

Success Story | SAP S/4HANA Transformation

Next stop: SAP S/4HANA. With 25% less downtime.

Wiener Linien is migrating securely to SAP S/4HANA – using the Nativion Data Conversion Suite and without compromising on data protection or operations.



When SAP stops, the city stops: for millions of passengers, Wiener Linien's systems must function reliably every day. At the same time, SAP ECC is nearing the end of its support lifecycle. So it was time to migrate to SAP S/4HANA – without disrupting ongoing operations.

With WienIT and Nativion, the complex transformation was completed securely and efficiently. The Nativion Data Conversion Suite automated 70% of the migration tasks. As a result, the go-live was completed 25% faster than planned.



Business-critical systems. Zero margin for error.

As Vienna's largest public transit operator, Wiener Linien bears a special responsibility. Its systems must function reliably for millions of passengers. At the same time, the firm must protect sensitive customer data while strictly adhering to legal requirements..

With SAP ECC support ending in late 2027, the transition to SAP S/4HANA had to be completed in a timely manner. Due to the lack of vendor support, Wiener Linien – like all companies still using SAP ECC – faced operational risks and limitations in financial and logistics processes. As a result, millions of business-critical data records had to be migrated securely. In doing so, Wiener Linien faced particularly stringent requirements regarding data protection and compliance. In addition, the city's IT provider WienIT was not permitted to access live data at any time.

Clear processes. Clear responsibilities.

The project was under significant time pressure. The transition to SAP S/4HANA had to be completed by the first quarter of 2025 – aligned with Wiener Linien's annual audit closing cycle. At the same time, neither data integrity nor compliance could be compromised.

Wiener Linien, WienIT, and Nativion jointly managed the transformation program. WienIT served as the general contractor, while Nativion was responsible for the technical implementation of the data migration. The team used two powerful tools from the Data Conversion Suite: DCS Protect for the data protection-compliant anonymization of sensitive customer data, and DCS Migrate for automated end-to-end data migration to SAP S/4HANA.

Weekly coordination meetings, clearly defined responsibilities, and a shared real-time dashboard ensured the project ran smoothly. Proactive risk management and short decision-making paths characterized the project. The close collaboration between Wiener Linien, WienIT, and Nativion ensured a clear roadmap.

7 tests, 70% less effort.

A seamless transition was crucial. After all, it was important that the IT transformation did not affect passengers. The clear goal was to systematically eliminate risks before go-live. To this end, the partners developed a detailed migration strategy.

Initially, the migration specification was drawn up in close coordination with Wiener Linien. As part of a Selective Data Transition (SDT), the project team adopted a mix-and-match approach. In this process, all relevant data was transferred to SAP S/4HANA in three waves.

Data protection posed a particular challenge. As the operator of business-critical IT systems, WienIT was subject to strict regulatory requirements and was not permitted to access actual customer data at any time. Consequently, all relevant data had to be anonymized before the project began.

This is where **DCS Protect** came into play. The Data Conversion Suite's data protection tool automatically identified and anonymized personal data, reliably meeting all data protection and compliance requirements. At the same time, the teams prepared for the data migration and configured the migration tool **DCS Migrate**.

A true game-changer in the project: early, thorough testing cycles. Using anonymized test data from **DCS Protect**, the team was able to conduct realistic tests. A total of seven iterative test migrations identified potential errors early on. This allowed the migration to be optimized in a targeted manner. Regular coordination meetings and comprehensive defect tracking ensured maximum transparency.

The production go-live ultimately took place in three migration waves – with zero tolerance for delays. Using **DCS Migrate**, the project team automated large portions of the data migration, reducing the work effort by approximately 70 percent. Following the successful end-to-end migration, WienIT and Nativion supported stable operations with an extended hypercare phase.

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It was crucial for us that the migration proceed securely and that ongoing operations be disrupted as little as possible. Together with WienIT and Nativion, we succeeded in doing exactly that. Thanks to the Data Conversion Suite, we were able to significantly accelerate the transition while simultaneously meeting the highest data protection requirements.

Markus Deimel

Project Manager, S/4HANA Transformation, Wiener Linien

Setting the course for the future: 25% less downtime, maximum quality

The structured approach paid off: Wiener Linien migrated its SAP environment to SAP S/4HANA securely, efficiently, and faster than planned.

The go-live was completed in just 54 hours – compared to the planned 72 hours. This reduced business disruption by 18 hours, or 25%. It also delivered tangible benefits for suppliers, accounts receivable, and the entire operation.

The project also set new standards in terms of quality. Across all three migration waves, there were fewer than ten error messages in total – significantly fewer than the average of around 45 error messages in comparable migrations. All of these were resolved quickly and without issue.

With the successful transition to S/4HANA, Wiener Linien now benefits from a modern system environment. The new user interface noticeably simplifies day-to-day work for employees. The system accelerates key processes in purchasing, materials management, and controlling. At the same time, the technological foundation for future innovations has been laid.

What's next? Wiener Linien, WienIT, and Nativion are already jointly exploring the next phases of expansion for the SAP landscape and the migration of additional systems.

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As Wiener Linien's IT-business partner, our goal was not only to successfully implement the transformation from a technical standpoint but also to actively support the entire change process. Together with Wiener Linien and Nativion, we carried out a secure, on-schedule migration while minimizing the impact on day-to-day operations. With SAP S/4HANA, we have thus established a future-proof foundation for further digitalization.

Paul Unger
Head of SAP Services, WienIT



Hard Facts

Company

Wiener Linien GmbH & Co KG

Headquarters

Vienna, Austria

Industry

Public Transportation

Products & Services

Public transportation operator in Vienna

Revenue

503 million EUR

Employees

9,500

Nativion Services

SAP S/4HANA Migration
with the Nativion DCS

About Wiener Linien



Wiener Linien is a subsidiary of WIENER STADTWERKE GmbH and operates Austria's largest regional transit network. It ensures that 2.4 million passengers reach their destinations quickly and safely every day. Wiener Linien operates Vienna's entire public transit network, including the subway, streetcars, and buses. With more than 9,500 employees, this public enterprise is one of the

largest employers in the region and provides Vienna with efficient, affordable, and forward-looking mobility solutions.

About WienIT



As a central IT & business partner, WienIT supports the Wiener Stadtwerke Group with all group-wide services. Its portfolio includes IT solutions, technical HR processes, media planning, and print jobs. As a 360-degree driver of digitalization, WienIT provides support from consulting through development and implementation to go-live and beyond, during ongoing operations. WienIT operates two

data centers, manages approximately 500 projects annually, and supports 10,000 workstations.

About Nativion



Nativion is a digital moving company that moves business-critical data and processes from one technology platform to another. Nativion experts are called in when medium-sized and large enterprises want to modernize, optimize, separate, merge, or restructure their IT systems. With its exclusive expertise in technical transformation, Nativion enables its customers to run their data and pro-

cesses on the most modern and innovative technologies available. To support data transformations, Nativion leverages its proprietary software solution, Nativion DCS. Nativion is a founding member of the SAP Selective Data Transition Community and has been part of NTT DATA Business Solutions AG, a leading global SAP consultancy, since 2022.

**Are you preparing for your transformation to
SAP S/4HANA? Let's talk!**

Nativion GmbH
Altrottstraße 31
69190 Walldorf

info@nativion.com
www.nativion.com





Nativion Offices

Germany

Nativion GmbH

Altrottstraße 31
69190 Walldorf (Headquarters)

- Berlin
- Munich
- Leipzig

Austria

Nativion Austria GmbH

- Vienna

Switzerland

Nativion Schweiz AG

- Winterthur

Slovakia

Nativion Slovakia s.r.o.

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