CAP France BAT: World-Class Construction Engineering Powered by an SAP® Business All-in-One Solution

Partner

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Company
CAP France BAT SA

Industry
Engineering, construction, and operations (EC&O)

Products and Services
Innovative construction engineering services

Web Site
www.capfrance.com.sa

SAP® Solutions
SAP® Business All-in-One for EC&O solution, specialized for construction companies; SAP BusinessObjects™ Dashboards software

Partner
Inntree Arabia Technology Services

Whether it's creating a thriving indoor native plant habitat in Riyadh's newest conference center or building a cutting-edge research hospital in the world's largest university for women, you can't beat the **innovative technology and engineering** of CAP France BAT SA. The company has built a reputation for completing the most challenging construction projects on time and within budget. This is no accident – it's due to teamwork, supported by CAP France's SAP® Business All-in-One solution.

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Creating dynamic spaces for learning, sharing, and healing

CAP France had its start in Paris back in 1978, with 25 employees. The company entered the Saudi Arabian market with a solid international reputation for high-quality and innovative construction engineering services. Several years ago, CAP France enlarged its workforce to 1,200 and has positioned itself to take on some of the most technologically challenging projects in the country.

In fact, the company is just starting a new project to build a conference center in the King Abdullah Financial District in downtown Riyadh. "It's a brand-new design that incorporates a living garden wall that surrounds the five-acre indoor campus," says Hadi Darwiche, business development manager at CAP France. "The wall will employ full-spectrum lighting to support a thriving habitat of native cliff-hanging plants."

In addition, CAP France recently completed several new buildings at the Princess Nora University, Saudi Arabia's first university for women and the largest in the world that is exclusively for women. The project includes a 700-bed teaching hospital. "One of our specialties is creating learning and presentation spaces with highly integrated audiovisual systems," says Darwiche. "And we are just completing a state-of-the-art auditorium at the hospital to support complete clinical training on the latest medical procedures."

> "We love a challenge, and by successfully completing a number of projects using novel technology and engineering techniques, we have also built a reputation for quality that is fueling our growth."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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Seeking a technology foundation to support growth and efficiency

CAP France welcomes new opportunities to provide its customers with creative and technologically innovative building solutions, and its employees work extremely hard to ensure quality results that are delivered on schedule. "Our people are highly skilled and dedicated," Darwiche says. "But the amount of work we have to do is tremendous, and we have little time to get it done." He notes that 70% to 80% of the company's projects are rush jobs. "Completing construction at Princess Nora University would normally take five years, as it's a 1 million square meter campus – really a small city," he explains. "We had to do it in 20 months, and any delays would have cost us millions."

Unfortunately, the company's enterprise software solution could not keep up with CAP France's tight project schedules and business growth. The company recognized that with the right software solution, it could consolidate all business information in one place and gain a real-time view of company operations, from inventory to finances. "We had to do a lot of paper-based, highly manual processes that were costing us money and time," says Darwiche. "We not only wanted to be paperless, we wanted to work smarter – so project managers get the materials they need when they need them, and HR can complete payroll in hours, not days."

> "We wanted a single software technology platform that would fully integrate our operations and improve visibility, from the construction site to headquarters. We needed to operate at higher volumes and find more ways to protect very tight profit margins."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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Best-practice functionality that's homegrown – not acquired

CAP France evaluated enterprise software solutions from several vendors, including Microsoft Corporation and Oracle Corporation. It selected the SAP Business All-in-One for Engineering, Construction & Operations (SAP Business All-in-One for EC&O) solution for functionality that was not readily available from other vendors' software. "With Microsoft and Oracle, we would have to configure all of the industry-specific functionality ourselves," explains Darwiche. "By going with the SAP Business All-in-One for EC&O solution, the industry best-practice functionality is built in, and by simply following the software workflow, we are meeting best practices."

CAP France also recognized that from a cost standpoint, SAP provided the best value over the long term. "It's not just the fact that SAP has a solid 30 years of direct experience in the EC&O industry," says Darwiche. "We have plans to expand into new business areas, and no matter how we grow, SAP software will continue to be our central source for all of our business information."

Darwiche and his team wanted to leverage the market leadership of SAP to build customer confidence and facilitate partner collaboration. "When our customers know that we run SAP software, it gives us a competitive advantage," says Darwiche. "We can also compete on bigger projects, because we can partner with bigger industry players like Saudi Aramco and SABIC, which already run SAP software."

> "We looked at software from Microsoft, Oracle, and SAP. SAP is the only vendor that internally developed the industry functionality in SAP Business All-in-One for EC&O. SAP didn't acquire it from another company."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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Deploying new software and new thinking

CAP France knew that a rapid and successful implementation depended on how smoothly employees could adapt to the new solution. "CAP France has been in business for 37 years, so people are used to doing things a certain way," says Darwiche. That's why the company needed an implementation partner that understood not only the SAP software but also how it's used by different teams in the construction engineering business. "Inntree Arabia Technology Services understands that there is more to its role than just installing software," says Darwiche. "It must build highly collaborative relationships with the people across the company who will be using the software."

The entire management team and key employees from all departments collaborated on the project.

"Everyone understood the need to adopt the industry best-practices functionality built into the software," explains Darwiche. "We kept customizations to a minimum, and Inntree thoroughly trained our employees to adapt to some new workflows." Inntree also provided data conversion and testing support, and it worked closely with internal IT and business teams to make the software accessible across the organization. "We use Microsoft SharePoint software to provide company-wide access to all of our SAP software," says Darwiche, "from SAP Business All-in-One for EC&O to the real-time management reporting we built with SAP BusinessObjects™ Dashboards software."

> "We completed this project in just five months because of the change management support from Inntree. The team really helped us quickly address the different organization challenges that arose."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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Hammering out the project delays with real-time information

CAP France has been up and running with its SAP Business All-in-One for EC&O solution for just a few months, but it's already making a significant difference from headquarters down to the construction site. "Everyone is working more efficiently," says Darwiche. "The delays in information are gone." Highly visual dashboard and preformatted reports help executives and project managers improve problem solving using real-time data and analysis.

One of the biggest improvements is how the company now manages its 70,000-item inventory. Previously, getting a complete picture of that inventory required a physical count conducted across all sites, a process that could take over two weeks. "Today, on-site engineers know what's in stock with a few mouse clicks," says Darwiche. "They can even check if an item is available from another site before placing a new order."

Materials procurement used to be a paper-intensive process between on-site engineers and headquarters staff, often requiring a 6- to 10-month lead time for items. "Now our engineers can order everything they need at the work site, with no paperwork and no colorful conversations with headquarters," says Darwiche. "Engineers can quickly follow up on submittals and technical clarifications. Best of all, project managers now know precisely when products will be delivered, so they can factor that into their installation schedules."

> "Our SAP Business All-in-One for EC&O solution has dramatically increased our procurement times so we can better stay on schedule and budget."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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More competitive, more agile, and less paper

Today, teams across CAP France are using the highly intuitive interfaces and workflow functionality of its SAP Business All-in-One for EC&O solution to eliminate paper-based processes and speed execution. "We used to spend up to three days doing payroll, with most of that time spent coordinating with all departments to collect data," explains Darwiche. "Now we complete the entire payroll in two hours." The company is also improving project execution, from increased accuracy of its bid estimations to timely payment of materials and subcontractor services. Overall, CAP France is running a leaner IT operation. "Our internal IT team supports the solution without relying on outside resources," explains Darwiche.

CAP France also has the information it needs to win more projects. Says Darwiche, "For the first time, we know the price of an item as soon as we include it in a project bid, and any changes in materials are instantly updated in the total project cost." In addition, by adopting SAP software as its core business solution, CAP France can now partner with larger industry players.

"Running SAP software makes it easier for us to work with Saudi Aramco," explains Darwiche. "We can integrate our systems and stay connected to Saudi Aramco's supply chain operation. We can connect to Saudi Aramco's deployed SAP Supplier Relationship Management application to team up on project bids and coordinate execution."

> "Our SAP Business All-in-One for EC&O solution gives us the cost visibility we need to bid faster and more accurately."
>
> Hadi Darwiche, Business Development Manager, CAP France BAT SA

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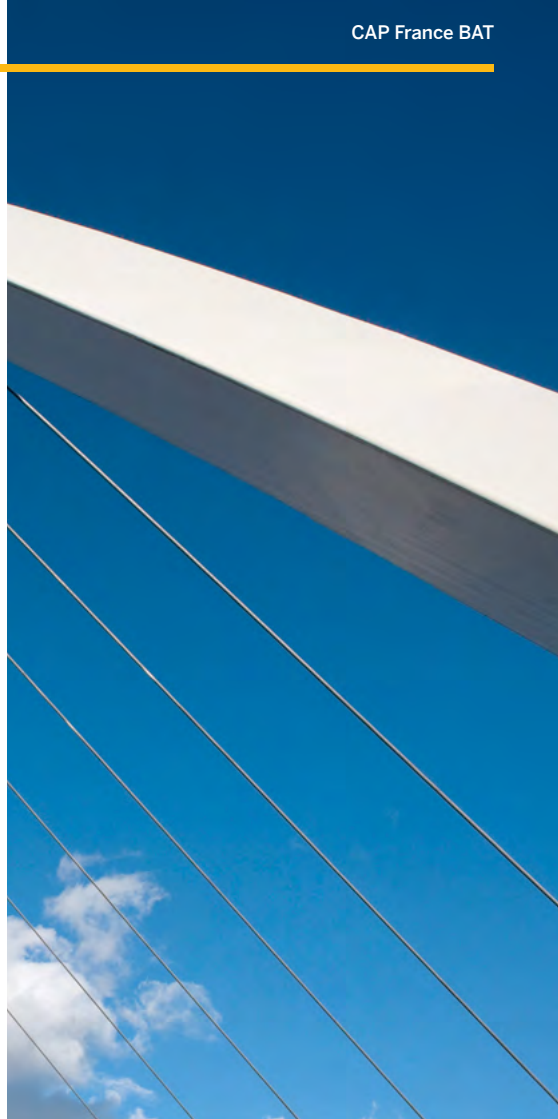
Getting hands-on and strategic

Moving forward, CAP France wants to provide its project managers and engineers in the field with the tools to more precisely monitor ongoing projects. "We want to make all the monitoring information we collect on every project more accessible to project managers in the field in order to enhance their day-to-day strategic management," explains Darwiche. To get there, the company is developing a new project management dashboard using SAP BusinessObjects Dashboards. CAP France wants to deliver this and other critical information using mobile apps from SAP. "Ultimately we want to extend our SAP Business All-in-One for EC&O solution to mobile devices like the iPad," says Darwiche, "so our project teams can complete all project-related transactions on-site, without any paperwork or delays that could cost us time and money."



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