YOKOGAWA

ABOUT YOKOGAWA

Headquartered in the Netherlands, Yokogawa Europe is a leading provider of industrial automation, test and measurement solutions. It combines superior technology with engineering services, project management and maintenance, to deliver field proven operational efficiency, safety, quality and reliability.

HIGHLIGHTS

→ SOA People handles daily operational support and maintenance of Yokogawa's European SAP systems

→ Ready-to-Support service covers 24/7 monitoring of SAP application availability and performance and technical incident management

→ SOA People takes away burden of SAP-related tasks from internal team, enabling new goals for the system to be addressed and delivered

OPTIMISING SAP WITH READY-TO-SUPPORT SERVICES
GIVES YOKOGAWA PEACE OF MIND

CHALLENGES

Yokogawa has been deploying an SAP-ECC environment for over 18 years. In early 2017 the entire SAP system was migrated to a global system, which would be hosted and controlled from the head office in Japan. Yokogawa Europe was looking for a skilled SAP partner who could maintain its regional SAP systems in Europe; combination of middleware, Java, manufacturing integration and archive ECC and BI systems. The partner would need to work collaboratively with Yokogawa's own IT operations team.

"Yokogawa has a reputation for the quality and reliability of its products and that needed to be reflected in the work of our IT department, where we must be able to demonstrate that our systems are up and running. We needed a good relationship with a partner who we could work closely with and who could react quickly to any issues", says Pim Huurdeman, Manager of Business Applications and Master Data Management, Yokogawa Europe BV.

SOLUTION

SOA People was selected above two other organisations following a tender process for its professional approach, quality of service, cost effectiveness and cultural fit.

"As a Japanese business that operates in different ways to a typical European firm, partnering with the right organisation was very important to us. SOA People was a good fit, both culturally and from a budget point of view," expands Pim.

SOA People is responsible for the maintenance and daily operational support responsibilities of Yokogawa's European

SAP systems. The tasks it manages are business critical and include 24/7 monitoring of SAP application availability and performance, technical incident and change management and configuration of SAP Solution Manager for monitoring purposes.

Technical application support is provided from 7am to 7pm via SOA People's Ready-to-Support service, relieving Yokogawa's own ICT operations team from carrying out maintenance and daily support on its European SAP systems. This leaves them free to focus on more business-centric activities.

The service is monitored with a Service Level Agreement with bi-monthly service meetings to ensure SLA's are met. These meetings also enable the teams to align and discuss any new trends or capabilities that can be implemented from a monitoring and functional perspective.

Pim adds, *"We have a strong alignment with SOA People and the meetings are beneficial. It's always good to put faces to the names of the people who are carrying out the support for us."*

Since the start of the contract almost two years ago, Yokogawa's list of long-standing SAP-related technical issues and challenges have been reduced to an absolute minimum and new topics and goals for the system are constantly being addressed and delivered.

"SOA People has taken away most of the burden of these SAP-related tasks from our own internal ICT team, as we want to make them free to pursue more business-centric support functions. The quality of the service and SAP expertise that SOA People delivers will give us peace of mind and convenience. It is evident they take ownership to supporting Yokogawa in the best possible way," concludes Pim.

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BENEFITS

• The internal ICT team can focus on business-centric support as they are freed up from SAP-related monitoring and support tasks

• Yokogawa has access to SAP expertise and a professional approach which delivers peace of mind in ensuring its SAP-related systems are always up and running.

WORKING WITH SOA PEOPLE

"We've reached the point with SOA People where the trust and reliability are such that we can depend on them. When there is a concern, we know who to contact and that we will receive a direct response. SOA People benefits from a strong partnership with SAP and resolves issues from both a technical and functional perspective".

Pim Huurdeman, Manager of Business Applications and
Master Data Management, Yokogawa Europe BV