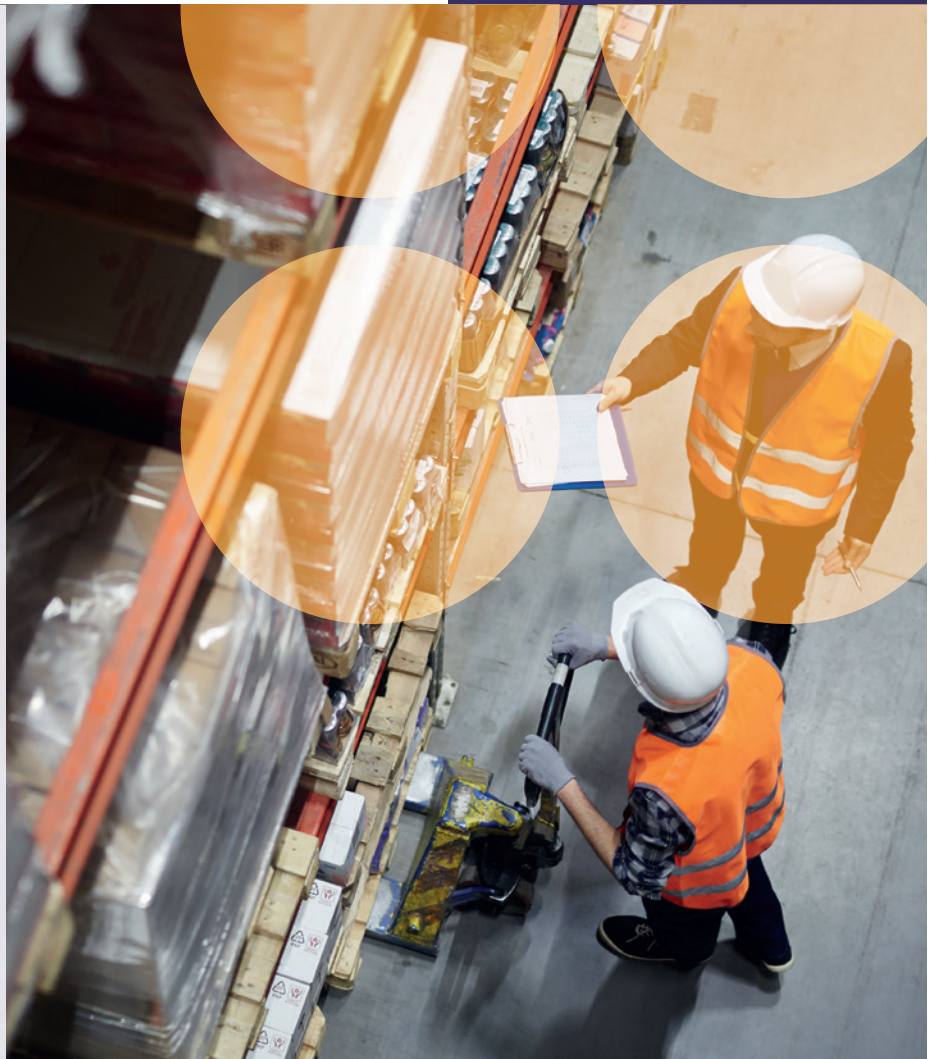


FM LOGISTIC

ABOUT THE ORGANISATION

An international logistics organisation, FM Logistic is an expert in the consumer goods, distribution, perfume/ beauty, industry and health markets. FM Logistic is present in 14 countries with over 26,000 members of staff.



HIGHLIGHTS

- Ready to Support service gives FM Logistic system stability of its SAP systems
- Monitoring and early watch ensures technical issues are dealt with proactively and promptly
- Technical issue resolution across the company's range of SAP systems with up to 700 users globally including SAP ECC6, Business Warehouse and some finance modules

HIGH LEVEL TECHNICAL SUPPORT FOR COMPLEX SET OF SAP SYSTEMS

CHALLENGE

When FM Logistic found itself without an SAP Basis administrator, virtually overnight the firm had lost the knowledge and technical capability to support this business-critical service for its SAP environment. Without a suitable internal resource that could maintain the integrity of such a complex system, FM Logistic needed to act fast to ensure that the configuration and development objects of its SAP environment would be managed proficiently and to safeguard continuity of service.

"Although SOA People is primarily concerned with supporting our system, we really appreciate the fact that they continually challenge us with new technical solutions and are very proactive when we have an issue with our servers. I hope that in the future our relationship will continue to grow."

SOLUTION

FM Logistics turned to SOA People to provide its Ready to Support service. The organisation already had a long-standing relationship with SOA People. Oliver Mazerand, Project Manager for Financial and IT Systems at FM Logistic says, *"We have enjoyed a good partnership with SOA People for 10 years and have also engaged with them during that time for ad hoc support on some of our functional modules"*.

Very quickly SOA People was able to take on the monitoring and support elements of the most technical parts of SAP Basis for FM Logistic, such as the implementation of SAP notes and the EHP implementation. The first year of the support contract has focused on stabilizing the system with early watch and monitoring activities, with back up and support for any technical issues.

Olivier adds, *"Although SOA People is primarily concerned with supporting our system, we really appreciate the fact that they continually challenge us with new technical solutions and are very proactive when we have an issue with our servers. I hope that in the future our relationship will continue to grow"*.

Support is handled remotely and technically monitors and supports the range of SAP systems that serve 700 users globally, including the SAP ECC 6, Business Warehouse and some finance modules.

BENEFITS

- Fast access to SAP technical skills and resource when it's needed
- Strategic SAP advice on hand at all times
- Technical issue resolution
- Trusting relationship enables FM Logistics to be secure that its systems will always be up and running.



WORKING WITH SOA PEOPLE

"We are confident in our relationship with SOA People and this gives us the assurance and confidence that our SAP system is running smoothly."

Oliver Mazerand, Project Manager for Financial and IT Systems, FM Logistic



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