

SAP Customer Success Profile Professional Services – IT Consulting



CERNUM

AT A GLANCE

Company

- Name: Cernum NV
- Location: Aalst, Belgium
- Industry: Professional services
- Products and services: IT consulting for customer relationship management and business intelligence implementations
- Revenue: €9 million
- Employees: 85
- Web site: www.cernum.com

Challenge and Opportunity

Need to make relevant business information readily available to and easily accessed by end users

Objectives

- Allow access to key financial information from employees' desktops
- Implement the leave management functionality of Duet™ software to facilitate the leave request process

SAP® Solution and Services

Duet software, jointly designed, developed, and manufactured by SAP AG and Microsoft Corporation

Implementation Highlights

- Demonstrated ability to implement SAP® software solutions quickly and effectively
- Outstanding support provided by SAP

Why SAP

Take advantage of the unique integration Duet offers, linking Microsoft desktop productivity tools on the front end with SAP enterprise software

Benefits

- Faster, more efficient, and more flexible processing
- Daily time savings translating into immediate ROI

Existing Environment

- SAP ERP application
- SAP NetWeaver® Business Intelligence component

Third-Party Integration

- Database: Microsoft SQL Server
- Hardware: Hewlett-Packard
- Operating system: Microsoft



Cernum NV – based in Aalst, Belgium – delivers end-to-end solutions for customer relationship management. A certified SAP® services partner, Cernum implemented Duet™ software to allow end-user access through Microsoft desktop applications to information stored in SAP enterprise resources. Business processes became faster, more efficient, and more flexible, and daily time savings translated into immediate ROI.

“Duet delivered what it promised: the combination of Microsoft and SAP software generated a win-win for end users and IT alike.”

Koen Matthijs
Partner
Cernum NV



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