



midocean

ABOUT midocean

midocean is one of Europe's leading wholesalers and decorators in the promotional products, textile, business gift and customised gifts market. With more than 10,000 distributors worldwide midocean ships personalised gifts and promotional items direct to its customers within 48 hours.



HIGHLIGHT

- SOA People supports SAP landscape across almost every area of midocean's business – including warehouse management, supply chain management, finance and project work such as web developments
- Long standing relationship continuously aligns with business goals to drive growth and operational efficiencies

SAP VAR software licences and maintenance management support helps midocean's decision-making in determining new investment in SAP licencing requirements

MIDOCEAN CHOOSES SOA PEOPLE TO SUPPORT LONG TERM GROWTH AND OPTIMISED OPERATIONAL EFFICIENCIES WITH SAP

DRIVING GROWTH WITH SAP

To optimise its business processes and support the growth of its European wide business to become one of the leading wholesalers in personalised promotional products, midocean implemented SAP some 15 years ago.

midocean uses SAP in almost every area of its business, from warehouse management, supply chain management, to finance and management information, as well as for specific projects such as web developments. Deploying a wide range of SAP systems and applications, midocean engaged the services of SAP specialist SOA People to help support the complex SAP landscape and ensure its systems would keep pace with its growth and secure business advantage.

"From the outset we knew we needed expertise outside of the firm that would support our SAP environment on an ongoing basis. Although we have SAP skillsets internally we wanted to deploy know-how on specific elements of our SAP system," says Hans Kramer, IT Director at midocean.

A LONG-STANDING RELATIONSHIP THAT WORKS

SOA People's ongoing partnership with midocean works by assigning an agreed number of hours per month which are allocated to projects and support as and where they are required. Quality is maintained and monitored via a Service Level Agreement and a key account manager.

But to benefit from such a mutually successful partnership takes time and effort, according to Hans. *"The relationship has grown over time and SOA People has gained a detailed knowledge about our business processes and the specifics of our SAP implementation."*

The support runs like clockwork. SOA People supports internal projects across a huge range of areas including SAP VAR software licences and maintenance management. SOA People's expertise helps and supports midocean's decision-making process in determining new investment in SAP licencing requirements.

It also provides functional application management services with skilled personnel to support its internal functional SAP team.

Hans concludes, *"This relationship gives us access to the relevant expertise when and where we need it on differing projects and allows us to scale up or down accordingly. Resources can be based on site or work remotely depending on the type of project we're working on."*

BENEFITS

- midocean benefits immensely from SOA People's services and proven ability to support and deliver on a wide variety of SAP projects across the organisation, ensuring the latest technology is effectively deployed
- Business continuity is assured as SAP expertise is on hand and available when required
- midocean can manage costs easily by scaling up or down as required for specific SAP projects.



WORKING WITH SOA PEOPLE

"Our enduring relationship with SOA People helps ensure SAP is continuously aligned with our business goals and gives us the confidence that the people who work on our projects are able to do what we need them to. It's a real testament to the long-standing relationship that benefits both organisations."

Hans Kramer, IT Director at midocean

