



ABOUT GEODIS

Geodis is a leading global supply chain and logistics company, with a direct presence in 67 countries and a global network in 120 countries. It operates across five main lines of business: supply chain optimisation, freight forwarding, contract logistics, distribution & express and road transport.

Expanding its growth in e-commerce, Geodis will open a new warehouse in Oberhausen, Germany, this summer, hiring some 500 employees for its extensive warehousing and order picking operations at the new plant.

With this new opening, Geodis is continuing to grow its e-commerce strategy and has significantly expanded its contract logistics business on a national and international level with well-known companies in this sector.



HIGHLIGHT

- An SAP support relationship that's built to last as SOA People ensures availability, stability and performance of the Geodis SAP landscape
- SOA People provides trusted technical application management and monitoring solutions
- Seamless support integration with Geodis internal functional team is guaranteed for projects and change management activities

INTERNATIONAL LOGISTICS FIRM BENEFITS FROM **OPTIMISED SAP TECHNICAL SUPPORT**

DRIVING GROWTH WITH SAP

Geodis has a large IT team running its extensive SAP system and had previously engaged the services of a third-party supplier to handle the technical side of the system. However, this had not worked out for several reasons and the firm then turned to SOA People, as well-known SAP experts in the Netherlands, to provide 24/7 technical support on its SAP system.

Geodis has since been a SOA People customer for over 10 years. With hardware and functional support maintained inhouse, SOA People is responsible for all SAP Basis support to keep the system running, ensuring availability, stability and performance of the overall SAP landscape.

"Over the 10 years SOA People has evolved and with that growth, its services have expanded and improved. We work very closely with SOA People and now have a technical consultant on-site one day a week, which enables more seamless integration with our internal functional team," says Simon Poot, Regional Chief Technology Officer, Geodis.

OPTIMISING OPERATIONAL EFFICIENCIES

SOA People provides trusted technical application management and monitoring solutions, response to technical incidents and alerts, change request handling, and 24/7 technical support. It also provides on-site support delivered by one of its local SAP technical consultants on a weekly basis.

Specialists SAP functional support is also used for projects and change management activities on an ad hoc basis.

"SOA People takes care of our SAP technical management, if there is an incident we're confident it will be resolved. We are 24/7 dependent on our SAP system and in the last three years have only had two incidents of planned downtime during working hours, and even then it was only for periods of 5-10 minutes," concludes Simon Poot, Regional Chief Technology Officer, Geodis.



BENEFITS

- The long partnership ensures that there is seamless integration and synergy between the internal and external teams and the collaborative relationships make it easy to plan and prioritise.
- SOA People's experience of the Geodis SAP landscape ensures the system is managed and performing 24/7
- With SOA People's language skills and European presence, Geodis is able to collaborate internationally as it looks to move its systems to Geneva in the next two years, as well as support its French teams in the native language.

WORKING WITH SOA PEOPLE

"Our SAP partner gives us the confidence that the levels of service, technical competence and capability that it provides to us ensures our SAP system is always up and running, allowing us to focus on our logistics business."

Simon Poot,
Regional Chief Technology Officer,
Geodis



"SOA People takes care of our SAP technical management, if there is an incident we're confident it will be resolved."



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