



COMPANY OVERVIEW

Since their first pioneering washing powder launched in 1979, Ecover now distribute their sustainable and eco-friendly cleaning products across the globe. Powered by plant-based ingredients their range of cleaning products work effectively while respecting the health and wellbeing of us all and the planet.

HIGHLIGHTS

- 150 SAP users at Ecover are supported by SOA People's dedicated remote SAP certified service desk complemented by on-site visits where required
- Technical issues are dealt with straight away or escalated to the next level of SAP expertise
- Technical application management support guarantees the overall performance of Ecover's SAP landscape and servers
- The SOA People team of SAP experts maintain a very stable SAP environment for Ecover

ENABLING QUICK RESPONSE TO FUNCTIONAL AND TECHNICAL CHANGE REQUESTS

CHALLENGE

An existing SAP customer, Ecover needs to respond quickly and effectively to change requests, but under strict budgetary control. As an organisation that didn't have global support needs, Ecover's internal resource team did not have the capacity to handle day-to-day support of 150 users and as such was looking for a trusted third party to work with for future improvements and process innovation.

Ecover needed access to effective SAP support with a strong focus on business process effectiveness and efficiency, as well continuity of service.

"With SOA People there was continuity of service through staff that had come through from our previous partner; plus we were able to continue to use our own choice of data centre."



BENEFITS

Responsive and agile service:

Ecover has access to the right capabilities when it needs them via the SAP certified service desk. "SOA People makes us feel like a significant customer and that our issues matter. Their level of service is a high priority," highlights Ilse.

Access to SAP expertise: Ecover has confidence in its systems and servers that are continually monitored and any technical issues are dealt with straight away.

"We need our servers up and running at all times to the level agreed in our Service Level Agreement and with the technical application management support we have exactly that."

SOLUTION

Following a tender process SOA People was selected to provide functional and technical support. Ilse Jacobs, IT Manager at Ecover says, "With SOA People there was continuity of service through staff that had come through from our previous partner; plus we were able to continue to use our own choice of data centre."

Functional support is provided to the 150 SAP users within the organisation mainly in Europe who are supported by a dedicated remote support team, complemented on-site where required.

Jan Daniels, SAP functional specialist of Ecover comments "We have a small team on-site but we do not have the capacity to support that amount of users on a daily basis. So from a functional point of view our system is running smoothly and it is a more effective way of working."

Ecover also takes advantage of SOA People's technical application management support which guarantees the overall performance of its SAP landscape and servers. "We need our servers up and running at all times to the level agreed in our Service Level Agreement and with the technical application management support we have exactly that. The SOA People teams of SAP experts maintain a very stable environment for us," adds Ilse.



WORKING WITH SOA PEOPLE

"SOA People is a flexible organisation with the required expertise, and I know that if I can't do something I can turn to them and they will help me. They are like my extended project team, and I'm confident that technical questions will be answered promptly and the technology is up and running to the level we need, giving us peace of mind."

Ilse Jacobs, IT Manager at Ecover



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