



## Klosterfrau and SAP S/4HANA – Path-Breaking Technology for a Long-Established Company

### The challenge

Klosterfrau, a company with a long and rich tradition, was planning as part of a general company reorganization to modernize its legacy structures and processes, to bring them more in line with its international growth strategy. In the first stage, three of the company's locations in Germany, with around 600 employees and three different ERP systems, would be affected.

As part of a consolidation project, SAP S/4HANA would be implemented at these three locations as a shared SAP ERP solution. One major goal was to merge and harmonize master data as well as processes from these three locations. Two of these locations were previously using a SAP ERP system and one was using a non-SAP solution. A more process-based focus was needed in the future and less of a focus on departments and other units, which is why there was a need for efficient, standardized and scalable processes.

### The solution

To identify the optimal ERP solution given the maximum possible number of standard processes, Nagarro ES conducted a preliminary study. Based on the results, the company selected SAP S/4HANA and the Fit4Life science template from Nagarro ES. The template is based on preconfigured and standardized end-to-end processes and best practices in the pharmaceutical industry, and it is specially customized and scalable for Klosterfrau. One example that demonstrates this is that of the approx. 2000 internally developed Z-programs, less than a hundred were brought over to the new system – as a result, the IT architecture is now significantly closer to standard and is far less complex. All project phases were completed using established methods to avoid unnecessary friction wherever possible and to complete the implementation without complications.

As an overall project method, PRINCE2, a process-based approach, was used. The concept design phase followed the agile scrum methodology and SAP R/3 was migrated to SAP S/4HANA with the Greenfield approach.



#### The company:

The Klosterfrau Healthcare Group is a globally active company with head office in Cologne, Germany. Klosterfrau

is one of Germany's most distinguished and established pharmaceutical companies with a company history stretching back nearly 200 years.

Industry: pharmaceuticals

Year established: 1826

Employees: approx. 1,700

Internet: [www.klosterfrau.de](http://www.klosterfrau.de)



*Thanks to the professional project implementation of Nagarro ES, we are able to meet the challenges of the pharmaceutical market more efficiently and better utilize synergies.*

*Christian Wurzinger, Group CFO,  
Klosterfrau Healthcare Group*



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### Added value

To ensure that the Klosterfrau staff was on board, a change management system was used throughout the process. In this way it was possible to break through ingrained ways of thinking early in the process, and make sure that employees were fully included in the process development and that the future users were won over to the new ERP system.

Now Klosterfrau is benefiting in the broadest sense from a dynamic and scalable ERP environment that is up to the task at hand given the company's growth trajectory and current digitization projects. The industry-specific template also allows the company to manage roll-out projects without significant time losses and to easily add new sites to the central SAP S/4HANA system.

A standardized data base and optimized processes will allow for greater profitability. Processes are overall becoming more agile, efficient, and faster – and across all departments and sites. In sum, Klosterfrau has taken a big step forward into the digital age with the company-wide implementation of SAP S/4HANA. As a result, the company will benefit from many additional enhancements that are based on SAP S/4HANA.

### About us

Nagarro ES is a leading German full-service IT provider for critical enterprise applications and complex ERP environments in the digital transformation.

With more than 750 employees, Nagarro ES is the most outperforming and innovative SAP partner for German SMEs and large international firms.

The future is not just digital, but also complex, fast-moving and multi-dimensional. To be successful in this environment, a high degree of adaptability and flexibility is required.

Here technology plays a central role – it allows agility and must be flexible at the same time.

Our goal is to provide companies with the right IT in the right form so that they can keep up with a tremendous rate of change.

Therefore, instead of isolated projects, we have a more integrated, sustainable idea of collaboration.

As part of the global company Nagarro with over 8,400 employees in 26 countries, Nagarro ES not only offers its customers international reach, but also access to the additional technology solutions of a global player in software engineering with 1,500 SAP specialists worldwide.

Do you have a similar challenge?  
We'll be happy to advise you:



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