



Simplifying the Path to a Digital Core with SAP® Enterprise Support



Kurlon Enterprise Limited
Bangalore, India
www.kurlon.com

Industry
Consumer products

Products and Services
Spring, foam, rubberized coir, and therapeutic mattresses and home accessories, such as sofas, living room products, pillows, and bed sheets

Employees
>1,000

Revenue
US\$157 million

SAP® Solutions
SAP S/4HANA®

State-of-the-art mattress-manufacturing technology and a partnership with more than 7,000 dealers across India had positioned Kurlon to serve the needs of a growing population with continuously improving products. But a fragmented IT infrastructure threatened to keep Kurlon from gaining the speed and agility required to serve the needs of a growing business. With the help of SAP Enterprise Support offerings, Kurlon implemented SAP S/4HANA to gain a digital core that could help the business grow.

Before: Challenges and Opportunities

- Eliminate siloed systems requiring daily integration management efforts from IT
- Reduce the time and effort required to get business and IT users up to speed and productive
- Leverage technology as an enabler for business agility and innovation

Why SAP

- Comprehensive introduction to SAP® Enterprise Support offerings and best practices
- Development of a support plan tailored to business needs and to safeguarding the implementation project
- Guidance on the value-mapping concept and registration process for setting up centralized access to relevant subject-matter materials, e-learning, and experts
- Clear guidance on SAP Solution Manager and the relevant session available through the SAP Enterprise Support Academy program
- Continuous quality checks (CQC) for deploying SAP S/4 HANA

After: Value-Driven Results

- Timely and prompt support in ensuring the successful go-live of SAP S/4 HANA
- Access to a vast knowledge pool offering vital support during the early stages of the project
- Enhanced business value and improved IT operational efficiency and productivity

“The SAP Enterprise Support advisory team followed each step of our project to ensure that critical issues were under control and that the services we needed were scheduled and delivered at the right time.”

Dhananjaya P, Chief Information Officer, Kurlon Enterprise Limited

40%

Reduction in operations planning efforts after go-live

50%

Faster access to accurate data

60%

Increase in satisfaction with the user experience