CASE STUDY

Krempel GmbH, Vaihingen an der Enz, Germany

AMS & REMOTE ADMINISTRATION FOR MAXIMUM FLEXIBILITY

" Agile, flexible and scalable – this is what we expect from perfect service processes and exactly what we have found at itelligence*. itelligence* AMS and Remote Administration offer us not only stability in live IT operations, but also scalable services at projectable costs. The introduction of SAP HANA® also paves the way for us with SAP S/4HANA®.

Volker Neumeyer, Director IT, Krempel GmbH

Challenges

- Replacement of the previous ERP system using SAP® due to increasingly stringent IT requirements
- Transfer of the previously used infrastructure to a successful operating model
- Installation of the new SAP HANA database within the existing infrastructure

Solutions

- Application Management Services (AMS)
- Application Maintenance
- Remote Administration
- SAP HANA database
- SAP dialog instances on VMware farms

Benefits

- Sustainable, future-proof SAP HANA database
- Adoption of the SAP system in daily operation
- Reliable system operation and maintenance
- Maximum flexibility due to a scalable Support Package according to business requirements
- No specific SAP expertise required
- High-performing business processes
- 24/7 monitoring of systems
- Focus on core business

Why NTT DATA Business Solutions?

- Successful SAP implementation back in 2017
- All IT services from one provider
- Certified service processes by ITIL and ISO standards

Company: Krempel GmbH
Industry: Energy
Products: Manufacturing of electrical insulation materials and composites
Employees: About 1,200 (2020)
Turnover: MEUR 176.15 (2018)
Headquarters: Vaihingen an der Enz, Germany
Website: www.krempel.com

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

NTT DATA Business Solutions

SAP Platinum Partner

NTT DATA
Trusted Global Innovator

Performance tuning
by Application Management Services

Krempel – An Innovative Family Company Turns to NTT DATA Business Solutions as a Partner

As a leading technical materials specialist with a market presence spanning almost 150 years, Krempel is increasingly in demand when it comes to energy and transport – issues of paramount importance for various industries all around the world. The companies focus is on manufacturing high-quality special films as well as electrical insulation materials and fiber composites that are used for energy generation and distribution, particularly in the electric vehicles, medicine and electrical engineering area. Effective protection for people and technology is key here. With around 1,200 valued employees and eight production facilities internationally, Krempel is not only represented globally, but also there for its customers on a local level.

Agile, Flexible, Scalable – Customized Service Processes for Highest Performance

Krempel fully embodies sustainability in its business operations, particularly in the production of electrical insulation materials. These are used for applications including manufacturing electric motors and generators. To structure the processes within IT with at least the same level of efficiency, Krempel makes use of NTT DATA Business Solutions' Application Management Services (AMS). Flexible, scalable and agile – that's how the service processes ought to be. The IT service provider from Bielefeld fulfills all these requirements completely. Professional SAP Support from experienced experts allows Krempel tofocus fully on its core business. Meanwhile the help desk's 24/7 on-call availability and continuous monitoring of the systems ensure maximum performance and security for business operations. With a large network of IT specialists, NTT DATA Business Solutions supports from design to continuous application development, across the entire lifecycle.

A Strategically Clever Move – Remote Administration by NTT DATA Business Solutions

Technologies are still developing. The same goes for requirements applying to a contemporary IT infrastructure. With the aim to transfer the existing Dell infrastructure into a successful operation model, NTT DATA Business Solutions has supported the replacement of the previously used ERP system with SAP. Regular business operation commenced following successful implementation of the SAP HANA database within the existing infrastructure and after installation of the SAP dialog instances on VMware farms. Not only SAP ERP, but also HCM, PI, BW and BI system lines as well as the Adobe Document Server (ADS) with a total of 15 systems are in use. This complex system landscape is not only maintained by NTT DATA Business Solutions' Application Management Services, but also managed by Remote Administration. This is a strategically clever move since Krempel has already invested in its own data center and can therefore continue to keep its IT hardware in house. Remote Administration by NTT DATA Business Solutions provides the company highest level of flexibility as well as 24/7 maintenance and secure monitoring of its systems

Strong Team – Krempel and NTT DATA Business Solutions Head toward the Future

The long-standing partnership between Krempel and NTT DATA Business Solutions goes back to 2017 when the two successfully worked together on the SAP ERP implementation project. However, in line with technological changes, Krempel will continuously enhance its processes within the IT sector. With the implementation of the SAP HANA database, the company is well prepared for the introduction of SAP S/4HANA while Remote Administration and NTT DATA Business Solutions AMS are providing the manufacturer with stability in productive operations and scalable services at projectable costs. Bring on the Digital Age!

Follow us on (in) (f) (twitter) (youtube)

NTT DATA Business Solutions

NTT DATA
Trusted Global Innovator

02/2020