

## SAP Customer Success Story



**EoZen is a SAP consulting firm with a strong 'first mover' culture. In July 2002, EoZen acquired the SAP business of IT service provider Alexsys Consulting, so significantly strengthening its position as preferred SAP implementation partner for the Belgium and Luxembourg market. The company currently employs nearly 60 experienced consultants and expects a turnover of 7 million EUR by the end of 2002. To manage its business more efficiently and build a virtual office where all of its employees can collaborate effectively, the company decided to harness the power of mySAP Enterprise Portal.**



## **EOZEN**

### **CONSULTING FIRM**

“One of the typical features of a consulting firm is that our people are constantly working at the customer’s site. This has a fundamental impact on the way we operate as a company,” Christian Smekens, General Manager of EoZen, begins. “It is a real challenge to raise an accurate and timely invoice, when you have to collect, review and approve the time spent by each individual consultant out on the field. Effective knowledge management, communication and collaboration is another example of what can quickly become a logistic nightmare.”

### **WANTED: VIRTUAL OFFICE**

“In 2001, we felt that we had outgrown our familiar, manual system that was an amalgamation of spreadsheets and custom applications. The system was laborious, time-consuming and frequently led to mistakes,” continues Kris Deroo, Business Development Manager. “Especially as our customer portfolio was expanding, the system quickly became unworkable.” EoZen decided to build a virtual office, well aware that only a very powerful and flexible platform with extensive functionalities would be able to manage its specific business context. In August 2001, EoZen made a choice for mySAP.com, as they were convinced that the solution was capable of fulfilling the desired features.

**SAP Belgium N.V.-S.A.**  
 Terhulpsessesteenweg 166  
 Chaussée de La Hulpe 166  
 B1170 Brussel  
 B1170 Bruxelles  
 T +32 (0)2 674 65 11  
[www.sap.com/belux](http://www.sap.com/belux)

## SUCCESSFUL IMPLEMENTATION

A few months after the decision was taken, in December 2001, the implementation started of the first stage of the project. The objective was to build the foundation using the components SAP Financials, SAP Project System, SAP Sales & Distribution and part of mySAP Human Resources. "We completed the first stage on January 15th, just in time for our first billing run," says Smekens. "We then took the time to fine-tune the implementation before integrating the mySAP Enterprise Portal in May and June 2002." As for the future, EoZen plans to deploy mySAP CRM before the end of 2002.

## ENHANCED OPERATIONAL PERFORMANCE

"The benefits of mySAP.com are countless," says Deroo. "Consultants now receive project assignments and can easily register time and expenses. Project managers can quickly track the status and costs of their projects. Invoices are processed accurately and almost immediately, which leads to faster payments by clients. Eliminating Excel sheets and reducing manual intervention results in significant savings in time and money. Most of the functions are self-service oriented, which allows us to run with minimum overhead. Finally, mySAP.com has helped us integrate Alexsys Consulting in no time, providing us with the right tool to handle future growth. In brief: our operational performance has enhanced substantially and productivity is much higher."

## BUILDING A VIRTUAL OFFICE

"Our ultimate aim was to bring our office to our people, instead of bringing the staff to our office," Smekens points out. "Using mySAP Enterprise Portal we have succeeded in creating such a virtual office. EoZen has taken the lead in the Benelux with this innovative step: we are one of the first companies to implement an integrated mySAP Enterprise Portal." The EoZen Portal platform includes four major roles, targeted at different audiences. Each role features different functions. The website contains general information and is available to the public. The Extranet is accessible on request to some of the company's customers and partners. It allows EoZen to offer value-added services to its clients, such as forecasted availability of consultants, virtual project team rooms,

## At a glance

<b>SAP Solution components</b>	mySAP Enterprise Portal
<b>Hardware platform</b>	Compaq
<b>Operating system</b>	NT
<b>Database</b>	SQL/Server
<b>Number of users</b>	60
<b>Implementation time</b>	45 days



etc. The Intranet enables EoZen's employees to share diverse information, ranging from sales and marketing data to minutes of meetings, 'to-do' lists, who's who, SAP CV database, etc. Finally, the Desktop role is used by EoZen for transactional purposes such as time registration and management reporting.

## USE IT YOURSELF

"Implementing mySAP.com and mySAP Enterprise Portal was definitely the right decision," says Smekens in conclusion. "Firstly, the platform allows us to manage our business far more efficiently. mySAP.com is an effective tool to enhance our sales and marketing effort: it helps us to follow up leads, keep track of projects and provide our prospects and clients with value-added services through the website and the Extranet. We are convinced that mySAP Enterprise Portal will become a very important tool in the future. Our EoZen Portal serves as the ideal Research & Development investment and strengthens our image as a 'first mover' with a strong focus on quality and expertise. After all, what better way to recommend and market the portal than to show our current and potential customers that we are using it ourselves?"