


Cheminova, Denmark

# Cheminova Once Again Chooses Hosting from itelligence

 We have a close cooperation. Our operations staff is in frequent contact with itelligence, whose core competence is SAP Basis. We have used them since 2009 and they know us very well. We have a strong 24/7 service agreement on SAP operation and we wish to maintain this model. We don't want to establish this in-depth core competence in our own organization - it's more flexible to purchase it from itelligence as a variable cost.

Henning Kjer Christensen, IT Director, Cheminova

## Fireman Mentality

Cheminova's bottling lines operate around the clock and the group is active in many parts of the world. Thus, the stability of the ERP system's operations 24 hours a day is crucial for the company.

Headquartered in Denmark, Cheminova produces chemical products for plant protection and has taken a wide range of steps to secure operations and uptime.

The group's turnover of more than DKK 6 billion is dependent on its IT systems, any downtime has an immediate negative impact on the bottom line. The group's security measures include a number of independent operations centres, multiple independent fibre connections and an emergency

power system based on diesel generators that start running after 10 seconds of power failure. The hosting of Cheminova's SAP environment is carried out in cooperation with itelligence.

"Our experience with itelligence is that we sign contracts and then put them away in the drawer. In our everyday work, we experience flexibility, good cooperation and a willingness to make sacrifices. The task is in focus. If we have a problem, they get working on it right away. Even though they are not required to do so, they are certainly willing to call at night and work to solve the problems. We have a partner that wants everything to work correctly. They are skilled operations people and they have a fireman mentality. When a 'fire' occurs, they work

More Than

2,000

Employees Globally



Presence in More Than

30

Countries

until the fire is put out. This fireman mentality is invaluable to us," says IT Director Henning Kjer Christensen from Cheminova.

The group develops, produces and sells chemical products for plant protection with consideration for the increasing environmental requirements and sustainability. Cheminova is a global group that markets its products worldwide through its own companies and through distributors.

The cooperation between Cheminova and itelligence began in 2009. Since then, the hosting and implementation partnership has been renewed and reinforced a number of times, and Cheminova benefits from having just one SAP supplier. The hosting partnership is divided into the maximum platinum service level for production, while the development and test environments have on-call support during normal Danish working hours.

Cheminova houses the Windows servers and SQL databases that run SAP on site. itelligence monitors and operates the SAP environment as a remote hosting service for Cheminova.

"We achieve a high degree of security with this agreement. itelligence provides a strong support base and gives us peace of mind. We have trained some of our own operations staff in SAP Basis, but we do not have nearly the same core competence as itelligence, nor do we have the resources to support the installation non-stop, 24 hours a day. It would be expensive and problematic for us to do it without an external partner for SAP operations," says the IT director.

Everyday operations include regular status meetings and plenty of cooperation between Cheminova's operations staff and itelligence. When implementing new features in the SAP landscape, the itelligence staff is there on-site or remotely. The IT director himself also holds regular meetings with the director of itelligence Nordic.

"Working with itelligence provides flexibility. We think it's better to have a variable cost and the highest level of quality, since they also service others and have the most up-to-date knowledge," says Henning Christiansen. "We couldn't do it ourselves, because we do not have the required knowledge in our organisation. Cheminova provides a safety net for my staff and a financially good solution. Our location here in Denmark would make it hard to attract and maintain this competence."

Cheminova values the accumulated experience. Many itelligence employees have participated in the process from the start and are familiar with every detail of the group's SAP environment. Cheminova's own IT staff of 25 employees works very closely with itelligence on operation and deployment to new countries and companies. The internal SAP organisation at Cheminova has a staff of about 15 people, while itelligence has 10 consultants with good insight into Cheminova's SAP deployment.

"We have once again chosen itelligence because of the excellent cooperation. We know each other and each other's quirks, and we work very closely together. When deploying new projects, we have a week-long focus with full attention from both our and their management," says Henning Christiansen.



**Company:**  
Cheminova

**Industry:**  
Chemicals

**Products:**  
Agricultural Solutions

**Number of employees (FCM):**  
+ 2.000 globally

**Headquarters DK:**  
Harboøre

**Owned by:**  
FMC Agricultural Solutions