

Global Pharmaceutical SAP Transformation: S/4HANA 2023 and RISE with SAP in 26 Weeks

How ITRadiant modernized a global pharmaceutical enterprise's SAP landscape across India, the US, and the UK, achieving a coordinated go-live in 26 weeks and reducing manual effort by 15%.

- ◆ **Industry:** Pharmaceuticals & Life Sciences
- ◆ **Solution:** Big Bang Implementation of RISE with SAP S/4HANA Private Cloud, SAP S/4HANA 2023, SAP Fiori
- ◆ **Scope:** Global SAP upgrade, cloud transition, LIMS integration, EDI/3PL connectivity, system optimization, and user enablement

The Challenge

The organization needed to upgrade from SAP S/4HANA on-prem 2020 to 2023 and transition to RISE with SAP Private Cloud without disrupting global pharmaceutical operations.

Key challenges included:

- Maintaining business continuity across finance, procurement, production, quality, and logistics.
- Integrating SAP with LIMS, EDI/3PL, contract management, and enterprise applications.
- Ensuring reliable laboratory data exchange, batch traceability, and inventory synchronization.
- Optimizing SAP Basis performance and enabling adoption of the upgraded SAP Fiori interface.

The Solution

ITRadiant delivered a coordinated global SAP modernization program combining the S/4HANA upgrade, cloud transition, integration automation, and deployment support.

- **SAP Upgrade & Optimization:** Upgraded to SAP S/4HANA 2023 Private Cloud, optimized SAP Basis operations, and supported core SD, MM, FI/CO, PP, and QM processes.

- **LIMS Integration:** Implemented API-based exchange of laboratory results and statuses, linking data to relevant materials, batches, and QM inspection records.
- **EDI & 3PL Integration:** Established SFTP-based interfaces with transaction mapping, acknowledgments, error handling, and reconciliation for orders, shipments, invoicing, and inventory adjustments.
- **Integration & Go-Live:** Used SAP Integration Suite for message routing, data mapping, and API management, supported by UAT, deployment documentation, hypercare, and knowledge transfer.

Business Impact

- **26-Week Delivery:** Completed the global SAP modernization, including hypercare, within the planned timeline.
- **Global Big Bang Go-Live:** Coordinated deployment across India, the US, and the UK.
- **15% Less Manual Effort:** Automated order notifications, billing reconciliations, and laboratory inspection updates.
- **Improved Traceability:** Enabled automated laboratory data exchange and better visibility across quality and batch-related processes.
- **Enhanced Supply Chain Visibility:** Improved tracking across orders, deliveries, warehouse operations, inventory, and invoicing.
- **Stronger Integration Controls:** Standardized acknowledgments, error handling, and reconciliation to support faster discrepancy resolution
- **Scalable Cloud Foundation:** Established a modernized SAP platform to support multi-country operations and future growth.

ITRadiant enabled a global pharmaceutical enterprise to modernize its SAP landscape and transition to SAP S/4HANA 2023 Private Cloud within 26 weeks.

By integrating laboratory systems and logistics partners, strengthening interface controls, and automating routine processes, the transformation reduced manual effort by 15% and established a scalable foundation for connected, efficient global operations.

