

How Did Expert Support Service Help a Chemicals Company Improve IT Performance?

Although they may not know it, people in more than 128 countries use products every day that are manufactured with chemicals from Ercros SA. Everything from computer chips to car seats, perfumes, and medications are made safer, better, and more sustainable with help from Ercros innovations. To manage the company's three business divisions – chlorine derivatives, intermediate chemicals, and pharmaceuticals – Ercros relies on software solutions from SAP.

With ever-increasing demands to innovate while meeting the needs of its business divisions, Ercros sought to improve the response times of its SAP® Business Suite applications. When Ercros decided to move to the SAP HANA® business data platform, it turned to SAP Enterprise Support services to help ensure a smooth migration. Thanks to a personalized support advisor, continuous quality checks, and “anytime support” using live chat, the company was able to complete its migration project in just six months without disrupting business operations. Now that Ercros is up and running with SAP HANA, it is in a position to further accelerate innovations that will grow the business and benefit countless people the world over.





Successfully Migrating to SAP HANA® with Help from SAP® Enterprise Support



Ercros SA
Barcelona, Spain
www.ercros.com

Industry
Chemicals

Products and Services
Chlorine derivatives,
intermediate chemicals,
and pharmaceuticals

Employees
1,372

Revenue
€686 million

SAP® Solutions and Services
SAP® Business Suite powered by SAP HANA®; SAP Enterprise Support services, including the continuous quality check (CQC) for SAP OS/DB Migration Check and CQC for going-live support; enhanced incident management service; Expert Chat service; and SAP Enterprise Support Academy program

To improve performance of its SAP software systems, Ercros opted to migrate to the SAP HANA business data platform. Thanks to SAP Enterprise Support services – which included 24x7 support, a dedicated support advisor, and anytime live chat assistance – the migration was completed quickly and without business disruption.

Before: Challenges and Opportunities

- Drive innovation and growth with the help of cutting-edge technology and solid IT partnerships
- Integrate production facilities for more-streamlined operations and greater visibility
- Improve response times across the SAP application landscape by quickly migrating to SAP HANA

Why SAP

- Familiarity with SAP solutions, including SAP Business Suite applications, SAP BusinessObjects™ business intelligence solutions, and SAP Process Orchestration software
- Use of SAP Solution Manager to manage the SAP application landscape
- From-the-source expertise, including a dedicated support advisor, from SAP Enterprise Support to help guide a smooth migration to SAP HANA for real-time enterprise management
- Next-Generation Support approach that provides real-time, always-on, multichannel customer care

After: Value-Driven Results

- Continuous quality checks, incident management, and live chat support throughout the migration project – helping clarify and correct any technical issues along the way and avoid any major incidents
- Smooth live launch of all systems on SAP HANA without business disruption
- Personalized, proactive support and immediate response and issue resolution from the SAP Enterprise Support team, helping accelerate innovation in the long term

“SAP Enterprise Support did everything to ensure the success of our migration to SAP HANA. We could count on them at any time for immediate service. Knowing we had this kind of support brought **real peace of mind.”**

Eduardo Gual de Diego, IT Systems Director, Ercros SA

6 months

To migrate to SAP HANA

24x7

Multichannel customer care

CQCs

Conducted to monitor the database migration and live launch



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