



How Can Tailored Support Offerings Aid a Move to **Cloud ERP** That Supports Ambitious Growth Plans?

Implementing cloud ERP to support a pipeline of **more than 20 investigative drugs**

Akeso Biopharma Inc. helps improve lives with innovative antibody drug discovery and development, pharmaceuticals process development, and commercial-scale manufacturing. With a vision to become a global leader in the development, production, and commercialization of next-generation therapeutic antibodies affordable to patients worldwide, Akeso sought an **integrated, transparent, and centralized** ERP solution. This would help it not only standardize master data management but also rapidly expand its management model to different business subsidiaries. And to safeguard this critical greenfield project, Akeso knew where to find trusted expertise.

THE BEST RUN 



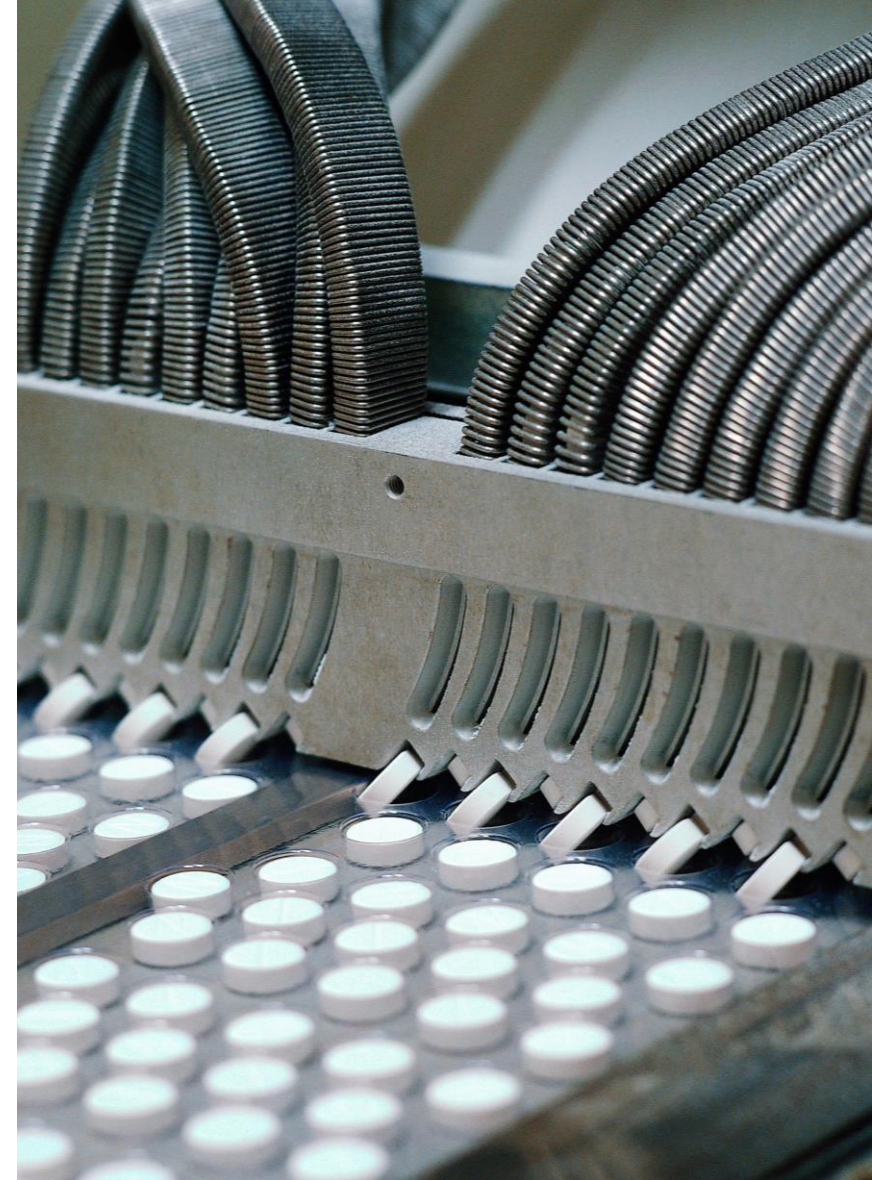
Akeso smoothly implements a cloud infrastructure for ERP, paving the way for its continuing **digital transformation**.

Working with **SAP® Enterprise Support offerings**, the **SAP Early Adopter Care program**, and the **SAP Enterprise Cloud Services portfolio**, Akeso implemented **SAP S/4HANA Cloud®, private edition** cost-effectively and on schedule, benefiting from:

- Expertise on enablement programs and support processes from SAP Enterprise Support
- Accelerated issue resolution thanks to mission-critical support, including the Next-Generation Support approach and the Expert Chat service
- Proactive resolution of application issues and product-related queries through SAP Early Adopter Care
- Enablement on topics such as ABAP® programming language, with the professional edition of SAP Learning Hub
- Guidance on infrastructure-based queries, access to experts for potentially critical incidents during the implementation phase, and extensive self-service support through the Private Cloud Customer Center group
- Enhanced system stability and optimized performance by analyzing aspects such as system parameters, database administration, response times for common transactions, and errors or bottlenecks as a result of recommendations from the continuous quality check for SAP EarlyWatch® Check implemented by Private Cloud Customer Center
- A sound foundation for reducing financial closing time and enhancing accounting and cost analysis capabilities

“SAP S/4HANA Cloud, private edition has helped us **optimize business processes**, standardize data management, and enhance production traceability, which is critical for our industry. And thanks to valuable expertise and guidance from the experts for SAP Enterprise Support, we minimized the overall deployment effort and costs.”

Shao Bo Chen, Finance Director, Akeso Biopharma Inc.



Akeso Biopharma Inc.
Zhongshan, China
www.akesobio.com/en

Industry
Life sciences

Employees
>1,200

Featured Solutions and Services
SAP S/4HANA Cloud, private edition,
SAP Enterprise Support, SAP Early Adopter
Care, and SAP Enterprise Cloud Services





Featured Solutions and Services

Akeso Biopharma Inc. successfully deployed SAP S/4HANA® Cloud, private edition using the following **offerings from SAP**:

- RISE with SAP S/4HANA Cloud, private edition
- SAP® Enterprise Support
- SAP Early Adopter Care
- SAP Enterprise Cloud Services
- Private Cloud Customer Center
- Continuous quality check for SAP EarlyWatch® Check
- Next-Generation Support
- Expert Chat
- SAP Learning Hub, professional edition

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