# LE NOBLE AGE
## EN ROUTE TO GROWTH

## QUICK FACTS

**Industry**
Healthcare

**Revenue**
€206 million

**Employees**
3,500

**Headquarters**
Nantes, France

**Web Site**
www.groupenobleage.com (French)

**SAP® Solutions and Services**
SAP® Business All-in-One solutions, SAP for Healthcare solution portfolio

**Implementation Partners**
IDS Scheer Consulting, a Software AG company, and CBL Consulting

Le Noble Age runs nursing and retirement homes across France and Belgium. An SAP® Business All-in-One solution, combined with SAP for Healthcare solutions, supports the group's sustained business growth and helps to reduce administrative complexities. The company achieved €206 million in revenues during 2010, with 11% growth during the year.

### Key Challenges
- Improve staff productivity through a common business platform
- Reduce the number of interfaces
- Improve data quality
- Eliminate root causes of systematic errors
- Unify security and data handling procedures
- Facilitate management across multiple sites
- Handle multiple languages: French, English, and Flemish

### Why SAP Was Selected
- Depth and breadth of functionality, including support for healthcare companies
- Integration and scalability of SAP® software
- Robustness and sustainability
- Competitive pricing
- Footprint of the SAP ecosystem in Europe

### Implementation Best Practices
- Involvement of operational teams before and during the project
- Utilization of existing SAP skills
- Iterative implementation of the various functional modules
- Integration of third-party technologies, including schedule management
- Deployment across all sites in France and Belgium

### Low Total Cost of Ownership
- Economies of scale through centralization of the application infrastructure
- Reduced support costs
- Reduced maintenance costs
- Reduced upgrade costs
- Avoidance of integration costs

### Financial and Strategic Benefits
- Rich functionality supporting the development group
- Ability to grow while containing the cost of support functions such as accounting
- Uniform rules of management
- Reliability and consolidation of data across the group
- Greater accuracy of analytical work
- Controls for the systematic prevention of fraud and errors

### Operational Benefits

| Key Performance Indicator | Impact |
|---|---|
| Productivity of accounting staff | +50% |
| Productivity of IT staff | +25% |
| Number of servers | -77% |
| Intercompany payment cycles | -80% |
| Data requests for managerial accounting | -99% |
| Effort for duplicate capture of payroll-related data | -90% |

Le Noble Age
Votre confiance nous engage

"We wanted a platform that offers rich functional coverage and that is scalable enough to support the growth of the group. Our SAP Business All-in-One solution addresses the challenges of our strategic plan."

**Damien Billard,** Chief Financial Officer, Le Noble Age

**www.sap.com/contactsap**

Le Noble Age owns and operates 40 nursing and retirement homes for senior citizens in France and Belgium. The company employs 3,500 staff and generated €206 million in revenue during 2010. In late 2007, the prospects of strong growth prompted the company's management to include in its strategic plan a complete overhaul of its IT landscape. The objective was to establish a platform that would support the company's growth over the long term.

The heterogeneous management tools Le Noble Age had in place at the time suffered from lack of integration. As a consequence, access to information was cumbersome, and the scope of information covered in the management system was limited. In addition, employees were losing valuable time by reentering the same data into multiple applications, resulting in errors and inconsistencies.

## Scalability and Robustness

In 2007, Damien Billard, the CFO of Le Noble Age, and Laurent Jouatel, the company's CIO, launched a group transformation based on an enterprise resource planning (ERP) solution. An SAP® Business All-in-One solution was chosen for the quality, depth, and breadth of the functionality as well as for scalability – a critical aspect in an area where regulations are constantly changing.

The robustness of the SAP solution convinced the IT division at Le Noble Age. "It's very simple: With SAP, I know my IT teams will not call me to tell me that the system has crashed," says Jouatel. With the help of IDS Scheer Consulting, a Software AG company, the project implementation was carried out in six months. Today, about 30 accountants, controllers, and department managers and 40 assistants in nursing homes and convalescence homes use the SAP solution to access reliable and consolidated management data.

## More with Less

Only a few months after going live with the solution, Le Noble Age saw the return on its investment. Before the implementation of its SAP Business All-in-One solution, the company's accounting department was organized into teams of three members for five institutions, with no real interaction between them. Recently, 2 accounting teams of 25 staff were able to manage 42 properties in a secure, efficient environment.

"Our legacy system saw several teams involved in the process of consolidating accounts and extracting data for use with the consolidation tool. This approach was cumbersome and required a considerable amount of effort. Today, with SAP Business All-in-One, one full-time equivalent can handle this job, which frees up resources for analysis and investor communication," says Billard.

As a result, Le Noble Age has succeeded in doubling the number of sites without requiring additional support staff. SAP Business All-in-One has also allowed the company to implement standardized business rules. Today, data is consolidated at the group level, saving accounting teams precious time: a single data request now replaces the former sequence of 40 steps. Managerial accounting has become more accurate and provides more insight, greater speed of execution, and improved data security. The need for data rekeying has been eliminated. Data consistency checks are performed automatically.

In the future, Le Noble Age plans to extend its solution to purchasing, customer relationship management, document management, and business intelligence. "Thanks to third-party accounting and our overhauled financial records management process, we are in good shape to double our capacity within five years," concludes Billard.

**Implementation Partners**

IDS Scheer Consulting, a Software AG company, is a leading provider of business process management solutions.

CBL Consulting provides consulting services as well as software tools and solutions for human resources management.

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