

WANG

Wang is a recognized worldwide leader in Workflow, Integrated Imaging, Document Management and related Office Software for client/server open systems, and a major worldwide provider of Integration & Support Services for Office Software and Networks. Its products and services enable customers to realize major improvements in productivity, quality and responsiveness.

The SAP R/3 System is seen as the 'best of breed' solution for centralizing MIS activities in Europe, after a complete restructuring of the company worldwide.



In two years time, Wang has become a professional, full fledged 'solution provider' providing companies with imaging workflow software, open systems services and network integration services. During this business re-engineering process, it was decided, amongst others, to centralize all European MIS activities for cost and efficiency reasons.

"The solution we were looking for had to meet the most stringent criteria", explains Benno Sahre, MIS

Director Europe of Wang European Data Center. "It had to be a flexible client/server system, with a powerful relational database. It had to provide real time and full integration, with good network performance. The graphical user interface was also important. And in addition to efficient on-line help and high quality local support, we expected a multilingual, multicurrency solution, complying with the European legislations... As you can see, the list of requirements was quite long!".

A profitable standard European solution

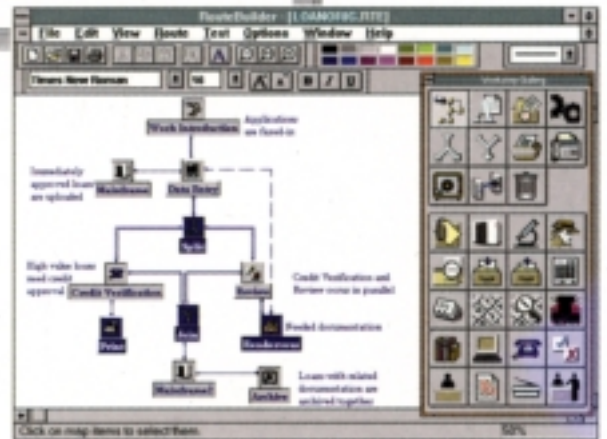
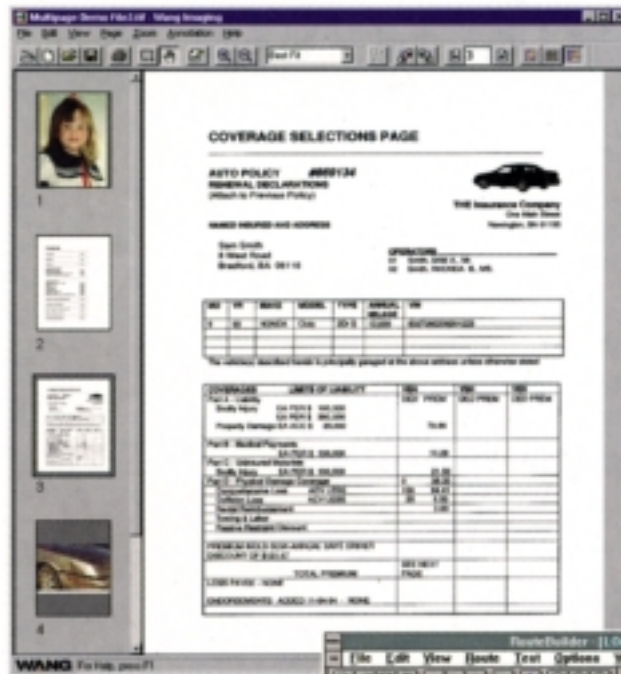
After reviewing the solutions of 40 potential providers, Wang preselected 4 of them... and chose SAP. "Twenty-five percent of the project was dedicated to tests. Finally, we decided for the R/3 system. One of the decisive factors was also the fact that the SAP solution matched our philosophy of standards. As you know, we are a European company and having an efficient standard European solution played a key role in the decision making process."

Once the decision was made in October 1994, it took only a little bit more than a half year to Wang to implement the FI (Financial Administration), CO (Controlling), MM (Materials Management), SD (Sales Distribution) and AM (Assets Management) modules of SAP. "An investment of 2 million USD with a return of 7 million USD!", adds M. Sahre proudly.

"Users are our best ambassadors"

The success of such a large-scale project also depends to a great extent on the motivation of people who have to prepare the change and who will have to use the system in their everyday life. Part of the motivation of the WANG MIS team came from their firm intention to become one of the best MIS Centers in Europe. But they were also enthusiast about the specifications and advantages of the product itself. "Most MIS people dream of a solution like SAP. We have it! And we do appreciate its fault-tolerant architecture, its user-friendliness and its state of the art technology."

The new software solution is only one part of Wang complete business re-engineering process. This process also involved the choice of a new hardware platform (Hewlett-Packard 9000 series with Unix as an operating system and Informix as a database), the restructuring of PC LANS and networks and a change of mentality amongst the users.



"The system was designed by the users, and it was implemented by MIS. So today, the system 'runs' the business and the users 'are' the business - which is of course a complete new approach. For us, as a European MIS Center, it is crucial to have a perfect package - from the point of view of the applications 'and' of the organization - in a integrated environment."

These results were also achieved thanks to the training given by SAP. For Wang users, it was important to get trained and started with SAP. Today, they are the best ambassadors of the systems towards the external world.

"SAP forces you to work in a structured way."

"Today, it's the application which manages the business and provides you with useful information on how to improve your work."