Swapnil Tailor

Senior Managing Consultant

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Summary

- I'm a Senior Managing Consultant with a strong track record in shaping and delivering large-scale SAP S/4HANA transformation programs, ECC and S/4 AMS programs, Business M&A programs across Europe
- My expertise are in pre-sales engagement, ERP advisory, and designing target operating models that integrate SAP S/4HANA, BTP, and best-of-breed cloud applications.
- I'm certified in Automotive Industry **Silver** badge, **SAP Cloud Choice Flex model** - SAP PreSales and SAP Cloud Architect Partner program and various AWS skills.
- I've built my career as a go-to person with strong customer engagement skills focused on med to large scale enterprise, acted as a trusted advisor, managing financial and budget oversights and risk management.
- I've extensive experience at working in cross-functional, multi-country teams and engaging directly with C-level stakeholders.
- I possess extensive experience in leading and managing the entire sales and delivery pipeline, from identify new opportunities, to qualify, prioritize and maturing them.
- In my current environment, my sales and project portfolio are mainly focused on performance improvement programs, cost reduction and cash optimization.
- I'm carrying deep functional knowledge in Finance and Supply Chain, with industry exposure across Manufacturing, Retail, Automotive, and Utilities.
- I'm experienced in integrating SAP Business Technology Platform (BTP), third-party cloud solutions, and agile delivery models to drive innovation and business value. I've used GenAI and its capabilities to maximize my efforts towards project management and solution designing.
- I'm having a plenty of exposure in process mining to identifying the issue, action plan & its resolution, team handling, preparation of RFP, POC, SOW, Change management, experienced in Lean and Green belt in six-sigma technology.
- Experienced and certified in process automation using RPA platform, GenAI, developed various scripts based on the daily activity to maximize the profit and optimize the productivity
- Certified AWS and IBM Cloud advocate; Worked on the Microservices and Cloud computing that involves AWS Cloud services, DevOps tools, Mobile and Web development stacks

Skills

SAP S/4HANA Transformation Strategy

Maximize business value through technology

Digital ERP Advisory & Roadmap Design

Pre-Sales Engagement & Deal Shaping (Global Clients)

Enterprise & Solution Architecture

Agile Delivery for SAP & BTP Applications

Cross-Industry Functional Expertise (Finance, Supply Chain)

Client relationship management and Customer satisfaction

Large Program Governance & Delivery Advisory

Integration with Hyperscalers & 3rd Party Solutions

Executive Stakeholder Management (C-Level Engagement)

Reference Model & End-to-End Transformation Frameworks

SAP Program Governance & Risk Mitigation

Work History

Senior Managing Consultant
01-2022 - till date

IBM Denmark

- I have been directly managing a team of 24 talented individuals. I grew the team 50% while at the same time managing 100% billable utilization at the end of the year, increasing revenue by more than 60% YoY. Through effective leadership and guidance
- Led multiple successful SAP R/3 to S/4HANA upgrade and M&A projects, including the transition of on-premise SAP systems to cloud platforms. These initiatives helped clients improve flexibility, reduce infrastructure costs, and prepare for future growth.
- Built and maintained strong, long-term relationships with enterprise clients by acting as a strategic advisor on SAP cloud solutions — including Private Cloud, Public Cloud, and RISE with SAP — ensuring business and IT alignment throughout their transformation journey.
- Played a key role in pre-sales activities, working closely with clients to shape solutions and define transformation roadmaps.
- Helped position IBM as a trusted partner by demonstrating a strong understanding of SAP architecture and flexible deployment models like SAP Cloud Choice Flex.
- Provided leadership across global programs, coordinating with cross-functional teams and multiple partners to manage delivery, budgets, risks, and resources effectively.
- Brought added value to clients by identifying upsell opportunities and supporting them in navigating complex vendor and partner ecosystems.
- Certified as an IBM Cloud Advocate and AWS Cloud Practitioner, showing my commitment to staying hands-on and up to date with evolving multi-cloud technologies.
- Took an active role in exploring emerging tech such as generative AI, blockchain, and IT service management tools — helping bring innovation into traditional ERP programs.
- Continuously developed my skills through internal and external learning paths focused on microservices, cloud architecture, leadership, and strategic thinking.
- Provided mentorship and guidance to engineering and delivery teams, promoting collaboration, innovation, and a strong delivery culture.

Senior Solution Architect
03-2019 - 12-2021

Dun & Bradstreet Europe

- Worked closely with top-tier clients during the pre-sales phase, delivering presentations, reports, and solution designs that clearly demonstrated the business value and practical benefits of our offerings.
- Actively facilitated workshops and client discussions, using strong communication, negotiation, and conflict-resolution skills to build trust and ensure productive collaboration.
- Took the time to understand each client's business challenges by conducting thorough requirement analyses across multiple domains, allowing me to design tailored, effective solutions.
- Designed and deployed cloud-based solutions using AWS services like S3, EC2, Lambda, and ElasticSearch to help clients gain better visibility and actionable insights from their data.
- Created interactive dashboards and KPIs using tools such as Power BI, Tableau, and Excel, helping stakeholders make more informed, data-driven decisions.
- Built customized data search and visualization solutions using ElasticSearch and Kibana, turning complex datasets into accessible, user-friendly insights.
- Led the development of APIs, frameworks, and integration tools that allowed clients secure and seamless access to their systems and data.
- Partnered directly with clients to define their needs and expectations, making sure the solutions we delivered were scalable, relevant, and aligned with long-term goals.
- Worked alongside the sales team to present solution proposals, clearly communicating the technical and business value while addressing client questions or concerns.
- Collaborated across multiple teams and stakeholders to ensure that project deliveries met timelines, quality standards, and customer expectations.
- Prepared detailed pricing and cost estimates that supported both client budgets and company profitability.
- Took initiative in creating best-practice documentation and ecosystems that improved efficiency and made it easier to reuse and scale successful solutions.
- Introduced automation tools such as RPA, machine learning models, and chatbots to streamline internal processes, improve operational efficiency, and support knowledge-sharing across teams.

SAP Solution Manager
07-2014 - 02-2019

ISS Facility Services A/S, Denmark

- Worked collaboratively with virtual account teams to maintain consistent governance across multiple accounts and ensure alignment on key priorities.
- Led efforts to map business procedures and master data from ISS systems into SAP, developing custom SAP solutions tailored to complex integration needs.
- Designed and developed SAP programs that automated data transfer between Tririga and SAP, improving accuracy and cutting down manual efforts.
- Managed key SAP processes including master data handling, change document tracking, and billing cycles, ensuring data integrity and operational efficiency.
- Authored high-level solution design documents and end-user guides, and conducted training sessions to ensure successful adoption across teams.
- Developed logistics processes and custom reports for outbound invoicing, helping to streamline billing and reduce errors.
- Designed a reusable solution to integrate client Facilities Management Systems (FMS) with SAP for consistent and automated billing.
- Implemented support for paper, PDF, and fully electronic invoice formats—speeding up billing and accommodating diverse client preferences.
- Replaced outdated paper scripts with SAP SmartForms, leading to significant reductions in printing, stamping, and administrative costs.
- Created a unified platform to deliver e-invoices to clients in various formats, increasing reliability and reducing manual processing.
- Integrated SAP systems with employee wage data and published it on an internal portal, complete with approval workflows—making HR and payroll processes more transparent and automated.
- Customized SAP archiving programs to meet ISS-specific requirements, ultimately freeing up 22% of database space and improving overall system performance.
- Developed a reliable integration layer between SAP employee data, Active Directory, and Microsoft 365, eliminating manual updates and saving both time and effort.

SAP Consultant   01-2010 - 06-2014
Tata Consultancy Services, India

- Successfully delivered SAP Mobility solutions at Carlsberg Denmark A/S, including Retail Execution (v2.1 and v3.1) and Field Service (Syclo v4.0), helping streamline field operations and improve efficiency across teams.
- Configured ECC and CRM add-ons, maintaining thorough documentation in Solution Manager — from business and functional specs to technical designs, testing scripts, and user acceptance tracking — ensuring complete transparency and traceability.
- Led client workshops to gather business requirements, documented them into a Requirements Traceability Matrix (RTM), and mapped solution gaps with clear recommendations, ensuring expectations were well understood and addressed early.
- Managed the end-to-end data flow from SAP backend systems (CRM and ECC) to SUP and handheld devices, helping teams better manage master data and ensuring smooth real-time synchronization.
- Customized and enhanced BAdIs and integrated backend logic (Function Modules and BAPIs) to push accurate and timely data into SAP mobile applications, increasing reliability and field usability.
- Helped configure and deploy the SAP Retail Execution app on iPads, working closely with developers to align mobile UI/UX with user needs and customized business fields.
- Applied performance tuning measures and shared improvement suggestions directly with SAP for product enhancement in future releases — reflecting a proactive approach to platform optimization.
- Reconfigured the SD module and IMG structure for Drive India Enterprise Solutions Ltd. (DIESL), helping to align system setup with updated business processes and improve overall operational efficiency.
- Integrated SAP with the Retail Management System (RMS), ensuring seamless flow of customer and material master data, pricing, and availability — leading to cleaner data and improved order management.
- Developed automated pricing solutions to frequently update product prices and promotions, simplifying complex pricing schemas and enabling more responsive commercial processes.
- Redesigned key sales and purchasing reports for improved speed and usability, equipping teams with insights that supported better decision-making.
- Provided integration support for SAP with Infor and Oracle Transportation Management (OTM), ensuring smooth data exchange across logistics and supply chain platforms.

SAP Team Manager   01-2009 - 12-2009
Badami Plastic Industries Ltd, India

- Successfully led a team in the setup of the enterprise structure and master data records, ensuring smooth operations and efficient data management.
- Developed a comprehensive strategy for the team, resulting in improved productivity and goal attainment.

- Conducted user training sessions and created business process documentation, facilitating seamless adoption of SAP systems and processes.
- Prepared test scripts to validate configured scenarios and ensure alignment with client requirements.
- Generated reports to provide regular updates on the team's progress, enabling effective monitoring and decision-making.
- Maintained clear and concise communication with stakeholders, avoiding technical jargon and ensuring understanding across the organization.
- Ensured consistency in formatting and tense usage throughout all documentation and reports.
- Diligently proofread all materials to eliminate errors and present a professional image.

SAP SD Consultant   10-2007 - 12-2008
Reliance Industries Limited, India

- Played a key role in the successful upgrade of SAP ECC 4.7B to ECC 6.0, ensuring a smooth transition and minimal disruption to business operations.
- Led the data migration process using LSMW, mapping and testing material and customer data from the 4.6B database to ECC 6.0, ensuring accuracy and integrity of data.
- Implemented the Sales and Distribution module enterprise structure and export process, streamlining operations and improving efficiency.
- Defined master data for materials, customers, and vendors, as well as source lists and info records, ensuring accurate and up-to-date information for business processes.
- Created a new product hierarchy and its corresponding material codes, including the material determination process, improving product categorization and simplifying inventory management.
- Collaborated with cross-functional teams to ensure seamless integration and functionality of SAP modules, facilitating effective communication and coordination between departments.
- Maintained clear and concise documentation of processes and procedures, ensuring ease of understanding and knowledge transfer for future reference.
- Diligently proofread all documentation and reports, ensuring accuracy and professionalism in all communications.

Education

Bachelors of Engineering (BE)   09-2003 - 05-2007
Dharmsinh Desai Institute of Technology, India

- Bachelor of Engineering in Electronics & Communication with 1st class

Personal Details

Name   : Swapnil Ashwinkumar Tailor
Date of Birth   : 10th February, 1986.
Languages   : English, Gujarati, Hindi and basic Danish.

Reference

On request