



Henkel CEE

SAP R/3 Outsourcing

Following a comprehensive process of evaluation, Henkel CEE took the decision to outsource the operation of SAP R/3® services to Siemens IT Solutions and Services. In line with a three-phase plan, a common SAP R/3 system was introduced in six Henkel CEE subsidiaries in Central and Eastern Europe by 2001. As set forth in the rollout plan, further subsidiaries were integrated in the central SAP system in the years that followed. The system has over 1,800 users and is managed by the Siemens data center in Vienna.

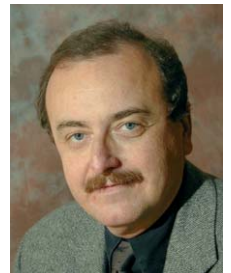
The customer

Vienna-based Henkel Central Eastern Europe (Henkel CEE) is one of the most successful manufacturers of branded goods in Central Europe. Henkel CEE is a market leader in hair care products, adhesives and surface finishing, and also holds a leading position as regards washing

powders, cleaning products and cosmetics brands. With a workforce of 7,700 the company has responsibility for 27 countries in Central and Eastern Europe and generated sales of € 1,027 million in 2003.

The challenge

Following a shift in the company's IT strategy in the direction of integrative recentralization, computers and applications distributed across six countries were integrated in a common SAP R/3 system on the basis of a three-phase plan. The strategy entailed recruiting new personnel and concentrating computer capacity and investment in Vienna. This was followed by a comprehensive make-or-buy evaluation that served as the basis for decision-making in the project. Following the successful joint implementation of the three-phase plan, the prerequisites for subsequent rollout had to be put in place.



Georg Novak,
Chief Information
Officer at Henkel CEE

"The capabilities and expertise demonstrated by Siemens Austria staff were what convinced us. The outsourcing of SAP R/3 services allows us to focus our efforts on supporting our company's core processes in the Henkel CEE group."

Project goals

- To recentralize and consolidate the SAP R/3 systems in Austria and other countries
- To reduce the total costs of SAP R/3 operation
- To put in place a future-oriented solution
- To increase the flexibility of SAP R/3 services
- To secure SAP R/3 and EDI expertise
- To implement a very high level of system availability, while keeping project-related downtimes to a minimum
- To work together and manage the project in a spirit of partnership
- To adhere closely to the schedule

The solution

Siemens IT Solutions and Services operates the Henkel CEE SAP R/3 systems centrally at the Siemens data center. The integration of the existing SAP R/3 systems in a common system was carried out in three phases and completed in 2001. The rollout plans provided for enough flexibility to allow additions and changes to be made to the system on a continuous basis in order to meet requirements (the use of UNICODE, for example). Siemens was able to draw on experience gained from successfully completed projects throughout the world. Close cooperation with the Henkel project team enabled a smooth transition to be achieved during operation.

Technical concept

A number of measures ensure continued operation even in the event of a disaster. The computers are configured for high availability and distributed across two different sites with separate power supplies. In the event of one of the computers failing, operation is switched to the other. Henkel is also connected directly to a failsafe 34-Mbit data line. In addition, Henkel CEE can rely on a team of certified SAP R/3 Technical Consultants at the Siemens data center with experience of SAP R/3 deployment in Eastern Europe.

Our service

We have had SAP R/3 Basis in operation since 1999. Following rollout in Russia in 2004, over 1,800 users in 13 countries now use the system. In addition to our SAP R/3 services, we also provide Henkel with EDI operation and support services. The Siemens IT Solutions and Services helpdesk is available to the company 24 hours a day.

Benefits for Henkel CEE

- A high level of expertise for system operation
- Efficient project management and a good understanding of the customer
- A flexible range of SAP R/3 services
- Eastern European experience and a global network
- A high-security data center with high-availability systems (24 hours a day, 365 days a year)
- The Siemens EDI Competence Center
- The latest hardware and software
- ISO9001 and BS7799 certification

Thanks to the support of Siemens IT Solutions and Services and the resources thus released, Henkel has been able to carry out additional, shorter projects more quickly. The Henkel IT department can continue to focus fully on core processes such as upgrading and rollout in other countries.



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