

The case for Executive Visibility into SAP technical oversights



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Technical analysis is a strategic
report card



Introduction

In today's fast-paced business environment, top-level executives are rightly focused on core priorities: increasing business value and maximizing returns for stakeholders. The technical details of a company's SAP infrastructure often get relegated to the IT department, dismissed with the sentiment, "that's not my area to oversee."

However, this perspective overlooks a crucial truth: **technical analysis is a strategic report card**. It provides the foundational insight to confirm that your core infrastructure is robust and reliable enough to achieve ambitious business objectives. Ignoring it is like trying to build a skyscraper without inspecting its foundation—the risks are hidden, but the potential for failure is immense.

An Example

Let's consider a common business challenge: an ad-hoc need to increase production in a particular hour.

Without executive visibility into the technical landscape, this simple directive triggers a chaotic, time-consuming scramble. Executives and managers are forced to "dial in all the 'who knows where'" to assess the feasibility of accommodating the necessary resources—including people on the shop floor, management, back-end support, and technical infrastructure. The process is inefficient, relies on guesswork, and is prone to delays.

With this level of insight, would it not be far easier to achieve your business objective? You could quickly identify gaps where the redistribution of both human resources and machinery could be optimized on short notice.

But what if you had a different approach?

Imagine a scenario where top management has immediate, graphical visibility into critical operational data through interactive heatmaps and dashboards. This would provide an informed view of the company's real-time capabilities, empowering them to ask the Right Questions for the Wrong Excuses:

- **Who is doing what, and where?** The data would instantly show the number of resources actively working in specific areas, such as sales and distribution.
- **What is our true capacity?** It would reveal the number of workers on the shop floor and the distribution of supervisors across all hours.

The Cost of Technical Debt and Lack of Visibility

Technical oversights in an SAP system are rarely the fault of a single individual or department. Instead, they are the result of a complex interplay between various teams and roles within an organization. A lack of executive visibility and a breakdown in communication across these groups are the typical contributors to the problem.

The Cost of Technical Debt and Lack of Visibility

Gartner states that architectural technical debt will make up 80% of all technical debt by 2026. This shows that the largest part of a company's technical burden is in its core infrastructure, not just small coding bugs. It's a strategic, not just a tactical, problem.

According to a Gartner Peer Community survey, 93% of organizations are currently experiencing technical debt. This proves that it is a widespread and common problem, not an exception.

Gartner's research notes that companies that effectively manage technical debt can deliver solutions at least 50% faster. This statistic directly links technical oversight to a measurable business outcome: increased agility and faster time-to-market.

A lack of executive visibility into a company's SAP technical landscape is a significant business liability, not just a minor IT issue. This "executive blindness" creates immense financial risks and hampers a company's ability to innovate and compete.

From reliance to empowered oversight

The case for executive visibility into SAP technical oversights isn't about the C-suite micromanaging the IT department. Instead, it's about providing them with a foundational understanding of their SAP landscape so they can make better, more informed decisions

By gaining this visibility, executives can:

Validate Assumptions: Instead of simply trusting that all systems are compliant and efficient, they can see real-time data to validate their team's reports.

Ask the Right Questions: They can move beyond general inquiries and challenge "wrong excuses" with specific data. For example, instead of asking, "Why can't we increase production?" they can ask, "The heatmap shows a dip in resource utilization at 2 p.m.—how can we optimize that?"

Share Accountability: This visibility allows executives to share accountability for the system's performance. When they understand the technical risks and opportunities, they become active partners in mitigating problems and driving efficiency, rather than being caught off-guard by project failures or audit fines.



birds eye view

A Collective Judgment: Bridging the Executive, Operational, and Technical Divide

The solution isn't to make executives into technical experts. It's to empower them with a new kind of visibility.

By translating complex technical data into clear, actionable insights, we equip executives to ask valid, data-driven questions. This allows them to apply their business acumen and years of experience to the technical landscape, moving from passive reliance to active partnership. This collaborative approach **fosters a collective judgment between executive, operational, and technical teams**, leading to more **informed and effective decisions** for the entire organization.

Day-to-Day Strategic Decisions

Scenario: A sudden spike in a customer's order volume.

Without Visibility: The sales team might have to call multiple departments—production, logistics, and finance—to check if the sudden increase can be fulfilled. This process is slow and often results in missed opportunities or inaccurate delivery estimates.

With Visibility: An executive dashboard showing real-time data would instantly reveal the capacity of the shop floor, the availability of inventory, and the workload of the logistics team. The executive can immediately see if resources need to be reallocated and can provide the sales team with a quick, data-backed answer, allowing them to secure the deal and delight the customer.

Week-to-Week Strategic Decisions

Scenario: A push to launch a new product by a specific date.

Without Visibility: The project manager might provide weekly status reports, but the underlying data on resource allocation and system performance is often hidden. A technical bottleneck—like a bug in a core production module or a delay in a back-end process—might not be visible to the executive until it's too late, causing the launch to be delayed.

With Visibility: An executive could review a weekly heatmap of system usage and performance. They might notice a sudden dip in activity in a key production area or a spike in error logs. This visibility would allow them to ask the right questions and work with the technical team to address the issue before it impacts the launch date. This proactive approach ensures the project stays on track and the business objective is met.

The Benefits on a Micro-Level

Resource Optimization: Executives can identify and reallocate human and system resources on a dynamic basis, ensuring that teams are working on the highest-priority tasks.

Agile Problem-Solving: Issues can be identified and addressed immediately, preventing them from compounding into major problems.

Informed Adjustments: Decisions on staffing, inventory, and production can be made with real-time data, leading to more accurate and efficient operations.