

7 Signs Your SAP VIM Needs a Health Check

A diagnostic checklist for AP, Shared Services, and SAP solution owners

By Ignacio Lucano · Founder, Synthara · 27+ years SAP · 24+ years OpenText VIM · 120+ enterprise engagements

Most enterprise SAP VIM environments drift over time. The symptoms are quiet at first: a few more exceptions each week, a handful of invoices aging in approval, an AP team running harder to stay in place. None of these signal disaster on their own — but together they tell a story.

These are the seven patterns we see most often in VIM environments that are due for a closer look. If more than two or three apply to yours, a 2-week diagnostic will likely pay for itself many times over.

01 First-pass rate stuck below your target

Your first-pass stopped improving after go-live, or it hasn't moved despite a round of optimization. You're somewhere between 40% and 60%, and every attempt to push higher hits diminishing returns.

USUALLY BEHIND IT

Tolerance groups that don't reflect vendor behavior. Validation rules firing on preventable data quality issues. OCR profiles that haven't been retrained in a year. Auto-posting rules that were never generalized beyond the launch vendors.

02 The same exception categories show up every week

Pull the top-5 exception reasons from the last eight weeks. If it's the same five — UoM mismatch, suspected duplicate, vendor mismatch, invalid requester ID, missing indexing data — you have a feedback-loop problem.

USUALLY BEHIND IT

Exception data is being triaged but not fed back into configuration. Nobody owns closing the loop between "what did we see?" and "what rule or master-data entry needs to change?"

03 Month-end close is held hostage by the AP backlog

AP works weekends near month-end. Invoice posting lag puts pressure on finance close. Aging reports show clusters stuck at the same approval step every cycle.

USUALLY BEHIND IT

Approval workflow with too many sequential steps and no SLA enforcement. Approvers unavailable (vacation, offboarded, reassigned) with no delegation. Exception handlers under-resourced for the volume.

04 Multi-country rollouts behave inconsistently

The same invoice pattern posts correctly in the US but fails in Canada. A tax rule written for one country doesn't work in the next. Local teams raise tickets for behaviors that "used to work."

USUALLY BEHIND IT

Configuration drift between country variants. GL account determination not harmonized. Tax engine integration edges never tested end-to-end. Language, currency, and regulatory gaps surfacing only in production.

05 Every new vendor feels like a new project

Onboarding a supplier triggers several tickets — OCR profile, auto-posting rule, approval routing, vendor master enrichment. The AP team has workarounds; the solution team has a backlog.

USUALLY BEHIND IT

Vendor master governance is reactive. Auto-coding rules are too vendor-specific. OCR profiles are managed ad-hoc without templates. No standard onboarding runbook.

06 You're running an old SPS and afraid to upgrade

VIM 7.5, 7.6, or 20.4 SPS3–SPS5 still in production. Every upgrade conversation ends with "let's plan it for next year."

USUALLY BEHIND IT

Customizations that aren't documented. Upgrade impact unknown because staging doesn't mirror production. Unclear ownership between your team, IT, and your implementation partner.

07 The support model is unclear — who fixes what?

When something breaks, AP, IT, and your external partner each reach for different playbooks. Tickets ping-pong. Resolution is tribal knowledge, not a runbook.

USUALLY BEHIND IT

Ownership boundaries were never formalized. Common incidents have no documented resolution. Knowledge lives with one or two people and walks out the door when they move on.

How many apply to your environment?

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| 0–2 | Your VIM is well maintained. Keep the signals monitored. |
| 3–4 | Worth a closer look. Meaningful improvement is likely available. |
| 5+ | Book a Health Check. The gap between your current and target performance is substantial. |

WHAT A HEALTH CHECK ADDRESSES

A 2-week Health Check identifies which of these patterns apply to your environment, maps the underlying root causes, and produces a remediation roadmap with quick wins, a 30/60/90 plan, and effort estimates. Principal-led. Remote. Fixed fee from USD 14,000. Written proposal before kickoff.

DELIVERABLES

Findings document · Remediation roadmap · Executive summary · Stakeholder readout

► [Book a Discovery Call](#)

info@synthara.us · synthara.us