



BENDPAK

AUTO REPAIR EQUIPMENT MAKER SUPPORTS FAST-GROWING BUSINESS WITH SAP® SOLUTION

BendPak Inc. enjoys a world-class reputation as a manufacturer of service equipment for the global auto repair industry. The company sells its products – including automotive lifts, pipe benders, and air compressors – through distributors. The demands of fast growth led BendPak to deploy the SAP® Business ByDesign™ solution.

QUICK FACTS

Company

- Name: BendPak Inc.
- Business context: Manufacturer of auto repair equipment
- Location: Santa Paula, California
- Industry: Automotive – service equipment manufacturing
- Products and services: Specialized service equipment for the auto repair industry
- Revenue: US\$68 million
- Employees: 175
- Web site: www.bendpak.com

Challenges and Opportunities

- Improve accuracy of inventory management to support fast-growing export sales
- Replace fragmented systems to better manage needs of customer relationship management, service, and production
- Meet demands of expanded operations in Asia-Pacific region

Objectives

- Improve service tracking and ability to accurately match spare parts with customers' products during service calls
- Enhance engineering change management to better track product changes including versions and revisions
- Improve accuracy of demand-and-supply management with better forecasting and planning tools

Why SAP® Business ByDesign™?

- Only “software-as-a-service” solution to fully meet needs
- Single platform for full business requirements including financials, customer service, inventory, and production
- Ability to trace products all the way from design through purchase, receipt, shipping, distributor billing, and end-customer service

Benefits from SAP Business ByDesign Key Innovations

- Platform for growth without headache of multiple on-premises systems, databases, and versions to manage and support
- Coverage of all functional requirements
- Implementation of best practices for growth

Deployment Highlights

- Full suite of enterprise resource planning applications to be implemented in 2 phases:
- Phase 1: Full suite except project management at BendPak
 - Phase 2: Project management, extended HR, and any remaining applications

“Our goal was to find a solution that would provide us true end-to-end visibility into our business from a single solution. Selecting SAP Business ByDesign also gives us peace of mind knowing that our mission-critical data is held in world-class data centers and managed by SAP experts. This will allow us to remain focused on BendPak’s business, today and long into the future.”

Sina Moatamed, CIO, BendPak Inc.



SAP Customer Value Profile

Automotive – Service Equipment Manufacturing



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