

A KSA Enterprise SAP & Digital Delivery X ITGoals Case Study

ENABLING DIGITAL TRANSFORMATION
AND STABLE SAP DELIVERY

Presented by

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Executive Summary

Element	Description
Client	A leading Saudi-owned systems integrator, operating in the enterprise ERP and digital transformation space, and part of a large investment group in the Kingdom of Saudi Arabia.
Industry	Information technology services; SAP and digital transformation.
Geography	Kingdom of Saudi Arabia (KSA).
Engagement type	Long-term SAP outsourcing and full-stack development partnership – ITGoals acts as a strategic engineering partner providing end-to-end ERP delivery and dedicated full-stack pods for digital transformation.
Headline outcome	Stabilised SAP delivery, accelerated digital transformation and ~40 % cost-to-deliver savings versus hiring locally, achieved through Egypt-based delivery while maintaining enterprise-grade quality and governance.
Key results	Consistent delivery & lower risk: they gained predictable SAP project performance and long-term knowledge retention; OPEX optimization: ~40 % lower operating cost enabled reinvestment into innovation; Low attrition & continuity: dedicated teams with low turnover and direct communication; Strengthened internal capability: collaboration improved internal processes and knowledge transfer.

Client context

A KSA Enterprise SAP & Digital Delivery, provides professional services in business applications, IT solutions, data-center and hosting. Its vision is to become **“the best choice for our clients in providing IT services and business solutions”** and its mission emphasizes delivering information-system services according to best practices. supports group companies with ERP implementation projects. The company offers enterprise solutions, small business solutions, custom application development, business-intelligence and data analytics, infrastructure and **managed services, and IT outsourcing.**

The challenge

Like many Saudi organisations, They faced several operational pressures:

1. SPECIALIST TALENT SHORTAGE.

Recruiting and retaining senior SAP consultants and experienced full-stack engineers locally was **slow, expensive, and highly competitive**. Long hiring cycles and dependency on contractors increased delivery risk.

2. RISING COST OF LOCAL DELIVERY

Senior SAP and digital engineering roles in Saudi Arabia command high total **employment cost (salary, benefits, visas, housing, churn risk)**. Scaling delivery purely through local hiring significantly increased cost-to-deliver.

3. KNOWLEDGE LOSS & VENDOR CHURN

Recruiting and retaining senior SAP consultants and experienced full-stack engineers locally was **slow, expensive, and highly competitive**. Long hiring cycles and dependency on contractors increased delivery risk.

4. SCALE WITHOUT COMPROMISING QUALITY

They needed to scale delivery capacity rapidly without compromising governance, security, or SAP delivery standards, particularly for enterprise and group-level systems.

Why They Partnered with ITGoals

At ITGoals, we do not position ourselves as a low-cost staffing provider. We operate as a long-term engineering and delivery partner.

Stable, long-term SAP and engineering teams, not rotating resources

Strong cultural alignment with KSA enterprise environments

A delivery model built around knowledge retention, governance, and accountability

Enabling cost-to-deliver reduction (~40%) versus equivalent local hiring in Saudi Arabia, without sacrificing quality

Engagement Approach

Dedicated Long-Term Teams

We assembled dedicated SAP and full-stack delivery pods, operating as an extension of their teams.

Team composition included:

- SAP functional consultants (S/4HANA, FICO, SuccessFactors)
- ABAP & Fiori developers
- Full-stack engineers
- QA & delivery governance roles

Integrated Planning & Co-Development

Delivery roadmaps were jointly owned. Scope, milestones, and priorities were aligned directly with the client leadership through weekly steering and operational reviews.

Hybrid Collaboration

Core delivery operated from Cairo, with structured overlap and periodic on-site engagement in Riyadh. This ensured real-time communication and strong business alignment.

Enterprise-Grade Governance

We implemented sprint planning, delivery dashboards, QA gates, and audit-ready documentation aligned with SAP and enterprise delivery standards.

Solution Delivered

SAP Delivery & Optimisation

01

- SAP S/4HANA enhancements and rollouts
- SAP FICO and SuccessFactors implementation and support
- Custom ABAP and Fiori development
- Continuous improvement and defect-free release cycles

Full-Stack Digital Platforms

02

- Web and mobile applications integrated with SAP
- API and backend services
- UI/UX, cloud deployment, and CI/CD automation

Data & Analytics

03

- BI dashboards and executive reporting
- Data pipelines supporting finance, HR, and operations
- Real-time KPIs for decision-making

DevOps & Operational Readiness

04

- Automated pipelines and monitoring
- Production support and documentation
- Long-term system knowledge preservation

Outcomes Delivered



COST EFFICIENCY

~40% lower cost-to-deliver compared to equivalent local hiring in Saudi Arabia, while maintaining senior-level capability.



DELIVERY STABILITY

Long-term, low-attrition teams ensured predictable SAP delivery and knowledge continuity.



QUALITY & COMPLIANCE

Enterprise-grade QA, security controls, and governance aligned with SAP and regulatory expectations.



SPEED TO MARKET

Faster rollout of SAP enhancements and digital platforms.

Technology Enablement

- SAP: S/4HANA, SuccessFactors, FICO, ABAP, Fiori
- Digital Stack: Angular / Vue, Node.js / Java, REST & GraphQL
- Data: SQL Server / PostgreSQL, Power BI
- DevOps: CI/CD, cloud infrastructure, monitoring & automation

Risk & Quality Management

- Role-based access control and encryption
- Structured change-approval workflows
- Multi-stage QA (unit, integration, UAT)
- Continuous documentation to eliminate vendor-dependency risk

Timeline

PHASE

01

Onboarding, knowledge transfer, process alignment

Stabilisation (Weeks 1-4)

02

Team scale-up, SAP enhancements, digital delivery

Expansion (Weeks 5-12)

03

Optimisation, roadmap execution, long-term support

Continuous Improvement (Ongoing)

Client Perspective

“ITGoals operates as a true delivery partner. Their stability, governance, and delivery discipline strengthened our SAP capability while reducing operational risk and cost.”