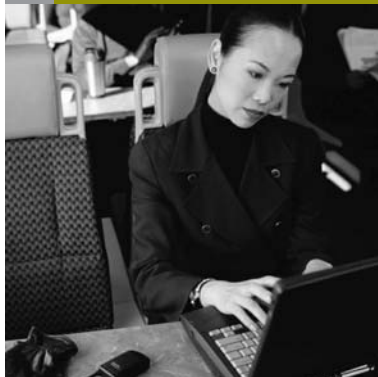


SAP Customer Success Story

ALLDATA SYSTEMS, one of the leading IT consultancy companies in Germany, implemented a portal solution based on mySAP™ Enterprise Portal to help increase the efficiency of its consultants. Employees now use the custom-built portal solution to access the company intranet at any time, from anywhere – so they can gain quick access to project-relevant information and back-office functions.



ALLDATA SYSTEMS

ALLDATA SYSTEMS REDUCES COSTS AND ACHIEVES RAPID RETURN ON INVESTMENT WITH mySAP™ ENTERPRISE PORTAL

With almost 600 employees and sales revenues of around €100 million, ALLDATA SYSTEMS is one of the leading IT consultancy companies in Germany. Formed from the merger of ARAG subsidiary ALLDATA and Global Systems, this customer-oriented IT service provider offers a range of services aimed mainly at financial service and industrial companies.

Increasing efficiency and productivity is at the forefront of ALLDATA SYSTEMS's activities. Of course, the consultants have their customers in mind first and foremost, which is why they now use progressive portal technology to help them work more effectively and flexibly. ALLDATA turned to mySAP™ Enterprise Portal – the first portal solution on the market that covers the specific needs of the consulting industry – to provide this state-of-the-art technology. Using the SAP® business package for consulting, ALLDATA implemented predefined portal content, tailored to the needs of consultants.

MORE CLOUD THROUGH STATE-OF-THE-ART PORTAL TECHNOLOGY

Consultants like those employed at ALLDATA SYSTEMS are regularly on the road and often work at customers' premises. They depend on seamless and direct communication, as it can often be days or even weeks before they get back to their office base. They need to be able to access central information systems and applications at any time and from anywhere.

“Our consulting becomes more efficient if time-consuming back-office procedures can be dealt with quicker and, above all, independent of time and location,” says Thomas Haendly, project lead for the implementation of mySAP Enterprise Portal at ALLDATA SYSTEMS.

The portal solution is custom built by SAP for the consulting industry and provides direct access to a multitude of applications through one standardized browser-based interface. For example, employees in the field can quickly call up applications such as e-mail, time recording, travel management, appointment calendar, and leave requests. Through the portal, the consultants can also access critical information regarding customer data, company news, product overviews, projects, contract documents, and address lists.

EXTENSION OF KNOWLEDGE BASE

Using the new solution, consultants working on-site can enter and transfer their working hours directly through the portal. “We get the data for billing quicker that way and can issue our invoices earlier,” Haendly points out. And that is just the first step for ALLDATA SYSTEMS. “We are expanding the portal into a knowledge base for our consultants,” explains Haendly, “for example, by providing users with simple access to analyses and evaluations for project reporting.” The company also plans to integrate further applications – such as SAP® R/3® Enterprise, SAP® Business Intelligence, and mySAP™ Customer Relationship Management – that can be called up through the portal.

MEASURABLE RETURN ON INVESTMENT

According to ALLDATA SYSTEMS, its investment in mySAP Enterprise Portal is well worth it. “By rolling out mySAP Enterprise Portal to all 600 users in 2003, we should achieve a return

on investment (ROI) of around €400,000 per year,” says Michael Staade, division director at ALLDATA SYSTEMS. A simple easy-to-use graphical user interface eliminates the need for multiple GUI installations, requiring significantly less technical support per employee – which translates

into a reduction in costs. Plus, single sign-on capabilities reduce time spent on password administration. All of these factors positively impact ROI.

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Michael Staade, Division Director at ALLDATA SYSTEMS

SHARING PERSONAL EXPERIENCE WITH CUSTOMERS

With the introduction and further development of the portal solution, ALLDATA SYSTEMS is not only securing a powerful presence and innovative image in the market, the company is sharing its experience with the new technology with its customers: as a certified SAP partner, ALLDATA SYSTEMS is focusing mainly on business information reengineering.