

## SAP Success Story Cernum - IT services



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Koen Matthijs, Partner, Cernum

### AT A GLANCE

#### Company

- Name: Cernum
- Location: Aalst, Belgium
- Industry: IT services
- Services: CRM, NetWeaver and BI solutions, based on SAP
- Turnover: EUR 10 million
- Employees: 85
- Website: [www.cernum.com](http://www.cernum.com)
- Microsoft Implementation Partner: Erudict

#### Challenges and opportunities

- Fast growth.
- Difficult access to business information in SAP ERP.

#### Objectives

- Need real-time view on business information for decision-making.

#### SAP solutions and services

- Duet

#### Implementation highlights

- Smooth integration in 1.5 weeks.
- No need for training (user-friendly).

#### Why SAP

- Cernum is a certified SAP partner, always on the look-out for innovations.

#### Benefits

- Improved access to information, any time and anywhere.
- Real-time, consistent information.
- No need for additional applications.
- Increased productivity.
- Faster, better-founded decision-making.
- Fast installation.
- No training needed.
- Fast ROI.

#### Existing environment

- SAP ERP
- SAP BI
- SAP Netweaver

## CERNUM

**Cernum believes in SAP. And succeeds with Duet.**

“To believe is our guiding principle. To succeed is our objective”. That’s the ambitious credo of Cernum, a rapidly growing IT service provider located in Aalst (Belgium). Since its foundation in 2002, Cernum has become a leading actor in the fields of CRM and BI, engaged in delivering integrated end-to-end solutions to boost the customer’s bottom-line results. Cernum employs around 85 professionals and generated a turnover of EUR 10 million in 2006 – numbers that are constantly growing.

#### In-house SAP expertise

SAP and Cernum are no strangers to one another. Cernum is a renowned SAP Service Partner: a certified SAP Gold Partner for SAP CRM, a Silver Partner for SAP NetWeaver and SAP NetWeaver BI and an Associate Partner for SAP Financials (SAP Strategic Enterprise Management). Clear proof that the company meets the highest standards in consulting and implementation services. It is no surprise then that Cernum has experienced continuous, balanced growth since the day it was founded.

#### Difficult access to business data

For a rapidly growing service provider such as Cernum, timely and easy access to real-time business data (financial results, customer information, etc.) is a must. It helps the management team and sales representatives keep track of the company’s development, monitor trends and take appropriate decisions. “Our business data is available in our SAP ERP 6.0 system but was, until recently, not accessible to our management and sales people,” explains Koen Matthijs, partner at Cernum. “Whenever they wanted a report or results, they had to ask our accounting department. Our accounting staff then extracted the input from

SAP ERP and forwarded it by email. Not the most efficient way to work...”

### **Duet: SAP and Microsoft team up**

SAP has been offering a well-structured and user-friendly data exchange application for some time. However, this solution is too comprehensive for those who only need access to business data from time to time. Occasional users do not need an extra application but an interface that enables them to interact quickly and easily with SAP business data: Duet.

Duet, the very first product created and supported by both SAP and Microsoft, makes SAP business processes and information accessible to employees any time they need them. It establishes a bridge between SAP ERP and Microsoft Office, giving users direct, seamless access to SAP business processes and data via their familiar Microsoft Outlook environment. It also includes a number of special scenarios and functions, such as time management, recruitment management, leave and travel management and purchasing management.

### **Go-live in 1.5 weeks**

According to Koen Matthijs, “Duet perfectly meets Cernum’s requirements. We opted to install the product including two scenarios being, management reporting and budget monitoring. As our Microsoft implementation partner we chose IT service provider Erudict. We already worked with them in the past, but the shoe was on the other foot: as an SAP expert, Cernum implemented SAP CRM at Erudict.”

Erudict handled the hardware set-up, the installation of the Duet server and the adjustments to the staff PCs. In hardly one and a half weeks’ time, Duet was up and running. “Both Microsoft and SAP supported us all the way to make this an exemplary project. The go-live took place so quickly that the return on investment was available immediately. And the cherry on the cake was that no user training was needed, as the Duet interface allows our employees to consult business data in their familiar Microsoft Outlook environment,” says Koen Matthijs.

### **Increased efficiency and accuracy**

Today, around ten enthusiastic Cernum staff make regular use of Duet. They gain immediate access to real-time business information via a separate folder in their Outlook application. “Our lives have become easier,” Koen Matthijs laughs. “Without having to change any of our procedures or habits, we can now quickly gain a real-time overview of business information such as income and margin results, turnover developments and the status of payments, whenever and wherever we are... All we need is access to Outlook!”

The new procedure saves considerable time (and money), as the management team and sales representatives no longer have to wait for the accounting department to forward the information. The latter, from their side, are just as happy with the new solution. “The accounting team wins time as well, because they’re no longer interrupted with demands for company results or specific reports. Besides, the risk that they should make a mistake while sending these data has disappeared as well,” adds Koen Matthijs. Today, everyone who needs information is sure that the data on the screen are current and accurate – an ideal foundation for quick and sound decision-making.

### **Duet Market launch**

That Cernum and Erudict are convinced of the value of the Duet concept is confirmed by their joint decision to market Duet in Belgium. “By using the familiar Microsoft Office environment to connect users to SAP applications, Duet makes accessing crucial business information very simple. The advantages are numerous and the return on investment is immediate. Also, since it’s child’s play to add new scenarios to Duet, the product is ideal for both small and large companies. Cernum has the groundwork for its Duet interface. Now, whenever they wish, new scenarios can be installed in no time,” concludes Alain De Wispelaere, Sales and Marketing Manager Erudict. Koen Matthijs confirms, “As an absolute SAP CRM believer, we plan to activate the SAP CRM scenario’s in Duet shortly, in order to support our sales team’s activity management.”

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