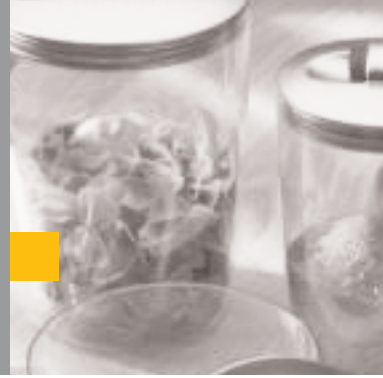


SAP Customer Success Story Click Clack Limited – mySAP ERP Upgrade



“We showed that with the right tools and a motivated team, it is certainly possible to undertake such upgrades internally.”

Natarajan Subramanian, Group IT Manager, Click Clack

AT A GLANCE

Summary

New Zealand plastics and brushware manufacturing company Click Clack implemented mySAP ERP in 2000. To support its growing operations across the globe, the company undertook a significant system upgrade. The project was undertaken without external support and completed in just two weeks.

Industry

Manufacturing

Web Site

www.clickclack.co.nz

Project Objective

- To upgrade mySAP ERP from version 4.6B to ECC 5.0
- Used internal project team to implement
- Improve levels of service and making operations transparent for customers

Key Challenges

- Completely an in-house project
- No prior experience in an SAP upgrade
- Reducing complexity and ensuring reliability

Why SAP Solution was selected

- Existing SAP system and relationship

Implementation Highlights

- Despite no prior upgrade experience, the team was able to complete the project
- Went live in two weeks
- A centralised approach allowed the upgrade to be completed at a single location

Key Benefits

- Future projects such as SAP Portal will be easy now with the SAP NetWeaver platform
- The upgrade provides a framework for additional applications and processes
- Streamlines tasks such as backups and ensures accurate reporting
- “Power Users” to assist and train colleagues

Implementation Partner

N/A

Solution & Services

mySAP ERP Upgrade
SAP ECC 5.0

Hardware

HP

Operating System

x

CLICK CLACK GOES IT ALONE AND COMPLETES SAP UPGRADE IN TWO WEEKS

From its base in the north island of New Zealand, plastics and brushware manufacturing company Click Clack has created a business that spans the globe.

The company designs, manufactures and markets a range of airtight storage containers, beverage holders, domestic and industrial brushware and other plastic products. It has subsidiary company offices in Australia, the United States and the United Kingdom, exports to 50 countries and enjoys an annual turnover of more than \$NZ30 million.

To support its operations, Click Clack implemented mySAP ERP in 2000. The software underpins all manufacturing, distribution and financial activities and has around 100 users. Earlier this year the company undertook a significant system upgrade to the most recent software version, based on enterprise services.

In a move that flies in the face of perceptions that SAP software is difficult to install, the project was undertaken without external support - and completed in just two weeks. A team of four people were able to successfully migrate the company’s critical processes to the new platform without incident or downtime.

“It was a big decision to take as none of us had had any experience with such an upgrade before,” said Group IT manager Natarajan Subramanian. “However we had considerable SAP knowledge and felt confident we would be able to complete the task.”

Although there were cost savings associated with not using external consultants, Mr Subramanian said that was not the main motivating factor. Rather, the company was keen to ensure its staff were as skilled as possible in SAP, and undertaking such a critical upgrade was a good way to achieve that goal.

Using a staged approach, the in-house team first replicated the company’s production environment on some spare hardware and used that to practice the upgrade process.

“We found the SAP documentation to be excellent and a great help in this process,” he said.

“Apart from a few minor hitches, we managed the first test upgrade in about four weeks.”

After satisfying themselves that it could be achieved, the team of four set to work on the production system, completing the upgrade within two weeks.

“We showed that with the right tools and a motivated team, it is certainly possible to undertake such upgrades internally,” he said.

He said the critical factors that led to the successful completion of the project were taking a methodical approach to planning, practicing the upgrade on a separate system, and closely following the SAP documentation.

The initial decision to upgrade to the latest ECC 5.0 version was not made lightly, as SAP is a critical support platform for the company’s daily activities.

“There were two primary motivating factors for us,” he said. “First, our existing SAP platform was coming to the end of its natural life. Second, we wanted to make use of the SAP NetWeaver architecture to implement a range of new initiatives within our operations.”

The upgrade provides a framework on which additional applications and processes can be quickly and easily added to an existing SAP infrastructure. It provides flexibility for the future while protecting existing software investments.

When designing its SAP implementation, Click Clack opted to centralise systems in its headquarters and establish communications links to international offices. Users in Australia access databases on servers in New Zealand and eventually users in the UK and USA will do the same.

“Taking a centralised approach means that system management is much easier for us as we can provide user support from a single location,” he said. “It also streamlines tasks such as backups and ensures we always have an accurate picture of exactly what is happening within the company around the world.”

The centralised approach also helped when it came to undertaking the upgrade as all work could be completed in a single location.

For users, the upgrade meant some changes to the way in which information was entered into the system and so some training was required.

Click Clack uses a system of “power users” who have been trained in the finer points of SAP and can offer advice and assistance to their colleagues. This worked well following the upgrade and now all users are comfortable with the changes.

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Natarajan Subramanian, Click Clack

Mr Subramanian said the next project would involve the introduction of an SAP Portal. This will allow customers access to the system to view details such as order status, stock levels and payment histories.

“We believe this will assist to further improve levels of service, making operations as transparent as possible for our customers,” he said.

The company is also planning the introduction of a warehouse management system that will incorporate radio frequency (RF) tag scanning. This will improve inventory handling and speed delivery times.

The platform made possible by mySAP means additional applications such as this can be seamlessly linked to SAP, reducing complexity and ensuring reliability.

“We have effectively future-proofed our infrastructure,” said Mr Subramanian. “We anticipate that the new version will remain in place for at least the next two years.”

He said Click Clack’s experience definitely showed that perceptions of SAP upgrades being difficult to successfully undertake were not correct. With the right planning and the right team, such projects can be completed without difficulty.



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