itelligence
NTT DATA Business Solutions

Meritor WABCO, Troy, Michigan

A Broader Approach Delivers Stronger, More Efficient Managed Services

" Our objective was to make a cost-neutral transfer from an insourced Application Support Team to a fully outsourced Application Management model. After an impressive 60 day transition with itelligence, we now have an effective and highly respected service team.

Christine Keberlein, Director of Finance and IT, Meritor WABCO

Challenges
- Large backlog of SAP support issues not being addressed efficiently
- Business frustration with the lack of SAP optimizations
- No formal change management process to fully engage business process owners
- Support performance metrics lacked formal rigor

Benefits
- Cost-neutral, value-added SAP support
- Business priorities met in efficient, timely manner
- Reduced incidents and increased performance against KPIs
- Increased internal customer engagement and satisfaction
- Efficient Application Management Outsourcing for entire SAP landscape

Solutions & Services
- SAP Application Management Services (AMS)
    - Transition Services
    - Application Support
    - Application Optimization/Enhancement
    - Advisory Services
- SAP Hosting Services

Why itelligence?
- Trusted partner to Meritor WABCO since 2000
- Deep experience in the full range of SAP, AMS and Hosting Services
- Proven transition methodology
- Ability to deliver high value in a short period of time

60 day transition

> We achieved a great boost in the value of our overall SAP investment.

Christine Keberlein, Director of Finance
and IT, Meritor WABCO

Since 1990, North American joint venture Meritor WABCO has developed and delivered proven, integrated safety technology and efficiency components, including braking systems and controls, active safety systems, and suspension and control systems for commercial vehicles. Two leading global suppliers back Meritor WABCO, each with more than 100-year legacies: Meritor, Inc., a supplier of drivetrain, mobility, braking and aftermarket solutions for commercial vehicle and industrial markets, provides the JV with the industry's most extensive service and support network. WABCO Automotive Control Systems, Inc., a wholly owned subsidiary of WABCO Holdings, Inc. provides breakthrough technologies and control systems for the safety and efficiency of commercial vehicles.

Need for Cost-Neutral SAP Application Management Outsourcing

itelligence has been a trusted SAP support partner to Meritor WABCO since its initial SAP implementation in 2000. In 2014, Meritor WABCO was experiencing a large backlog of SAP support issues, and its internal SAP support team was not able to respond in an efficient, timely manner to meet business priorities and deadlines. The business was becoming frustrated with the lack of SAP optimizations that were being introduced to assist the business in moving forward, and there was no formal change management process in place that fully engaged business process owners. A cost-neutral, value-adding solution was needed to address all of these challenges.

itelligence and Meritor WABCO decided that the company would be best served by transitioning to a full Application Management Outsourcing model to increase internal customer satisfaction.

The itelligence Difference

During a two-month period in 2014, itelligence and Meritor WABCO successfully completed the company's transition from their internal SAP support team members to itelligence AMS. The transition utilized itelligence's proprietary Transition.it methodology. Transition.it takes a proven and phased approach to Transition Planning, On-Boarding, Knowledge Transfer, Readiness Confirmation and Transition to Run Operations. This includes understanding the customer's business processes and company configuration in SAP, understanding any customization, and preparing for support. Meritor WABCO and itelligence resources conducted effective and efficient knowledge transfer sessions that were critical to the successful transition.

An experienced itelligence Service Delivery Manager (SDM) led the transition effort, working closely with the Meritor WABCO Governance Lead. itelligence implemented new processes for SAP support, EDI support and change management to efficiently remap SAP responsibilities to business process owners or itelligence AMS. Business process owners also were trained to use the itelligence service portal, eliminating the need for an internal SAP support ticketing system. Open internal support requests were submitted to the itelligence service portal for resolution by itelligence AMS support.

Fast Business Results

As a result of the transition, SAP support issues are now addressed by itelligence AMS support in an efficient, timely manner to meet business priorities and deadlines. New processes have been added for SAP support, EDI support and change management that now more fully engage business process owners.

MERITOR WABCO

Company:
Meritor WABCO

Industry:
Commercial vehicles

Products:
Braking systems and controls, active safety systems, and suspension and control systems

Number of employees:
180

Headquarters:
Troy, MI

Website:
www.meritorwabco.com

> ❝ The broader experience of the itelligence consultants has introduced new perspectives and ideas to address our challenges.

Christine Keberlein, Director of Finance and IT, Meritor WABCO

With itelligence's help implementing this transition, Meritor WABCO is much better able to realize time to value for its SAP investment and a more profitable business model. Such a transition is critical for maintaining the same high standards Meritor WABCO strives for in developing all of its markets.

The move to itelligence AMS has provided Meritor WABCO with access to a larger number of resources, allowing them to reduce the backlog of work.

The itelligence SDM now leads the Meritor WABCO SAP support model, regularly measuring performance against Key Performance Indicators, managing support processes, and driving continual improvement activities. Meritor WABCO financial and value add expectations were exceeded by replacing internal SAP support resources with deeply knowledgeable SAP consultants. They also gained the formal rigor of ITIL processes, management of the support team, metrics to show the reduction of incidents and the trusted partnership with itelligence to lead them forward to leverage new technical opportunities.