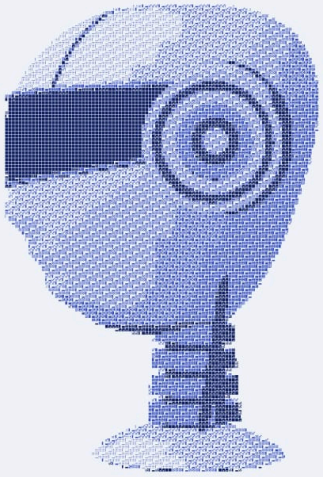
Qorelo Partners with Customer360 to Rethink SAP Transformation Delivery

by Yannick Ishimwe November 2026

About Qorelo | Partnership



From shared convictions to a joint approach to SAP transformation.

Earlier this year, we published our convictions about the future of ERP transformation. Among them was a belief that the economics of SAP delivery would fundamentally change, and that technology would increasingly reshape how consulting expertise is applied throughout a transformation.

Our partnership with Customer360 is a step towards putting that conviction into practice.

Over the past few months, our conversations have centred on a question that goes beyond any individual technology or transformation project:

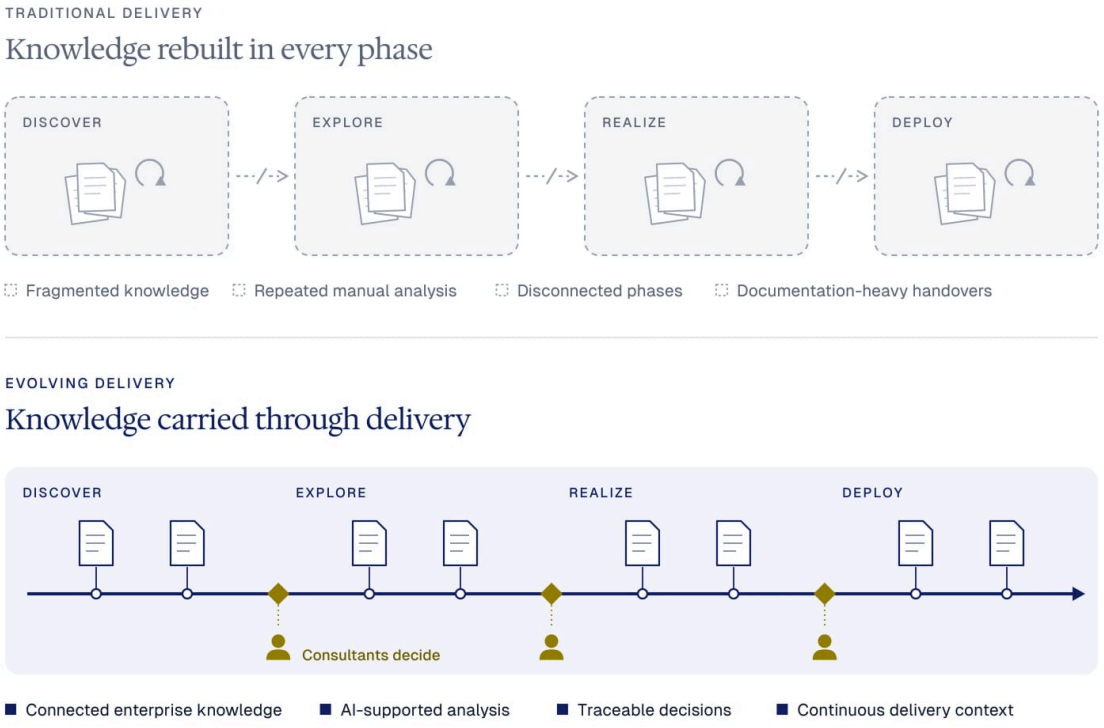
What should SAP transformation delivery look like when AI becomes an integral part of how consulting teams operate?

The delivery model is changing

Enterprises are under increasing pressure to deliver complex SAP transformations with greater speed, more predictable costs and clearer business outcomes.

Simply reducing day rates, increasing offshore capacity or adding more people to a project does not address the underlying challenge.

Too much of the effort in traditional SAP delivery goes into gathering, reconstructing and reconciling knowledge across systems, documents and project phases.



This is not where the expertise of an experienced SAP consultant creates the most value.

Understanding the business, challenging existing processes, making architectural decisions and determining where standardisation makes sense are activities that require

experience and judgement.

We believe technology should give consultants more capacity to focus on precisely these activities.

For consulting partners, this creates an opportunity to differentiate through the quality of their delivery and the outcomes they achieve, rather than the volume of resources they deploy.

This is a conviction shared by Qorelo and Customer360.

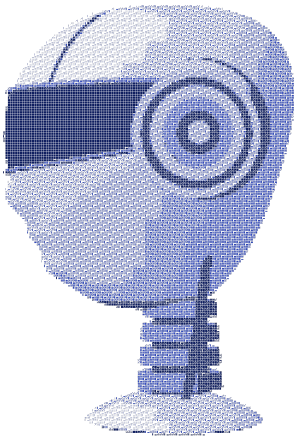
> The opportunity is not simply to deliver the same projects faster. It is to rethink how they are delivered in the first place.

Two companies, one delivery approach

Customer360 brings deep SAP consulting, industry and implementation expertise, combining functional and technical capabilities with its own technology-driven approach to enterprise transformation.

Qorelo brings an AI-native delivery platform purpose-built for SAP transformations, connecting enterprise knowledge, business requirements, process design and implementation decisions throughout the project lifecycle.

Together, we are combining these capabilities into a more connected approach to SAP delivery.



Qorelo	C360
DELIVERY INTELLIGENCE	TRANSFORMATION DELIVERY
Enterprise knowledge	Industry and SAP expertise
Requirements and processes	Solution validation
Fit-to-standard analysis	Implementation
Decision traceability	Ongoing optimisation

Together: connected, AI-enabled SAP transformation delivery

From our earliest discussions, we wanted this collaboration to go beyond a conventional software partnership. Our teams have been working directly together, exploring real transformation scenarios, working with SAP environments and aligning our capabilities around the challenges enterprises face.

The objective is to embed intelligence into the delivery methodology itself, with experienced consultants remaining responsible for the decisions that shape the future enterprise.

From understanding the business to designing its future

Consider an enterprise undertaking a global S/4HANA transformation.

Its existing landscape may span multiple SAP and non-SAP systems, regional processes, historical customisations and years of accumulated business knowledge.

The challenge is not simply to migrate that landscape. It is to understand which parts of it should exist in the future.

Qorelo supports transformation teams in establishing an evidence-based understanding of the landscape, connecting available system insights, documentation and business requirements to SAP capabilities and processes.

Customer360 brings the industry and functional expertise to interpret these findings, challenge existing assumptions, validate requirements with business stakeholders and translate decisions into an executable transformation.

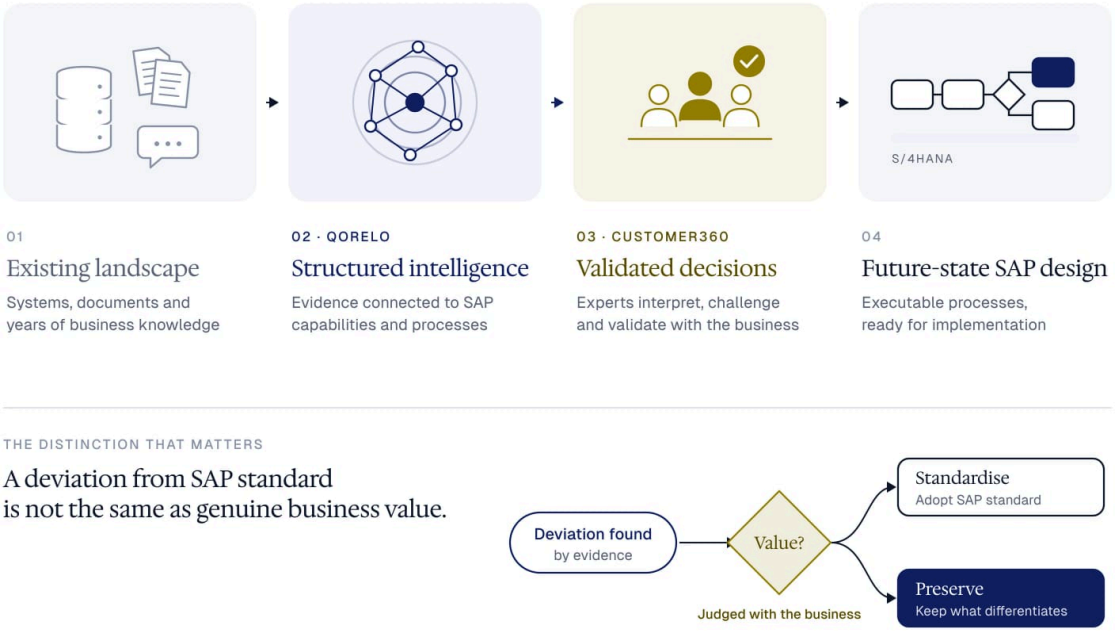
> Making that distinction requires both intelligence and experience.

This distinction matters. Identifying a deviation from SAP standard is not the same as understanding whether that deviation creates genuine business value.

Some processes should be standardised. Others represent capabilities that differentiate the enterprise and should be preserved.

Making that distinction requires both intelligence and experience.

Our joint approach brings these together across Greenfield and Brownfield transformations, selective transitions, finance transformation and global process harmonisation.



Connecting decisions across the transformation lifecycle

In our August article, Our 2026 Convictions, Revisited, we argued that the meaningful unit of transformation progress is a decision whose reasoning and supporting evidence remain accessible throughout delivery.

Producing a requirement or process diagram more quickly is valuable. But its value is limited if the reasoning behind it disappears during the transition from design to implementation.

By connecting Qorelo's transformation intelligence with Customer360's delivery capabilities, we aim to maintain continuity from initial business intent through solution design, implementation, testing and deployment.

This gives consultants a stronger foundation for their work and enterprises greater visibility into how and why their SAP landscapes are being transformed.

It also creates the conditions for a more outcome-oriented delivery model, where progress and quality can be demonstrated rather than inferred from the effort invested.

> The knowledge established during a transformation should remain available to the enterprise.

Transformation does not end at go-live

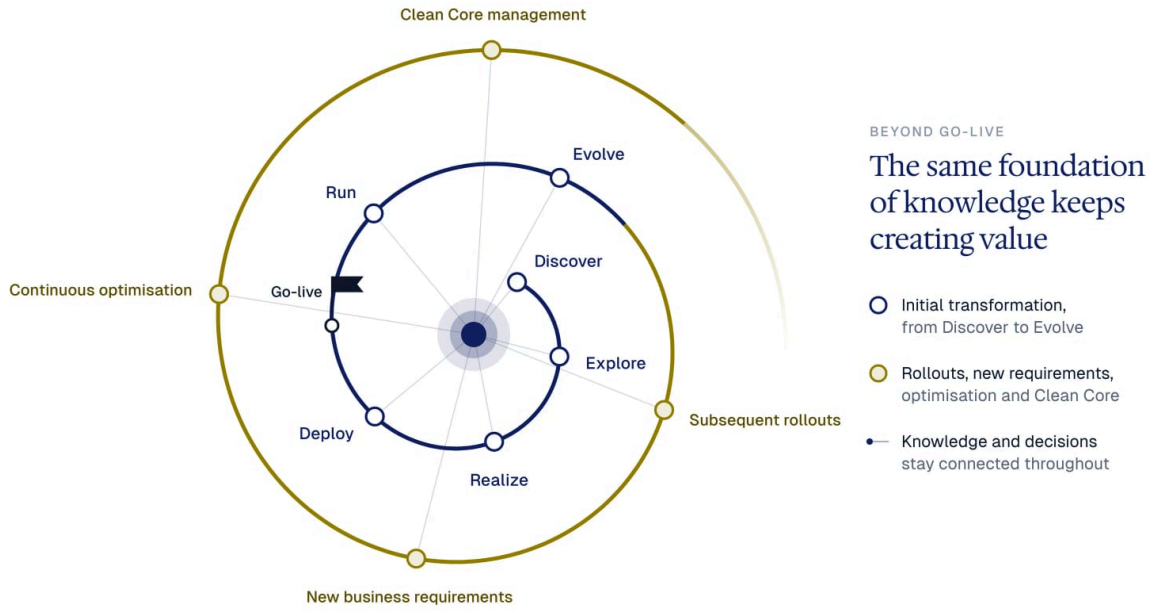
Another conviction that emerged early in our conversations is that the value of this approach should extend beyond the initial transformation.

Businesses continue to evolve. New requirements emerge, regulatory frameworks change, acquisitions introduce additional complexity and SAP capabilities continue to develop.

The knowledge established during a transformation should remain available to the enterprise, supporting subsequent decisions rather than disappearing when the project team moves on.

By combining Customer360's ongoing SAP consulting and optimisation capabilities with Qorelo's connected intelligence, we see an opportunity to support enterprises throughout the lifecycle of their SAP landscapes.

From the initial transformation to subsequent rollouts, continuous optimisation and Clean Core management, the same foundation of knowledge can continue to create value.



Putting our convictions into practice

We believe the next generation of SAP delivery will be shaped by consulting and technology companies that evolve together.

Not by replacing experienced consultants, but by changing how their expertise is applied. Not by introducing AI as an isolated accelerator, but by making it part of how transformations are designed, delivered and continuously improved.

Our teams are already working together to bring this approach into customer engagements.

With Customer360 and Qorelo, we are putting a shared conviction into practice: SAP transformations can be delivered differently, and the opportunity to change that delivery model is already here.

Shared convictions. Complementary expertise. A new approach to SAP delivery.

Learn more at qorelo.com and customer360.com.

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