

SAP Customer Success Story Retail – Medical Distributor



“We have more than recovered the cost of the service through more efficient business practices in a very short time.”

Kristianto Setiawan, IT Manager, Dos Ni Roha

AT A GLANCE

Summary

Indonesian distribution enterprise Dos Ni Roha used the SAP® System Administration service to optimize system administration procedures and empower IT staff to fully utilize and support its new mySAP™ Business Suite solutions.

Web Site

www.dosniroha.com

Key Challenge

IT staff not trained in supporting the mySAP ERP solution or activating its advanced features

Project Objectives

- Optimize system administration
- Provide IT staff with customer-specific knowledge transfer in the area of system administration

Solutions and Services

- SAP Solution Management Optimization services
- SAP System Administration

Why SAP Solution

The only service available that could meet the customer's requirements

Implementation Highlights

- Service delivery went smoothly
- Accomplished the objectives of providing knowledge transfer to IT staff and optimizing the solution

Key Benefits

- Lower operating costs through improved awareness of core business processes and their effects on system operations
- Savings in time and money resulting from more efficient system monitoring, backup strategy, and error-handling process
- Shorter reaction times in difficult situations
- Financial savings due to avoidance of penalties, overtime, and optimized performance, through the reduced probability of system downtime or business process interruptions
- Decrease in number of ABAP™ dumps and terminated updates
- Higher end-user satisfaction due to a reduced probability of system downtime or business process interruptions
- Staff instructed on how to optimally administer core business processes

Implementation Partner

SAP Active Global Support

Existing Environment

mySAP Business Suite family of business solutions, which includes mySAP ERP

Database

Oracle

Hardware

Sun

Operating System

Solaris

DOS NI ROHA, INDONESIA

SAP® System Administration Service Allows IT Staff to More Fully Utilize and Support Company's mySAP™ ERP Solution

Installing new enterprise resource planning (ERP) software isn't always simply a matter of implementation and go-live: you have to keep it running and optimize its performance on a continuing basis. And for that you need trained people. Where can you turn to find them? They're actually right inside your own organization.

That's what Dos Ni Roha discovered after implementing the mySAP™ Business Suite family of business solutions, including core functionality of the mySAP ERP solution, in 2004.

From Legacy to Integrated mySAP ERP

Founded in 1965, Dos Ni Roha is a major Indonesian enterprise specializing in the distribution of pharmaceuticals, healthcare products, medical equipment, and consumer goods. Some 2,000 Dos Ni Roha employees operate 44 distribution centers throughout the Indonesian archipelago that range from branch offices to storage depots located mainly in the country's major population centers.

In 2003, Dos Ni Roha decided it was time to replace its legacy IT systems with an integrated ERP solution. After the selection process pointed to mySAP ERP, Dos Ni Roha contracted with an implementer to install it. The group spent seven months implementing the core functionality, including financials, materials management, and sales and distribution.

Wanted: System Administration Skills

The implementation group realized that the IT staff at Dos Ni Roha did not have the skills necessary to maintain and administer its system on a continuing basis. They called in SAP to evaluate

the situation and make recommendations. A representative from SAP® Active Global Support reviewed Dos Ni Roha's situation and recommended SAP System Administration, a service of the SAP Solution Management Optimization portfolio of services.

SAP Solution Management Optimization services help keep SAP solutions running optimally, improving return on investment and reducing the cost of operations. Typically, SAP System Administration is delivered on-site by experts from SAP Active Global Support. During service delivery, the main aspects of system administration are reviewed with respect to core business processes, and any critical aspects are optimized. The review includes interface settings, database administration, recovery, and backup.

When a company runs an SAP solution, the IT department, multiple other departments, and the implementation project team are all involved in its administration. They work together and distribute tasks to administer the solution, and it is then that challenges occur. SAP System Administration ensures that all parties involved have clear responsibilities for running the solution.

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Kristianto Setiawan, IT Manager, Dos Ni Roha

The result is reduced operating costs through improved system availability, enhanced awareness of core business processes on the part of the IT staff, and an improved technical infrastructure. In addition, a workshop tailored to customer needs educates and empowers the IT team and ensures that the enterprise enjoys long-term cost savings. Knowledge transferred to staff members enables them to optimally administer core business processes.

In Dos Ni Roha's case, the focus of SAP System Administration service delivery was primarily a one-week training workshop delivered at the customer's site to three staff members who were

charged with maintaining the SAP solution. The training was very specifically tailored to the needs of this customer. At the end of the training session, SAP consultants delivered a detailed report recommending the procedures that Dos Ni Roha would need to establish in order to optimally perform administrative functions on a regular basis. A book published by SAP focusing on system administration was included with the report.

“I would recommend this service to anyone who has implemented a mySAP ERP solution.”

Kristianto Setiawan, IT Manager, Dos Ni Roha

“Before the training, we were unable to utilize all the possibilities of our mySAP ERP solution,” says Kristianto Setiawan, IT manager at Dos Ni Roha. “With the training, we have become fully capable of making our mySAP ERP system – both software and hardware – run well and use all the features and functions available in the solution.”

These are just some of the benefits that Dos Ni Roha now realizes after the delivery of the SAP System Administration service:

- Lower operating costs through an improved awareness of core business processes and their effects on system operations
- Savings in time and money resulting from more efficient processes for system monitoring, backup strategy, and error handling
- Shorter reaction times in difficult situations
- Financial savings due to avoidance of penalties and overtime that result from the reduced probability of system downtime or business process interruptions
- Reduced number of ABAP™ dumps and terminated updates
- Higher end-user satisfaction due to a reduced probability of system downtime or business process interruptions

Setiawan sums up the substantial benefits derived by Do Ni Roha in this way: “I would recommend this service to anyone who has implemented a mySAP ERP solution. We have more than recovered the cost of the service through more efficient business practices in a very short time.”