

Al-Mansour Automotive: Avoiding Risk and Streamlining Operations with SAP® Enterprise Support Services

One of Egypt's largest importers, distributors, and retailers of motor vehicles, Al-Mansour Automotive is a local market leader and job creator. So when crucial functionality of its IT systems was in jeopardy, it had to react quickly. SAP® Enterprise Support services were able to help resolve the issues as well as advise on daily operational improvements. Now end-user satisfaction is up and system performance has improved by 30%.



Picture Credit | SAP AG, Walldorf, Germany. Used with permission.

Executive overview

Company

Al-Mansour Automotive

Headquarters

Alexandria, Egypt

Industry

Automotive

Products and Services

Automotive imports, distribution, and service

Employees

1,250

Revenue

approximately US\$1 billion

Web Site

www.almansour.com.eg

BUSINESS TRANSFORMATION

The company's top IT objectives

- Increase operational efficiency and business success
- Improve IT efficiency and reduce total cost of ownership
- Reinforce and stabilize new IT services

The resolution

- Leveraged SAP® Enterprise Support services to perform regular quality checks on system performance
- Examined systems that were performing slowly
- Optimized security settings and hardware utilization
- Automated daily monitoring tasks

The key benefits

- Avoided costly shutdowns during closing periods
- Improved system performance to meet defined key performance indicators
- Enabled in-house IT experts to further optimize custom programs
- Reduced new hardware investment by US\$175,000
- Gained visibility into core business processes
- Received a Customer Center of Expertise certification

TOP BENEFITS ACHIEVED

70% to 90%

Less time to complete selected business-critical transactions and reports

30%

Improvement in overall system performance

39%

Improvement in overall database performance

"Our systems were not performing well and there was a risk of our month-end closing not being completed overnight. SAP Enterprise support services not only helped us fix the problems, but also helped us streamline daily operations overall."

Khaled Ismail, General Manager for IT, Al-Mansour Automotive