

Ocean Network Express charts course as data-driven enterprise with SAP on Google Cloud

CUSTOMER  
**Ocean Network Express (ONE)**

LOCATION  
**Singapore**

INDUSTRY  
**Transportation**

# ONE needed to increase efficiency across global operations, unify financial accounting systems and extend leading-edge HR services to employees.



## Challenge

- Unify financial accounting system to address regulatory and statutory requirements worldwide, improve analytics and business insights
- Streamline HR processes to support staffing needs and improve the employee experience
- Centralize on-premises and siloed cloud Infrastructure to manage mission-critical information



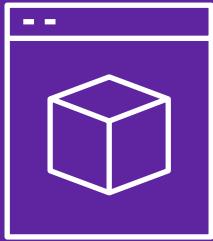
## Solution

- Consolidation of global and regional SAP financial systems onto Google Cloud for unified financial management, high availability and scalability for changing demands
- Cloud migration and ongoing support through DXC's Platform as a Service and Google Cloud managed services for SAP workloads on S/4HANA
- SAP SuccessFactors to support HR transformation in areas including succession planning, performance and goals, compensation, recruitment and onboarding, learning, and employee self-service



## Results

- Enhanced efficiency, productivity and economies of scale through digitalization, consolidation and process automation
- Enabled faster, better-informed business decisions through improved analysis and reporting based on integrated data
- Improved the employee experience through standardized HR processes and new self-service capabilities to better utilize skills, connect with and empower 8,000 employees



## Ocean Network Express charts course as a data-driven enterprise on Google Cloud

Standardized shipping containers and tracking systems have revolutionized the way companies transport goods. Ocean Network Express (ONE), an innovator and leader in container shipping, embarked on its own transformation voyage using digital technologies, public cloud and integrated data platforms.

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— Alan Sze

Deputy general manager of Business Processes and IT, ONE

## Unified digital platform for a newborn shipping leader

One of the world's largest container shipping companies, Singapore-based ONE was formed by the merger of three Japanese shipping companies, K-Line, MOL and NYK. Its fleet is the sixth largest in the world with more than 210 vessels, and its service network covers over 120 countries.

DXC Technology has supported ONE's technology needs since 2018 — when it implemented SAP across accounting offices in 48 countries in time for the go-live of the new company — and has continued to provide managed services to run the system.

Handling transactions with 14,000 customers across 53 countries daily, ONE's SAP system is integrated with the company's container terminal operation system, Opus, for management of revenues and payments.

# 40

countries implemented with new SAP system in just 6 months

# 12

weeks to consolidate global and regional SAP systems on Google Cloud

## Integrating SAP workloads on Google Cloud

In 2020, ONE turned to DXC to integrate its SAP workloads and migrate them to Google Cloud. The company had two SAP instances: one for its global headquarters and one for the regional accounting that was hosted locally in each country on a legacy cloud platform.

However, the local accounting system did not easily integrate with the on-premises S/4HANA system in the global headquarters to provide a unified, real-time view of financial data across the company. At the same time, ONE was looking to increase operational efficiency and scalability by moving to public cloud.

## Becoming a data-driven enterprise

The migration of the SAP systems to Google Cloud was part of a larger companywide modernization effort.

“We wanted to move our mission-critical applications to a cloud platform to increase operational

efficiency, scale up and down easily for changing market demands, and support our goal of becoming a data-driven enterprise,” says Alan Sze, deputy general manager of Business Processes and IT at ONE.

Google Cloud was a natural choice because ONE had already standardized on Google’s G-Suite for office productivity applications.

“We needed a partner to help us implement SAP for Google Cloud in a way that would meet our goals,” Sze says. “DXC was able to make the business case for cost savings we could achieve with the migration, as well as advise us on the appropriate setup infrastructure, server capacities, migration plans and other details.”

Sze adds that another major advantage of running SAP on Google Cloud is the business continuity of a highly robust platform, with 99.99% availability and failover between sites to keep accounting tasks running even if a disaster occurs. In the background, DXC’s managed services for Google Cloud provide daily operational support by managing system software, infrastructure configurations and service consumption.



“Being a large global service provider, DXC can put resources in place to support us locally where we need it.”

— Alan Sze  
Deputy general manager of Business Processes and IT, ONE

With all of its key systems united on Google Cloud, ONE gains integrated data for better analysis and reporting, allowing for speedier, better-informed business decisions based on more complete, up-to-date information.

To this end, DXC is collaborating with a third-party vendor, which is helping ONE modernize legacy data environments and create a data lake based on Google's BigQuery cloud-based data warehouse. The companies are collaborating to plug in SAP financial data as well as operational data from the Opus system, so ONE can more readily identify data patterns such as emerging market demands or which customers are more likely to pay on time — thus helping ensure that cargo will be released faster from ports.

## Rapid migration to cloud

DXC guided ONE through the migration of SAP workloads to Google Cloud, from

planning to testing to production, with zero downtime.

The migration took only 12 weeks from creating the development environment to final production. Rather than a “big bang” approach, DXC undertook the project in two phases, first moving the global headquarters' SAP system from on premises to cloud, then using the lessons learned in that phase to efficiently migrate local SAP accounting systems.

## Standardizing HR processes

A major goal of ONE's digital strategy is to transform its human resources processes to improve the employee experience, enable employee self-service, enhance performance and create unified, end-to-end process management.

# 14,000

customers served daily through transactions across 53 countries

# 8,000

employees worldwide with access to leading-edge HR capabilities



“We wanted to standardize HR processes with one system for everything from recruiting and onboarding to performance management, compensation, learning and development, and succession planning. This is a key initiative for us, as our people are one of our company's biggest assets.”

— Alan Sze

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The migration of the SAP systems to Google Cloud was part of a larger companywide modernization effort.



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As DXC is supporting the company's SuccessFactors HR software, ONE engaged DXC to implement additional modules of SuccessFactors for integrated management of all HR functions. DXC is helping ONE implement better processes for compensation, performance management and goal setting to help employees feel connected, supported and empowered — no matter where they're based.

“We wanted to standardize HR processes with one system used by everyone in the organization globally for everything from recruiting and onboarding to performance management, compensation, learning and development, and succession planning,” Sze says. “This is a key initiative for us, as our people are one of our company's biggest assets.”

## Modernizing with S/4HANA

Currently, DXC is helping ONE upgrade by moving all of its SAP instances to the latest version of S/4HANA. ONE is also considering moving additional functions

to SAP as well as strengthening its risk management and fraud prevention programs.

“Businesses today need to work with trusted technology partners to make the transition to become intelligent enterprises in the cloud and thrive in the ‘never normal’. By doing so, they can do more with less, deliver a best-in-class customer experience, build resilient supply chains, while inventing new business models and exploring alternative revenue streams. Digitalisation offers ONE and other container lines benefits such as performance improvement, efficiency and better integration with suppliers and customers,” said Eileen Chua, Managing Director, SAP Singapore.

Whenever ONE introduces new environments or platforms, DXC ensures they are brought on board according to Google Cloud's defined security framework and guidelines and monitored appropriately on both the application and infrastructure layers — an easier task with the systems integrated on one platform.

## A global partnership

“DXC has become a trusted partner due to their ability to accommodate the needs of our global business and their commitment to resolving any issues that may occur,” Sze says. “From ensuring we could make our Day 1 go-live deadline when ONE was founded to bringing a new subsidiary in North America on board in a matter of 1 to 2 months, they have always found a way to accomplish our goals.”

“Being a large global service provider, DXC can put resources in place to support us locally where we need it, and they also have a good understanding of things like local regulatory requirements and tax laws,” he adds. “DXC is well positioned to help us coordinate with our other partners, with whom they often have existing relationships, or to bring in new partners to help meet our objectives.”

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### About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com).