

IMPLEMENTATION OF E-INVOICE SOLUTIONS FOR LATAM AND EMEA COUNTRIES

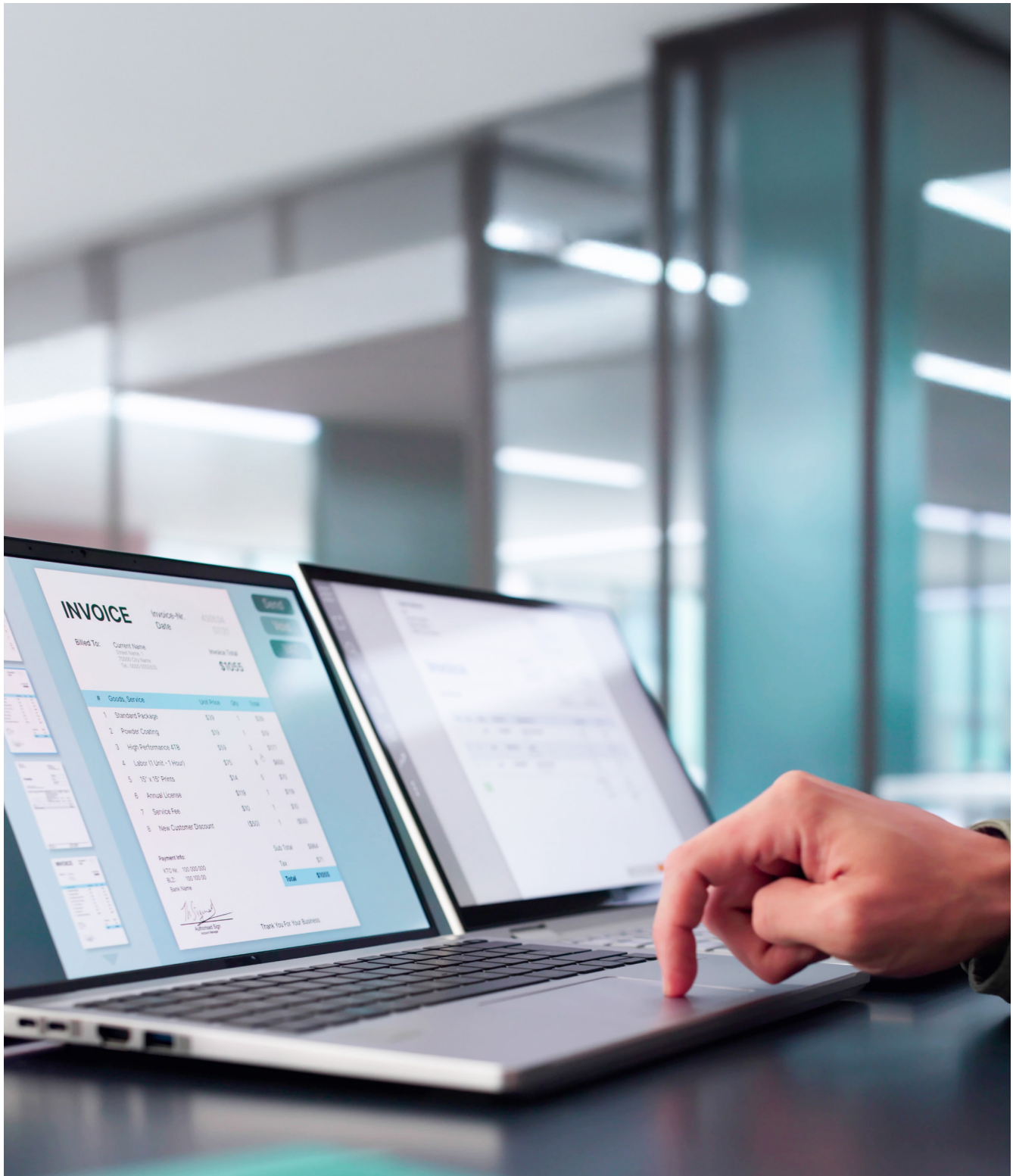


This white paper analyzes the implementation of electronic Invoicing (e-Invoicing) solutions within SAP S/4HANA in LATAM countries. The paper covers architectural decisions, technical configurations, and integration strategies for a scalable e-Invoicing solution for processing high transaction volumes across multiple jurisdictions. Key aspects include the strategic use of middleware solutions for communication with tax authorities and PACs (Proveedor Autorizado de Certificación). It addresses the challenge of meeting country-specific requirements while maintaining efficiency in a multinational pharmaceutical environment.

Target Audience

This white paper is intended for:

- IT leaders and project managers overseeing SAP implementations
- Technical architects designing e-Invoicing solutions
- SAP consultants specializing in financial solutions
- Compliance officers managing tax regulations
- Business stakeholders planning digital transformation initiatives



Introduction

E-Invoice solution was developed to handle country-specific data mapping, document formats, and integration flows ensuring end-to-end compliance with local government regulations. The global landscape of electronic invoicing has undergone significant transformation, particularly in LATAM and EMEA regions where governments mandate real-time transaction reporting and validation. This digital shift represents a fundamental change in tax compliance and business operations.

The white paper documents the implementation of a comprehensive e-Invoicing solution for a multinational pharmaceutical corporation across strategic markets in LATAM and EMEA. The solution leverages SAP S/4HANA as the core platform, complemented by a dual middleware approach using SAP Cloud Platform Integration (CPI) and MuleSoft.

This white paper presents a detailed overview of our approach, highlighting the customized solution design, the technical integration with various PACs, and the critical components of the e-Invoicing process tailored for each country. The solution enabled efficient and compliant invoice processing through proactive compliance monitoring, the use of SAP's e-Invoicing cockpit, and careful alignment of data mapping to customer-specific Addendas. The paper discusses lessons learned, such as the benefits of grouping countries by data mapping needs, the importance of having dedicated functional and technical teams, and the strategic advantages of proactive compliance monitoring. The paper shares insights and best practices to guide other organizations facing similar e-Invoicing compliance requirements, particularly those managing multi-country operations in complex regulatory jurisdictions.

The implementation scope covered in the paper is:

- **Mexico:** Full PAC integration with complemento de pago support
- **Peru:** B2B and B2C documentation including guía de remisión
- **Chile:** Direct government authority integration
- **Colombia:** Comprehensive document support including inter-company transactions
- **Panama:** PAC-based implementation with specialized requirements
- **Ecuador:** Full document lifecycle management
- **Turkey:** Integration with local e-Invoicing framework



Business Process

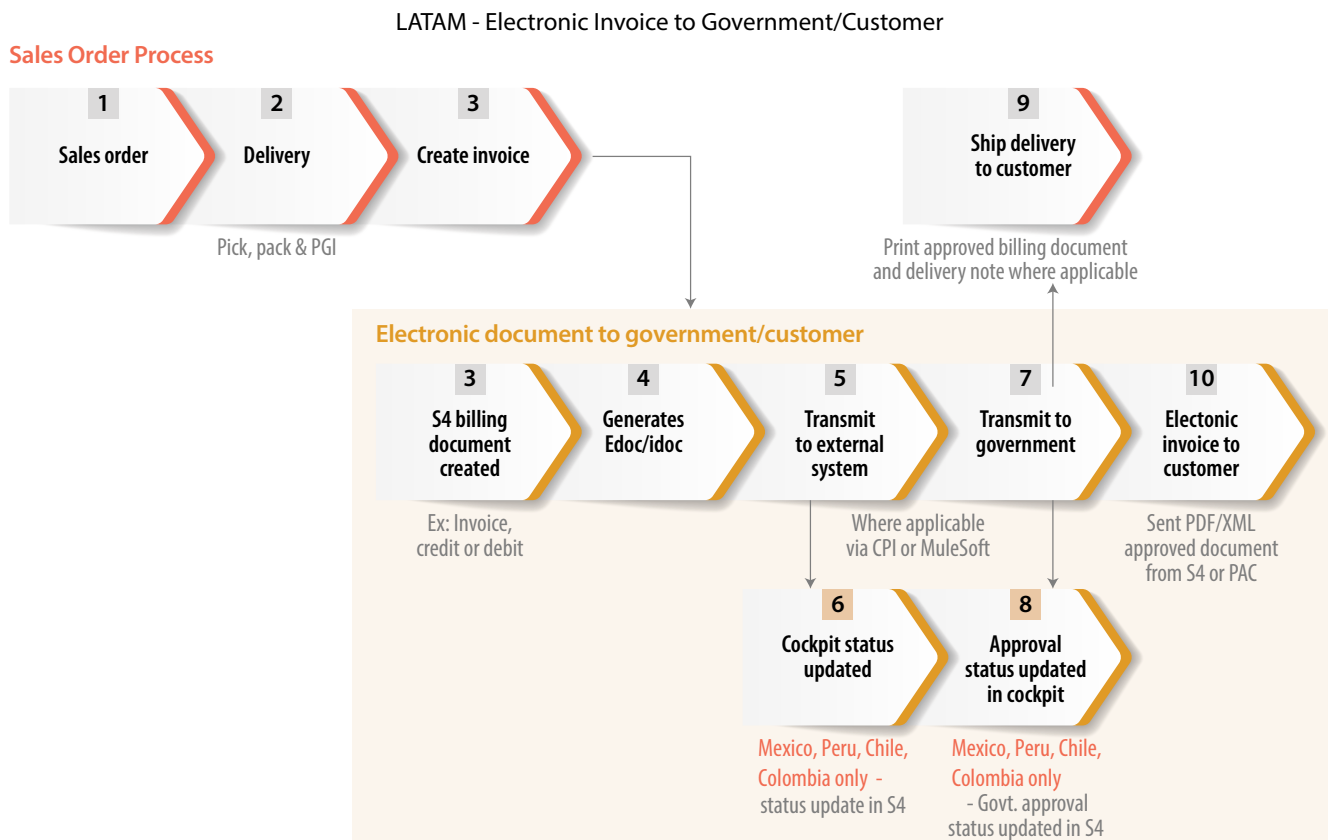
The e-Invoicing business process within SAP S/4HANA was designed to support seamless, compliant invoicing across multiple LATAM and EMEA countries, adhering to each region's specific regulations and tax requirements. Figure.1 shows that the process begins with the invoices generation in SAP S/4HANA and includes steps for document preparation, validation, certification, transmission to local tax authorities and sending electronic invoice to customer.

1. **Invoice Generation:** In SAP S/4HANA, invoices are generated based on customer transactions including sales invoices, credit memos, debit memos and other country-specific documents required for compliance.
2. **Data Mapping and Addenda Customization:** The invoice creation process is followed by delivery and billing document creation which includes information such as customer details, tax codes,

line items, and pricing. For certain clients, custom Addendas were developed to meet specific customer or government requirements. Data mapping ensures accurate population of country- and customer-specific fields, a complex task due to varying document formats and data standards across regions.

3. **Compliance Validation:** SAP S/4HANA performs initial checks on data accuracy, structure, and completeness based on each country's e-Invoicing specifications. Any data discrepancies or missing information are flagged and addressed to prevent rejections or delays.
4. **XML Creation:** SAP S/4HANA eDoc solution generates country-specific invoice, credit or debit memo in XML format using predefined mapping logic based on data accuracy and structure completeness.

Figure 1: Shows a high-level generalized e-Invoice process including steps for S/4HANA document generation, receipt by government authority, validation, and electronic invoice to customer.



5. **Certification and Approval via PACs:** The generated XML document then transmits to the middleware layer, either SAP CPI or MuleSoft, which validates the document format and routes it to the appropriate PAC (Authorized Certification Provider) or government authority based on the country configuration.
 - In Mexico, the invoices are transmitted to Pegasso (PAC), where they are certified and forwarded to the Mexican tax authority, SAT.
 - In Peru, Carvajal is the designated PAC for invoice certification.
 - In Chile and Colombia, invoices are sent directly from SAP S/4HANA via SAP CPI to the government portal without a PAC intermediary.
 - MuleSoft was used as the middleware for Panama and Ecuador to communicate with PACs, EBI and GoSocket respectively, facilitating connectivity to tax authorities.
6. **SAP e-Invoicing Cockpit for Monitoring:** SAP's e-Invoicing cockpit provides a centralized dashboard for monitoring the status of invoices. It allows the finance and compliance teams to track invoices from submission to government approval, manage exceptions, and troubleshoot issues in real-time, ensuring smooth invoice processing and regulatory compliance.
7. **Government Authority Communication:** The PAC/ authority receives the document, performs fiscal validation, verifies digital signatures, and applies business rules specific to that country's regulations generating a response indicating approval or rejection with specific error codes, if applicable. This final approval is crucial as it signifies that the invoice has been officially validated and is compliant with the country's regulatory requirements.
8. **Archival and Retrieval:** The response from the PAC/authority returns through the middleware to S/4HANA, where the system updates the document status in relevant tables (like J_1BNFE_ACTIVE). For approved documents, the system generates the final PDF output with embedded XML and initiates distribution processes like email or portal upload. Approved invoices are stored in a secure format within SAP S/4HANA, ensuring that all transactional data is readily available for audits or regulatory reviews. The PACs also provide backup storage for secure document retention, as required by local laws.
9. **Ship Delivery:** Once the cockpit SAP S/4HANA updates the cockpit status of the approved invoice to initiate the product delivery process to customer.

10. **Customer-Specific Document Delivery:** After approval, the final invoices, including customer-specific Addendas where applicable, are delivered to clients in the required format. This ensures that customers receive compliant documents that meet both government and specific business requirements, enhancing transparency and facilitating prompt payments.

Throughout this process, users can monitor transaction status using SAP transactions like MONITOR_EI. Error handling procedures activate automatically when issues arise, triggering notifications and enabling correction workflows through the SAP interface. The entire process maintains a complete audit trail, storing all documents and status updates in SAP tables for compliance and reporting purposes. Integration with other SAP modules like Financial Accounting ensures consistent data across the system.

Figure 2-9 shows pictorial representation of e-Invoice process implemented by Peru, Mexico, Columbia, Panama and Ecuador.



Figure 2: E-Invoice process implemented by Peru. The e-Invoice from S/4HANA to government portal -Sunat, is transferred through middleware Carvajal.

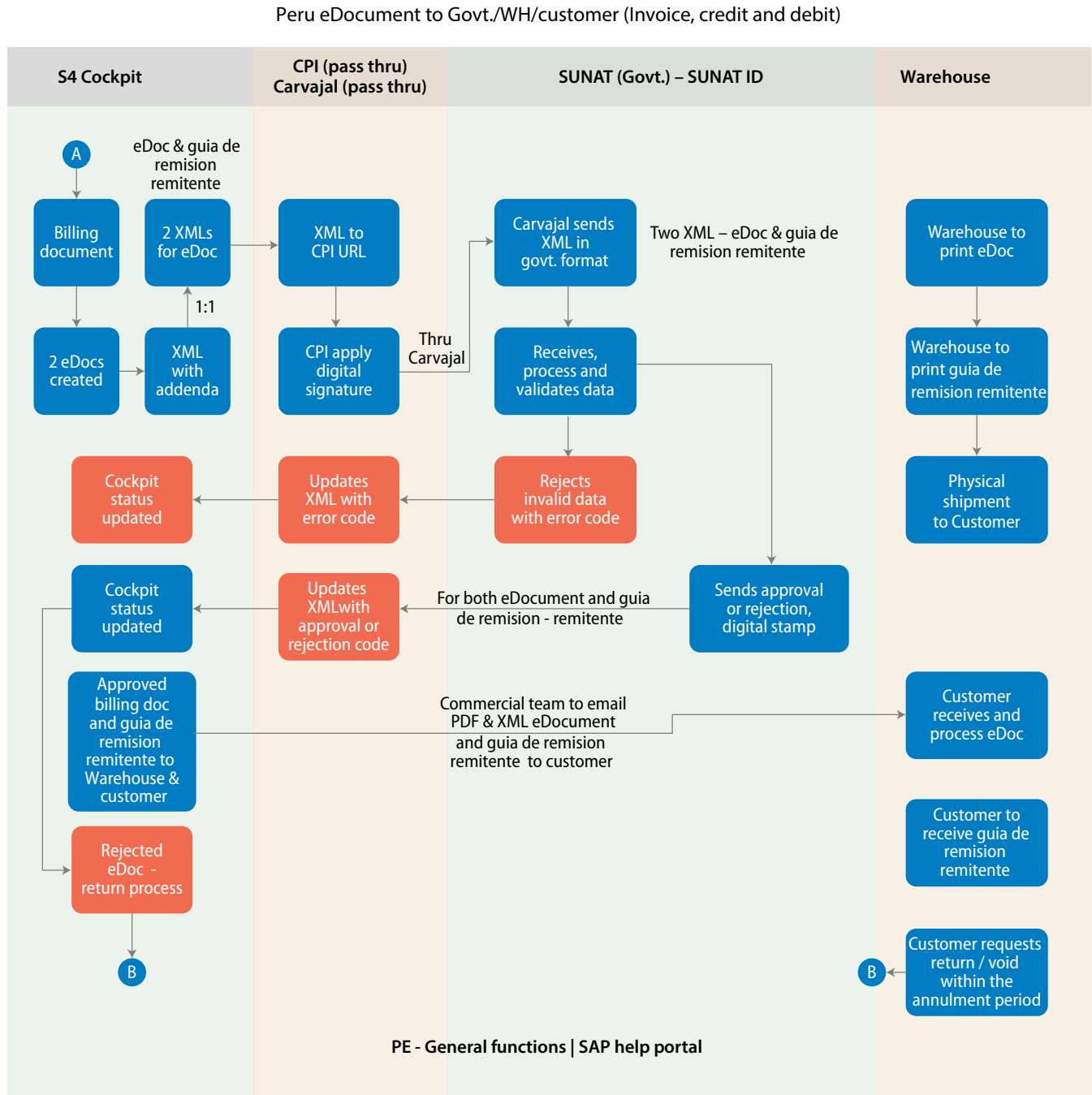


Figure 3: E-Invoice process implemented by Peru. The e-Invoice from S/4HANA to government portal - Sunat, is transferred through middleware Carvajal.

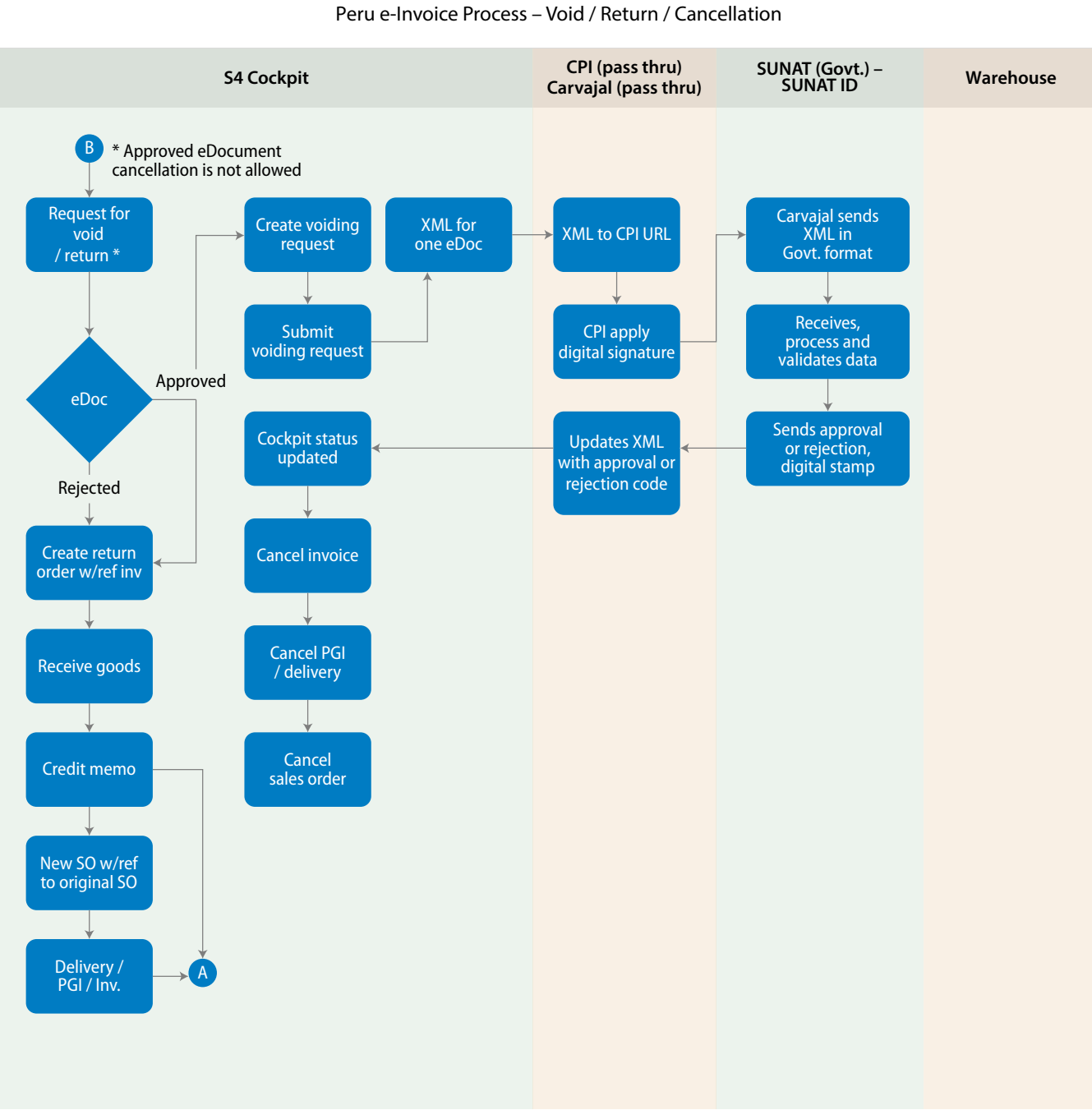


Figure 4: E-Invoice process implemented by Mexico. The e-Invoice from S/4HANA to government portal - SAT, is transferred through PAC-Pegasso.

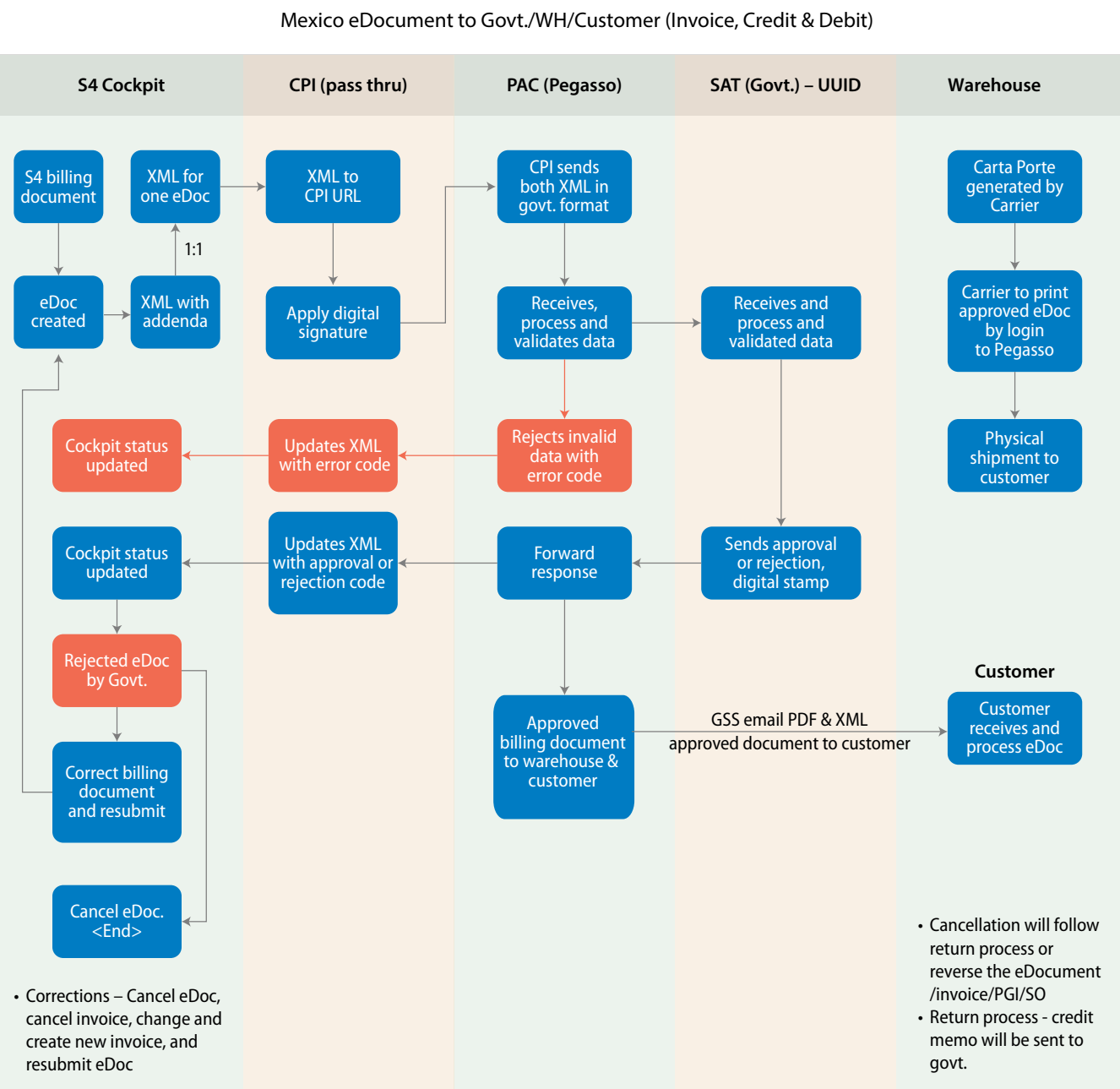


Figure 6: E-Invoice process implemented by Colombia. Like Chile, the e-Invoice from S/4HANA to government portal - DIAN, is transferred through CPI.

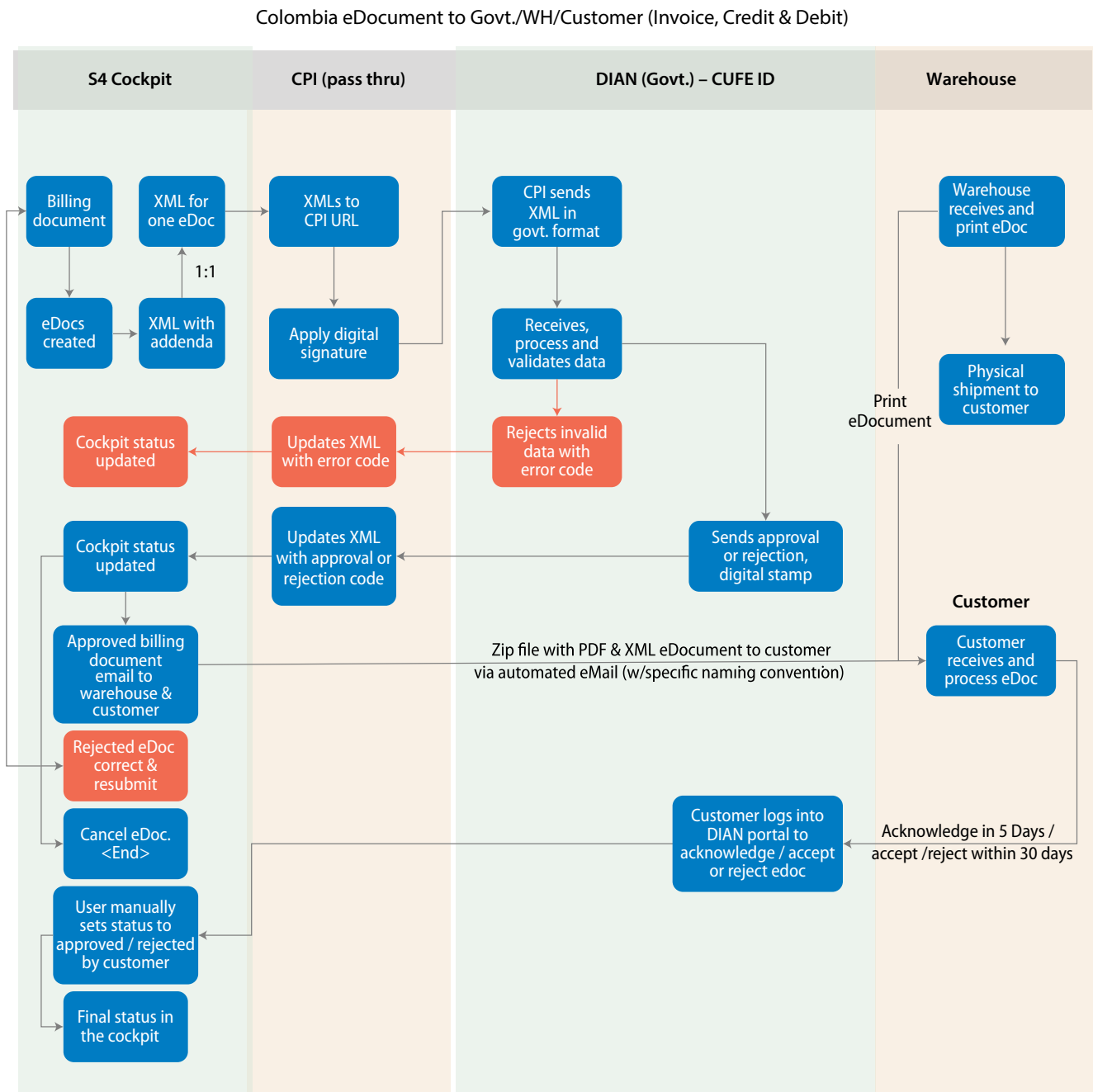


Figure 7: E-Invoice process implemented by Panama.

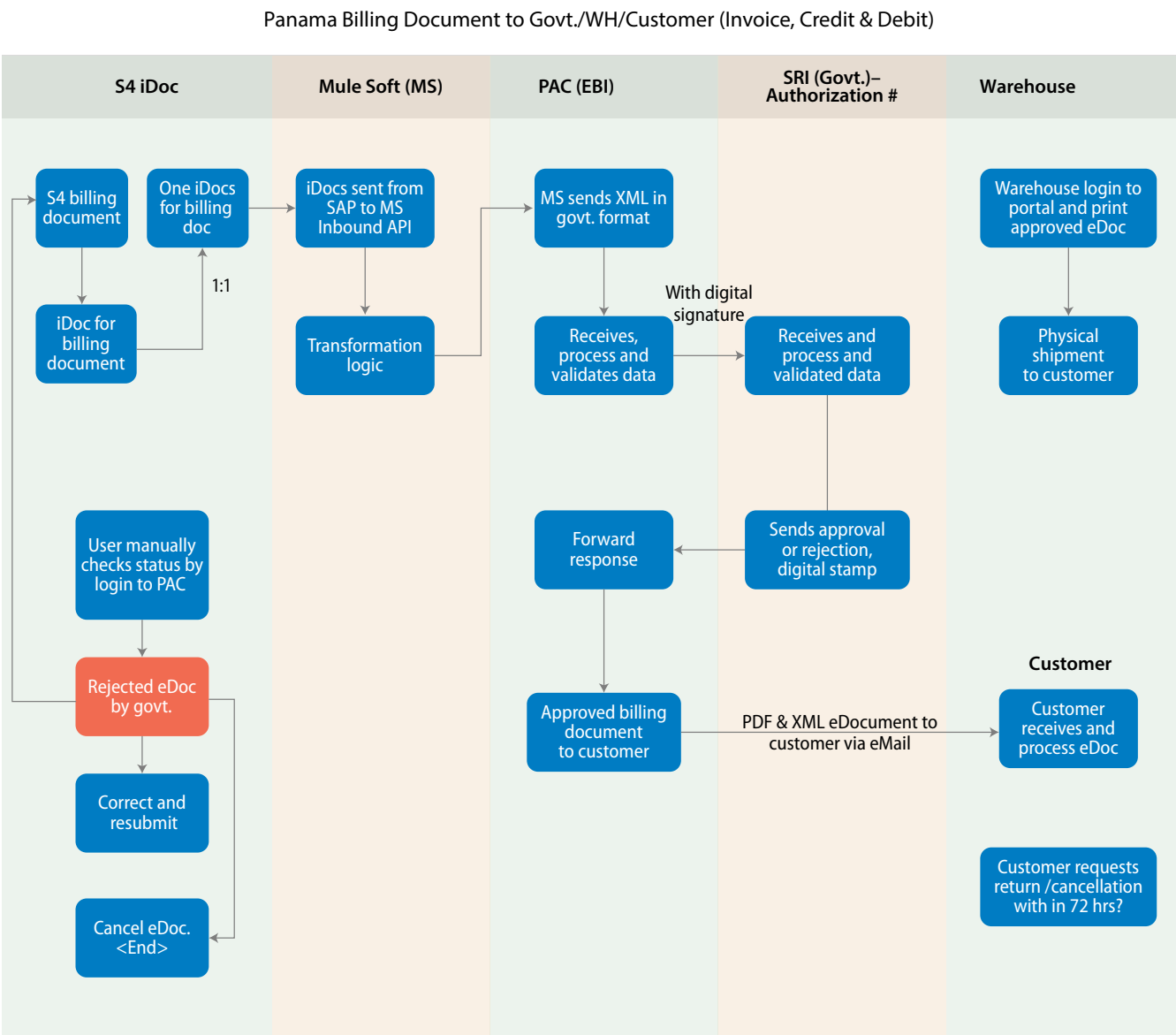


Figure 8: E-Invoice process implemented by Ecuador. The e-Invoice from S/4HANA to government portal -Sunat, is transferred through PAC-GoSocket.

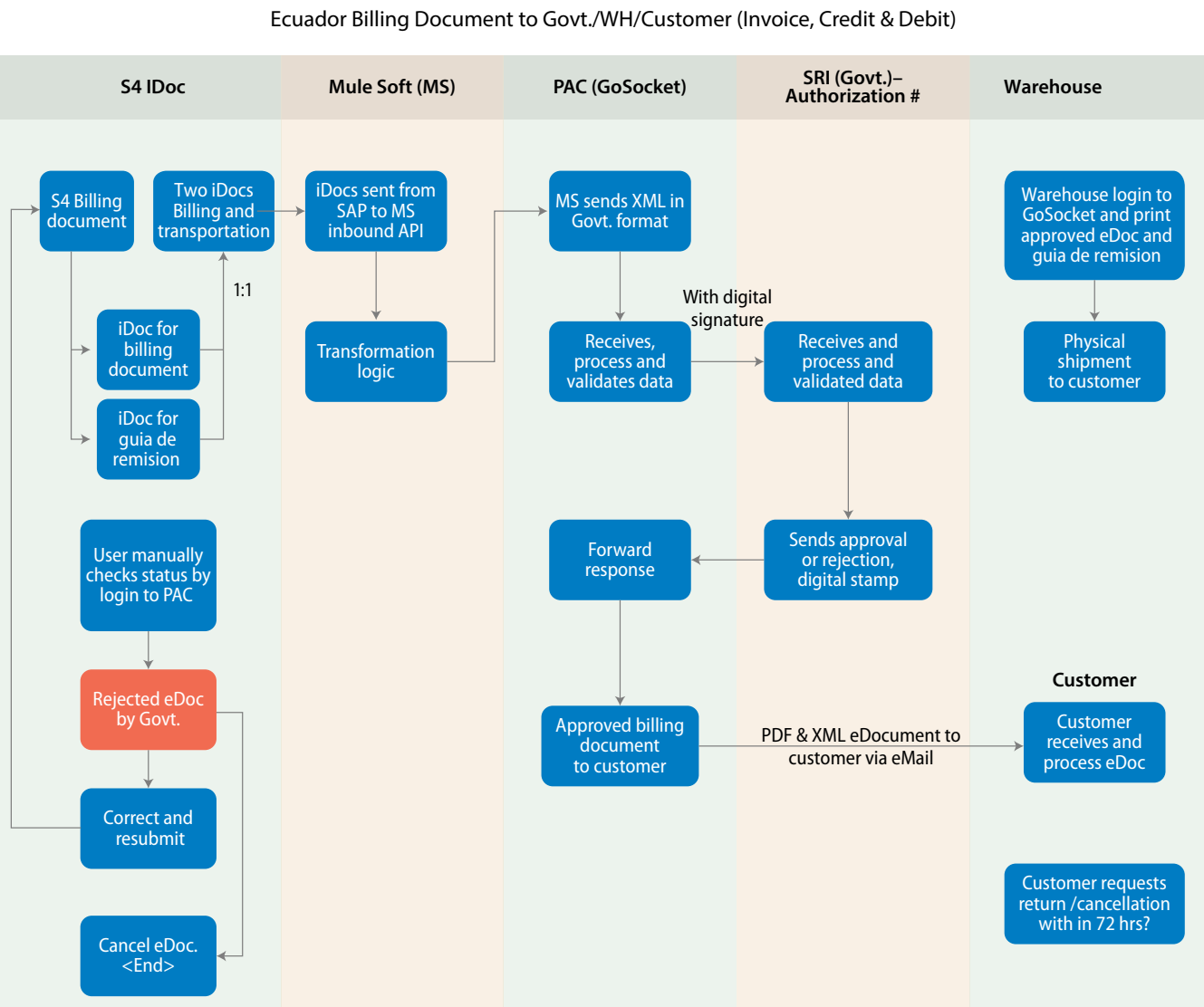


Figure 9: Shows the layout of the SAP Cockpit. It provides a centralized dashboard for monitoring the status of invoices to-and-from PAC/Government authority.

Source Document

Submit

Status

Export File

Display...

Customer...

Goto...

More...

Print

Help

Variant

List of eDocuments

Change

Show Recent eDocuments 30 Days

Result Overview

No.

Belgium

3

Belgium EU eInvoice

3

Chile

3

Chile DTE

3

Colombia

2

Colombia eInvoice

2

Hungary

7

Hungary Invoice Registration

7

Mexico

17

Mexico eInvoice

17

Peru

29

Peru eInvoice

29

Turkey

2

Turkey Basic eInvoice

2

Mexico eInvoice

Stat.

Proc.

Status

Descr.

Logs/Fi.

eDocSrcKey

Source Descr.

CoCode

Type Descr.

Creation Date

Created on

Created By

Posting Date

In.

File Sour

Accepted by Tax Authorities

Accepted by Tax Authorities

Accepted by Tax Authorities

Accepted by Tax Authorities

eDocument Created

Sending Requested

Sending Requested

Accepted by Tax Authorities

Accepted by Tax Authorities

Sending Requested

Accepted by Tax Authorities

Accepted by Tax Authorities

eDocument Cancelled

Sending Requested

Rejected by Tax Authorities

eDocument Cancelled

eDocument Created

9007000024

9007000023

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Middleware Architecture in e-Invoicing

Overview of Middleware Options

Middleware integration is essential for countries requiring real-time validation. Mexico, Brazil, and Turkey have mandated certified middleware solutions. Direct government connections also require secure middleware channels.

Middleware Solutions

- SAP Process Integration (PI)
- SAP Cloud Platform Integration (CPI)
- MuleSoft
- Datapower
- Vertex
- Other third-party integration platforms

Implementation-Specific Architecture

SAP CPI Implementation was used as the primary middleware for Mexico, Peru, Chile, Colombia, and Turkey

Advantages:

- Native integration with SAP S/4HANA
- Pre-built adapters for common PACs
- Standard monitoring tools
- Built-in error handling

Use Cases:

- Mexico: Pegasso PAC integration
- Peru: Carvajal PAC integration
- Turkey: Vision+ PAC integration

MuleSoft was used as a secondary middleware for Panama and Ecuador

Advantages:

- Flexible integration capabilities
- Custom error handling
- Enhanced monitoring
- Scalable architecture

Use Cases:

- Panama: EBI PAC integration
- Ecuador: GoSocket PAC integration

Middleware Selection Criteria

- Transaction volume requirements
- Real-time vs. batch processing needs
- Integration complexity
- Cost considerations
- Maintenance requirements
- Local support availability
- Performance requirements

- Scalability needs

Critical Success Factors

- Redundancy planning
- Error handling capabilities
- Monitoring tools
- Performance optimization
- Security compliance
- Support model

This hybrid approach using both SAP CPI and MuleSoft provided optimal coverage for different country requirements while maintaining system reliability and performance.

Customer Specific Addendas

Customer-specific addendas in SAP e-Invoicing require customized data elements and formatting beyond standard e-Invoice requirements to meet unique customer needs.

They often include purchase order references, customer-specific item codes, special pricing details, contract numbers, delivery terms, quality certificates, and batch/lot tracking information.

Implementation requires configuring customer-specific condition types, setting up output determination and form layouts, implementing custom logic through user exits, mapping additional fields, and establishing validation rules. These configurations must be thoroughly tested and documented.

Major challenges include managing multiple addenda formats per customer, implementing complex validation requirements, mitigating performance impact with large datasets, managing maintenance overhead, controlling versions, and ensuring comprehensive testing coverage.

Success in Implementing Addendas Relies on Following Key Practices:

- Design modular components that can be easily updated
- Create reusable elements to reduce maintenance
- Maintain clear documentation of all customizations
- Implement strict version control
- Conduct regular testing cycles
- Optimize performance through efficient coding

Technical Configuration Involves:

1. Create custom Z-tables to store addenda mappings and rules
2. Implement enhancement spots at billing document creation
3. Add custom logic through BADIs for specific requirements
4. Configure output determination for PDF generation
5. Map fields between SAP documents and customer addenda
6. Setup validation checks for addenda completeness

Regular maintenance includes monitoring performance, updating configurations for changing requirements, and ensuring compatibility with SAP updates. Performance optimization is crucial, particularly for high-volume customers with complex addenda requirements.

Understanding PACs in e-Invoicing

Role of PACs (Proveedor Autorizado de Certificación)

PACs, or Authorized Certification Providers, are crucial intermediaries in the e-Invoicing ecosystem, particularly in Latin American countries. These authorized entities serve as bridges between businesses and government tax authorities, ensuring compliance and validation of electronic documents.

Key PAC Functions

- **Certification and Validation:**
 - Real-time validation of eInvoices against regulatory requirements
 - Verification of format, content, and mathematical accuracy
 - Digital signature verification and authentication
- **Document Transmission:**
 - Secure transmission to government tax authorities
 - Real-time status tracking and confirmation
 - Error handling and notification systems
- **Compliance Management:**
 - Continuous updates to meet changing regulations
 - Storage of validated documents
 - Audit trail maintenance
 - Support for compliance reporting

Country-Specific PAC Implementation

- **Mexico (Pegasso):**
 - Direct integration with SAT
 - Real-time validation and certification
 - Comprehensive error handling and reporting
- **Peru (Carvajal):**
 - Integration with SUNAT
 - Support for both B2B and B2C scenarios
 - Specialized handling of delivery documentation
- **Panama (EBI):**
 - Custom integration via MuleSoft
 - Support for standard invoice types

- Real-time status monitoring
- **Ecuador (GoSocket):**
 - MuleSoft-based integration
 - Comprehensive document type support
 - Enhanced error handling capabilities
- **Turkey (Vision+):**
 - Integration with Turkish tax authorities
 - Support for local regulatory requirements
 - Real-time validation and reporting

Solution Approach

The section outlines middleware strategy, technical implementation and implementation strategy used for the e-Invoicing solution across multiple countries, ensuring scalability, compliance, and real-time processing.

Middleware Strategy

A dual middleware approach was used to handle diverse integration needs:

- **SAP CPI for Mexico, Peru, Chile, Colombia, Turkey:**
 - Native SAP S4 HANA integration, real-time processing, high availability.
- **MuleSoft for Panama, Ecuador:**
 - Custom flows, enhanced monitoring.

Key Features

- Redundancy: Failover mechanisms between SAP CPI and MuleSoft.
- Performance: Caching for master data, PAC responses, and templates; load management for peak hours.
- Security: Multi-layer security with encryption, role-based access, and audit logging.
- Document management: Centralized templates with version control and custom formatting.

Country-Specific Documents

- Supported document types included e-Invoices, credit/debit memos, and delivery notes across all countries (e.g., Mexico, Colombia, Peru, Ecuador, Panama, Chile, Turkey).

Technical Implementation

A dual middleware approach was used to handle diverse integration needs. Custom OSS notes were also used for country-specific document generation and tax scenarios. The middleware architecture leveraged SAP CPI for real-time processing and error handling in primary markets (Mexico, Peru, Chile, Colombia, Turkey), while MuleSoft handled custom flows for Panama and Ecuador. The solution included pre-validation, automated error detection, retry mechanisms, and error logging to ensure smooth operations, custom flows and enhanced monitoring.

Implementation Strategy

The implementation followed a phased approach, starting with country prioritization, pilot implementations, and a progressive rollout to mitigate risks. Rigorous testing and validation ensured success, including comprehensive testing protocols, PAC integration validation, end-to-end verification, performance testing, and user acceptance testing to meet all regulatory and operational requirements.

Key Achievements and Benefits

- Multi-country implementation success
- Multiple PAC integrations
- Comprehensive document support
- Real-time monitoring
- Reduced manual intervention
- Improved accuracy
- Cost savings

Industry Trends and Future

The landscape of e-Invoicing is evolving as global tax authorities increasingly move toward digital transformation to enhance tax compliance, transparency, and efficiency.

This shift is driven by technological advances, regulatory mandates, and the need for real-time data insights in the tax reporting and invoicing process. Below are key industry trends and future directions that are shaping e-Invoicing and its role within organizations:

- 1. Mandate real-time reporting and Continuous Transaction Controls (CTC):** Many governments now requiring real-time or near-real-time reporting of business transactions, known as Continuous Transaction Controls (CTC). This includes validating invoices at the point of issuance before allowing goods or services to be delivered. LATAM countries have been at the forefront of CTC implementation. Companies must remain prepared to adopt real-time integration with tax authorities to meet new mandates as they emerge in other regions.
- 2. Increasing adoption of cloud-based solutions:** Cloud platforms like SAP Cloud Platform Integration (CPI) are increasingly being adopted to handle complex e-Invoicing requirements, providing scalability, flexibility, and enhanced security. Cloud integration facilitates efficient, cross-border compliance and offers the agility needed to adapt quickly to regulatory changes.
- 3. Expansion of e-Invoicing mandates globally:** While LATAM countries are early adopters, more regions,

including EMEA and parts of Asia-Pacific, are following the suit by implementing e-Invoicing mandates. The trend suggests that multinational organizations must be ready to extend their e-Invoicing capabilities to support evolving requirements across new regions in the future.

- 4. Integration with emerging technologies:** Emerging technologies such as Artificial Intelligence (AI) and Blockchain are beginning to influence e-Invoicing processes. AI can improve data accuracy, detect anomalies in invoicing, and streamline processes. Blockchain can enhance data security and transparency by providing an immutable ledger of transactions. As these technologies mature, their role in e-Invoicing is expected to expand, potentially automating complex compliance tasks and reducing administrative overhead.
- 5. Focus on enhanced data security and privacy:** With the increase in digital invoicing comes heightened concern for data privacy and security. Tax authorities and organizations are investing in security protocols and standards to protect sensitive financial data. Companies are expected to implement strong data governance practices, focusing on encryption, access control, and compliance with global privacy regulations like GDPR.
- 6. Growth of industry-specific requirements:** Certain industries, like pharmaceuticals and manufacturing, are seeking unique e-Invoicing demands that go beyond standard requirements. This includes incorporating lot or batch information, regulatory compliance for controlled substances, and multi-level approvals. Industry-specific e-Invoicing features are expected to become more prevalent, driving companies to adopt flexible, configurable e-Invoicing solutions that cater to these specialized needs.

Future Directions for e-Invoicing in SAP S/4HANA

SAP S/4HANA users are well-positioned to adapt to these changes by leveraging SAP's built-in capabilities and integration tools as e-Invoicing continues to evolve. Future SAP S/4HANA implementations will likely focus on:

- **Enhanced compliance automation:** Integrating AI-driven compliance monitoring and anomaly detection within SAP S/4HANA will reduce manual interventions and enhance regulatory accuracy.
- **Centralized e-Invoicing hubs:** A consolidated e-Invoicing hub for multinational companies will support multiple countries from a single SAP instance, streamlining the e-Invoicing process across borders and enabling real-time compliance tracking.

- **Real-time analytics and reporting:** Advanced analytics and reporting capabilities will provide companies with insights into invoicing performance, compliance status, and operational efficiencies, allowing for data-driven decision-making.
- **Real-time analytics and reporting:** As middleware solutions like SAP CPI and MuleSoft continue to evolve, organizations will have more options for seamless integration with country-specific tax portals, improving efficiency in multi-country implementations.

Lessons Learned and Best Practices

Technical Considerations

Architecture and Design

- **Design for scale:** Build the system to handle 10x current volume from day one, anticipating growth in transaction volume and country expansion.
- **Modular architecture:** Implement country-specific modules that can be independently updated without affecting the core system.
- **Future expansion planning:** Design APIs and data models that can accommodate new country requirements without major restructuring.
- **Mixed middleware strategy:** Use multiple middleware solutions (CPI/MuleSoft) to optimize solution and country specific needs.
- **Flexible data models:** Create data structures that can handle varying tax requirements and document formats across different countries.

Operational Best Practices

Project Management

- **Start with simpler countries:** Begin implementation with countries having straightforward requirements before tackling complex markets.
- **Group similar countries:** Implement similar countries (e.g., Peru and Colombia) together to optimize resource utilization.
- **Clear rollback procedures:** Maintain documented rollback plans for each country's implementation phases.
- **Strong change management:** Establish clear processes for handling regulatory changes and system updates.

Knowledge Management

- **Technical documentation:** Maintain country-specific technical guides with regular updates for regulatory changes.
- **Troubleshooting guides:** Create detailed troubleshooting procedures for common error

scenarios in each country.

- **Regular procedure updates:** Review and update operational procedures quarterly based on learned experiences.

Risk Management

Compliance Management

- **Regulatory monitoring:** Assign dedicated resources to track regulatory changes in each country.
- **Update procedures:** Establish clear processes for implementing regulatory changes within required timeframes.
- **Regular audits:** Conduct monthly internal audits of compliance requirements and system configurations.
- **Authority relationships:** Maintain direct relationships with tax authorities and PACs in each country.

Business Continuity

- **Disaster recovery testing:** Conduct quarterly DR tests with specific focus on high-volume countries.
- **Alternative processing:** Maintain manual processing procedures for system downtime scenarios.

Critical Success Factors

- **Early stakeholder engagement:** Involve key stakeholders from each country at project initiation.
- **Strong project governance:** Establish clear decision-making processes and escalation paths.
- **Comprehensive testing:** Implement rigorous testing procedures covering country-specific scenarios.
- **Scalable architecture:** Design systems to handle growth in both volume and complexity.
- **Clear support model:** Define support responsibilities and escalation procedures for each country.

Common Pitfalls to Avoid

- **Underestimating requirements:** Account for country-specific nuances and regulatory requirements early in the project.
- **Insufficient testing:** Ensure comprehensive testing of error scenarios and peak load conditions.
- **Poor PAC service monitoring:** Implement proactive monitoring of PAC service availability and performance.
- **Inadequate master data:** Maintain clean and complete master data specific to each country's requirements.
- **Poor certificate management:** Implement robust digital certificate lifecycle management procedures.

Conclusion

The successful implementation of this eInvoice solution demonstrates the ability to handle complex, multi-country requirements within SAP S/4HANA. The solution provides a scalable framework for future expansion while ensuring compliance with current regulations across LATAM and EMEA regions. The integration of various PACs and direct government connections, coupled with robust monitoring and control mechanisms, has created a reliable and efficient e-Invoicing ecosystem for our pharmaceutical client.

The shift towards e-Invoicing as a compliance standard is reshaping how businesses operate on a global scale. With SAP S/4HANA at the core, organizations can navigate this transformation successfully by aligning their processes with emerging technologies and regulatory requirements. By staying ahead of trends and preparing for future directions in e-Invoicing, companies can optimize their compliance processes, achieve greater transparency, and enhance overall operational efficiency. As the e-Invoicing landscape continues to develop, organizations that invest in flexible, scalable solutions will be well-positioned to meet the demands of a digitally driven regulatory environment.

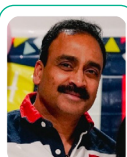
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