



NEDBANK GROUP

BANK USES SAP® RAMP-UP PROGRAM TO UPGRADE SAP SOFTWARE RISK-FREE, ON TIME, 20% UNDER BUDGET

QUICK FACTS

“We succeeded in making the upgrade a nonevent in the lives of the business users. I would absolutely recommend the SAP Ramp-Up program and its related services to anyone planning a similar exercise.”

Chris Cullen, Group Software Services Executive, Corporate Property Finance IT, Nedbank Group Ltd.

Company

- Name: Nedbank Group Ltd. (Corporate Property Finance division)
- Location: Durban, South Africa
- Industry: Banking
- Products and services: Corporate lending
- Revenue: US\$450 million (group)
- Employees: 22,000 (group)
- Web site: www.nedbank.co.za
- Implementation partner: SAP® Consulting

Challenges and Opportunities

- Complete smooth upgrade to SAP ERP application to take advantage of new functionality and platform
- Establish Web access for customers

Objectives

- Upgrade with no business disruption
- Help ensure swift issue resolution if needed

SAP Solutions and Services

- SAP Ramp-Up program
- SAP ERP
- SAP NetWeaver® technology platform

Implementation Highlights

- Immediate attention to issues
- Error-free live implementation, thanks to SAP Ramp-Up process and support
- Direct link to SAP through SAP Ramp-Up coach

Why SAP

- Better functionality of new version
- Easier integration of customers and partners
- Greater assurance of a smooth upgrade via SAP Ramp-Up

Benefits

- On time, 20% under budget
- No interruption to business users whatsoever
- Enhanced employee productivity via simpler interfaces, faster processes
- Better management reporting, resulting in more-effective decision making
- Enhanced customer service

Existing Environment

SAP R/3® software

Third-Party Integration

- Database: IBM DB
- Hardware: IBM
- Operating system: UNIX



Nedbank Group Ltd. is one of the four largest banking groups in South Africa. Its Corporate Property Finance division has the largest market share among the groups and aims to maintain that leadership position. This was the primary reason why the division used the SAP® Ramp-Up program to upgrade to the SAP ERP application. “The ability of our IT team to deliver solutions has always been key to the success of our business unit,” says Chris Cullen, group software services executive with Nedbank’s Corporate Property Finance IT department. “Through SAP Ramp-Up, we were able to get new functionality up and running smoothly and showcase our operation as a strategic role model within the Nedbank Group.”

The SAP Ramp-Up program enabled Nedbank to implement the newest version of the SAP enterprise business software as soon as it became available. Like all SAP Ramp-Up customers, Nedbank benefited from accelerated support channels and dedicated coaches who have direct access to SAP product development. Cullen says that the decision to go with SAP Ramp-Up was an easy one. “SAP asked if we would like to be an SAP Ramp-Up customer,” says the Nedbank executive. “I asked, ‘How much does it cost and what’s in it for us?’ SAP said it would cost us absolutely nothing and that it would provide the best service possible and ensure we got exactly what we wanted.”

The benefits were delivered as promised. “We’ve had enormous support from SAP,” Cullen says. “SAP wanted our upgrade to work just as much as we wanted it to work. We met our timeline and came in 20% under budget. The value that SAP Ramp-Up gave us was

that it assured us of success.” It also allowed Nedbank Corporate Property Finance to benefit quickly from the new functions. Cullen explains that the SAP NetWeaver® Portal component will enable the bank to build a dashboard for top-level managers so that they have ready access to critical information on the state of the business. He continues, “We also want to let our clients transact with us via the Web – this will be far easier to do on the SAP NetWeaver technology platform. The knowledge management component will help us modernize the way we train and support users and share our experience and expertise. We upgraded to SAP ERP to take full advantage of the functional enhancements for our current and future business requirements.”

No-Risk Upgrade

During the upgrade, all Nedbank communications with SAP were given priority handling. Says Cullen, “When we logged

messages, it was almost as though the people in Germany were just waiting for them, because sometimes they’d respond literally within seconds. We had our own project manager driving the process and an SAP Ramp-Up coach managing all issues that required assistance from SAP. Our SAP Ramp-Up coach knew our business inside out. We had meetings every Tuesday morning, and every time he came to a meeting, he came armed with answers and proactive lists. He was superb.”

As the first bank in South Africa to implement SAP ERP, Nedbank sought competitive advantage without the pitfalls associated with being a pioneer. SAP Ramp-Up enabled it to get the first-mover benefits of deploying SAP software before general shipment, without risk. “One of the benefits of SAP Ramp-Up was that even though we were the first bank in South Africa – if not the first company – to upgrade to the new platform, we didn’t have to worry about



“We met our timeline and came in 20% under budget. The value that SAP Ramp-Up gave us was that it assured us of success.”

Chris Cullen, Group Software Services Executive, Corporate Property Finance IT, Nedbank Group Ltd.

battling through uncharted territory because we had the backing of SAP,” Cullen says. “As an SAP Ramp-Up client, we effectively enjoyed production quality support, even though we were working in a new version environment.” The Nedbank Corporate Property Finance division can now confidently leverage the new application. “We use the full functionality of the SAP ERP Financials solution,” Cullen says. “We also use the SAP NetWeaver Business Warehouse component to generate reports on earnings, interest accrued, statutory requirements, risk, budget, and returns.”

Around 500 Nedbank personnel use SAP ERP for a variety of business functions. Role-based access helps ensure they have everything they need to do their jobs. Cullen says that user response has been highly positive. “They rave about it,” he says. “The value of the management information that they get from SAP ERP far exceeds the amount

to our clients,” Cullen says. “As an IT group, we are agile enough to turn around business process enhancements and new development extremely quickly. With SAP ERP, we have an application that can handle any type of financial process that the business requires of us.” Thanks to SAP Ramp-Up, the rollout of that application went extremely well. “When the crunch came on the final weekend, I couldn’t believe nothing had gone wrong,” Cullen says. “It was a huge success. We succeeded in making the upgrade a nonevent in the lives of the business users. I would absolutely recommend the SAP Ramp-Up program and its related services to anyone planning a similar exercise.”

SAP: Delivering IT-Powered Business Innovation

SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing

applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations.

From Walldorf to Wall Street: The SAP Success Story

Founded in 1972, SAP has a rich history of innovation and growth that has made us a true industry leader. SAP has sales and development locations in more than 50 countries worldwide and is listed on several exchanges, including the Frankfurt Stock Exchange and NYSE under the symbol “SAP.”

“We also want to let our clients transact with us via the Web – this will be far easier to do on the SAP NetWeaver technology platform. The knowledge management component will help us modernize the way we train and support users and share our experience and expertise. We upgraded to SAP ERP to take full advantage of the functional enhancements for our current and future business requirements.”

Chris Cullen, Group Software Services Executive, Corporate Property Finance IT, Nedbank Group Ltd.

of effort they expend putting data into it.” That’s the key to successful IT – serving the business user, who can then better serve the customer. “As a business, we provide excellent service

so will unleash growth and create significant new value – for our customers, SAP, and ultimately, entire industries and the economy at large. Today, customers in more than 120 countries run SAP

50 083 291 (09/10)

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.