

VIRTUTEM Supports EDI Go-Live During Global Manufacturer's Ongoing SAP Transformation

VIRTUTEM maintained BPCS continuity, reduced the application backlog, and supported SAP-side data transformation with zero shipment disruptions.



CHICAGO, IL, UNITED STATES,

September 22, 2026 /EINPresswire.com/ -- A [global industrial manufacturer completed an EDI deployment phase of its SAP S/4HANA](#) rollout across U.S., European, and Canadian operations with zero customer shipment disruptions, supported throughout by [VIRTUTEM's](#) ERP application managed services team.

The manufacturer's broader SAP S/4HANA transformation, migrating from a BPCS v6.x environment, remains ongoing. Throughout the engagement, VIRTUTEM has provided global application-layer support for the legacy BPCS environment, including technical application support and issue resolution. VIRTUTEM has also participated directly in the SAP program, including SAP-side data transformation and validation activities.

VIRTUTEM entered the engagement after key internal BPCS subject matter experts had been reassigned to the SAP program. A key EDI resource also departed unexpectedly during the transition, creating an additional critical support gap.

The VIRTUTEM team began with a three-month shadowing and onboarding period and assumed primary support responsibility by month five. Throughout each phase of the SAP transition, a two-level governance structure — weekly operational reviews and monthly executive check-ins — has helped maintain alignment across the manufacturer's global operations.

At the start of the engagement, the manufacturer had more than 150 open ERP application tickets, with backlog items aged beyond 80 days. Over the course of the engagement:

- Monthly ticket volume declined from approximately 130 to 40.
- Open tickets were reduced to roughly 30.
- Backlog age dropped to under 30 days.

The engagement remains ongoing.

During the engagement, VIRTUTEM has provided:

- Global 24x5 support with 24x7 on-call coverage across all three regions.
- Functional coverage across Financials, Distribution, Manufacturing, and EDI.
- Structured knowledge capture and environment documentation.
- Data transformation and validation support for the concurrent SAP S/4HANA program.
- Identification, documentation, and resolution of undocumented processes, removing manual intervention and restoring reliable period-end processing.

When the EDI resource left the organization, VIRTUTEM assumed ownership of the BPCS EDI environment and became the client's primary resource for the BPCS side of the EDI transition.

The team maintained the stability of the BPCS EDI environment while supporting the migration from the BPCS side and working alongside the SAP implementation team. This coordination helped enable the EDI go-live phase with zero customer shipment disruptions.

The engagement reflects a pattern VIRTUTEM has observed across its client base: organizations undergoing multi-year ERP transformations must continue to operate and support the outgoing ERP environment even as key internal resources shift their focus to the new platform.

When critical expertise is reassigned or unexpectedly lost during that transition, the business-critical transactions, integrations, and operational workflows running on the legacy system must still be maintained. VIRTUTEM's ERP application managed services model is designed to absorb that responsibility, stabilize operations, and maintain continuity throughout the transformation.

About VIRTUTEM

VIRTUTEM provides ERP Managed Services for IBM i, IBM i modernization, and Infor LX upgrade services for mid- to large-sized manufacturing and distribution organizations.

Operating across North America, VIRTUTEM works at the ERP application layer, supporting Infor LX and BPCS environments, EDI operations, manufacturing workflows, application management, modernization, and ERP transition initiatives.

VIRTUTEM helps organizations address skills gaps, legacy application risk, knowledge continuity, and the operational challenges that arise during long-term ERP transformation programs.

For more information, visit virtutem.com.

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