



North American Nutrition Companies Inc. Agriculture (Farm Products) Lewisburg, Ohio

» The continuity and experience of the Support Advantage consultants has resulted in a stronger business understanding and more knowledge transfer than we ever expected from a typical outsourced support relationship. «

- Scott Lachecki, Business Process Manager, North American Nutrition Companies

» Because NANCO had prior experience using an outsourced consultant for their SAP needs, we focused on clearly communicating the competitive difference Support Advantage offers. We believe we have delivered on these promises by providing on-demand best practices and fresh, seasoned perspective to help the company truly thrive on SAP. «

- Brad Wolfe, Vice President, itelligence

Meaningful Customer Relationships

An SAP customer since the late 1990s, NANCO selected itelligence as its on-demand partner for a Center of Excellence in 2005. The decision was fairly easy based on the high level of expectations NANCO established for its decision making process and the strong impression itelligence quickly made regarding its services and relationship approach.

According to Scott Lachecki, business process manager for NANCO, itelligence clearly separated itself from the competition and offered the expertise and philosophy he needed to complement his team. "itelligence won our business because they simply got it early," says Lachecki. "They impressed us as good people we could easily work with to develop what have become wonderful personal relationships."



North American Nutrition Companies Inc., Farm Products, Lewisburg, Ohio

North American Nutrition Companies Inc. (NANCO) is owned by Provimi Holding BV, a worldwide animal nutrition company located in Rotterdam, The Netherlands. Although the company was officially born in 2001, NANCO's strength today has been built from a strong tradition of quality, reputable brands in the livestock industry. NANCO acts as an "umbrella" company for these brands, providing operational services in the areas of manufacturing, transportation, finance, legal, purchasing, quality assurance and administration for the brands.

Comprehensive Business Functionality

itelligence has provided NANCO with both expected and unexpected benefits during the past four years. "We hired itelligence in part to allow our business process owners to stay focused on the key areas they know best and avoid having to dedicate time and budget to educating and training resources for SAP-specific needs," says Lachecki. "However, we never imagined the value itelligence has delivered in collaborating with us to think about how we should approach new situations and do the heavy lifting required."

The working relationships and trust NANCO and itelligence have built have paid dividends during projects related to two acquisition roll-outs and one divestiture, among others. Lachecki says, "Our confidence in itelligence's support has absolutely increased rapidly over time to the point where we know the Support Advantage consultants will help us dig a little deeper on each project to achieve maximum results."

In 2009, itelligence supported NANCO's implementation of SAP ECC 6.0, which culminated in a successful Go Live in September. NANCO utilized Support Advantage consultants both remotely and on-site. "The consultants provided customized documentation and invaluable input during face-to-face meetings that helped improve our testing scenarios for user acceptance and other applications," says Lachecki. "The results were a rather seamless migration supported by itelligence consultants who were on call, giving us real peace of mind from start to finish based on their extensive experience with similar projects."

Flexible Support

NANCO prides itself on offering complete flexibility to customers to ensure they reliably receive what they need—whenever and however they need it. It is no surprise that itelligence's open support model and detailed billing statements continue to have strong appeal to help simplify NANCO's management and planning processes.

"During our outsourced partner selection process, we were cautious about finding a partner who offered a cost-effective support model to accommodate natural fluctuations between periods of heavy activity and relative down time as well as variable remote and on-site support," says Lachecki. "itelligence's flexible arrangement has provided us with multiple support options for a full range of projects and critical return on investment to consistently validate our IT strategy."

NANCO also benefits from the ongoing transparency itelligence provides in monthly billing reports. Lachecki says, "Being able to see the time spent per capital project, per call and per staff person makes it easy for us to use this information for reference and anticipate future resource allocation."

Lachecki recommends midsized companies keep these benefits in mind when deciding whether to use outsourced SAP consultants and establishing criteria for the selection process. "IT directors and other decision makers need to look at their SAP support needs and consider how well internally staffed they need to be to support their environment going forward," says Lachecki. "Most likely these needs do not require full-time employees, making Support Advantage an ideal solution to meet short and long-term SAP needs with deep, industry-specific experience."

itelligence – Solutions for the Midmarket

itelligence Support Advantage provides a full complement of services for NANCO. In this role, itelligence's SAP outsourcing experts provide the following:

- SAP business process optimization
- "On demand" remote and on-site consulting
- Comprehensive roll-out and implementation support
- Customized documentation

By entrusting these responsibilities to itelligence, NANCO can focus on their core business.



Industry:
Agriculture (Farm Products)

Location:
Lewisburg, Ohio

Employees:

Web Site:
www.nanutrition.com

Solution:
Application Managed Services