



How Can the Government of a Growing City **Keep Pace in the Digital Age?**

Providing residents and city employees with an **even better, happier life** through digital transformation

Founded as a Viking fishing village in the early 10th century, the City of Copenhagen has become a beacon of modern, green living. Its people pride themselves on an open, free, and egalitarian world view that helps make the city one of Europe's hottest spots for tourism, education, and business investment. With the economy strong and the population expected to grow by 20% over the next seven years, it is imperative that Copenhagen's government keep pace. However, with seven independently operating administrative departments – each with its own set of processes and IT systems – gaining **government-wide visibility** can be tricky.



Improving City Services and Budget Allocation with SAP S/4HANA®



Before: Challenges and Opportunities

- Realize an expansive digital transformation to unify, centralize, and standardize processes and data management for 8,000 users working across seven autonomous administrative departments
- Support users through a complex change management process to help ensure widespread adoption

Why SAP and KMD A/S

- SAP S/4HANA® to connect city workflows across departments in order to increase productivity, improve collaboration, and promote innovation
- KMD's unique experience and understanding in creating automated, customer-centric solutions for the public sector and other highly regulated industries
- Cost-effective, subscription-based delivery through a KMD-managed cloud, enabling a fully customized and integrated solution, including hardware, software, hosting, implementation, migration, and managed services
- Project that was delivered on time and within budget

After: Value-Driven Results

- Data from and processes running on 40 systems migrated to SAP S/4HANA
- Automation of asset registrations required for inventory management and asset valuation
- Integration of procurement, accounting, and budgeting, enabling real-time spend visibility and activity-based budgets
- Joint financial management based on shared processes across the city administration

“We had seven administrative departments with their own IT systems. SAP S/4HANA has brought electricity to the building. **Now, we have started moving into the digital age.**”

Vibeke Nymann, Head of SAP Competence Center, City of Copenhagen

One

Digital core for seven departments

8,000

SAP S/4HANA users

Real-time

Spend visibility

40

Systems migrated to SAP S/4HANA

Featured Partner



City of Copenhagen
Copenhagen, Denmark
<https://international.kk.dk>

Industry
Public sector

Products and Services
Municipal government

Employees
>45,000

Featured Solutions
SAP S/4HANA

THE BEST RUN



Assisting Copenhagen in **Overcoming Key Challenges** with SAP S/4HANA®

To meet the challenge of centralizing and standardizing city processes and data, the City of Copenhagen worked with KMD A/S to deploy SAP S/4HANA® on a KMD-managed cloud. Now, it has migrated 40 systems to SAP S/4HANA and has a single digital core for seven departments. Plus, the software-as-a-service model means the city can ramp up at its own speed. The results are already promising.

Data and process integration of procurement, accounting, and budgeting means that city administrators now have real-time spend visibility and the ability to create activity-based budgets. Not only does this help streamline procurement, it also helps the city manage funds better.

As departments and 8,000 users, 97% of whom are from finance and supplier relationship management, continue to adapt, SAP S/4HANA and KMD have put the City of Copenhagen firmly on the path to digital transformation – and an even better, happier life for citizens and city employees alike.

“Copenhagen is one of the fastest-growing cities in Europe. But our internal government processes are sometimes inefficient. Taking care of our people and using our budget wisely require a unified government that runs on a **solid and modern digital infrastructure**.”

Per Nikolaj Schrøder, Director of Finance, ERP, and Business Intelligence, City of Copenhagen



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