

Galeria Inno, an omnichannel company

Tom Vanhout & Antoine van Logten | 9 November 2021



Agenda

Topics we want to share with you ...

Who is Who?

Who is Galeria INNO?

What was the motivation?

SAP Landscape, functions & features

Some numbers

Project Governance & Roadmap

How to organize your project during COVID lockdown

Critical Successfactors

Questions & Answers

Appendices

Who is Who?

Roles of the presenters Tom & Antoine in the project



Tom Vanhout

- **Project manager / Scrum master / Digital Learning Architect**
- **20 years experience in SAP projects**
- **Bachelor in accountancy**
- **Bachelor in ICT**
- **Master in Project management**
- **SAP Activate – Agile - Scrum Certified – JIRA Evangelist**
- **Project manager & agile coach in the project**



**Antoine Van
Logten**

- **Business Retail Consultant / Solution Architect Retail**
- **20 years experiences in Retail & Supply Chain**
- **Marketing Management**
- **Solution Architect & SME retail & POS in the project**

Who is Galeria Inno?

Some History

- 1897 : opening first shop in Brussels => Innovation
 - one point of sales for food, clothing, furniture, jewelry, working gear,...
- **1967 : big fire in the Brussels shop (251 people were killed)**
- 1969 : merger between Innovation, Bon Marché, Vaxelaire = Inno-BM
- 1974 : merger between Inno-BW & Grand Bazar (GB) = GB-Inno-BM
- 2001 : take-over by Galeria Karstadt Kaufhof (GKK) in Germany
 - (Innovation => Galeria Inno)
- 2018 : part of the Signa Holding in Austria
- **2021: Galeria INNO became INNO**



Galeria Inno

Vision & Mission

VISION

The belgian **omnichannel**
department store

for **national** and
international customers

fulfilling **local needs** outstandingly
is the most attractive destination
for **cross-category shopping**



MISSION

We **know** our customers and offer
them a **selected** variety of products
tailored to their **local needs** in an
open, inspiring atmosphere with a
high degree of **service orientation**





NOS NIEUWS • ECONOMIE •

Met Galeria Inno komt er een nieuwe 'luxe V&D' naar Nederland



Bron: www.retaildetail.be

Nieuwe baas voor Galeria Inno



Foto: Armin Devender / via Galeria Inno

Warenhuisketen **Galeria Inno** opent volgend voorjaar een online platform dat het aanbod van producten en diensten sterk zal uitbreiden. Consumenten kunnen bestellingen afhalen of laten bezorgen.

A close-up portrait of a middle-aged man with short, light-colored hair, wearing dark-rimmed glasses, a white collared shirt, and a dark blue suit jacket. He is looking directly at the camera with a neutral expression. The background is a blurred office setting with green and white panels.

"Galeria Inno zal sterker uit de crisis komen"

Het zal minstens een jaar vergen om de coronacrisis te verteren, zegt CEO Armin Devender van **Galeria Inno**, maar de toekomststrategie is helder: de winkels worden aangepast aan de lokale klant met een nieuwe visual merchandising, het warehouse opent een online marktplaats en voert gesprekken met nieuwe partners uit de voedingssector.

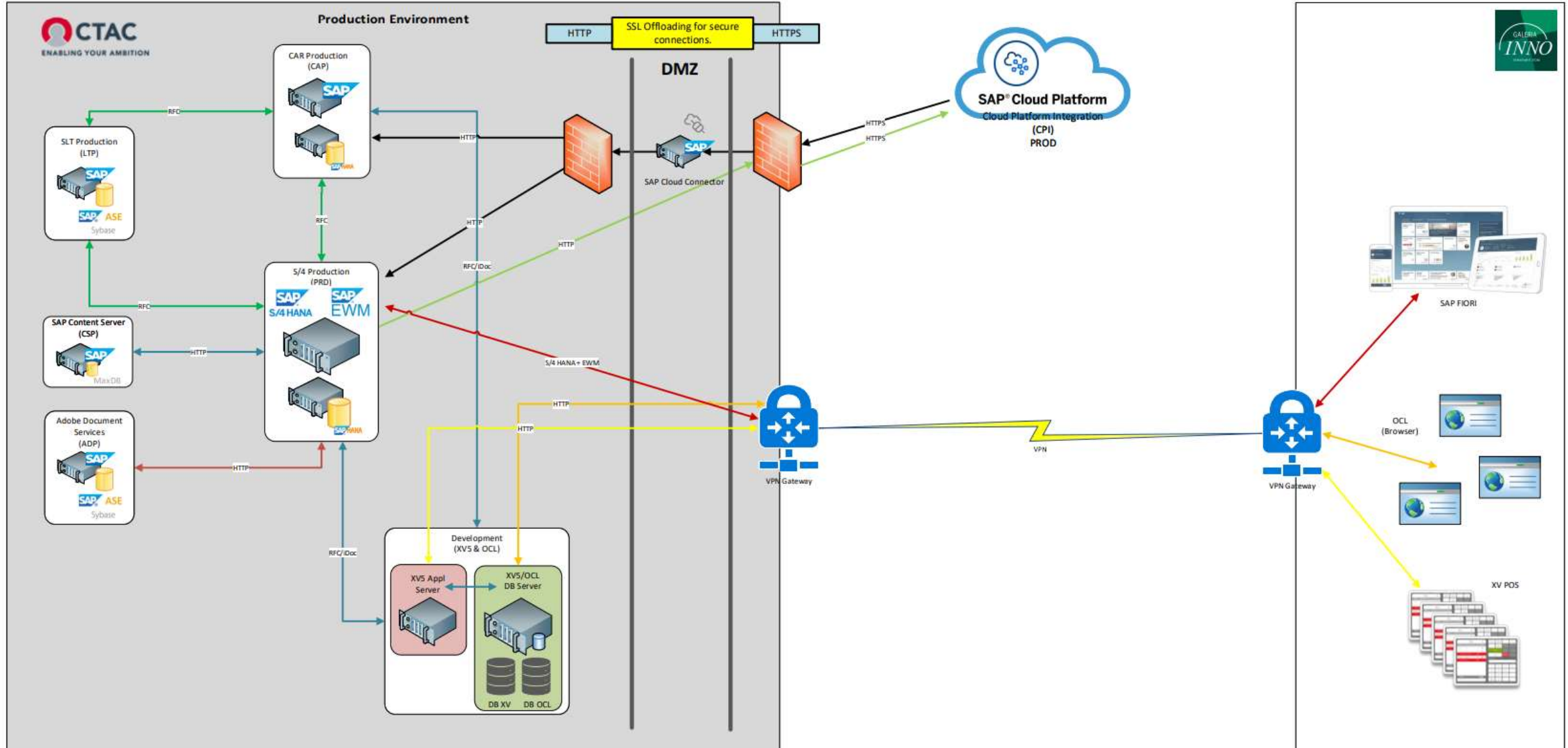


Inno's motivation for moving to SAP S/4HANA

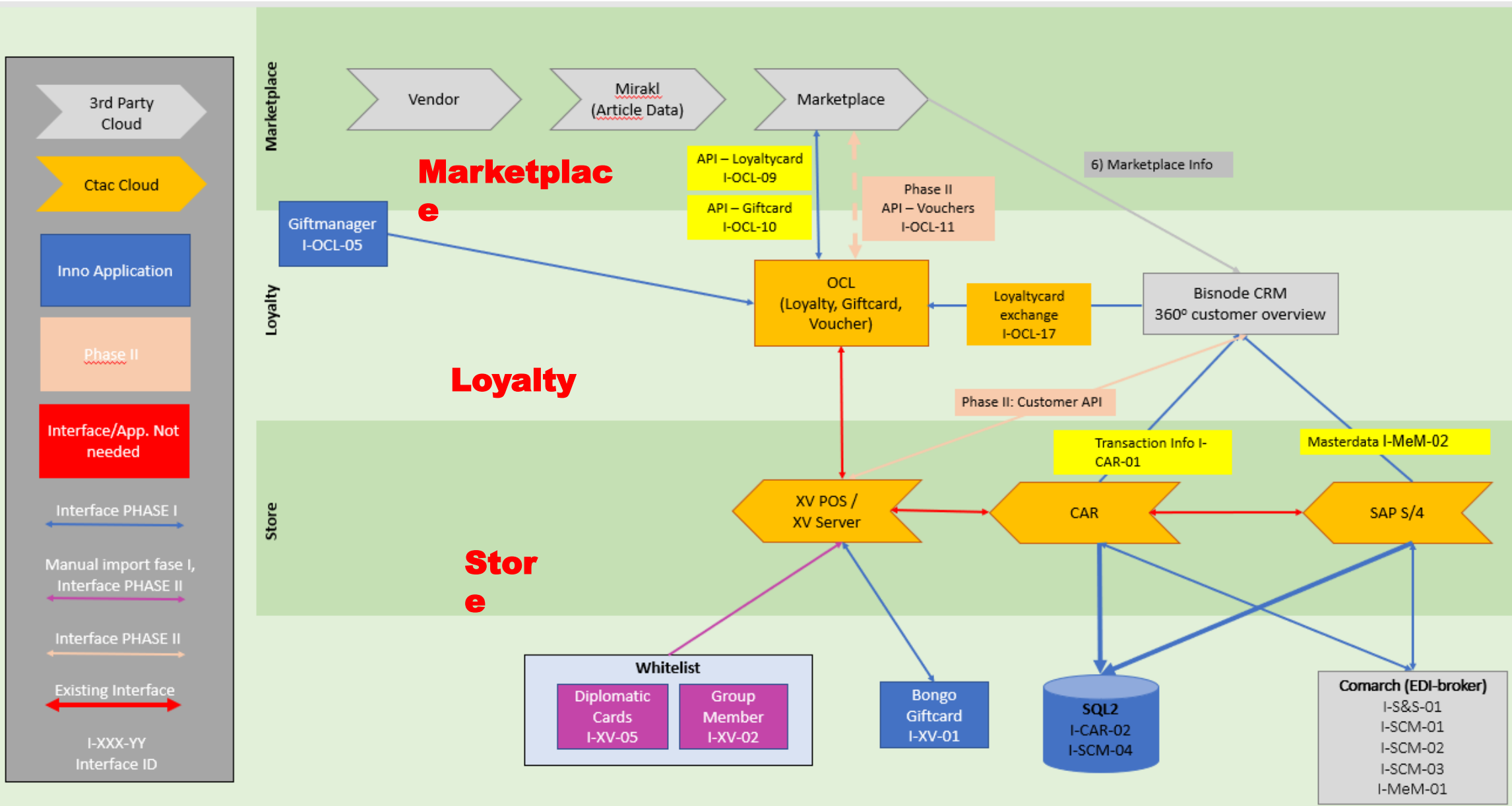
- Future proof
- Digital transformation
- Omnichannel
- New stores
- Food
- On-line marketplace

Landscape Inno

Production



Interface landscape Inno



XV Retail



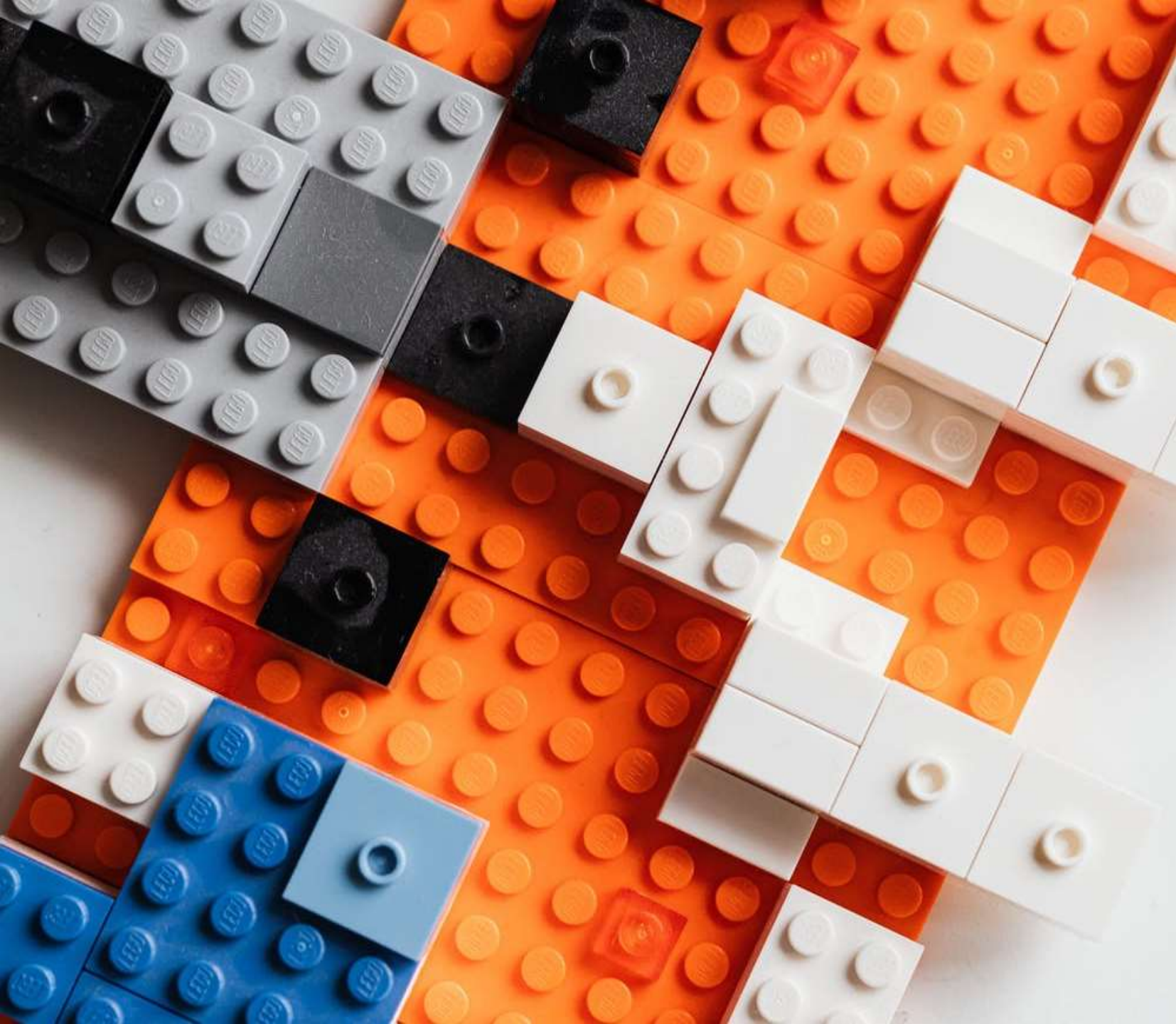
XV Retail Suite

Meer dan tweeduizend winkels in negen Europese landen vertrouwen dagelijks op de betrouwbaarheid en de snelheid van XV Retail.

Excellente en gebruiksvriendelijke POS-oplossing voor ál jouw kassaprocessen

Naadloze en realtime integratie met alle onderdelen van jouw IT-omgeving

Frietieloze aankoopervaring met onze POS, Self Checkout en mobiele oplossing

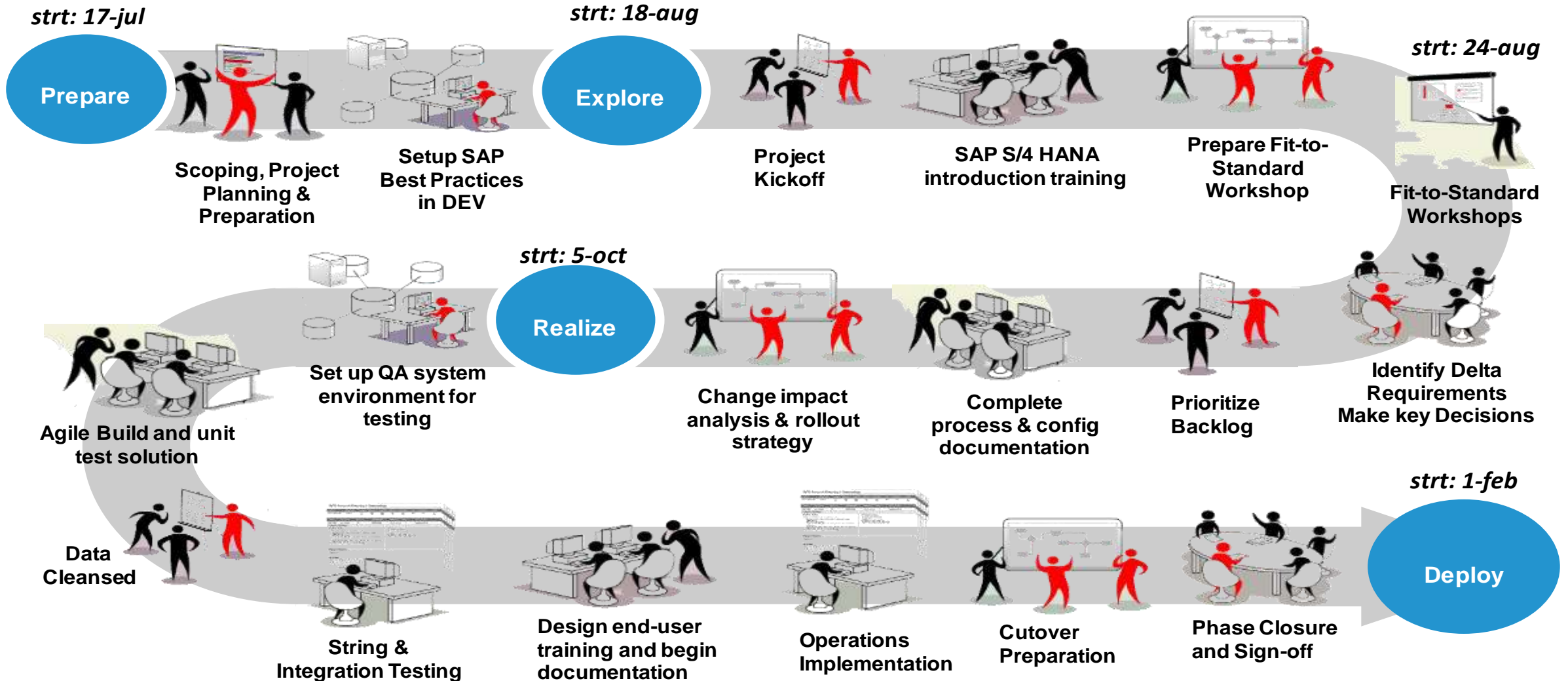


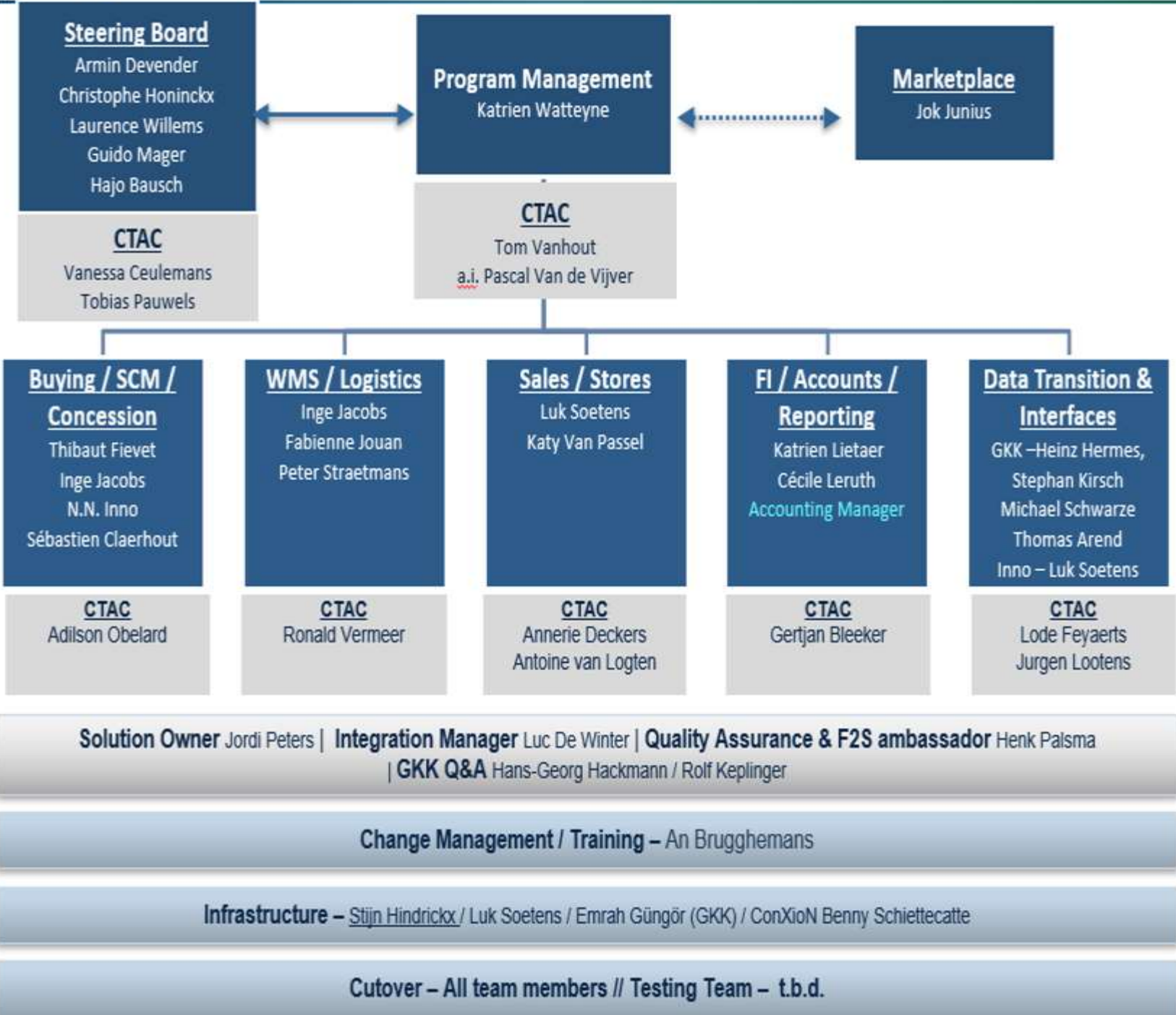
SAP S/4HANA in real practice

- Traceability & flexibility
- Real-time
- User friendly
- 1 independent system
- Backbone for omnichannel & e-commerce
- Paper-less

How did Inno experience the move to S/4HANA?

Roadmap

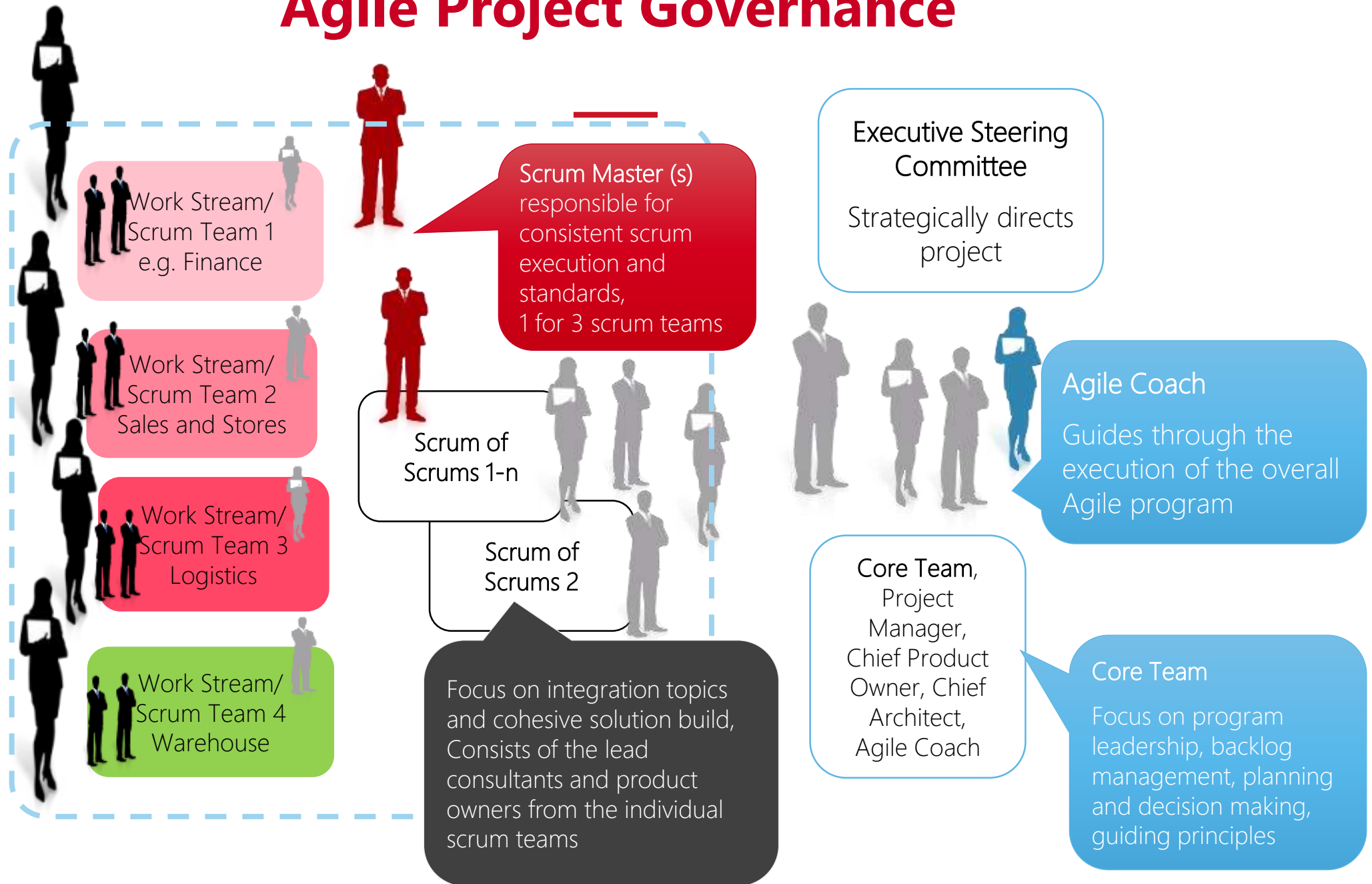




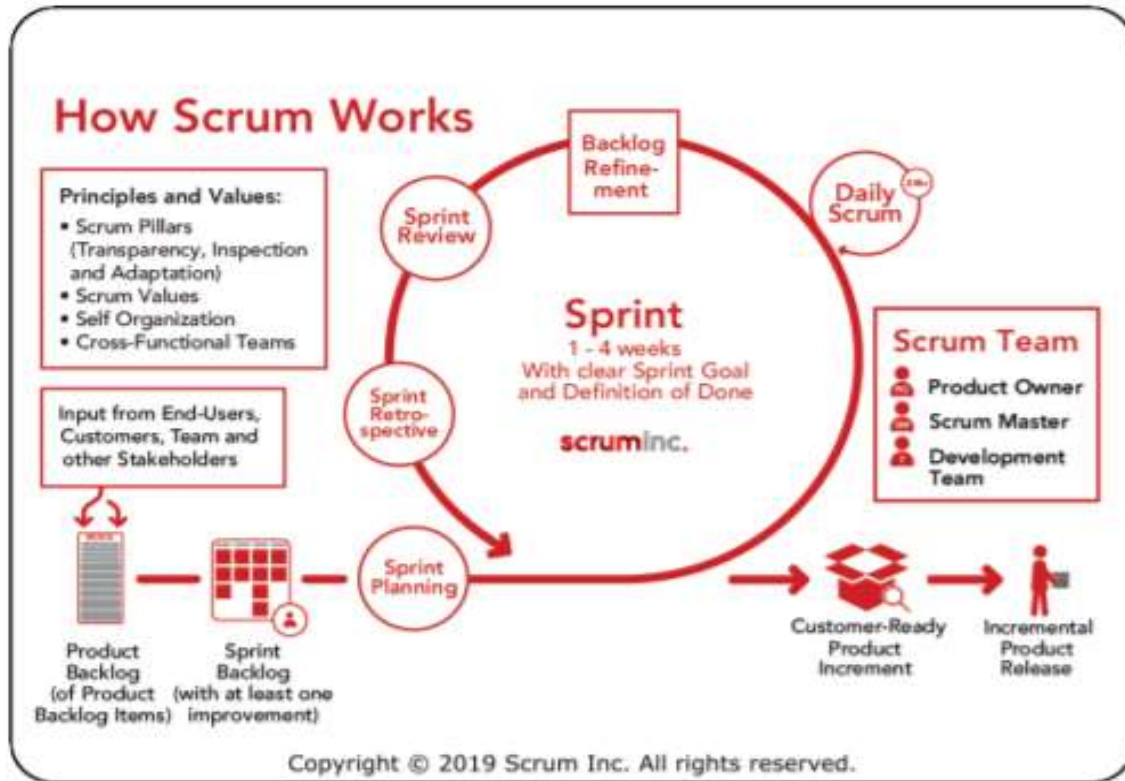
Project Governance

- People
- Structure
- Roles
- Responsibilities
- Organization
- Actions & Decisions

Agile Project Governance



More details on Agile



Daily Scrum

Plan and replan the work for the next 24 hours to optimize team collaboration and performance. Held daily, this is 15-minute time-boxed event for the Development Team.

Sprint: Planned

Coordinate Activity

★ Leadership ★ Management

Work: Under Control (contributes to)

Sprint Backlog: Forecast or beyond

2.04

Cross-Functional Team

Cross-functional teams have all the competencies needed to accomplish the work without depending on others not part of the team.

Cross-functional teams are proven to be more flexible, creative and productive than teams that specialize in only one of the competencies needed to get the work done.

Applies to: Team

Supports: Scrum Team

2.04

Definition of Done

The quality criteria used to assess when work is complete on the product increment. Any one product or system should have a definition of done that is standard for any work done on it.

Completion Conditions Listed

Quality Criteria and Evidence Described

Describes: Way of Working

2.04

Development Team

The Development Team consists of professionals who do the work of delivering a potentially releasable increment of "Done" product at the end of each Sprint.

The development team is:

- Self-Organizing
- Cross-Functional
- Accountable
- Small with 3 – 9 team members

It acts as 'one team' and has all the skills needed to produce a working tested increment.

Part of: Scrum Team

2.04

Backlog as a reference document for advancement within sprints

Scope Process List

RICEFW (development)

Gaps and Workarounds

EPIC	Label	User Story	SPRINT
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	
Buying/SCM	Retail Now - 1	Store & Assortment Plan	

Position	ID	RICE	Dependency	Type	Impact	
GAP	01	ICAR-01	RF08	File	Transaction Sales order	
GAP	02	ICAR-02	RF08	File	Transaction Sales order SQL	
FE	01	IFW-01	RF08	UI	RF	
MA	01	IMM-01	RF08	UI	Product category	
OC	01	IAO-01	RF08	3000-0	File	Buy file
OC	02	IAO-02	RF08	3000-0	File	Barcode
OC	03	IAO-03	RF08	3000-0	File	Operational data transfer

GAP ID	Description of GAP	Workstream	Owner	Impact / Business criticality of GAP	GAP type	Type of solution
GAP_001_01	Rounding Loyalty points: Standard rounding process from euro to points not correct. 9.99€ = 9x with 99€=100	Sales / Stores	Antoine / Luk	High	System solution = ACSPAR	
GAP_001_02	Reprint Loyalty/Unreadable Loyalty vouchers should be reprinted or new loyalty vouchers printed without purchasable vouchers	Sales / Stores	Antoine / Luk	Medium	Workaround (incl. other system, other process, etc.)	Print the fi...
GAP_565_01	Reservation and down payment process: Used when not all articles are available in the store. If down payment is necessary, 2 tickets printed (one for customer one for memo and one for the supplier).	Sales / Stores	Antoine / Luk	Medium	Workaround (incl. other system, other process, etc.)	Print in...
GAP_565_02	Gift ticket: Customer buys articles and an article as a present for a friend. A separate ticket will be printed	Sales / Stores	Antoine / Luk	Medium	Workaround (incl. other system, other process, etc.)	Print in...

* Every sprint of 2 weeks ends with a demo/show case by a streammember of INNO

* Every sprint of 2 weeks ends with the sprint goal for the next 2 weeks and grooming (prioritizing of the topics) of the backlog.

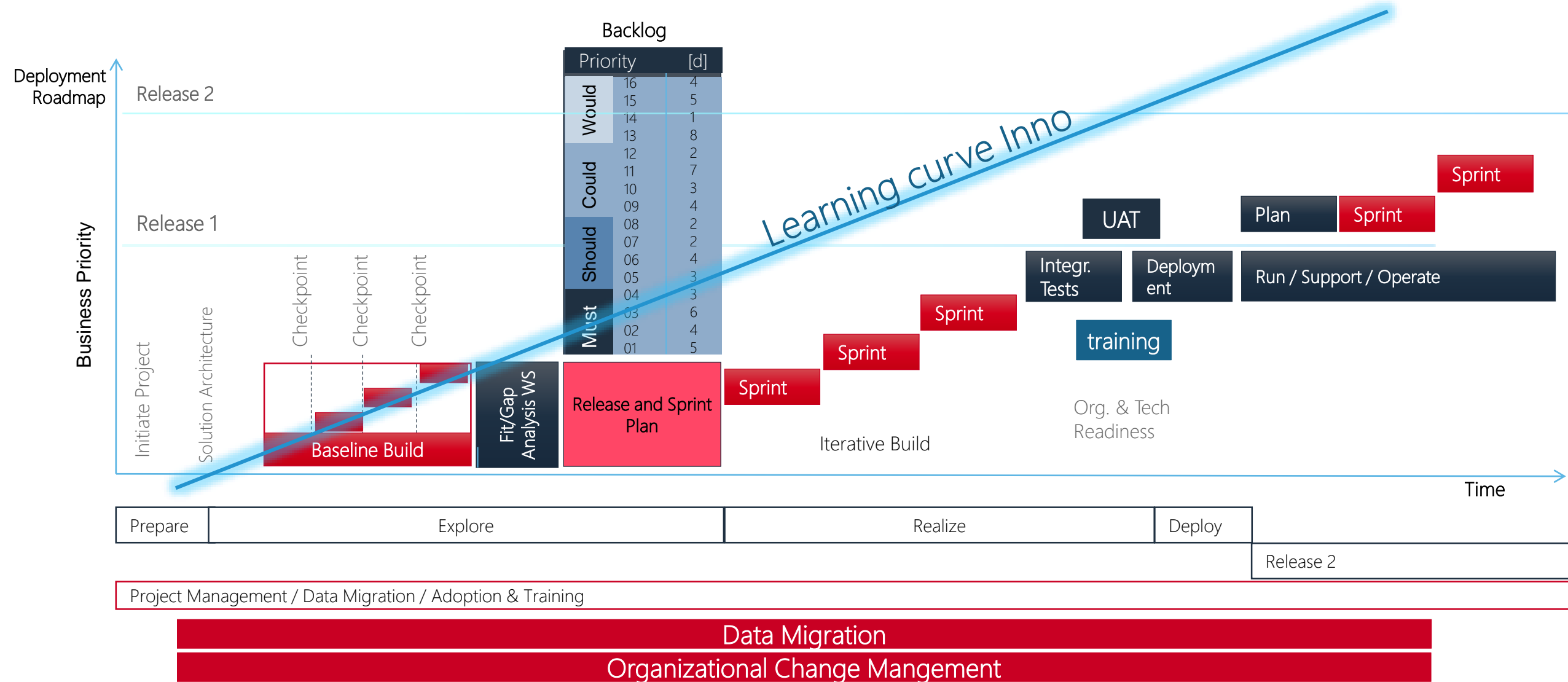
* Every workstreamlead should organise a daily stand-up for his stream.

Functional Design Documents approved by the BPO/Workstreamleads

BACKLOG = What will we be doing in next coming sprints/weeks

Agile Project Delivery with SAP Activate

Managed cloud or On-premise project example



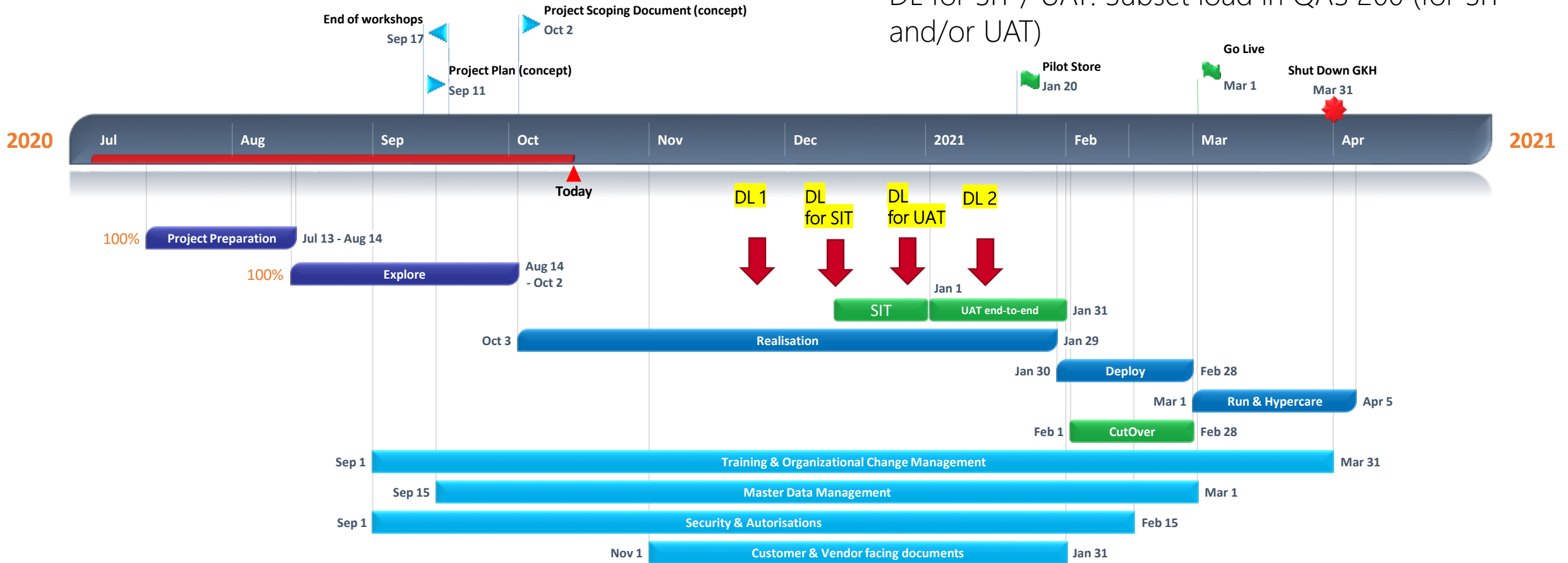
Sprint review meeting



Data migration delivery dates

Planning and data loads

DL 1: full (big) load in QAS 300 (md client)
 DL 2: full (big) load in QAS 400 (md client)
 DL for SIT / UAT: Subset load in QAS 200 (for SIT and/or UAT)



1
HUMAN-
oriented

Company

What does the future bring for Inno?

- Ambition
- Innovation
- People



Advice for other organisations thinking about S4HANA

- What do you have?
- What do you want?
- What about the future?

Some numbers

From 15th of July 2020 till go-live
On March 1, 2021
164 working days

> 7200 documents

64 Developments
RICEFWs (RICEFW1)

538 (sub) Level 3
processes

>3500 tasks in the
JIRA collaboration
platform

172 Changes/RFC's after
RICEFW 1

103 consultants

95% in lockdown

> 400 Test (SIT 117, UAT
180, Stress tests)



INNO
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INNO won the Fast Delivery Award at the SAP Best of Customer Success 2021 Award

"What a roller coaster project, in only 7 months' time we implemented SAP S/4HANA, a complete ERP solution. INNO is super happy and very proud to receive this award from its peers.

We would like to thank the whole INNO team for their dedication and in particular [Christophe Honinckx](#), [Luk Soetens](#) and [Stijn Hindrickx](#). Many thanks to our partners Ctac, [Frederik Depovere](#) and [Vanessa Ceulemans](#), and Sia Partners, [Katrien Watteyne](#) and [Sébastien Claerhout](#), without whom we could not have delivered the solution in such a short time with that high quality that enables INNO to go to the next step today."

[Armin Devender](#) CEO INNO

#INNO #INNOforyou #Ctac #SiaPartners



Critical Success Factors

Agile Way of Working (scrum)

Involvement of Enterprise Architecture

Bi-weekly showcases (sprint review) during realization

Minimum Valuable Product

SAP Best Practices

Online project collaboration (JIRA & Confluence)

Test management (digital & online) -> quality

Clear written roles & responsibilities in the team(s)

Strong master data team commitment

Separate team for change management

Dedicated team for master data & autorisations

Strong senior management involvement

A yellow rectangular sign with a black border and a metal frame. The sign is mounted on a metal post with four screws. The text on the sign is in a bold, black, sans-serif font. The word "Questions" is positioned above the word "Answers".

Questions
Answers



Thank you for your attention

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**Are you ready
to jump?**

Landscape Inno

Which SAP components were involved

"Cloud deel"

SAP Cloud Connector

2 servers in 2 datacenter in Active/Passive setup containing:

- Installation SAP Cloud Connector non-production
- Installation SAP Cloud Connector production

"SAP Cloud Platform":

SAP CPI

- 1 tenant SAP CPI, non-productive
- 1 tenant SAP CPI, productive

SAP API Management

2 tenants:

- 1 tenant Installation SAP API management, non-productive
- 1 tenant SAP API management, productive

Fiori access

Launchpad S4H (DEV/QAS/PRD)

Launchpad CAR (DEV/QAS/PRD)
(not yet available)

Overig

XV & OCL

Server with XV + OCL (DEV/QAS/PRD)

SAP Web Dispatcher (DEV/QAS/PRD)
(tbv S4H Fioro en ITS mobile)

Contentserver (TST/PRD)

SAP Router

S4H DEV en CAR DEV

Print server bij Ctac

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