SAP Customer Success Story

"The SAP corporate commitment to the SMB marketplace was a big factor for us. Any time you hear a major vendor express its commitment to this marketplace, there is always the chance that it is artificial . . . it became very clear to us that the SAP and itelligence commitment . . . was sincere."

Jeff Schumacher, VP and CFO, Schumacher Elevator

Schumacher Elevator Company

AT A GLANCE

Company Name
Schumacher Elevator Company (United States)
www.schumacherelevator.com

Industry
Manufacturing

Key Challenges
- Ensure superior customer service to gain competitive edge
- Implement solution without having to customize software
- Enable online ordering/give customers online access to order information

Implementation Partner
itelligence, an SAP®-certified business solution provider

Solution and Services
mySAP™ Business Suite

Implementation Highlights
- Used ASAP methodology to compress rollout time and keep costs down
- Used SAP Best Practices to avoid having to tailor software

Key Benefits
- Reduced lead times
- Enhanced customer service
- Provided infrastructure for Web-enabling critical aspects of business
- Sharpened competitive edge

Hardware
Compaq

Operating System
Microsoft Windows

SCHUMACHER ELEVATOR COMPANY

SMALL AND MIDSIZE BUSINESS IMPLEMENTS mySAP™ BUSINESS SUITE IN NINE MONTHS TO GAIN STRONG COMPETITIVE ADVANTAGE

Schumacher Elevator Company manufacturers, installs, and services passenger and freight elevators. This small and midsize business (SMB) needed a solution that would help it compress lead times, so it could provide exceptional customer service and gain a competitive edge in a price-sensitive business.

"Our strategic advantage is our ability to build specialty, make-to-order products within very reasonable lead times," says Jeff Schumacher, VP and CFO of Schumacher Elevator. "We are always looking for opportunities to reduce lead times even further for our customers, as well as improve our service to them so we don't have to differentiate ourselves strictly on price. mySAP™ Business Suite enables us to manage our operations more efficiently and provides an infrastructure for Web-enabling critical aspects of our business."

Schumacher Elevator wanted to use the mySAP Business Suite family of business solutions to give its customers Web access to crucial account information.

"This was a big reason why we selected SAP® software – for its integration with the Web," Schumacher says. "We want to provide our retail, wholesale, and service customers with the ability to access order status and other information online."

Schumacher Elevator also selected mySAP Business Suite because of SAP's focus on the small and medium business segment.

"The SAP corporate commitment to the SMB marketplace was a big factor for us," Schumacher says. "Any time you hear a major vendor express its commitment to this marketplace, there is always the chance that it is artificial. Both during our implementation and after go-live, it became very clear to us that the SAP and itelligence commitment to our market size was sincere."

itelligence Inc., an SAP-certified business solution (CBS) provider, helped Schumacher Elevator get the solution up and running in nine months. A global IT consulting company and one of SAP's largest CBS resellers, itelligence provides end-to-end solutions for mySAP Business Suite applications. Its offerings include consulting services, training classes, customer support centers, and outsourcing services.

"itelligence helped us accomplish a smooth implementation in a short time frame," Schumacher says. "SAP Best Practices enabled us to implement the software without having to constantly tailor it to fit our business. The ASAP methodology helped us compress the rollout time and keep costs down. This was a big issue for a company of our size. We could not have afforded a solution of this scope if we had to face a year-and-a half or two-year implementation."

Schumacher Elevator runs its mySAP Business Suite solution on Compaq servers, using Microsoft Windows NT and an SQL Server database. The team implemented the solution at one site. Thirty employees began using the solution, with 50 users anticipated within five years.

COMPREHENSIVE BUSINESS FUNCTIONALITY

Schumacher Elevator is a $19 million company headquartered in Denver, Iowa. The company, which has been in business since 1936, recently moved into a new, 60,000-square-foot manufacturing office facility. Schumacher Elevator employs 145 people, with 70 at its main location and the rest in the field, servicing and installing elevators.

Schumacher Elevator deployed mySAP Business Suite to help it manage all of its business processes. For example, the company can easily track customer orders (projects) throughout their entire life cycle – from engineering to materials purchasing to production through to shipping and on-site installation – allowing Schumacher to keep close tabs on each project's progress, payments, and delivery date. Schumacher Elevator also uses the SAP variant configurator to input parameters for each customized order – such as elevator capacity, travel, and speed – and quickly configure the product accordingly.

"We are able to manage projects around customer delivery dates much better now," Schumacher says. "We have realized huge gains by automating processes associated with purchasing, production orders, and financial statements. With mySAP Business Suite, we can easily perform ad hoc queries and generate reports on payment status, corporate financials, job costing, and accounts receivables and payables."

Schumacher also made plans to extend mySAP Business Suite to its employees out in the field. It wants to equip its technicians with handheld devices so they can log working hours, requisition parts, and execute and manage other transactions that will flow directly to the back-office solution. Schumacher Elevator then plans to move additional capabilities onto the Web. "mySAP Business Suite is a solution that can grow with us as our company grows," Schumacher says.

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