



# Expanding Operations with SAP® Solution Manager and SAP Enterprise Support



**OILES CORPORATION**  
Kanagawa, Japan  
[www.oiles.co.jp](http://www.oiles.co.jp)

**Industry**  
High tech

**Products and Services**  
Oil-less bearings, die components, slide shifters, and air bearings

**Employees**  
2,089

**Revenue**  
€444 million

**SAP® Solutions**  
SAP® Enterprise Support services, SAP Enterprise Support Advisory Council, SAP Solution Manager, SAP HANA® platform, SAP ERP application, and SAP BusinessObjects™ solutions

A world leader in the field of self-lubricating bearings, Oiles is looking to reach a similar level of success as a general manufacturer of oil-less bearings – serving society through technology that Oiles masters with help from SAP Enterprise Support services and NTT DATA Global Solutions.

## Before: Challenges and Opportunities

- Different systems with limited IT capacities in IT operations and line-of-business support
- Rapid demand increase in global operation expansion
- Increasing custom codes, plural (not unified) operating and database systems, and different tasks for similar requirements

## Why SAP and NTT DATA Global Solutions Corporation

- Standardized global business processes and greater overall simplification through SAP Solution Manager
- Quicker incident resolution from the help desk and increased knowledge accumulation within the IT team
- Higher system availability to avoid unforeseen downtime
- Continuous quality checks that optimize the return on the customer's investment and improve efficiency by identifying the optimization potential for the customer's core business processes
- Multiple upskilling sessions that better prepare Oiles to increase business process efficiency and IT operational excellence as part of the SAP Enterprise Support Advisory Council

## After: Value-Driven Results

- Consolidated SAP systems
- Achieved high efficiency in IT service management globally with SAP Solution Manager
- Reached near-total availability in-house with significantly less external IT spending compared with the industry average
- Found business-process improvement potential for smoother cash flow and greater customer satisfaction

**“SAP Solution Manager has worked wonders for our global IT platform for business processes and IT standardization. SAP Enterprise Support and SAP Enterprise Support Advisory Council enable incredible efficiency.”**

Mr. Kenichi Kato, Head of Information Technology and Processing, OILES CORPORATION

## Global top 15%

In IT simplification efficiency – number of ERP production systems, custom codes, and interfaces

## 99.96%

Availability achieved

## 74%

Of incidents solved by the help desk

## 63%

Less external IT spending than the industry average