

PUBLIC

Podcast: Inside SAP S/4HANA Cloud

Episode 128: Transforming Global Healthcare with SAP Cloud ERP – AHF and Nagarro's Innovation Journey



Fig. 1 – Cover art of Inside SAP S/4HANA Cloud podcast

Figure description – An image with a silhouette of a hand holding up a loupe over a blue circuit board. A solid blue block featuring the title “Inside SAP S/4HANA Cloud From Product Experts to Product Experts” and SAP logo is under the image.

Transcript

Yannick Peterschmitt: Welcome to the podcast Inside SAP S/4HANA Cloud. There is no customer success without product success and project success. I'm Yannick Peterschmitt from the Cloud ERP Product Success Organization. Today we'll learn more about the implementation of SAP S/4HANA Cloud Public Edition product now called SAP Cloud ERP at AIDS Healthcare Foundation, so AHF with the support of the partner Nagarro. AHF is the world largest AIDS non-profit healthcare organization and serve close to 2.5 million patients worldwide.

In case you didn't know AHF won the SAP Innovation Awards 2025 in the cloud ERP Champion category. In this episode, you'll hear from AHF and the successful collaboration with a partner in Nagarro and understand particularities and challenges of a cloud ERP implementation, especially in public sector in the US.

So let's kick it off, and I'd like to welcome my three guests today. First, Lyle Honig Mojica, the Chief financial Officer at AHF. Welcome Lyle. Benjamin Seifert, the senior solution architect at Nagarro, who was in charge of this implementation. Hi, Benjamin! And Frederick Ueckermann, the SAP Cloud Director at Nagarro. And I'll call you Erik during this episode as you wished.

Erik Uekermann: Awesome. Hi everyone!

Yannick Peterschmitt: Hi. Yeah, so let's start with a round of introduction, starting with you, Lyle, and your role at AHF and in the project. If you wanna start.

Lyle Honig Mojica: Great. Thank you. I'm Lyle Honig Mojica, I'm the Chief Financial Officer for AIDS Healthcare Foundation's Global Operations.

Yannick Peterschmitt: Thanks. Benjamin?

Benjamin Seifert: Yeah. Glad to be here. I'm Benjamin Seifert, I'm a solution architect as you introduced at Nagarro. So from [00:02:00] my early beginning, I've always been part of cloud ERP implementation. So coming from a technical route back when the cloud ERP was still the two system landscapes. Back then, I had extensibility developments moved over also to the functional sites before I then came over to the United States from our German entity many years ago and joined as a solution architect in the US and now responsible for cloud ERP projects.

Yannick Peterschmitt: Good. Thank you. Erik, what about you?

Erik Uekermann: Perfect, thank you. I am an SAP Cloud director here at Nagarro, which means that I support our sales teams and our sales engagements throughout the selection process and support our solution architects in doing a great job and obviously support our clients in making the right decisions.



Yannick Peterschmitt: Thanks to the three of you, it is a pleasure to host you today. Before we talk about software actually I would like to talk about something much important than software: is the [00:03:00] mission of the AIDS Healthcare Foundation. Can you please give us an overview of the mission and the way you operate worldwide?

Lyle Honig Mojica: Sure. Our mission is to provide cutting edge medicine and advocacy regardless of someone's ability to pay. That advocacy extends into low-income housing and food insecurity, as these have a direct impact on a person's health. In the US we have about 150,000 clients. Around the world, we have about two and a half million patients in care. We provide direct healthcare throughout the programs that we serve. Also, testing and sexual health treatments.

Yannick Peterschmitt: Thank you. Thanks for that. Now, back to our SAP project, obviously. How did you make the decision to go for SAP Cloud ERP? Is there history there, or what was the moment where you decided, okay, we go for that solution?

Lyle Honig Mojica: We were previously on SAP ECC for about 10 years, 11 years. I knew we needed to upgrade as an organization. We were quite different than [00:04:00] we were in 2013 when we implemented the initial version. We needed something that would be scalable. We also had already in place SAP Concur and SAP SuccessFactors, so we needed a system that would integrate those seamlessly.

Yannick Peterschmitt: You would have had the choice to go to a private edition, SAP S/4HANA Cloud private edition, but you considered public cloud as a better fit. Although it's a regulated industry. So, I'm interested in the main challenges in public sectors in the US to help eventually other customers prospects understand, okay, yeah, this is a good match, and why is that a good match versus the business requirement that you may have.

Lyle Honig Mojica: primarily for us, the level of integration between the suite of SAP products was really a key decision point. The business technology platform allows for the flexibility that we needed in a clean core environment. We received public funds to provide some of the services that we offer in the U.S. and public sector, public cloud allowed us [00:05:00] to more tightly integrate that activity into our accounting records.

Yannick Peterschmitt: Okay. Erik, Benjamin, do you wanna add another partner perspective on that one, especially matching public cloud best practices versus public sector in the U.S.?

Erik Uekermann: Yeah, I can start. One of the things that Lyle mentioned from the beginning on a scalability utilizing a cloud solution and especially SAP Cloud ERP, really allows any customer to scale accordingly to their business needs, integration Lyle mentioned, and one of the things that I think is very important, especially for customers that are undergoing governmental requirements or regulations, it's being able to adhere to these regulations and SAP has really put a lot of R&D and thought into ensuring that. If those regulations can be met and that other regulations that might not be covered in the solution just yet are on the roadmap for the public cloud.



Benjamin Seifert: I would like to add one important aspect of cloud ERP, and that is also the aspect of having the cloud benefits overall. If you're hosting a system in an on-premise [00:06:00] environment, you're having large costs which are either associated to the server costs or also to your IT and staff in the maintenance and all ongoing operations. Having a cloud ERP also enables organizations to really benefit from having that outsource as a key in hyperscalers, don't have to worry about all the maintenance in the background. You can focus on operations and your processes, and that's a very key portion of, implementing a cloud ERP, especially if every dollar counts, you can really focus on the elementary and things that really matter, rather than the infrastructure Behind that.

Lyle Honig Mojica: I'll just echo what Benjamin said. That was a key decision point for us. We wanted to be able to focus on what we do well and, extending our mission and not have resources expended on an on-prem solution.

Yannick Peterschmitt: that makes sense. Thanks for mentioning that too. I'd like now to dig a bit into the challenges you may encounter because of the size of AHF, and anyone who checks the website notice [00:07:00] 2.5 million patients in care, 47 or recently having even, so 48 countries you operate in with pharmacy distributions, healthcare centers, and, uh, quite complex tied to approximately monthly prescriptions, right. So, question is you're the global implementation because you have to operate in multiple countries with own regulation, which per se is a huge challenge. So how did you address the localization requirements and all the compliance requirements during this implementation?

Lyle Honig Mojica: Sure. I mean, obviously you described our organization really well. We're pretty complex and very fast operating organization. We needed a solution that would be again, scalable, seamless integration, could provide continuous updates. You know, all of that was very important to us. We implemented our domestic operations first.

Within S4, we're reporting our global activities through group reporting. Currently, [00:08:00] consolidation really was a key driver for us. We needed to be able to easily consolidate the 60 plus entities that we had across the organization.

Yannick Peterschmitt: Erik, Benjamin, do you want to add on that one, I'm sure you have a point of view.

Benjamin Seifert: an implementation perspective, especially important what Lyle had mentioned, the domestic countries are running as company codes in the system, meaning they're really fulfilling all legal requirements. We are getting a full balance sheet in financial statement out of the system and report legally from that system. Everything else is reconciled in S4, but it's not legally or not functionally operating in S4. Right? So all other countries are operating in their own system and the reconciliation is happening in the system in the end, that is a crucial portion of the implementation that we had also outsource some of the functionality that we need to fulfill legal requirements in some of the countries, because there are complex countries that have challenges or may have challenges [00:09:00] upon an implementation, local legal requirements that need to be addressed. The important portion here is to really do the through reconciliation and the reporting on top of that, to really see it from US dollar, but also from a local currency standpoint.

And so when AHF came from the ECC system, all of the countries have been set up as a company code itself. And so, we transitioned into ad approach. We go reporting on top of that. The benefit also from the fast moving organization that AHF has here. Like Lyle described, some of the organization need to be adjusted. And so for example, if we get a new company code, as some of the businesses or support matters have evolved and need to be addressed, it is an easy thing to do. And the cloud ERP, which I see a good benefit.

Yannick Peterschmitt: Good. Thanks for mentioning that. You want to add Erik?

Erik Uekermann: Yeah. Just to echo off of that, and maybe just to generalize that a little bit, I think that's [00:10:00] one of the beauties that SAP can bring to the table. SAP has been around for over 50 years and has had such great success and experience globally with the products that they have been offering. That unifying all of the experience into the best practice approach with the SAP Cloud ERP solution is a huge benefit that customers can now, yeah, benefit from.

Yannick Peterschmitt: And that's a perfect segue to what I wanted to ask next. To be honest. Beside the globalization as a topic, there was an integration challenge. We heard that in the introduction. It's not only about SAP S/4HANA Cloud Public edition, but there's some solution the left, which is Concur, which is basically SuccessFactors, with Ariba. You leveraging the BTP as well. So thankful for using most of the solutions that we now have under the umbrella SAP Business Suite. This is really impressive, but yeah, we all know that. Running, end-to-end processes across different, SAP solutions or SAP component is not a walk in the bar, right? So [00:11:00] how did you implement that? Where did you start and, how does it now benefit the organization? Maybe we'll start with you Lyle.

Lyle Honig Mojica: You know, I think for me, the SAP Business technology platform really was the key. It allowed us to integrate through our operations, we have four major subsystems, which all integrate into S4. Being able to use the BTP platform to do that, it was significantly more efficient than in our ECC environment. Allowed us to get more real-time data, allowed us to see the impact of our operations immediately. So really all of that was, it's critical or crucial to this success of this project.

Benjamin Seifert: And looking on the product. I can just echo what, what Lyle said with the business technology platform, but also looking into other components of the business suite like SAP Concur. Right. So SAP Concur is really good example is a black and play module. I would call it that way to the [00:12:00] cloud ERP, where you can just easily go through a guide and the expense reports are coming in the system and you can pay it, right? It's a good and streamlined process, whereas other systems like Ariba are a bit more challenging because, the processes are different. The technology behind all of that is different, and making it working smoothly was a challenge and is still a little bit of a challenge and ongoing implementation. And looking outside of the SAP suite, Lyle mentioned the major systems that are coming in. I still remember. When we started the implementation and talking to the data team from AHF telling us that some of the interfaces take multiple hours and they're running overnight and sometimes are still running over on the next morning, that was challenge that we needed to face because also that large amount of data that is coming in under this multiple millions of US dollars, sometimes in one batch, we needed to handle somehow.[00:13:00]



The business technology platform really enabled us with the cloud integration to paralyze how to run and, process all of the data and get it into the cloud ERP, where we now brought it down into a few minutes of data loads compared to an old environments multiple hours, is, which is definitely create achievement. And I had mentioned it, you can more or less run it on real time. ECC is blocked. If you run that interface, it's completely blocked. You can't really operate in the system anymore if such a huge data load is happening. And S4 is not really seeing any impact at all. The user can still, uh, work with the system and do their operations while the interface is patching all the data into the system, which is, which is really great.

Yannick Peterschmitt: Great to hear, don't hear that often. Plug and play between SAP solutions. So I'll quote you on that one, Benjamin, because we have the CFO here, Lyle. let's dig a little bit in financial operations and the business value, you know, for you and, your departments. One of the outcomes, from the project was this enhanced data [00:14:00] sharing and financial control. How does it impact the daily operations of AHF Global Clinics and the pharmacies?

Lyle Honig Mojica: I mean pretty, pretty significantly. I mean, we now have access. We now have access to information, you know, almost immediately, real time in our system, which is cr, which is really critical for being able to make decisions and drive our business in the way that we need to. Previously we would have to pull data directly out of the subsystem and wouldn't have a relationship to the financial information immediately. And there was always a delay in that process, which, you know, it would be prone to error, prone to maybe making the wrong decision. So, for me it's really night and day from where we were a year ago.

Yannick Peterschmitt: Glad to hear that. Obviously if I put myself in the shoes of a patient, so one of the 2.5 millions. What's different for me as a patient do I see at all on the SAP logo and SAP screen and SAP UX? [00:15:00] What has changed for me now from the previous environment that was supporting the process of the patient and what you have implemented now.

Lyle Honig Mojica: for our clients it's really seamless, right? There isn't a change significantly seen directly by our patients. The real benefit for us is the efficiencies that we've gained and the faster decision making that we've been able to see that results in savings for us. Right? And every saving, every sort of dollar that we save from this efficiency goes directly back into the people we serve, right? It allows us to extend our mission sort of further and wider. that's really how we look at it.

Yannick Peterschmitt: Okay. I'd like to go back to what I said in introduction. You guys have won the SAP Innovation Awards 2025, that's been recognized as the Cloud ERP champions. Right? Congratulations, again, a bit interesting in understanding, you know, what is it exactly what happened? What did you do? What was the innovation concretely? How did this [00:16:00] innovation really impact or drove the digital transformation of a AHF and yeah, what does it mean now for the organization?

Lyle Honig Mojica: I mean, I guess really, really what it does for us in the sort of, for the long term, it, it provides kind of additional motivation and the, the project was an enormous



task for our organization. We run a very lean team as Benjamin and, and Erik could testify to. But I, I think really what this does, it says, you know, we're, we're really making a difference within our organization and perhaps sort of more broadly, and it continues to motivate, motivate, motivate our team for the long term.

Erik Uekermann: And maybe from a partner perspective and also a solution perspective. When we wanted AHF to be submitted for the innovation award, our pure mindset was that a nonprofit organization then has to undergo regulatory [00:17:00] requirements that are typically not covered in a public cloud solution or in any public cloud solution, so to say. Us being able to cover those requirements and pretty much be the first public services account that is able to utilize SAP Cloud ERP. That, for us, was groundbreaking and that's why we were so very excited that AHF was selected as the winner of the innovation award because I think it just lets the role or it, how do I say this? The role is now gonna start, the ball is now gonna start rolling. That's what I was gonna say. Because we see that it works and we see the efficiency as Lyle mentioned, that the entire team now sees. And being able to replicate this to other nonprofit organization and other agencies, organizations that are within the public services or public sector and nonprofit industry sector is gonna make a huge difference for the future as well, because we're at a completely different price point. What we were before, when we had on-premise [00:18:00] environments or when we're evaluating, uh, private cloud environments.

Yannick Peterschmitt: Yeah. That's amazing. Really leading. Leading by example, guys. Benjamin, you wanted to add something?

Benjamin Seifert: Yeah, it's just also from, so Eric has stated from the partner side, but also wanted to bring a little bit of the view on the implementation itself. So I, I can still remember that we started the implementation in July when we were in, in Los Angeles, um, kicking off the project and conducting the FIT standard workshops and looking on the overall scope and what we had in front of us with the plan to go live in January. I think that was a challenge itself, right? So we had less than six months overall to bring all of that into the system and being able to have such large founding move from ECC to S4, which is, which is itself something that can work, but looking into all the interfaces and all the components that need to play together, that was a, that was a big challenge. And [00:19:00] Lyle stated that they're running a lean team and if you look. Into just the change that is going on in, in an organization when you come from an ECC system where many things are kind of different, kind of similar as well, but uh, still you're going from different perspectives into a change and having that next to the operations and next to all the trainings and functionality tasks on top of everything, that was a big challenge for, for every, every person involved. And that's. I think, um, the overall project was, was a good success in that timeframe.

Yannick Peterschmitt: Could not agree more. Very exemplary. I don't, I know guys, you, you don't have a crystal ball, but let's look at, let's try to look at the future. Typical bit, the future because you have a very robust landscape in place with the cloud ERP at the center BTP platform that orchestrates that all, all nicely. So, so Lyle with the organization, you have the foundation to grow, [00:20:00] to scale up and go to other. I don't know, countries, locations, or what are the plans? You know, very simple questions. What future enhancements, uh, from the application could help AHF to grow? What would you need in



addition, you know, to, from the application to support eventual growth ambition as, as an organization?

Lyle Honig Mojica: I think, in thinking about this, one of the things we're going to do is continue to push some of our affiliated domestic organizations onto the S4 platform. So right now they're going through group reporting, pushing them onto the S4 platform. In terms of the global activity, we do have longer term plans to begin to migrate some countries over to the S4 platform directly, which I think will be great. That will add a lot of efficiencies within each of those countries. One thing that I would push SAP to do to continue to develop out the requirements for some of the, let's call them more [00:21:00] obscure countries. We're in 13 countries in Africa. So, having the rules and regulations set up, for us to be able to operate that country in S4 would be ideal for us, and that's, something we look forward to in terms of ongoing updates.

Yannick Peterschmitt: Okay. Point of view from Nagarro that one. I'm interested too, guys.

Erik Uekermann: I mean as someone who involved in of sales cycles, I think I wanna strongly echo what I was saying. The country aspect is something that we run into with a lot of other engagements as well. Fortunately, we see on the roadmap that a lot of, yeah, a lot of things are moving forward, which is good. So it's gonna be interesting to see where we go, especially also from an AI perspective. I think that is something that will be very interesting for all of us in the future. As someone who utilizes AI on a daily basis at this point, it's just gonna be a matter of time until more and more organizations, [00:22:00] corporations, and agencies will do the same. To be even more efficient than what the current SAP portfolio can already offer to then really ensure that we can focus on, what we stand for. And by we, I mean we as a team, us wanting to. Make sure That AHF can cater to their clients to the best of their capabilities, and I think AI is gonna have a huge impact on that in the future as well.

Yannick Peterschmitt: Interesting. Looking forward to that. But good to hear that you confirm that good things are on the roadmap already and going to help evolution and support the next step for AHF. Guys, sadly, we are approaching the end of this podcast, but we've introduced a while ago a little game that we call the Fast five questions, so I'll ask the same questions to all of you guys. Why is that fun? Because Only very short answers are accepted at Best Word. Okay. I think we'll go around, I'll, ask you Lyle and then Benjamin and then Erik. Okay. The first question is, what [00:23:00] advice would you give to someone with a similar project? Lyle:

Lyle Honig Mojica: Finding the best partner.

Yannick Peterschmitt: good segue. Benjamin

Benjamin Seifert: Echoing That Find good partners.

Erik Uekermann: I'm gonna be more aggressive on that. I'm gonna say work with us as your partner.



Yannick Peterschmitt: Nagarro clearly said! What's one myth about integration projects you wish would disappear?

Lyle Honig Mojica: That everything worked perfectly as you understood from the implementation perspective.

Yannick Peterschmitt: Okay.

Benjamin Seifert: That cloud ERP cannot handle extensibility

Yannick Peterschmitt: Good one.

Benjamin Seifert: because it can.

Yannick Peterschmitt: Maybe we do another podcast on that one.

Erik Uekermann: I was gonna echo what Benjamin said that, yes, integrations can be challenging, but SAP's business technology platform can handle it in any way, shape, or form.

Yannick Peterschmitt: Now we zoom out a bit of the discussion. What is the most valuable lesson you've learned in your SAP project career so far that even helps you today to achieve those excellent results?

Lyle Honig Mojica: relying more on best [00:24:00] practices, SAP best practices.

Yannick Peterschmitt: Good one.

Benjamin Seifert: For me, it's adaptability. Every project, every quarter, every year I'm learning something new because of the innovation and updates that are coming in the technological changes and continuous learning.

Erik Uekermann: I'm gonna say trust and partnership is one of the most important things between SAP the customer and partner. If that is guaranteed and there's open and direct communication, then it's a guaranteed success factor for a good project.

Yannick Peterschmitt: Sounds like a good recipe. Erik, how do you stay updated with the latest trends and developments in your field.

Lyle Honig Mojica: Lots of reading.

Benjamin Seifert: Uh, for me it's events as well as learning platforms from SAP, events especially, help having that really from someone presenting a latest innovation rather than just being put into a video recording.



Erik Uekermann: I'm gonna say thought leaders and digital content. So a lot of, [00:25:00] let's call them influencers, but influential thought leaders online that share their opinion and mindset of where this digital age is going.

Yannick Peterschmitt: Good, thank you And last one, short one coffee or tea while working. And why?

Lyle Honig Mojica: Cold brew with half and half specifically because it's a good kickstart for the morning.

Yannick Peterschmitt: If you have a magic recipe, you can send it via chat. Benjamin.

Benjamin Seifert: It's coffee, americano preferably, surely I go with ice latte as well.

Yannick Peterschmitt: Nice.

Erik Uekermann: I'm gonna say cold brew, and here's some advertising with Trader Joe's, oat milk Creamer. 'cause it just gives it the perfect amount of sweetness to the bitter coffee.

Yannick Peterschmitt: Very good. All noted down. Thanks a lot, guys. Lyle, Benjamin, Erik, it was a great pleasure to host you today, I hope you had as much fun as I had. I learned a lot, and I'm sure our audience will appreciate so much. All the insights you've shared, the do's and don'ts and the humor you've added that will make this [00:26:00] podcast certainly very, very special. So thanks for joining us, and hope to hear from you soon.

Lyle Honig Mojica: Thank you.

Erik Uekermann: Thank you.

Benjamin Seifert: Thank you very much.

Yannick Peterschmitt: You as an audience, thank you for joining this episode. If you like it and have ideas about the next relevant topics for the podcast, send us an email to insides4@sap.com. Tune in next time and be inside SAP S/4HANA Cloud. Bye-bye.

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