ecover

COMPANY OVERVIEW

In 1979, before words like 'sustainability' and 'eco-friendly' were everyday parlance, Frans Bogaerts and a team of highly motivated eco-pioneers in Belgium, had a vision. They saw first-hand that chemicals like phosphates, in washing powder and dishwashing products, were polluting water systems and harming aquatic life. They thought the environment deserved to be treated better, so they created a phosphate-free washing powder. And Ecover was born.

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.

Ecover has an ecological plant in Boulogne-sur-Mer (France) and the manufacturing facility in Chicago (United States) along with worldwide sales offices in more than 39 countries.
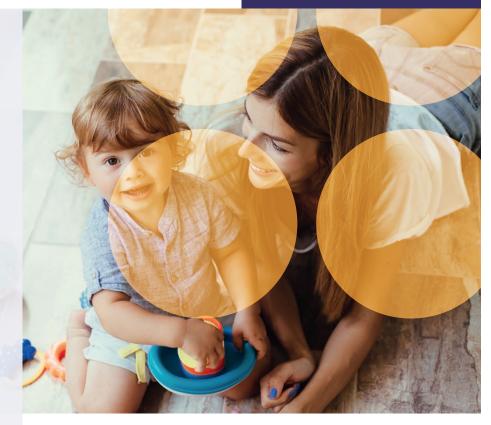
HIGHLIGHTS

→ Improved visibility of operational activity across the business

→ Supporting massive growth

→ A future proof solution

→ SAP hosting and support services gives peace of mind

SUPPORTING ECOVER'S SAP ENVIRONMENT TO HELP EASE A HEALTHIER AND SUSTAINABLE LIFESTYLE

CHALLENGE

A rapidly growing demand for their products meant the Ecover needed new systems that would provide the information and process consistency needed to better operate globally. They were also looking for improved visibility of operational activity across the business.

"Ecover has grown massively in recent years," says Ilse Jacobs, IT Manager at Ecover. *"Our turnover is now +/- 200 million euro and our staff have grown to 300 employees".*

In 2012 Ecover joined forces with Method to create the world's largest green cleaning company and as a result, their processes had become increasingly complex.

The ERP system that Ecover had used for many years, had reached its limit in 2009; the functionality could not handle the increasing complexity any longer.

"We looked for experts to help us with our ERP system that would also stay with us in the future to support us", continues Ilse. *"We needed help with stock, better planning so that we could optimize our working capital and detailed reporting".*

Since 2009 SAP Business All-in-One has supported the company's increasingly complex business processes. In 2014 SOA People were chosen to help Ecover migrate their hosting and to become their permanent technical support team, helping Ecover with its mission of *"Making a healthy and sustainable lifestyle easy".*

SOLUTION

SOA People helped with a smooth implementation, in close cooperation with the Ecover team, and tailored the SAP standard SAP Business-All-in-One to reflect Ecover's business processes.

The project went live in nine months and since then SOA People have supported all of Ecover's business processes, from material management and purchase to stock and transport management, production, quality management and sales.

Ecover evaluated five SAP implementation partners offering support and hosting services. SOA People scored best on all criteria, from services and support model to expertise and approach.

"Our IT team currently consists of four people and the technical SAP knowledge is limited. In addition we required hardware which makes it a large investment. We wanted to save time and costs" said Ilse.

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"It clicked immediately," reiterates Ilse, *"SOA People led the migration to the hosting and since then have provided technical support."*

SOA People has support centres and a team of consultants who can either be remote or on-site to support and provide SAP maintenance services. They monitor the availability of the software, systems and conduct quality control out to the SAP system in optimal condition (technical support).

SOA People's experts are always ready to solve issues, propose and help with new innovations. Ecover trusts SOA People for daily support within their SAP environment.

BENEFITS

- The hosting and support services offer cost savings and peace of mind
- Availability and functionality is guaranteed 24/7, ensuring that there is enough disk space and backup
- Problems solved immediately
- Reporting allows Ecover to stay informed
- Familiar way of working with a standardised ERP system across the organisation
- Transparency of operational activity and increased reporting capabilities
- Support for their end-to-end manufacturing and distribution processes

SUMMARY

"Once a month, SOA People makes us aware of outstanding tickets, requests and projects to discuss. We can review these and quickly adjust where necessary. This is a must for a company like Ecover, which evolves, changes and grows!"

"In the past every time we had an issue we needed to call an expert who came on site to help us. That worked, of course, but wasn't very efficient. Since then we have saved ourselves a lot of time and energy in the management of the system"

Ilse Jacobs
IT Manager Ecover

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