

AN IDEAL WORKING ENVIRONMENT – PURSUING ITS VISION WITH SAP S/4HANA® CLOUD



It was nice to take on a different role in an IT project. Our trust in itelligence* paid off and we gained much valuable experience. With the introduction of the new SAP® ERP cloud solution, we are looking forward to the new opportunities it brings and also to see how it interacts with our own software solutions.

Oliver Kreth, Managing Director, Ceyoniq Technology GmbH



Challenges

- Replacement of the old system on the set date
- Project business with different forms of settlement
- Adaptation to the Japanese master data standards of the parent company Kyocera



Solutions

- New implementation of SAP S/4HANA Cloud
- Application Management Services (AMS)



Benefits

- New solution meets the requirements of the services industry thanks to industry-specific core functions
- Out-of-the-box concept allows the solution to be made available within one day and quickly implemented
- Regular automatic updates
- Modern user interface



Why NTT DATA Business Solutions?

- Highly competent advice at eye level
- Experienced service provider in the IT business
- Extensive expertise in the services industry
- Regional links thanks to its location in Bielefeld



Company: Ceyoniq Technology GmbH

Industry: IT services

Products: Manufacturer of cross-industry, intelligent software solutions in the areas of DMS, ECM and EIM

Employees: About 165 (2019)

Headquarters: Bielefeld, Germany

Website: <https://www.ceyoniq.com/>

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

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Project duration of 6 months for an ERP implementation



Ceyoniq Technology GmbH – A Driving Force for Intelligent Solutions and Innovative Ideas

Ceyoniq Technology GmbH is a Bielefeld-based manufacturer of cross-industry software. Since 2015, the company has been part of the Kyocera Group from Japan. Still operating independently, the company can draw on more than 30 years of expertise in document and enterprise information management systems. Ceyoniq develops, sells and provides support for its own information management solutions designed to optimize processes in business and for public authorities. The task was to find a new and suitable solution to replace its old ERP system. There are many reasons why Ceyoniq decided to make NTT DATA Business Solutions its implementation partner of choice. In addition to the various things they had in common such as the location of their headquarters, year of establishment and industry, we demonstrated impressive SAP-related expertise.

Future Focus – Digital Transformation Also in Its Own ERP System with the Cloud

Ceyoniq counts numerous SAP users among its customers and has its own, in-house team of SAP experts. So it made sense for the company to explore SAP solutions as candidates for its own ERP system and to find a solution perfectly tailored to the services industry. As a service provider, Ceyoniq performs a whole range of projects involving different forms of settlement. In addition to time recording, invoicing can also vary from project to project. To optimize and automate these processes in the future, Ceyoniq ultimately decided to introduce the SAP S/4HANA Cloud. Thanks to industry-specific core functions, the solution is perfect for meeting the needs of service providers – the ideal basis for heading into a smart future!

Perspective Change – From Service Provider to Customer for New Opportunities

Ceyoniq knows how it works – after all, as a service provider for software solutions, its employees understand inside and out the processes and procedures involved within IT projects. Although being a customer was undoubtedly a new experience for Ceyoniq, the new solution was introduced without any problems – not least thanks to highly efficient collaboration. Ceyoniq provided effective support for the process and performed a range of tasks – including the actual data migration. Applying the SAP Activate Methodology, we laid the foundations for the successful go-live of SAP S/4HANA Cloud. The processes were quickly analyzed and adapted in line with SAP standards in a series of “fit to standard” workshops. The primary focus here was on the implementation processes – especially time recording, controlling, maintenance and invoicing. One highlight of the project was that only four of the almost 200 subprocesses could not be assigned one-to-one to the SAP standard. These had to be scrutinized again in greater detail, after which they required only slight optimization to make them compatible with the standard.

Experience – Steady Progress through Technological Development

In addition to a new and highly innovative solution, Ceyoniq also gained much valuable experience. The interface between the SAP ERP system and its own nscale products also highlights best practices for its own customer projects. But this is not the only added value that this project offers for Ceyoniq: The partnership between these two Bielefeld-based companies is set to become even stronger now that plans have already been made to further optimize processes for Ceyoniq in the future. This means there are no limits to innovative progress.

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