

# How Can a Cloud Increase Visibility and Help You Work More Closely with Customers?

As a global consulting company, delaware International helps clients worldwide keep pace with rapidly changing technologies, offering advanced solutions and services that deliver sustainable competitive advantage. Aware of the huge transformation being brought about by the digital revolution, delaware knew that delivering services alone was not enough. Instead, it is offering end-to-end packaged solutions.

For delaware, SAP® Cloud Platform is the workplace of the future that helps it realize this vision. The real-time analytics capabilities supported by the platform allow delaware to collaborate with customers in a much deeper way. Now, if customers need specific information, delaware can act quickly and deliver what they need. Delaware is also using the SAP Cloud Platform Portal service internally as a portal for its 1,800 employees. The many useful applications it has developed for this include a time-slot tool with which every employee can record how much time they have invested in different projects. Armed with greater visibility and tools that help them work more efficiently, delaware's employees can now concentrate on serving customers' needs and helping them navigate their own business transformations.

delaware





# Helping Customers Excel with SAP® Cloud Platform



**delaware International CVBA**  
Kortrijk, Belgium  
[www.delaware.pro](http://www.delaware.pro)

**Industry**  
Professional services

**Products and Services**  
IT solutions and consultancy services

**Employees**  
1,800 and 200 contractors

**Revenue**  
€200 million

**SAP® Solutions**  
SAP® Cloud Platform, SAP Cloud Platform Portal service, SAP SuccessFactors® solutions, SAP S/4HANA® Cloud, SAP HANA® database, SAP Analytics Cloud solution, and SAP Cloud Platform Integration service

Using SAP Cloud Platform, delaware International now has one cloud-portal business site for employees that integrates and enables real-time analytics on top of all internal applications, including SAP S/4HANA and SAP SuccessFactors solutions. This means delaware can support, plan, and monitor projects more effectively and efficiently.

### Before: Challenges and Opportunities

- No mobile access to employee time-entry applications, including ticketing, time sheets, and invoices
- No real-time reporting of hours worked by employees across projects

### Why SAP

- Solutions that help delaware keep up with the digital revolution and implement its cloud strategy
- Ability to integrate non-SAP solutions easily
- SAP HANA database facilitating a secure data vault
- SAP Cloud Platform supporting integration of SAP S/4HANA Cloud and SAP SuccessFactors solutions

### After: Value-Driven Results

- Enhanced visibility and better decision-making capability with vastly improved analytics and reporting
- Greater efficiency with integrated speech-to-text recognition, less e-mail traffic, and no need to wait for background jobs to complete
- Ability to give customers specific information immediately, thanks to better internal collaboration enabled by real-time analytics (including a real-time customer overview of hours per project)
- Option to improve customer service even further in the future using virtual meetings
- Better talent acquisition and retention thanks to access to the best tools
- Consolidation of three different systems on one business Web site

**“We developed a new ticketing tool, a new planning tool, and a new HR tool. Using SAP Cloud Platform, we were able to integrate them – all within one year.”**

Tim Leys, Solution Leader, delaware International CVBA

1

Global entry point for all internal applications

>100

Interfaces connected on SAP Cloud Platform

## Real-time

Analytics capabilities



See how delaware International supports its customers with SAP Cloud Platform.



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