

Georgia Ports Authority, Atlanta, Georgia

UPGRADING FOR FUTURE GROWTH AND FASTER SPEEDS



Having previously worked with intelligence*, we knew they were a trusted organization and were able to align with our culture. Our teams worked seamlessly to upgrade our systems without causing any major interruptions in our day-to-day operations.

Deborah Huncke, Project Manager – SAP Upgrade Project, Georgia Ports Authority



Challenges

- Software updates needed to make SAP® system current
- Not taking advantage of additional SAP functionality
- Extended maintenance on SAP software had ended



Solutions

- SAP ECC 6.0
- SAP Inventory Manager and Work Manager apps
- SAP Mainstream Maintenance



Benefits

- Reduced operating costs and ensured adherence with compliance and legal requirements
- Prepared for future software updates for the next generation of SAP tools
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Why NTT DATA Business Solutions?

- Extensive knowledge of GPA's business and needs
- Trusted partner able to align with GPA's culture
- Deep experience with SAP upgrades and deployments



Company: Georgia Ports Authority

Industry: Transportation

Products: Port facilities

Number of employees: 1,000+

Headquarters: Savannah, Georgia

Website: <http://www.gaports.com/>

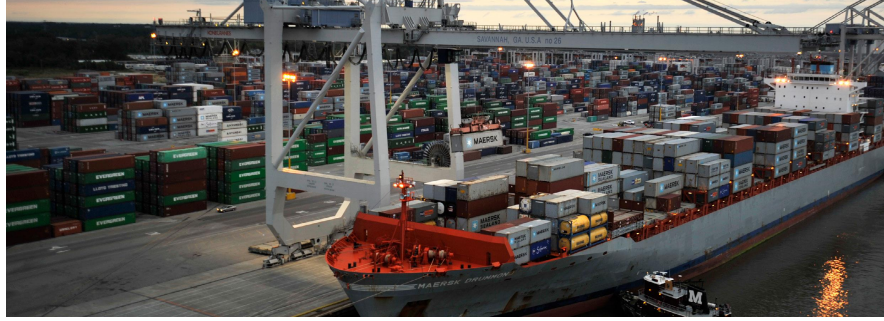
* Since April 1, 2021 intelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



NTT DATA
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4 months project duration



Upgrading for Added, Modern Functionality

In November of 2013, GPA embarked on a four-month project to upgrade to ECC 6.0. Since GPA is a long-time SAP customer, their only option was to work with a partner that had extensive experience deploying and upgrading SAP systems. After discussing the needs of the implementation, NTT DATA Business Solutions was chosen for their far-reaching knowledge of Software AG and their experienced team members. Staying current on SAP meant GPA was able to take advantage of new functionality of SAP that is offered in SAP ECC 6.0, while maintaining access to support and maintenance for their SAP systems.

Prior to the start of the ERP upgrade, a number of improvements were needed within the existing software, including an update to the live environment to prerequisite patch level, preparing the new Sandbox, Development and New Quality Testing SAP Instances, and performing Unicode conversion. GPA also took advantage of integration testing and consultation to define the best business processes for the organization as a whole and identified opportunities during the upgrade. Once these updates were in place, the 21-week project kicked off.

The NTT DATA Business Solutions Difference

Throughout the entire implementation, NTT DATA Business Solutions worked very closely with GPA's team to ensure the company could take full advantage of their SAP software and allow for future enhancements. Significant achievements to date include:

- Improved security and removed audit concerns
- Revised business processes, procedures and documentation to allow for future enhancements
- Enabled GPA to remain on SAP Mainstream Maintenance

This implementation was executed over a four-month period, from project start to the completion date. Through the trusted partnership, NTT DATA Business Solutions was

able to efficiently and effectively guide GPA through the project early and under budget, working hand-in-hand with their internal team.

Achieving Major Business Outcomes

Since the upgrade to ECC, GPA has already begun to see the benefits of making the switch to the most current SAP functionalities. As a result, GPA has remained on SAP Mainstream Maintenance and has taken advantage of current functionality offerings. Improved security concerns, removed audit issues, and revised business processes have all been achieved with the upgrade and have positioned the company for future enhancements. With very little downtime, GPA was able to continue operating successfully while the much-needed upgrade was completed.

"Working with NTT DATA Business Solutions to upgrade to ECC 6.0 was an exceptional choice for GPA," said Deborah Huncke, Project Manager – SAP Upgrade Project, GPA. "Having previously worked with NTT DATA Business Solutions, we knew they were a trusted organization and were able to align with our culture. Our teams worked seamlessly to upgrade our systems without causing any major interruptions in our day-to-day operations."

At GPA, NTT DATA Business Solutions has become a long-term partner providing full support on SAP solutions. In an effort to modernize its SAP system landscape, GPA is taking advantage of recent SAP innovations. With NTT DATA Business Solutions's help, GPA set out to improve efficiency and accuracy of their inventory management and maintenance processes. By deploying the latest SAP Inventory Manager and Work Manager apps, GPA has been able to increase employee productivity, efficiency and accuracy. Moving forward, GPA plans to further improve its SAP systems by upgrading its BPC solutions and improving the SAP user experience with the use of Personas.

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