

成功案例

Indexlivingmall



Index Living Mall 完成从 SAP ECC 到 SAP S/4HANA 的 系统迁移，迈入全新发展阶段

2026.05



选择性迁移至 SAP S/4HANA , 业务中断时长仅 12 小时

挑战

Coupled with geopolitical tensions, high inflation in raw materials and energy placed significant pressure on Index Living Mall's (ILM) profit margins and made its supply chains increasingly volatile and complex.

To strengthen operational resilience and secure a timely, cost-effective delivery, ILM decided to migrate from its SAP ECC legacy system to SAP S/4HANA using a table-based migration approach, with a strict goal of minimizing downtime.

ILM chose a Bluefield approach, selectively migrating only critical master and historical data while excluding unnecessary or obsolete data. This enabled a faster, more efficient transition with minimal disruption to operations.

Key Requirements included:

- Full migration of all master and historical data, including custom data for all relevant company codes from ILM's SAP ECC system into a new SAP S/4HANA system using a table-to-table migration approach.
- Use SNP's near-zero downtime methodology to minimize system downtime during the migration
- SNP's end-to-end responsibility for the data transfer from SAP ECC to SAP S/4HANA, including cooperation with Nexus for functional activities and required enhancements in the SAP S/4HANA system in line with ILM's requirements.

The solution

The migration project was completed over 10 months using near-zero downtime (Nzd) methodology. It involved 24 hours of total project downtime and only 12 hours of business downtime, as the source system and a simulated environment supported sales for 12 hours. The remaining data was synchronized to the target system post-migration.. An additional five hours of downtime during non-business hours was used to migrate the remaining data to SAP S/4HANA.

SNP was responsible for executing the complete data migration from SAP ECC to SAP S/4HANA, ensuring accuracy and minimal disruption. The Business Partner (CVI) implementation was performed separately by our partner NEXUS, who also led overall project management and stakeholder management.

SNP's technical downtime migration activities continued for a total of 20 hours, during which all critical processes were completed. This also included the business partner (CVI) implementation executed by our partner NEXUS.

About Index Living Mall

Index Living Mall is Thailand's No.1 home furnishings and decorative retail brand, operating a nationwide network of 35 stores, with expanding international operations across multiple markets. With diversified businesses spanning retail, OEM manufacturing, and community malls (The Walk and Little Walk), the company is driving an enterprise-wide IT and digital transformation—leveraging modern platforms, data, and AI to improve operational efficiency, enhance customer experience, and enable scalable and sustainable growth.



Headquarters

Bangkok, Thailand



Revenue

THB 10 Billion



Industry

Home Furnishings, Home Décor & Home Accessories



Employees

> 2,800

Kyano CrystalBridge was a game changer in this project, significantly reducing migration risk while accelerating delivery. Acting like a precise surgical instrument, it enabled a controlled, predictable transition with near-zero downtime. Through advanced analysis, simulation, and validation, potential issues were resolved before execution, resulting in uninterrupted point-of-sale operations. Although 36 hours of downtime was planned, the actual downtime was reduced to just 24 hours, exceeding our expectations. Selective data transition allowed only essential data to be migrated, creating a clean and efficient system. Its automation enabled faster project completion and earlier realization of business benefits.

Mr. Ekalak Patamasatayasonthi, Chief Property Management Officer (CPMO), Index Living Mall Public Company Limited (ILM)

Scope

The scope is the upgrading (ECC 6.0) and conversion (OS/DB) of the existing productive ECC system to an on-premise SAP S/4HANA system using Data Transformation Streamlined and SNP's Kyano platform.

Source landscape

- SAP ECC 6.0 EHP 7
- SLES 12
- Oracle Database, 4.5 TB
- Modules: FI, CO, MM, SD, IS-Retail, WM

Target landscape

- SAP S/4HANA 2023 (or latest release via RISE with SAP)
- SLES 15 SP5 (or latest release)
- SAP HANA Database 2.0 (or latest release)

Benefits

- SAP ECC table-level architecture provided greater assurance on scheduled delivery and accurate migration of relevant data.
- SNP's near-zero downtime technology optimized the system downtime and ensured minimal disruption to business.
- Through precise execution and expertise, SNP ensured a smooth transition of mission-critical modules across finance, retail, and supply chain.
- This successful go-live delivers a future-ready, cloud-enabled digital core that positions ILM for scalability, innovation, and continued growth.

Key facts



Challenge

Migration of SAP ECC to SAP S/4HANA



Go-live

July 2025



Time

10 Months



Data volume

4.5 TB



Solution

Data Transformation Streamlined
Kyano CrystalBridge Analysis
Kyano CrystalBridge Monitoring
Kyano CrystalBridge Shell Creator
Kyano Validate



System Downtime

12 hours

Our Partnership with NEXUS

As the prime contractor for the project, Nexus has engaged SNP to provide the data migration & technical professional services to facilitate the table-to-table migration of relevant data from source to target system, including:

- Upgrading and migrating the existing SAP ECC landscape to SAP S/4HANA.
- Leveraging SNP's near-zero downtime (NZDT) technology to minimize system downtime during the migration.
- Performing the technical migration, along with functional activities and SAP S/4HANA enhancements, in accordance with Index Living Mall's requirements.

