



SeaPark
CONSULTANCY

Business continuity as SAP BW migrates to hosted platform



About the Client

The client is a major meat processing company for Europe. It operates state-of-the-art slaughtering and processing facilities, with further sites for specialty meat ingredients, pork curing and cooked meats.

Food safety, quality and traceability form the cornerstones of the client's meat production with a focus on contamination prevention in its end-to-end production cycles. Its product coding system is driven by SAP providing full traceability from meat origin and material through to the meat's end destination.

The Challenge

Reporting and analysis of business data helps the meat processing company to stay in line with market demands and keep ahead of their competitors on a global scale. SAP

Business Warehouse (SAP BW) provides the tools to enable them to achieve these aims by integrating business-critical information into their SAP applications and any external data sources.

The client's ERP system had been previously hosted on its former owner's network, and as a result there was a requirement to offboard the SAP BW landscape onto a new hosted platform. The firm's IT team was challenged with identifying and carrying out the migration within limited timeframes, while ensuring continuity of operations. The company would also need to secure an external partner to support the hosted BW solution.



Solution

The organisation selected SeaPark Consultancy as their preferred migration and support partner based on their experience of the BW solution and proven expertise in delivering it within agreed time and cost frameworks.

The IT Manager explains, **“We engaged with specialist BW consultancy SeaPark via our third-party infrastructure partner, as part of several workstreams within the overall project team. SeaPark had the know-how and experience to migrate our BW system to our new hosted platform.”**



Quick and seamless migration between systems

The migration was quick and seamless and met the organisation's need to avoid any business disruption. SeaPark exported its

client's existing BW objects from the physical infrastructure and replicated them onto the new hosted platform. Now running out of a virtual data centre, the BW application remains essentially the same with the 90+ end users experiencing no change.

BW reports are used across many areas of the business, from stock management to sales & distribution and finance for month-end close. The reports are delivered on a daily, weekly or on demand basis and form a critical part of the company's business operations. The manual and automated generation of these reports from the BW system continued seamlessly from day one

of go-live. Internal milestones for the migration were all met with any teething problems quickly resolved.

The system is stable and robust on the hosted platform, and the organisation is in a good position to migrate to next generation SAP BW/4HANA when the time is right.

A managed support service keeps the BW system up and running

SeaPark provides a managed support service to its client to resolve any day-to-day questions or more complex issues. SeaPark's performance team is on hand during working hours to monitor and review

the overall function of the firm's BW solution and make significant improvements. The service runs on a ticket basis and provides level 1 and 2 support as well as providing a minor enhancement and change management offering.

The Group Financial Accountant adds, **“The speed and level of response from SeaPark is impressive and I can't fault them on this. Luckily, the system runs really well and we have very little need for support, but we have the confidence that it is there when we need it.”**

About working with SeaPark

“SeaPark successfully migrated our BW system to our hosted landscape and continues to provide an efficient managed support service. The SeaPark team is professional, approachable and very responsive, and we have every confidence in their BW expertise and knowledge to get the job done well.”

IT Manager, European Meat processing

Benefits

- **Peace of mind:** SeaPark's managed support service gives the organisation the confidence to know that if there are any issues that they will be quickly and efficiently resolved.
- **Speed of response:** Level 1 and 2-style support is offered during business hours and any issues are quickly fixed or escalated to consultant level. This ensures the BW system provides business continuity.
- **Expertise:** The firm has engaged with a managed support partner that has the expertise not only to run the BW system efficiently but review and improve it regularly to extract the best performance.
- **Virtual hosted BW system:** The hosted BW solution is now not reliant on its former owner or physical IT infrastructure to run its BW system successfully.



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