DKSH: Unifying the IT Landscape and Supporting Efficiency and Growth with the SAP® ERP Application

With a focus on Asia, DKSH Group helps companies grow in new and existing markets. After a large merger, multiple unconnected enterprise resource planning (ERP) systems made it difficult to get an overview of operations. In order to unify the IT landscape, DKSH began a total IT transformation, including upgrading its existing SAP® ERP application. Now, with a single unified platform and a global template, there is a balance between global standardization and local requirements.

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Executive overview

Company
DKSH Group

Headquarters
Zurich, Switzerland

Industry
Consumer products

Products and Services
Market Expansion Services: tailored and integrated portfolio of sourcing, marketing, sales, distribution, and after-sales services

Employees
26,000 specialized staff

Revenue
SFr 7.3 billion (€6 billion)

Web Site
www.dksh.com

BUSINESS TRANSFORMATION

The company's top objectives

- Standardize IT landscape to streamline processes and increase efficiency
- Enable scalability to accommodate rapid growth
- Adapt quickly to ever-changing market demands

The resolution

- Used a single global template for the upgrade implementation
- Established the Corporate Shared Services Center to manage IT applications and services across DKSH Group
- Leveraged SAP® MaxAttention™ services
- Developed global enterprise resource planning (ERP) templates to optimize processes across DKSH Group

The key benefits

- Centrally managed, scalable platform that allows for growth with lower IT costs and total cost of ownership
- Faster financial consolidation processes
- Improved user experience with faster resolution of IT requests
- Faster integration of acquired companies
- Streamlined engagement of new clients

"With the SAP ERP upgrade, we can drive productivity more efficiently and extend the scalability of our IT platform to support new services and business models in the future, while achieving higher IT cost efficiency."

Tony Woo, Vice President and Global Head of IT, DKSH Group

TOP BENEFITS ACHIEVED

100%
Increase in sales activities thanks to the scalable IT platform

50%
Less time to onboard new clients

~100%
System availability

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