

## LIFE SCIENCES SECTOR

# Global SAP Ownership Transition & Upgrade

A leading global pharmaceutical company, headquartered in Asia with significant European manufacturing operations, required support to modernise and harmonise its enterprise systems. Facing both a complex SAP ownership transition and a large-scale global SAP S/4HANA upgrade, the organisation partnered with Saros Consulting to ensure governance, compliance, and seamless continuity of business-critical production processes.

**CLIENT CHALLENGE:****Managing Complex IT Ownership & Global SAP Transformation**

The client faced two major challenges:

- **SAP System Ownership Transition:** Moving ownership of SAP systems from local IT teams in Ireland and Kerry manufacturing sites to the global IS team, requiring extensive knowledge transfer, governance, and compliance alignment.
- **Global SAP Upgrade (“Project Apple”):** Migrating multiple regional SAP ECC systems into a single SAP S/4HANA instance. This required business transformation across Finance, Supply Chain, and International Business while ensuring zero disruption to production in European manufacturing plants

**CLIENT NEED:****Trusted Partner for Governance & Change Management**

The client needed a consulting partner with proven capability to:

- Lead governance and ownership transition from local to global IS
- Ensure compliance readiness for audits (J-SOX, HPRA, internal and external)
- Coordinate EU manufacturing requirements during the global SAP upgrade
- Safeguard production continuity while adopting global standard processes
- Enable harmonisation of business operations across regions

**SAROS CONSULTING APPROACH:****End-to-End Programme Management & Delivery****Project 1 – SAP System Ownership Transition**

- **Governance & Compliance:** Implemented a governance framework, harmonising SOPs and aligning with global compliance standards.
- **Knowledge Transfer:** Delivered training for the global IS team, transferring SOPs, work instructions, and technical documentation.
- **Audit & Risk Management:** Supported internal audits, PwC reviews, and HPRA compliance to ensure readiness.
- **Process Efficiency:** Introduced electronic solutions to replace manual processes, reducing operational risk and overhead.

**Project 2 – SAP Upgrade “Project Apple”**

- **Global Programme Alignment:** Coordinated EU Manufacturing (Ireland & Netherlands) with global programme teams to ensure requirements were captured and delivered.
- **Business Transformation:** Oversaw changes across Finance, Supply Chain, Order-to-Cash, and Master Data Governance.
- **Cutover & Testing:** Managed regression testing, UAT, cutover planning, and end-user training to secure smooth go-lives.
- **Continuity Assurance:** Protected manufacturing operations, ensuring uninterrupted production during system transition

## THE OUTCOME:

### Successful Transition, Standardisation & Operational Resilience

Through Saros Consulting's leadership, the client achieved a seamless transition to global IT ownership and a harmonised SAP landscape:

#### Ownership Transition Deliverables:

- Saros delivered a fully trained global IS team equipped to manage SAP systems, with comprehensive SOPs, technical documentation, and governance frameworks.
- Audit-ready, compliant processes were established across AICL, EMEA, and global levels, reducing regulatory exposure.
- Operational efficiency improved by eliminating dependency on localised knowledge and introducing electronic solutions that streamlined workflows.

#### SAP Upgrade Deliverables (Project Apple):

- Saros successfully managed the migration to a single global SAP S/4HANA instance, standardising Finance and Supply Chain processes under global master data governance.
- Comprehensive programme management delivered end-to-end testing, cutover planning, and business transformation support across Finance, Supply Chain, and Order-to-Cash.
- Production continuity in EU manufacturing was fully safeguarded, ensuring uninterrupted supply chains and zero disruption to patient delivery.

## IN SUMMARY:

In summary, Saros provided governance, compliance assurance, and business transformation expertise that enabled the client to modernise its enterprise systems, achieve global standardisation, and strengthen operational resilience.



#### IT Strategy

We create IT strategies aligned with your business goals, with clear deliverables and timelines. Strategy is the foundation of our work.



#### IT Delivery

We simplify regulatory complexity, ensure best practices, and reduce risk while keeping you compliant with laws on data protection, accountability, retention, disaster recovery, and more.



#### IT Governance

Our experts turn strategy into results through consulting and structured project management, empowering your team, driving progress, and meeting every milestone.

We Make The Complex Simple

Contact us today:

[info@sarosconsulting.com](mailto:info@sarosconsulting.com)

[www.sarosconsulting.com](http://www.sarosconsulting.com)



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