



Hu-Friedy

Dental Instruments
Chicago, Illinois, Europe and Asia

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– Peter Scanlon, chief information officer, Hu-Friedy

Total Service

Before selecting an outsourcing partner in 2005, Hu-Friedy decision makers knew they wanted to select a hosting partner capable of reliably handling global operations. After a formal bid process, itelligence was selected and received a multi-year contract for outsourcing services. Four years later, the partnership remains strong.

Hu-Friedy decided to implement SAP using itelligence's Quickstart (iQ) program in large part because the solution provided the necessary hardware for the SAP system to be implemented on day one. iQ also demonstrated to Hu-Friedy the value that itelligence delivers through value-added services, including installation, monitoring and administration.

According to Peter Scanlon, chief information officer for Hu-Friedy, the company was looking for a partner in all aspects of SAP implementation. After researching other companies, Hu-Friedy realized itelligence clearly believes in going the extra mile for clients. "A lot of vendors will tell you that they have solutions for small to mid-sized companies. But when you look closely, their services often are better suited for large companies," said Scanlon. "We selected itelligence as our hosting partner because they really do have solutions that are a good match for our needs, and they understand our niche market better than anyone else."



Hu-Friedy, Dental Instruments, Chicago, Illinois

Hu-Friedy, based in Chicago, has been manufacturing high-quality dental instruments since 1908. The company manufactures the highest quality instruments in the profession, renowned the world over for their precision, performance, longevity, reliability and uncompromising quality. Hu-Friedy has a long tradition of working closely with, and listening to, the customer's wants and needs. By collaborating with private practitioners, dental schools, and leading educators, Hu-Friedy has provided the best and most innovative designs, new and advancing technologies and products trusted for value and consistent performance.



FIRST BECAUSE WE LAST.

Industry:
Dental Instruments

Locations:
Chicago, Illinois
Europe
Asia

Employees:
600 Worldwide

Web Site:
www.hu-friedy.com

Solution:
Outsourcing Services

Comprehensive Business Functionality

The decision to outsource hosting was primarily based on a need for a 24-hour global operation and a desire to free up internal IT staff from SAP support to focus on core business issues. "We don't have a large IT department," said Scanlon. "We wanted to grow our capabilities without growing our IT staff, and itelligence offered the perfect solution."

"Our internal IT staff members may not have all the SAP expertise needed, but working with itelligence means gaining access to an experienced group of experts with a broad range of skill sets," said Scanlon. "After implementation, I fully expected to work overnight with Asian and European teams to handle support problems, but have not once had to do so because itelligence is there to handle anything that comes up. It offers me peace of mind knowing that when I go home at night, the system will work for all subsidiaries across the globe."

itelligence – Solutions for the Midmarket

itelligence Outsourcing provides a full complement of services for Hu-Friedy. In this role, itelligence's SAP outsourcing experts provide the following:

- State-of-the-art highly redundant hardware environment
- Reliable, SAS 70 certified data center
- System monitoring and administration
- Real-time access to expert assistance

By entrusting these responsibilities to itelligence, Hu-Friedy can focus on their core business, while itelligence concentrates on all technical SAP aspects.

Continued Support

Hu-Friedy continues to expand sales globally with products such as IMS Diagnostic, Ultrasonic Inserts, Periodontal, Surgical, Restorative, Orthodontic and Piezo Power Scaling instruments.

itelligence's SAP Global certification, experienced personnel and hosting capabilities will continue to pay dividends for Hu-Friedy as the company's business opportunities expand. As one of only 12 companies in the world to achieve SAP Global Hosting Partner certification, itelligence will enhance Hu-Friedy's ability to achieve the full benefits and advantages of their SAP solution. At the same time, Hu-Friedy's IT department can focus on delivering functional value for other IT needs across the organization.

"We believe in providing our customers with support that meets all of their needs and, as a result, our consultants have a deep understanding of Hu-Friedy's core business practices. This allows us to offer an increasingly wide array of services to help them plan for future growth," said Thomas Runge, director of outsourcing services at itelligence.

Small or midsize businesses should not spend scarce resources on IT staff when a partner can handle more efficiently and cost-effectively" said Scanlon. "I would say you have to decide what you want your IT department to focus on, but itelligence's leveraged model gives us access to a resource pool of highly versatile technical skills at an extremely optimal price, providing invaluable support."