Tigerhall in Practice

A Playbook for Accelerating S/4HANA Rollout

ABC

Company Name: ABC Inc

Industry: Consumer Goods Manufacturing

Organization Size: 20,000+ Employees

Project Lead: Riley, Chief Transformation Officer

Objective: Implementation of S/4HANA

Having successfully used Tigerhall's Change Activation Platform for a previous SAP implementation, Riley uses insights from past initiatives to shape her comms plan and workflow priorities, launching the S/4HANA rollout 50% faster than before.

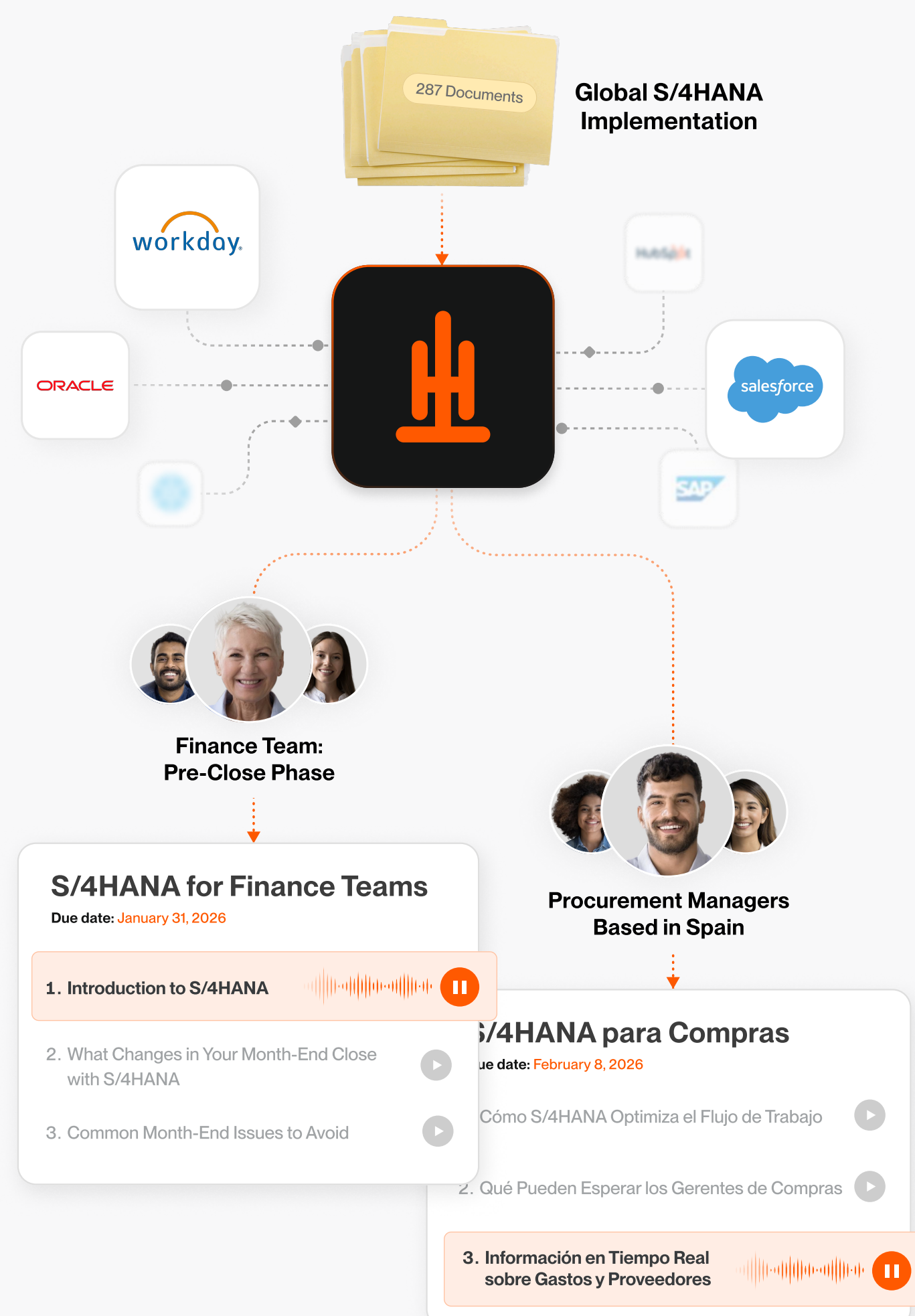## Phase 1:
Setting Up for Execution at Scale

Step 1

With ABC Inc's HRIS systems already integrated, Riley uses Tigerhall to group **stakeholders by role and region**. She sets the groups to refresh daily, automatically adding or removing people based on live attributes so it's always accurate.

Step 2

Using Tigerhall's AI Creator Studio, Riley converts lengthy S/4HANA process documentation into **bite-sized, role-specific podcasts and videos**, such as a 90-second approval flow tutorial for the finance team.

Step 3

With 30+ built-in translations, content is localized for teams across regions and sorted into prerequisite-based journeys: employees are required to complete current modules and certifications before accessing the next one, reducing overwhelm.
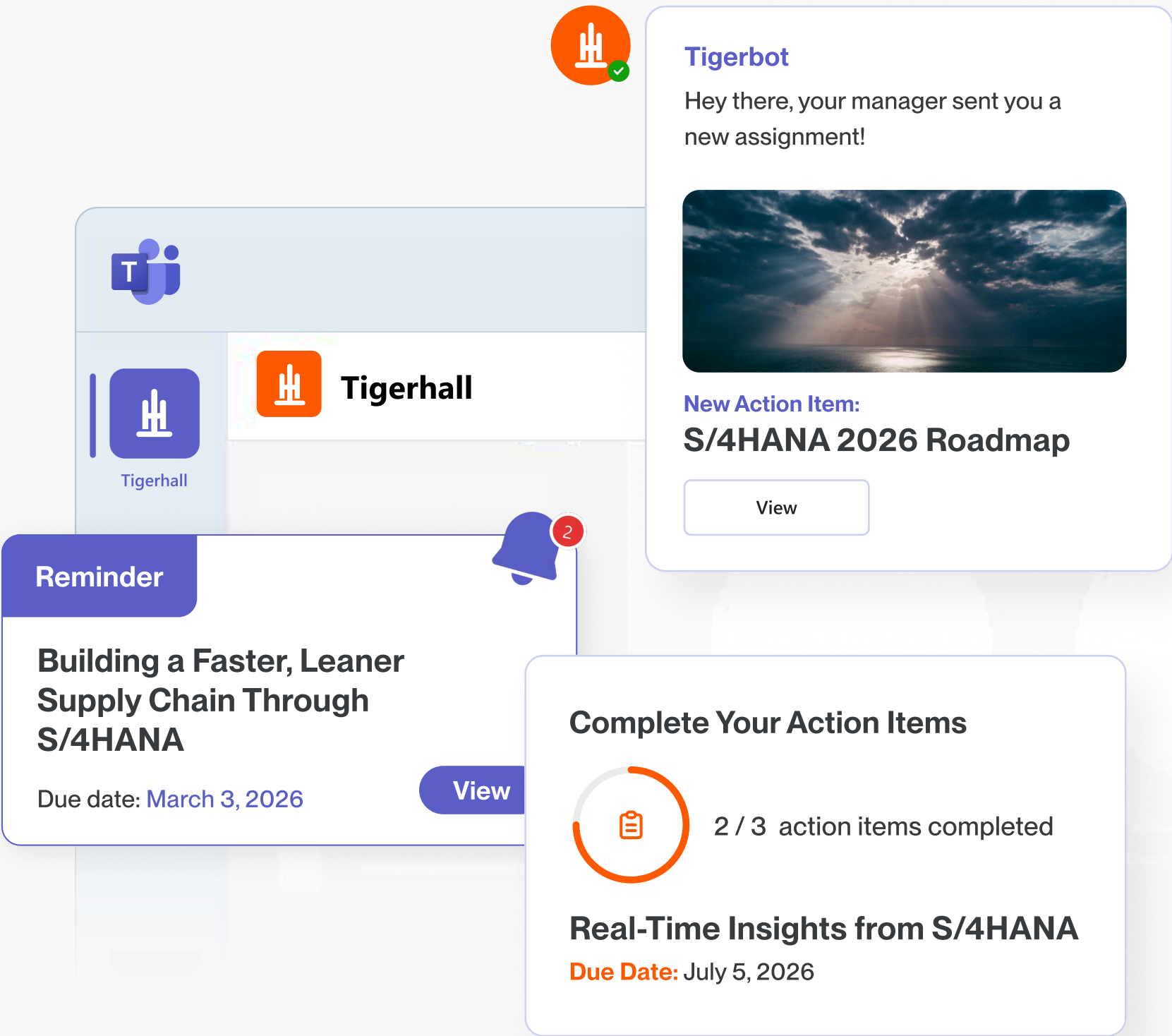
287 Documents

Global S/4HANA Implementation

workday.

ORACLE

salesforce

SAP

Finance Team: Pre-Close Phase

Procurement Managers Based in Spain

S/4HANA for Finance Teams
Due date: January 31, 2026

1. Introduction to S/4HANA
2. What Changes in Your Month-End Close with S/4HANA
3. Common Month-End Issues to Avoid

S/4HANA para Compras
Due date: February 8, 2026

1. Cómo S/4HANA Optimiza el Flujo de Trabajo
2. Qué Pueden Esperar los Gerentes de Compras
3. Información en Tiempo Real sobre Gastos y Proveedores

Phase 2:
Embedding ERP Adoption into Daily Workflows

Step 1

Having installed Tigerhall within Microsoft Teams for a previous transformation, teams can **access quick process walkthroughs or SOP summaries in the flow of work**, while field teams stay updated on the plant floor via mobile access.

Step 2

Timely **nudges are triggered** based on individual progress. Employees falling behind on critical modules receive automated reminders in Teams chats and Activity Feed, keeping adoption on schedule without manual follow-ups.

Tigerbot

Hey there, your manager sent you a new assignment!

New Action Item:
S/4HANA 2026 Roadmap

View

Tigerhall

Tigerhall

Reminder

Building a Faster, Leaner Supply Chain Through S/4HANA

Due date: March 3, 2026   View

Complete Your Action Items

2 / 3 action items completed

Real-Time Insights from S/4HANA
Due Date: July 5, 2026

Phase 3:
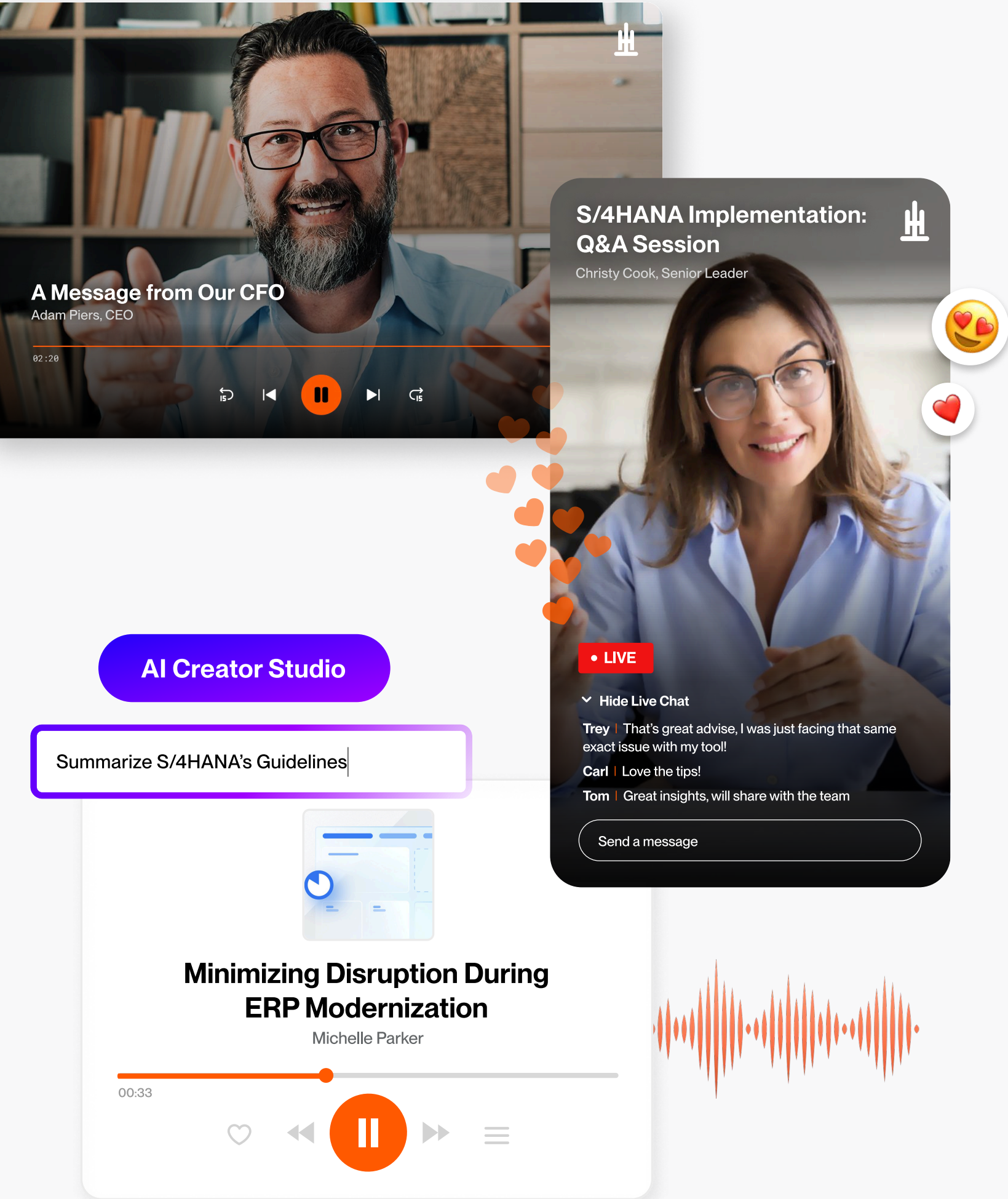# Sustaining Engagement with Targeted Communications

Step 1

Riley kicks off the global rollout with a **townhall via Tigerhall livestream**, where the CFO highlights why S/4HANA matters and sets expectations for key milestones. Teams are aligned without flying across regions, saving both time and travel costs.

Step 2

Plant managers and ERP champions create **short, task-focused videos** showing what the new S/4HANA workflows look like in their real environment—reviewed, approved, and published by Riley's team without leaving Tigerhall.

Step 3

Senior ops leaders run weekly livestream Q&As for critical modules, addressing questions and resolving confusion in real time. This keeps misunderstandings from festering into bad data and rework, reducing process errors by 60%.

A Message from Our CFO
Adam Piers, CEO
02:20

S/4HANA Implementation: Q&A Session
Christy Cook, Senior Leader

• LIVE
✕ Hide Live Chat
Trey | That's great advise, I was just facing that same exact issue with my tool!
Carl | Love the tips!
Tom | Great insights, will share with the team
Send a message

AI Creator Studio

Summarize S/4HANA's Guidelines

Minimizing Disruption During ERP Modernization
Michelle Parker
00:33

Phase 4:
# Tracking Progress & Tailoring Engagement

Step 1

With 24/7 visibility into adoption and feedback, Riley spots confusion in China's ops team around a critical ERP module. She immediately deploys a 60-second podcast to clarify the process, preventing resistance from slowing adoption.

Step 2

With real-time insights on engagement, Riley refines her comms approach to accelerate adoption: field teams get podcasts for hands-free support; team leads get one-pagers they can easily share with others for quick reference.
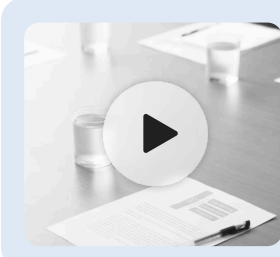
Sentiment Analysis
China Ops Team

Positive
52% +9% ↗

Negative
48% +14% ↘
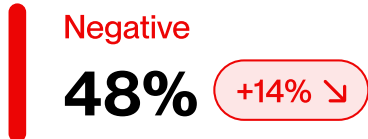
Sheng Yang
This new S/4 HANA process is so complex, it's going to be **difficult to align** the entire team.
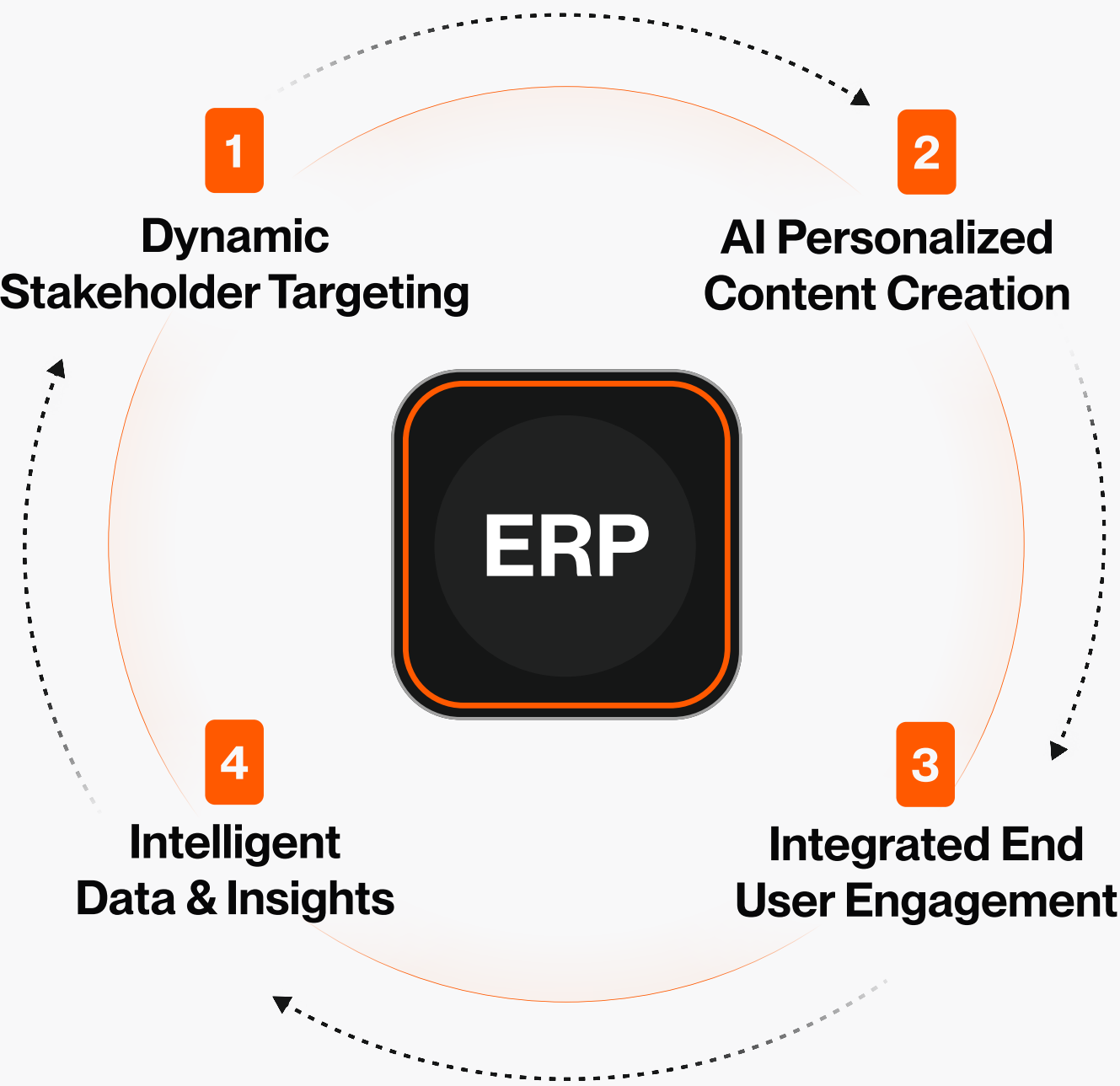
Riley
Hey **@ShengYang**, here's a podcast that will help speed up alignment for your regional team.

▶ **S/4HANA Rollout: Process Simplified**
by Daniel Mercer

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1 Dynamic Stakeholder Targeting

2 AI Personalized Content Creation

ERP

4 Intelligent Data & Insights

3 Integrated End User Engagement

Phase 5:
Reinforcing ERP Workflows Until They Stick

Step 1

Tigerhall runs automated reinforcement in the background, delivering timely nudges, retraining prompts, and workflow reminders **beyond the initial rollout milestones** to prevent employees from falling back on old habits.

Step 2

As new phases, modules, and upgrades roll out, Tigerhall adapts based on past performance, prioritizing formats, timing, and messaging that worked best. As a result, each wave of S/4HANA **activation lands faster and more consistently.**

With Tigerhall, Alex successfully:

✓ Turns a massive ERP rollout into digestible, guided workflow shifts for every team
✓ Maintains high productivity and engagement throughout the initiative
✓ Reduces implementation costs and shortens time-to-value from S/4HANA

TIGERHALL

Faster ERP Adoption, Fewer Errors
Schedule a Tigerhall demo now