Holistic approach to outsource application management support

Global hygiene and health company:

- Over 48,000 employees
- Net sales in 2017 approximately EUR 11.3 bn
- +10,000 SAP users
- Technology and innovation leader in IT usage

Client Challenges

For many years, the company has been growing continuously by i.e. acquiring new companies, launching new products or entering into new markets. The internal experts are needed increasingly for strategical projects to ensure IT keeps pace with overall growth. Acquisition of companies and running an agile business adds to the complexity of the IT and the underlying business processes – a challenge to be met by the support organisation as well. Lupus Consulting was chosen as AMS Partner and has since grown to be an integral part of the support organization.

Solutions

Based on a successful track record, Lupus took over the support services in some domains of the company´s SAP ecosystem. As a result of long-years of flawless support services with almost zero team fluctuation, Lupus was considered and finally awarded to provide support services for the entire heavily customized ERP system as well as for the other domains like Business Intelligence. Lupus became an organic part of the customers support and maintenance organization.

To cover the increasing number of strategic projects, the company frequently involves Lupus Consulting experts also into project work.

Highlights:

- 20+ experts deliver support and monitoring for all SAP modules and MS Power BI
- Service Desk, Level 2 and Level 3 support
- Heavily customized SAP ECC 6.0
- Covering core applications outside SAP ERP, e.g. MS PowerBI
- Seamless integration of support team
- Support for Europe and partly in South Africa and Asia

Benefits

- In-depth technical expertise in heavily customized SAP and Non-SAP environments
- Scalability of services - almost all SAP domains covered according to customer needs

- Almost zero fluctuation within the Lupus Application Management Service Team
- Onboarding processes and knowledge transfer optimized for newly implemented technologies, processes and business lines

LUPUS
CONSULTING