

Creating Business Value with SAP® Enterprise Support Services



**MC Group Public
Company Limited**
Bangkok, Thailand
(Headquarters)
www.mcgroupnet.com

Industry
Retail

Products and Services
Clothing and accessory stores

Employees
2,700

Revenue
B4,442 million
(US\$133.31 million)

SAP® Solutions
SAP® ERP application and
SAP Extended Warehouse
Management application

Clothing retailer MC Group used SAP Enterprise Support services to make its business systems more efficient and secure. Providing an enhanced user experience and faster reporting, its software environment now better supports the company's aspiration to become a leading apparel and lifestyle business in Asia.

Before: Challenges and Opportunities

- Optimize a small IT team with limited resources
- Improve the quality, security, and compliance of business systems
- Protect systems from security breaches
- Improve business efficiency and user satisfaction
- Tap the benefits of SAP Enterprise Support offerings

Why SAP

- Availability of a dedicated SAP Enterprise Support advisory team to help develop and rapidly execute a tailored support plan to address the company's challenges
- Provision of remote optimization services such as security and business process performance optimization
- Fast resolution of performance issues and speedy system implementation

After: Value-Driven Results

- Enhanced system security applying best practices from SAP
- Optimized performance of financial reporting
- An improved user experience

“We truly appreciate the fast support and effective guidance we receive from SAP Enterprise Support services. It helps us improve our systems and address issues to prevent negative impacts on our business.”

Ingo Dettmar, Head of IT Operation, MC Group Public Company Limited

60%

Faster reporting

30%

Increase in system security

Greater

Efficiency