

Changing the Game, End-to-End Process — General Motors SAP Journey

Otto Schell

Global SAP Business Architect & Head of SAP CCoE, General Motors

For Distribution

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MAIN TRENDS AND OBERSERVATIONS

- **Digitalization – Information Everywhere and Anywhere and on Any Device**
- **Cyber Computing - Massive Data availability shows “us what, not how”**
- **Internet of Things – Technology is enabler for inventive agile global business models**
- **Omni-Channels – Networks disrupt commercial environments**
- **New players interact in existing markets**
- **Demographic changes and different generations in context of consumer behavior and work**



IDEA GENERATION PROCESS IN THE MARKET

- **Connected Car – Smart Cities – Shared Economy**
 - New requirements to infrastructure and security
- **End - to - End Integration**
 - Machine to Machine (*sensor*) – Business Platforms (*IoT*) – Consumer (in-/outbound *mobility*)
 - Service excellence and user experience
- **Global View / Global Opportunities**
 - Our customers are not limited to a locality
 - Product and Services are not limited to one consumer
 - Our customers are mobile
- **Transparency on cost both, internal / external, requires new relations**
 - "Business 2 Business 2 Customer"

- Align core processes in Finance, Purchasing, People Services and Real Estate

Request To Pay



Hire To Exit



Record To Report



Invest To Divest



- Reduce complexity and redundant activities, integrate and strengthen the overall control environment
- Focus on GM North America deployments to scale SAP process scope

- **Parallel to foundational activities we will run initiatives for main value drivers towards a global integrated roadmap:**
 - **E2E Finance Roadmap (“Soft Close”)**
 - **Order to Cash**
 - **Enterprise Asset Management**
 - **Applicable optimizations in Direct Material, Logistics and Capacity Management**
 - **...**



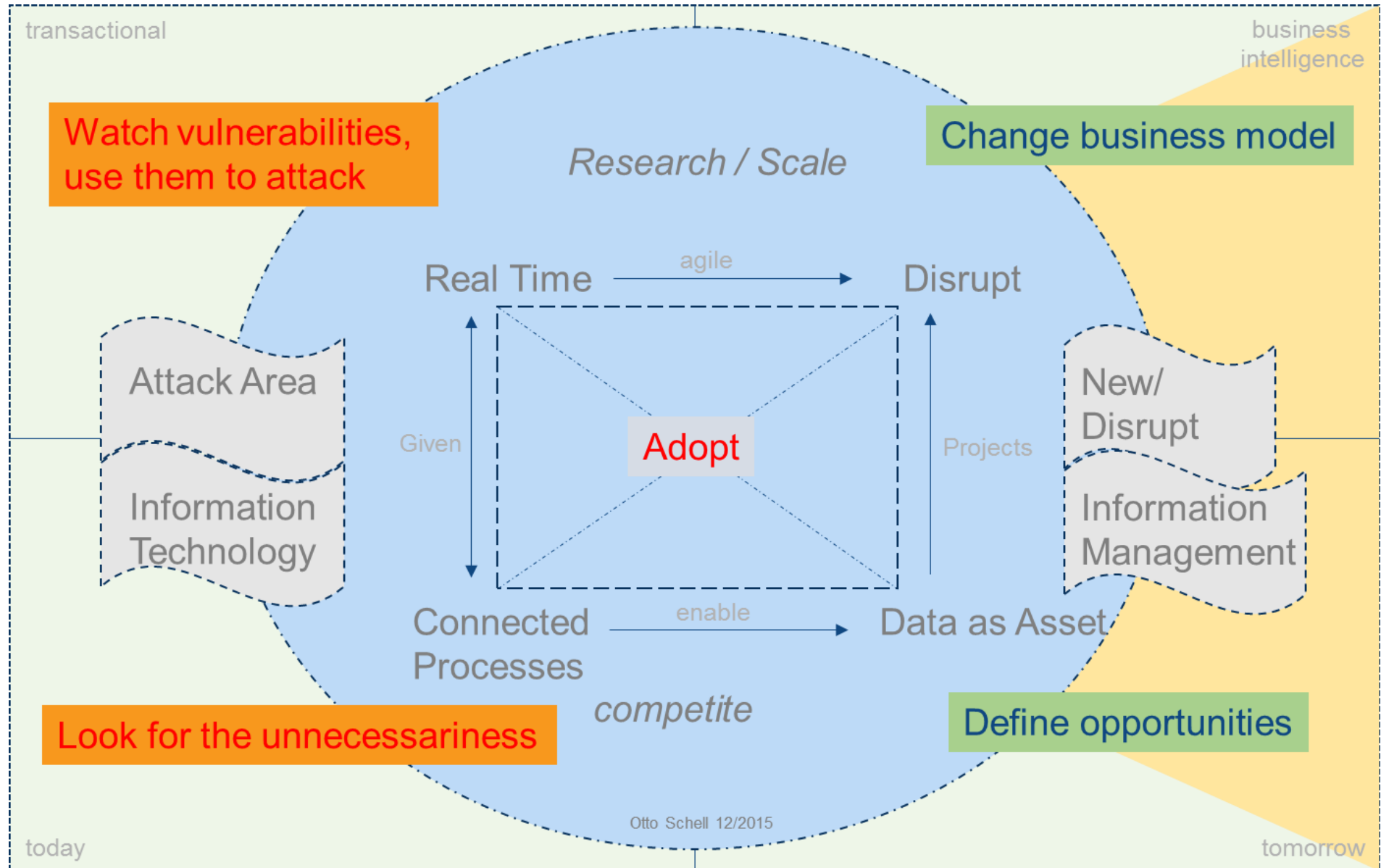
- **Value Proposition:**
 - ✓ **Clear E2E ownership / (trend and strategy)**
 - ✓ **Alignment of standardized and integrated Process / Value Chain with stakeholders (stay agile, transformative and connected in products and services)**
 - ✓ **Customer / Consumer focused (User Experience)**
 - ✓ **Delivering both efficiency and end to end effectiveness**
 - ✓ **Upfront Controls and Compliance Framework (automated, predictive and adaptive in nature) including discussions on tax, treasury,...)**
 - ✓ **Supplier Base Integration / Supplier Master Data**
 - ✓ **Stay cost effective - Cost per order going down, throughput and quality of service delivery up**



LEADERSHIP FRAMEWORK: APPROACH AND TEAM

- **Establish a core Process / Systems Team within Finance Priorities Initiatives**
- **Establish business "Pre-Work Framework" to align upfront success criteria's and value proposition**
- **Align Portfolio and Roadmap between initiatives**
- **Regular Senior Executive Leadership Team alignment and engagement**
- **Additional resources**

Next level of “Business Evolution” – here roadmap adaption





TAKE AWAY

- We acknowledge outside trends and accept opportunities
- We translate technology enablement into a business and vision
- We will go into the “capability” drivers seat to reflect new business models
- We believe in strong partnership
- We are prepared to transition!

Many thanks for today's opportunity

Otto Schell
GM Global SAP Business Architect and Head of SAP
CCoE

M (EUR) : +4916093963083 M (US) +1 3132129337
e-mail: otto.schell@gm.com



Otto Schell
DSAG Vorstand
Geschäftsprozesse / Branchen
Digitale Transformation

D- 69190 Walldorf
otto.schell@dsag.de
mobile: +49 160 99234003

