



“OKI Europe”

SAP Customer Success Story



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An SAP platform for the future – OKI Europe

OKI Europe Ltd is part of the OKI Data Corporation, a wholly owned Japanese company based in Tokyo. Founded in 1881 and employing over 20,000 people worldwide, OKI has extensive experience in telecommunications, electronics and information processing systems. OKI Europe Ltd operates in all the European Community, central and eastern European countries plus Middle East and Africa with its own world-class manufacturing plant in Scotland. OKI Europe Ltd is based in Hounslow, Middlesex which is the European headquarters for all of OKI's operating companies across EMEA.

Business need

During the 1990s OKI invested extensively in an Enterprise Resource Planning (ERP) system, based on an SAP R/3 solution. Although best-of-breed at the time, the SAP R/3 (Release 3.0E) that OKI were using has been superseded by several later versions of SAP and was no longer supported. Therefore OKI needed to upgrade to a newer version of SAP.

Project overview

Working with Xansa to scope and specify the upgrade project, OKI took the opportunity to move to version 4.6C. As well as achieving the initial objective of moving to a fully supported version of SAP, this approach gave OKI a platform for future development of mySAP technology. The project commenced in January 2001.

A three-phase approach was taken to develop the upgrade off-line. Firstly OKI's hardware partner provided suitable infrastructure for Xansa to set up a vanilla version of SAP 4.6c. A data and process replica of the existing system was taken, then Xansa consultants, working with the OKI in house team, used an iterative process to test and fix the system to run on the new platform.



The third phase was to implement version 4.6C as a live system – this was achieved ahead of schedule with an 80% reduction to the number of bespoke programmes. A helpdesk was set up to resolve problems solely relating to the upgrade, with the aim of closing all problems within one month of ‘go live.’ Due to the quality of work Xansa and OKI performed, there were very few problems with the live system. This allowed the helpdesk to be closed ahead of time.

Extra dimension

Prior to the project OKI had many different customisations of SAP across Europe. The enhanced functionality of release 4.6C and the work of the joint team to streamline processes has reduced customisations and delivered consistent, standard application architecture.

User training was key to the success of the project. Working with partners, Xansa rolled out training programme on the new system and functionality across Europe in English, French, Spanish, German and Italian. Feedback from the OKI user community was extremely positive – the training was pitched at the right level and delivered in a highly professional manner.

Business benefits

The move to Release 4.6C gives OKI an excellent, stable applications base to support day-to-day business activity. The new version also provides a springboard to launch future development of mySAP enabled solutions, and immediate support for multiple currencies and the Euro.

Future plans include the investigation of introducing a CRM strategy, further development of Supply Chain Management modules, and development of the financial consolidation procedures. None of this would be possible without the 4.6C platform and consistent SAP strategy implemented by the joint team.

Overall the project was delivered a month before the deadline and below budget – due to the combination of the Xansa consultants’ knowledge and expertise working with the OKI team.



Kevin Holian, Vice President CIO, OKI Europe, said: *'OKI are committed to investment in SAP technology to support our business strategy. Xansa are a key partner to help us maximise the returns from the investment we have made. The consultants' knowledge, skills and expertise were vital throughout the project – they delivered above and beyond our expectations. Simply put, if we hadn't achieved this project we couldn't have supported the business.'*

