



Mountain Equipment Co-op
Vancouver, Canada
www.mec.ca

Industry
Retail

Products and Services
Outdoor gear and clothing
retailer with 22 stores across
Canada

Employees
~2,500

Revenue
CAD \$465 million
(US\$369 million)

SAP® Solutions
SAP® application
management services and
SAP Hybris® solutions

Optimizing an E-Commerce Platform with SAP® Application Management Services

Outdoor gear and clothing retailer Mountain Equipment Co-op looked to SAP application management services to support and optimize its e-commerce platform.

Before: Challenges and Opportunities

- Develop a cost-effective offshore model using highly skilled resources to meet performance and quality criteria
- Operate a 24x7 service desk using SAP software to log issues and act as a single point of contact
- Access on-call support outside business hours for 24x7 coverage of critical applications

Why SAP and SAP Hybris Solutions

- Cutting-edge enterprise resource planning software for retail businesses
- SAP application management services for smooth deployment and a fast upgrade of SAP Hybris solutions
- Tailored support for a comprehensive, large-scale implementation as well as on-site monitoring and optimization of critical business processes
- Specialized and certified resources across all layers of the e-commerce landscape

After: Value-Driven Results

- A scalable, well-tuned production system
- Improved incident response and resolution times
- Skills enhancement due to interaction with highly experienced SAP experts

“SAP application management services have ensured through its scalable and flexible service model that our e-commerce platform using SAP Hybris solutions runs optimally with improved performance. The agile approach of the team’s release management services has supported us in a seamless upgrade to the latest version within weeks of its release.”

Erik Garrett, Director, IT E-Commerce Development, Mountain Equipment Co-op



SAP Hybris (x)

24x7

Production support and monitoring

Trusted

Advisors

Optimized

Service delivery