



# Babu Saragadam

## Sr. Delivery Manager

[SAP S/4 HANA|SAP Analytics Cloud-SAC |SAP MDG |SAP-Non SAP BI & Analytics|  
SAP BW/4 HANA]

[Salesforce (SFDC) -B2C & B2B| Integrations| Transformations| Digital Transformation ]

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SAP Certified Associate - SAP S/4HANA Implementation Scenarios for Architects.

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Phone: +91-9845518608

Location: Bangalore, India

## Summary

- Babu is Sr.IT professional with 18+ Years of solid experience of which 18 years with Hewlett Packard contributed in multiple Business domains in GF-IT, PPS-IT, EG-IT and Software IT Groups to support \$105 Billion Revenue as Sr. Delivery Manager and People Manager for 10 Years, currently working as NextGen Technology Advisor to ITSSRC.
- Delivered world largest **Enterprise Transformation Programs** -Lighthouse GL Integration \$100M- **SAP, CareForce-SalesForce(SFDC )**-Service Cloud \$25M, Global Service Delivery \$20M-SalesForce(SFDC)-**AnR**, NextGen Transformation-**SAP S/4 HANA** and HP -SMO,DMO initiatives in Finance, Supply Chain, Order Management, Enterprise Master Data Management (MDM/SAP MDG) and implemented NextGen technologies **SAP Analytics Cloud-SAC, SAP BW4 HANA, SAP BW, SAP Embedded Analytics**, Bigdata, SAP Planning and Consolidation, Automation, Stabilization, Several SAP Upgrade projects across HP.
- Has rich and diversified experienced from Opportunity-Cash and delivered more than 70+ projects, Involved from Blueprint to Final solution with offshore and on-site team in Waterfalls, Agile, ASAP and SAP Activate Methodologies and managed team size 100+ IT professionals (ENT, INT, SPE and EXP and Architects) as People Manager worked extensively with System Integrators (SI's) and Initiated several cross trainings, brain storming, Brown bag sessions among the team at organization level on NextGen technologies.
- Played multiple roles as a **Sr. Delivery Manager, People Manager, SAP Enterprise Architect, Analytics Lead, Program Manager, Operational Support Lead and Technical Lead** and Extensive experience on working with **Stakeholders, Finance Biz and IT, Global Customer Business Teams and Presales and Solutioning**.
- Migrated more than 250 entities to **SAP ERP system** and Implemented centralized Governance model for Customer and Vendors from SAP and Non SAP systems in MDM/MDG and was instrumental in CI/CD programs and also was instrumental in getting new additional revenue from \$5M to \$20M as part of Delivery Led Growth and worked with SAP competency Centre to Business Opportunities and reskilled resources and implemented best practices.
- Retired 100+ legacy reporting systems and migrated to **NextGen BI & Analytics** Environment and providing support to worldwide customers from **Opportunity to Cash** Business seamlessly from on-premise to Cloud platforms and participated in several CRD/CRP Meetings on-site and offshore and provided presentations to the Business on SAP S/4 HANA NextGen Technologies.
- Certified in SAP S/4 HANA Implementation Scenarios, SAP BW, Lean Six Sigma and Received Pride Builder Award.**
- Delivered and Supported Master Data Management (**MDM /MDG**) projects to support to **O2C, Supply Chain, Finance** Portfolios for FI, SD Customer/Vendors and Business Partners, Material Master and Finance.
- Very well managed KPI, SLA metrics, Major Incidents, Changes Management, Incident Management and Problem Management and timely reviews on Bi-weekly Dashboards with Senior Leadership Team and managed Global Team to support FSM model and worked as SPOC from offshore team for 12/5 model and well managed **R2R** process during MEC/QEC/YEC.
- Worked closely with Change Management/Release Management teams on releases and cutover activities. Managed very well reconciliation issues -Fallouts from Legacy and NextGen SAP S/4 HANA MDG Data Quality issues and addressed to MDM IT and Biz Teams.
- Delivered Custom Programs for Data Migration and BRF+ for workflows and effectively Managed Data model change requests and engaged Master Data stockholders for key decision for workflows, deployment and cutover activities of SAP MDG.
- Implemented Sales & Service Cloud in various areas of Leads, Opportunities, Case Management, Field Service Mgmt, Service Request Mgmt, Telecom, CTI, **Web-to-case, Chat-to-Case, Phone-to-Case, Email-to-Case**, Remote Assistance-LMI, Social Media, Knowledge Management, on-product support and Analytics and On-boarded **17000 Salesforce (B2C & B2B)** Customer Service representatives (**CSR**)/**Agents** across the Salesforce platform Globally.

- Good technical knowledge, hands-on experience and well trained in many technologies (SAP S/4 HANA, Salesforce-Sales and Service Clouds, Informatica, SAP Finance, GRC, O2C, Vertica, MDG/MDM, QlikView, Tableau, SAP Analytics Cloud, Bigdata, SAP BW/4 HANA and BW, ServiceNow, PERL, CGI, JAVA, SAP Embedded Analytics, BODS, Migration Cockpit, Conversational AI, SAP CRM, SAP Hybris-Billing/CI and CC, SAP ChaRM ).

## Work experience

### Hewlett Packard -DXC India

April 2017 — Present

Sr. Delivery Manager-APJ

NGIT-Transformation Programs - SAP S/4 HANA, SAP MDG, SAP BPC Optimized for SAP S/4 HANA, SAP Analytics Cloud, SAP Embedded Analytics, Tableau, SAP BW, SAP Customer /Vendor. SAP BW/4 HANA, ServiceNow, ChaRM.

- Led **Next Gen Transformation** program - Legacy ERP to SAP S/4 HANA, MDG/MDM-BP, Products and Finance and taken over transition from SI's effectively.
- Delivered Master Data Management (MDM /MDG) projects to support to O2C, Supply Chain, Finance and Reporting Portfolios for FI, SD Customer/Vendors and Business Partners.
- Delivered SAP **Enterprise Analytics** and Reporting Solution to Finance, Supply Chain, Order Management, Compass Business teams in SAP BPC, Embedded Reporting and SAP Analytics Cloud, Tableau and Bigdata and SAP BW/4 HANA.
- Managed Team to provide support to the HPE Point Next Mission Critical applications (SAP, Salesforce, Analytics, MDM) without missing SLA's keeping BaU for consolidation, planning, R2R, MEC/QEC /YEC activities.
- As SAP **Enterprise Architect**, translated business requirements to best design architecture and reviewed with business and provided best solutions was instrumental in many SAP and Non-SAP systems Integrations.
- Managing **Salesforce** Operational Reporting and Analytics platform seamlessly in Case, FSM, SRM, Knowledge Management, Sales and Service Orders, Complaints, Accounts delivered dashboards to Global Business Mgmt.

### Hewlett Packard, India

Nov 2015 — Mar 2017

Sr. Delivery Manager

HP Spin and Merge Programs (DMO)

- As **Enterprise Architect and Delivery Manager** Translated business requirements to best design architecture and reviewed with business and provided best solutions in SMO and DMO programs for seamless delivery of cutover activities for separation of companies.
- End to End implementation of World largest Spin programs -Hewlett Packard Spin and Merge Programs to separate Enterprise Service Managed portfolios.
- Hired, trained, deployed 70+ new resources to execute these critical programs, delivered 100+ reports end to end implementation and planned and executed in SAP, Non-SAP Apps, **Salesforce Reports**.
- Best resource planning done to execute project 24x7 to deliver project by India, China and Mexico teams. Successfully executed Cut over activities without any impacts to both the companies.
- Supported SAP O2C, Supply Chain, Finance Master Data Management (MDM) customers for splitting customer and vendors as part of DMO and SMO and implemented De-dup activities to remove duplicate customers/vendors.
- Executed SAP BW Upgrade projects E2E from 3.5-7.3 and Support Patch Upgrade Activities and keeping SLA on-time.

### Hewlett Packard, India

Nov 2013 — Oct 2015

Delivery Manager-SalesForce

Global Service Delivery -SalesForce AnR- (B2B) & CareForce -SalesForce (B2C)

- Delivered **SalesForce** WW Reports in Case Management, FSM, SR Management and KM worldwide.
- Provided reporting solutions from all Major and Critical work streams of GSD programs (CSC, SRM and KM, FSM).
- Successfully completed 15 legacy assets integrations to new Eco system to eliminate redundancy and to improve the performance of reports, provided best reporting solution from QlikView, Tableau and BOE Reports.
- Delivered Largest Program in Salesforce in collaboration with SI across the globe and on-boarded 9000+ Agents to the new platform and instrumental in switching users from legacy CRM to Salesforce-Service Cloud.
- Implemented **Case Management, IVR, Telecom, CTI, Chat-to-Case, Web Support, Social Media, Knowledge Management, On product support and Operational Analytics**.
- Delivered end to end reconciliation, automation tools as part of support demand reduction Initiative across all three Geographies, Played multiple roles Delivery Manager, Enterprise Architect and Program Manager in Analytics area.

## **Hewlett Packard**

**Apr 2010 — Oct 2013**

SAP Business Intelligence Manager

Astro BW & Astro CRM.

- Provided end to end SAP CRM solution to HP Consumer Support Services Agents, and provided Data provision to create Dashboards and Reporting solution in SAP BW platform and executed BW upgrade projects E2E.
- Successfully executed more than 30 projects to provide solution to Agents in various subject areas like cases, Complaints, Opportunities, Activities, Remote control Chat and Knowledge Management
- Involved in project planning, resource estimation and planning, risk Management activities and participated all SAP Upgrade projects E2E from 3.5-7.0 and Support Patch Upgrade Activities.
- Delivered SAP BW Transaction Tax Reports by extracting data from T2 Engine and supported worldwide business.

## **Hewlett Packard**

**July 2002 — March 2010**

Senior Project Lead

Light house GL Integration (LHGL) Program

- Delivered world largest SAP BW implementation programs in SAP GL (General Ledger), AP (Accounts Payable) & AR (Accounts Receivable) modules for HP and executed BW upgrade projects E2E from 2.0-3.5
- Led the team size of 25+ resources to deliver project from India for Innovation, cross trained end users, support

## **Add Technology solution**

**Aug 2001 — April 2002**

### **Senior Software Engineer**

- Involved in creating Multi-Dimensional Data Model (MDM) from ERM and Mapping MDM to BW Star Schema. Development of Info Objects, Info Catalogues. Defined Info sources,

## **Qualifications: Bachelor of Engineering**

## **Awards and Certifications**

- **SAP Certified Associate - SAP S/4HANA Implementation Scenarios for Architects on Aug 2018.**
- Certified in SAP BW .
- Certified in Lean Six Sigma.
- Star Individual Awards.



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