

Lessons Learned and Outcomes Discovered Deploying Datasphere to a Large Self-Service Community

Ellyn Chronister, Sr. Director, Data and Analytics, Parts Town

Eric Wojcik, Director, Protiviti

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SAPinsider

What We'll Cover



Parts Town's Journey to S4/Hana, Datasphere, and SAC



Introduction to Parts Town Analytics



Analytics Role and Challenges within the SAP Implementation



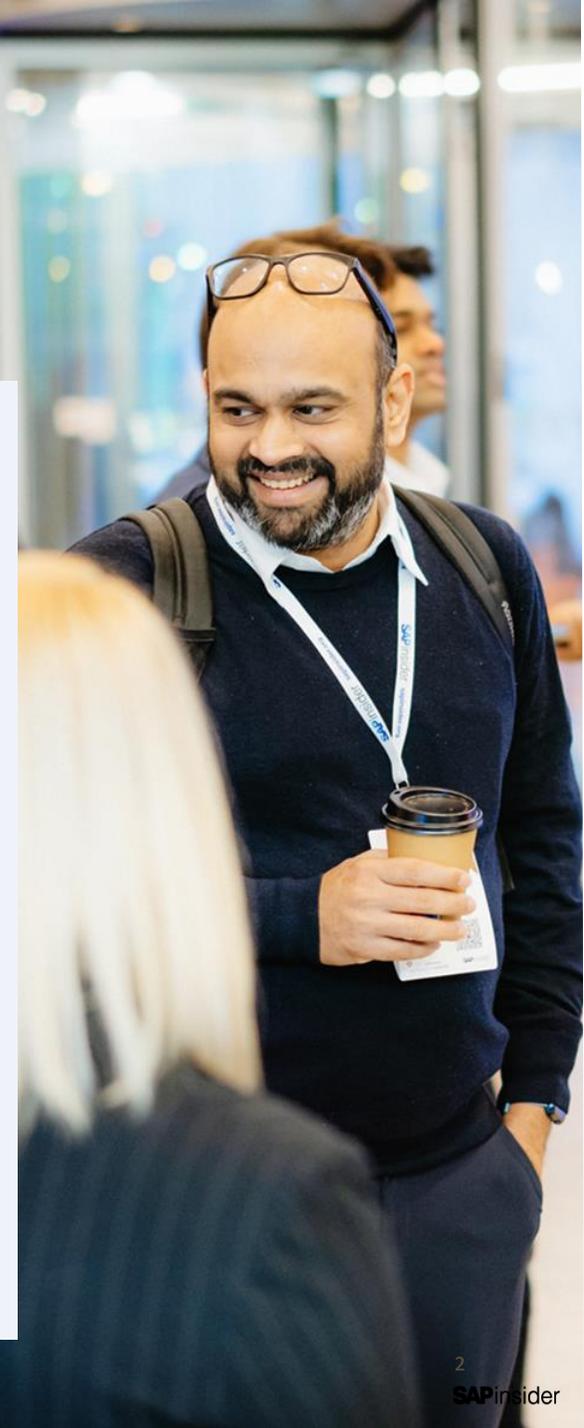
We're Live!



The Future is Bright for Analytics



Wrap-Up



Parts Town Unlimited Overview

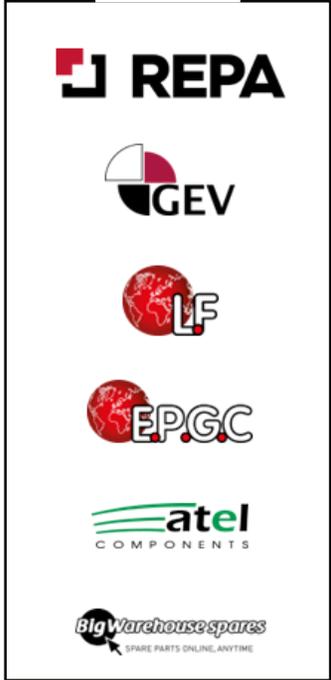




Inc. 5000

CRAIN'S CHICAGO BUSINESS FAST5 10x Winner

TOP WORK PLACES 2020-2022 Chicago Tribune Parts Town is a 2023 Top Workplace 4 Years Running





Parts Town Unlimited – by the numbers





Our Promise to You



**Always Genuine
OEM Parts**



**Most In-Stock
Parts on the
Planet**



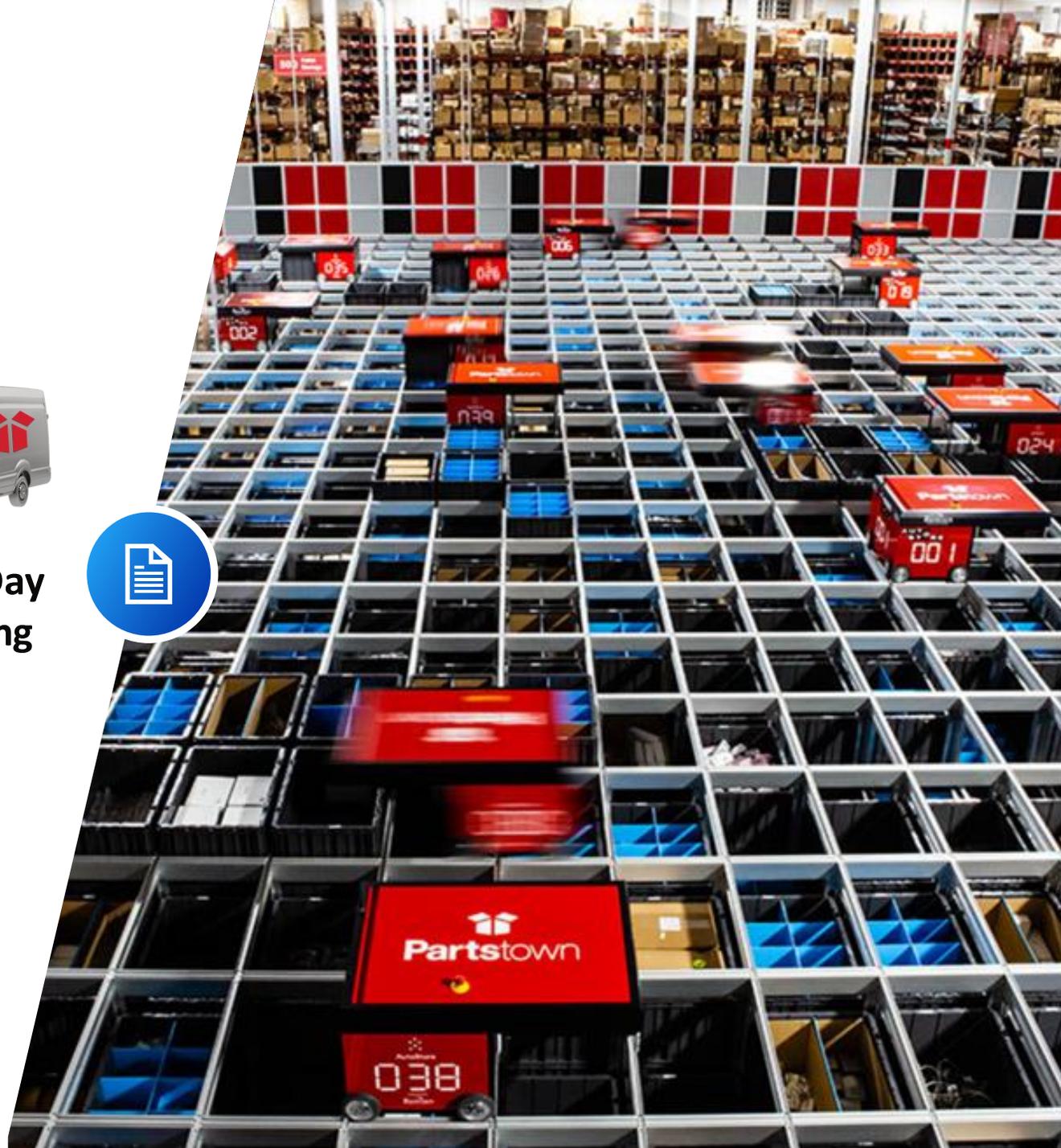
**Same Day
Shipping**



**Personalized
Customer
Service**



**Breakthrough
Innovations**





Seizing the Opportunity

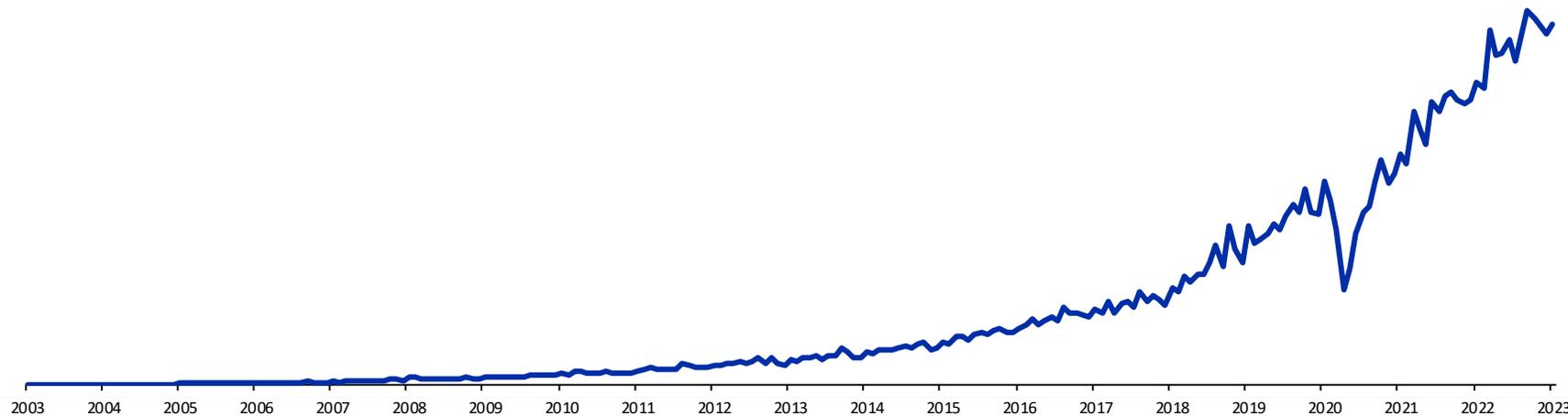
Parts Town embarked on a journey to implement SAP's S4/Hana, Datasphere, and Analytics Cloud platforms. Here's a story of an Analytics team **seizing the opportunity** as critical contributors to the success of the project.

S/4 Hana, Datapshere, SAC Journey



Parts Town's significant growth prompted the need for a new ERP system.

- Since 2003, Parts Town's compound annual growth rate is over 35% per year over the last decade.
- Recognized by Inc. Magazine as being one of the fastest-growing privately held companies in North America, and by Crain's as being one of the 50 fastest-growing companies in the Chicago area.
- **WE OUTGREW OUR LEGACY ERP SYSTEM**





Analytics Pre-SAP Implementation

Leading up to Analytics critical role in the project, the team was known as subject matter experts in writing queries and pulling data. The team's potential scaled beyond THAT.

- Analytics had a reputation of being report generators for the business
 - Data Pulls and Queries
 - Instability
- The Parts Town analytics community was a heavy Microsoft Access and Excel user base, in fact Microsoft Access was viewed as our data warehouse
- Qlik self-service community, but adoption was slow
- In 2022, we began outlining our Analytics transformation journey, and the strategies to shift from report generators to strategic advisors and thought partners for the business, **but that came to a screeching HALT.**





Why did Analytics get involved?

More than a year into the project, Analytics became a key player in successfully rolling out Parts Town's new ERP system.

BUT WHY?

- Seamless reporting and the ability to distribute was an alarming concern
 - Limitations in SAC distribution from S4/Hana
 - Restricted SAC distribution from live Datasphere connections
 - OOTB reporting solving only some business-critical reporting needs
 - Unknown replacement for data querying – **Microsoft Access would not have connection to S4/Hana or Datasphere**
- Not for your average Joe: steep learning curve for the business



Analytics critical role in the SAP implementation



Analytics embraced the challenges and leveraged it as an opportunity to quickly mature our analytics capabilities.

Responsibilities

- Report automation
- Report evaluation and decommission
- Prioritization of business-critical reports for go-live
- Business reporting continuity
- Marrying up legacy data with new ERP data
 - Data engineering / ETL within Qlik
- System integration with other systems (SFDC, GA, HJ, CUIC)





Analytics persevered

The Analytics team's role was far from a walk in the park. We were faced with many challenges leading up to the rocket launch date (SAP go-live).

- Time was not in our favor
- Translation between S4/Hana to Datasphere
- Business logic was very different between SAP and the old ERP system
- Steep learning curve: Qlik as a preferred frontend self-service tool
- Late nights
- Prioritization and scope of reporting work was constantly changing
- Differing opinions on critical report needs for go-live

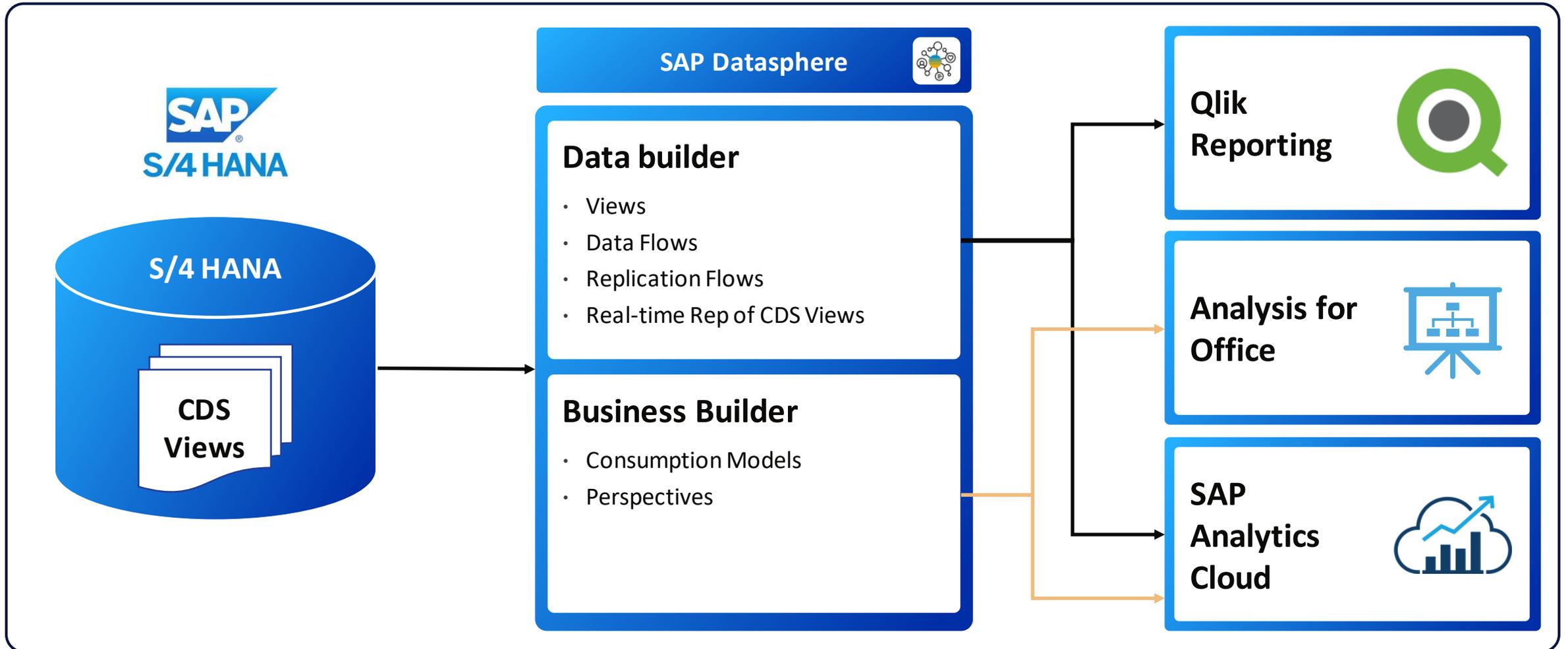


New Tools and the System Landscape





We're live!



Client Story: Deploying Datasphere Self-Service Analytics to Jumpstart S/4 Adoption



Client Challenge

This global distributor recently implemented SAP S/4HANA, but users lacked confidence in the system, sharing with management that they were unable to utilize self-service analytics to jumpstart S/4 adoption across the organization.

Protiviti helped address these challenges for this client who was new to SAP, SAP Processes and SAP Analytics products.

Industry
Consumer Products & Services



Project Approach

- Launched a **Training Program** that included best practices for developers, power users and business users across the organization
- Defined a **Self-Service Data Management** architecture, security and “gold path” methodology
- Supported the go-live by addressing a wide range of challenges utilizing SAP Datasphere and Protiviti's extended SAP SME network

Technologies Used
SAP Datasphere, SAP Analytics Cloud



Value Delivered

- Supported the client's S/4HANA go-live using SAP Datasphere - generating confidence in the new system, facilitating self-service analytics and jumpstarting the analytics program, while producing mission critical analytics for the business
- Developed 15+ new reports, dashboards and models across multiple Lines of Business
- Led rapid analyst training and enablement
- Addressed a broad range of concerns and business domains regarding the go-live: from Sales and Distribution Fill Rate Reporting to Purchasing Variances and CAPEX management
- Identified use-cases and a roadmap for the BTP integration suite, the SAP build and additional Analytics Cloud opportunities

Partner
SAP

To learn more email
SAPsolutions@protiviti.com



DataSphere Value Proposition (from SAP) with call outs

Access Authoritative Data

Accelerate time-to-value by automatically reusing semantical definitions and associations.



Enrich All Data Projects

Harmonize heterogeneous data into a business semantic model of your diverse data landscape



Simplify the Data Landscape

Access all your data across hybrid and cloud environments no matter where it resides



Deliver business data in its business context

Only SAP Datasphere provides a direct line to mission-critical business data and metadata – and the critical relationship between them - from SAP applications.

Make it effortless to model your business

Solve complex modeling requirements by reusing the semantical definitions and associations from SAP applications with the new SAP Datasphere Analytic Model.

Ensure governance throughout the data lifecycle

Discover, manage, and govern all data with the SAP Datasphere Catalog.

Virtually access or physically store data from anywhere

Choose between SAP Datasphere data federation or data replication capabilities to combine sources and harmonize heterogeneous and real-time data.

Leverage trusted data partners and securely share data across the organization

Enrich data projects with trusted industry data from thousands of providers with the SAP Datasphere Marketplace.

Integrate with industry-leading data and AI platforms to capitalize on data investments

Bring SAP and non-SAP data together with SAP Datasphere leveraging tailored integration with solutions from open data ecosystem partners.

Innovate across hybrid architectures leveraging existing SAP models

Enable access to all data no matter where it resides with SAP Datasphere's ability to run in every cloud and against hybrid environments.

Enable self-service data access

Provide user-friendly access to data products that organize and manage data for different lines of business with SAP Datasphere Spaces.

Leverage existing SAP BW models and transformations to innovate in the cloud

Reuse SAP BW content with SAP Datasphere, BW bridge. Move up to 70% to 80% of existing SAP BW artifacts with transfer tools.

Export to Excel: The Black Hole Of Analytics



- Users know Excel and they are comfortable there. Therefore, they tend to want to extract data into disconnected flat files for further manipulation
- Once this happens, all lineage tracing is lost. We are now operating outside of the analytics program
- By empowering users to enhance their own data sources, we create a sense of ownership in the data landscape making preservation of live data sources more attractive
- With BYOD (Bring your own data) – We allow users to upload flat files into the platform for integration into existing production hardened data sources
- Move from extract and manipulate -> to ingest and integrate



Techno-Functional SME: The Untapped resource



- Most business users lack the deep technical knowledge to perform complex data modeling.
- They are not proficient in SQL and do not have a clear understanding of relational modeling concepts – Nor should they, it's not their job.
- However, There are always 1 or 2 people on a team who DO want to have greater control over the data that they use day to day. They have a vested interest in making their jobs easier and reducing unnecessary effort to maximize efficiency

This is the techno-functional SME

- Until now, this persona has been limited in their ability to affect change and bring efficiency to their workstreams – They rely on an already overburdened IT department for any enhancement. Which typically leads to frustration and Export to Excel (or exit of the D&A program)
- This is the persona we want to empower by developing their technical know-how. By getting them into Datasphere and letting them determine what is needed for their business and allowing them to actualize it.



Organizational collaboration



IT / Analytics

- Constructs foundational datasets (Raw/Bronze) / (Transformed/Silver)
- Shares those datasets to Functional Spaces

Functional Teams

- Shared space for all functional team members
- Objects here can be shared to personal spaces for further enhancement or shared to other functional teams for cross-function analytics
- May share to other functional spaces
- Typically, a "Production" Space

Individual Contributors

- Takes shared data sources and enhances them to address specific requirements
- BYOD
- Shares back to functional team space for broader use
- May share to other individual users
- May be a "Sandbox" space

Organizational collaboration



- Collaboration is a foundational concept in DS
- Raw data tables are shared to development spaces where they are further refined
- These “Transformed” and “Cleansed” data sources are further shared to be enhanced and further refined
- Enhanced data sourced may be shared to functional team spaces where they can be even further enhanced
- Individual users may leverage any of these underlying data sets in their own spaces to construct specialized views/tables
 - Users can upload offline data sources such as excel spreadsheets or other flat files - which may be joined into views/models
- Individual users may share their personal development to other individual users or back to the functional team spaces.
- Sharing of data sources is omnidirectional
- When data is shared across spaces in this manner, lineage is preserved and any upstream changes are reflected in down stream objects (users are prompted with lineage alerts if down stream development will be impacted by changes)
- This pattern makes it possible to track any analysis back to the source of truth





Hypercare Challenges

- DP Agent Instability
- T-Shirt Sizing
- Prior ERP Language
- Techno / Functional User Communities
- Business Processes Tuning



Major Outcomes

The Analytics team achieved great measures.

- Created automated solutions to service the needs of **350 reports** and eliminate all manual reporting efforts
- Responsible for integrating data between old ERP and SAP, building the data pipeline, and defining the logic for **500+ fields**, across **50+ tables** to allow for streamlined reporting.
- Since rocket launched (post go-live), the team completed **350+ requests** for logic changes, new field updates, and net new reporting requirements.





Major Outcomes

Through perseverance, challenging the status quo, embracing the unknown, and eagerness to learn, the Analytics team significantly matured their capabilities and elevated Parts Town's business intelligence and analytics capabilities.

- Decommissioned 100s of reports
- Continuity of reporting for internal and external stakeholders through data engineering and transformation of two ERP systems
- Data pipeline/ETL automation
- Report Consolidation
- Recognition of Analytics capabilities, efforts, and sense of urgency
- Influx of requests due to earned reputation
- Big steppingstone to transition to strategic advisors and thought partners for the business
- Ability to shift to proactive analysis and forward-looking thinking to drive more actionable business decision making



The future is bright



The Analytics Transformation Journey



Improve Foundational Processes



Shift from Report Generators to Strategic Advisors



Report Automation & Analytics

Today



Non-standard, predominantly **manual** processes with **rework and redundancy**.



Reactive approach to report building **and** **narrowed data visibility**.



Manual reports requiring aggregation from **multiple data sources** and prone to **data inaccuracies**.



Simplified, **standardized** and **automated processes** with continuous monitoring of process **efficiency and effectiveness**.



Shift the focus to more **strategic, value-added, proactive, actionable reporting**. Institute **creative problem solving**.

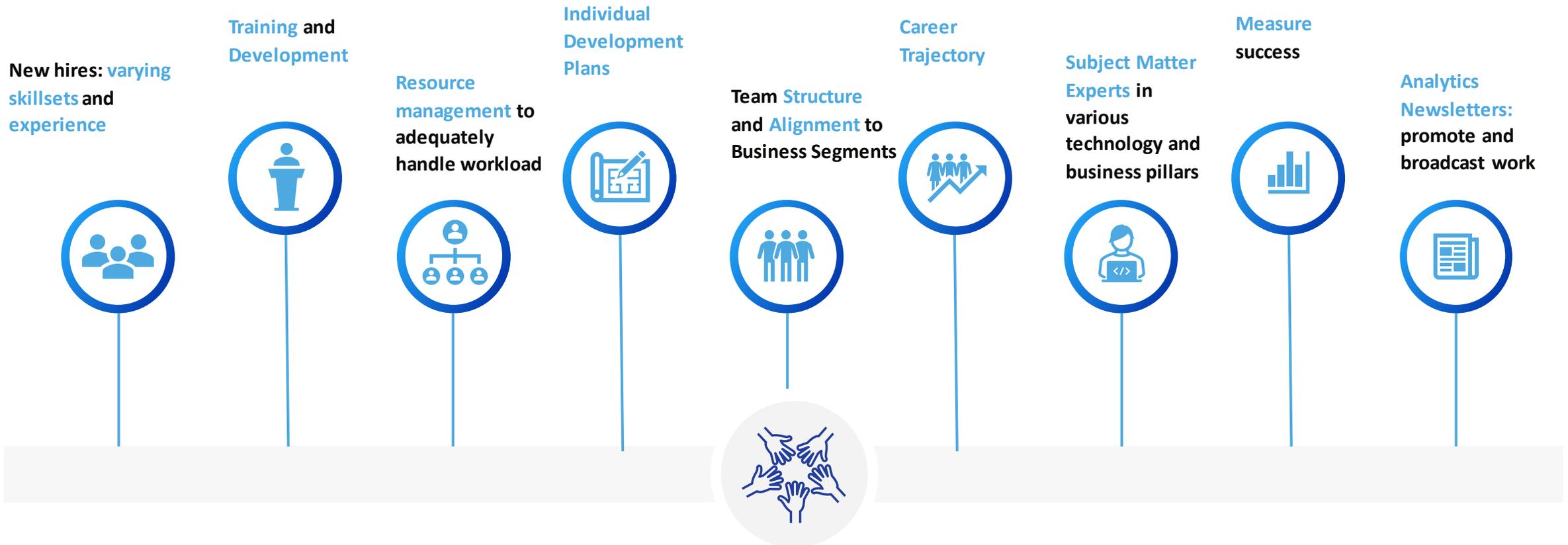


Automated reports, storytelling, and forward-looking insights that **drive faster decision making**. Implement a **sustainable self-service model**.

Tomorrow

The Analytics team must be a priority throughout our journey.

People at the Forefront



Analytics Future Strategy

Improving the foundation:

- System Integration
- Shift to Strategic Advisors / Thought Partners
- Storytelling with data
- Digital Data Integration
- Alignment with other PTU Analytics
- BI Technology Evaluation
- Proactive analysis

Improve Foundational Processes

Introducing Industry Leading Best Practices

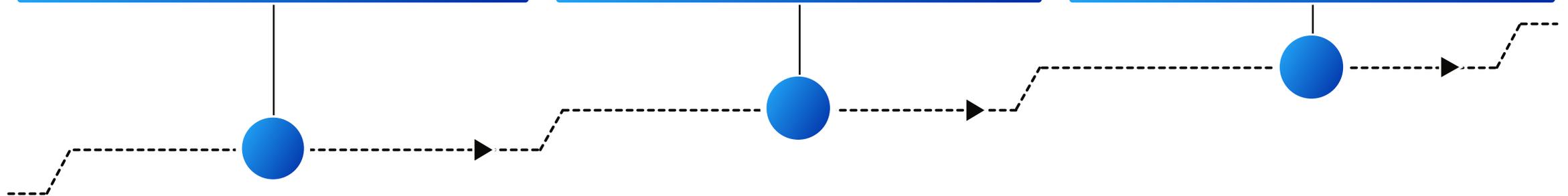
- Predictive Analytics
- Executive Reporting Suite
- Repository of Certified Data Sources
- Data Dictionary
- Technology Evaluation
- Real-time reporting SAP Analytics Cloud

Monitor, Adjust, and Introduce

Driving transformation through Cutting Edge BI and Data Analytics Solutions

- Enterprise Reporting Solution
- Data Governance / Data Quality
- Single Source of Truth
- AI

Enhance Value



Key Points to Take Home

1

Stability is king: Challenges and the lack of control can undermine initial successes.

2

End-User Self Service Modeling is a developing practice and user communities may not be prepared.

3

Federation works, most of the time. It's not an all-in ideology.

4

Preserving existing visualization experiences reduces ERP disruption and reduces change management.

5

Better every day.

Thank you! Any Questions?



Ellyn Chronister

<https://www.linkedin.com/in/ellyn-vranicar-chronister-b7625b31/>



Eric Wojcik

<https://www.linkedin.com/in/ewojcik>

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Questions and Answers



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