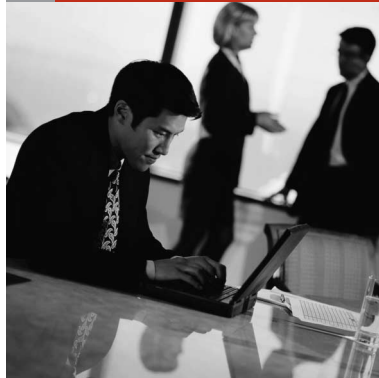


SAP Customer Success Story

**“All in all, SAP NetWeaver certainly gives us
a more competitive advantage.”**

John Harrickey, Director of IT Applications, CSA Group



AT A GLANCE

Company Name

CSA International, Canada
www.csa-international.com

Industry

Product certification services

Key Challenges

Streamline certification processes and improve collaboration with clients: fast and efficient certification processes would reduce the time to market for CSA International's clients.

Solution and Services

SAP NetWeaver™:
SAP® Enterprise Portal and
SAP Business Intelligence

Existing Environment

mySAP™ Customer Relationship
Management, SAP R/3®

Implementation Highlights

- First phase involved rollout to 20 of the company's largest clients
- Integration with non-SAP systems, such as Documentum, for records management

Key Benefits

- Improved and timely collaboration with clients through streamlined processes
- Better visibility of information across the ecosystem based on one version of the truth
- Improved employee productivity through richer access to information
- Improved clients' satisfaction through ease of use and faster response time, which directly affects clients' time to market

Hardware

Compaq

Operating System

Microsoft Windows NT,
Microsoft SQL Server

CSA INTERNATIONAL

SAP NetWeaver™ PLATFORM GEARED TO STREAMLINE CERTIFICATION PROCESS FOR THOUSANDS OF CLIENTS

CSA International is a leading testing and certification organization. A CSA International product certification mark tells consumers that a product has been tested by experts and meets recognized standards for safety or performance. The mark appears on over 1 billion products worldwide – ranging from electronics to medical equipment to plumbing equipment – and that number continues to grow.

COMMUNICATION IS CRITICAL

CSA International's certification process is document-intensive and getting the right documents to the right people at the right time is critical. "Each order produces a document file, including a certificate of compliance and test reports, manufacturer's specifications, schematics, product literature, and more. Plus, regulatory compliance requires that we track that file over the life of the product," says John Harrickey, director of IT applications, CSA Group. CSA International and manufacturers want the certification process to be as efficient as possible so that products are better able to get to market quickly.



To help streamline certification processes and improve communication, CSA International selected the SAP NetWeaver™ platform, which includes SAP® Enterprise Portal (SAP EP) and SAP Business Intelligence (SAP BI) components. This software provides the enterprise portal, knowledge management, and business warehouse capabilities that CSA International needs. “Service and timeliness are the ‘deal makers’ when manufacturers choose among equally qualified certification and testing organizations,” says Randall W. Luecke, president, CSA International.

“That’s why we have invested in leading-edge technology designed to streamline our certification processes, increase productivity, and improve the client experience.”

Before CSA International implemented SAP NetWeaver, certification was processed on an ad hoc basis that was time-consuming and inefficient. Communication took place by e-mail or hard copy. Many version-control issues were intensified by communications with and among CSA International offices, which are located around the world. “Our process needed bolstering in terms of content management control and standardization,” says Harrickey. “In reality, we are part of the manufacturer’s product life cycle in getting a new product to market for them. They depend on our approval before they can go ahead and manufacture products. They do not want to be

delayed because they are waiting for a compliance certificate or report from us. So anything that we could do to shorten the delivery time of those reports and improve approval and distribution time was really what we were looking for.”

Using SAP NetWeaver, CSA International launched a new client self-service offering called CSA-gateway. “We went live with an employee-facing portal as well as a customer-facing portal, starting

with 20 of our clients back in April 2002,” says Harrickey. “The portal makes it easy for us to collaborate with them. The documents we create function as engineering reports that are developed by CSA International specialists working very closely with product-design and compliance engineers at a manufacturing site. The ability for those folks to collaborate more effectively on documents and share information is crucial.

“ . . . we have invested in leading-edge technology designed to streamline our certification processes, increase productivity, and improve the client experience.”

Randall W. Luecke, President, CSA International

THE VALUE OF KNOWLEDGE MANAGEMENT

“One of the other things we are doing with the portal is assigning intelligence to our information, so that we can easily use a classification scheme to sort, filter, and publish the information. Today, we are using the knowledge management capabilities of SAP NetWeaver to successfully deliver the documents. When we implement the next release, we will focus on delivering the text search, retrieval, and classification features of the search and retrieval engine that comes with SAP NetWeaver, to make it easier for clients to locate their documents,” says Harrickey. With the integration capability offered in SAP software, CSA International has also been able to incorporate its investment in third-party applications like Documentum software, which it uses as an internal document life-cycle tool.

INTUITIVE DESIGN

CSA International clients have adapted to the SAP NetWeaver platform quickly and easily. “Our clients are global,” says Harrickey. “We don’t have the opportunity to go out and train them. It was important that the SAP NetWeaver platform be completely intuitive to use and very straightforward. We have had a lot of feedback from our clients who are very pleased with how easy it is to use the portal and to find information.”

CUSTOMIZED INFORMATION INCREASES PRODUCTIVITY

CSA International is leveraging the business intelligence capabilities of SAP NetWeaver, along with back-office system information, and pushing it out to the portal for internal purposes. “Our employees are also benefiting from this solution,” says Harrickey. “They launch their portal, log in, and information within SAP BI, which is fully integrated, is filtered according to their work orders. They get a personalized listing of the jobs that they have to complete. They can click into a job and find out every detail about it. At the same time, they can click on the job folder and have access to all of the information related to the order whether it is specs, drawings, tech support, or test results. And as the job progresses from initiation all the way through to testing, report writing, and then final closed delivery, our ability to leverage information and reduce cycle time is increased.”

The enterprise portal has enabled the company to improve processes and system usability. “We did that in two ways,” says Harrickey. “For our employees, we used role-based access within SAP NetWeaver to streamline the amount of menu navigations. At the same time, we integrated SAP BI to personalize their reports and automatically push up-to-date information to employees’ desktops. There is more business process transparency now.”

SCALING UP FOR CONTINUED SUCCESS

CSA International plans to extend its use of SAP NetWeaver further. It has over 33,000 clients around the world that want to sell products displaying the CSA mark. The next steps will be to increase the number of clients who can use CSAgateway.

“We like it so much, we are going to scale it up to about 250 clients,” says Harrickey. The company expects to provide portal access to over 250 customers and up to 5,000 individual users by spring of 2005.

CSA International also plans to enhance the functionality of the portal. For example, it plans to leverage the self-registration and delegated user-administration features in SAP EP and to further classify its information. Says Harrickey, “All in all, SAP NetWeaver certainly gives us a more competitive advantage.”

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