

Argon: Going Live with EWM Projects Promptly with SAP® Early Adopter Care



Company

Argon Supply Chain Solutions (Pty) Ltd.

Headquarters

Cape Town, South Africa

Industry

Professional services

Products and Services

IT services specific to SAP® software and supply chain solutions

Employees

30

Web Site

www.argonscs.com

Objectives

- Connect customers with the latest SAP software innovations in the extended warehouse management (EWM) space
- Support successful project implementations with assistance from the SAP Early Adopter Care program
- Dedicate a project coach and provide insight to customers of SAP Early Adopter Care

Why SAP

- Longtime user of SAP solutions and services
- SAP partner

Resolution

- Deployed the SAP Extended Warehouse Management (SAP EWM) application with multiple warehouses for a wholesale distribution customer in South Africa in just four months
- Put SAP EWM into productive use for a consumer products customer in Namibia with three warehouses in eight months using SAP Early Adopter Care to initiate implementation

Benefits

- Better understanding of SAP software innovations by the delivery team based on better information and supporting documents provided by SAP Early Adopter Care
- Faster implementation of customer requests and faster incident resolution through interaction with SAP Early Adopter Care

40%

Faster take-up of new functionality by project team

50%

Swifter turnaround of customer requests and incidents

More

Valuable customer feedback at every project touch point

“The SAP Early Adopter Care program for SAP EWM runs very smoothly for the customers of ours that we have introduced to the program. The team for SAP Early Adopter Care is responsive and provides excellent service to customers and partners alike.”

David Webb, Solution Architect, Argon Supply Chain Solutions (Pty) Ltd.

