

The background features a series of overlapping semi-circles and circular segments in various shades of red and dark red, creating a layered, abstract pattern. The word "delaware" is centered horizontally and vertically in a white, lowercase, sans-serif font.

delaware

Introductions



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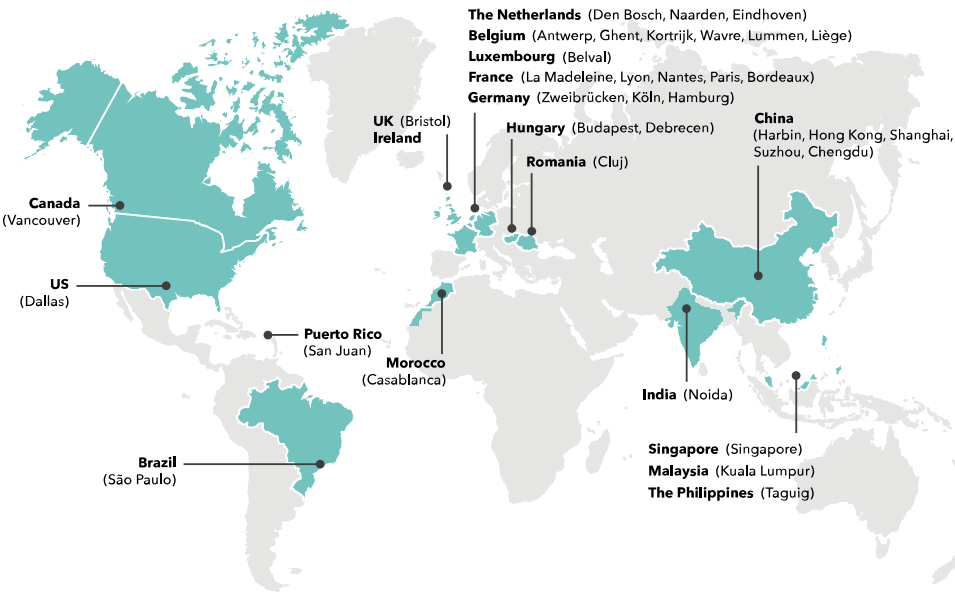
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The Delaware difference



Introducing Delaware

Our partner ecosystem



History

Founded in Belgium in 2003 as a buy out from Andersen Deloitte.

Today, 5,000 professionals across 19 countries focus on supporting customers to transform their business utilising SAP.



Organization

- SAP focused transformations
- A global delivery network across four continents providing the right resources for our clients



Strategy

- Deliver transformation to our clients faster and with greater benefits than our competition
- Programme delivery and support
- Maintain our 100% delivery track record for SAP projects



Industry Expertise

- Professional Services
- Manufacturing and Engineering
- Retail
- Energy, Chemicals and Utilities
- Aerospace and Defence
- Automotive
- Pharma
- Food

5,000 professionals

37 offices

19 countries



£500M revenue

Over 300 S/4HANA implementations and growing

Delaware's Global Footprint

Our Own Journey



Industry

Professional services in the area of Strategy & transformation, SAP, Microsoft and OpenText implementation services



Size

A global company with over 5000 employees and GBP500 million in revenue. Present in 19 countries.



Solution Components

- SAP S/4HANA Professional Services Cloud
- SAP SuccessFactors
- SAP Cloud Platform
- SAP BO Cloud

Business Situation

In 20 years, Delaware Consulting has grown from a Belgian firm with 124 employees to an international group with 5000 employees, spread over 19 countries. To support the daily business operations, including detailed reporting and analytics, the current legacy system was unable to facilitate the day to day running of the business.

Approach

The Hungarian Delaware organization, was chosen as the initial implementation pilot. The core best practice processes were enabled, tested and taken live. This was followed by integrating SAP SuccessFactors and a timesheet app which was internally developed on the S/4 HANA Cloud Platform. This solution was successfully rolled out to all other Delaware entities. To support some of the required new professional services functions, SAP chose to co-innovate with Delaware Consulting to enhance the core S4/HANA solution.

Client Benefits

The state-of-the-art system addresses the current and scalable needs of Delaware Consulting. Intuitive Fiori apps facilitate daily activities and provide better insight and control of ongoing projects. The S/4HANA Cloud solution ensures Delaware Consulting are on the most recent version through the quarterly upgrade process.



Professional Services Industry: Key Trends

1

Projected 10.6% Growth

- The \$300 billion consulting market is forecast to grow at 10.6% (in constant currency) in 2024. Growth will be driven by organizations that need trusted advice in the face of accelerating change as well as the strong demand for security and governance consulting services

2

Leverage of New Technology

- Generative AI will have a net positive impact on consulting, boosting annual spending by around \$11 billion by 2027.
- Generative AI will have the largest impact on business operations during the forecast period, where it will both complement and replace existing approaches.

The Professional Services Industry is facing change in every dimension

Do these sound familiar to you?

"How do I ensure every hour is actually billed to my clients?"

"I want to focus on my business – not on technology – and deliver customer value."

"How do I get more control of my business – of both the bottom line and the top line?"



"How do I keep my employees engaged?"

"Can my systems support my growth ambitions in a simplified, nondisruptive way?"

"How do I change or expand my business model to meet my clients' needs?"

Recruiting and retaining the right talent

The Forward-Looking Workforce

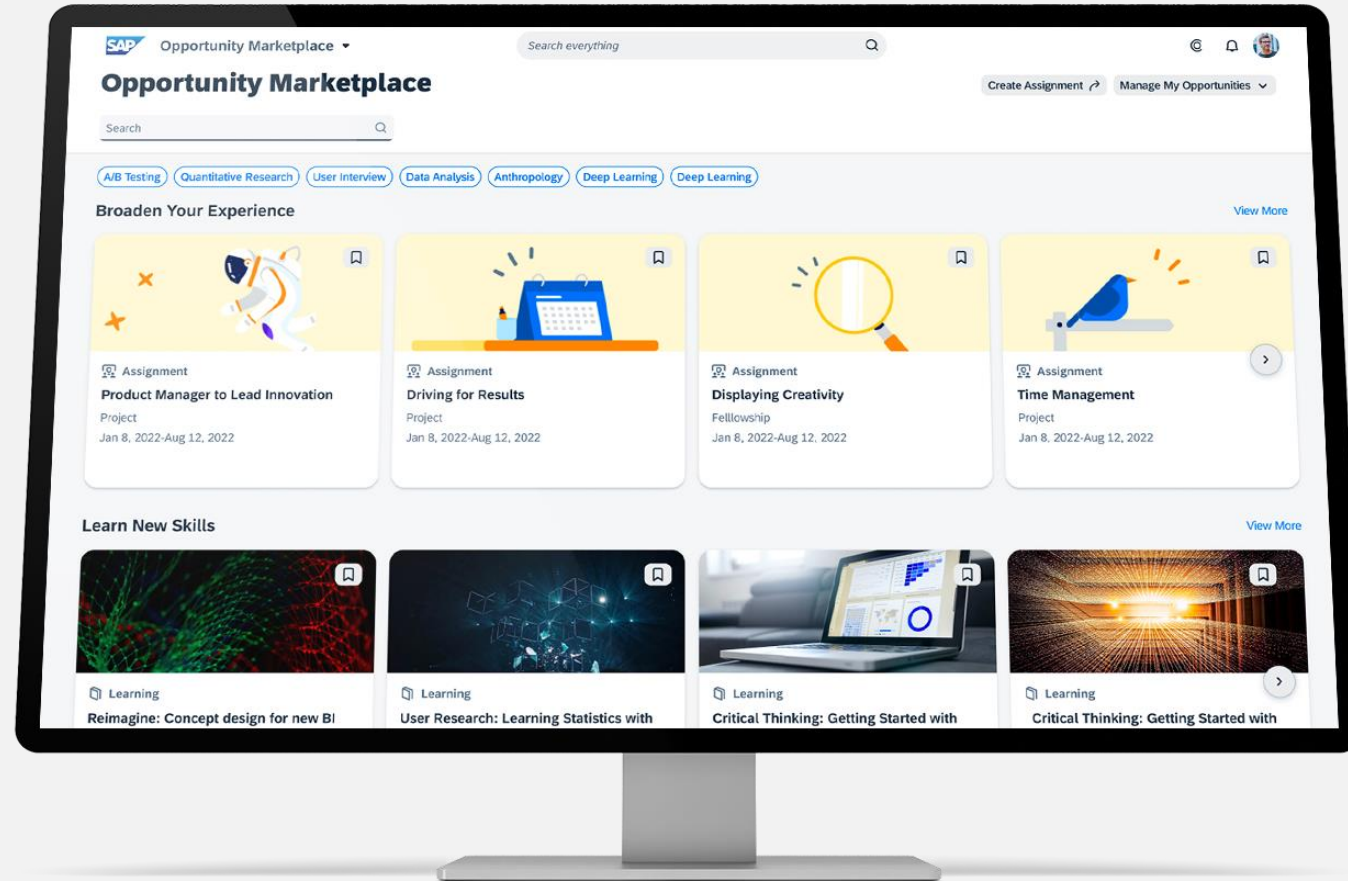
Deliver relevant, highly personalised opportunities to your employees.

Go beyond skills to understand the whole employee – and better align capabilities with organisational needs. Empower your employee to learn their way with proactive guidance based on employee experience, interests, and capabilities.

Help eliminate organisational barriers with powerful search and automated matching that connect people with dynamic teams.

Drive employee engagement by serving up new opportunities that expand horizons, build careers, and improve workforce productivity

Today's employees are looking for more – and holding onto them can be harder than ever. Employees are looking hard at what they value most, and seldom is it about money alone.



Role planning to revenue generating

Setup and Staff with a Talent Supply Chain

Ensure projects are staffed with "best fit" resources based on skills, availability, location, past engagements, and other criteria.

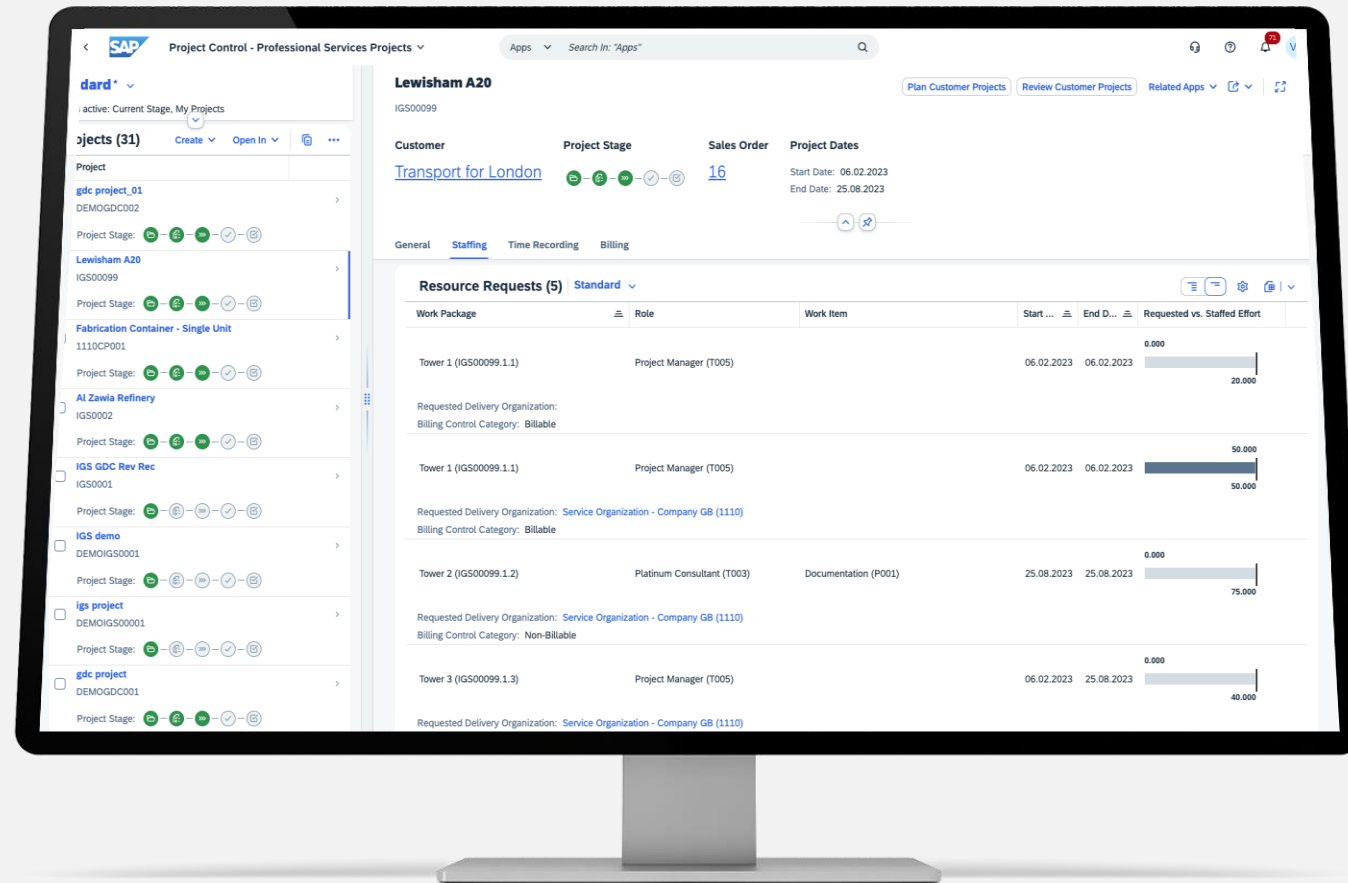
Constantly align supply and demand to reduce bottlenecks and speed staffing and restaffing efficiency.


Ensure projects stay within budget and staffing keeps up with changes to engagements and supply availability.

Capture knowledge in digital delivery models to automate and scale manual, highly repetitive work in a way that complements your highly skilled professional talent.

Enable intelligent talent networks across internal and external resource pools to enable flexibility and growth potential.

Gain insight into employee sentiment for targeted actions that lead to increased employee engagement and higher retention.



A man with a beard and a red checkered shirt is sitting at a desk in an office, looking at a computer monitor. The monitor displays a spreadsheet with various colored cells. In the background, other office workers are visible, some standing and talking. The office has a modern, open-plan layout with brick walls and large windows. A large red circular graphic is overlaid on the left side of the image.

Maximising project budget efficiency

Maximising project profitability

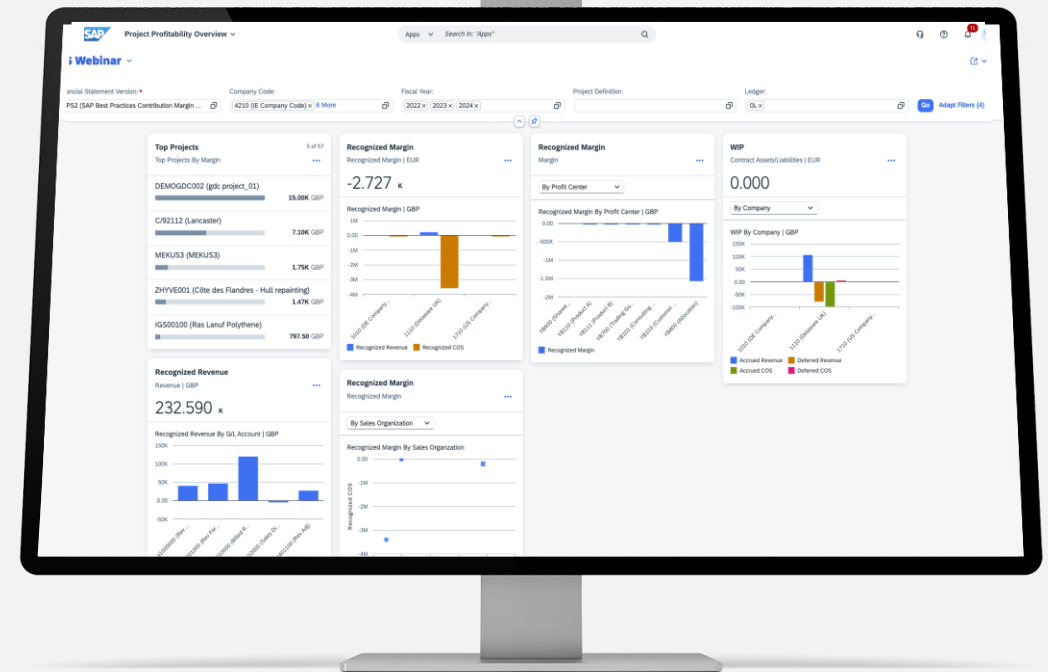
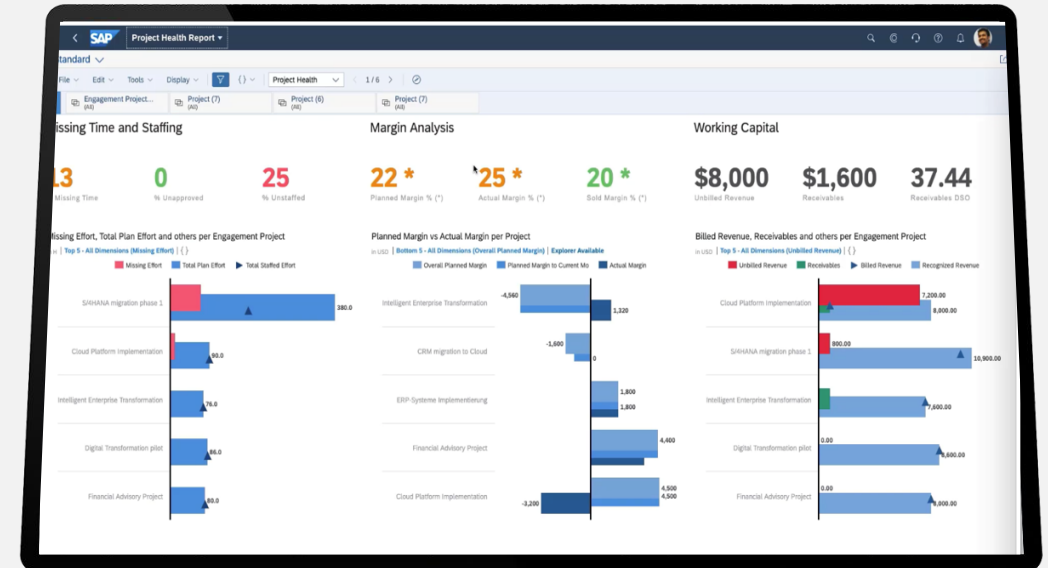
Support best practices across the engagement lifecycle, starting with profitable estimates early in the sales cycle.

Gain visibility into past profitable projects with analytics and insights.

Reuse previous projects, with visibility into resource availability for accurate, timely, profitable bids.

Bundle traditional professional services with XaaS and support contracts into packaged solution offerings, and manage combined solution orders, delivery, billing, and solution profitability.

Enable data-driven decisions for people across the organization and beyond, based on data relevant for their roles





AI and Joule

Hypercharge Evolution with Business AI

Relevant - The most relevant AI delivered in the context of your business processes

Reliable - Uniquely reliable AI trained on the industry's broadest business data sets

Relevant - AI built on leading ethics and data privacy standards

Empower end users to eliminate redundant tasks and increase efficiency

Interact with your business using natural language for informational, navigational and transactional assistance

Uncover insights that would otherwise be challenging or time-consuming to discover

The screenshots illustrate the AI's capabilities in project profitability analysis, resource matching, and comparison. The 'Matching Resources' table lists candidates with their total match percentages:

| Name | Total Match |
|----------------------|-------------|
| Joslin Holt | 70.00% |
| Grace Morrison | 60.00% |
| Michael Klein | 66.66% |
| JB Jade Baker | 66.66% |
| MM Melissa Middleton | 66.66% |
| GS Gwendolyn Steward | 66.66% |
| NW Nolan Waters | 66.66% |
| HC Hershel Carpenter | 66.66% |
| CD Carl Dixon | 66.66% |
| DS Daniel Schuman | 66.66% |
| DK Donald Knuth | 66.66% |

The 'Resource Comparison' view provides detailed metrics for three candidates:

| Candidate | Total Match | Skills Match | Availability Match |
|--|-------------|--------------|--------------------|
| Joslin Holt (Senior Consultant) | 70.00% | 40% | 100% |
| Grace Morrison (Machine Learning Engineer) | 60.00% | 40% | 80% |
| Michael Klein (Project Manager) | 66.66% | 33% | 100% |





The Delaware difference

The common challenges during transformation...



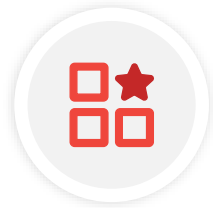
Over-Engineered Systems



Technical Debt



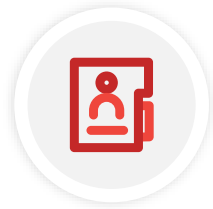
Inconsistent data across systems



Missing System Capabilities



Lack of transparency and Integration



Skill Issues



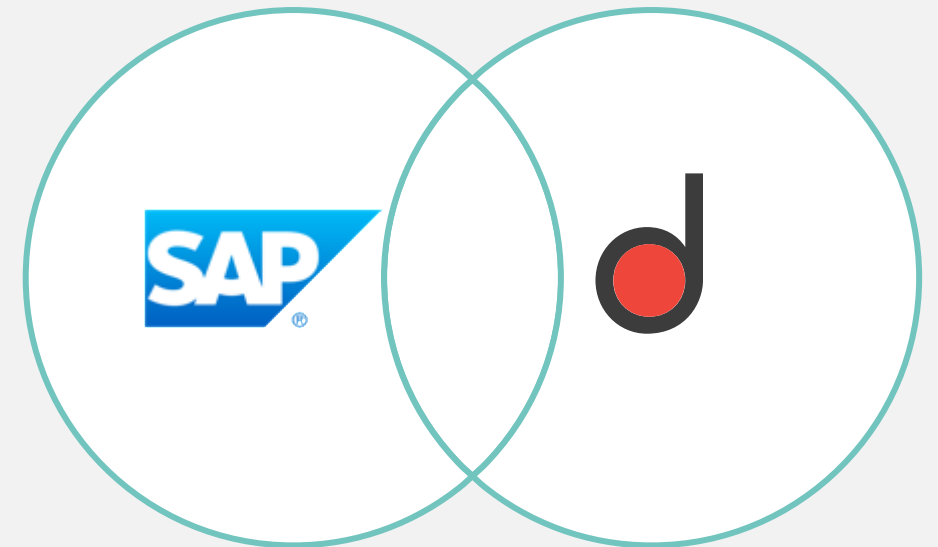
Silo Solution Design & Operations



High TCO and Lack of Agility

Technology as an enabler

Technology is one of the key enablers for any successful business transformation. It's critical you select a trusted advisor with deep technical expertise and business transformation skills



The right solution for your Fit To Standard Technology Implementation

Delaware's transformation approach is fully integrated with our delivery teams and focuses on business **risk**, **readiness**, **enablement** and adoption.



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mediolanum
INTERNATIONAL FUNDS



We operate in a highly regulated industry. Risk and the management of risk is a key component of this industry. SAP S/4HANA helped us **reduce that risk** through the codification of our existing manual processes and procedures in a technology platform that will run **24/7, 365**.





Q&A



Thank you for joining us



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we commit. we deliver.

 **delaware**

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