

TRANSFORMING LA POSTE'S SAP SYSTEMS FOR THE FUTURE POWERED BY PANAYA AND inetum.™



COMPANY PROFILE

French national postal service. La Poste is publicly traded along with 33% ownership by the French government, employing ~230,000, and generating £34B in yearly revenue.

WEBSITE

<https://www.laposte.fr>

LOCATION

France

NEED

La Poste required an upgrade of its SAP EHP version from EHP4 SPS8 to EHP 7 SPS26, ensuring the system's readiness for a seamless future conversion to SAP S/4HANA.

ABOUT LA POSTE

France's national postal service, is an integral part of the country's infrastructure. Operating across a vast network of locations and managing millions of transactions daily, La Poste relies heavily on SAP systems to maintain the efficiency and continuity of its business-critical processes.

THE CHALLENGE

To prepare for a future migration to SAP S/4HANA, La Poste needed to upgrade its SAP ECC EHP version from EHP4 SPS8 to EHP 7 SPS26. This project came with significant challenges:

- **Operational Complexity:** Managing a large-scale upgrade while maintaining uninterrupted services demanded meticulous planning and execution.
- **Dispersed Teams:** La Poste's operational and IT teams were spread across different locations, adding a layer of complexity to coordination and communication.
- **System Readiness:** Ensuring the SAP system could seamlessly support both current operations and future innovations was paramount.
- **Stakeholder Alignment:** Gaining buy-in and collaboration from multiple stakeholders was critical to success.

THE SOLUTION

To address these challenges, La Poste partnered with **Inetum**, a leading system integrator, and leveraged **Panaya's AI-powered SaaS platform**. Together, we executed a comprehensive and efficient upgrade strategy:

« Working with La Poste and Panaya demonstrated the power of collaboration and cutting-edge technology. Together, we turned a complex upgrade into a strategic success, paving the way for future SAP innovations. » **Anthony Vandevooghel, Inetum Project Director**

- **Data Extraction and Scoping:** Using ABAP programs, critical data from La Poste’s ERP system was extracted to identify key areas requiring focus.
- **Panaya’s SaaS Platform:** The platform facilitated seamless scoping, automated corrections, and streamlined testing processes.
- **Training and Enablement:** La Poste’s teams benefited from Panaya’s e-learning platform, Success Center, and Customer Success Manager (CSM) onboarding sessions. These resources ensured rapid team adoption of new tools and methodologies.
- **Automation Features:** Panaya’s Automatic Code Corrections (ACC) feature enabled quick and efficient resolution of code issues, while automated test evidence and project auditing features improved transparency and documentation.
- **Continuous Support:** Inetum’s expertise and Panaya’s proactive support ensured the project stayed on track and stakeholders remained aligned.
- **Future Readiness:** The upgrade positioned La Poste for a smoother transition to SAP S/4HANA, laying the groundwork for sustained innovation and operational excellence.
- **Measurable Success:** The project achieved remarkable efficiency with 257 custom code adaptations implemented during the development phase, 40 defects identified and resolved, and 750 tests executed - all accomplished by a small, dedicated team of just 4 testers.

THE IMPACT

Thanks to the collaboration, the project team delivered critical results, going live one week ahead of schedule although the project was initially delayed and started 2 weeks late. The success of the project ensured La Poste’s SAP systems were optimized and ready+ for the future.

- **Exceptional Recovery and Execution:** A correction plan was generated in less than 48 hours, significantly reducing project timelines & ensuring quality outcomes.
- **Enhanced Visibility:** Teams gained complete visibility and control over the end-to-end process, improving decision-making and accountability.
- **Efficiency Gains:** ACC streamlined code fixes saving thousands of hours of manual labor.

« The partnership between Inetum and Panaya was instrumental in ensuring the on-time delivery of this highly critical project for La Poste Group.»

Véronique Blart Seeley, Resources & Methods Dep.

KEY LEARNINGS AND STRATEGIC TAKEAWAYS

1. **Clear Scoping:** Thorough scoping and prioritization were essential to address critical areas and allocate resources effectively.
2. **Leveraging Automation:** Panaya’s AI-Powered Change Intelligence and Smart Testing Platform, and specifically ACC and smart testing features streamlined workflows, saving time and reducing risks.
3. **Training and Adaptability:** Robust training initiatives and online resources enabled the team to adapt quickly and execute efficiently.

CONCLUSION

La Poste’s SAP upgrade journey showcases the transformative impact of the right tools, partners, and strategies. By leveraging Panaya’s innovative AI-powered platform and Inetum’s expertise, La Poste achieved its goals efficiently while setting the stage for future growth and innovation. This project underscores the importance of preparation, collaboration, and leveraging technology to drive success in enterprise transformations.

Panaya, a SaaS-based company certified by SAP, Oracle, and Salesforce.com, offers an all-in-one platform for Smart Testing solutions and Change Intelligence tailored for ERP, CRM, and cloud business applications. Panaya accelerates and de-risks digital landscapes with AI-powered Test Automation, Test Management, and Impact Analysis. Panaya’s focus on ease of use and an intuitive interface ensures seamless collaboration between business and IT, empowering business users and IT professionals to gain real-time visibility and control over their projects. This capability enables faster releases and continuous delivery of high-quality software. Since its founding in 2006, over 3,000 companies across 62 countries, including a third of the Fortune 500, have trusted Panaya to drive rapid, quality testing and change management in their enterprise business applications.