



eismann



Ciber manages eismann's SAP system environment

Healthy diets and home-cooked meals are considered essential in most households and due to high quality deep-frozen foods, preparation has never been easier. Thus, nutritional awareness does not necessarily have to contradict with a fast lifestyle. Offering a straight-to-your-door delivery service, eismann provides a convenient and high quality alternative to supermarkets and long waiting lines. On the same note, it requires a reliable IT infrastructure and up-to-date software solutions are needed to deliver the goods to the customer on time and in quality.

eismann delivers

Eismann's success story has its beginning in the 1950s of the last century in the Rhineland when four cooperatives, responsible for organizing the processing and distribution of milk, decided to merge into eismann. From that point, it was only a small step to provide a delivery service for ice cream and frozen food. Thus, the Mettmann home service has delivered eismann's goods to customers in every part of Germany since 1974. Today, more than two million households in nine European countries and in Brazil are supplied with goods by more than 220 distribution offices. In Germany alone there are more than 1.100 active self-employed commercial agents and 700 employees.

Technology enables optimal customer service

The "iceman" pays regular visits to his customers during appointed times and at times outside the schedule for more urgent purchases, such as birthday parties or weddings. For people who work, deliveries can also be made after the normal business hours. In order to meet these last-minute needs and requirements at all times, companies like eismann have to regularly check and permanently optimize their IT environment. In 2012, eismann's contract for hosting the SAP environment with SAP ECC, Business Warehouse and XI, as well as the application management for SAP ECC logistics and finances was due for renewal. However, the migration of its hosting and the application management became a

challenge due to the high number of interfaces connected to the SAP system environment and the specific processes. The goal was to increase the response time for changes made to the processes and systems in order to meet deadlines more accurately as well as to reduce hosting and application management expenses. "Thus, we needed a partner who would understand our business model and who would discuss our requirements on an equal level," said Oliver Freitag, CIO at eismann.

The search for the right partner

To guarantee that the goods arrive to the customer safely and on time, many factors were taken into consideration. The distance of the service provider to the customer or reliable late night support along the entire supply chain and across several systems played a significant role. For instance, "Orders made by self-employed commercial agents reach our offices until 9 p.m. The commissioning of goods takes place overnight, and are ready for distribution to the commercial agents at the offices from 6 a.m. onward," explains Freitag. These services were put out for tender as is customary for contracts of this significance.

Four potential project affiliates were evaluated in the process. At the end of 2012, the choice was made in favor of Ciber in Germany with its experience of more than 20 years, providing a comprehensive knowledge in the fields of the SAP environment and of managed services. "Ciber's consultants convinced us from the very beginning. Both their professional competence and their fast response time to all of our questions were crucial factors we included in this decision," said Jürgen Rüdde, head of eismann's SAP competence center. Ciber is now responsible for the all-round maintenance of eismann's SAP environment, from hosting to license maintenance, up to the application management.

Germany remotely maintains systems in France, Belgium, the Netherlands, Austria, Italy and the Czech Republic.

The migration process of the entire system environment's hosting, including its seven systems and the application support for SAP ECC, Business Warehouse and XI finished after six months in April 2013. The well-working communication between all participants played a major role for the successful operation. "Furthermore, even large, shortdated requests and changing project requirements were taken care of immediately. We implemented necessary enhancements to the systems and processes in mixed project teams. Differences and diverging opinions were openly discussed and pragmatically solved together," adds Rüdde.

Partnership leads to future projects

The projects that eismann and Ciber worked on together will ensure a smooth operation of the systems needed for all core business processes. They also form the basis for adjustments and additions arising from new business demands. Immediately after the project had finished and passed to Ciber, there were two more projects started and successfully implemented. One was a release update of the ECC systems to the current SAP 6.0 EhP5 was performed and the other was XI will be replaced by an in-house development in the ECC system.

About Ciber

Ciber is a global IT consulting company with approximately 6,000 employees in North America, Europe and Asia/Pacific. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (CBR). For more information, visit www.Ciber.com.