



## CASE STUDY

### Client Overview

A leading global manufacturer of chocolate, food and pet care products.

# APPLICATION MANAGEMENT SERVICES

## CHALLENGE

In 2007 the client organization began a roll-out of SAP using a global template provided by SAP. The challenge was to bridge the requirements of the current Canadian business unit with the global template in which customization of the base product was required to support the different business units. Requirements included analysts, who understood the Canadian business, to communicate technically with the SAP global roll-out team, and for process gaps to be filled using customization or bolt-on applications.

## OUR SOLUTION

Sierra Systems had been providing quality Application Management Services (AMS) for this client's Canadian applications since 2001. By 2007, the footprint of Sierra's AMS solution was well respected within the manufacturer and spanned North America. 50 AMS consultants provided support for local, regional (North American applications), and global applications. These included PeopleSoft, Manugistics, .NET, VMS, MVS, financial reporting, data warehousing, plant maintenance, and a variety of other applications. Seeking a trusted advisor who knew the business, Sierra Systems was chosen to be the local technology partner for the SAP project.

## OUR SUCCESS

Armed with the knowledge and expertise gained through its experience as the client's AMS provider, Sierra was able to deliver:

- Business and systems analysts to provide an interface between the business and the global roll-out team.
- Project management by leveraging managers with early client manufacturing experience into senior project management roles and supplementing with seasoned project managers.

## CASE STUDY

- Backfilled support positions with full-time Sierra consultants to maintain business operations.
- SAP expertise to provide on-site proficiency to define processes, facilitate change management, provide Canadian customizations, and implement required specialized Canadian configurations.

The organization successfully completed its SAP roll-out on schedule in April, 2010. Since the roll-out, Sierra continues to be a partner to the local and global arms of the manufacturer. Sierra Systems currently provides:

- Support for all application customizations. These include SAP configurations, and customized add-ons.
- Dedicated SAP BI support.
- Systems analyst and business analyst support for enhancements to future SAP releases.

In 2011, Sierra Systems assumed organization wide support of the Demand Management application running on Oracle's Demantra product.

### Benefits:

- Successful implementation of SAP roll-out – leveraging analysts who knew the business.
- Continuity of coverage / support for Canadian applications.
- Flexible workforce that was able to grow and shrink to meet the needs of a volatile project.
- Application environment stability provided with continuous improvement post implementation.
- Technical staff taking on secondary role of functional experts and working closely with the business.

## LEARN MORE

---

To learn more about how Sierra's Application Management and Strategic Resourcing Services can help you improve the effectiveness and efficiency of your organization, please contact:

contact@sierrasystems.com  
1-877-688-1371  
sierrasystems.com