

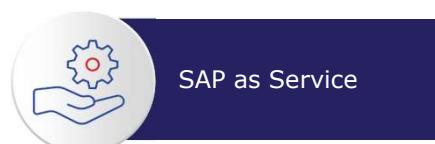
GLOBAL RESELLER OF WORKPLACE PRODUCTS

Founded in 1986, this company opened its first store in Florida, USA. In 1998, its merger with the world's leading direct mail marketer of office products, vastly expanded the company's international presence.

It began operating in Europe in 1990, starting first in the UK. In Europe the company uses a mix of company-owned operations, joint ventures and strategic partnerships, with shops in France and Sweden. With around 6,000 associates across 30 countries, the company is the number one reseller of workplace products and services in Europe.



Retail



SAP as Service

OPPORTUNITY

Customer was not happy with their incumbent supplier - the offshore model was not providing the partnership and proactive support the customer desired.

- Ticket numbers were still high and not reducing after three years.
- No proactive problem management.
- No face-to-face service reviews.

SOLUTION

- Application Support contract covering all ERP modules except BASIS (customer currently in contract with existing supplier).
- **SAP Roadmap and Trusted Advisor.**
- Support SAP systems in UK, Germany and Benelux.

OUTCOME

- Trusted Advisor interaction in building new Business Dashboard.
- Regular face to face on site service reviews.
- **SAP Roadmap** workshops to move to **S/4HANA** and consolidate UK and European systems.
- Proactive management of change pipeline backlog.