



# Implementation of a future-proof ERP platform: expert relies on SAP S/4HANA

With its successful go-live in November 2025, expert has reached a decisive strategic milestone: the complete conversion of its core SAP systems to SAP S/4HANA ensures long-term support, technological futurability, and the stability of central business processes.

The migration was implemented according to plan, in a controlled manner, and without any operational risks. An example of Suite & Simple: complexity was reduced, existing investments were secured, and the basis for a future-proof SAP S/4HANA landscape was created.



**Jessica Däves and Christian Schatter**  
Project managers for the SAP transformation project at expert

**“Thanks to our long-standing partner Arvato Systems, the project was successfully implemented on time and within budget. We would also like to emphasize the implementation by a strong expert team, which, in addition to project responsibility, also ensured the stable operation of day-to-day business.”**



## The customer

- expert SE, based in Langenhagen in Germany, is a retail association for consumer electronics, information technology, telecommunications, entertainment, and electrical appliances.
- True to its brand claim, “With the best recommendations,” expert stands for the highest level of service and consulting expertise like no other electronics retailer.
- In its more than 60-year history, expert has consolidated its strong position in the market and is now the second-largest electronics retailer in Germany.

## Industry

- Consumer Products





### Initial situation: SAP ECC at a turning point

expert Warenvertrieb GmbH operates a mature, business-critical SAP ERP landscape that maps central processes in LOAB, finance, and controlling and supplies peripheral systems. With the foreseeable end of maintenance for SAP Business Suite and increasing demands on stability, performance, and future viability, a fundamental strategic decision had to be made: transform the existing system to make it future-proof without jeopardizing ongoing operations.

### Vision: SAP S/4HANA technology

A stable, modern, and expandable ERP platform based on SAP S/4HANA that ensures long-term SAP support, boosts performance, minimizes risks for day-to-day business, and serves as a foundation for further innovations such as analytics, automation, and supply chain optimization.

### Solution: Brownfield conversion with SAP Activate

Together with Arvato Systems, expert made a conscious decision to convert its system using the brownfield approach. This approach made it possible to migrate the existing SAP ERP system to SAP S/4HANA in terms of both technology and functionality, while at the same time protecting investments in processes, custom code, and integration.

### Our services

The implementation was characterized by close cooperation and partnership between expert and Arvato Systems. This was based on a jointly agreed and consistently adhered to project and time schedule, which ensured a high degree of planning reliability across all project phases. Short communication and decision-making channels enabled rapid coordination and efficient management of the project. The early and continuous involvement of key users from the specialist departments also ensured that existing expert business processes were fully and stably mapped under SAP S/4HANA.

### Added value for expert: stable today, innovative tomorrow

Despite the deliberate choice of a brownfield approach, expert is now in a position to leverage the functional and technological innovations of SAP S/4HANA in the future—for example, in the areas of analytics, automation, and process optimization—without jeopardizing existing, proven business processes. The system landscape is also set up in such a way that it can be connected to the SAP Business Technology Platform (SAP BTP), enabling future enhancements, integration scenarios, and innovative services, including modern analytics and AI functionalities.

## The case at a glance

### Tasks

- Technical and functional conversion of all core systems (DEV, QA, PROD)
- Comprehensive preliminary analyses (readiness and simplification checks)
- Structured adaptation of custom code
- Introduction of an embedded SAP Fiori environment
- Multi-stage testing and a controlled cutover strategy

### Technology

- The implementation consistently followed the SAP Activate methodology with clearly defined phases: Discover & Prepare, Explore & Realize, Deploy & Run.

### Result

- After only one year of project implementation, all relevant expert SAP systems successfully went live on SAP S/4HANA in November 2025.
- The subsequent hypercare phase ensured a stable transition to regular operation and enabled a structured transfer of knowledge from the project to support mode.
- The successful SAP S/4HANA go-live at expert shows how a structured, collaborative, and methodically sound brownfield conversion can safely guide even complex ERP landscapes into the future—without disruptive process redesign, but with maximum investment security.

Any further questions? Please contact us.

Arvato Systems | **Holger Abel** | Account Manager

Tel.: +49 5241 80 70770

E-Mail: [e-commerce@bertelsmann.de](mailto:e-commerce@bertelsmann.de)

Website: [arvato-systems.de](http://arvato-systems.de)

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