

Pioneer

COMPANY OVERVIEW

Pioneer Corporation is a Japanese multinational corporation that specialises in car electronics. Introducing the world's first component car stereo in 1975 and the world's first GPS car navigation system for consumer market in 1990, Pioneer has always offered products at the forefront of the times.

Pioneer's main business focuses on car audio and car navigation products, incorporating the latest technology and unique ideas. These products are renowned for their functionality and ease of use. It is also looking ahead to the coming autonomous driving society.

Pioneer Europe N.V., based in Belgium, was formed in 1970 to expand the company's European presence. Driven by the growth of the audio-visual market and Pioneer's strategy of operating near the customers it serves, it has established distribution subsidiaries across Europe and Russia.



HIGHLIGHTS

- Successful migration from a high-end hosted solution to the SOA People V-Cloud solution
- Reduction in SAP hosting budget without any loss of service
- Consolidation of SAP support and maintenance to a single partner
- A long-term partnership approach for SAP support
- Business confidence for the use of SAP ERP application suite
- A road map that supports the adoption of future SAP developments
- Ease of System Monitoring and Support
- Managed, Cloud-Based Implementation
- Changing from a direct contract with SAP to one with SOA People.

PIONEER CONSOLIDATES HOSTING AND SUPPORT SERVICES TO REINVIGORATE THEIR SAP SOLUTION

CHALLENGE

Pioneer Europe NV had been using SAP for over 12 years to support their business operations across Europe. The Company had outsourced the hosting of SAP sometime previously, but wanted to review this service and the provision of SAP support to better address its current business needs.

"We had been using SAP for many years," says Tony Waelput, Director ITCC and European Logistics Division of Pioneer Europe NV. "Our business had evolved, so we took the opportunity to review our use of SAP, and consolidate SAP support. This was a broad review that covered SAP licencing, contracting, maintenance, support, business consultancy and our SAP hosting service. We believed that we could realise a step change in our SAP hosting costs without impacting on the quality of service delivery."

Pioneer engaged with its existing SAP partners and began an evaluation of support options and capabilities. It was important that Pioneer not only established a cost-effective support solution, but also identified a partner with cultural compatibility.

"Our focus was to talk with our existing partners," says Tony. "We invited them to work with us to propose their solutions, and to explain how they would approach the consolidation of SAP support. We then invited several partners to tender and confirm their approach and costs. We were interested to understand how the different suppliers would work with us?"

SOLUTION

Pioneer selected SOA People as their partner to consolidate SAP support and hosting services.

"We determined that SOA People had the potential to provide the most comprehensive SAP service," says Tony. "They are immersed in SAP and were able to demonstrate relevant knowledge and experience. Of course, cost was important, and they were competitive. It was important to us that we found cultural compatibility between our organisations: the way of working, the way of communicating, the way of thinking, the shared value system. This was all compatible with Pioneer's culture."

"SOA People provided specialist staff in each of the domains, and the process has been very efficient."

Pioneer and SOA People established a dedicated project team to plan the implementation, with participation from the current hosting service provider. The proposed timescale was aggressive so it was imperative to plan effectively, and ensure appropriately skilled resource was available when required. In-depth reviews were held weekly to ensure that the project remained on track.

"The implementation track for SAP Hosting was very short," says Tony. "Together, we established our priorities and initiatives, and developed a clear project plan to support these. SOA People provided specialist staff in each of the domains, and the process has been very efficient."

"The SOA People team has been progressive and dynamic," continues Tony. "This has made a positive contribution to the success of the project. They worked with us to accommodate non-standard requests and adjusted their approach to meet our specific needs. Being open to investigate new ideas has helped with our need for a short implementation. SOA People has worked with us constructively to address challenges as and when they occurred."

"Communication with the project team was structured, but remained responsive and pragmatic," says Tony. "Direct communication with SOA People specialists has been supported and encouraged, and their management team continues to provide an advisory support function for Pioneer."

The project has successfully delivered on Pioneer's objectives: the contractual relationship is now with SOA People rather than SAP, SAP support and maintenance is now with SOA People, and SOA People are the hosting partner for Pioneer with their V-Cloud solution.

BENEFITS

Reduction in SAP hosting budget without any loss of service – the successful migration of Pioneer's SAP systems from a high-end hosted solution to the SOA People V-Cloud solution is delivering a consistent level of service at a lower cost.

Consolidation of SAP support and maintenance to a single partner – SOA People are providing continuity for Pioneer's SAP systems, with a clear, realisable road map for the adoption of future SAP developments.

Consistent business consultancy and support – Pioneer benefit from ready access to skilled and knowledgeable resource to ensure a stable and performant SAP environment, with consultancy support when needed.

Partnership approach for SAP support over the long-term – SOA People's way of working, communicating, and thinking supports a shared value system and cultural compatibility with Pioneer that engenders confidence for the future.



SUMMARY

"SOA People have consistently demonstrated a partnership mindset," says Tony. "At each moment in time they have looked at the project in terms of what it would bring to Pioneer for the long term. This is important to us. They have been structured in their approach, and passionate in their engagement. Their staff have been skilled and knowledgeable, respecting our specific requirements. The project has been managed well, with the correct resource available when needed. Their commitment to partnership meant that they absolutely worked with us now, and for the long term."

Tony Waelput, Director ITCC and European Logistics Division of Pioneer Europe NV

TECHNICAL DETAILS

- ➔ SAP ECC 6 SR 3
- ➔ SAP Modules: SAP R/3 SD, MM, FR/CO, BI and Contents Portal
- ➔ SOA People V-Cloud Solution
- ➔ SAP Support across 13 European Countries
- ➔ 300 users
- ➔ The project was completed within the planned 3 month period