MOURI TECH®

Transforming **Event Management** Operations through **Modernization** for Improved **Agility** and **Performance**



Client **Overview**

Since 2017, we have been a strategic partner to a leading global event management company renowned for orchestrating large-scale, high-profile events across various industries. This client has a reputation for delivering exceptional event experiences and managing complex logistics with precision. Their operations span numerous locations worldwide, necessitating robust and flexible IT infrastructure to support their dynamic business environment.

Problem Statement

The client faced significant challenges with their existing on-premises SAP ERP, integration, and data warehouse systems. These legacy systems had severe limitations and the key issues are:

- **Scalability and Flexibility:** The current systems could not scale effectively to support the growing demands of the business, limiting the ability to respond to market changes and customer requirements.
- **Integration Issues:** Inability to seamlessly integrate different systems led to inefficiencies, creating data silos and fragmented processes.
- **Delayed Decision-Making:** The lack of real-time data integration and accessibility resulted in delayed decision-making, impacting operational efficiency and responsiveness.
- **Outdated Infrastructure:** The outdated infrastructure restricted the adoption of advanced technologies and innovation, which are crucial for maintaining a competitive edge in the AI-driven era.
- **Operational Inefficiencies:** Inefficiencies in the existing systems increased operational costs and complexity, reducing the overall effectiveness of service delivery.

This lack of agility and technological advancement posed a critical business problem, jeopardizing the client's ability to deliver superior services and stay ahead in the highly competitive event management industry.



Solution

As a strategic partner with in-depth institutional knowledge of our client's business and technical areas, we played a pivotal role in transforming their ERP systems by implementing the SAP S/4HANA RISE program to support their future growth.This comprehensive transformation aimed to address the critical challenges and position the client for sustained success in the competitive event management industry. Key components of our solution included:

1. SAP S/4HANA RISE Program:

- Implemented the SAP S/4HANA RISE program to provide the client with enhanced scalability, flexibility, and real-time processing capabilities.
- This program ensured that the client could adapt quickly to dynamic business needs and rapidly changing market conditions.

2. SAP Business Technology Platform (BTP):

- Leveraged the SAP Business Technology Platform, a cutting-edge cloud platform offering strong foundational components for no-code/low-code app development.
- Enabled seamless integration across various systems with Integration Suite component, eliminating data silos and improving data accessibility and reliability.
- Implemented SAP Datasphere cloud data warehousing solutions, improving the client's ability to make real-time, data-driven decisions.

3. Process Innovation and Operational Efficiency:

- By integrating advanced technologies and automation, we drove process innovation, reducing operational inefficiencies and costs.
- Enhanced operational efficiency through streamlined workflows and real-time data processing, improving service delivery and customer satisfaction.

4. Scalability and Future-Readiness:

- The implemented solutions provided a scalable and future-ready infrastructure, enabling the client to handle growth and evolving market demands effectively.
- Ensured the adoption of advanced technologies, crucial for maintaining a competitive edge in the AI-driven era.

Business Outcomes:

- Scalability and Flexibility: Achieved seamless scaling and quick adaptation to changing business needs, supporting long-term growth.
- Enhanced Efficiency: Streamlined processes and reduced manual effort, significantly boosting operational efficiency.
- Real-Time Decision Making: Enabled comprehensive data management and real-time analytics through a robust cloud data warehouse, facilitating faster and more informed decisions.
- Innovation and Competitive Edge: Leveraged advanced technologies for process innovation and predictive insights, securing a strong competitive advantage.
- Improved User Experience: Enhanced user adoption and productivity with intuitive interfaces, leading to higher employee satisfaction.

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