



Gaining Full Leverage from SAP® Enterprise Support Services



Shanghai Xinyu Watch & Clock Group Ltd.

Shanghai
www.hengdeligroup.com

Industry

Retail

Products and Services

Manufacture and sale of watches, single-brand watch boutiques, retail watch outlets, and after-sales services for internationally renowned brand watches

Employees

8,413

Revenue

€1.58 billion

SAP® Solutions

SAP® ERP application
SAP Enterprise Support services

Shanghai Xinyu Watch & Clock Group Ltd. manages an extensive retail network for top brands of watches in China. With SAP Enterprise Support services at its back, it decided to leverage the full power of the SAP experts to get maximum performance from its SAP ERP software.

Before: Challenges and Opportunities

- Take full advantage of SAP Enterprise Support services for 100% value realization
- Gain awareness of the SAP Enterprise Support services available and use them
- Boost user productivity and satisfaction through improved system performance

Why SAP

- The SAP EarlyWatch® Alert service to monitor essential administrative areas of SAP components and keep the company up to date on software performance and stability
- Services to tune system performance, such as continuous quality checks, technical performance optimization, and the SAP Business Process Performance Optimization service

After: Value-Driven Results

- Opportunity to discuss service evaluations and results directly with the SAP experts
- Genuine performance improvements in the software landscape due to expert recommendations and adoption of best practices
- Increased user productivity and satisfaction thanks to improved system performance

“SAP Enterprise Support recommended advanced performance tuning and industry best practices. Discussing this directly with an SAP consultant really maximized the service value.”

Hou Dan, Basis Manager, Shanghai Xinyu Watch & Clock Group Ltd.

50%

Effort saved with relevant optimization

Shared

Best practices during services

50%

Effort saved for performance issue detection

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