



POLYGLASS USA INC.

OVERVIEW

PROFILE

Industry:	Manufacturing
Locations:	Fernley, Nevada; Hazelton, PA; Winter Haven, FL
Revenue:	Approximately \$100 million
Employees:	125
Web Site:	http://www2.polyglass.com
Solution:	Application support and hosting

For more than 35 years, the Polyglass® brand has been synonymous with leading roofing materials for commercial and residential applications. Since 1991, Polyglass has carried on the tradition of its Italy-based parent company in the U.S. Today, manufacturing facilities in Nevada, Pennsylvania and Florida utilize state-of-the-art technology to produce high quality roofing membranes and underlayments utilizing revolutionary self-adhesive technology that is unique in the U.S. market. Eco-friendly, energy-efficient innovations further enhance the complete package Polyglass offers for superior performance and long-term durability for all roofing needs.

itelligence Support Advantage – Solutions for the Midmarket

itelligence Support Advantage provides a full complement of SAP support and hosting services for Polyglass USA. In this role, itelligence's Support Advantage experts provide the following services:

- Application Support
- Application Enhancement
- Application Optimization
- Application Hosting

By entrusting these responsibilities to itelligence, Polyglass USA can focus on their core business, while itelligence concentrates on all SAP-related aspects.

The Total Solution

Polyglass produces construction materials and has experienced revenue increases of 350% over the past four years. To support their growth, Polyglass USA implemented SAP. The solution also pointed towards improvements in several key areas, including ordering and shipping, accounting and sourcing. However, Polyglass executives worried about hosting and support.

"We were essentially looking for SAP to be a utility," says Mike Manning, chief technology officer of Polyglass USA. "We wanted SAP on our desktop, without having to invest in the hardware and human support required to sustain it."

This desire drove Polyglass to look for SAP support services. "When we looked at itelligence," Manning says, "we immediately saw that they were going to be a perfect support partner."

Comprehensive Business Functionality

Polyglass' SAP implementation gave them previously unrealized capabilities. As Manning says, "We have information we never had before." These new capabilities drastically differed from those that Polyglass previously possessed. The prospect of experiencing a drastic increase in functionality created a certain level of uncertainty among Polyglass executives. As Manning says, "Going to SAP was a huge leap forward and a lot of that was a leap of faith. The biggest unknown for us was how we were going to obtain support on the application side after we went live. We were amazed at the level of support provided to us."

Polyglass was relieved to find that itelligence offered experts across all SAP areas. itelligence's experts quickly began working closely with Polyglass module leaders, who came to rely on the go-to troubleshooters and support team. As Manning says, "We saw that we had a single partner to go to for anything that might be a problem for us on the hosting or application sides. We wouldn't necessarily know what would be a basis problem and what would be an application problem, but that's OK. itelligence will figure that out for us."

itelligence's SAP Global certification, experienced personnel and hosting capabilities all began to pay immediate dividends for Polyglass. One of only 9 companies in the world to achieve SAP Global Hosting Partner certification, itelligence enhanced Polyglass' ability to understand the full-functionality of their new SAP solution, as well as to grasp the basics.



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– Mike Manning, Chief Technology Officer, Polyglass USA

» “Our Support Advantage consultants have made a difference for Polyglass because of our commitment to understanding not only their SAP requirements but also their industry needs. This has greatly enhanced our ability to provide them support across all aspects of their business.” «

– Anthony Morgan, Director of Customer Support Services, itelligence

Continued Support

After Polyglass went live, itelligence assisted with everything from SAP basics to projects and enhancements. Because Polyglass lacked training on assembling reports, Support Advantage created tutorials to help Polyglass team members. When Polyglass wanted enhancements outside standard deliverables, Support Advantage illustrated system capabilities and practical ways to extract and assemble information. Eventually, Polyglass felt comfortable enough to tackle production reporting, specific to product line and equipment. When Polyglass wanted sales reporting to appear in a certain way, Support Advantage helped reformat transactions and retrieve information from SAP.

Within a month after go-live, Support Advantage staff and Polyglass module leaders established a fluid relationship. Today, daily communication and constant feedback keep both partners in tune with how to best capitalize on Polyglass’ robust SAP solution. itelligence’s role within the organization continues to deepen, according to Manning. “itelligence is,” he says, “our IT department. At Polyglass, we have no hardware or programmers—just users. The most advanced thing we have is some SAP module leaders. Support Advantage is our backbone, structure and support.” Support Advantage has saved Polyglass executives the considerable costs associated with recruiting, retaining and training on-site SAP experts. As Manning says, “It’s financially advantageous to do business with itelligence, compared to hiring people.”

Support Advantage continues to assist Polyglass as module leaders become progressively more comfortable with SAP. From enhancing reports to handling web-enabled presentations, Support Advantage and Polyglass have become, in Manning’s words, “attached at the hip. We explain whatever requirements we need and itelligence delivers. They’re even in our brainstorming sessions. They have quickly addressed every problem we’ve thrown at them.”



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