



# SAP CAPABILITY INTRODUCTION

2024



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**FPT ENTERPRISE BUSINESS SERVICES**

2

**SAP SERVICES**

3

**AMS CAPABILITIES**



# Group > Overview

## The Leading ICT Group in South-East Asia

<b>Founded</b>	1988
<b>Public Listed</b>	Dec 2006 (HOSE: FPT)
<b>Revenue</b>	\$2.17B (FY2023)
<b>No. of Employees</b>	50,000+ (core business) 80,000+ (including affiliated companies)





Group



# Core Business & Member Companies

## Technology Sector

FPT Software

FPT Information System

FPT Smart Cloud

FPT Digital

FPT Semi-conductor

- #1 Vietnamese technology enterprise to reach the billion-dollar mark in revenue from software exports.
- #1 Vietnam provider of IT services, software solutions, and system integration.
- Top 1 Global AI Platform 2023 Award by Software Reviews.
- First Made-in-Vietnam chips to supply 25 million chips globally.

## Telecommunications Sector

FPT Telecom

FPT Online

- #1 Cloud and Data Center service provider.
- #1 Vietnam e-newspaper – VnExpress.net with 40 million frequent readers.
- #2 Telecommunications provider in Vietnam.

## Education & Investment Sector

FPT Education

FPT Investment

- **Top 4** most prestigious universities in Vietnam (\*)
  - **100,000+** students at all levels.
- (\*) uniRank™

## Retail Sector

FPT Shop

FPT Long Chau (Pharmacy)

- Vietnam's second most prestigious retailer – consumer durables category
- #1 laptop seller in Vietnam with **35%** market share
- **Top pharmacy chain** in Vietnam with **45%** market share

## Distribution & More

Synnex FPT

- Dell Technologies' FY21 Global Distributor of the Year – the first Vietnamese company to achieve the award
- Cisco Vietnam's best distributor for 8 consecutive years

The logo for FPT Software, featuring the letters 'FPT' in a stylized, bold font with a blue-to-orange gradient, followed by the word 'Software' in a smaller, white sans-serif font.

# Software > Overview

## Global Leading IT Services Provider

<b>Founded</b>	<b>1999</b>
<b>Revenue</b>	<b>\$1.001B (FY2023)</b>
<b>No. of employees</b>	<b>30,000+</b>
<b>Global Presence</b>	<ul style="list-style-type: none"><li>• <b>30 Countries &amp; territories</b></li><li>• <b>85 Offices worldwide</b></li></ul>
<b>Clients</b>	<b>1100+ clients with 96 Fortune 500</b>
<b>Customer Satisfaction Score (CSS)</b>	<b>95.35/100</b>

# Organization Overview



EBS – Global Leading Enterprise Services Provider	
Founded	<b>2001</b>
No. of Employees	<b>1500+</b> (FY2023)
Global Presence	Japan   South Korea   Australia   Vietnam Singapore   Malaysia   Indonesia   Thailand   China   Germany   France   Slovakia   Czech   United Kingdom   USA   Canada   Mexico
No. of Customers	<b>250+</b>
Customer Satisfaction Score (CSS)	<b>96.03/100</b> (FY2024)

## Global Partners

Regional Strategic Services Partner

Microsoft Solution Partner

ORACLE Azure

coupa Google Cloud

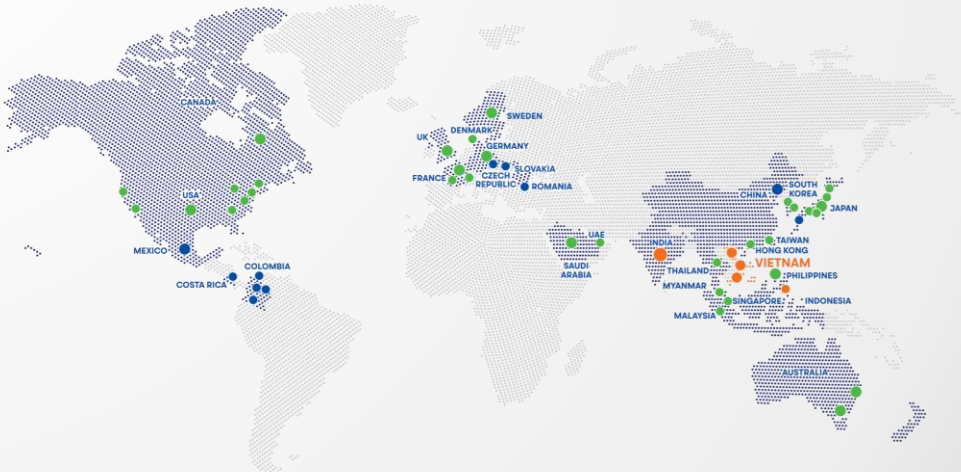
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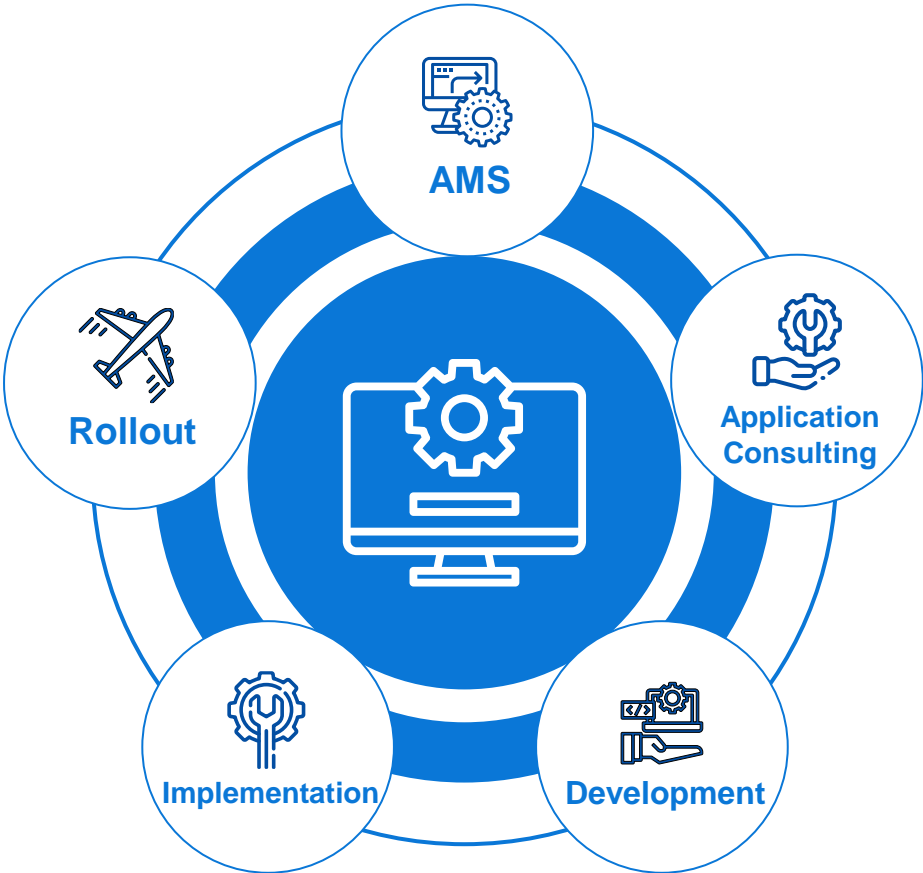
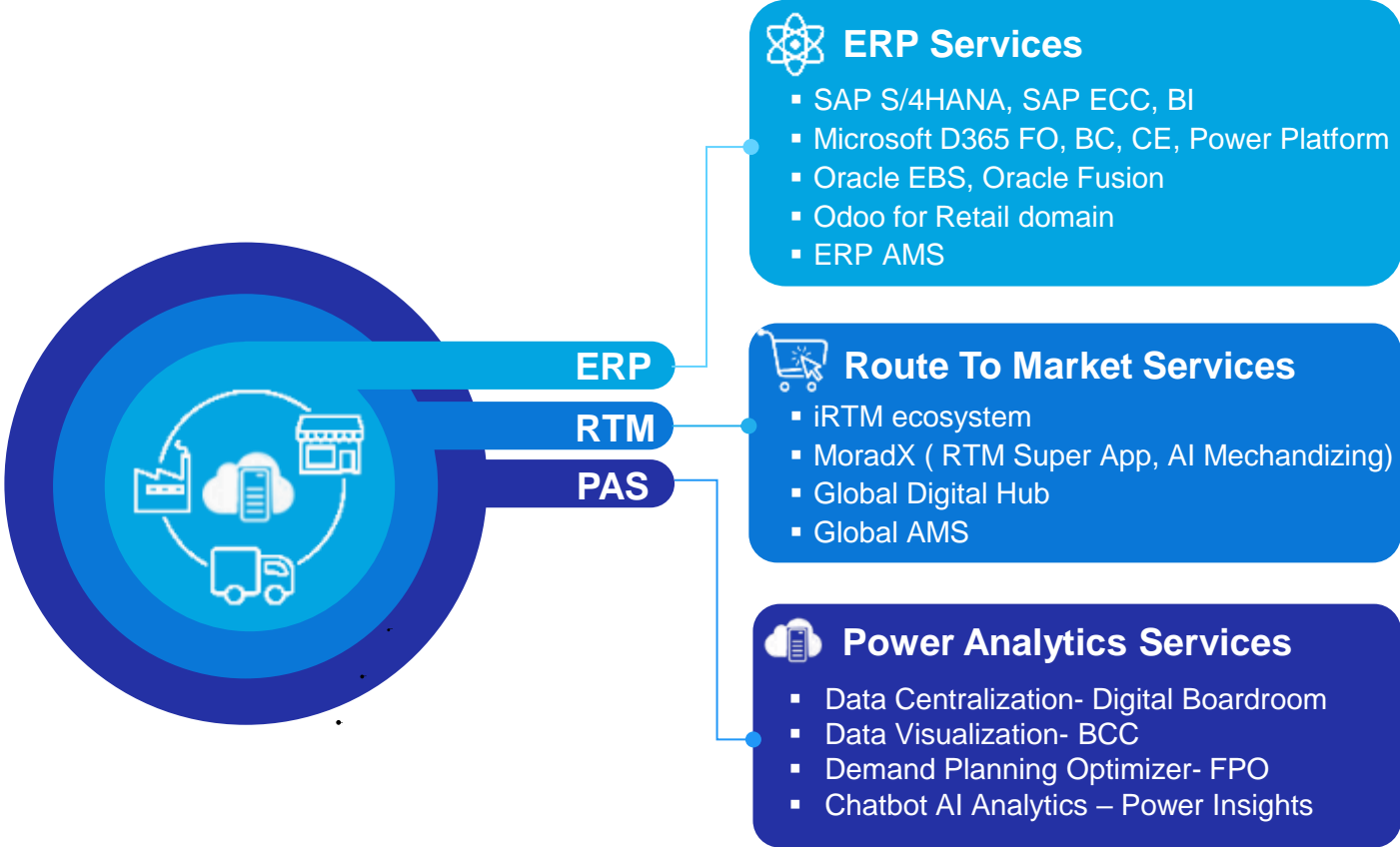
## International Standard

bsi ISO/IEC 27001 Information Security Management CERTIFIED

CMMI<sup>DEV</sup> | ML5 APPRAISED  
Appraisal # 66736 | Exp. Oct 20, 2026

PMP PgMP PfMP





**End to End Enterprise Business Services**

### Software Management System



### Quality Management



# Proprietary AI-embedded Solutions for SAP Systems



## Solutions leveraging SAP's Core Technologies

### MysalePro

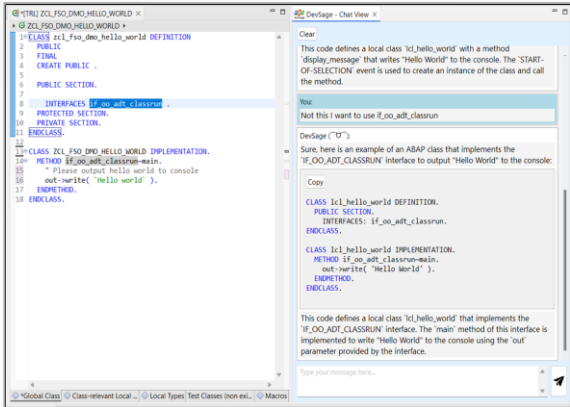


**What is MysalePro?** mySalesPro is a mobile sales assistant designed to empower B2B sales teams

**Purpose:** To accelerate development, improve code quality, and boost productivity.

**Features Overview:** Browse product catalogs, product/services details, create sales rebate, and sales contract effortlessly. Real-time contract tracking and AI-driven sales rebates

### DevSage

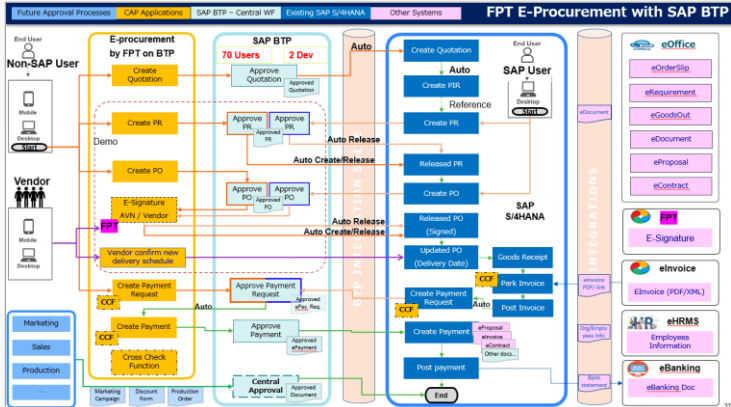


**What is DevSage?** An AI-powered code assistant tailored for ABAP developers on Eclipse.

**Purpose:** To accelerate development, improve code quality, and boost productivity.

**Features Overview:** Combines AI with expert knowledge to provide intelligent code completion, review, and guidance.

### eProcurement



**What is eProcurement?** Cloud-based Procurement solution leveraging BTP Technology developed by FPT Soft

**Purpose:** Optimize costs while enhancing your SAP landscape with a seamless procurement experience. This solution streamlines procurement processes, boosts efficiency, and integrates smoothly with your existing SAP systems.

**Features Overview:** eProcurement streamlines procurement by integrating seamlessly with SAP systems, providing real-time analytics, and ensuring cost efficiency and security.





On the solid base made of a large pool of experienced-and-certified SAP resources and time-tested project management frameworks, FPT Software's end-to-end SAP implementation and maintenance services are built to last with a long-term commitment on delivering our clients the business transformation advantages powered by the synergy of SAP product line and SAP-integrated solutions. Our competitive pricing and ultimately the high resource readiness capability are constantly standing the test of time as the pivotal factors for making our clients ahead of the game.

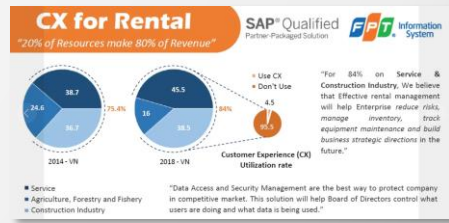
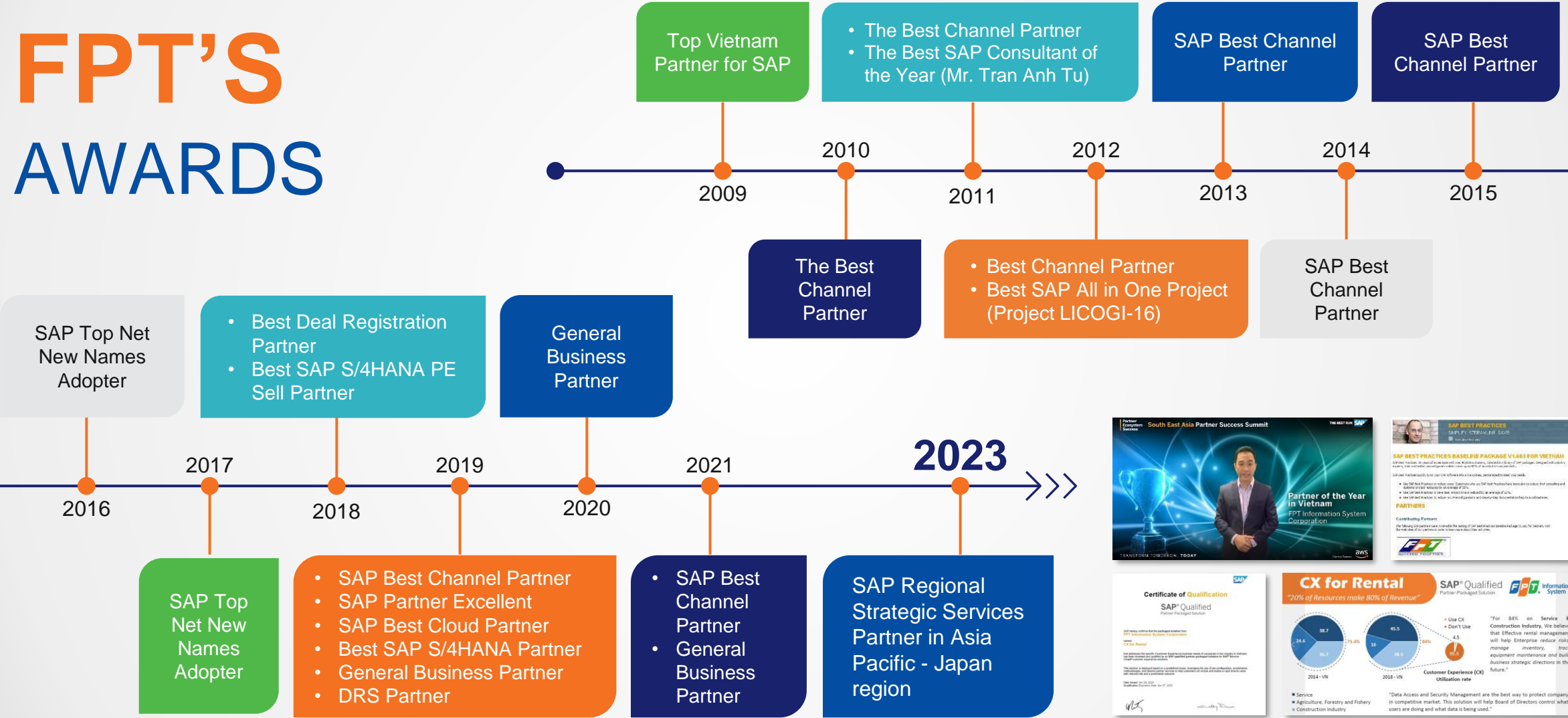
An aerial night view of a city, likely Hanoi, Vietnam, showing a river, a large green park area, and a prominent skyscraper (the Bitexco Financial Tower) illuminated in yellow. The city lights are visible in the background.

Enterprise Business Services

# Our SAP Achievements & Recognitions



## FPT'S AWARDS



## STRATEGIC PARTNERSHIP WITH SAP

### FPT JOINS SAP RSSP INITIATIVE IN APJ

On November 21, 2023, FPT joined the **SAP® Regional Strategic Services Partner (RSSP) initiative**, established by SAP Asia Pacific Japan (APJ) to expand the capabilities and reach of established partners in the APJ region that are on a rapid growth trajectory.

Through the RSSP initiative, FPT will have:

- Strategic support from SAP
- Access to SAP regional and market unit industry expertise
- Faster and more efficient SAP practice scaling
- Joint customer success with SAP

*“We welcome and congratulate FPT Corporation on joining the SAP Regional Strategic Services Partner initiative.”*

**Mr. Utkarsh Maheshwari**  
Chief Partner Officer, SAP Asia Pacific Japan

<https://edition.cnn.com/business/newsfeeds/bizwire/2023/11/20/150426.html>



### HACK2BUILD - HACKATHON 2<sup>nd</sup> RUNNER-UP in 2024

- On June 13, 2024, FPT achieved **2nd Runner Up** at HACK2BUILD with **mySalesPro**.
- Showcase skills in business, design and tech through successful presentation of a pitch and working prototype as a team using the SAP Business Technology Platform

**mySalesPro** is a mobile sales assistant designed to empower B2B sales teams with on-the-go access to essential tools and information.

Value Proposition for Customers:

- On-the-Go accessibility
- Enhanced sales efficiency
- AI-driven Sales Rebates, Deals, and Contracts

<https://community.sap.com/t5/enterprise-resource-planning-blogs-by-sap/harnessing-clean-core-and-sap-business-ai-key-partners-innovate-with/ba-p/13751250>



# Market experience



## Industry



Manufacturing



Chemicals



Retail



Food & Beverage



FMCG



Logistics



Oil and Gas & Automotive  
Utilities



Customer  
Service



Banking &  
Financial  
Services

### FPT Proprietary Solutions



Real estate &  
Construction



Trading

## Service Highlights

**25+** years of  
experience in SAP/ERP  
implementation and  
consulting

Success proven best  
practices &  
methodology for  
Process Industries

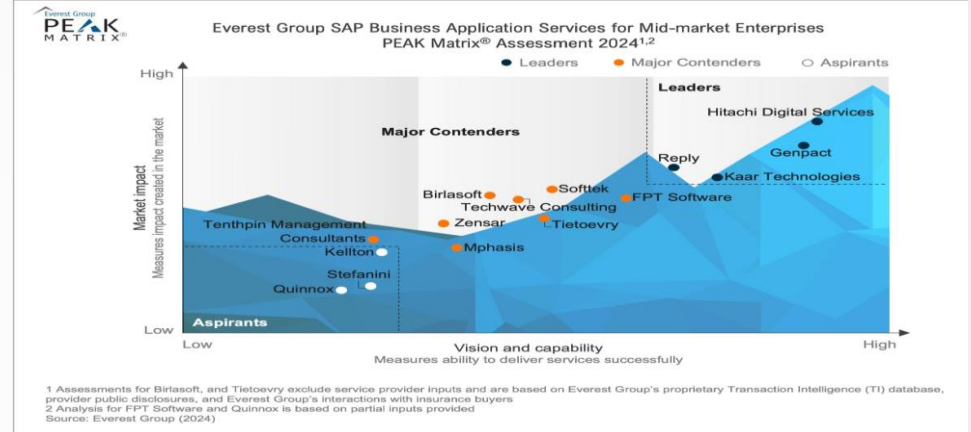
Specific templates  
and know-hows  
for businesses

Own-branding SAP  
system upgrade &  
Data Migration tools

Roll-out &  
Localization best  
practices

Resource ramp-up  
capabilities

FPT Software has been positioned as a Major Contender in the Everest Group SAP Business Application Services for Mid-market Enterprises PEAK Matrix® Assessment 2024, marking its first appearance in this report.



<https://statics.teams.cdn.office.net/evergreen-assets/safelinks/1/atp-safelinks.html>

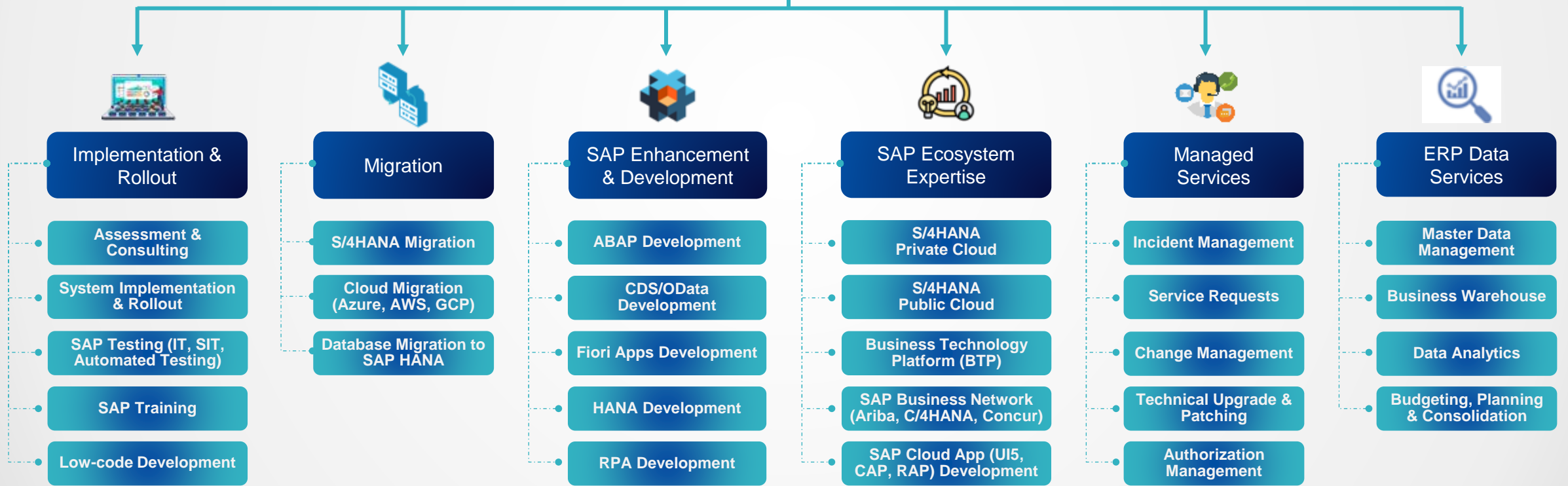
FPT provides overall solutions from consulting to deploying software systems, deployment services and hardware infrastructure solutions.



Our SAP services are covering the full product line of SAP



## SAP REGIONAL STRATEGIC SERVICES PARTNER



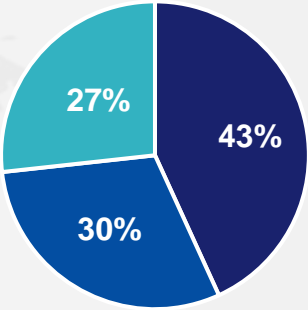
# Resource Capability - Efficiently Power Up Your Business With Our SAP Offshore Talents



## Solution Capability

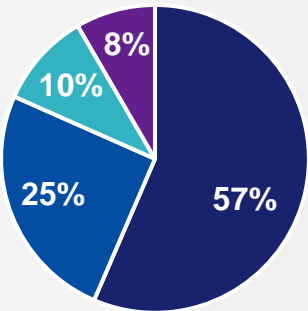
- SAP ECC
- SAP S/4HANA
- SAP Business Technology Platform (SAP BTP)
- SAP Signavio & LeanIX
- SAP Analytics Cloud
- Database and Data Management
- Data Migration
- Data Intelligence
- SAP Business AI
- SAP Customer Experience solutions
- SAP Ariba

## English Proficiency Level



- Advanced
- Upper Intermediate
- Intermediate

## Foreign Language Resources Distribution



- English
- Japanese
- Korean
- Other Languages

**#1**

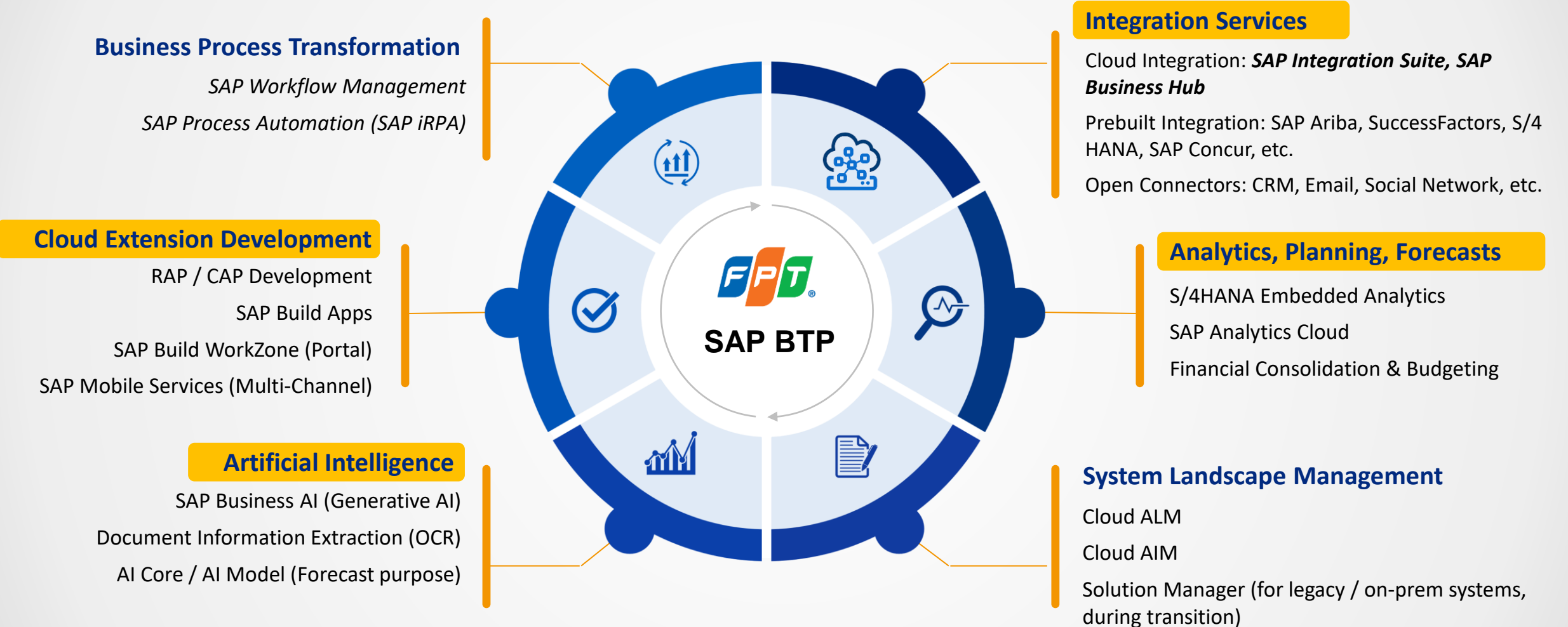
**Largest SAP Resources in Vietnam & SEA region**

**1500+**

**SAP Consultants**

**1100+**

**SAP Certificates**



**Resource Quick Ramp-up Capability**



**SAP Hackathon 2<sup>nd</sup> Runner-up In 2024**



**900 Certified Consultants**



# SAP Success Stories

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Our customers business is growing substantially on the core values foundation delivered by our **SAP services** leveraging the best practices across various domains.



# Case Study 1: JP General Trading Group's SAP S/4HANA System Migration & Enhancement

## About client

“ The client is one of the largest Japanese department store group. It has six major operational divisions specializing in textiles, metals/minerals, food, machinery, energy/chemicals and ICT/general products/real estate. ”



**3200+** Users

**70+** FTEs (Offshore)\*

**10+** BrSEs (Onsite)\*

\*Peak time



**13** Months, ongoing



English, Japanese,  
German



## Requirements

- The client's ICT member company was responsible for migrating the group's SAP ERP system from SAP ECC 6.0 EhP 6 to S/4HANA Cloud (STE). However, they lacked SAP consultant resources (both functional and technical).
- Scope: SAP FICO, BW/4HANA, MM, EWM, SD, PP, SAP Ariba and SAP Analytics Cloud (SAC)



## FPT SoW Highlights

- Business processes in the scope: GL/ AR/ AP/ Asset accounting/ Bank accounting
- Simplify and reconfiguration for Finance in S/4HANA, such as, data structure, open/close posting period, CO-PA update,...
- Active Fiori Applications on HANA for Finance screens instead of SAP GUI
- Develop new financial reports via BW/4 HANA and SAC
- The team investigated and utilized Tricentis Tosca Automation Testing tool for automated testing



## Solution Highlights

- Migrate **1250 apps / enhancements** from SAP ECC 6 into SAP S/4HANA Cloud Extended (STE)
- Develop **375+ new ABAP/CDS add-ons** on S/4HANA, **25+ SAP Analytics Cloud Reports**, SAC interfaces
- Develop **100+ new Fiori screens** on S/4HANA, **51+ new Fiori apps** on SAP BTP (SAPUI5, SAP Cloud SDK for Java)
- Implement SAP Ariba for the customer procurement chains
- Regressive automated testing to reduce manual labor effort



## Key Results & Benefits

- The Global Template was developed on time and was selected to present in SAP Japan's customer events as a **typical migration project of the year**.
- FPT becomes a trusted partner and supports the client to deploy their global template to EU & AP, and provide services for ongoing support (AMS)

# Case Study 2: S/4HANA ERP Implementation

## About client

“The client is a Czech utility company which focuses on the supply of natural gas, electricity and heat to customers, combined heat and power generation in district heating plants, and clean mobility solutions. They are a market leader for utilities in Czech Republic with 4 subsidiaries. Covering not only supply of energy, but also retail, B2B and IT services for their clients.”



**33 Members\***

\*Peak time



**22 Months**



**English**



## Project Overview

- A new modern, **fast environment replacing SAP R/3 technology with new S/4HANA and BTP** for integrations.
- Opportunity to re-design some business processes and skip using some processes with lower value or efficiency implemented in the past.
- Opportunity to get closer to standard and start using modern Fiori interface (mobile and desktop).
- **“Build our own Czech system” without foreign elements** while keeping compliance and requirements imposed by the new owner.
- Parallel ledgers accounting and IFRS16 standard asset accounting.



## Challenges

- Invoicing improvements: redesigned layout of some documents, client also considering intercompany e-invoicing.
- SAP Fiori portal: some of the currently used internal applications were being moved to a new Fiori portal.
- New SAP FI reports: evaluating implementation of some new FI reports that might replace old ones.



## Solution Highlights

- In-depth knowledge of customers' business processes and overall context thanks to years of support.
- Knowing key users, their preferences and operational needs FPT was able to determine and advice if z-solutions and specific customizations should be re-used 1-2-1 or could be replaced by offered SAP solutions provided by SAP Best Practices.
- Aggressive deadline – only 7 months for phase 1 implementation and not preceded by detailed business processes analysis as recommended by SAP – has led to the decision to select hybrid project lifecycle. After short 1.5-month long phase of scoping and planning execution divided into 7 sprints to ensure incremental delivery. Technical concept and data migration concept not created before execution started but elaborated continuously throughout the execution stage.
- **FPT developed tool for data extracts from DB used as complementary tool for SAP migration cockpit.**




## Key Results & Benefits

- New system is stable and running much faster than “the old SAP” Management Support Functions (MSF) – (e.g., less manual work in fin. analytics).


# Case Study 3: Implement SAP Business Planning & Consolidation for a Japanese Automotive Company

## About Client

“ The leading company in Vietnam’s automotive industry, this company boasts three motorcycle factories with millions of annual production capacity and a car factory capable of huge amounts of vehicles yearly. Its significant export activities reinforce Vietnam’s key motorcycle and parts exporter position. ”

 **270 users\***  
\*Peak time

 **18 months, Ongoing**

 **English**



## Project Overview

- Clients are required to **allocate budgets manually for their businesses annually**, a process that is time-consuming and prone to errors.
- SAP BPC approach to ensure accuracy and efficiency in budget planning.



## Challenges

- BPC Resource scarcity
- Complexity requirements
- Customer short timeline



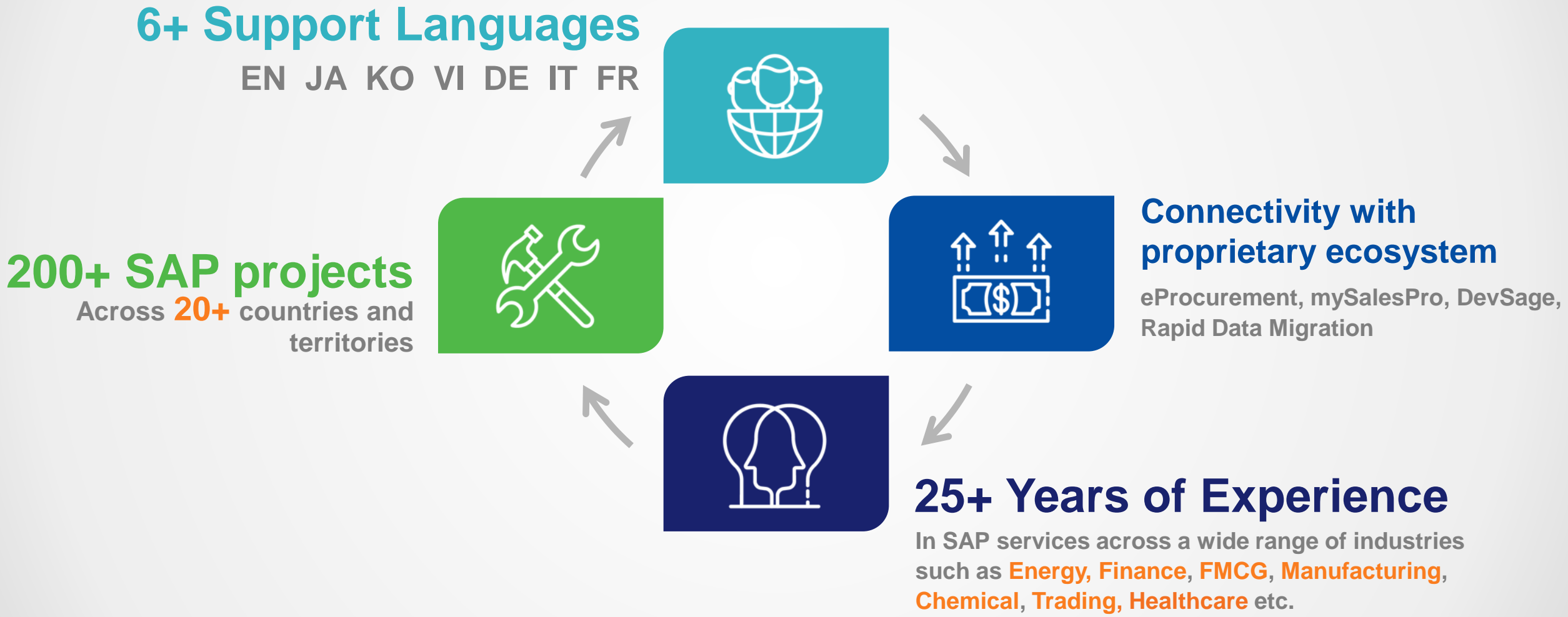
## Solution Highlights

- Extensive process support, possibility to use numerous, **comfortable and user-friendly front-end** tools in parallel.
- **Possibility to integrate already existing BW-IP planning applications** into SAP BPC.
- **Direct usability**: No migration of BW-IP components necessary.
- BPC "Embedded" has deep HANA integration and optimization in all areas.
- Tight SAP ERP integration, mapping of comprehensive simulation scenarios possible.



## Key Results

- **Successfully executed the 2024 budget using new system**. The deliverables help the client immediately realize the benefits.
- **Reduce 50% time for planning**, while allowing simultaneous access for all end-users. Moreover, it ensures data synchronization and consistency across the board.



# Application Maintenance & Support

Tailoring to the detailed needs in Application Management Services (AMS) for ERP or Non-ERP systems all over the world, FPT Software's Global 24x7 AMS service is an one-door-to-all solution that not only frees up your efforts on dealing with multiple global working sites but also powers your business operation up by our proprietary game-changing technologies and advanced tools.



## Master Data Management

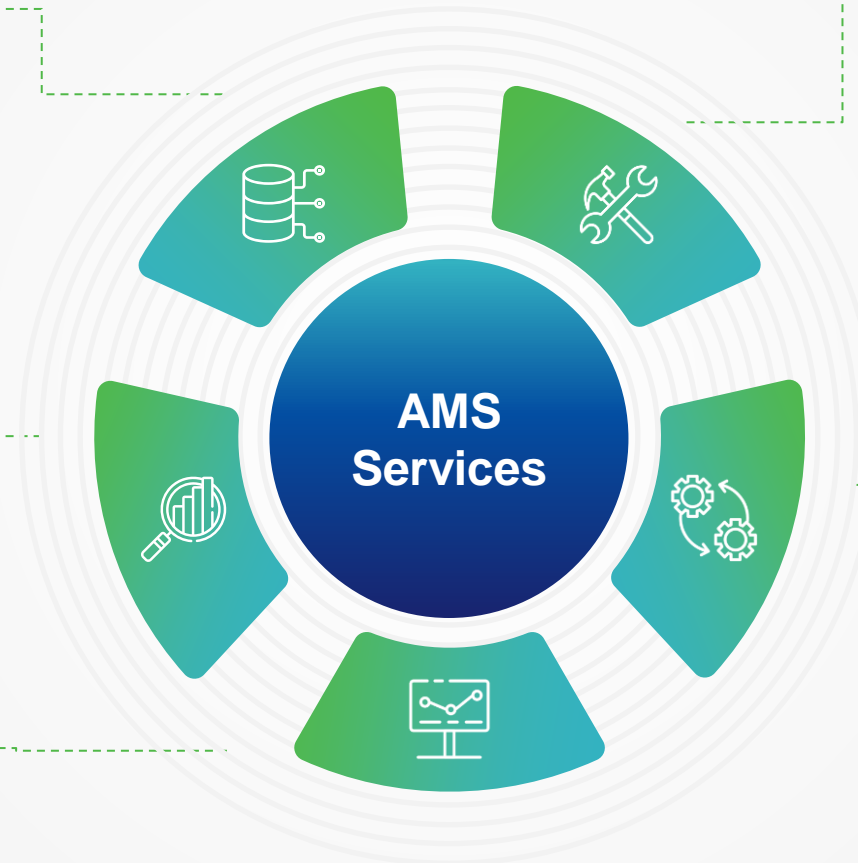
- On-demand Master Data Modification
- Data Migration

## System Assessment

- Continuous Improvement Consulting
- Monthly Basis Onsite Support
- Risk Assessment & Mitigation

## System Enhancement

- Automation Test with RPA
- Workflow Design
- Performance Tuning



## Maintenance & Support

- **Key Modules:** Order-to-Cash, Hire-to-Retire, Procure-to-Pay, Plan-to-Produce, Plan-to-Inventory, etc..
- CBO Extensions, APIs, Side-By-Side Apps, Workflows
- RICEF Objects Maintenance on Approved Changes
- System Configuration & Design Documents Management
- Budgeting, Forecasting & Planning

## System Integration

- ERP Interface Development to integrate with 3rd party Systems/Solutions
- Enterprise Solutions Environment Management (SAP Solution Manager)
- Governance, Risk, Compliance

# Our Key Value Propositions

## How we help Enterprises

AMS will be the bridge to DX via FPT proven approach & innovative digital tools

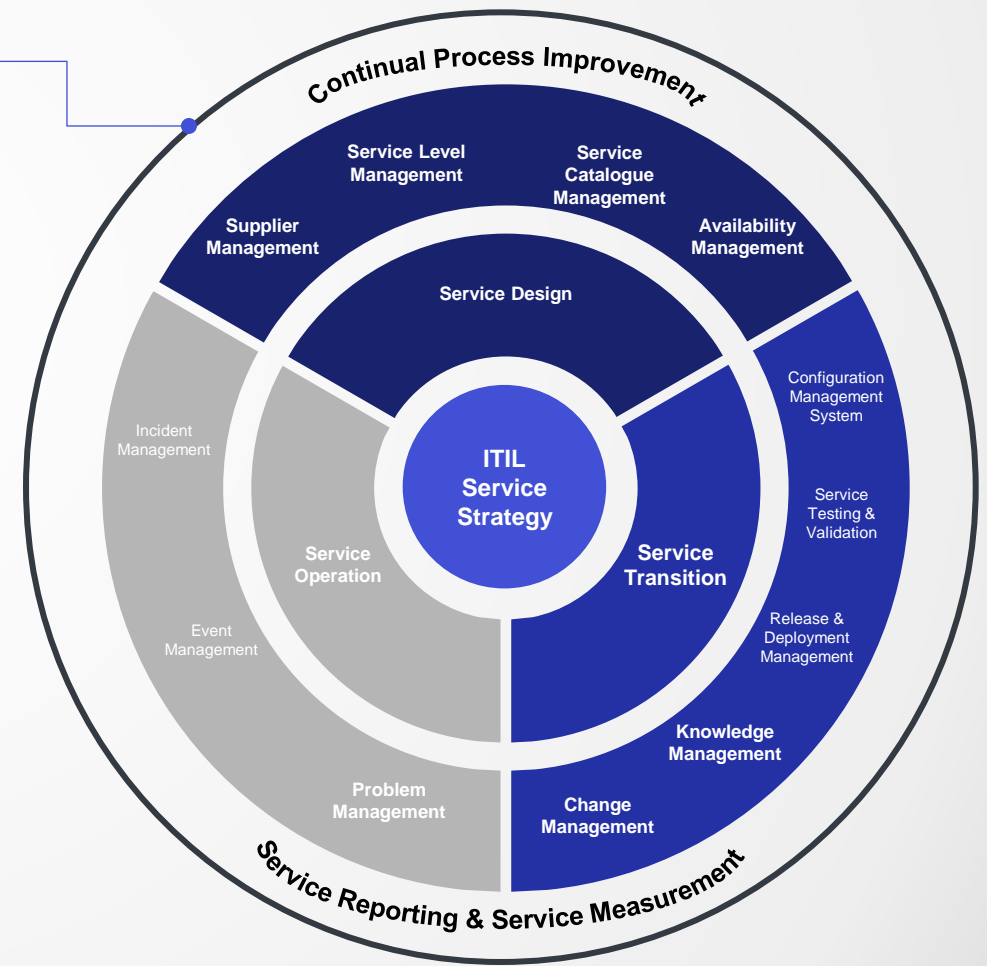
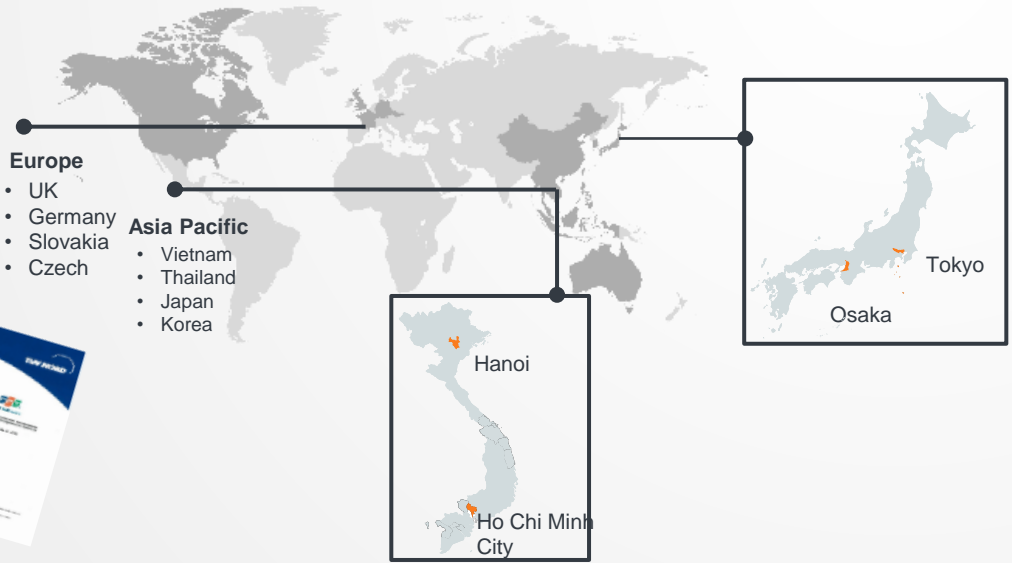
- On-premise
- On-Cloud



We offer AMS with **service Maturity** (ISMS/Process/QA team)

Reduce **35%** operation cost

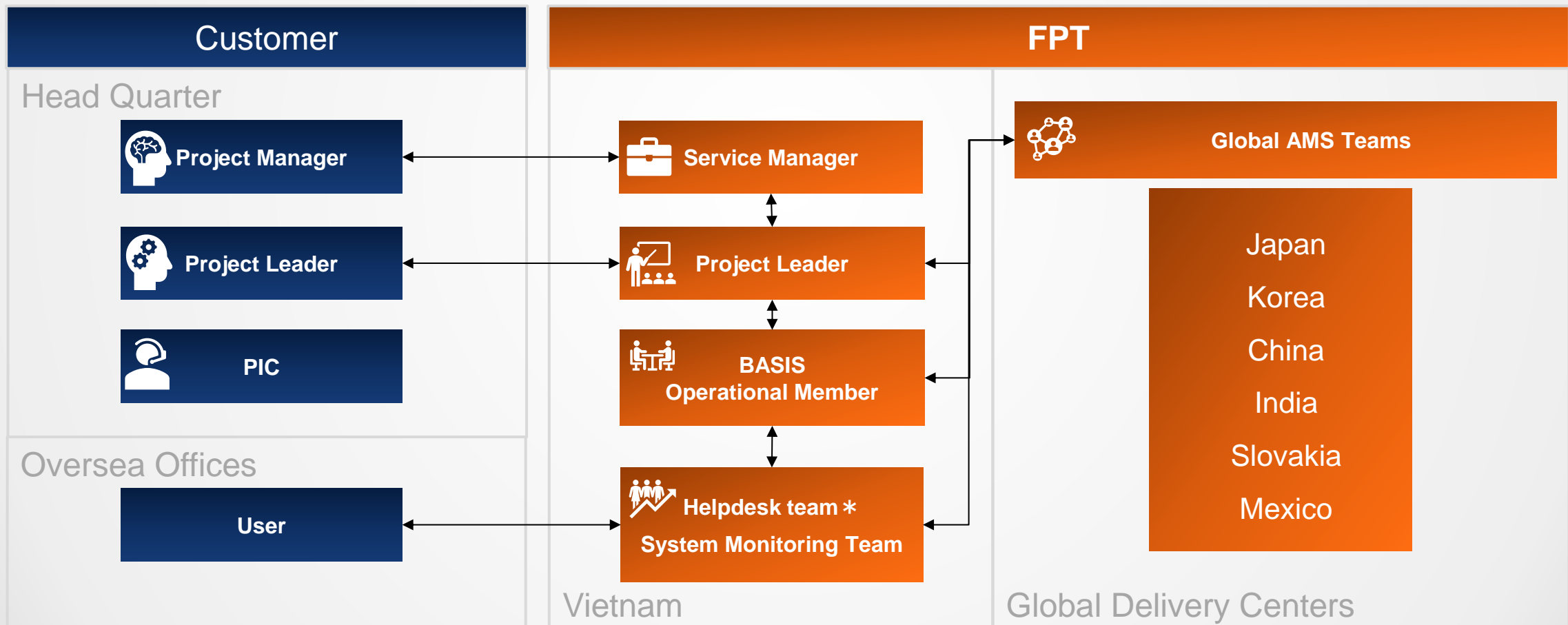
*"Hybrid support model: Mix off Onsite/Offshore and Nearshore centers . FPT helped to lower cost for our customers up to 35% after 2 years compared to Local Support team."*



# Global Delivery Model

The Global Delivery Model support a variety of languages and working hours options.

- ✓ **7+** Support Languages : English, Japanese, Korean, Chinese, German, French, Slovak
- ✓ Flexible Working Hour Options : 8x5, 12x5, 16x5, 24x5, 8x7, 12x7, 16x7, 24x7





# FPT Round-the-clock Delivery Capabilities (24/7)

- Onshore Delivery Centers
- Nearshore Delivery Centers
- Offshore Delivery Centers

West America UTC - 8 Hours    East America UTC - 5 Hours    United Kingdom UTC 0 Hours    Eastern Europe UTC + 1 Hours    Vietnam UTC + 7 Hours    Japan & Korea UTC + 9 Hours



## Fully Managed Services

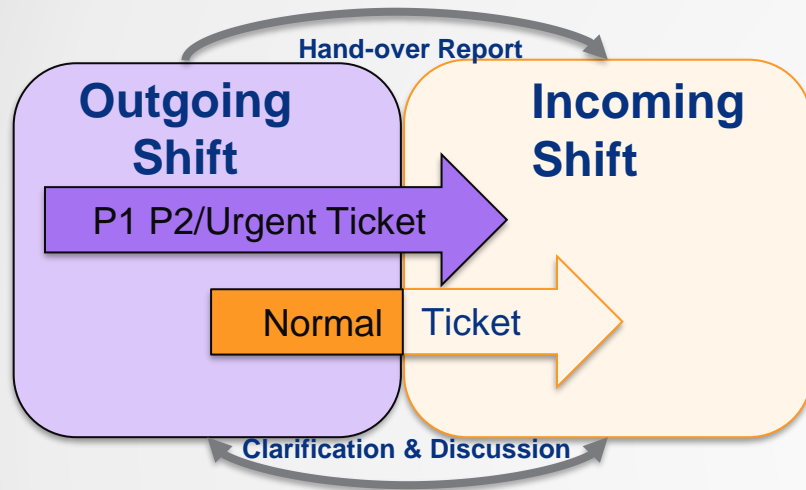
**All** Level Supports covered in Comprehensive services

**50+** Projects with 20+ clients in Fortune 500

**Local** Language support

**Flexible** Capacity Adjustable for Peak Time Support

## Driving efficiency of AMS 24/7 model with our best practices



- FPT support teams will take shift overlaps to resolve P1/P2 tickets
- There will have a handover meeting in 15 minutes between shifts

## Key Points

- FPT has a proven track record of operating 24x7 with this framework.
- Rotating shift enables individual members to “experience” all scenarios, so knowledge gap risk is low.
- Team members can be rotated between teams as necessary so any sudden absences can be easily compensated.
- Employees well-being is managed to maintain employee engagement.

### Different Types of Schedule

**During Business Hours:** A team will be responsible to handle tickets.

**Outside of Business Hours:** For each on-call shift outside of business hours, a dedicated member will be assigned to each application.

### Team size: At least a team of two to have back up, prevent burn out

**Alternating days:** Person A be on call on Mon, Wed, and Fri and the other on Tue, Thu, and Sat, with a Sun shift every other week.

**Week end free alternative:** Person A on Mon, Wed, person B on Tue, Thu. Then one person from Fri through Sun, others are free.

**Full weeks alternative:** of on-call duty, one person a week. For teams of three or more, weekly rotations tend to work well.

### Others

**Backups:** To mitigate risk and ensure service availability, have at least one on-call backup with shifts to prevent the primary on-call person from missing notifications.

**Service ownership:** The primary and backup individuals must be problem-solvers, have an ownership mindset, and possess the necessary expertise.

**Employee preferences:** Consult the team to reach a consensus. Preferences may vary between morning people and night owls; some may prefer one-week-on, one-week-off schedules, while others might favor shorter shifts.

# Case study 1: Managing Operation and Maintenance Center in offshore (Vietnam) for major Japanese IT services enterprises

## About client

The client is an IT service provider group comprised of 17 domestic and 35 international companies with more than 28,000 employees. International businesses are mainly located in South-East Asia and Australia, North America, US, Europe, China, India and the Middle East.

## Business needs

The client asked FPT to create and deploy an implementation roadmap to promote the transfer of operation and maintenance work to offshore. The scope of the roadmap included setting up the infrastructure which included the SAP S/4HANA platform and Data Lake, functionalising to support analysis with BI tool (visualisation function), and operationalising the functions by implementing ETL and APIs.



66 Manufacturing sites



1800+ active users

20 Consultants



8 Months



Japanese, English



## Project overview

- Scope of work: **SAP Technical & Maintenance Services (levels 1, 2, 3)**
- Scope of modules and systems supported: SAP AMS (MM, SD, PP, FI, CO, ABAP, Basis) and other non-SAP integrated systems (JP1, .NET), 1000 add-ons.
- Workload : Average 250 man-month/year
- Working hours : Working hours and calendar of Japan



## Challenge

- It was essential to set up network infrastructure with strict security standards to meet the client's needs.
- The project team had to work at Offshore Development Centre (ODC) on Japanese working hours during the city lockdown due to an pandemic pick of a coronavirus outbreak.
- At that time, documents such as system specifications or manuals etc. were outdated, so the process of knowledge transfer from the client to the FPT required effort from both companies.



## Solution highlights

- An ODC with an SD-WAN network that connects Hanoi, Da Nang and Japan under the management of the client's IT team was set up at FPT Cau Giay building.
- Camping facilities have been set up in that building so that the project team can be stationed there to work when the city is lockdown.
- The new knowledge transfer method is applied and its flow looks like the following.
  - Customers record their business operations on the system and share it with FPT → FPT prepares manuals based on the shared videos → FPT team conducting shadowing / practice in the test (QAS) environment → performing shadowing in the production environment. The transfer of knowledge was following this flow.



## Key result

- **Achieved 99% of the resolution time standard** stated in the SLA, with an actual average resolution time 20% lower than the standard measure.
- Through FPT's highly recognised operation and maintenance services in terms of speed of processing, communication ability and high maturity of expertise, from 2019 to now, the client's **operation and maintenance costs for 1,800 users in five countries have been successfully reduced by 38% compared to before. From second year onwards, FPT committed to a 10% cost reduction each year.**
- **The security risks** related to the transfer of operation and maintenance work to offshore **have been resolved by the SD-WAN network configuration.** Since this AMO contract was effective, there has not been a single security issue to the present day.

# Case study 2: Managing Operation & Maintenance Center in Offshore (Vietnam) for Major Japanese IT Services & Business Solution Enterprises



## About client

The client is a Japanese corporation, and its consolidated subsidiaries use their broad business networks, both within Japan and overseas, to conduct importing and exporting (including third country trading) The company has a total of twelve offices in Japan, 58 overseas offices and 29 overseas subsidiaries with 33 offices



**4300+ active users**  
**30 FTE (Offshore Consultants)\***  
**10 FTE (Onsiter)\***

\*peak time



**3 Years, on-going**



**English & Japanese**



## Project overview

- Support Services Scope:
  - All 3 levels of Application Management Services in different time zones & locations. (US, Mexico, EU, Japan).
  - End users' daily execution tasks on SAP systems.
- Systems & Modules Scope:
  - System: SAP S/4HANA Public Cloud, SAP ECC with HANA DB.
  - SAP Core modules: FICO, SD, MM, PP, BW/4HANA, EWM, SAP Ariba, SAP Analytics Cloud
  - Surrounding apps: JP1 (Automatic Job Management System)



## Challenges

- Working model: meets both cost-efficiency & the ability to cope with different time zones & locations.
- End users have little experiences with SAP system.
- Knowledge & experiences relating to the JP1 software used specifically in the Japan market is strongly required.
- The high-complexity of the system required a coherent Transition plan with clear and doable milestones.
- High requirements towards resources: Fluent Japanese skill, the stay duration in the project must be minimum 12 months.



## Solution highlights

- AMS Hub establishment for global delivery enablement.
- On-call support for emergencies occurring out of the business hours.
- Agile & flat working model to adapt the client's unique requirements.
- Form a dedicated team with a minimum Japanese proficiency level equivalent to JLPT N2.
- Offshore Software Development Center (ODC): data security & a wide range of skillsets pool.
- Documented knowledgebase constantly updated with new processes and procedures.
- Proces Automation of Incident Management with Service Now.



## Key results and Benefits

- Achieved maximum Customer Satisfaction Score.
- End users receive instant support from FPT team thanks to predefined SLA that ensures the continuity of the business and keeps it safe from critical, unexpected system issues.
- The benefits of FPT's AMS services, proved by end users' real feedbacks, are being applied in new scopes including new technology development.
- The sustainable growth of the client's business is secured by a long-term contract with a lifelong commitment from all FPT's personnel.
- All data assets protected by high security level ODC qualified by top global security standards.



**FPT** Software

**THANK YOU**