SAP Business All-in-One

SAP Customer Success Story
Professional Services

SUMISHO COMPUTER SYSTEMS (USA)

IT COMPANY USES AN SAP® BUSINESS ALL-IN-ONE SOLUTION FOR COMPANY-WIDE INSIGHT

"We have capabilities we simply didn't have before. Our executive team has up-to-the-minute data on financials. We also have strong project-level visibility."

Mark Doi, President and CEO, Sumisho Computer Systems (USA) Inc.

QUICK FACTS

Company
- Name: Sumisho Computer Systems (USA) Inc. (SCS)
- Headquarters: New York
- Industry: Professional services
- Products and services: Complete IT and business service provider
- Employees: 84
- Web site: www.scsusa.com
- Implementation partner: B4 Consulting, Inc. (www.b4-consulting.com)

Challenges and Opportunities
- Establish a single, accurate, and timely version of the truth that's shared across the company
- Improve executive- and project-level financial management and control
- Reduce duplicate and erroneous entries into multiple systems
- Gain management visibility across key functions of the organization
- Achieve integration between various accounting, financial, and control departments

Objectives
- Streamline business processes
- Enhance company-wide and project-level performance visibility through a single, integrated enterprise solution

SAP® Solutions and Services
B4 ProSuite for Professional Services – a qualified SAP® Business All-in-One partner solution

Implementation Highlights
- Functional-level business users comprised half the project team
- Collaborative train-the-trainer approach ensured successful knowledge transfer
- Executive project champions from SCS and B4 Consulting, Inc. collaborated to ensure success of implementation
- Specific scenarios and use cases were developed prior to implementation
- Deployment was proven at headquarters prior to expansion to other locations

Why SAP
- Single enterprise solution that integrates across key functional areas
- Proven software already adopted by parent company
- Qualified partner solution configured for service-based business processes
- Locally available implementation partner that could leverage global support infrastructure

Benefits
- Helps ensure 1 version of the truth enterprise-wide
- Standardizes and integrates business processes
- Establishes executive-level visibility of financials and project-level visibility of profitability
- Enables plan-versus-actual variance analysis
- Supports new project-level, profitability, and sales reporting
- Lowers administrative overhead and business process cycle times

SCS Group Sumisho Computer Systems (USA), Inc.

As a member company of the Tokyo-based Sumisho Computer Systems Corporation, New York-based Sumisho Computer Systems (USA) Inc. (SCS) is a world leader in strategic IT services. Since 1987, SCS has provided its customers with complete one-stop IT services that include application development, infrastructure support, information security, and IT consulting and outsourcing. When it wanted to improve company-wide and project-level financial visibility and control, SCS adopted a qualified SAP® Business All-in-One partner solution.

Fragmented, Manual Business Processes

For SCS, the need for an integrated, enterprise-wide solution was critical for the company's continued success and growth. Before the implementation, the company's sales, financial, accounting, and control processes required multiple manual entries into multiple systems. These processes created data redundancies and inconsistencies and were prone to error. The company lacked integration between departments responsible for key activities – including procurement, sales, accounting, and finance – and its reporting was limited to a historical view of information. As a result, SCS lacked timely financial and operational visibility at both the executive and project level.

The Need for a Single, Timely Version of the Truth

According to Mark Doi, president and CEO of SCS, "We wanted to establish a single, accurate, and timely version of the truth that could be shared across the company." To get there, SCS wanted a single, configurable solution that could help them improve company- and project-level financial management and control, as well as streamline business processes, enhance service levels, and reduce overhead. "We were looking for a solution that would enable us to better manage our project profitability," says Mr. Doi. "And we wanted a solution that was designed for an efficient implementation." Because the parent company of SCS is using SAP solutions, SCS recognized the integration and scalability potential offered by enterprise software from SAP.

"We knew we wanted an SAP solution," explains Mr. Doi, "so our focus was on finding the right partner with the right solution to help us with the implementation." The right partner turned out to be B4 Consulting, Inc. The company has a strong track record of successful SAP software implementations around the world and was locally available to provide direct, immediate support to SCS. Most importantly, B4 Consulting, Inc. offered a solution built on the SAP Business All-in-One for Professional Services solution. The solution, called B4 ProSuite for Professional Services, is a proven enterprise management solution designed specifically for professional services and IT consultancies such as SCS. As a qualified SAP Business-All-in-One partner solution, it offered SCS a fixed implementation timeline at a fixed price, helping the company minimize the risk and cost of adopting a new solution.

A Highly Collaborative Implementation

A high level of executive involvement helped ensure a successful implementation. In fact, company executives, including Mr. Doi, comprised half of the 10-member project team. "I helped champion the qualified SAP Business All-in-One partner solution at SCS," says Mr. Doi. "I saw its benefit not only for our company as a whole but for me in my role as president and CEO." SCS validated the

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effectiveness of the solution at its headquarters before expanding it to other locations around the country and to other companies around the world.

B4 Consulting, Inc. employed a train-the-trainer approach whereby SCS business users gained knowledge through participation in all phases of the implementation project and then disbursed that knowledge throughout SCS after deployment. In addition, SCS developed specific scenarios and use cases to ensure that the new solution would fully support their business processes. "Given that SCS was new to SAP software," says Klaus Schottenhamel, president and CEO at B4 Consulting, Inc., "it was critical to the long-term success of the project to have our team work collaboratively with key SCS business users. After deployment, they did not need to rely on outside consultants to maintain our solution."

"The benefits of our qualified SAP Business All-in-One partner solution and the rapid, cost-effective implementation have made it a great success for us. We now have a firm foundation from which we can continue to innovate."

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Integration and Visibility Improve Efficiency and Control

Today, a growing number of SCS business users are experiencing the tangible, permanent benefits of having a fully integrated enterprise solution that puts live data at their fingertips. The qualified SAP Business All-in-One partner solution has over 36 business users across various departments at SCS. It has enabled them to streamline a range of business processes including project management, financial accounting, management accounting, procurement, distribution, and sales. All relevant data is stored within the enterprise solution and is available throughout the company to other business users who need it. The solution has enhanced efficiency by reducing data entry errors and by eliminating information redundancies and duplicate data entry across multiple systems. As a result, SCS has been able to shorten supported business process cycle times by more than two days a month.

The solution also enhances visibility at all levels of the organization. "We have capabilities we simply didn't have before," says Mr. Doi. "Our executive team has up-to-the-minute data on financials. We also have strong project-level visibility. We always know where projects are in their lifecycle and how they are performing from a financial standpoint." SCS is also taking advantage of the solution's powerful reporting and analytics functionality. For example, the company can now engage in detailed plan-versus-actual variance analysis and run new reports measuring project profitability, sales performance by customer segment, and other aspects of the company's performance.

Deploying the Solution Nationally and Internationally

SCS has begun to roll out its qualified SAP Business All-in-One partner solution to other companies that are part of its parent company, Sumisho Computer Systems Corporation. It has completed implementation at Curl Inc., a member company based in Cambridge, Massachusetts, and implementation is currently underway at London-based Sumisho Computer Systems (Europe) Ltd. Later in the year, the solution will be rolled out to a newly acquired export division in California.

Within SCS, the deployment has enabled the company to move toward greater efficiency and agility while reducing operating costs. "The benefits of our qualified SAP Business All-in-One solution and the rapid, cost-effective implementation have made it a great success for us," confirms Mr. Doi. "We now have a firm foundation from which we can continue to innovate." One such planned innovation by SCS is the adoption of SAP BusinessObjects™ Xcelsius® Enterprise software for configurable dashboard monitoring of key performance indicators and threshold alerts.

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