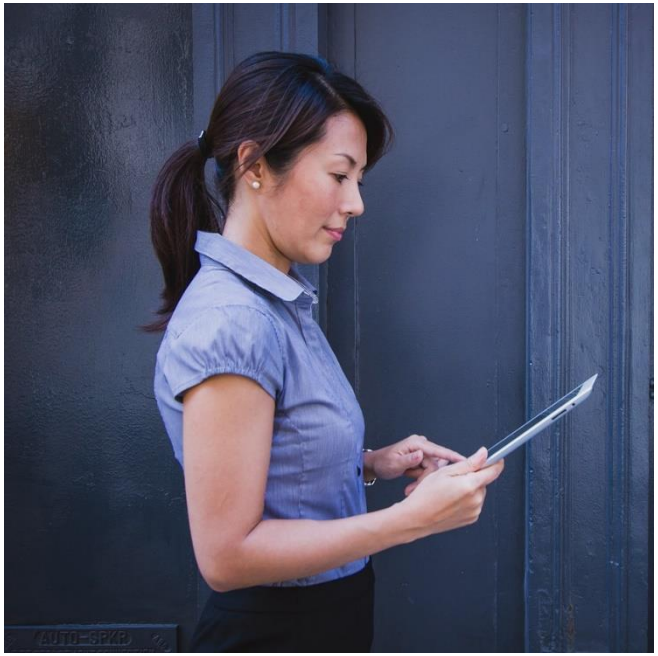

ThermoFisher: Scaling Vantaa with S4/Hana and Fiori

ThermoFisher Scientific (TFS) is a Waltham, Mass. headquartered Biotech company with 70,00 employees and annual revenues of $24bn. Thermo Fisher's Vantaa operation in Finland was running on a non-SAP ERP solution and is the key site for instrument production for the Speciality Diagnostics Group. The installed ERP system lacked the functionality, scalability and sustainability to meet the needs of a world class instrument development and manufacturing operation. This impacted future business growth for strategic product introductions in Vantaa so S4/HANA was chosen to replace it.

What TFS have done

TFS have implemented a new S/4HANA system to support Vantaa's business growth plans and provide a highly scalable solution for all business functions and integration with existing systems such as Agile, Basware and Service Max. In addition, TFS implemented a new commercial entity with one single view of the customer, irrespective of division.

Objectives

A best-in-class global template which could be used as a platform for industrializing future roll outs to the rest of the group was required. This would be used to deploy a modern digital core and provide a stable platform for future innovations.

Leveraging Fiori elements and mandating its use across the organization, a large number of ancillary systems were to be eliminated and replaced by a single version of the truth.

Custom Fiori tiles exploiting dynamic data in conjunction with standard SAP delivered lighthouse apps were to be used to allow TFS to push tasks out to users proactively, providing real time insight-to-action.

Manufacturing processes had to be moved from an excel-based system with paper lot cards, to a state-of-the-art ME/MII system complete with electronic lot cards and digital signatures.

S4/Hana and Fiori deliver a compelling UX

Solution
Arch was tasked with implementing their software solution to support a compelling user experience with SAP Fiori and simplified transactions with SAP Personas. Arch built an enhanced Fiori Launch Pad with Stelo Tile Builder. Furthermore, Arch created powerful customer-facing outputs with Arch Varo and transformed a key communication channel with compelling emails using Arch Floe.

Results
SAP S/4 went live in May 2019 with a project duration of 16 months. The functional scope delivered was Sales, Distribution, Service Management, Finance & Controlling, Financial Reporting, Production, Procurement, Quality Management, Warehouse Management. The number of operational systems was halved and, for example, 61 hours per month were saved in invoicing and automation.

Highlights
Chris Scott, Director, Arch:
"It was tremendous to see how this project exploited our software to build compelling email comms, and powerful custom Fiori apps & tiles. Personas played its part too, so a full range of SAP UI technologies were used very effectively. We also used Arch Varo to create a set of dynamic and branded output forms that are a big step up from standard outputs. The ThermoFisher team were great to partner with and together we were able to deliver a highly effective new set of user interfaces that they can adapt and develop as their needs evolve. For us this showcased the real benefit of Arch solutions: augmenting the power of SAP with our integrated software to deliver a fantastic user experience."

The Future
With the implementation of the new digital core, ThermoFisher is now positioned with the latest SAP solutions, providing a platform for future innovation and bringing huge possibilities for bringing useable information to operators. Other current focus areas are:

- Executive reporting in real-time
- Robotic Process Automation is under review currently for repetitive tasks such as order entry from a spreadsheet

"*S/4HANA and Fiori have changed the way we think about enhancements to our systems – enhancements now are focused on design led thinking to drive high performance user experiences in Fiori.*" Jon Simmonds, Senior IT Architect

VARO FLOE STELO

Company
Thermo Fisher Scientific

Headquarters
Waltham, Massachusetts, USA

Industry
Biotechnology

Products & Services
Analytical instruments, equipment, reagents and consumables, software and services for research, manufacturing, analysis, discovery and diagnostics, pharmaceutical products.

Employees
70,000+

Revenue
$21,000m

Web Site
www.thermofisher.com