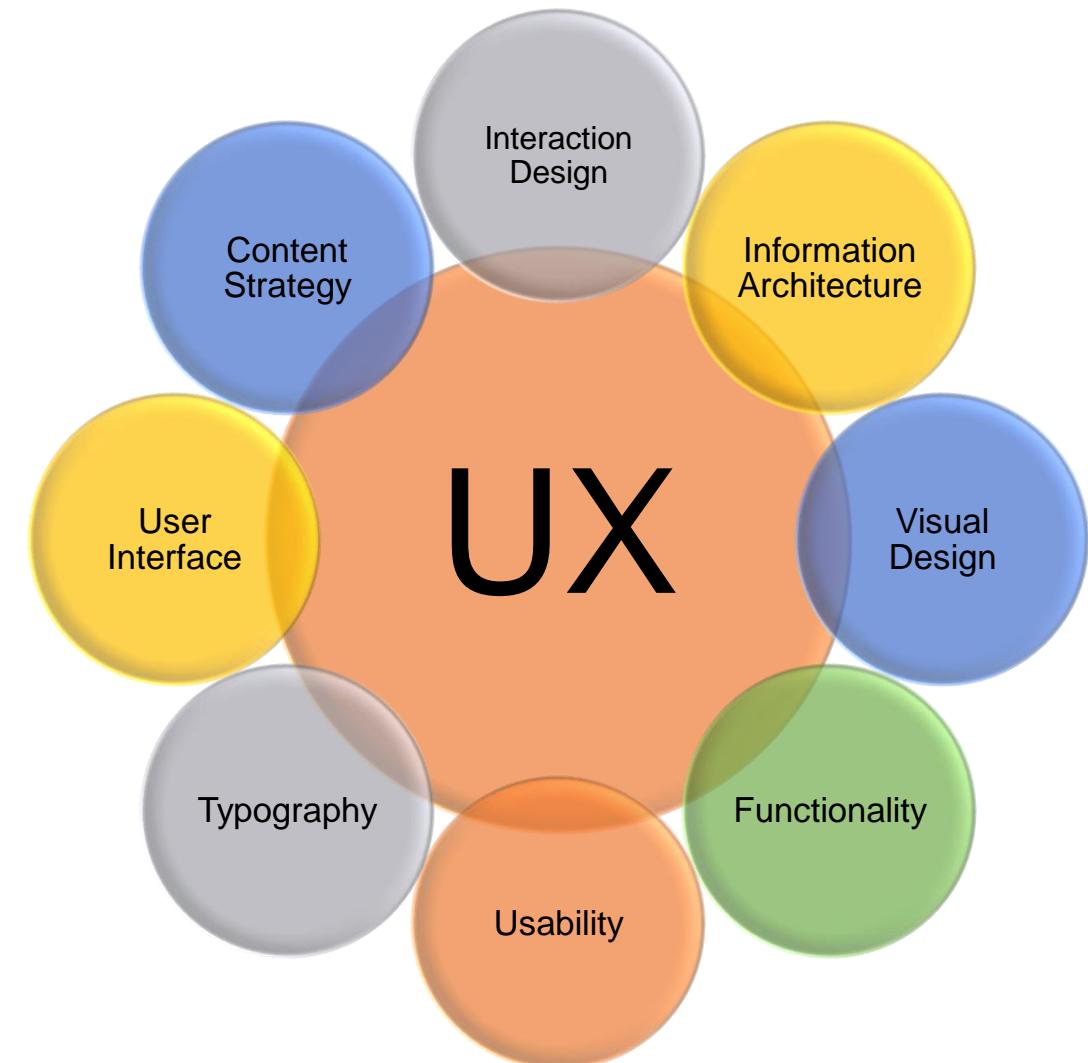
Learn more about: [SAP S/4HANA Cloud](#)

SAP S/4HANA Cloud is defaulted. Please select any other SAP LoB Cloud solutions applicable to your company:

 SAP S/4HANA Cloud <input checked="" type="radio"/>	 SAP Hybris <input type="radio"/>	 SAP Ariba <input checked="" type="radio"/>	 SAP Concur <input checked="" type="radio"/>
 SAP Fieldglass <input type="radio"/>	 SAP SuccessFactors <input checked="" type="radio"/>	 SAP Cloud Platform <input checked="" type="radio"/>	 SAP Analytics Cloud <input type="radio"/>



“User experience (abbreviated as UX) is how a person feels when interfacing with a system. The system could be a website, a web application or desktop software and, in modern contexts, is generally denoted by some form of human-computer interaction (HCI).”



SAP Fiori is the design language for all SAP products. It applies modern concepts and design principles, enabling users to get the job done easily and have a delightful experience. The SAP Fiori design language can be implemented through various UI technologies and platforms.

## SAP Fiori:

### Design

- Design principles, design language and design guidelines

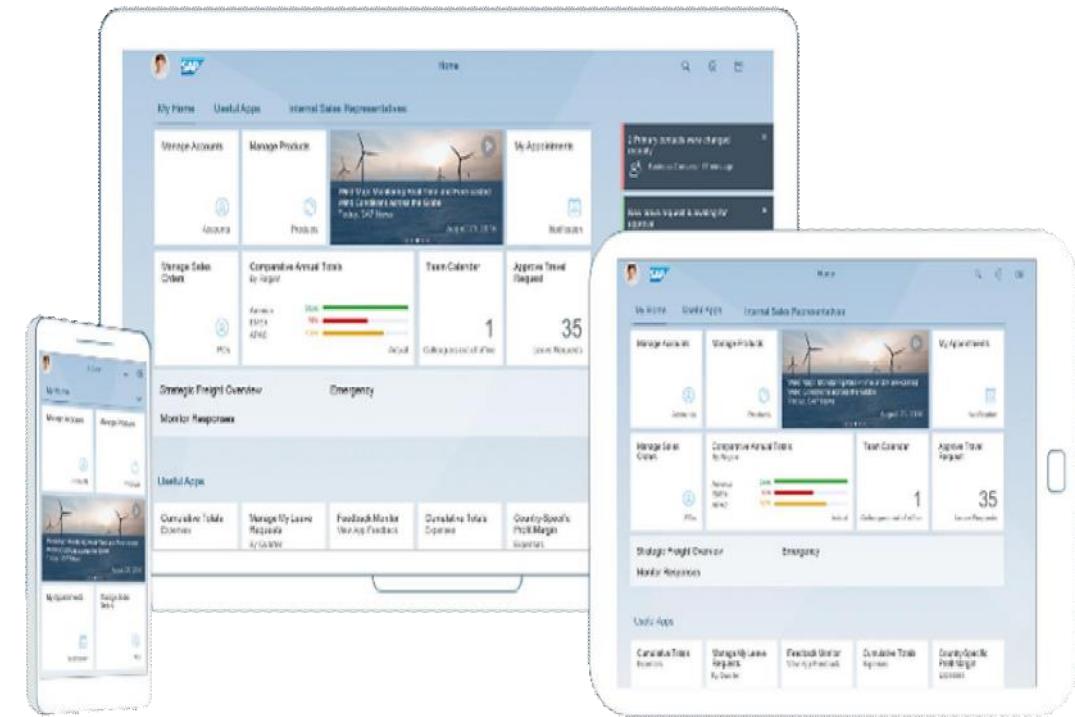
### Design & Development tools

- Such as SAP Build, SAP Web IDE, SAP Fiori for iOS SDK

### Technology

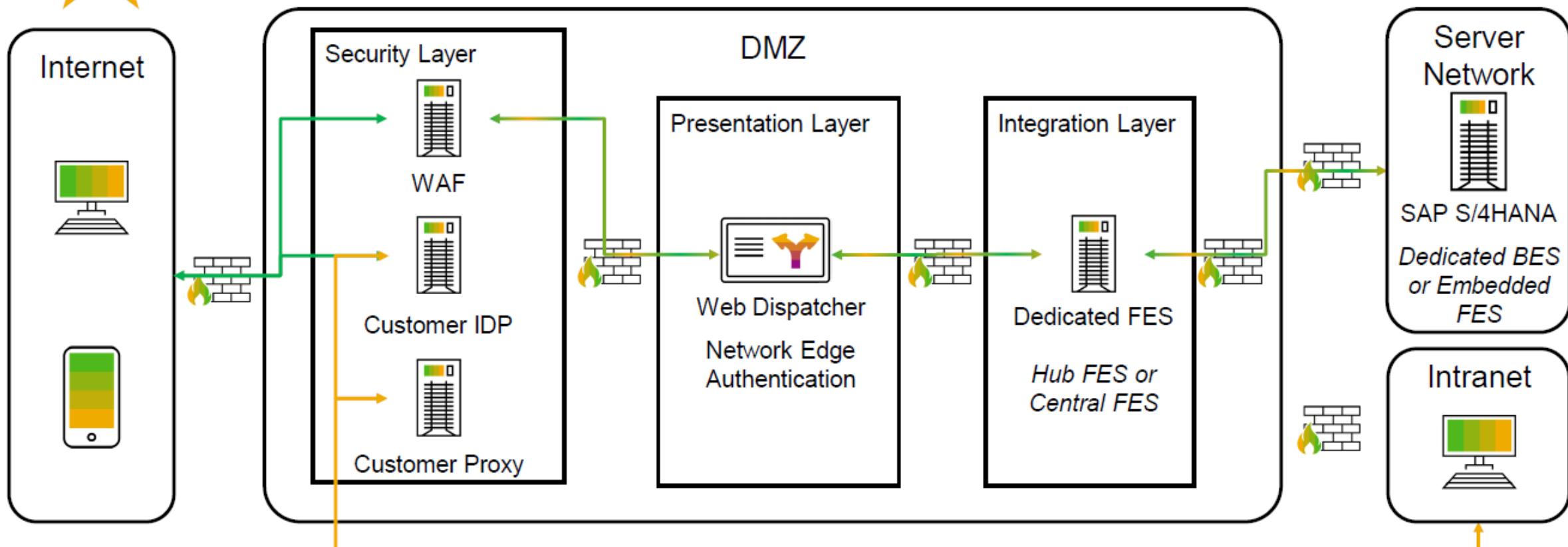
- Such as the SAP Fiori launchpad, SAPUI5, SAP Fiori elements, OData backend programming model
- As well as integration technology for business systems, mobile solutions, cloud deployment

### SAP Fiori apps provided by SAP





## Best Practice: Web Dispatcher in DMZ (minimum)



Note: Internal and external access integration scenarios are generally routed through the same network zones and security layers

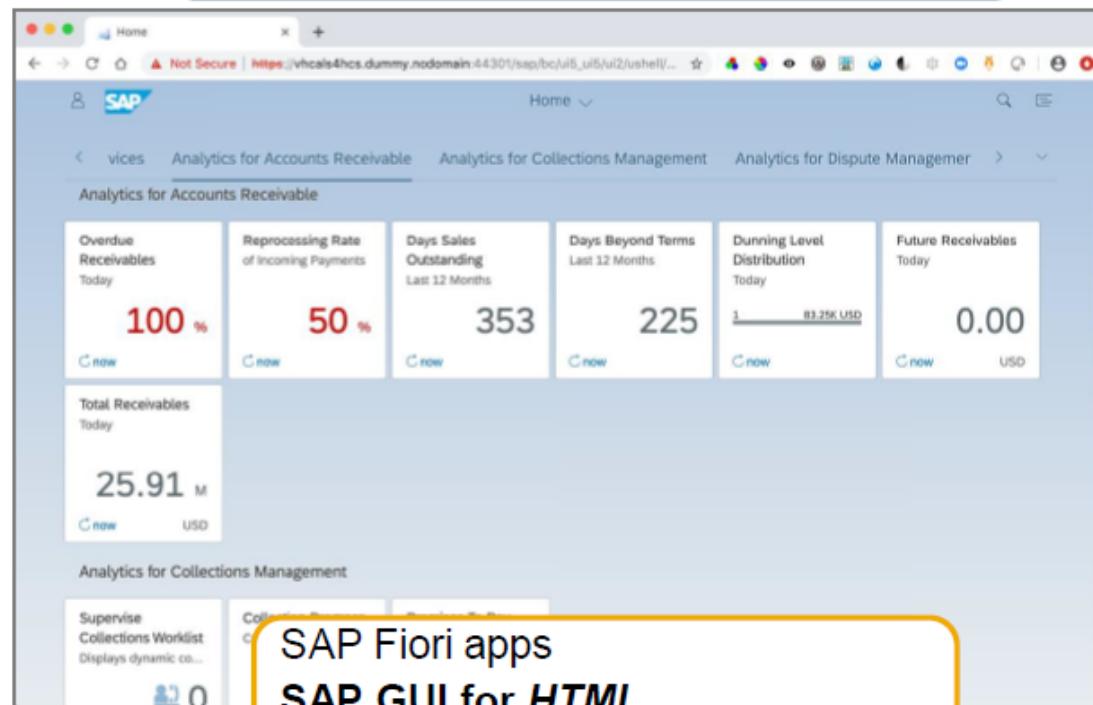
→ Access from internal corporate network  
→ Access from Internet



## Best Practice: Web browser

Good Alternative: SAP Business Client > Launchpad Connection

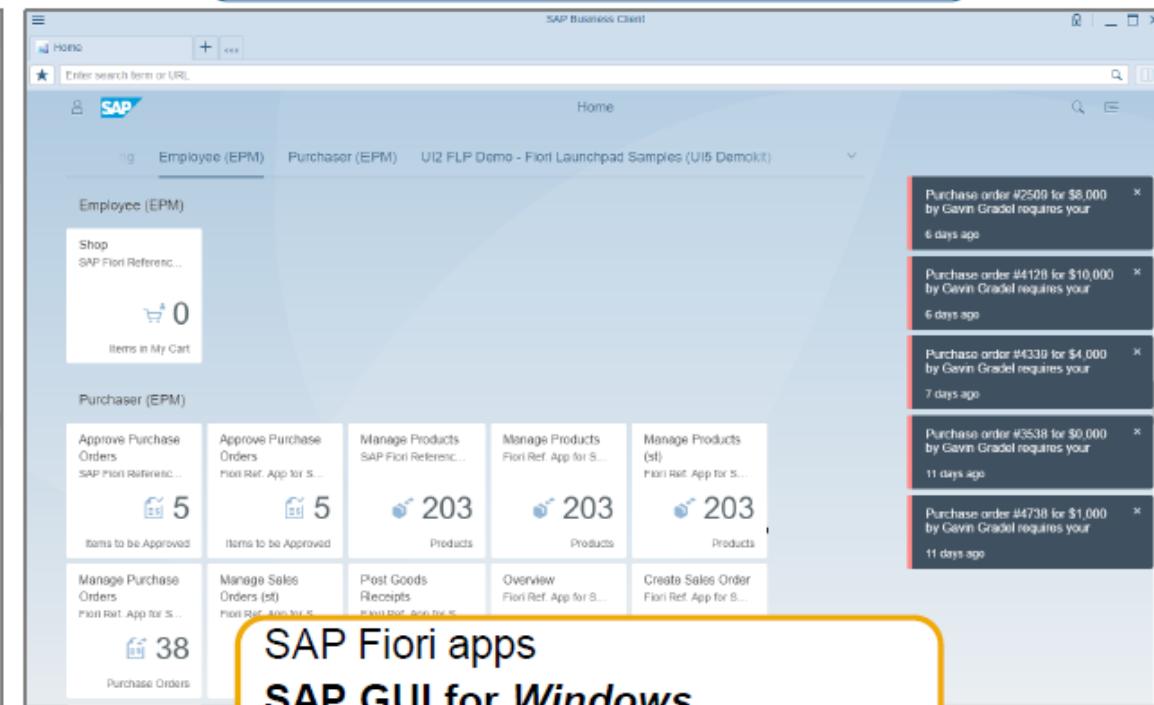
Supported Web browsers  
e.g. Google Chrome, Firefox, MS IE/Edge



The screenshot shows a web browser interface with the SAP Fiori logo at the top. The main content area displays two sections: 'Analytics for Accounts Receivable' and 'Analytics for Collections Management'. The 'Analytics for Accounts Receivable' section includes a grid with metrics like Overdue Receivables Today (100%), Reprocessing Rate of Incoming Payments (50%), Days Sales Outstanding (353), Days Beyond Terms Last 12 Months (225), Dunning Level Distribution Today (83.25k USD), and Future Receivables Today (0.00). The 'Analytics for Collections Management' section includes a grid with metrics like Total Receivables Today (25.91 M USD).

**SAP Fiori apps**  
**SAP GUI for HTML**  
Web Dynpro ABAP applications

SAP Business Client  
LAUNCHPAD CONNECTION



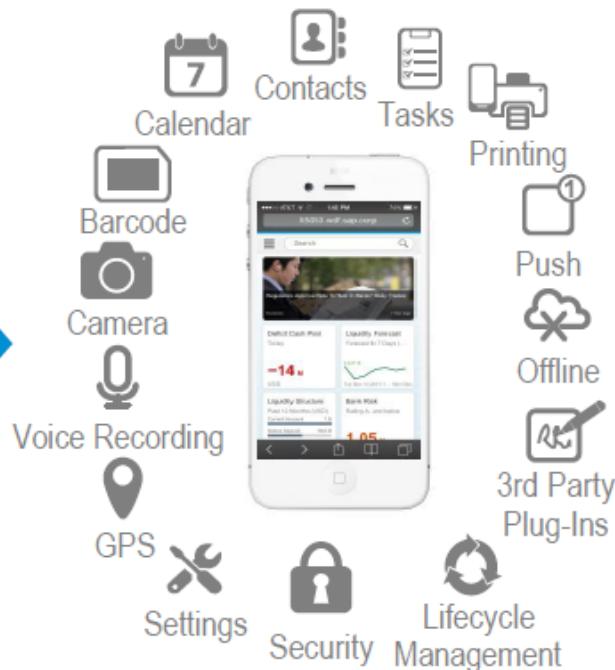
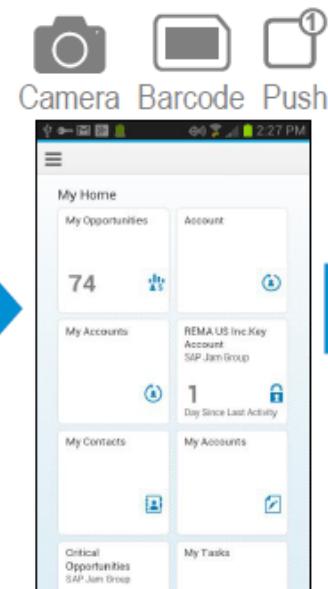
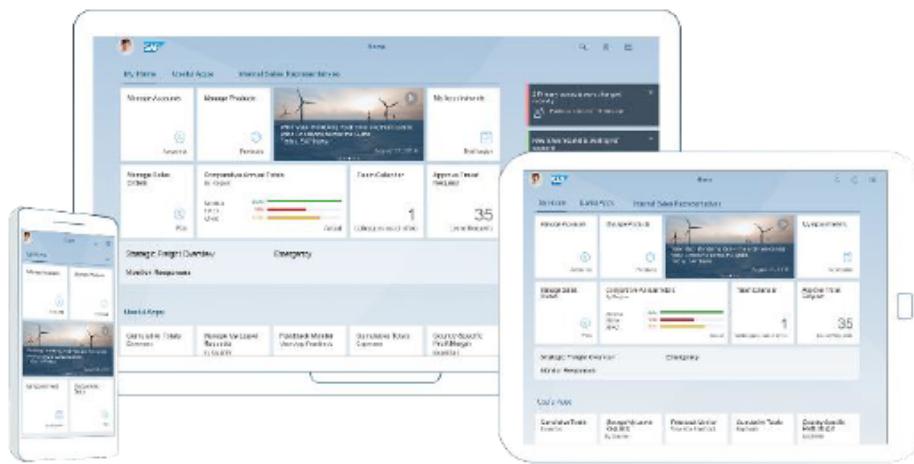
The screenshot shows the SAP Business Client Launchpad Connection interface. The top navigation bar includes 'Employee (EPM)', 'Purchaser (EPM)', and 'UI5 FLP Demo - Fiori Launchpad Samples (UI5 Demokit)'. The main content area is titled 'Employee (EPM)' and shows a 'Shop' card with a cart icon showing 0 items. Below it are cards for 'Approve Purchase Orders' (5 items to be approved), 'Manage Products' (203 products), 'Manage Purchase Orders' (38 purchase orders), and 'Manage Sales Orders' (5 sales orders). To the right, a sidebar displays a list of purchase orders from 'Gavin Gradel' with their status and creation date.

**SAP Fiori apps**  
**SAP GUI for Windows**  
Web Dynpro ABAP applications



## Best Practice: SAP Fiori Client

Good Alternative: SAP Fiori mobile apps (using SAP Cloud Platform Mobile Services)



Web Browser

SAP Fiori Client

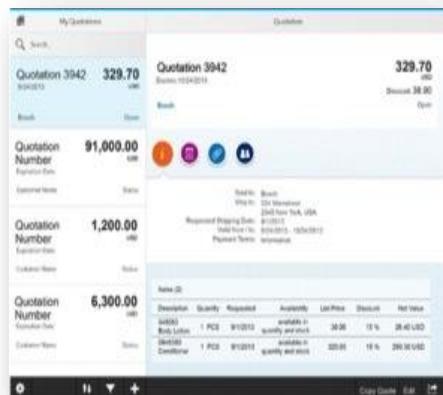
SAP Fiori mobile app

Mobile Web / Hybrid / Native

## Transactional

### Task-based Access

Access to tasks like change, create, or entire processes with guided navigation

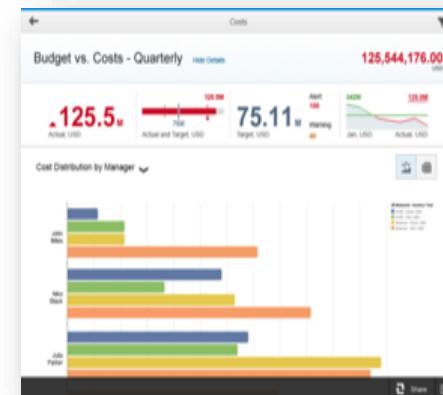


Runs on any  
DB and HANA

## Analytical incl. Smart Business

### Insight to Action

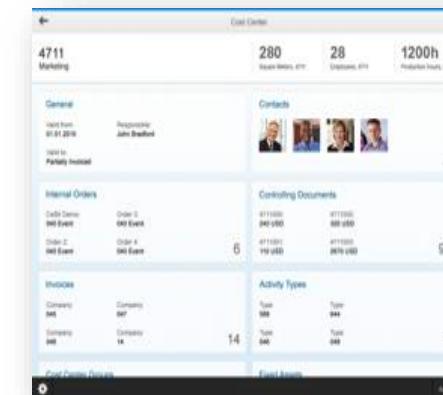
Visual overview over a complex topic for monitoring or tracking purposes



## Fact Sheet & Contextual Navigation

### Search and Explore

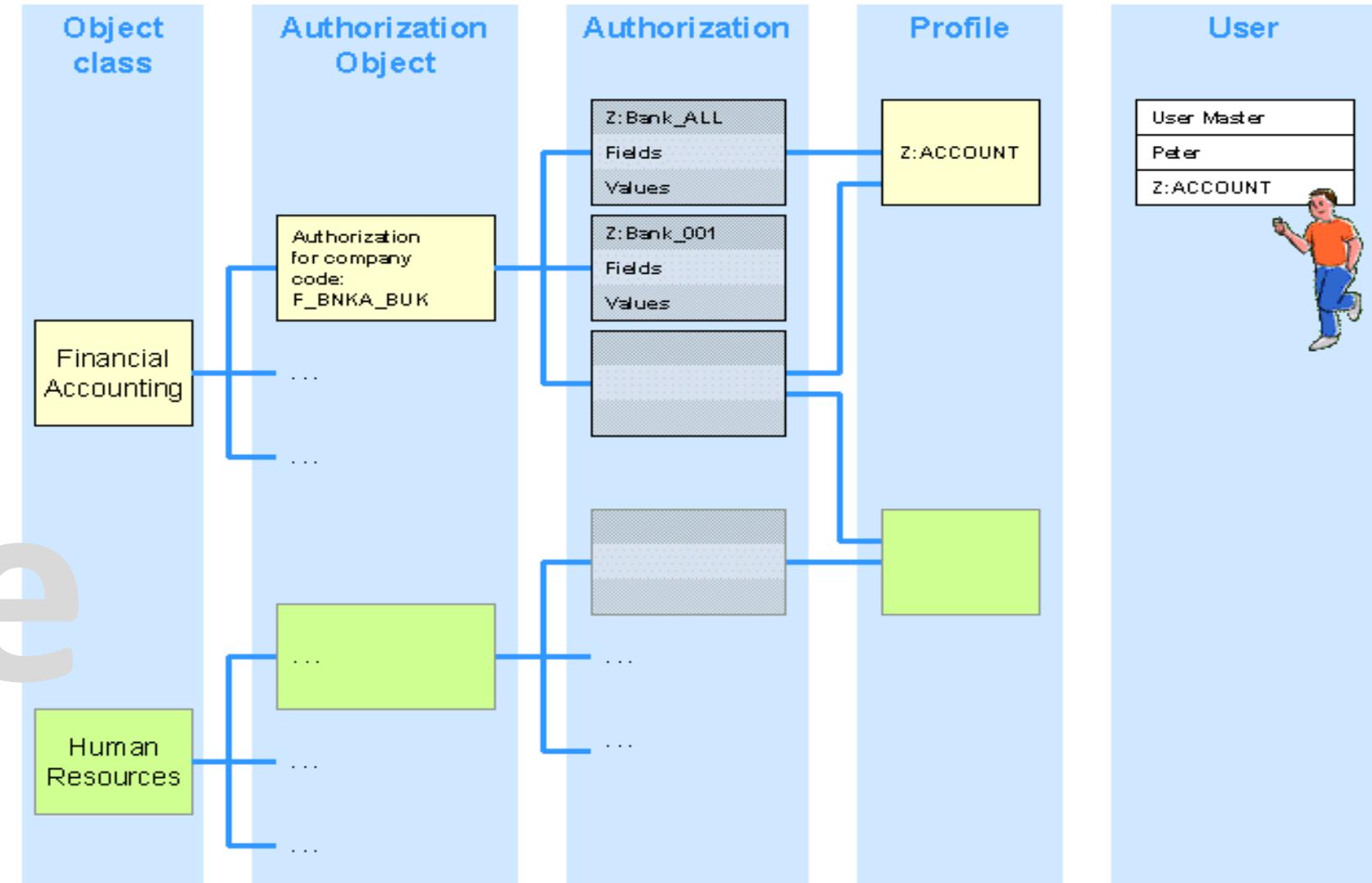
View on essential information about an object and contextual navigation between related objects

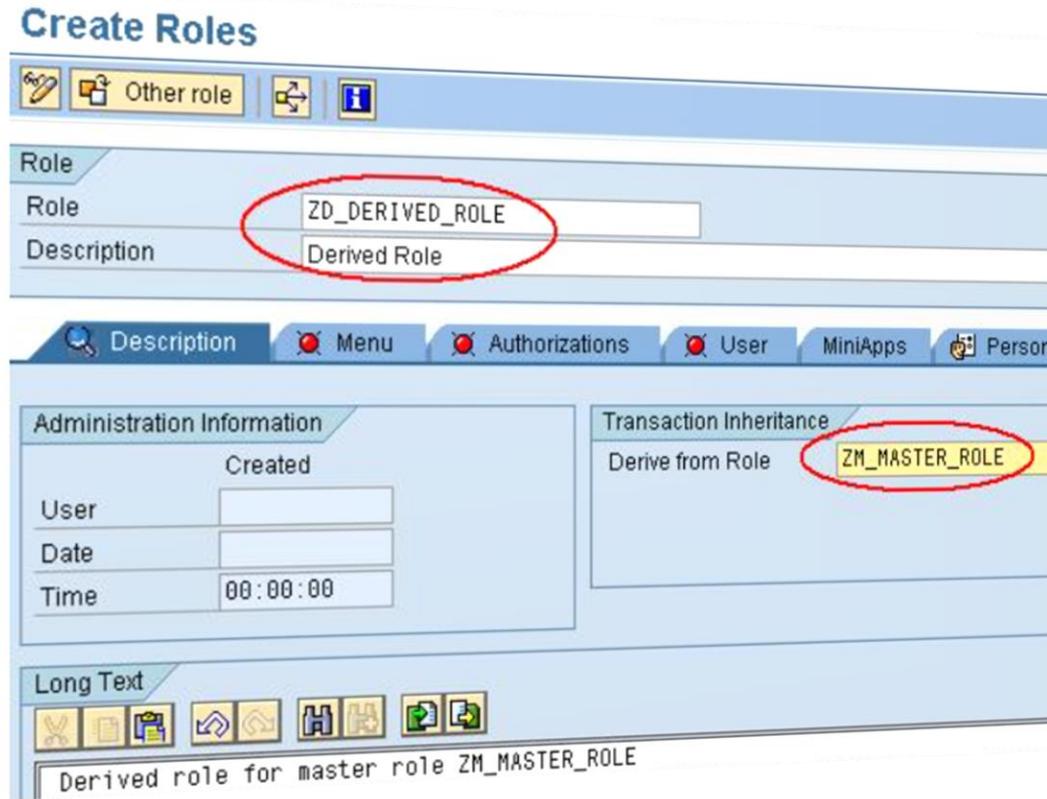


\* This is the current state of planning and may be changed by SAP at any time



# Role Authorizations





## Master-Derived Role concept

**Master-Derived Role concept** is basically used when **SAP** has been implemented across many sites (large geography) and the object level authorization remains the same across all the sites. The authorization values are maintained in the **master role** and the **roles** for different sites are **derived** from the master **role**.

## Master-Derived Role concept

SAP roles are designed into 4 levels.

**ZM**

**Master Role : Role Transaction Codes & Authorization Object Template**

A role that contains a collection of transaction codes and related object authorization (Role Template). **This role is not assigned to the user.**

**Z1**

**ROLE LEVEL 1 - Org. Related**  
Organization-Related Authorization  
Tcode & Object

A role that contains the t-code and objects associated with org. levels such as company code, plant code, functional location, profit center, and others. **This role is assigned to the user.**

**Z2**

**ROLE LEVEL 2 - Non-Org. Level Related**  
Non-Org-Related Authorization Object

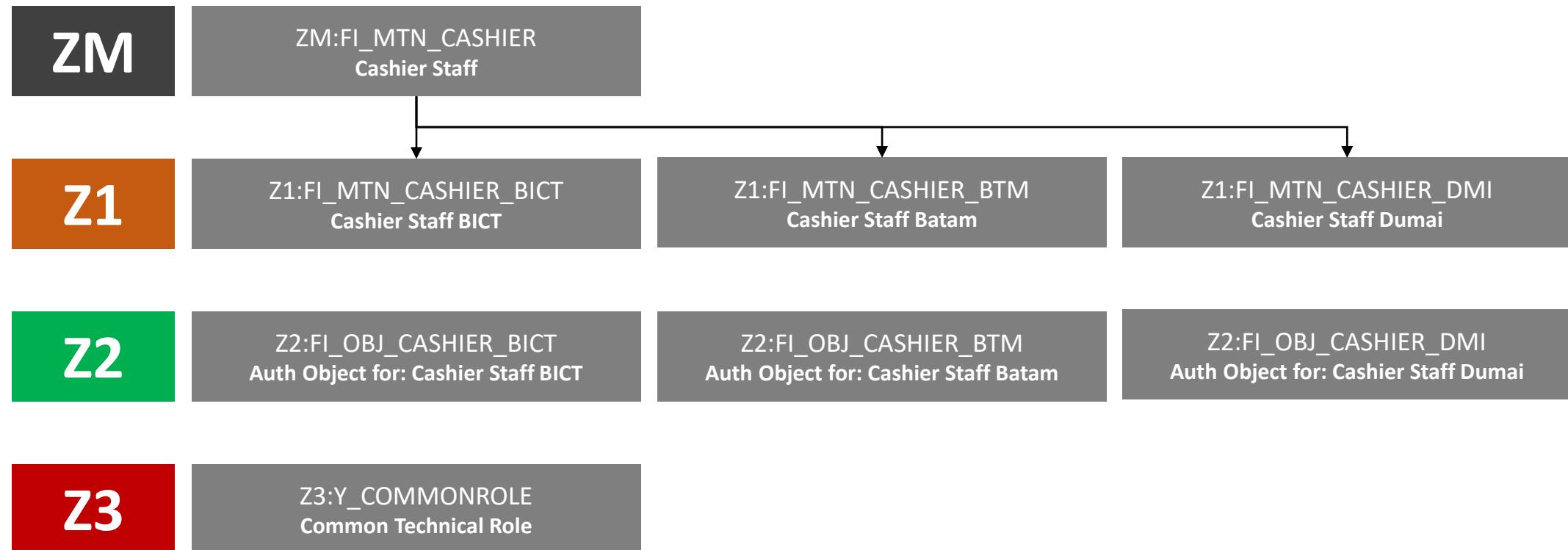
A role that contains authorization objects that are not associated with org. levels such as release code, document type, and others. **This role is assigned to the user.**

**Z3**

**ROLE LEVEL 3 – General Role Technical Role**  
Z3:XX\_COMMONROLE

A role that contains t-code and object authorization for technical purposes such as printing, workflow, authorization check, and others.

**This role is only one and is assigned to all users.**

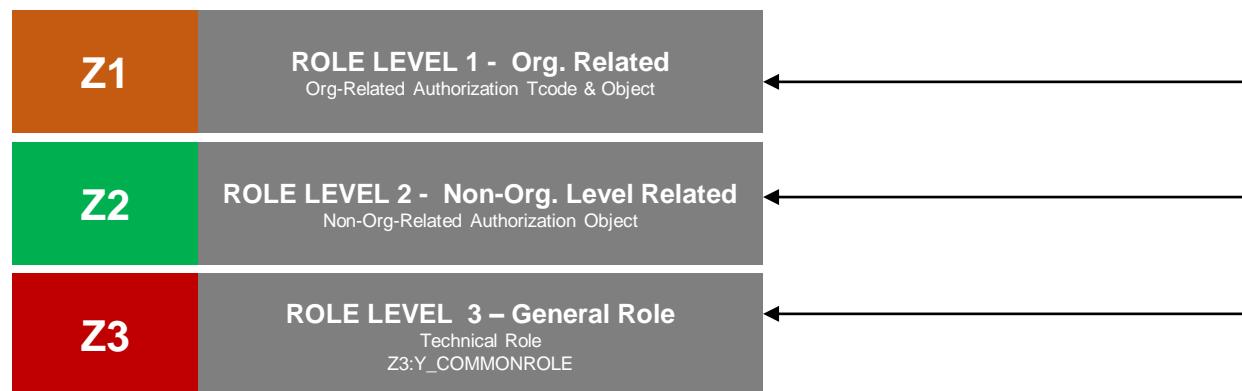


## 1 / Legend



- **ZM** roles are role templates.
- **Role Z1** is a customizable variation of the Role ZM template.
- **Role Z2** to store the authorization object for Role Z1.
- **Role Z3** exists only one and generally applies to all end users.

**“ One user ID can have more than one role from one or more modules ”**



**ECLECTIC**  
**STAFF KEUANGAN CABANG**  
eclectic@Company.co.id

**SAP USER ID** : 102704831  
**PASSWORD** : password123

**ROLES**

<b>Z1</b>	:	Z1:FI_MTN_CASHIER_BTM Z1:FI_DIS_CMRPTS_BTM
<b>Z2</b>	:	Z2:FI_OBJ_CASHIER_BTM
<b>Z3</b>	:	Z3:Y_COMMONROLE



You'll be in a strong position to **devise your own company** action plan and create a security road map that is tailored to the unique needs of your organization.

## Organization

Awareness

Security Governance

Risk Management

## Process

Regulatory Process  
Compliance

Data Privacy and Protection

Audit and fraud  
Management

## Application

User and identity  
Management

Authentication and  
single sign-on

Role and  
Authorizations

Custom Code  
Security

## System

Security hardening

Secure SAP  
Software Code

Security monitoring and  
forensics

## Environment

Network Security

Operating System and  
database security

Client Security

## Transaction Data

Integration



## Analytic Data

Collaboration across the value chain and the systems



## Dashboard

Trusted, Secure





## As a Tool for Project Management

- Project Schedule
- Issue Management
- Delay Management
- Change Request Management
- Other Management

## Advantages:

- Access from Anywhere
- Flexible Definition
- Easy to use



Tab	Tool	Available for Eclipse		
		Oxygen	2020-06	2020-09 / latest
<a href="#">ABAP</a>	ABAP Development Tools		✓	✓
<a href="#">BW</a>	Modeling Tools for SAP BW/4HANA and SAP BW powered by SAP HANA		✓	
<a href="#">Cloud</a>	<p>SAP Cloud Platform Tools</p> <p>Latest SDK downloads:</p> <ul style="list-style-type: none"> <li>Java Web Tomcat 7: <a href="#">neo-java-web-sdk-2.163.4.zip (sha1)</a> (Deprecated)</li> <li>Java Web Tomcat 8: <a href="#">neo-java-web-sdk-3.118.5.zip (sha1)</a></li> <li>Java EE 6 Web Profile: <a href="#">neo-javae6-wp-sdk-2.198.4.zip (sha1)</a> (Deprecated)</li> <li>Java EE 7 Web Profile TomEE 7: <a href="#">neo-javae7-wp-sdk-1.87.4.zip (sha1)</a></li> </ul>		✓	
<a href="#">Cloud Integration</a>	SAP Cloud Business Application Tools		✓	✓
<a href="#">HANA</a>	SAP HANA Tools		✓	✓
<a href="#">IdM</a>	SAP Identity Management Configuration Lifecycle Tools		✓	
<a href="#">Mobile</a>	SAP Mobile Tools			
<a href="#">SAPUI5</a>	UI Development Toolkit for HTML5			

## SAP Project Standard Office and Office Applications

We will utilize existing RII standard business tools and applications:

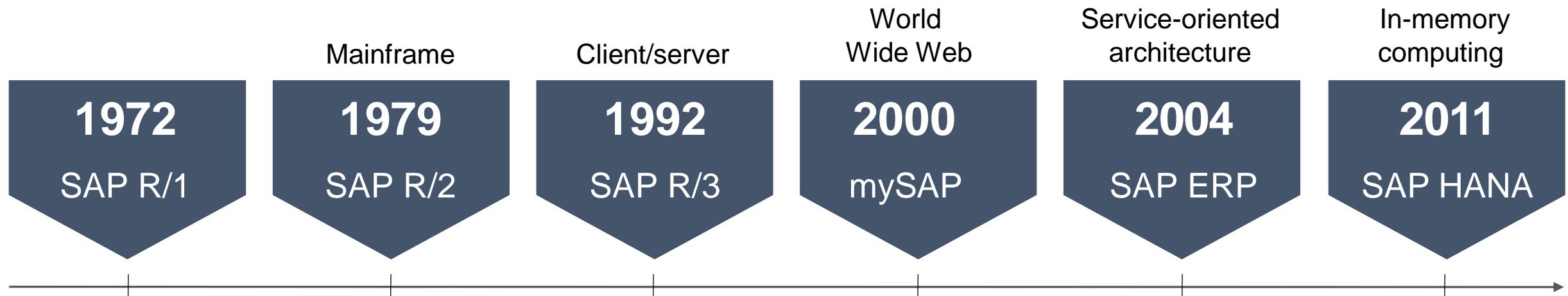
- Business Office Tools – use Microsoft Office
- Collaboration and Productivity – Microsoft Teams
- Documentation Library – SharePoint



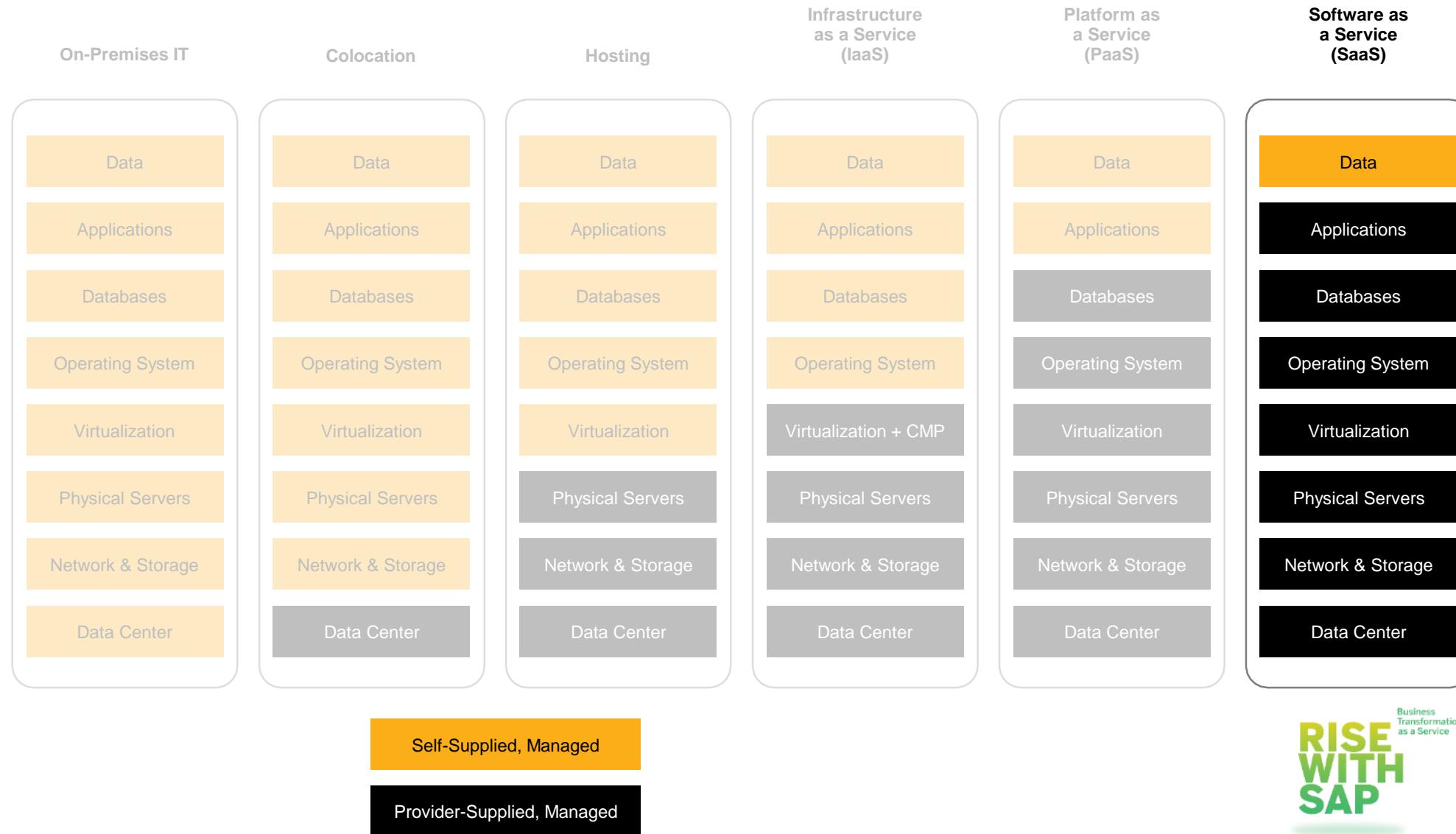


SAP HANA  
Approach for  
RII

- ✓ Integration
  - ✓ Standardization
  - ✓ Globalization
- ✓ **40+** years of innovation across industries
- ✓ **291,000** customers
- ✓ **74%** of the world's transaction revenue touches an SAP software system



# SAP S/4HANA Types of Deployment





Establish consistent triple-line leadership

## Seize Opportunities

Consistently grow with new digital business models and fully automated processes

**Up to 20%**

increase in service revenue from new business models

**Up to 20%**

reduction in revenue loss due to fulfillment issues

**Up to 20%**

reduction of customer churn

## Define the New Standard

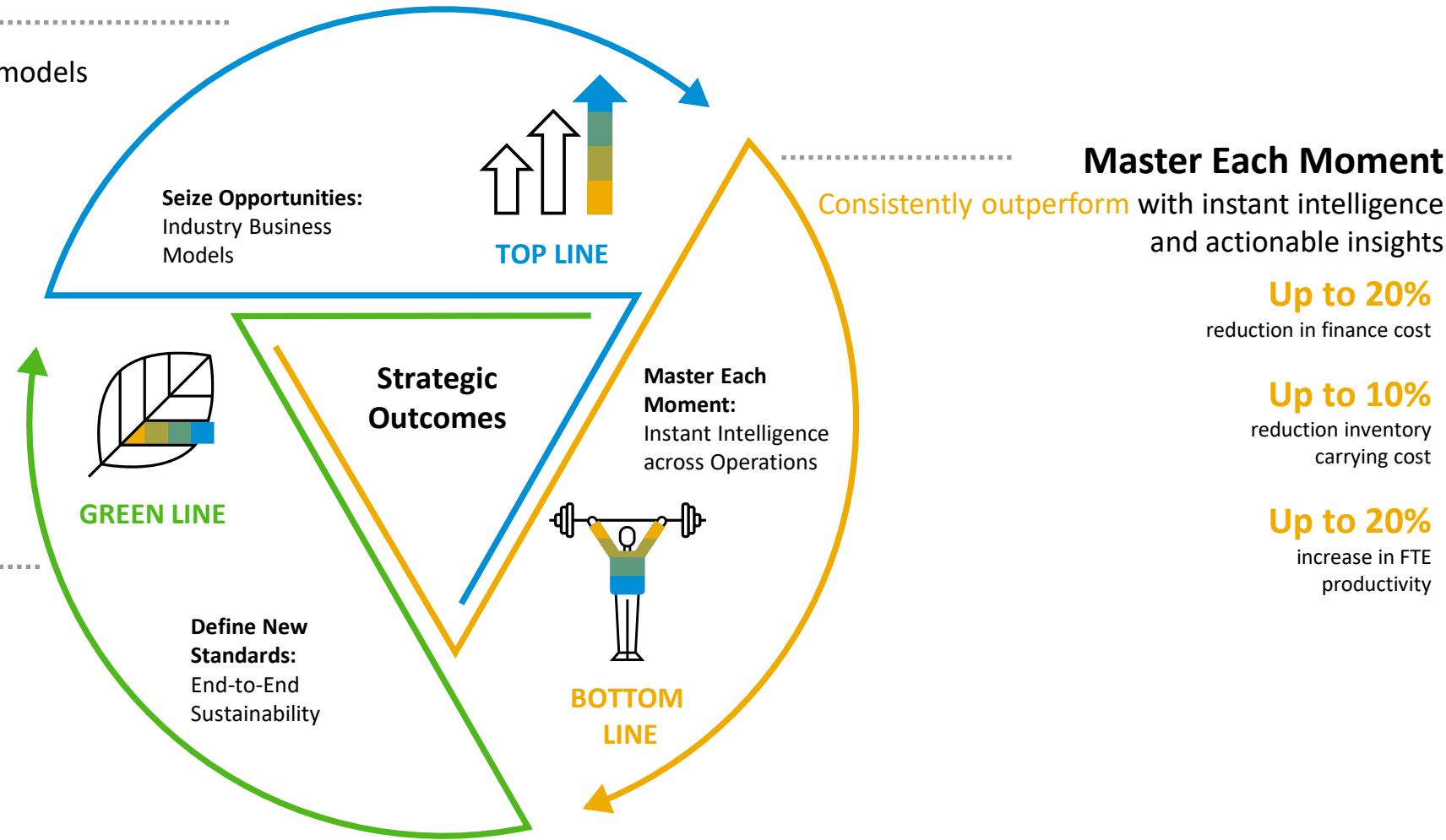
Consistently elevate sustainability standards with industry best practices

**Up to 30%**

improvement in environmental safety and compliance

**Up to 10%**

reduction in emissions cost



Note: Benefits are conservative outside-in estimates of the benefits of moving from a traditional ERP system to enhanced SAP S/4HANA with line-of-business and cloud capabilities. As each enterprise is at a different level of maturity, our recommendation is that you work with SAP to determine the value case for your enterprise

# SAP S/4HANA Cloud: Our customer momentum stays strong with proven value stories

**17,500+**

SAP S/4HANA Customers



Note: Numbers of SAP S/4HANA Customers and SAP S/4HANA Live Customers are as of Oct 2021, end of Q3

Please find SAP S/4HANA Value Stories [here](#).

# 1,000+

SAP S/4HANA  
Cloud Customers

## 44%

Faster order  
lead times

## 50%

Reduction in  
billing process  
time

## 75-80%

Increase in  
employee  
productivity

## 85%

Accelerated  
calculation  
time for MRP

## 88%

Data reduction  
resulting in leaner  
data footprint

## 90%

Reduction in  
the duration of  
report execution

## 99%

Inventory  
accuracy  
achieved

## 100%

Traceability for  
all goods at  
warehouses

# 600+

Live  
Customers\*



Hitachi High-Tech



MBCC GROUP

McKinsey  
& Company



\* Includes Core ERP and LOB Scenarios



### Business Benefits

- **S/4HANA scope incl. LOB and industry processes**, supporting 20 industries\*
- Cloud enabled **Partner Add-Ons**
- **43 Local versions in 27 languages**
- **Pre-configured integration** to other cloud solutions



### Strategic Benefits

- **Lowest TCI**
  - Fit to standard
  - Complete delivery of pre-activated business innovation scope
- **Scalable** platform
- **Lowest TCO**
- Fastest onboarding
- **Fastest time to innovation**
  - Monthly feature delivery and bi-yearly major upgrades



### Technical Benefits

- **Highest degree of automatization** via Machine Learning and Robotic Process Automation
- **Flexibility and Extensibility**
  - Access to On Stack S/4HANA **Extensibility Framework**
  - Side-by-side and **In-App** extensions
  - Code enhancements **via ABAP Environment**\*

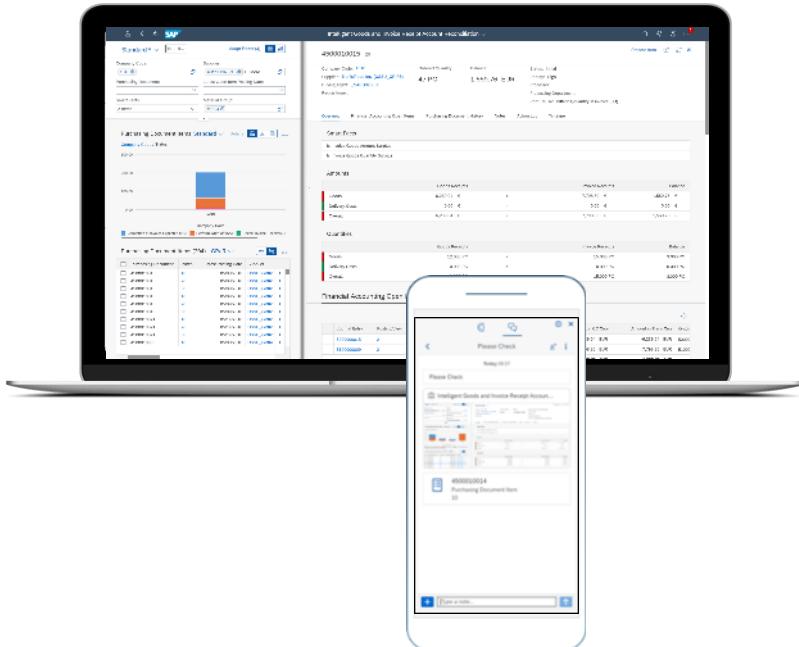


### Operational Benefits

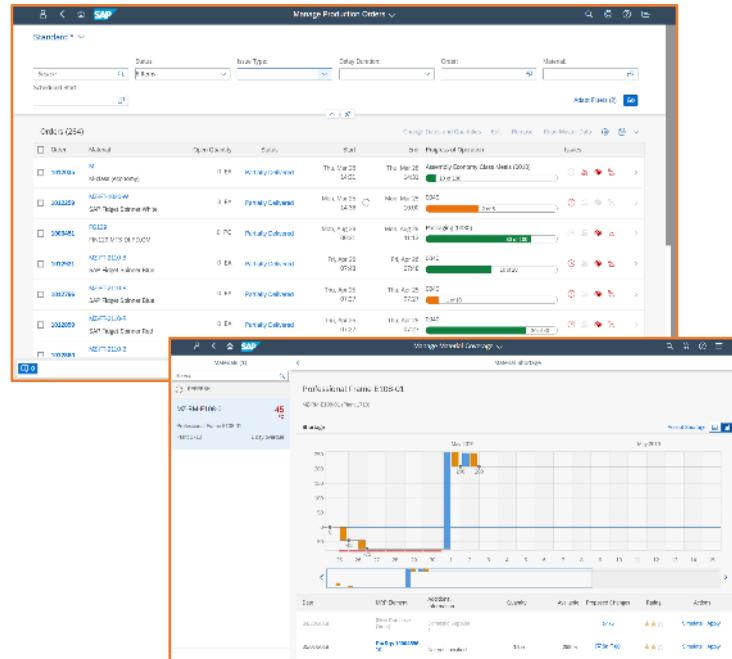
- **Lowest TCO**
- **Native cloud infrastructure and cloud enablement** (e.g. authorizations & access management, output management)
- **Technical operations, upgrades, system maintenance, ...etc.** done by SAP

# SAP S/4HANA Cloud will run your business different than before

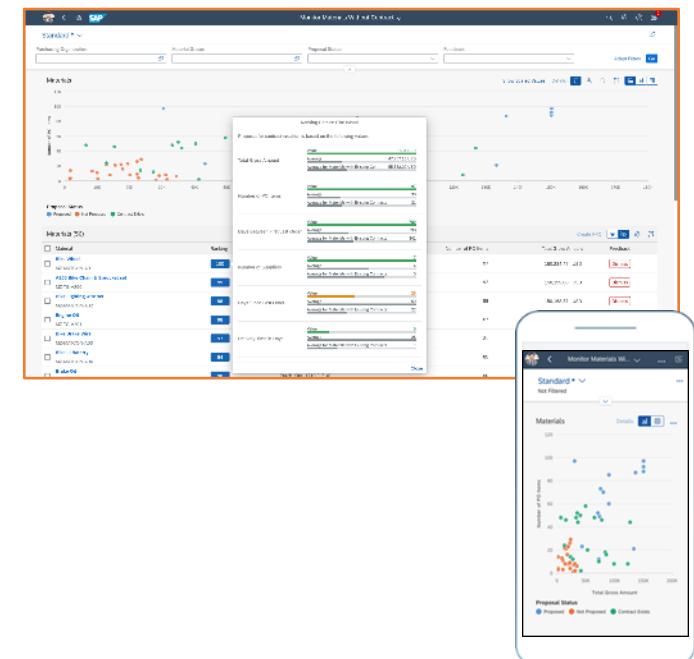
On any device, use role based cockpits with digital assistant



Embedded analytics for simulation, prediction & insight-to-action



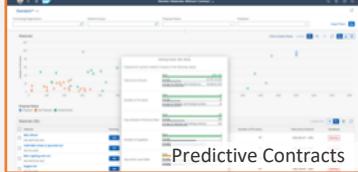
Machine learning for automated processing & decision support



# SAP S/4HANA Cloud Scope Highlights

The most comprehensive, integrated and intelligent Cloud ERP

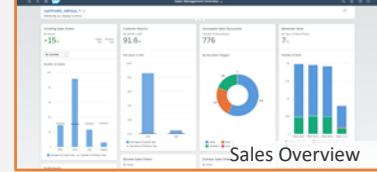
### Procurement



Predictive Contracts

- Procurement of Direct Materials & Services
- Supplier Management
- Central Procurement

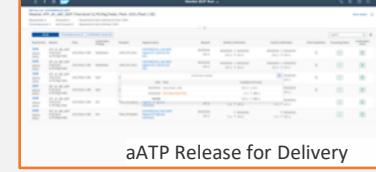
### Sales



Sales Overview

- Sell from Stock
- Sell Services
- Rebates & Commissions
- Convergent & External Billing

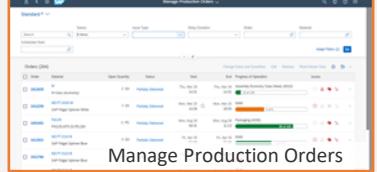
### Supply Chain



aATP Release for Delivery

- Warehouse Outbound & Inbound Processing
- Core Inventory Management
- (Advanced) ATP Processing

### Manufacturing



Manage Production Orders

- Material Requirements Planning with Demand Driven and/or predictive MRP
- Make to Stock & Make to Order
- Quality Management

### R&D

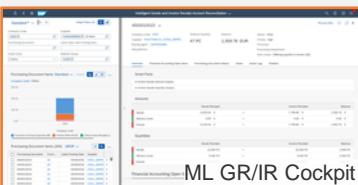


Manage Product Compliance

- Product Compliance
- Enterprise Portfolio & Project Mgmt.
- Variant Configuration

## SAP S/4HANA Cloud

### Finance



ML GR/IR Cockpit

- Accounting & Financial Close
- Financial Operations
- Cost Management
- Treasury
- Enterprise Risk & Compliance

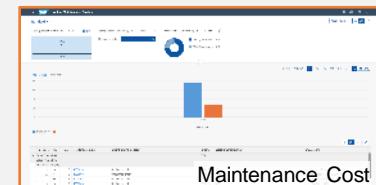
### Service



Solution Order

- Sell, deliver, bill, and monitor a combination of physical goods and services as one solution offering

### Asset Mgmt.



Maintenance Cost

- Resource scheduling for maintenance planner
- Enhanced collaboration and review

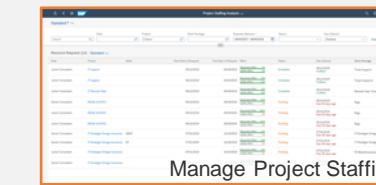
### Cross Functions



SAC embedded

- Master Data, Data Migration, Data Protection & Privacy, Information Lifecycle Management
- Integration Capabilities
- Legal Content Management

### Industry Capabilities



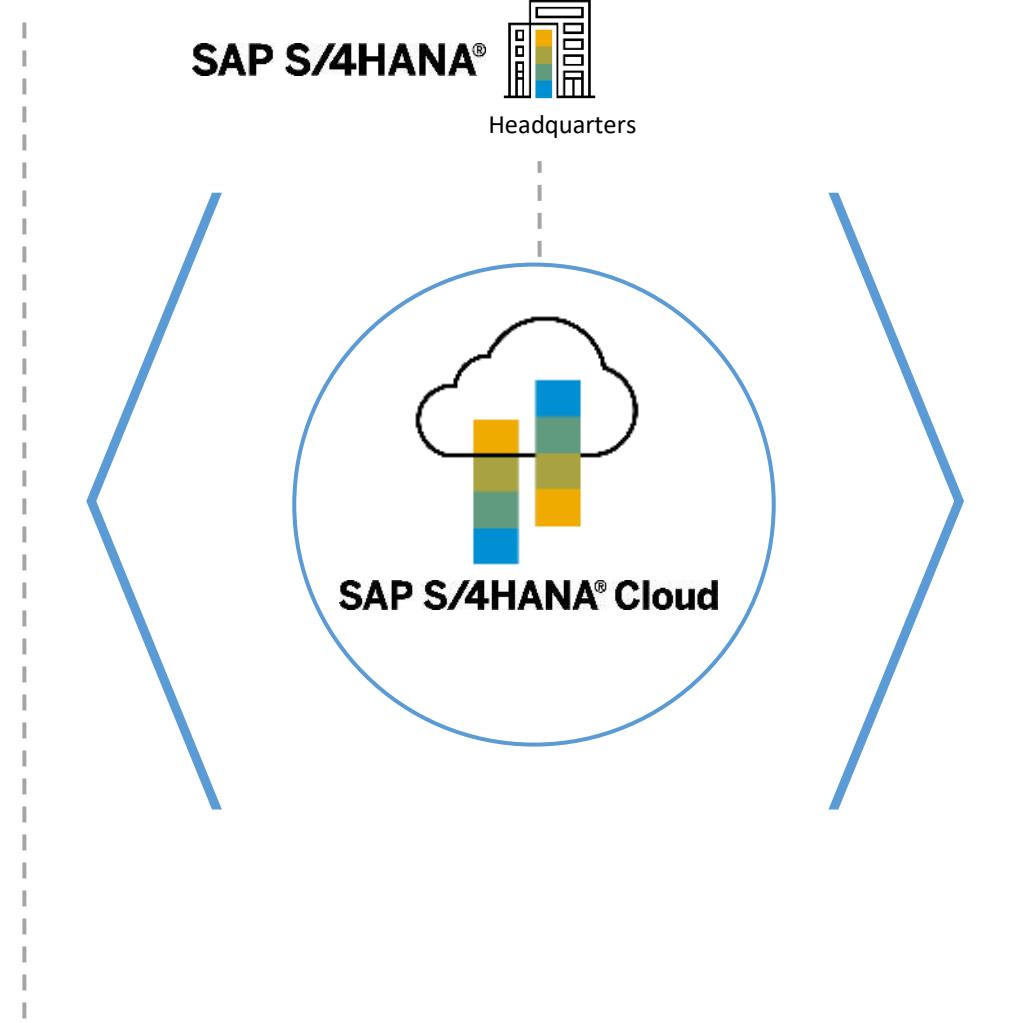
Manage Project Staffing

- Professional Services
- Manufacturing
- Mining Services
- Public Sector
- Higher Ed

# SAP S/4HANA Cloud Integration to other LoB Solutions for Future Roadmap

Pre-delivered integrations to simplify implementations and reduce integration costs

	SAP Central Finance
	SAP ERP
	SAP Digital Manufacturing Cloud
	Manufacturing Execution System
	Extended Warehouse Management
	SAP BPC
	SAP Financial Services Network or Bank
	SAP Cloud Platform Apps like SAP RealSpend
	SAP C/4HANA Revenue Cloud



## Fast Time-to-Value



With SAP-managed best practice business processes and integrations

## Reduce Risk



With on-demand, self-service lifecycle management and tools

## Lower Costs



using standard SLA's, API's, and on-demand resources

Best Practices

Managed Content Lifecycle

Pre-configured integrations

Activate Methodology

Lifecycle Management

Self-service tools

Standard SLA's

On-demand Resources

Standard API's

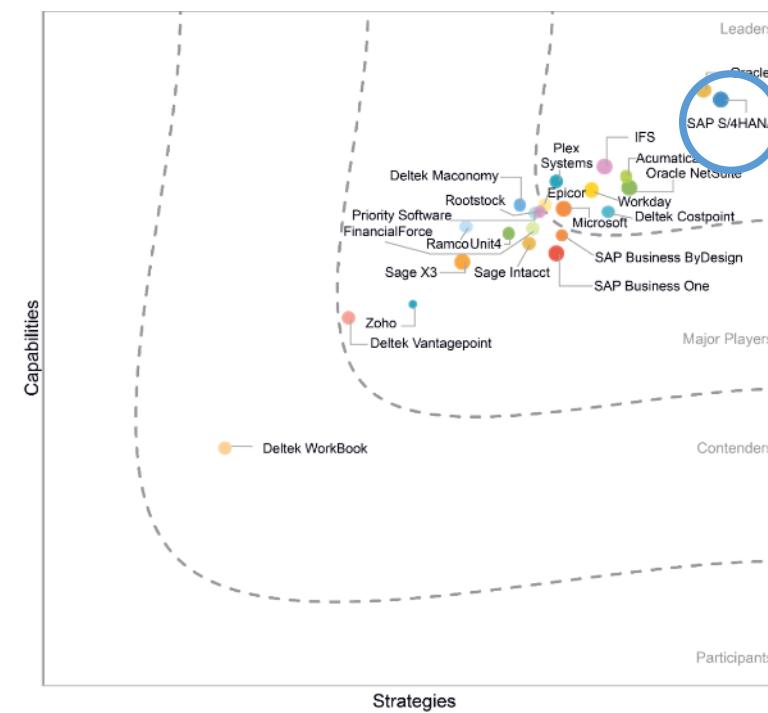
# Analysts View on SAP S/4HANA Cloud

S/4HANA Cloud rated as **Market Leader** in IDC Marketscapes

## WW SaaS and Cloud-Enabled Large Enterprise ERP Applications



## WW SaaS and Cloud-Enabled Medium-Sized/Midmarket ERP Applications



# Analysts View on SAP S/4HANA Cloud

S/4HANA Cloud rated as **Market Leader** in Forrester Waves for Digital Operations Platforms (DOP)

DOP for  
**Manufacturing Businesses**



DOP for  
**Distribution Businesses**



DOP for  
**Services Businesses**



# Cloud Use Types Mapping to LOB solutions

## S/4HANA Cloud for self-service use

- Available to Promise
- Delivery Management
- Goods Movement
- Maintenance Execution
- Maintenance Demand Processing
- Material Requirements Planning
- Organizational Management
- Production Control
- Self-Service Requisitioning
- Time Sheet
- Transportation Management
- Warehouse Management

## S/4HANA Cloud for core use

- Account and Contract Management
- Activity Management
- Customer Engagement
- Available to Promise
- Delivery Management
- External Processing
- Goods Movement
- Inventory Analytics and Control
- Just-in-time Processing
- Kanban
- Maintenance Execution
- Maintenance Planning
- Maintenance Demand Processing
- Master Data Management
- Material Requirements Planning
- Opportunity Management
- Organizational Management
- Price Management
- Product Development Foundation
- Production BOM Management
- Production Control
- Production Execution
- Project Financial Control
- Project Logistics Control
- Quality Engineering
- Quality Improvement
- Quality Inspection
- Recipe/Routing Management

## S/4HANA Cloud for core use (continue)

- Recipe/Routing Management
- Repetitive Manufacturing
- Returnable Packaging Logistics
- Sales Contract Management
- Sales Lead Management
- Sales Order Management and Processing
- Sales Quotation Management
- Self-Service Requisitioning
- Service Billing & Settlement
- Service Fulfilment
- Service Order Management
- Service Request Management
- Subcontracting
- Time Sheet
- Transportation Management
- Variant Configuration
- Warehouse Management
- Warranty Management
- Capacity Planning
- Service Monitoring and Analytic

## S/4HANA Cloud for advanced use

- Goods Movement
- Inventory Analytics and Control
- Returnable Packaging Logistics
- Warehouse Management
- Transportation management
- Available to Promise
- Delivery Management
- Material Requirements Planning
- External Processing
- Production Execution
- Subcontracting
- Just-in-time Processing
- Kanban
- Production Control
- Repetitive Manufacturing
- Quality Engineering
- Quality Improvement
- Quality Inspection
- Manufacturing Analytics
- Maintenance Planning

## S/4HANA Cloud for advanced use (continue)

- Maintenance Demand Processing
- Maintenance Execution
- Project Financial Control
- Project Logistics Control
- Production BOM Management
- Recipe/Routing Management
- Variant Configuration
- Inspection Planning
- Product Development Foundation
- Warranty Management
- Service Request Management
- Service Order Management
- Service Fulfilment
- Service Billing & Settlement
- Customer Engagement
- Sales Order Management and Processing
- Sales Billing
- Sales Master Data Management
- Sales Contract Management
- Claims, returns and refund management
- Sales Monitoring and analytics
- Sales rebates management
- Solution Billing
- Price Management
- Sales Quotation Management
- Opportunity management
- Sales Lead Management
- Activity Mgmt
- Account & Contact Mgmt
- Time Sheet
- Organizational Management
- Self-Service Requisitioning
- Requirements Processing
- Purchase Order Processing
- Service Purchasing and Recording
- Purchasing Rebate Management
- Classification and Segmentation
- Supplier Evaluation
- Purchase Contract Mgmt
- Source Assignment
- Spend Visibility
- Real-time Reporting and Monitoring
- Invoice Processing

## S/4HANA Cloud for advanced use (continue)

- Invoice Collaboration
- Financial Accounting
- Entity Close1
- Financial Reporting
- Accounts Payable
- Accounts Receivable
- Electronic Billing and Payment
- Cash Management
- Settlement Management
- Profitability Analysis
- Product Costing
- Overhead Cost Management
- Revenue accounting & reporting
- International Trade Management
- Master Data Maintenance
- Capacity Planning
- Service Monitoring and Analytics

## SAP Developer Access

Use is allowed by the number of individuals included in the licensed level who are authorized to access the development tools provided with the licensed S/4HANA Enterprise Management Software for the purpose of making ABAP Addons to any S/4HANA Cloud, private cloud edition packages.

The S/4HANA “Cloud for self-service use”, “Cloud for core use” and “Cloud for advanced use” also covers display use rights.

**SLAs and KPIs**

<b>Service Uptime</b>	99.7%
-----------------------	-------

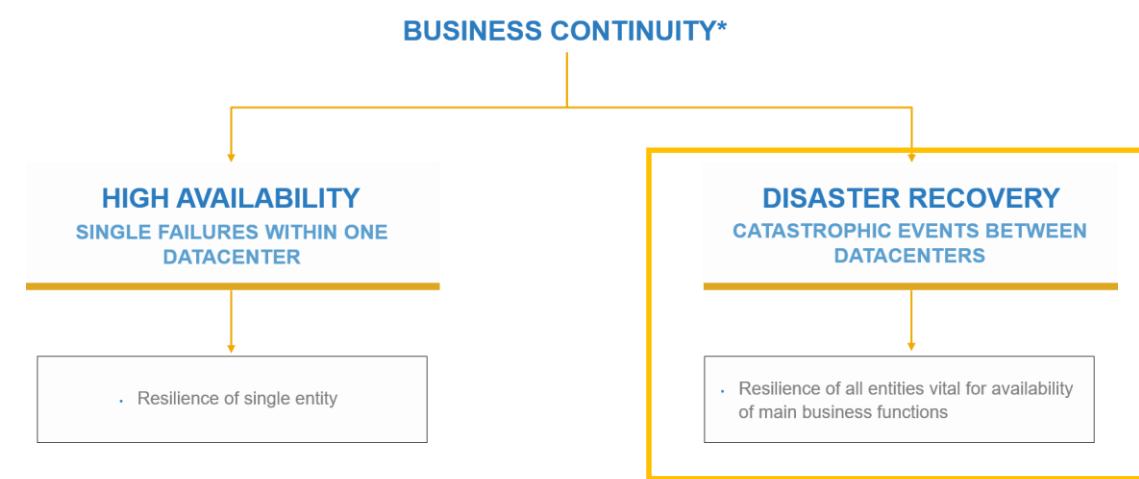
<b>Maintenance Windows</b>	4 hours / week
----------------------------	----------------

<b>Disaster Recovery (RTO   RPO)</b>	Add-on (0.5   12 hours)
--	----------------------------

<b>Upgrades (innovations, improvements)</b>	4 / year
---	----------

<b>Hotfix Collections</b>	bi-weekly
---------------------------	-----------

<b>Financial compensation</b>	2% of subscription fee for every 1% below SLA (service availability)
-------------------------------	--

**Upgrade Schedule**

Master Plan *	Major Upgrades - Downtime Schedule			
	2002	2005	2008	2011
Cloud quarterly release name				
Release to customer (RTC)	January 29	April 29	July 29	October 28
(Q) Quality systems	Feb 01/02	May 02/03	Aug 01/02	Oct 31/Nov 01
(P) Production and Starter systems	Feb 15/16	May 16/17	Aug 15/16	Nov 14/15

**Upgrade Window**

<b>Up to 4 times per year</b>
MENA: FRI 1 am – SAT 1 am UTC
APJ: FRI 9 pm - SAT 9 pm UTC
Europe: SAT 4 am - SUN 4 am UTC
Americas: SAT 10 am - SUN 10 am UTC

## Providing Choice of Data Center Location & Confidence in Cloud Security

The **SAP TRUST CENTER** is a public-facing website on sap.com:



<http://www.sap.com/cloud-trust-center>



- Live status of Cloud Service Availability
- Detailed historical view down to data center level
- Transparency on maintenance schedules



IT



Link to [Data Centers](#)

- SAP S/4HANA Cloud ES Data Center
- Failover Data Center



### Certifications

SAP S/4HANA Cloud C5

SAP S/4HANA Cloud SOC 1

SAP S/4HANA Cloud SOC 2

SAP S/4HANA Cloud SOC 3

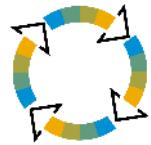
ISO 27001 – Security Management System

ISO 22301 – Business Continuity

Certification from BSI for BS 10012:2017 (Data Protection)

Refer to SAP Certificates [here](#)

**Security is integrated into SAP Company Processes**  
(e.g. Employee Onboarding, Global Security Trainings)



**Secure Cloud Software Development**  
Threat Modeling, Code Scans,  
Internal & External Security Assessment



**Leading Security Products & Features**  
Security by default and by design at every level



**Leading Data Privacy and Protection**  
Authorization Concept, Read Access Logging



**Secure Operations & Landscape Architecture**  
Holistic approach for prevent, detect, react  
Standardized operations processes

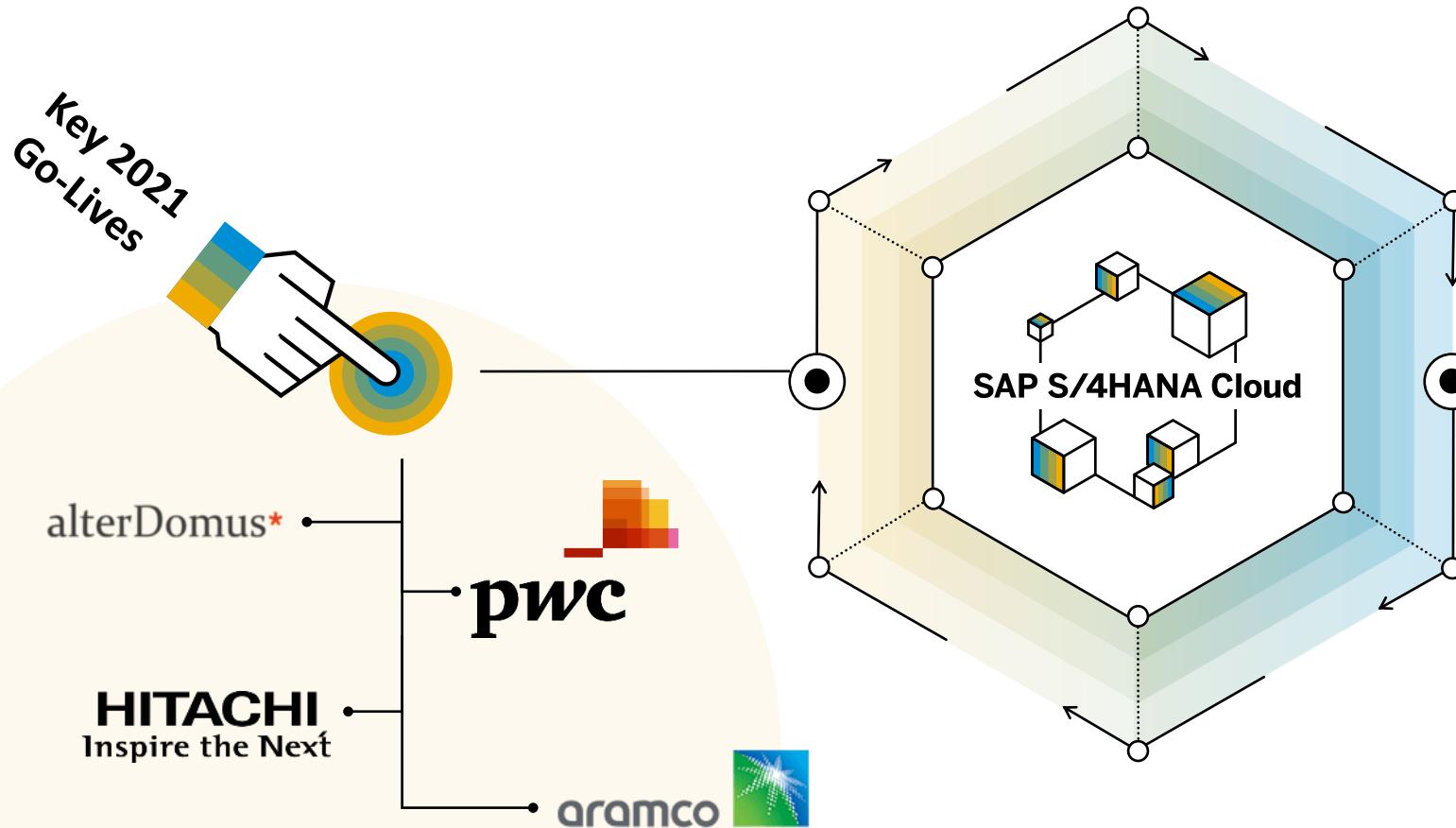


**Independent Audits**  
Certifications and Attestations

## Comprehensive Contracts

Privacy, security framework, and local regulations





- 85%**  
Reduction in period end closing effort
- \$5 million**  
Reduction in Working Capital expenses
- \$2 million**  
Reduction in Procurement related SG&A expenses
- 50%**  
Reduction in Labor cost & working time
- 66%**  
Reduction in Financial Closing Times (from 4.5 to 1.5 hours)
- 1 Second**  
For insight into years of data

# Project Work Statement

# 05



*Helping Clients work Smarter!*



## Phase 1: ERP Foundation for RII

## Phase 2: New Innovation



### Business Intelligence / Dashboard Management System

#### SAP® Analytics Cloud



## ERP Project

### ❖ Legal Entity:

- ❖ PT Rapid Infrastruktur Indonesia (RII)

### ❖ Head Office: Jakarta



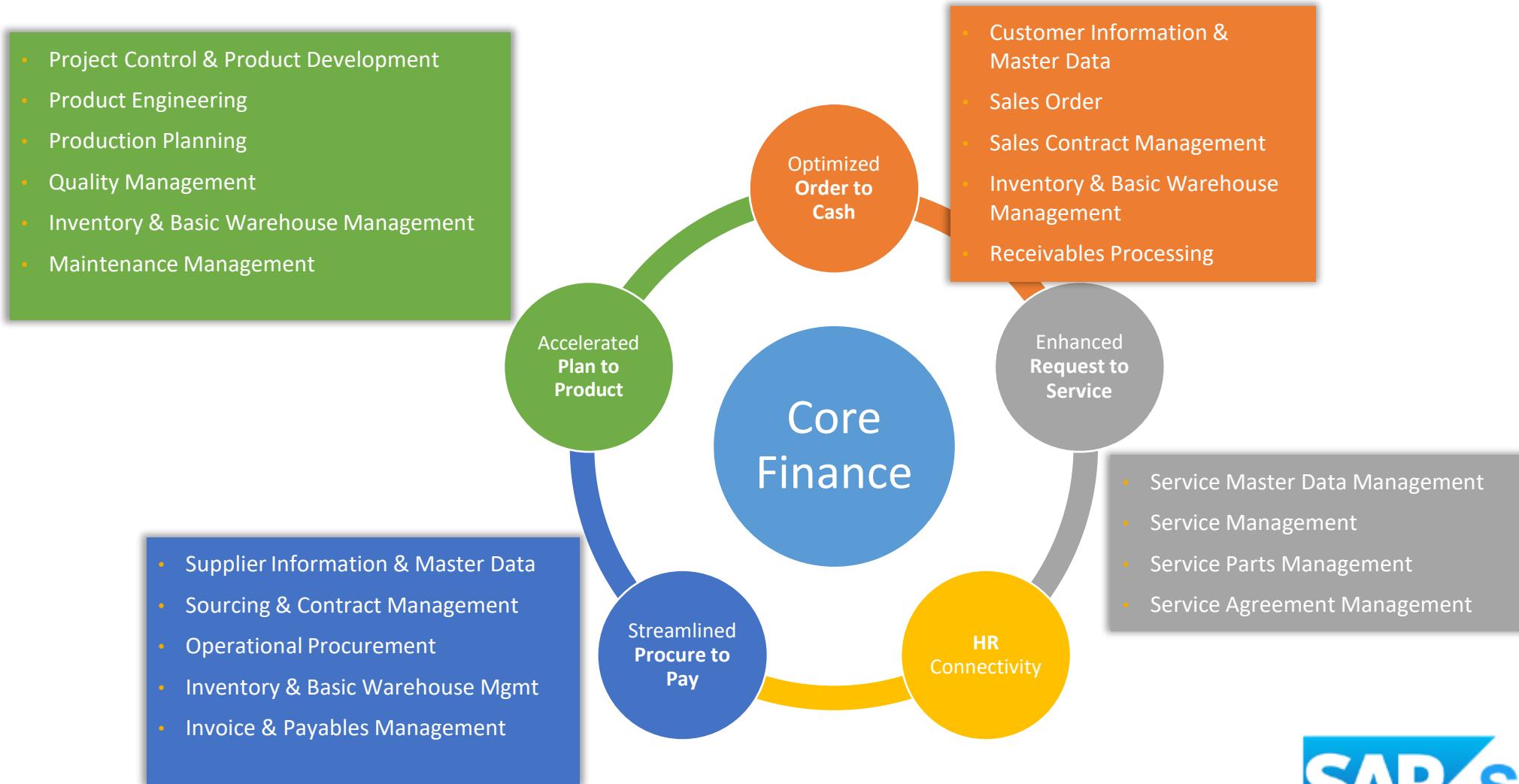
### ❖ SAP Modules:

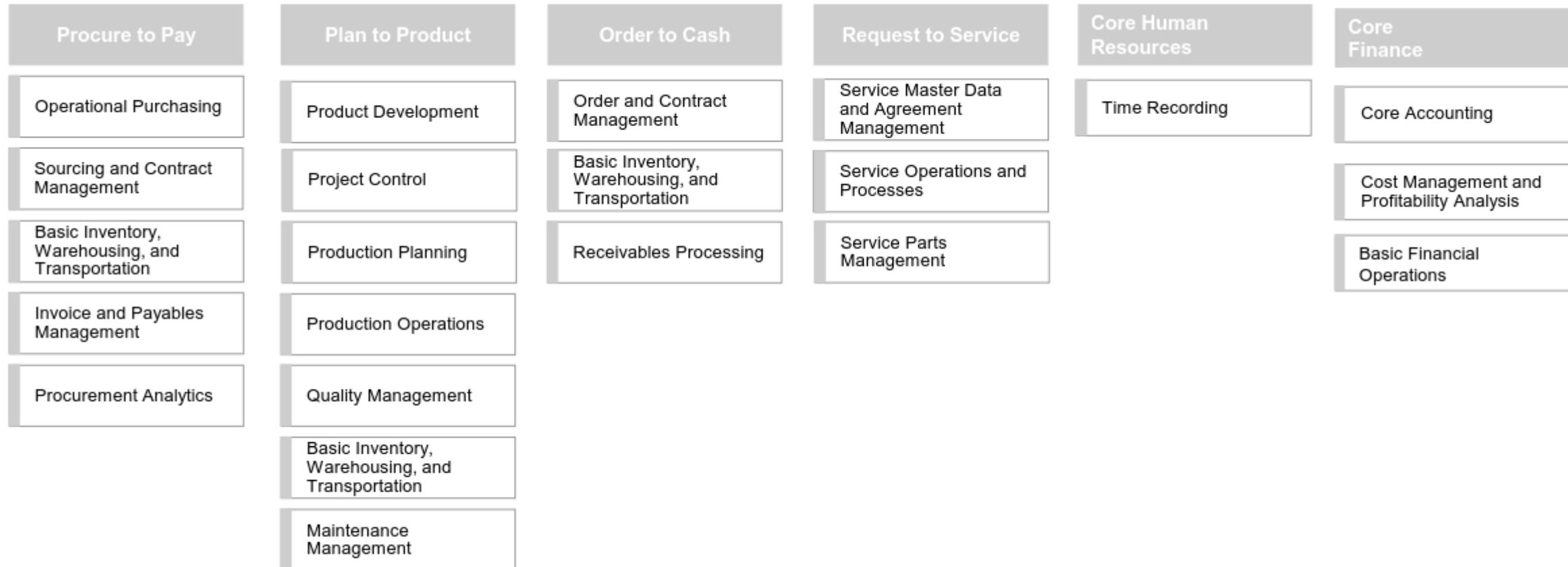
#### Phase 1

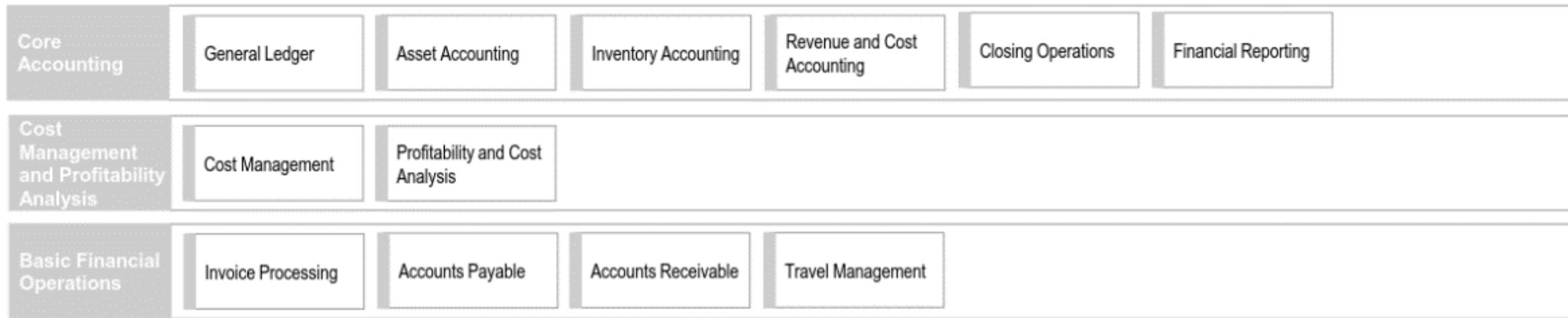
- ❖ Core Finance (FI CO)
- ❖ Procure to Pay (MM)
- ❖ Order to Cash (SD)
- ❖ Enterprise Portfolio and Project Management (EPPM)
- ❖ SuccessFactors: Employee Central (SF-EC)

#### Phase 2

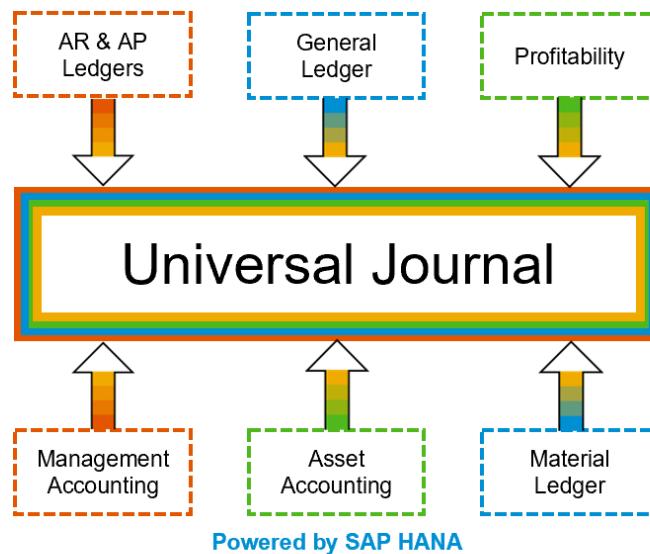
- ❖ SAP Analytics Cloud (SAC) - TBD



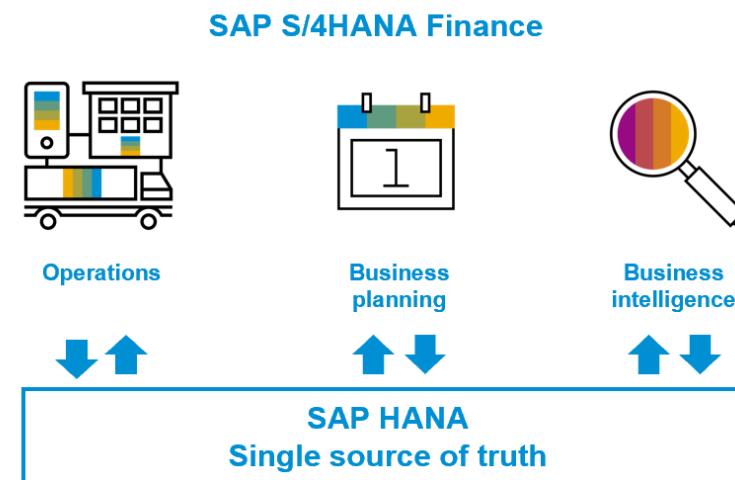




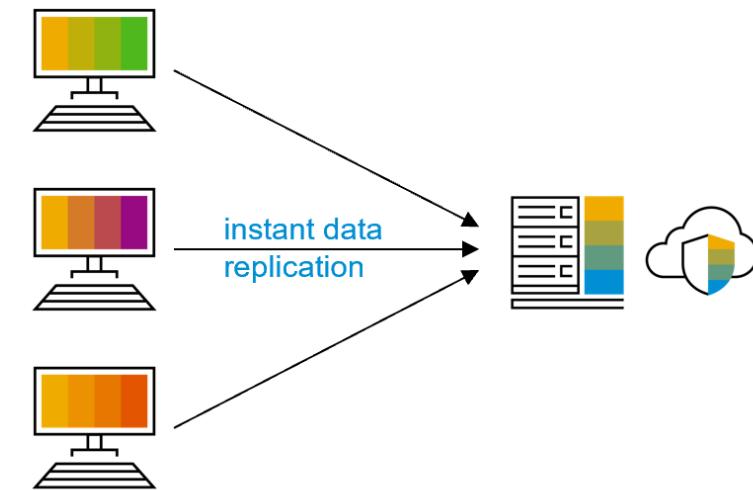
## Universal journal



## Common platform



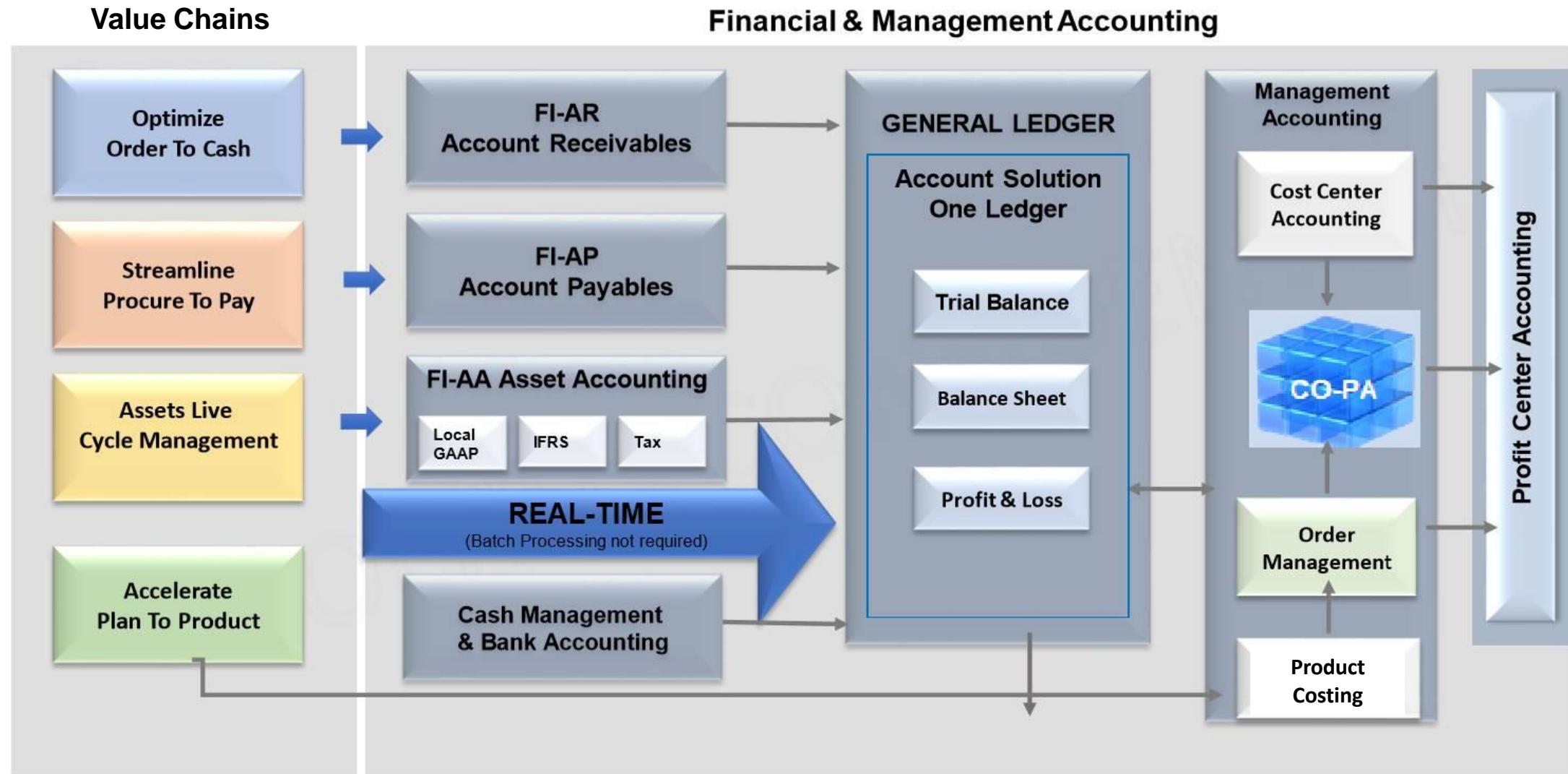
## Across landscapes



- One universal journal for financial and managerial accounting
- Automatically reconciled
- On-the-fly aggregation

- One platform for prediction, analytics, and transactions
- Removal of data silos
- Real-time analysis
- Embedded risk and controls monitoring

- Centralized instance for heterogeneous landscape
- Centralized processes
- Real-time replication



## Cost Planning



### Evaluating master data

- Bill of materials
- Routing
- Planned prices
- Planned activities
- Planned yield

## Production



### Recording logistical information for controlling:

- Production Orders
- Consumptions
- Yield & scrap
- Purchasing & supplier invoices
- Activities & time recording

## Actual costing



### Recalculating the value flow using

- Actual quantity structure
- Actual activity recording
- Multi-level value flow
- Actual raw material prices

## Profitability Analysis



### Reporting Costs and Contribution Margins

- Production costs
- Sales Revenues

### Dimensions

- Regions
- Channels
- Customers



In advance

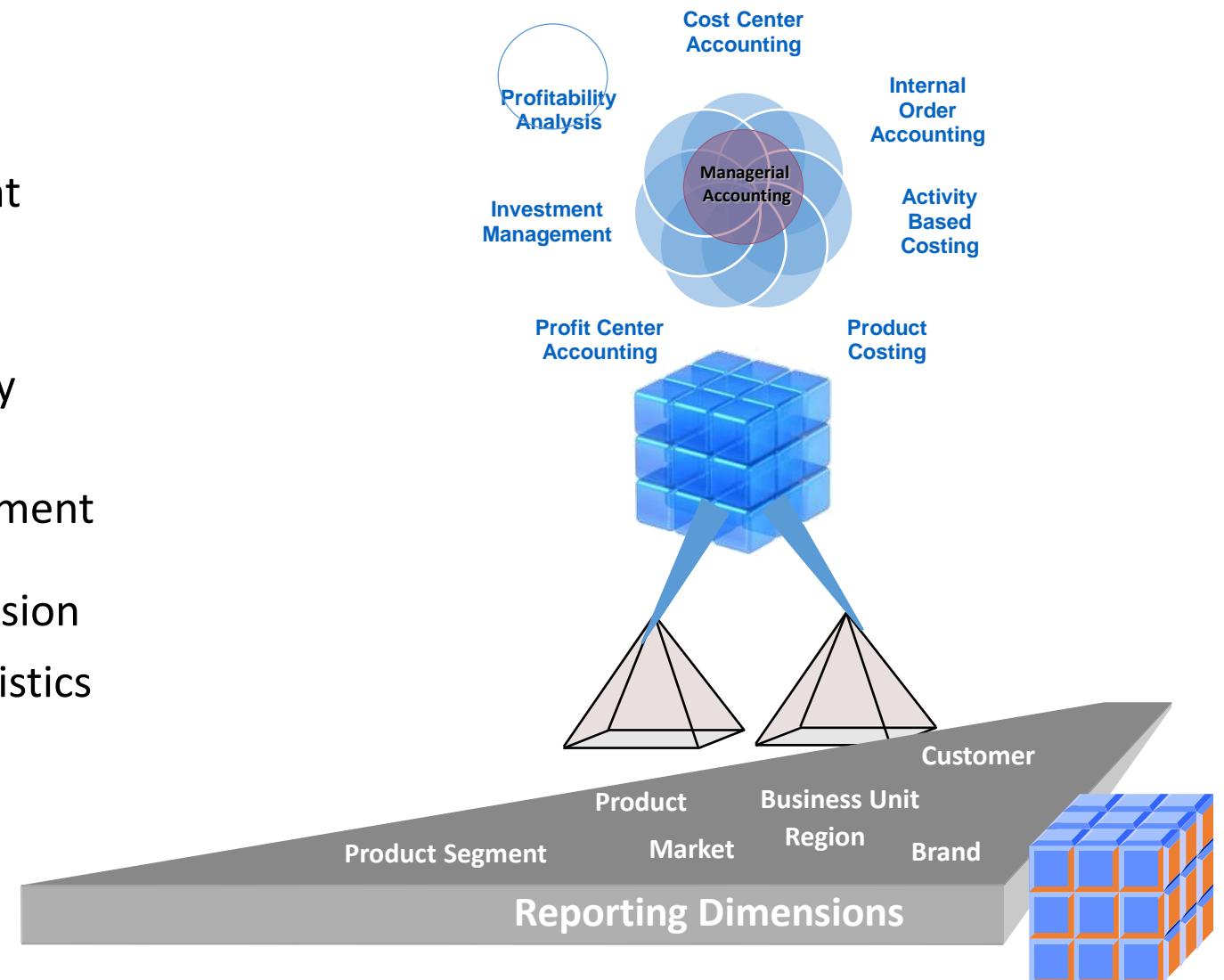
During periods

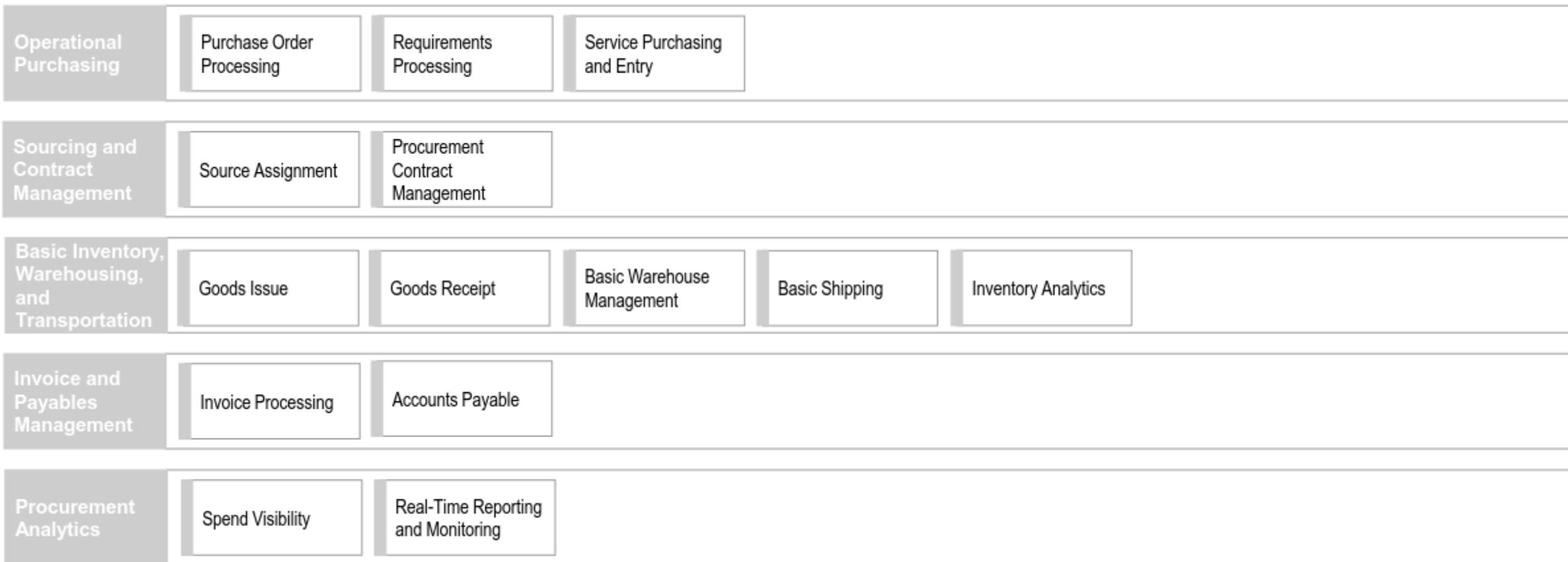
After period end

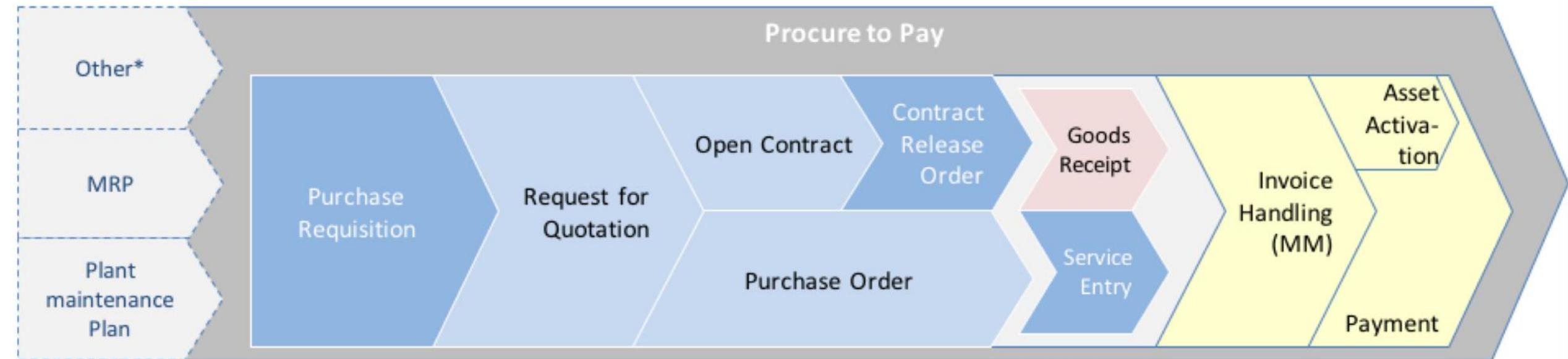
Any time

## Generate greater insights from multi-dimensional analysis

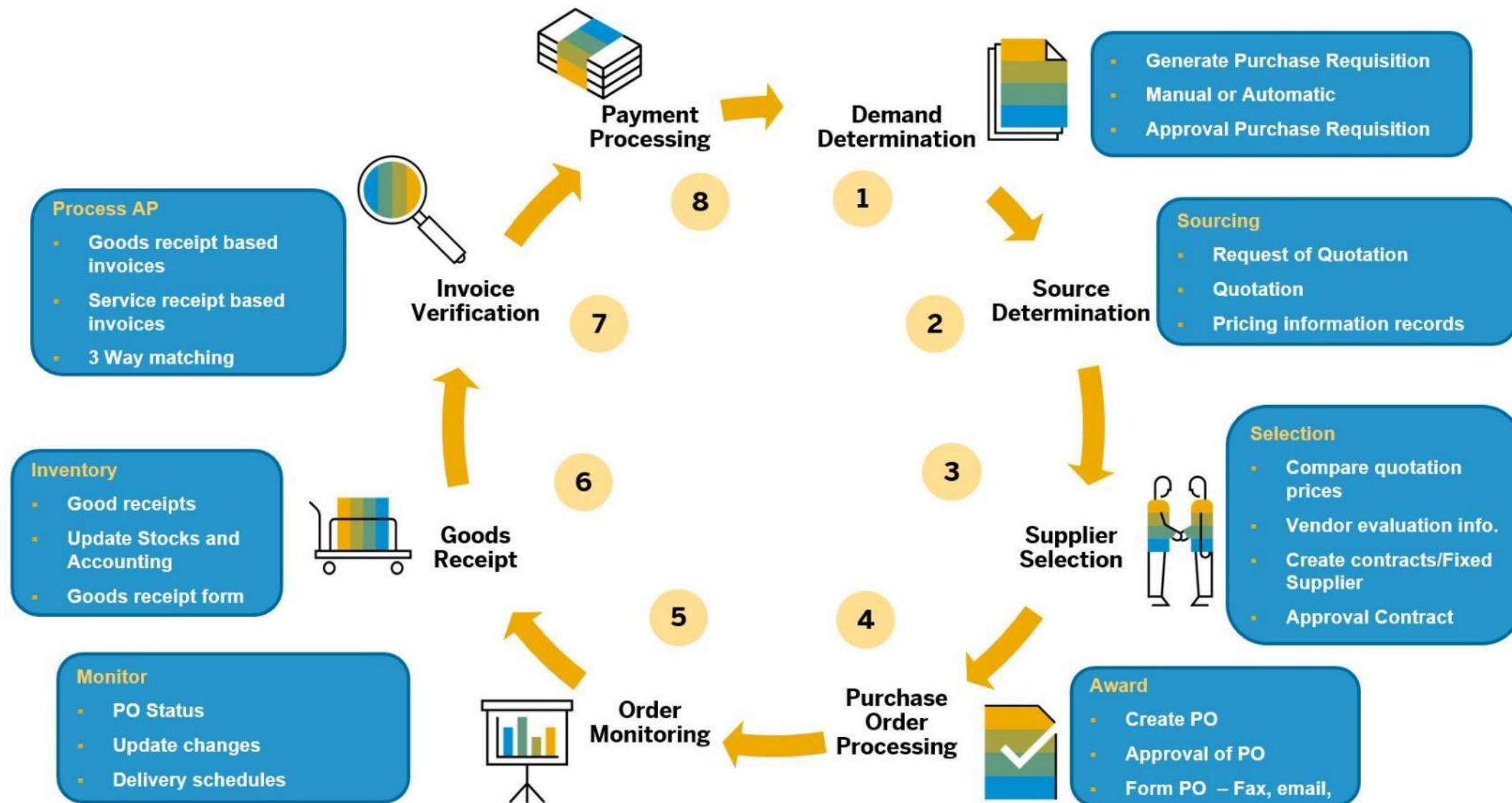
- Identify profitability by any market segment
  - Accurately assign revenues, sales deductions, direct costs and overhead by market segment
  - Analyze the profitability of a market segment by product, customer, order, strategic business unit or any user-defined dimension
  - Flexibly define key figures and characteristics of market segments
- Support multi-dimensional profitability reporting

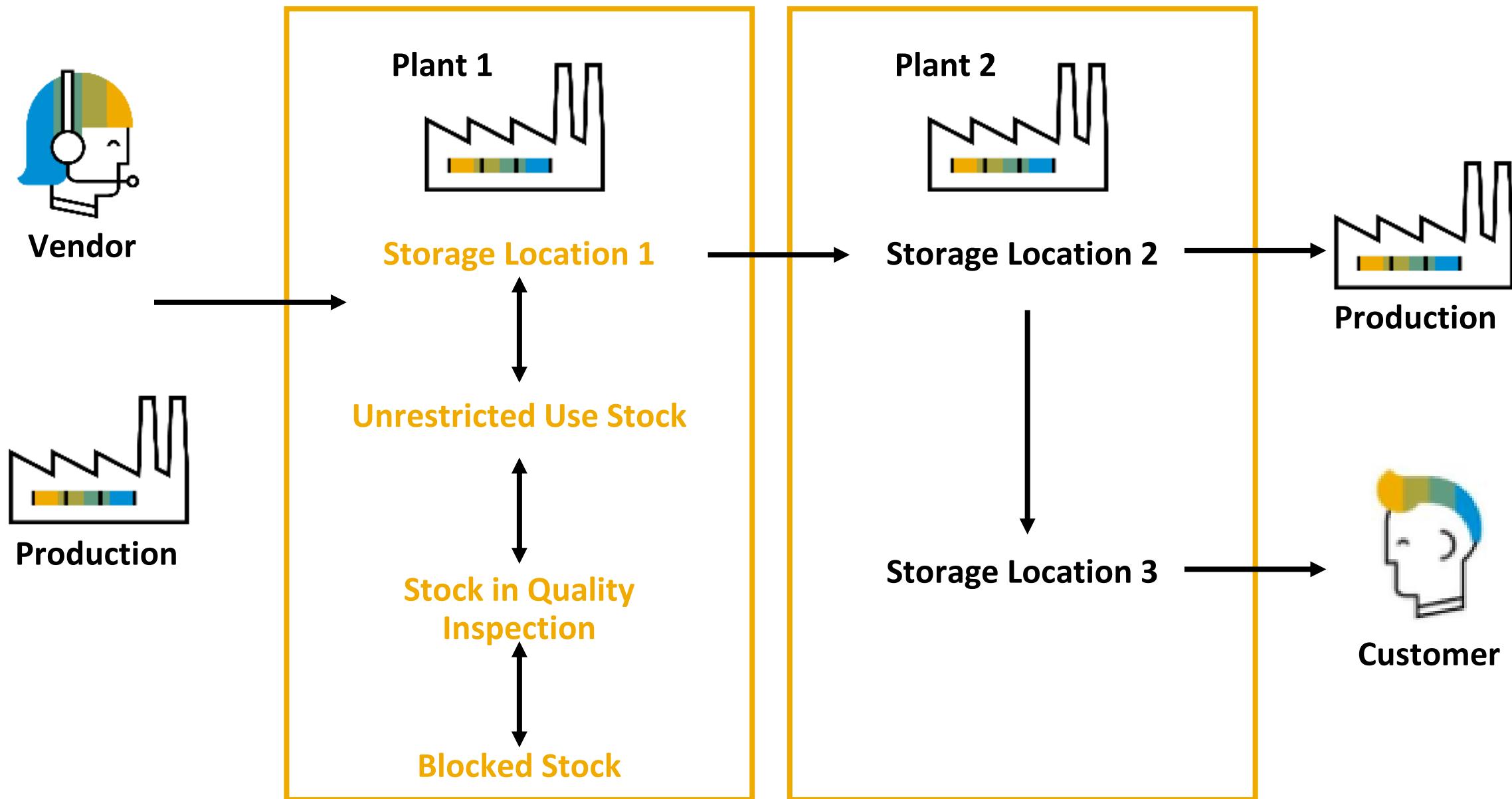




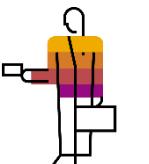
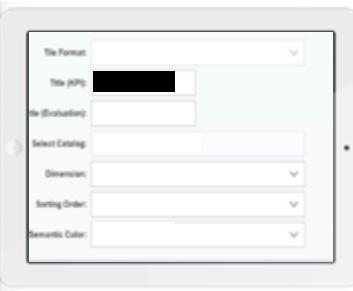


# 5 Integrated Procure to Pay





## Review Material Shortage



Purchase Manager

Enter Material Order

## Analytics and Insights



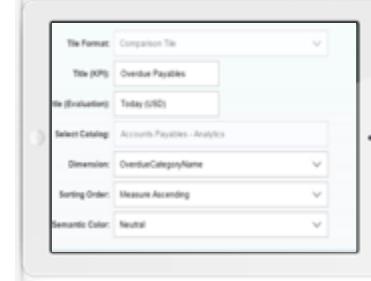
Check Budget Overview

Check Average Supplier Delivery Performance

	Net Amount
Sum-Days-01	10,711,317.00 BRL
Sum-Days-02	10,711,317.00 BRL
Sum-Days-03	10,711,317.00 BRL
Sum-Days-04	10,711,317.00 BRL
Sum-Days-05	10,711,317.00 BRL
Sum Total	10,711,317.00 BRL

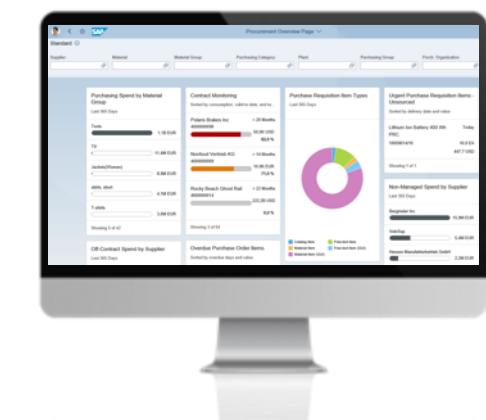
Review Detail Report

## Select Supplier



Choose best supplier and complete material order entry

## Now All On One Screen



- ✓ Faster customer delivery
- ✓ Larger average deal size
- ✓ Fewer warehouse stock outs

\*Screenshots shown are for demonstration purposes only and are not final product commitments

# 5 Order to Cash





## Order and Contract Management

- Sales master data management
- Sales contract management
- Subscription contract management
- Sales order management and processing
- Claims, returns, and refund management
- Sales monitoring and analytics



## Inventory and Basic Warehouse Management

- Goods issue
- Goods receipt
- Basic warehouse management
- Basic shipping



## Billing and Invoicing

- Billing and invoicing for physical goods
- Subscription billing and invoicing



## Presales Activities

- Sales Support: Activities, Mailings

## Inquiry and Quotation Management

- Pricing (Prices, Discounts, Taxes, etc...)
- Product Configuration

## Contracts and Agreements

- Value, Quantity, Master and Service Contracts
- Schedule Agreements

## Sales Order Management

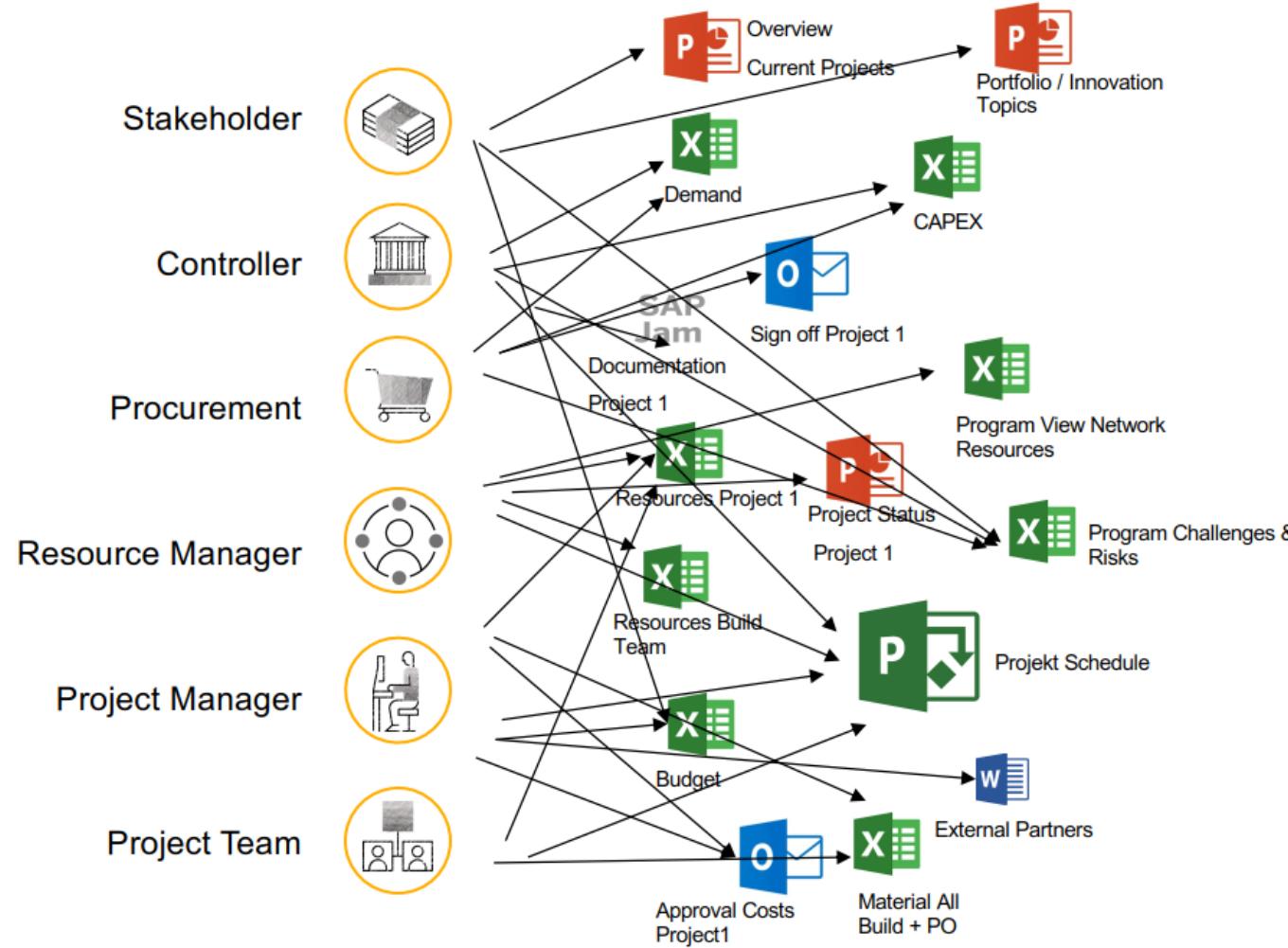
- Availability Check and Delivery Scheduling
- Batch and Serial Number Processing
- Cross-Selling and Product Proposals
- Configurable Products, Bill of Materials
- Credit Check, Payment Cards
- Complaints, Returns and Backorder Processing

## Order Fulfillment

- Pick, Pack, Ship and Order Tracking

## Billing

- Single and Collective Invoice
- Invoice List, Rebate Agreements
- Credit and Debit Memos
- Pro-forma Invoice
- Inter Company Billing
- Resource-Related Billing
- Billing Plan



## Challenges in project organizations – **information distributes across multiple sources**

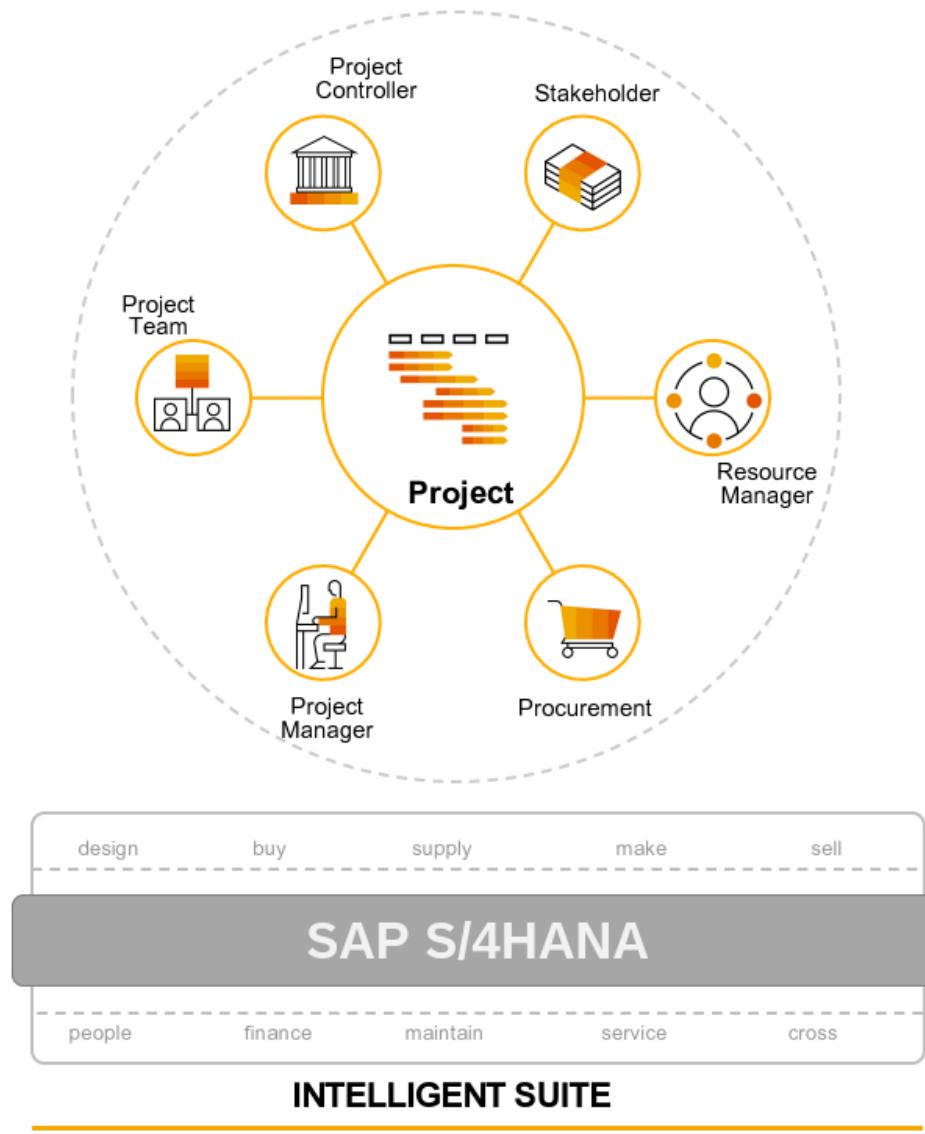
**Inconsistent** project information causes high manual efforts for project reporting

**Outdated information** prevents early identification of deviations in project plan

**Distributed project data** prevents a consolidated view on project & portfolio

Hinders **collaboration** with externals

**Inaccurate data** leads to wrong investment and procurement decisions



## Our Philosophy

**Efficient Project management requires Platform that “connects” all project participants and is deeply integrated with enterprise business functions**

- Single source of truth
- Instant access
- Real-time project analytics
- Role-based user interface



## Extended Project Management

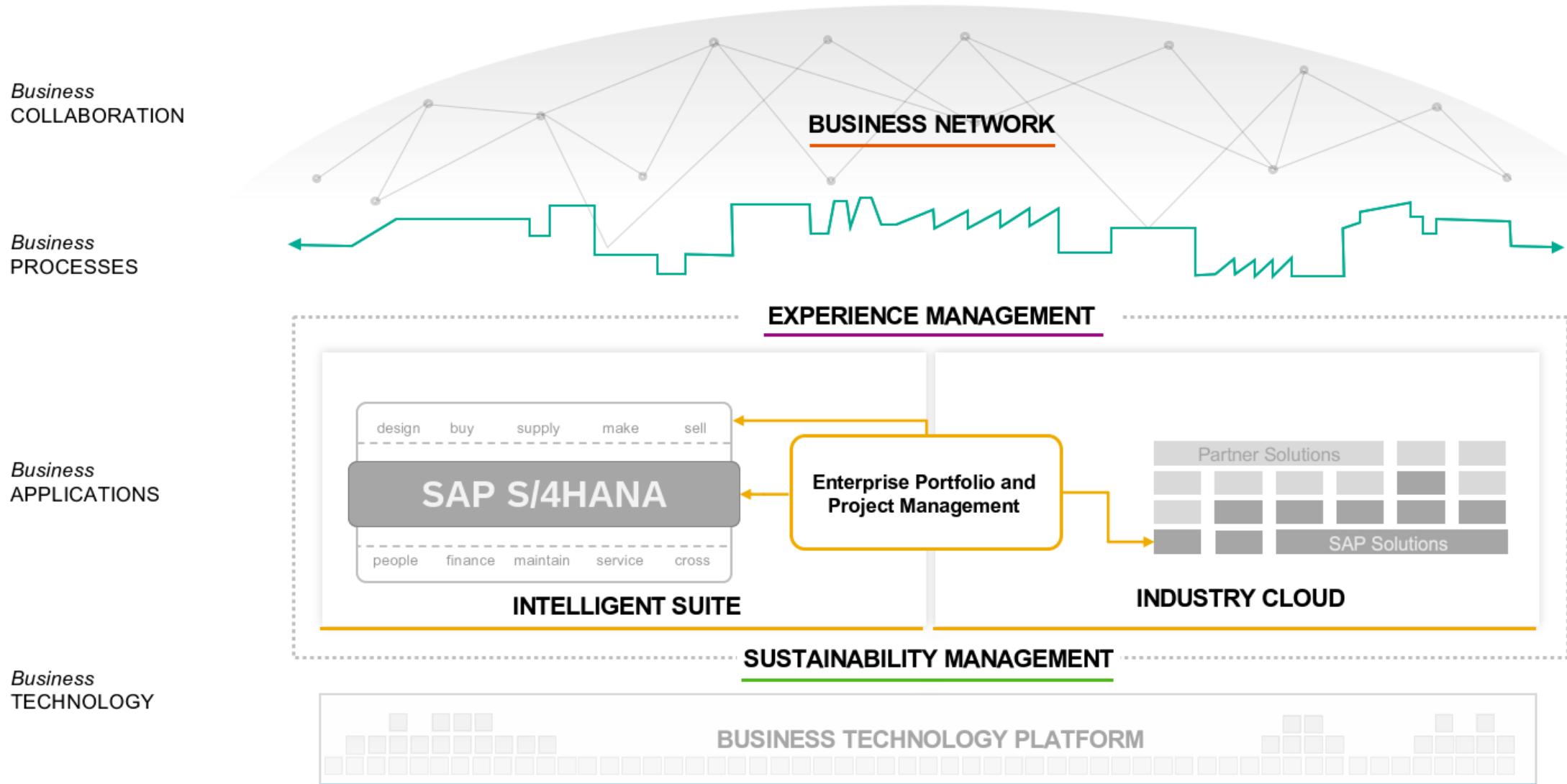
**Collaboration with external parties slows down execution**

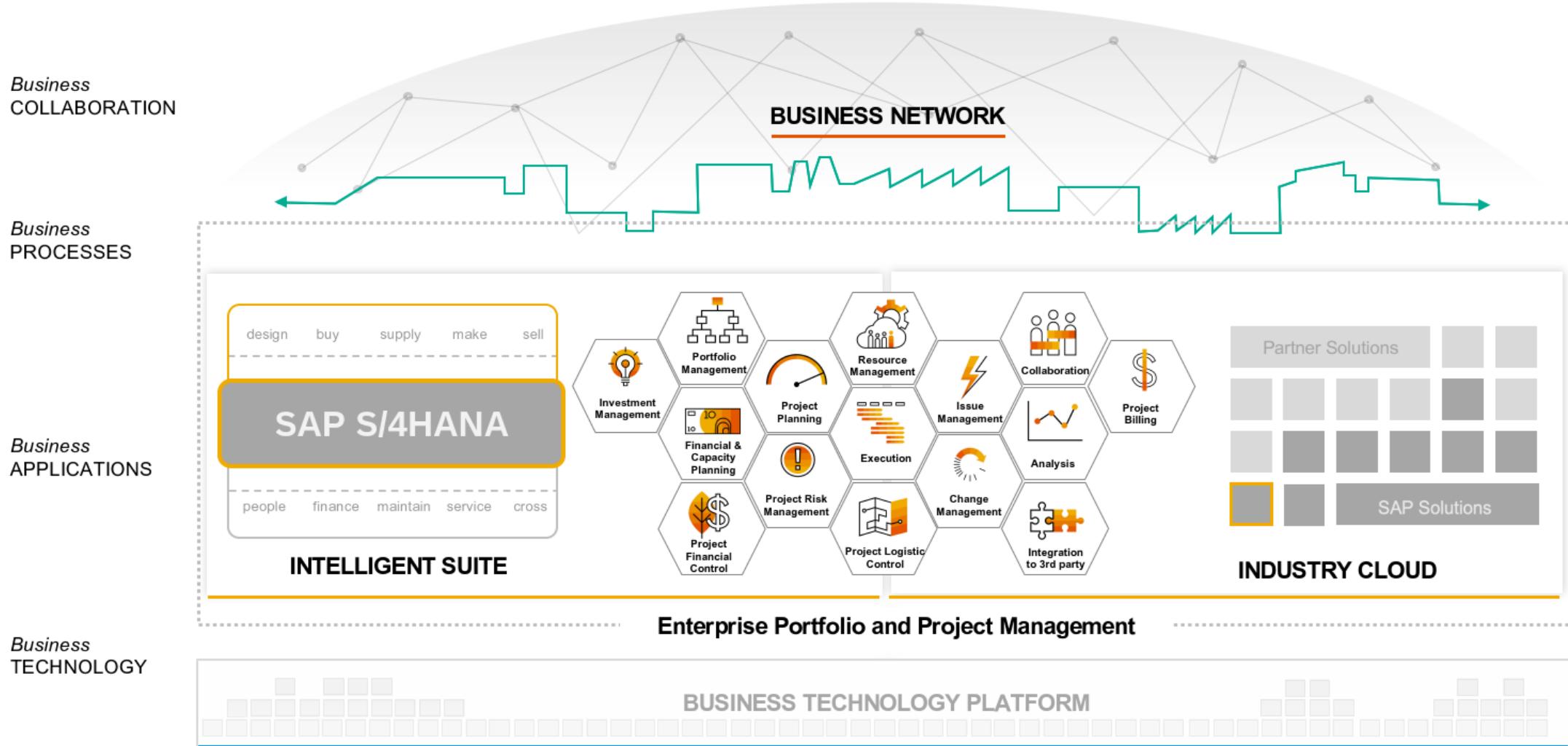
- Exchange of Project Schedule Information
- Procurement aligned with Schedule
- Approvals in Change Processes
- Issue Handling
- Hand over Project Data to Asset Operator / Owner

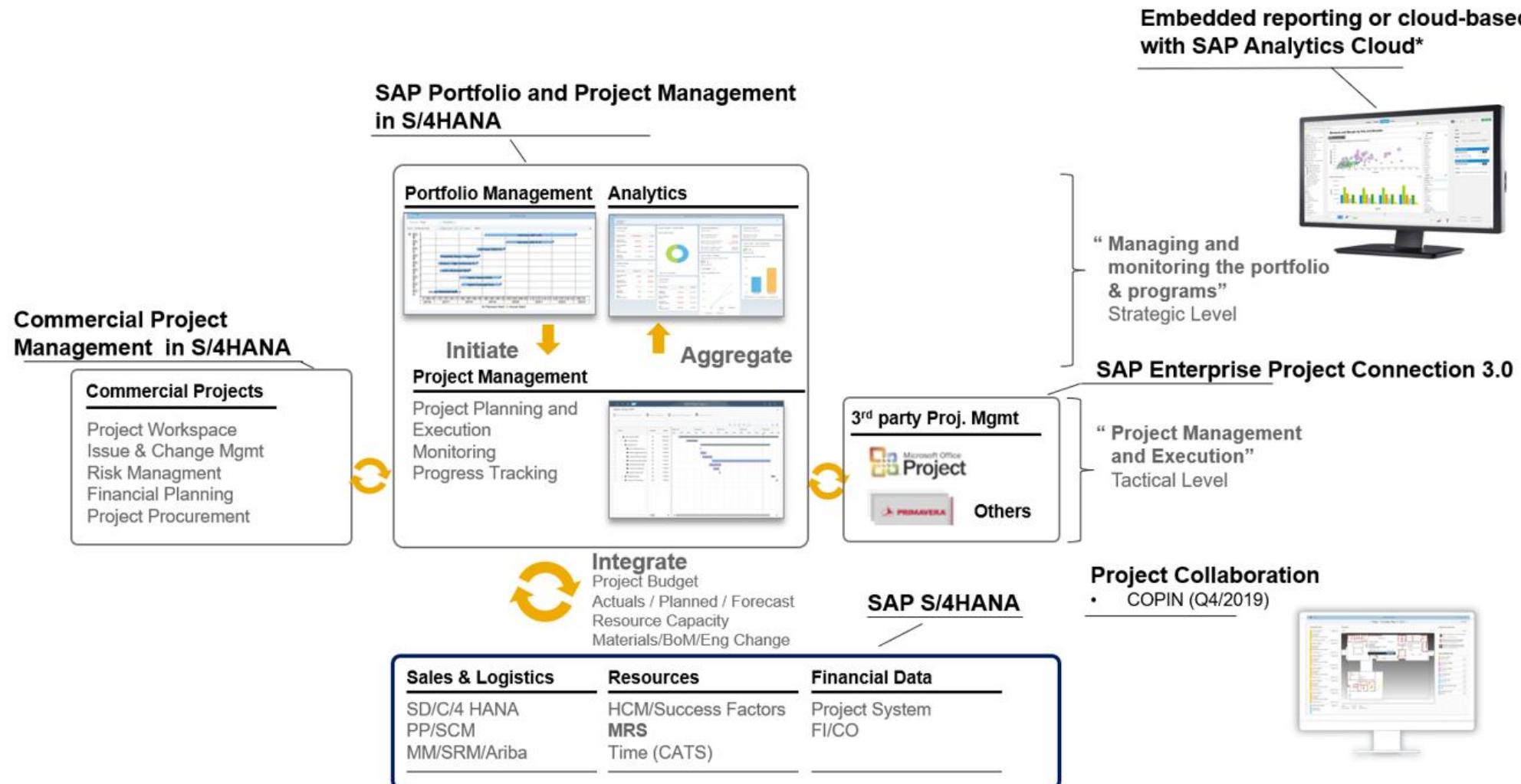


## Our Vision

Transform project management into a network of project participants providing the right level and instant access to project information



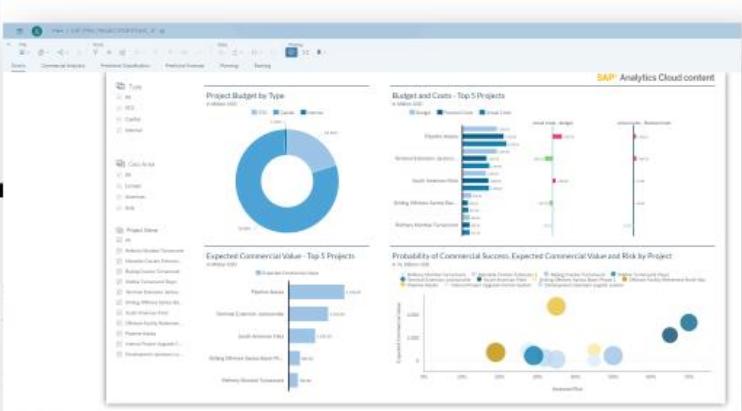
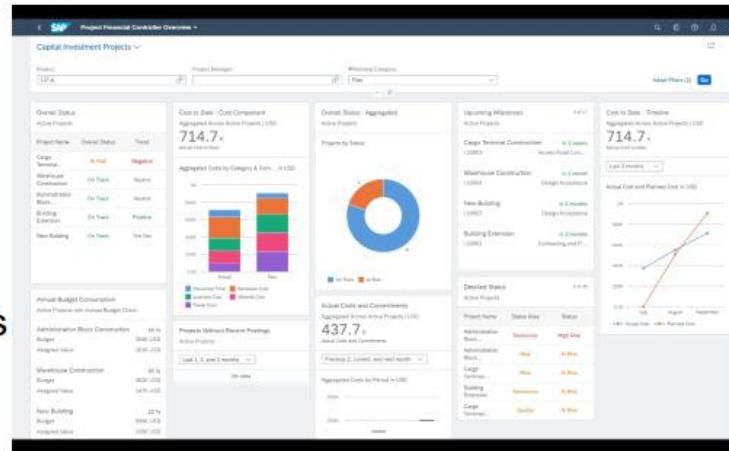




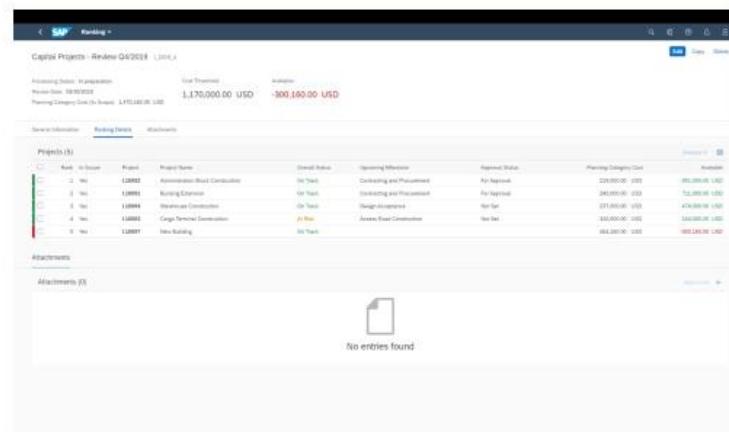
## Strategy Management: Initiative and Planning

Project Brief app as central page for steering committee members to review

- Project status with regard to e.g. quality, scope, timeline, ...
- Milestone progress and approval status
- Projects costs
- Assigned team and collaborations



Special overview pages and key figure monitor for steering committee member roles



Project Ranking app for joined ranking of projects based on cost thresholds

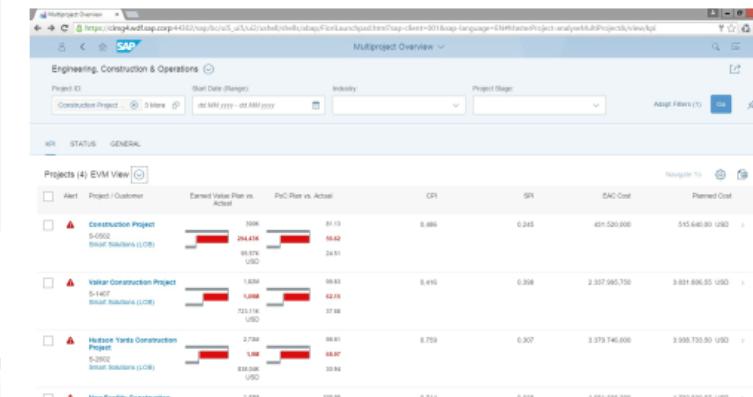
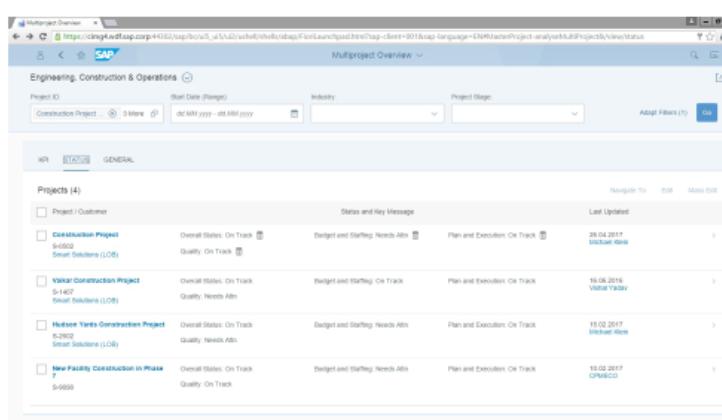
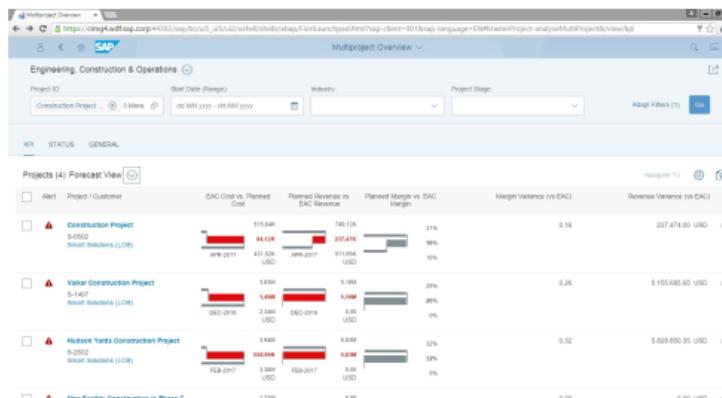
## Project Management: Multiple Project Views

Overview pages and dedicated monitoring apps for

- Project financial controllers
- Project managers
- Project steering committee members

Embedded analytics to enable filter and drilldown for

- Cost status report
- Schedule, milestone and progress report
- Current and forecast plan
- Status report & trends
- Project defined KPI's

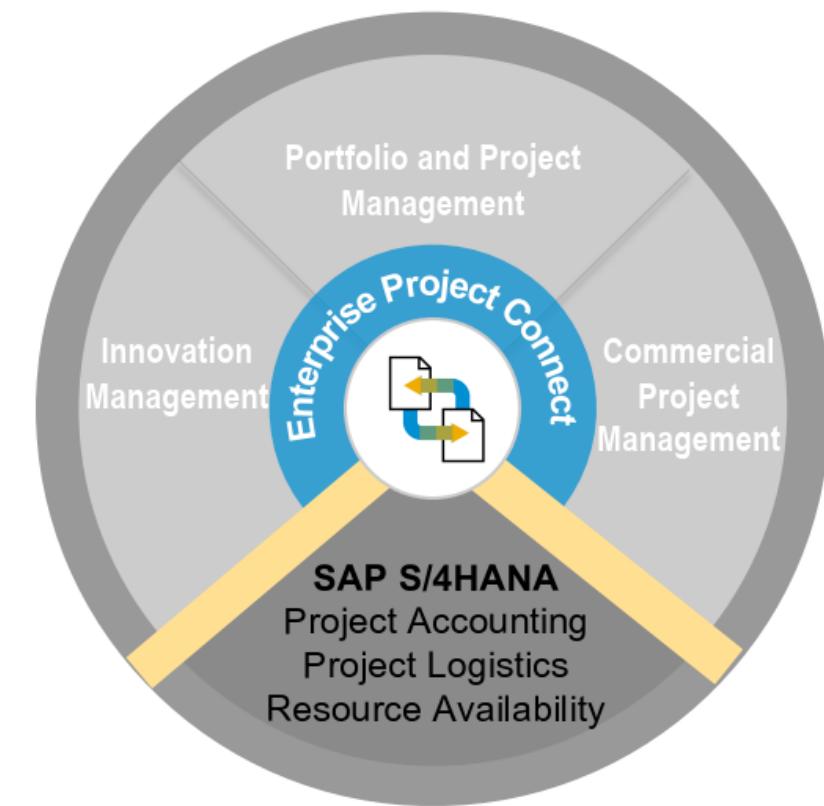


 Enterprise Portfolio and Project Management SAP S/4HANA

- Single source of truth
- Finance - Providing Instant access to detailed financial insights
- Direct access to ERP cost records
- Efficient Procurement
- Integration to Customers and Vendors
- S/4HANA real-time project analytics
- Consistent Fiori UX for SAP S/4HANA

- Assess risk in investment opportunities, setting initiative priorities and governing project execution
- Make better investment decision and maximizes the return of your investment
- Align projects and initiatives with Corporate Strategy
- Improve communications and business alignment
- Integrate project scope, timeline and budget management
- Increase project profitability through increased insight and control
- Better decision-making based on up-to-date and accurate information
- Increase reliability of project data, track plan against actuals and forecast effectively
- Increase transparency and control of project issues and changes
- Reduced project risk, resulting in increased project profitability
- Increase visibility of cost drivers, productivity and profitability of projects
- Enhanced productivity of team members, less time spent searching and more time spent on value-added tasks

## SAP Enterprise Portfolio and Project Management



## SAP's solutions for enterprise project and portfolio management enable...



**99%**

faster time to project financial reporting



**30%**

lower research & development costs



**30%**

shorter lead for investment decisions



**Improve**

resource efficiency

**Festo** implemented SAP Portfolio and Project Management for IT PPM using the SAP Model Company service

“We help our business areas make IT projects faster, smarter, and more precise. That’s how we thrive instead of just survive. We need a unified method and culture of project and portfolio management to win. The right IT system is a huge success factor.”

— Martin Baldinger, IT Product Manager PPM, Festo AG & Co. KG

SAP SuccessFactors



HXM

Putting **people** at the  
center of business







## Comprehensive

Manage all aspects of core HR and leverage a robust ecosystem



## Experience First

Consumer-grade technology that puts the employee experience first



## Embedded Insights

Insights and guidance drive smarter decisions and better results

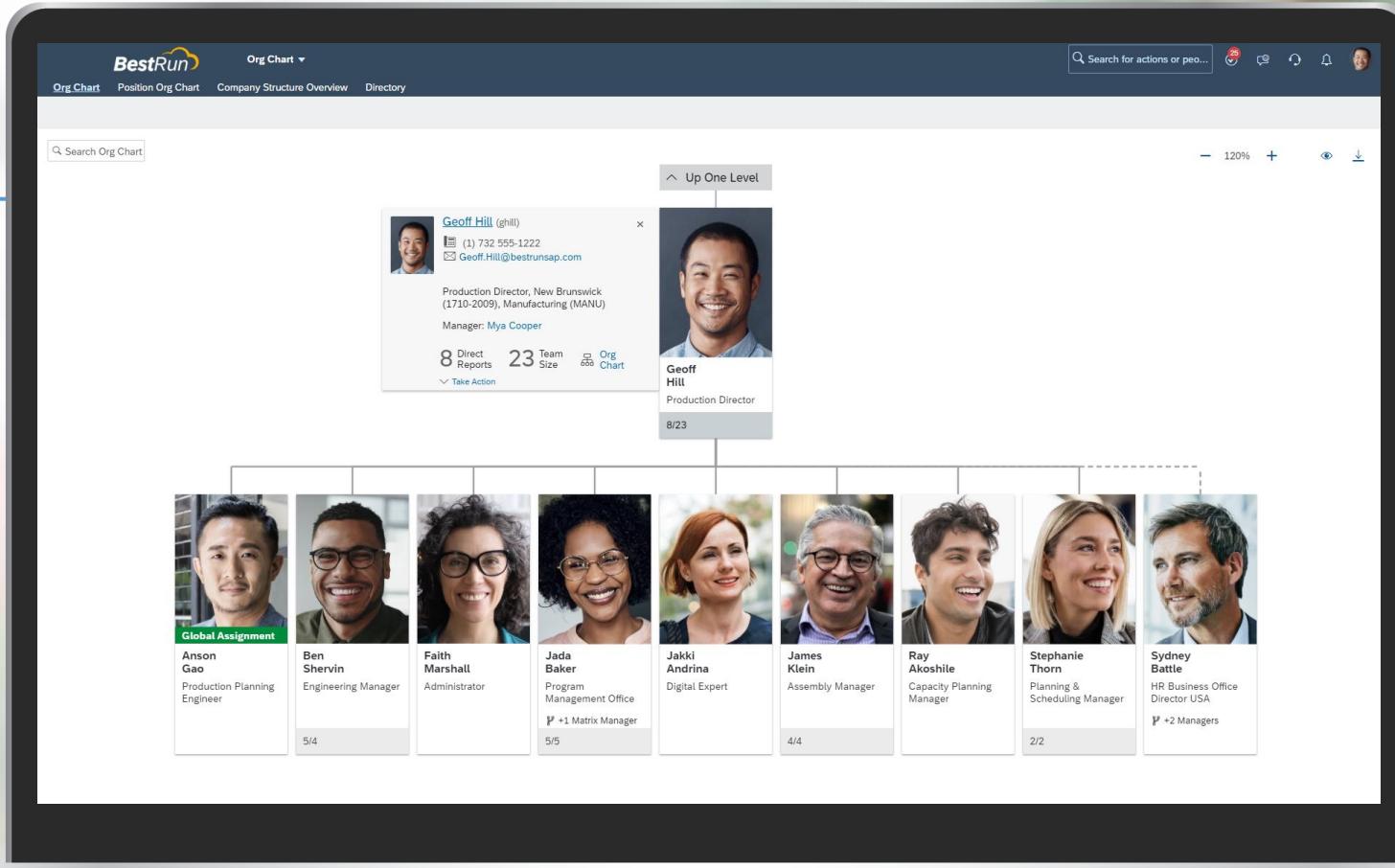


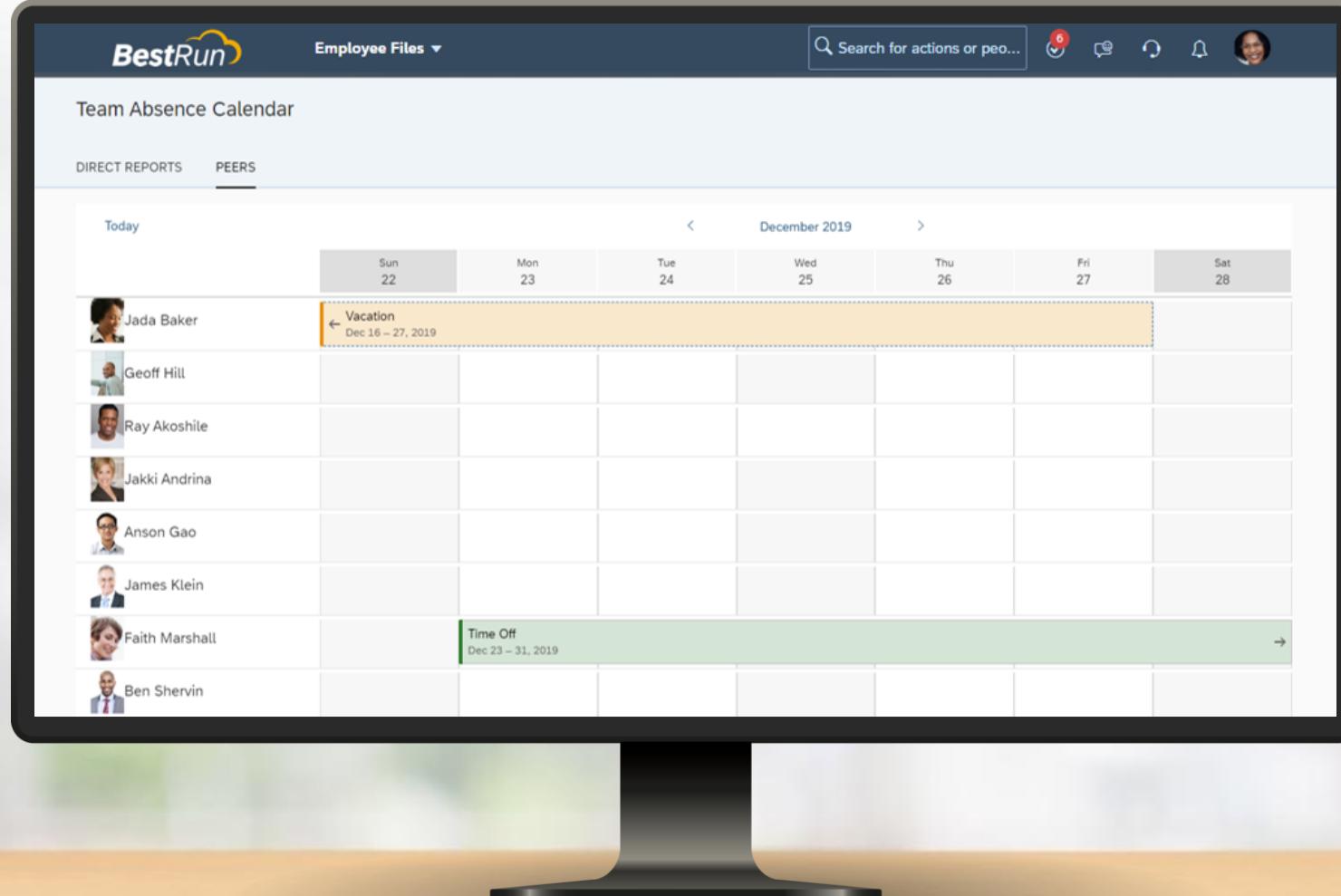


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# SAP SuccessFactors Employee Central

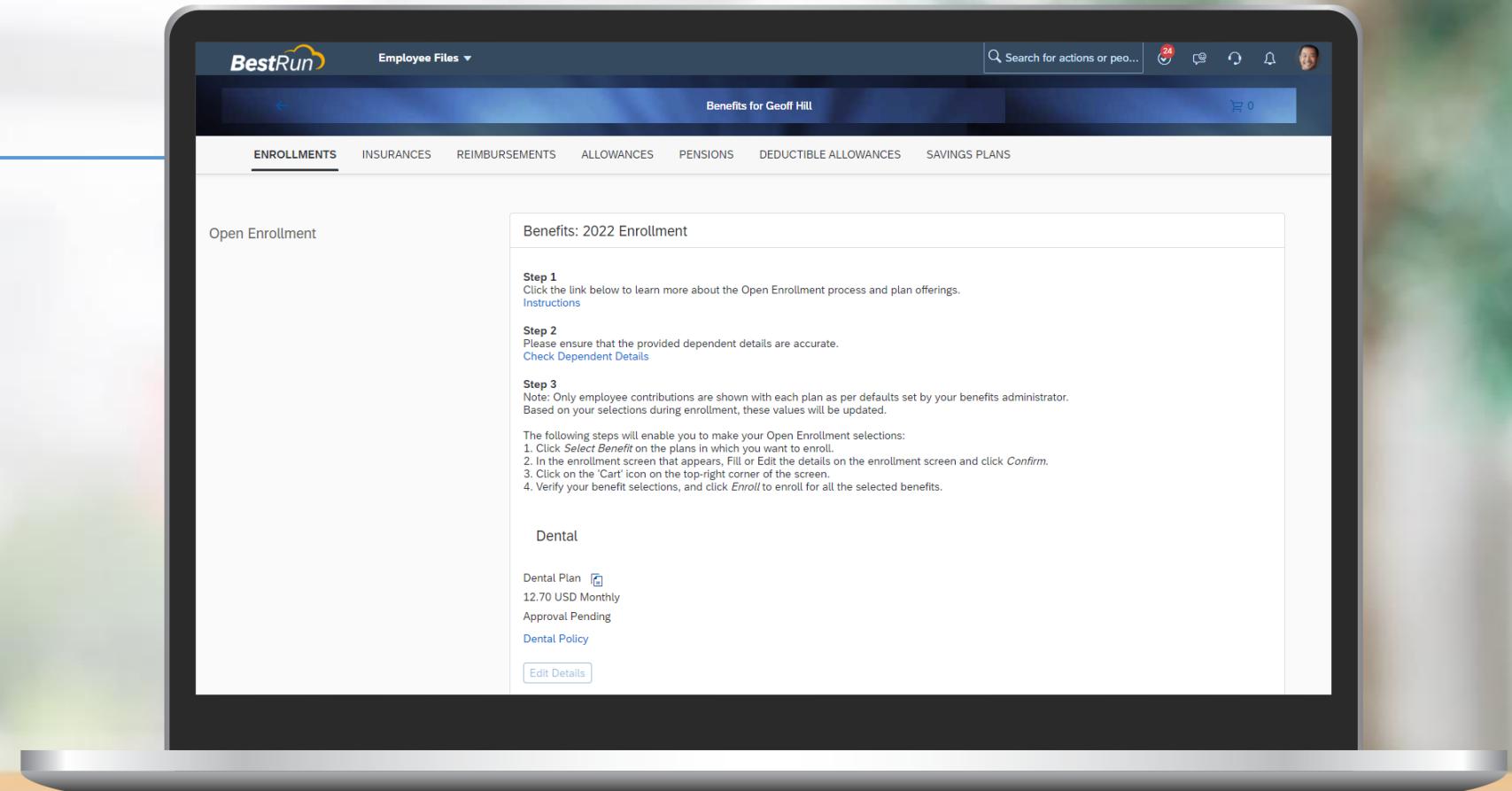
# Structuring & Visualizing Organizations

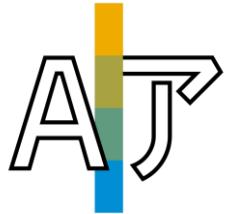




## Team Absence Tracking

# Benefits Enrollment





### Translation and global access

- ✓ Available in 43 languages
- ✓ Used by customers in more than 200 countries



### Globalization

- ✓ Supporting multiple countries simultaneously
- ✓ Multi-language, time zone, and currency support
- ✓ Global fields, national ID, address formats



### Localization

- ✓ Country-specific fields and business rules
- ✓ Integrations with local providers and tax authorities
- ✓ 100+ localized versions

---

Single source of HR records enables **global processes** and  
**local compliance** for **worldwide standardization**



### Comprehensive

Single global HR platform, with consistent and standardized HR processes



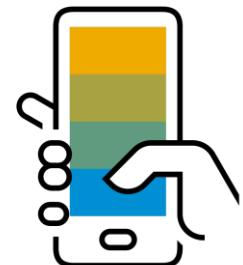
### Localized

In use in more than 200 countries with 100+ localized versions



### Efficient

Line-of-sight analytics for detailed insight to enhance the employee experience



### Experience First

Consumer grade, mobile-friendly employee and manager experience

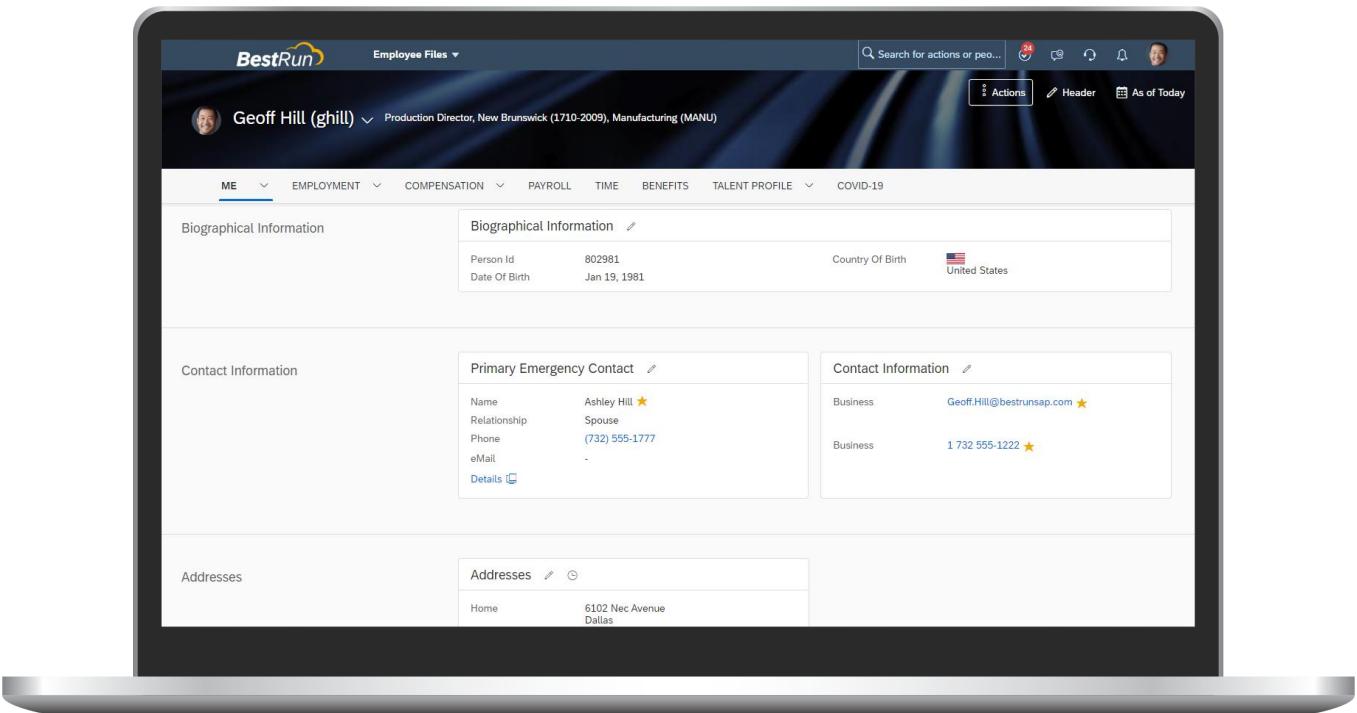


# Product Highlights

## Global governance for people data and HR processes

## Provide a single source of truth for HR data

- ✓ Single repository for **employees and contingent labor** to view and maintain all relevant HR data
- ✓ **Best-practice processes** supporting all relevant work events (transfer, promotion, termination, concurrent employment, ... )
- ✓ **Embedded localization** to drive global compliance



SAP SuccessFactors 

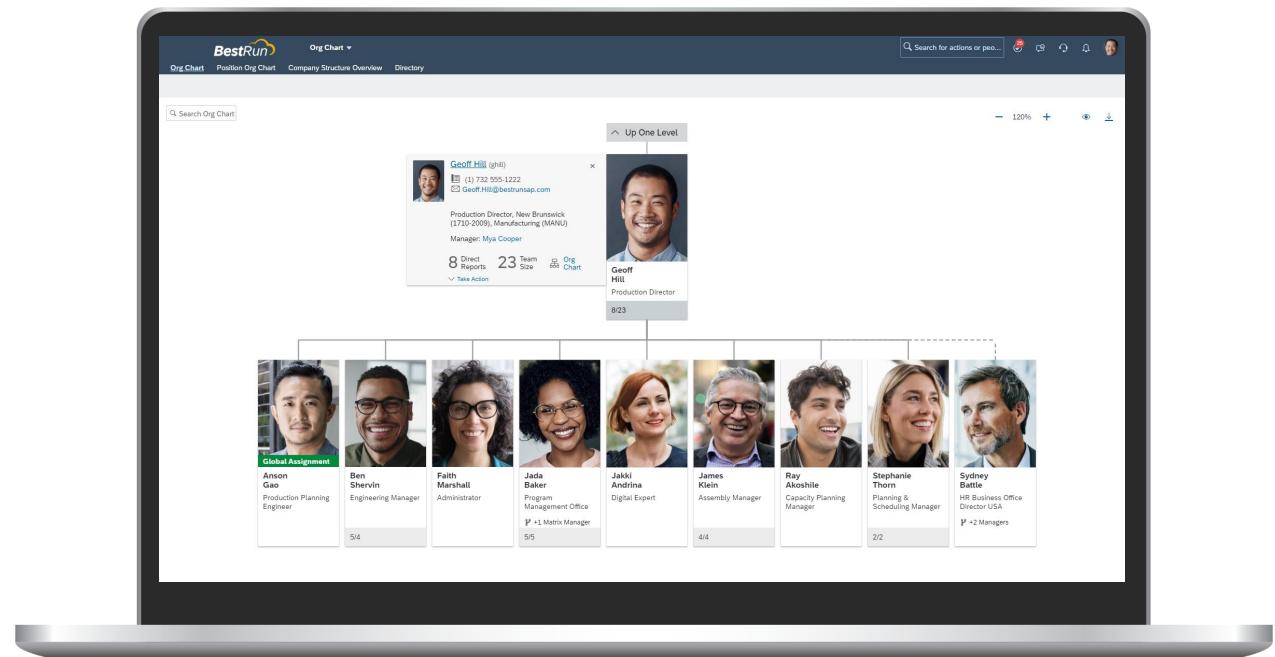
# 5 Organizational management

## Structure your business for success



Maintain and visualize organizational structures to increase insight and improve decision making

- ✓ Provides an **interactive org chart** that reflects your business
- ✓ Allows you to **visualize other types of hierarchies**
- ✓ Provides full information at **one glance**
- ✓ Generate **recruiting requisitions** directly from the org chart



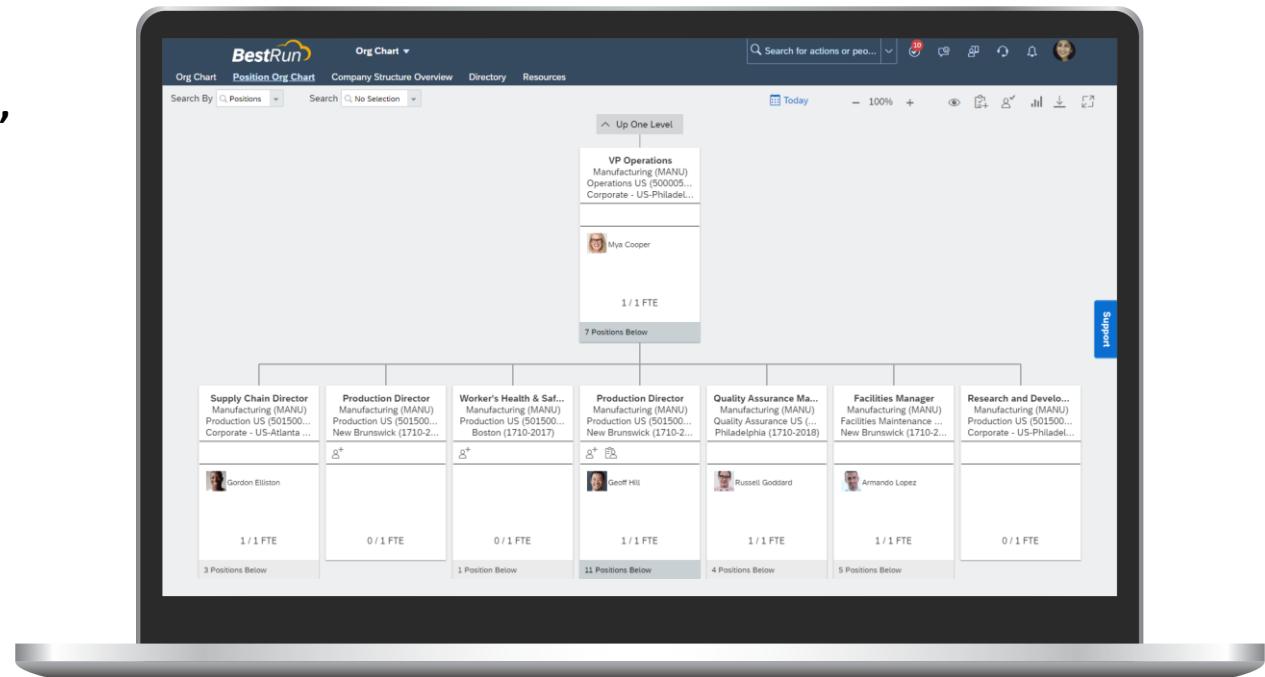
SAP SuccessFactors A blue 'SAP SuccessFactors' logo with a yellow heart icon to the right.

# Position management

## Maintain consistency throughout the organization

**Define the needs of the business, communicate expectations, and match people with opportunities**

- ✓ Maintain a desired organizational structure
- ✓ Identify critical positions for your organization and assess development needs for your employees
- ✓ End-to-end support for concurrent employment and global assignments

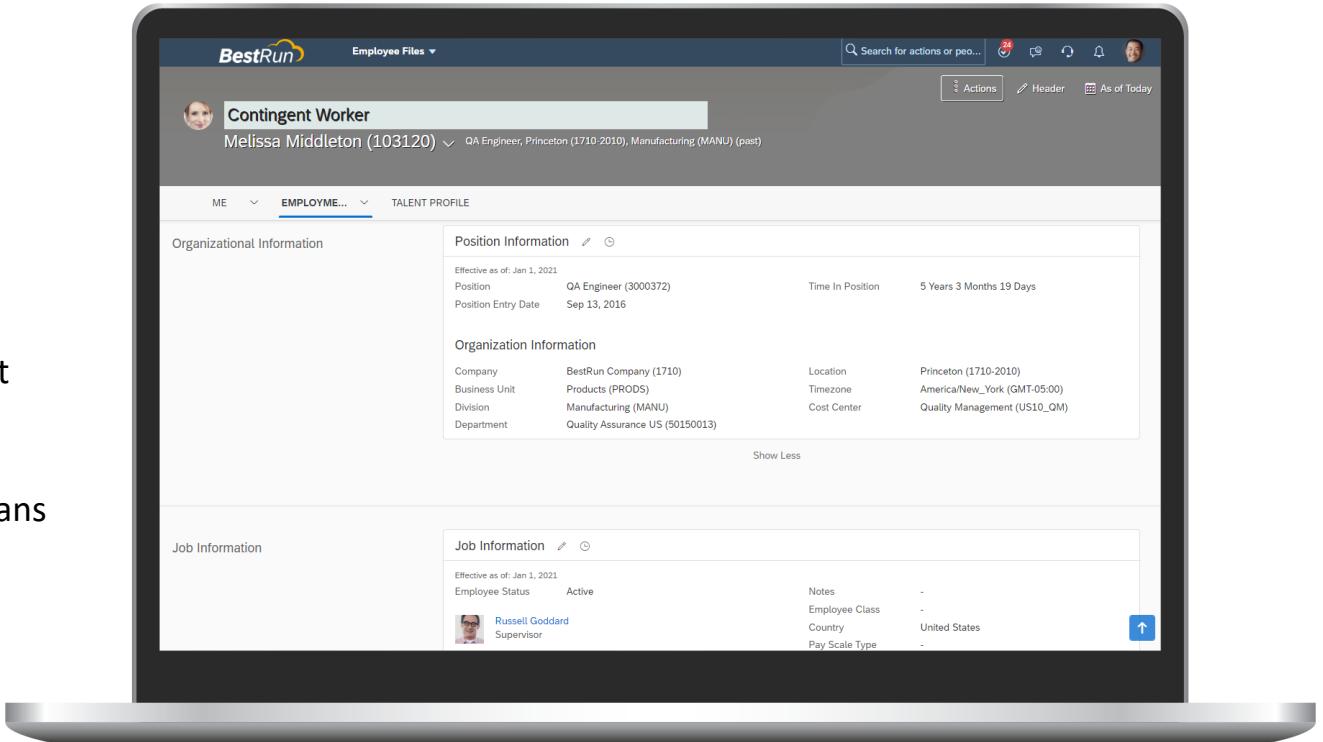


SAP SuccessFactors 

## Support for a holistic people strategy

**Manage your total workforce with a holistic view of all workers**

- ✓ Provides visibility to allow businesses to **plan, manage and optimize** their total workforces
- ✓ Support for **all worker types** (employees, contractors, contingent labor, etc.)
- ✓ **Apprentice management** allows for quick access to individual plans for work and study
- ✓ Support for **concurrent employment and global assignments**



The screenshot shows a software application window titled "BestRun Employee Files". The main title bar says "Contingent Worker" and "Melissa Middleton (103120)". Below the title, there are tabs for "ME", "EMPLOYEE...", and "TALENT PROFILE". The "EMPLOYEE..." tab is selected.

**Organizational Information:**

Effective as of:	Jan 1, 2021
Position:	QA Engineer (3000372)
Position Entry Date:	Sep 13, 2016
Time In Position:	5 Years 3 Months 19 Days

**Organization Information:**

Company:	BestRun Company (1710)	Location:	Princeton (1710-2010)
Business Unit:	Products (PRODS)	Timezone:	America/New_York (GMT-05:00)
Division:	Manufacturing (MANU)	Cost Center:	Quality Management (US10_QM)
Department:	Quality Assurance US (50150013)	Show Less	

**Job Information:**

Effective as of:	Jan 1, 2021
Employee Status:	Active
Notes:	-
Employee Class:	-
Country:	United States
Pay Scale Type:	-

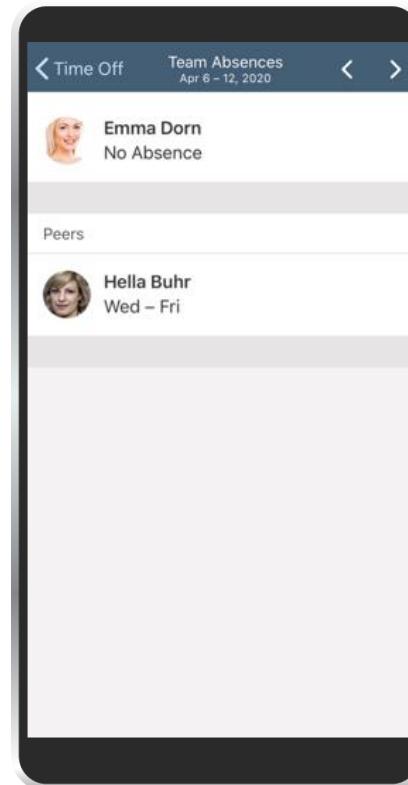
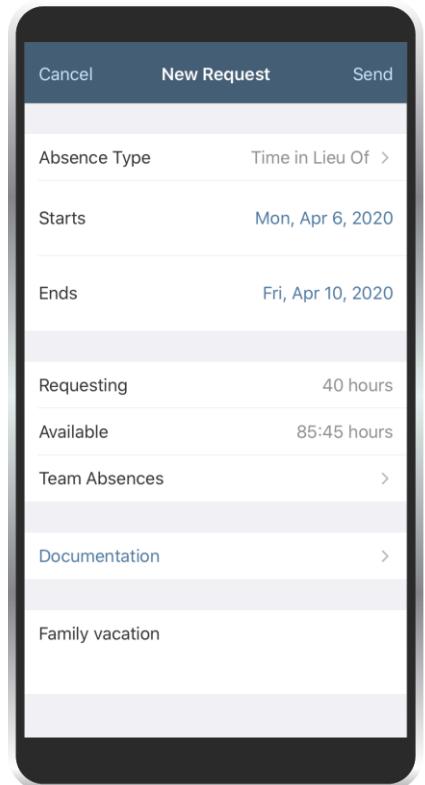
**Job Information (Details):**

Effective as of:	Jan 1, 2021
Russell Goddard:	Supervisor

## Intuitive and mobile friendly

## Simplify your absence management processes

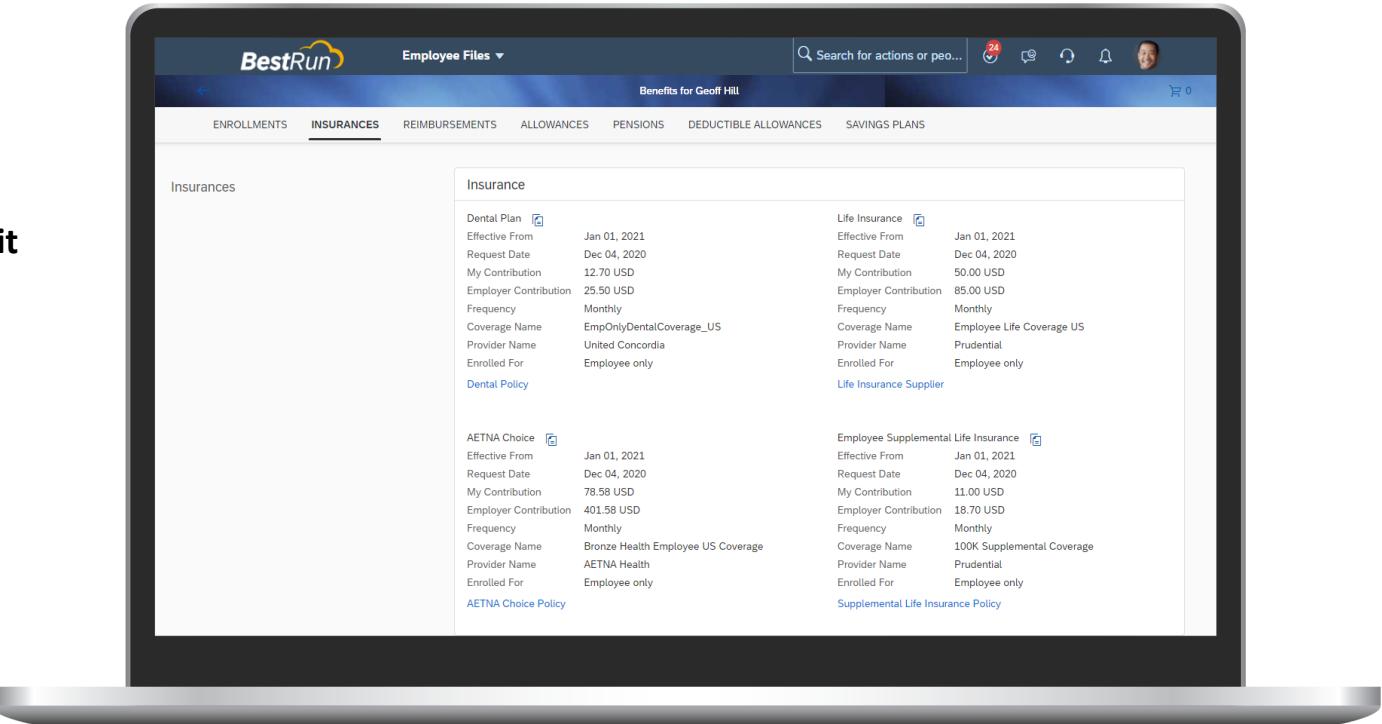
- ✓ One application to **record all types of absences**
- ✓ **Team absence calendar** to understand your team's full capacity
- ✓ Automated calculation of **employee time and pay**



## Flexible, powerful, and scalable global benefits framework

**One-stop shop to manage your employee benefits around the globe**

- ✓ Enable employees to enroll in a variety of **local country benefit types**
- ✓ Pre-delivered **global benefits patterns** that can be configured to meet your country-specific benefit requirements
- ✓ **Centralized reporting** based on your global benefits footprint



Insurance	
Dental Plan	Effective From: Jan 01, 2021 Request Date: Dec 04, 2020 My Contribution: 12.70 USD Employer Contribution: 25.50 USD Frequency: Monthly Coverage Name: EmpOnlyDentalCoverage_US Provider Name: United Concordia Enrolled For: Employee only Dental Policy
Life Insurance	Effective From: Jan 01, 2021 Request Date: Dec 04, 2020 My Contribution: 50.00 USD Employer Contribution: 85.00 USD Frequency: Monthly Coverage Name: Employee Life Coverage US Provider Name: Prudential Enrolled For: Employee only Life Insurance Supplier

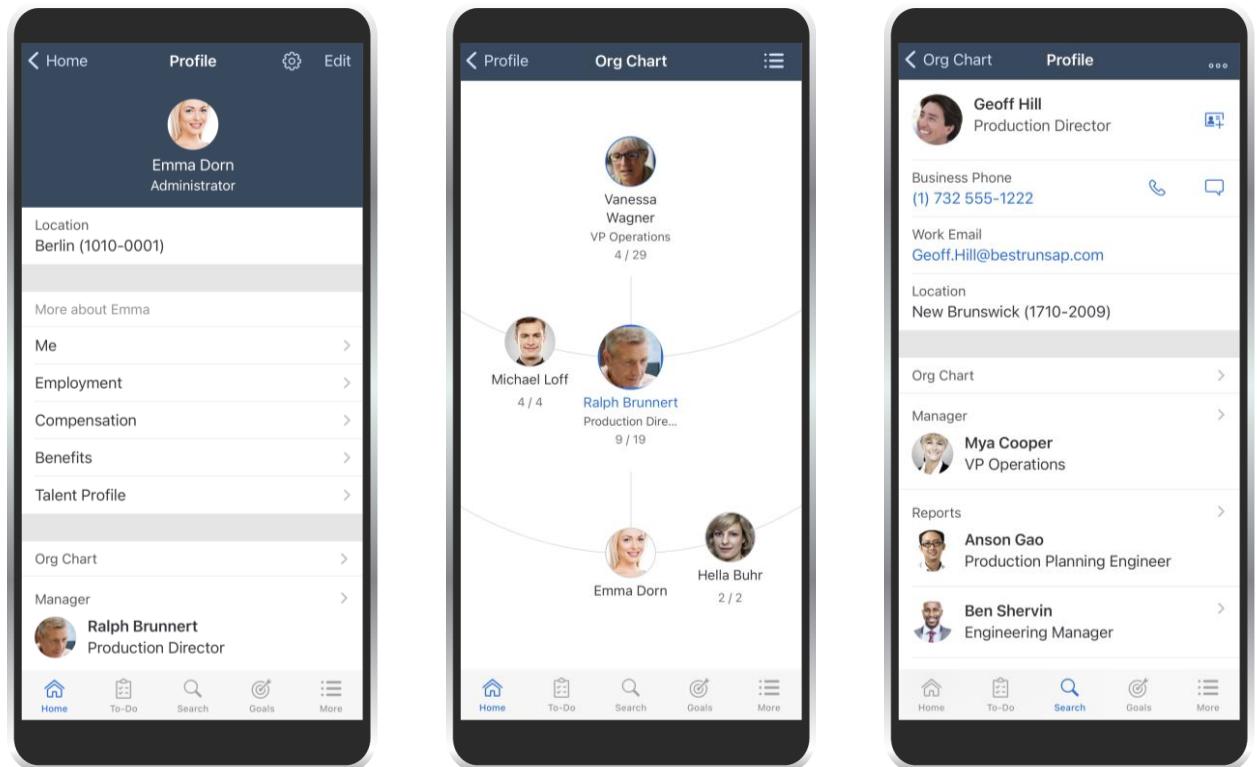
AETNA Choice	
AETNA Choice	Effective From: Jan 01, 2021 Request Date: Dec 04, 2020 My Contribution: 78.58 USD Employer Contribution: 401.58 USD Frequency: Monthly Coverage Name: Bronze Health Employee US Coverage Provider Name: AETNA Health Enrolled For: Employee only AETNA Choice Policy
Employee Supplemental Life Insurance	Effective From: Jan 01, 2021 Request Date: Dec 04, 2020 My Contribution: 11.00 USD Employer Contribution: 18.70 USD Frequency: Monthly Coverage Name: 100K Supplemental Coverage Provider Name: Prudential Enrolled For: Employee only Supplemental Life Insurance Policy

# Meaningful experiences to engage your people

Provide a consumer-grade experience for all users on all devices

## Increase workforce engagement with a powerful mobile app

- ✓ Provide **employees** with personalized access to their data, business processes, and HR services
- ✓ Provide **managers** with easy access to all their to-do's, detailed team information, and insights to improve decision making
- ✓ **Organizational chart** includes ability to immediately reach out to people



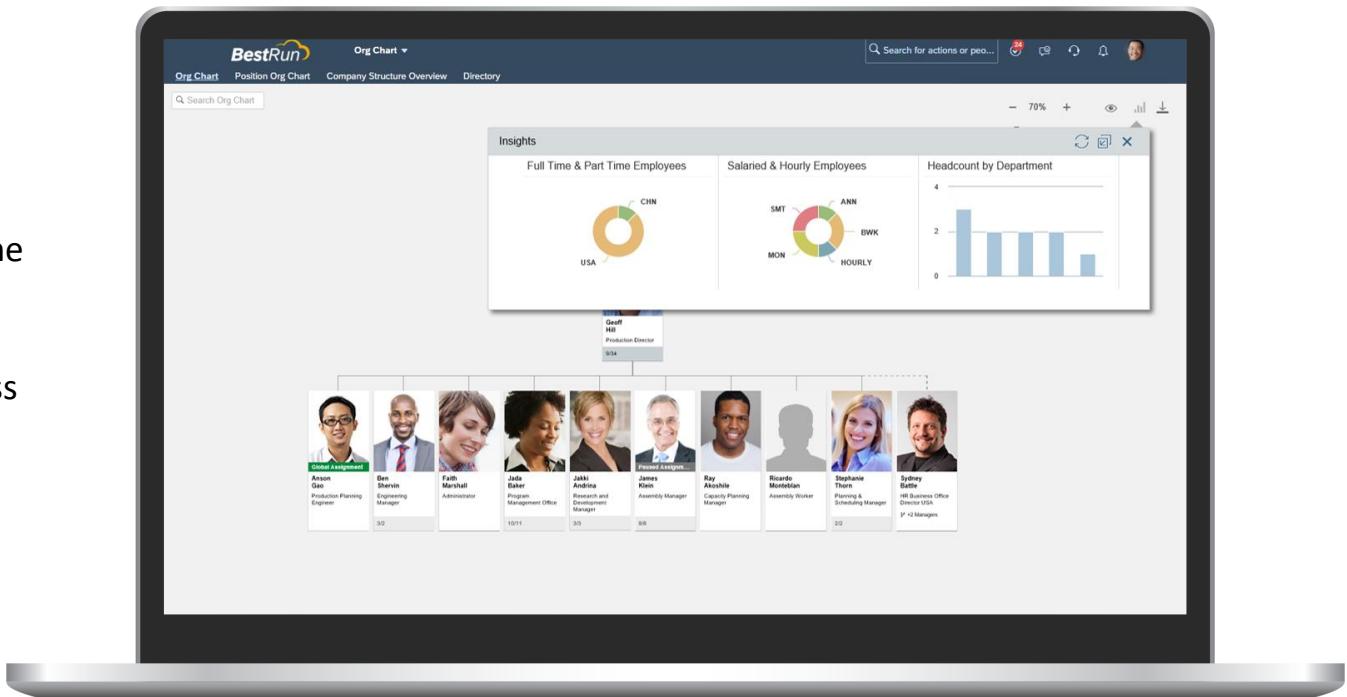
SAP SuccessFactors 

# Embedded insights and dashboards

Keep your finger on the pulse of the organization

**Improve decision making for management and HR based on data driven insights**

- ✓ **One-click access** to context-sensitive (in-line) insights based on the activity you're working on
- ✓ **Graphical dashboards** provide a birds-eye view to quickly assess if there is a problem
- ✓ **Embedded role-based permissions**



**SAP SuccessFactors** ❤

Business Intelligence (license is included as bonus, implementation services not yet included)

## SAP Analytics Cloud

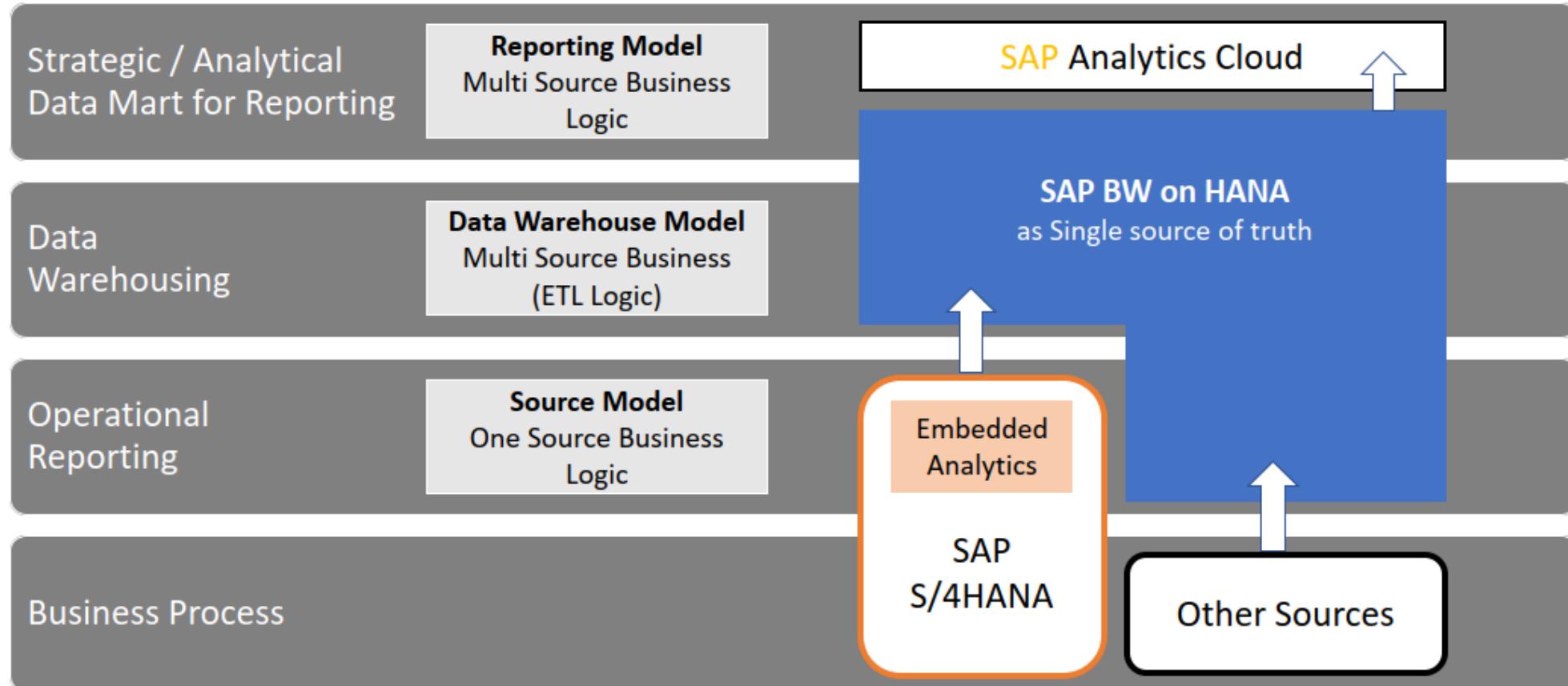
SAP S/4HANA

Embedded Analytics

SAP BW on HANA  
as Enterprise Data Warehouse  
(Strategic Analytics)

SAP HANA PLATFORM

## Architecture



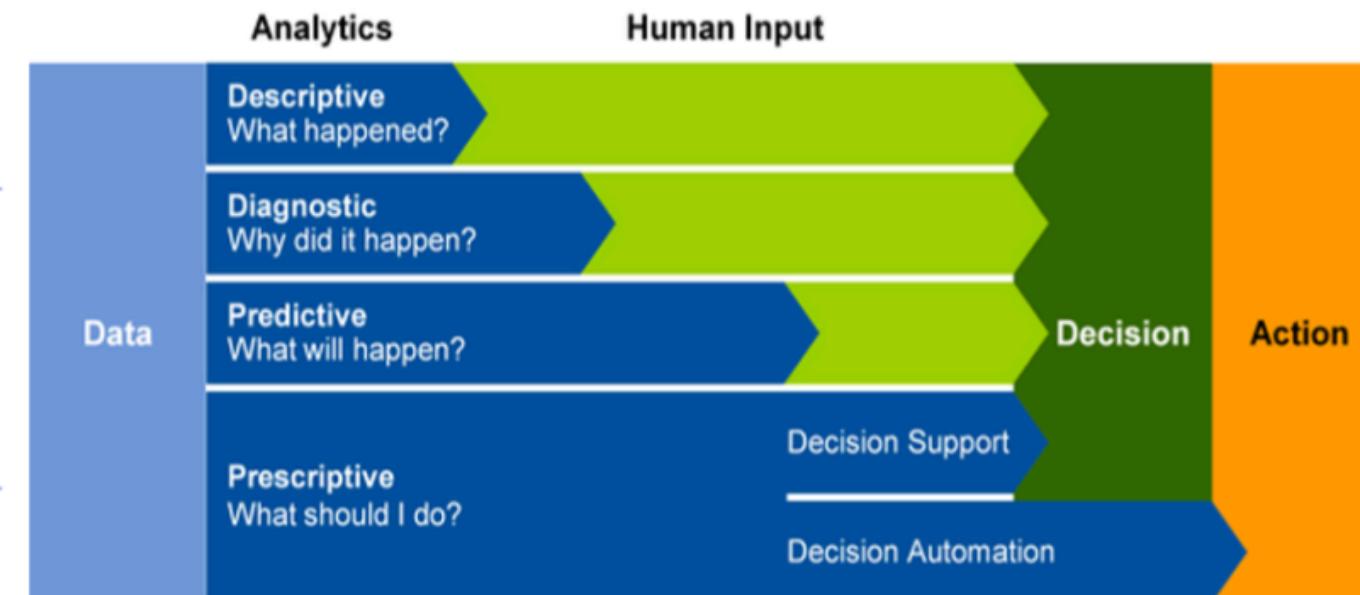
## Introduction

Analytics is needed by every company from every industries, and it can help company to analyze the past (Descriptive and Diagnostics), the present (with realtime capability of S/4 HANA, analytics can view realtime data) and also the future (Predictive & Prescriptive). All these capabilities are required for a company to be more competitive in the market, help Top management monitor KPIs in their company and also helps business users to get better insight without need to be dependent to IT team. Below is the diagram showing the different types of analytics and the ability to convert data into decision & action.

### Implementation Samples :

- Order Fulfillment Rate (OFR)
- Sales Achievement & Growth
- On Time Delivery (OTD)
- Financial Ratios
- Overall Equipment Effectiveness (OEE)
- Production Achievement
- Customer Churn

- Demand Forecasting
- Inventory Forecast
- Predictive Maintenance
- Customer Churn Prediction



Source: Gartner

## BI Portfolio

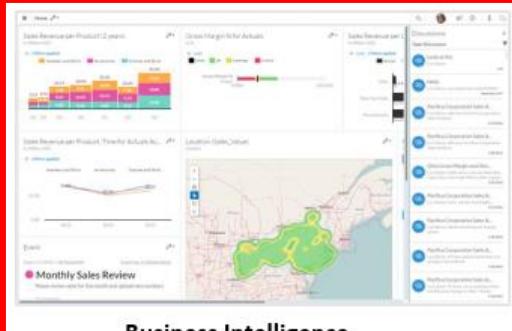
Proposed Solution



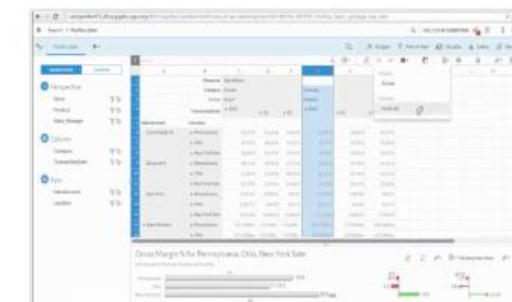
### SAP BusinessObjects Roambi

#### SAP Digital Boardroom

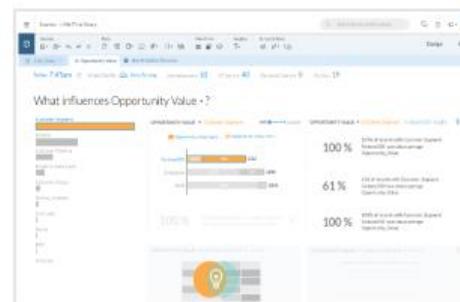
SAP Analytic Cloud - All analytic capabilities purpose-built for cloud



**Business Intelligence**



**Planning**



**Predictive**

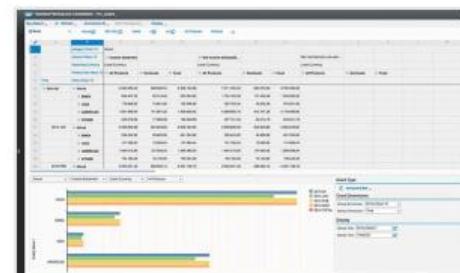
Interoperability



### SAP BusinessObjects Enterprise – Modern, at-scale, hybrid analytics



**SAP BusinessObjects BI**  
Design Studio, Lumira and Web Intelligence,  
Crystal Reports, Analysis for MS Office



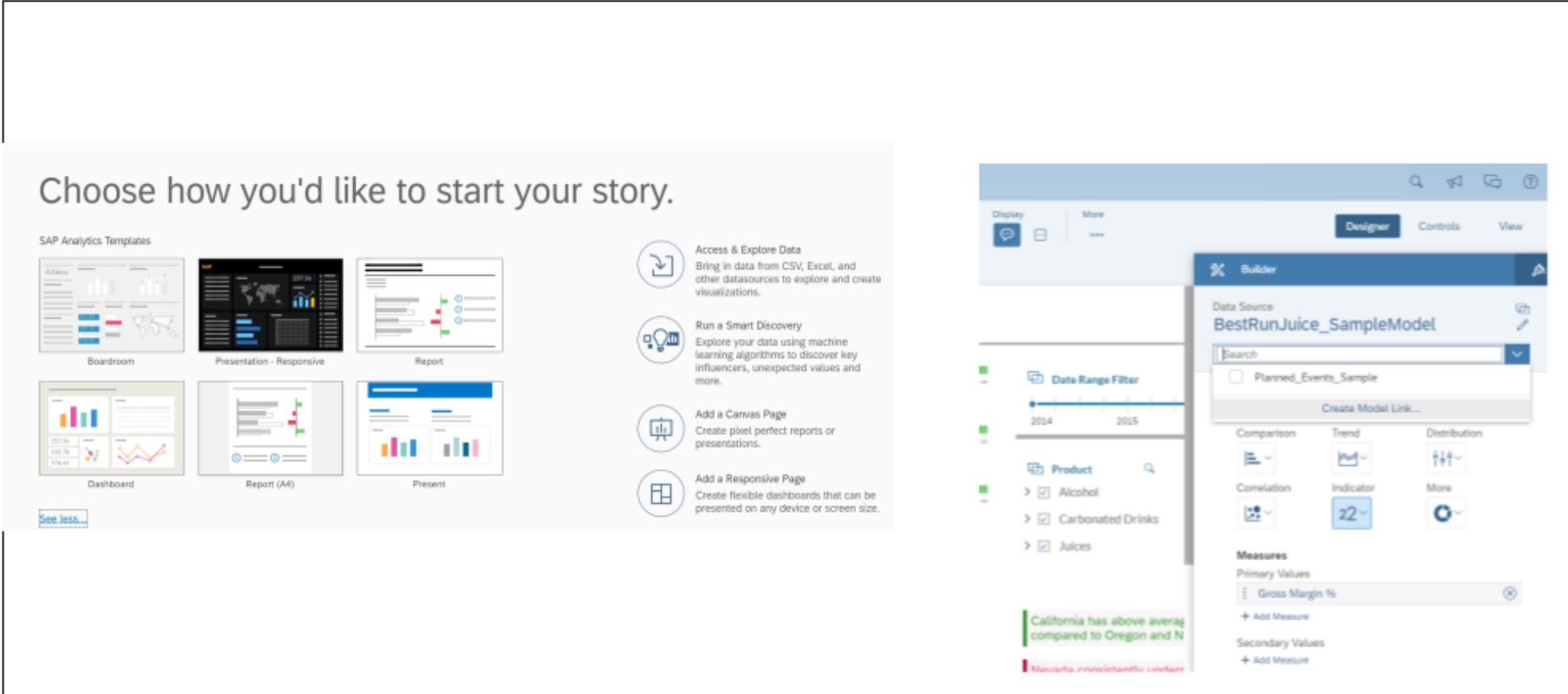
**SAP BusinessObjects**  
Planning and Consolidation



**SAP BusinessObjects**  
Predictive Analytics

## Functionality Sample

### Dynamic dashboard design



Choose how you'd like to start your story.

SAP Analytics Templates

- Boardroom
- Presentation - Responsive
- Report
- Dashboard
- Report (AI)
- Present

Access & Explore Data

Bring in data from CSV, Excel, and other datasources to explore and create visualizations.

Run a Smart Discovery

Explore your data using machine learning algorithms to discover key influencers, unexpected values and more.

Add a Canvas Page

Create pixel perfect reports or presentations.

Add a Responsive Page

Create flexible dashboards that can be presented on any device or screen size.

Builder

Data Source: BestRunJuice\_SampleModel

Date Range Filter: 2014 - 2015

Product:  Alcohol,  Carbonated Drinks,  Juices

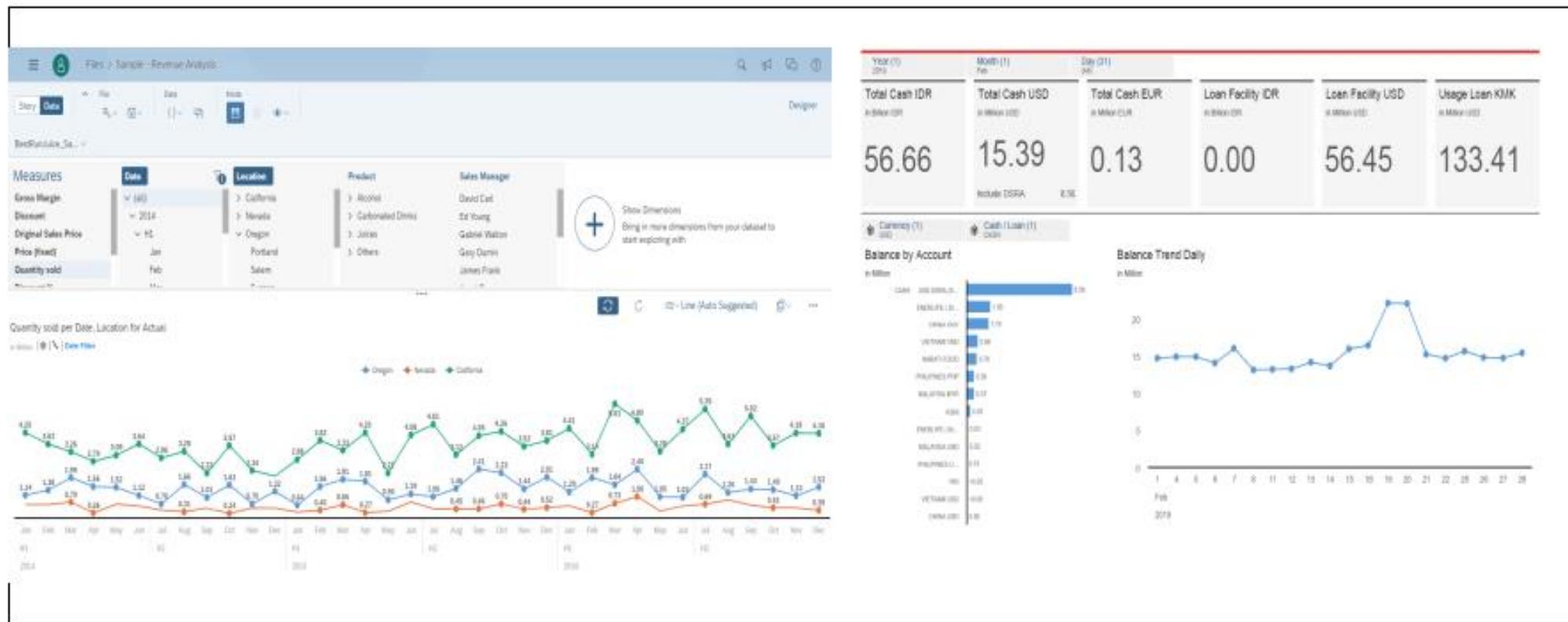
Measures: Primary Values: Gross Margin %, Secondary Values: Add Measure

California has above average compared to Oregon and N

Massachusetts has below average

## Functionality Sample

Aggregating data based on predefined levels (e.g. Product sales by region and time, etc.)



Customization	Modules
<b>In-app Extensibility</b>	<b>FI CO MM SD EPPM SF-EC</b>  <b>Limited to 20 objects :</b> <ul style="list-style-type: none"><li>▪ <b>Report</b></li><li>▪ <b>Interface</b></li><li>▪ <b>Form</b></li></ul>

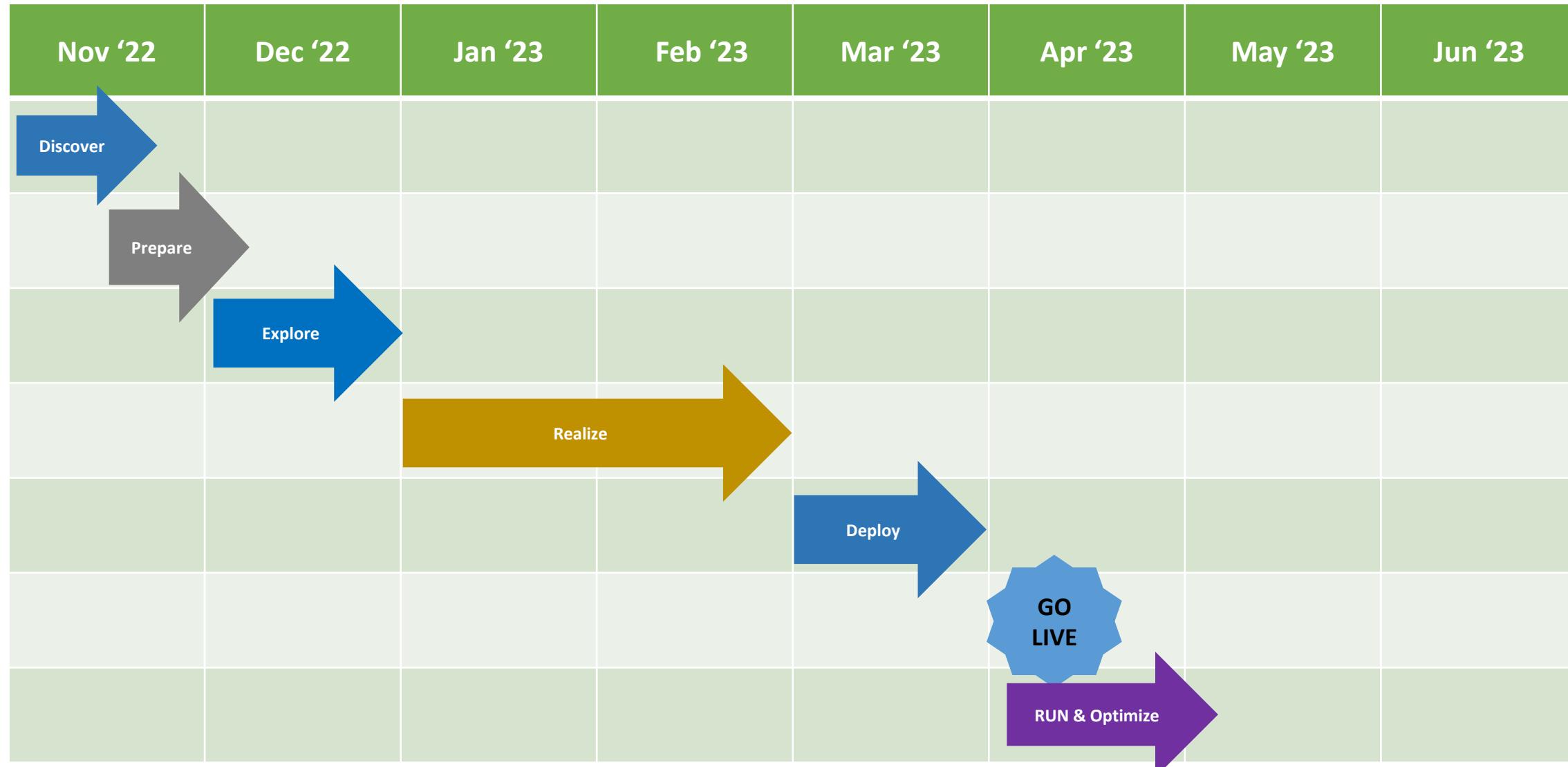
# Project Timeline

# 06



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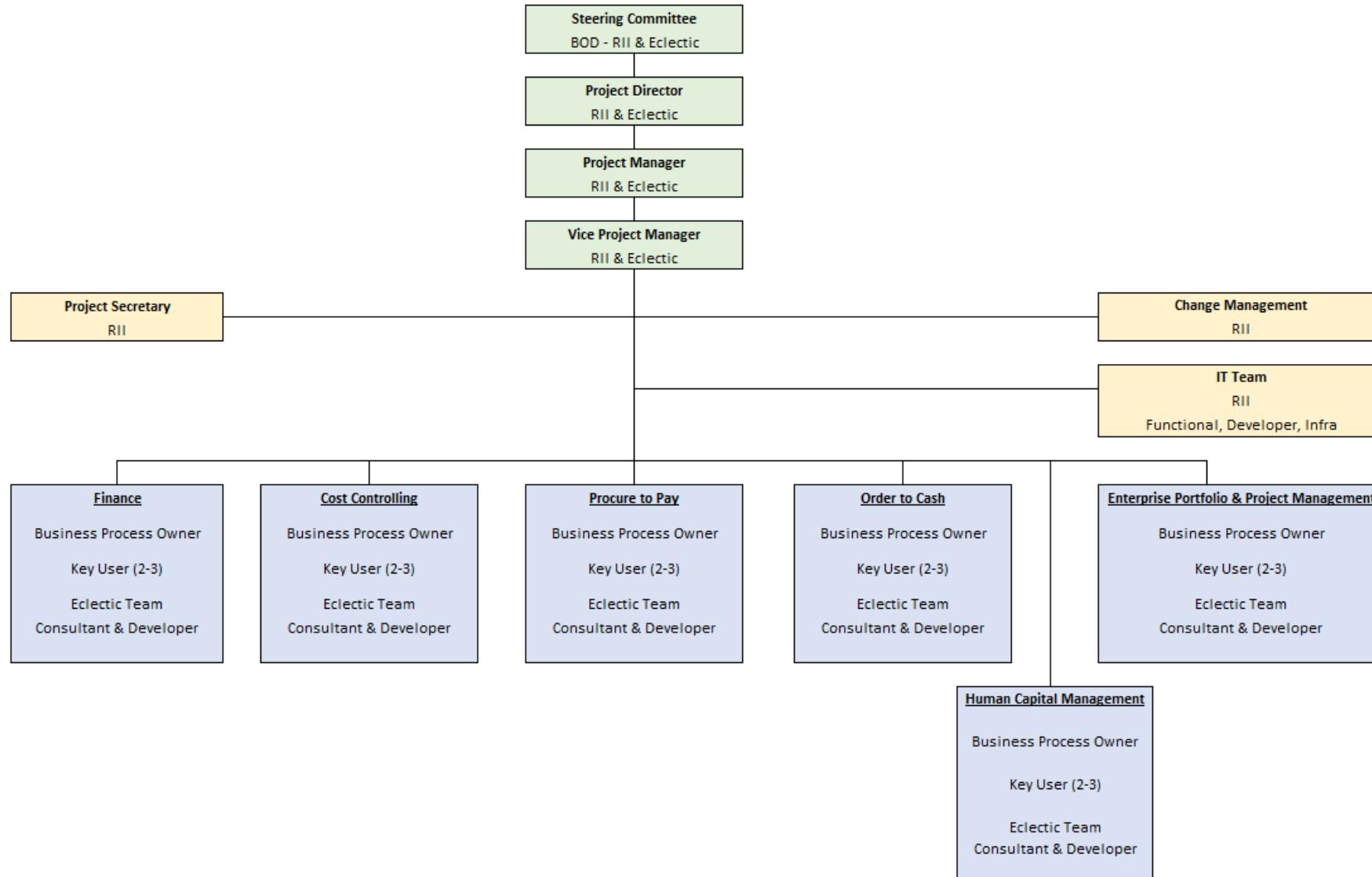
Note: Data Migration (Collection-Mapping-Cleansing) is started during Blue Print

# Project Organization

# 07



# Project Organization Chart



Role	RII - Responsibility	Eclectic - Responsibility
Project Steering Committee	<ul style="list-style-type: none"> <li>Oversee the overall project outcome alignment with RII Business Strategy</li> </ul>	<ul style="list-style-type: none"> <li>Oversee the overall project outcome alignment with RII Business Strategy</li> </ul>
Project Director	<ul style="list-style-type: none"> <li>Provide support to Steering Committee Meeting to maintain and set policy and direction for the project</li> <li>Provide Project Management directions escalated to Steering Committee Meeting (Scope/Budget/Time/Resources)</li> <li>Assist RII Project Management and project team in internalizing the Project Implementation Roadmap.</li> </ul>	<ul style="list-style-type: none"> <li>Provide support to Steering Committee Meeting to maintain and set policy and direction for the project</li> <li>Provide Project Management directions escalated to Steering Committee Meeting (Scope/Budget/Time/Resources)</li> <li>Assist Eclectic Project Management and project team in internalizing the Project Implementation Roadmap.</li> </ul>
Project Manager	<ul style="list-style-type: none"> <li>Communicate project status performance to the Steering Committee, Project Steering/ Sponsor, and Project Director</li> <li>Managing RII Project resources management</li> <li>Support project's governance to gain smooth project journey</li> <li>Streamlining the issue resolution processes within RII Team</li> <li>Provide support decision on issues escalated to the Project Director level</li> </ul>	<ul style="list-style-type: none"> <li>Communicate project status performance to the Steering Committee, Project Steering/ Sponsor, and Project Director</li> <li>Managing Eclectic Project resources management</li> <li>Support project's governance to gain smooth project journey</li> <li>Streamlining the issue resolution processes within Eclectic Project Team</li> <li>Provide support decision on issues escalated to the Project Director level</li> </ul>
Business Process Owner	<ul style="list-style-type: none"> <li>Providing support to Steering Committee on the planning and decision relates to Business Unit area responsibility.</li> <li>Providing support and decision to SAP Project Team on the ongoing project implementation</li> <li>Support streamlining the issue resolution within RII Business Unit area responsibility.</li> </ul>	
Deputy Project Manager	<ul style="list-style-type: none"> <li>Liaise as project management partner to RII Business Process Owner to embrace project's objectives, planning and execution</li> <li>Engage with RII Business Team to support project objectives</li> <li>Collaborate with RII Stream Leads to ensure specific stream objectives are meet with the Business Units concerns</li> <li>Support RII Business Owner in streamlining project's issue resolution</li> </ul>	<ul style="list-style-type: none"> <li>Liaise as project management partner to Eclectic Project Manager on the overall Business Unit area responsibility</li> <li>Engage with RII Deputy Project Manager to synchronized Business Unit project's planning and execution</li> <li>Collaborate with RII Stream Leads to ensure specific stream objectives are meet with the Business Units concerns</li> <li>Support in streamlining project's issue resolution</li> </ul>

Role	RII - Responsibility	Eclectic - Responsibility
<b>Project Management Office (PMO)</b>	<ul style="list-style-type: none"> <li>Determine the overall RII Project Management planning leveraged from SAP Project master plan sets by Eclectic Project Management Team</li> <li>Provide support planning and monitoring to RII Project Management Team on the specific RII task / activities</li> <li>Ensuring all collaborative RII &amp; Eclectic work plans are monitored and executed as per agreed resources, time and quality</li> </ul>	<ul style="list-style-type: none"> <li>Determine the overall SAP Project Planning and Monitoring to ensure the project well planned and executed according to the settings and change plans</li> <li>Supervise RII PMO on the activities to gain synergy planning and execution</li> <li>Work in collaboration with RII PMO Team in managing synergy activities to ensure resource, time and quality are fulfilled</li> </ul>
<b>Project Stream Lead</b>	<ul style="list-style-type: none"> <li>Focus on specific stream assigned to ensure planning, monitoring and controlling task and schedules meet with the objectives and target date</li> <li>Working in collaboration with Eclectic Stream Leads to the success of stream's objective</li> <li>Provide required support to internal RII Team and RII Vendors to ensure quality of works</li> </ul>	<ul style="list-style-type: none"> <li>Focus on specific stream assigned to ensure planning, monitoring and controlling task and schedules meet with the objectives and target date</li> <li>Supervise RII Stream Lead on the issue and resolution to gain performance</li> <li>Collaborate with RII Stream Team and RII Vendors to gain collaborative works to ensure planning and execution run as expected</li> </ul>

Role	RII - Responsibility	Eclectic - Responsibility
<b>Functional Team/ Key Users</b>	<ul style="list-style-type: none"> <li>● Support in seeking solutions due to issue occurrence in project planning, design, development and testing</li> <li>● Support Eclectic Functional Consultant team in developing functional design and collaborate with BPO to review and documents sign-off</li> <li>● Support in preparing scenario utilized for integration test and user acceptance test</li> <li>● Become key user for user acceptance test and sign off on the result of user acceptance test.</li> <li>● Collaborate with RII Business on User Access Authorization settings</li> <li>● Scheduling and participate in conducting end user training</li> </ul>	<ul style="list-style-type: none"> <li>● Assist RII Functional Team/Key Users in seeking solutions due to issue occurrence in project planning, design, development and testing</li> <li>● Assist RII Functional Team/Key Users in developing functional design and collaborate with RII-Eclectic Process Excellence/continuous Improvement Team for review and documents sign-off</li> <li>● Assist RII Functional Team/Key Users in preparing scenario utilized for integration test and user acceptance test</li> <li>● Assist RII Functional Team/Key User on User Access Authorization settings</li> <li>● Determine the scheduling for conducting end user training.</li> </ul>
<b>Development Team</b>	<ul style="list-style-type: none"> <li>● Support Eclectic Development Consultant Team in standard definition on policies related to program development.</li> <li>● Support Eclectic Development Consultant Team to develop workflow, report, interface, conversion, enhancement, and form (WRICEF) programs required.</li> <li>● Test and implementing test required program.</li> </ul>	<ul style="list-style-type: none"> <li>● Define standard on policies related to program development.</li> <li>● Develop workflow, report (including analytical report and dashboard), interface, conversion, enhancement, and form (WRICEF) programs required.</li> <li>● Collaborate with RII Development Team in testing and implementing the test required program.</li> </ul>
<b>Data Migration Team</b>	<ul style="list-style-type: none"> <li>● Assist RII Data Cleansing, Data Mapping and Verification before loading to the system.</li> <li>● Assist RII Data Loading and Verification after loading to the system.</li> </ul>	<ul style="list-style-type: none"> <li>● Coordinate with RII Data Migration Team to monitor the progress of data migration.</li> <li>● Assist RII Data Migration Team in Data Cleansing, Data Mapping and Verification before loading to the system.</li> <li>● Assist RII Data Migration Team in Data Loading and Verification after loading to the system.</li> </ul>

Role	RII - Responsibility	Eclectic - Responsibility
<b>Technical Support Team</b>	<ul style="list-style-type: none"> <li>● Support Eclectic Technical Consultant Team in configuring, monitoring, tuning, and troubleshooting the system technical environment on an ongoing basis.</li> <li>● Support Eclectic Technical Consultant Team in performing checks, tasks, and backups within the technical environment.</li> <li>● Support Eclectic Technical Consultant Team in scheduling and executing the SAP Transport System.</li> <li>● Maintain and support RII databases and network operation.</li> </ul>	<ul style="list-style-type: none"> <li>● Configuring, monitoring, tuning, and troubleshooting the system technical environment on an ongoing basis.</li> <li>● Performing checks, tasks, and backups within the technical environment.</li> <li>● Scheduling and executing the SAP Transport System.</li> </ul>
<b>Project Admin</b>	<ul style="list-style-type: none"> <li>● Provide support to RII Deputy Project Manager on project administration works</li> <li>● Align and collaborate with RII PMO on the administrative works required to the success of Business Unit's objective</li> <li>● Prepare logistic, data and baseline reports required for streams meeting and events.</li> </ul>	<ul style="list-style-type: none"> <li>● Provide support to Eclectic Deputy Project Manager on project administration works</li> <li>● Align and collaborate with Eclectic PMO on the administrative works required to the success of Business Unit's objective</li> <li>● Prepare logistic, data and baseline reports required for streams meeting and events.</li> </ul>
<b>Interpreter/ Translator</b>		<ul style="list-style-type: none"> <li>● Provide language and communication interpretation on the event when foreign language is required</li> <li>● Support document translation required for the team to engage the works</li> </ul>

# Project Deliverables

# 08

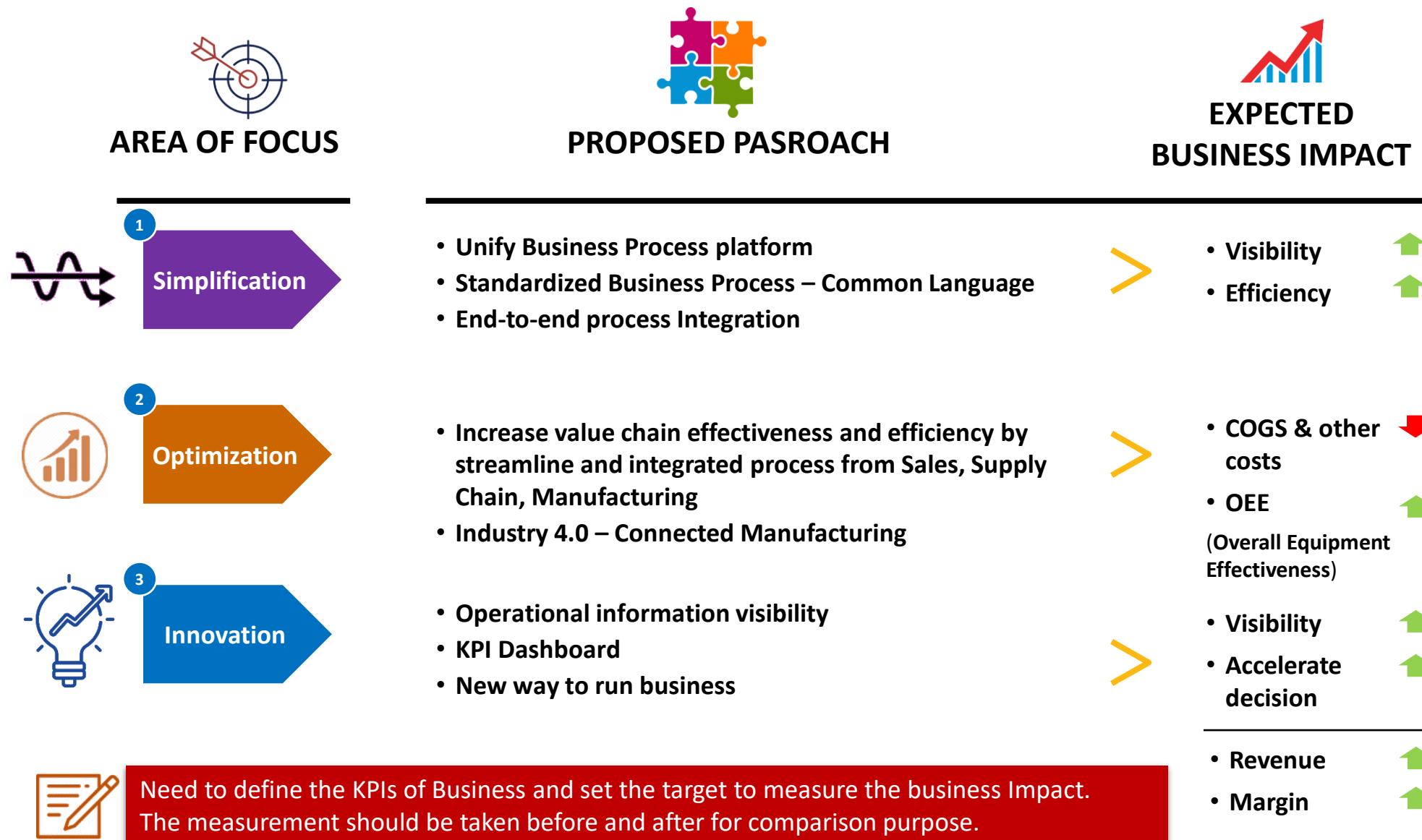


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**FIT GAP & BLUEPRINT Phase**

- |    |  |
|----|--|
| 1  | Project Management Plan                          |
| 2  | Fit-Gap Analysis Document Findings               |
| 3  | Findings on Business Organization Structure      |
| 4  | Findings General Settings and Master Data        |
| 5  | User Role Concept                                |
| 6  | Logical Data Model                               |
| 7  | Business Process Design Document                 |
| 8  | Defined Functional Design - RICEFW Object #1 - n |
| 9  | Documentation of Baseline Build                  |
| 10 | Sign-off Baseline Build                          |
| 11 | Data Migration Approach and Strategy Document    |



The example of defined strategic KPIs below eventually impacting Shareholder Value.

### *Revenue & Growth*

**Description:**

Revenue and Growth focused, drivers of top-line performance

**Strategic KPIs:**

- Revenue (volume, amount)
- Growth (volume, amount)

### *Operating Efficiency (Expense & Process)*

**Description:**

Expense and Process efficiency focus

**Strategic KPIs**

- Gross Margin
- COGS
- Packing Cost
- Delivery Cost
- Maintenance Cost

### *Capital Management*

**Description**

Balance Sheet focus, asset and debt/equity performance drivers

**Strategic KPIs**

- Inventory
- Property, Plant and Equipment
- Operating Cash Flow
- Payables and Receivables
- Investing



Customer is responsible to define Potential Benefit and set the Target to measure the business Impact. The measurement should be taken before and after for comparison purpose.

No	Module	Potential Benefit	SAP Enabler
1	FICO	<b>Reduced receivable till 20 %</b>	
		<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify current working capital investment in receivable</li> <li><input type="checkbox"/> Determine average days outstanding</li> <li><input type="checkbox"/> Estimate reduction in days outstanding</li> <li><input type="checkbox"/> Determine associated reduction in working capital</li> <li><input type="checkbox"/> Benefit (Annual) is the cost of capital for the reduction in working capital</li> </ul>	<ul style="list-style-type: none"> <li>❖ On-line integrated system provides faster invoicing cycle time</li> <li>❖ Better Analysis tools for receivable analysis</li> </ul>
		<b>Improve cost control – Reduce Cost ( 3 %)</b>	
		<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify budget accounts and amounts for the organization</li> <li><input type="checkbox"/> Review budget account and determine which accounts are controllable</li> </ul>	<ul style="list-style-type: none"> <li>❖ On-line real time cost management information</li> <li>❖ On-line analysis tools</li> <li>❖ Earlier visibility of cost and commitments</li> </ul>

No	Module	Potential Benefit	SAP Enabler
		<input type="checkbox"/> Calculate total dollars in controllable accounts <input type="checkbox"/> Estimate percent reduction in controllable costs	
		<b>Reduce Credit Losses (5 %)</b>	
		<input type="checkbox"/> Identify annual credit write off <input type="checkbox"/> Estimate percent reduction	❖ Credit Management integrated with sales and distribution functionality
2	SD	<b>Improve pricing (1 %)</b>	
		<input type="checkbox"/> Identify total sales by product line in dollars <input type="checkbox"/> Estimate % improvement in pricing <input type="checkbox"/> Since improved pricing does not materially impact fixed or variable costs, benefit in sales multiplied by improvement percentage	❖ On-line real time capabilities increase responsiveness and customer service ❖ Pricing procedures capability helps reduce “bad” deals ❖ On-line visibility of product cost and profitability analysis enables better decisions

No	Module	Potential Benefit	SAP Enabler
		<b>Improve sales (2 %)</b>	
		<input type="checkbox"/> Identify sales volume by product line <input type="checkbox"/> Estimate total sales capacity / production capacity (this should include allowances for preventative and unplanned downtime for maintenance reasons) <input type="checkbox"/> Estimate sales value of lost available production <input type="checkbox"/> Estimate margin of lost production <input type="checkbox"/> Estimate portion of capacity that can be converted to sales	<ul style="list-style-type: none"> <li>❖ On-line real time capabilities responsiveness and customer service</li> <li>❖ Improve customer forecasting</li> </ul>
3	MM	<b>Reduce inventory (10 %)</b>	
		<input type="checkbox"/> Identify inventory value by category (IF LIFO valuation, value is actually higher than reported)	<ul style="list-style-type: none"> <li>❖ Improve visibility of inventory</li> <li>❖ Improve forecasting</li> <li>❖ Improve data accuracy</li> <li>❖ Reduce process cycle times</li> </ul>

No	Module	Potential Benefit	SAP Enabler
		<ul style="list-style-type: none"> <li><input type="checkbox"/> Estimate inventory reduction goals by category</li> <li><input type="checkbox"/> Multiple inventory reductions by incremental carrying costs (carrying cost includes cost of capital, taxes, insurance, and damage allowances, should not include cost of assets, labor, or building unless major reductions in inventory are anticipated)</li> </ul>	
		<p><b>Reduce Landed Costs (4 %)</b></p> <p>Landed cost includes all costs associated with getting a product or service available for user.</p> <p>Landed cost will therefore include purchase, freight, receiving, quality, return, and vendor management cost</p>	

No	Module	Potential Benefit	SAP Enabler
		<input type="checkbox"/> Since purchasing cost is far and away the largest component of landed costs, identifying current annual purchasing dollars is a good conservative estimate of landed costs <input type="checkbox"/> Estimate % reduction in landed cost with SAP <input type="checkbox"/> Determine savings by multiplying purchase volume by estimated % reduction	<ul style="list-style-type: none"> <li>❖ On-line integrated system reduce transaction effort to enable more focus on vendor relationship management</li> <li>❖ On-line history provides information to negotiate better agreements</li> <li>❖ On-line availability of information help drive consolidation of purchase with partnership vendors</li> <li>❖ Vendor evaluation tools help manage vendor quality and shipment problems</li> </ul>
		<b>Reduce obsolescence and damage (4 %)</b>	
		<input type="checkbox"/> Identify current inventory obsolescence and damage costs	<ul style="list-style-type: none"> <li>❖ SAP provides on-line visibility of stock usage</li> </ul>

No	Module	Potential Benefit	SAP Enabler
		<input type="checkbox"/> Estimate improvement	
4	PP	<b>Increase Production / Sales ( 2 %)</b>	
		<input type="checkbox"/> Determine total sales <input type="checkbox"/> Determine margin on sales <input type="checkbox"/> Determine capacity utilization <input type="checkbox"/> Estimate increase in capacity utilization	<ul style="list-style-type: none"> <li>❖ Integration with MM, provides earlier visibility of material / asset availability issues</li> <li>❖ Production Planning helps identify unused capacity</li> <li>❖ Better forecasting and planning tools helps identify correct product mix to produce</li> <li>❖ Better planning tools help manage product conversion (tear down, setup) cost</li> </ul>
		<b>Reduce WIP Inventory ( 10 %)</b>	
		<input type="checkbox"/> Identify value of WIP inventory <input type="checkbox"/> Estimate % reduction of WIP	<ul style="list-style-type: none"> <li>❖ Better forecasting and planning tools minimize needs to maintain WIP as</li> </ul>

No	Module	Potential Benefit	SAP Enabler
			<p>A buffer against unknown demand</p> <ul style="list-style-type: none"> <li>❖ Improved visibility of inventory with on-line system</li> <li>❖ Improved accuracy of inventory information</li> </ul>
		<b>Improve margins ( 2 %)</b>	
		<input type="checkbox"/> Identify sales by product line <input type="checkbox"/> Determine margin by product line <input type="checkbox"/> Estimate improvement percentage <input type="checkbox"/> Apply improvement to total sales volume	<ul style="list-style-type: none"> <li>❖ Profitability Analysis helps targets product mixes for greater profitability</li> <li>❖ Product Costing helps target changes in production and pricing strategy</li> </ul>
5	PM	<b>Increase Asset Utilization – Reduce Production Asset Down-time ( 5 %)</b>	

No	Module	Potential Benefit	SAP Enabler
		<input type="checkbox"/> Determine production downtime for planned and unplanned maintenance <input type="checkbox"/> Estimate portion of downtime to be eliminated <input type="checkbox"/> Benefit is margin and fixed costs previously lost during down time	<ul style="list-style-type: none"> <li>❖ Integration with other modules reduces cycle time for maintenance orders</li> <li>❖ On-line system with analysis tools helps drive down unplanned maintenance</li> <li>❖ Better problem tracking and preventive maintenance forecasting</li> </ul>
		<b>Reduce Maintenance requirement ( 4 %)</b>	
		<input type="checkbox"/> Estimate total cost of plant maintenance, usually captured in a cost center <input type="checkbox"/> Estimated reduction in maintenance due to improved preventive maintenance	<ul style="list-style-type: none"> <li>❖ Preventive maintenance capability</li> <li>❖ Maintenance History reporting and analysis</li> </ul>

No	Module	Potential Benefit	SAP Enabler
6	HR	<b>Reduce time to have overtime data ( 5 minutes )</b>	
		<input type="checkbox"/> On-line system to have overtime data within SAP-HR will be used	❖ Activate Time Management in HR module
7	QM	<b>Reduce time for traceability ( 10 minutes )</b>	
		<input type="checkbox"/> Identify data that will be traced	❖ Using SAP-ABAP Functionality to solve the problem

# Project Success Criteria

# 09



*Helping Clients work Smarter!*



SAP Project bring changes to lead the way towards business and organization transformation.

Changes are in:

## **Business Process**

Streamline processes from upstream to downstream

## **Organization**

The way to organize people to perform the jobs

## **People Competences**

Required fit competences to perform the jobs

## **People Work**

Run business in new ways

Those changes need to be managed harmoniously and to be kept and embraced as new corporate culture to support company Vision and Mission



It is necessary board of management to keep 5 things in harmony so that changes can occur smoothly, and the project is successful:

- **Clear Direction**  
Give the clear direction to guide the people and communicate it to entire organization
- **Total Sponsorship and Support**  
Give total sponsorship and support to project team since start till all live
- **Commitment**  
Give the commitment to and get the commitment from project team to run the project and success
- **Right and Competent Resources**  
Provide the right and competent resources on the project
- **Master Data and Operational Data**
  - Pay attention and awareness to Master Data and Operational Data Activities since it is an important foundation of system solution



# Pricing & Assumptions

# 10



*Helping Clients work Smarter!*



# Investment Summary (excl. VAT) - License

No.	License	Qty.	UoM	Amount / year (IDR)
1	RISE with SAP S/4HANA Public Cloud (min. subscription is 3 years)	25	Full Usage Equivalent (FUE)	1.250.000.000,-
2	SAP SuccessFactors Employee Central	350	Employees	Bonus
			Discount:	(50.000.000,-)
			Total:	<b>1.200.000.000,-</b>

**TOP License: Upfront payment annually**

**Offer time limit: 25 Nov 2022**

**License Invoicing starts in Jan 2023**

**RISE WITH SAP** Business Transformation as a Service

**SAP SuccessFactors** 

# Investment Summary (excl. VAT) – Implementation Services

No.	Consultant	Mandays	Rate (IDR)	Amount (IDR)
1	Project Manager	100	3.500.000	350.000.000,-
2	Financial Accounting	100	2.500.000	250.000.000,-
3	Procure To Pay	100	2.500.000	250.000.000,-
4	Order To Cash	100	2.500.000	250.000.000,-
5	Enterprise Portfolio and Project Management	100	2.500.000	250.000.000,-
6	Human Capital Management	100	2.500.000	250.000.000,-
7	Technical Team	100	2.500.000	250.000.000,-
<b>Sub-total:</b>				<b>1.850.000.000,-</b>
Discount:				(100.000.000,-)
<b>Total:</b>				<b>1.750.000.000,-</b>

**TOP Service: 5x monthly installments @ IDR 350,000,000**  
**Starting Dec 2023**

**RISE WITH SAP** Business Transformation as a Service

**SAP SuccessFactors** 

# Investment Summary - Quality Assurance (optional)

## SAP Consulting Advisory: Partner Services for RISE with SAP

SKU	Consultant	Unit	Amount (IDR)
16	Test Management and Execution for SAP S/4HANA Cloud	1	500.000.000,-
19	Functional Design Review	3	
20	Technical Design Review of Integrations and Extensibility	1	
<b>Total</b>			<b>500.000.000,-</b>

**Business needs**

Access to SAP services to help complete your own services offering:

- Ability to “pick and choose” components based on customer needs
- Ability to enhance capabilities or fill in gaps
- Ability to build competitive advantage against competing solutions

**Delivery approach and scope**

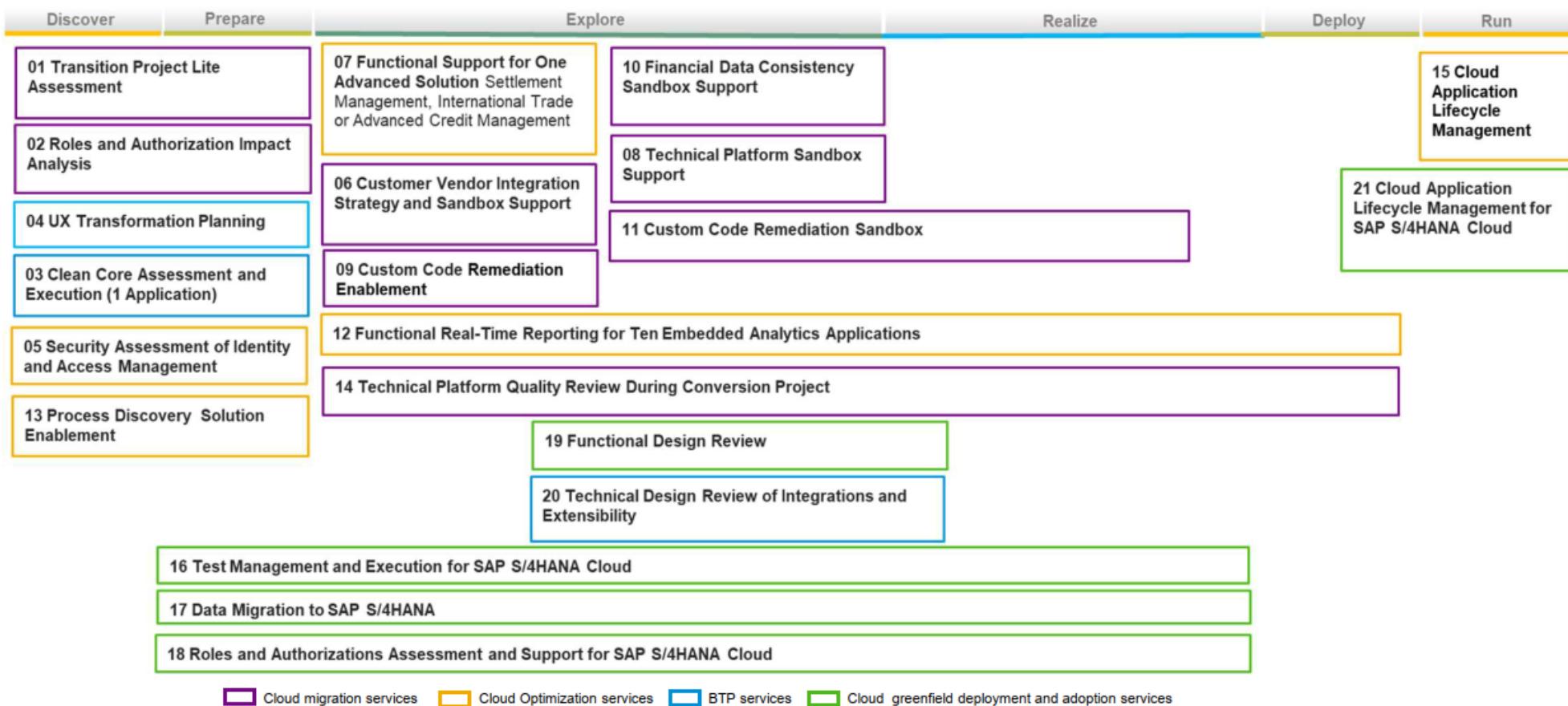
- Fixed scope, fixed price services: “pick and choose” components to complement your own offerings
- 100% remote delivery from SAP Offshore Delivery Center
- Support for 21 selectable focused topics for transition planning along with expert guidance in key functional and technical areas to help transition and deploy successfully through cloud migration, optimization, adoption and deployment

**Value and benefits**

- Faster time to value for your customer RISE with SAP package
- Minimized risk associated with deploying or migrating to the new platform
- Reduced escalations and increased upsell opportunities to scale and support RISE with SAP
- Build internal resource capabilities with hands-on learning from SAP experts, designed to be leveraged until you can execute independently
- Take advantage of the SAP services brand in your customer engagements at a cost that ensures your customer proposal will remain competitive in the market



21 focused outcomes to help transition successfully through cloud migration, optimization, deployment and adoption



## Boundaries and Conditions

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- 21 fix price services (fix scope and fix deliverables)
- Remote delivery by SDC, execution out of India
- Language support can be included.
- Achieving suitable price-point for the target group of Tier II and Tier III partners, mid-market orientation

## 16 Test Management and Execution for SAP S/4HANA Cloud

**Service Outcome:** Enablement, guidance and support for automated testing leveraging SAP S/4HANA Cloud Test Automation Tool

### Approach and Deliverables

- Introduction to Test Automation Tool during Explore phase
- Importance and approach of regression testing during SAP S/4HANA Cloud quarterly upgrade cycle
- Review project test strategy and provide feedback
- Set up the tool in Quality system during Realize phase
- Successful execution of 1 Best Practice scope item via Test Automation Tool

### Prerequisites

- Test Strategy should be created by partner and made available to SAP for review
- S/4HANA Cloud Quality system should be up and running successfully with sample master data
- At least one Line of Business specific scope item should have been configured and running successfully

### Exclusions

- Functional / Technical Specifications preparation
- Test results documentation

Parameters	Criteria
Number of Systems/ Applications	One SAP S/4HANA Cloud
Systems in which test tool needs to be set up	One SAP S/4HANA Cloud Quality System
Setup and Execution of test automates	Any 1 topic from Finance, Procurement, Sales, Manufacturing or Professional Services
Continuous Engagement Length	Up to 4 weeks

## 19 Functional Design Review

**Service Outcome:** Best practice recommendation for adoption of standard processes in SAP S/4HANA Cloud and SAP S/4HANA Cloud, private edition

### Approach and Deliverables

- Review of high level business requirements vs. SAP S/4HANA Cloud scope items during Explore phase
- Review of proposed solution design
- Ensure that proposed solution is in line with SAP standards and best practices
- Gap Analysis
  - Provide SAP S/4HANA Cloud Roadmap view, where applicable
  - Suggest possible workarounds

### Prerequisites

- Fit-to-standard workshops should have been completed
- High level business requirements mapping with SAP S/4HANA Cloud scope items should have been performed
- Finalized gap list with sufficient details documented

### Exclusions

- Design document preparation
- Functional / Technical Specifications preparation

Parameters	Criteria
Number of Systems/ Applications	One SAP S/4HANA Cloud, or one SAP S/4HANA Cloud, private edition
Line of Business	Limited to any 1 from Finance, Procurement, Sales or Manufacturing
Best Practice Scenario Mappings	Limited to 25
Gaps to be analyzed	Limited to 5
Continuous Engagement Length	Up to 2 weeks

## 20 Technical Design Review of Integrations and Extensibility

**Service Outcome:** Recommend best practice architectural patterns for integrations and extensions (In-app, side-by-side) for SAP S/4HANA Cloud and SAP S/4HANA Cloud, private edition.

### Approach and Deliverables

- Review the list of integration and extensibility requirements
- Suggest S/4HANA Cloud Whitelisted APIs for integration requirements, where applicable.
- Suggest the appropriate extensibility approach (In-app, side-by-side) for extensibility requirements leveraging key user extensibility and Business Technology Platform Restful/Cloud Application Programming
- Provide high level design for any 5 gaps across Finance, Procure to Pay, Order to Cash and Manufacturing.

### Prerequisites

- Fit-to-standard workshops completed and gap list containing integration and extensibility requirements is ready
- Integration requirements must have the source and target system information along with business object details which needs to be integrated
- Extensibility requirements must have detailed description of the functionality being requested

### Exclusions

- Any system related activity (configuration, extension, testing etc.)

Parameters	Criteria
Number of Systems/ Applications	One SAP S/4HANA Cloud, or one SAP S/4HANA Cloud, private edition
Integration requirements	Limited to 10
Extensibility requirements	Limited to 10
High level design	Limited to 5
Continuous Engagement Length	Up to 3 weeks

## Prepare service



~1-2 weeks

Perform kick-off meeting and high level planning



Complete functional & technical pre-requisites to initiate delivery



## Deliver service

~ 10 weeks. Duration depends on the selected scope option and on customer requirements.

- Perform Transition Project Lite Assessment
- Perform Roles and Authorizations Impact Analysis
- Perform Clean Core Assessment and Execution (1 application)
- Perform UX Transformation Planning
- Perform Security Assessment of Identity and Access Management
- Perform Customer Vendor Integration Strategy and Sandbox Support
- Perform Functional Support for One Advanced Solution from Settlement Management, International Trade or Advanced Credit Management
- Perform Technical Platform Sandbox Support
- Perform Custom Code Remediation Enablement
- Perform Custom Code Remediation Sandbox
- Perform Financial Data Consistency Sandbox Support
- Perform Functional Real-Time Reporting for Ten Embedded Analytics Applications
- Perform Process Discovery Solution Enablement
- Perform Technical Platform Quality Review During Conversion Project
- Perform Cloud Application Lifecycle Management

## Close service



~1 week

Finalize documentation



Present solution



Hand over deliverables, and close service



SAP involvement

Partner involvement



## Who is involved? SAP

### Project Manager

Guide the customer through the implementation service process from preparation to deployment

### Principal Business Process / Technology / Integration

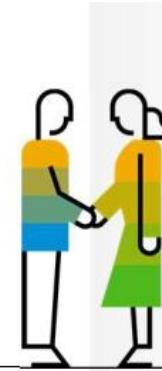
#### Dev Consultant

has in-depth architectural and design skills to design the solution. Has a mindset to represent the consumer perspective and ensure desirability and end-to-end customer experience

### Senior Business Process / Technology / Integration

#### Dev Consultant

has in-depth know-how of product and technologies and how to implement them, along with integration and connectivity knowledge to integrate the solution in the customer landscape and to connect to the selected data source. They will be supported on business activities by the **Business Process / Technology / Integration Dev consultants** where needed.



## Who is involved? Partner

### Partner Program/Project Manager

Management of resources, resolving issues, indicate initiation of service, manage overall project plan and status to the end customer.

### Partner Solution Architect, Partner IT Subject Matter Expert, Partner IT Functional Lead

Owns business processes from an IT standpoint, Provision the prerequisites, provide inputs to SAP team, execution activities in line with the scope item, acceptance, and approval of outcome.

### Partner Business Subject Matter Expert, Partner Business Lead

Provide inputs to SAP team, acceptance, and approval of outcome.



\*Subject to availability

## What does SAP do?

- Deliver the scope items chosen by the partner in the contract scope of work.
- Provide guidance on any questions the partner might have on the technical and functional pre-requisites needed to deliver the outcomes.
- Deliver the required outcome for the scope items.
- Playback results (presentations, documents, test) as applicable to the outcome being delivered.
- Provide guidance on issues and resolutions as applicable to the outcome being delivered.



## What do partners have to do?

- Ensure the mandatory pre-requisites (functional, technical) are completed for SAP team to begin the delivery.
- Provide clarity on initiation date of scope item inline with overall project plan. Manage the overall project timeline with the end customer.
- Update all project specific documentation taking outcomes of SAP deliverables as inputs.
- Manage any OSS issues raised.
- Perform overall project activities like testing, training, go live and post go live support.





Accelerate **time to value** in digital transformation projects.



**Minimize risk** of project delays, disruptions, and escalations.



Gain **quality assurance** help with SAP expertise.



Prepare for new **business opportunities**.



**Power project success with the flexible menu of cloud migration and optimization services from SAP.**

The SOW described in this proposal and Eclectic estimates to perform all the tasks listed in all the sections herein are based on the assumptions listed in this section. Deviations from these assumptions and dependencies may result in changes to, amongst others the terms and conditions, scope of work and estimated schedule.

In the event that such changes arise during project execution, then it will be managed through the Change Control Procedure. The products provided and the services rendered between Eclectic and RII will be signed based on the terms and conditions as stated in the Agreement.

## General Assumptions and Dependencies

- Work under this SOW will be performed by working on-site and/or remotely when needed due to Covid-19 Pandemic.
- RII will provide a conducive work environment for the Eclectic team, i.e. workspace, phone lines, faxes, internet access, copiers, meeting rooms, LCD projectors, etc. and should respect the Covid-19 Safety Protocol.
- Eclectic will provide services under this SOW during RII normal business hours from 8:00 AM - 5:00 PM, Monday through Friday, except public holidays. Eclectic may also elect to perform a portion of these services at other sites and/or outside of the normal work-week as mutually agreed to.
- The services provided under this SOW is confined to RII.
- The project schedule in this proposal is based on joint team resources plan. It is assumed that project team from RII will have adequate skill to complete the assigned responsibilities with quality and in timely fashion. If the skill inadequacy is likely to impact project dates, Eclectic reserves the right to request the replacement.
- All project documentation will be in English, unless there is a special need or legal requirement.

## General Assumptions and Dependencies

- All work will be performed in accordance with the mutually agreed to Project Plan that will be drawn up at the start of the project. Subsequent Changes to the Project Plan are subject to the Change Control Procedure.
- All activities and tasks will be performed over a consecutive time frame unless otherwise agreed upon by Eclectic and RII.
- The Microsoft Suite products (Word, Excel, PowerPoint) and Visio will be the standard for all project documentation unless otherwise noted. All deliverable materials will be provided in both electronic and one hard copy unless otherwise noted.
- Eclectic shall not be responsible for failure to complete the Services if excusable delays occur. The term 'excusable delays' shall mean delays that result from labor disputes, earthquake, fire, unusually severe weather conditions, unreasonable delay in transportation, casualties, government restrictions, RII requested change of work or work schedules, delay in customer dependencies, concealed conditions not readily discoverable by a visual inspection of locations, war, internal disasters, terrorism, floods, or any other non-foreseeable, non-preventable event. Eclectic shall extend the Estimated Schedule for a period equal to any such excusable delay(s) and this may have a financial consideration.

## General Assumptions and Dependencies

- The project is assumed to be implemented in one single stretch without interruptions and will require an active participation of RII through out the period.
- RII will compensate Eclectic for any delays caused by RII. Eclectic shall submit a Change Control Request to RII for the additional payment.
- RII will make timely decision within 5 business days. If decisions are not made within the stipulated time, the project team will proceed with the next course of action as deemed appropriate at the point in time. In the event, the action is not accepted by the RII Management and rework is required, RII will be responsible for any consequential delays and reimburse Eclectic for the additional effort spent.
- RII is responsible to provide transport, accommodation, pocket money and other expenses for business trip of Eclectic team due to project needs based on RII travel policy.

## General Assumptions and Dependencies

- Test cases will be paper-based. Estimates do not include additional time needed to configure and install computer-based testing tools.
- This proposal has not considered any impact that additional Hardware and Software to be deployed as part of this project, may have, on the existing system currently being used by RII. Modifications, integration services, training, or support services not described under the SOW are outside the scope of this proposal. Should RII desire such services, the Change Control Procedure will apply.
- This proposal does not include any Hardware and Software (servers, printers, licenses etc.), infrastructure and network required for this project. It is RII responsibility to provide these requirements.
- BOD and Steering Committee are committed to take role as Change Sponsor
- RII will assign One Senior Management as RII Change Leader

## Data and Information

- Eclectic will not be responsible for data/information quality. It is RII responsibility.

# Eclectic Consulting

Helping Clients  
work smarter!



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***"What gets measured gets improved."***

- Peter Drucker