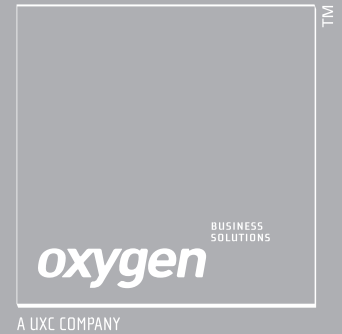


## CASE STUDY: Better IT management with SAP Solution Manager



## SAP SOLUTION MANAGER LETS CHH TAKE CHARGE OF COMPLEX ENVIRONMENT

An SAP Solution Manager implementation by Oxygen Business Solutions has given Carter Holt Harvey powerful new controls over its extensive applications environment, reducing complexity and accelerating the speed and efficiency of new implementations.

An antiquated change control system was preventing CHH gaining better management of its SAP applications. Bespoke workflow tools were not efficiently transporting support fixes and functional changes into its live environment. At the same time business process documentation was unstructured and vital institutional knowledge was being lost when personnel moved away from the organisation.

Now CHH uses Solution Manager's centralised data repository to capture and manage all of its business process documentation. When new system changes are initiated, consultants can easily discover what current processes are and how changes are going to impact existing functionality, as all process documentation is located in one place with appropriate version control.

Using the common change management processes built into Solution Manager, consultants move system enhancements from test platform through to the CHH SAP live environment with increased speed and confidence. Solution Manager allows CHH to apply updates to all its systems from one interface, giving it improved insight into any repercussions that may occur across all systems.

As a result CHH is experiencing less time spent on support calls and realised costs savings with reductions in user licences as it retires its old change management infrastructure. Good stewardship of information and better auditability has improved corporate compliance.

“We can now support all CHH SAP systems using the Solution Manager engine, and in the future we will also use it across our non-SAP environments.”

Pat O'Connell, CIO, Carter Holt Harvey

“We wanted to lower total cost of ownership by improving the efficiency of support call resolution.”

Pat O’Connell, CIO, Carter Holt Harvey

## THE BUSINESS CHALLENGE

- Lack of centralised control was delaying the introduction support fixes and functional changes into CHH’s live environment.
- Poor stewardship of business process documentation meant information was inaccessible when consultants needed it most.
- Quality and effectiveness of SAP training was being hindered and the cost of support was climbing.

## THE OXYGEN SOLUTION

- Implementation of SAP Solution Manager in six months at a cost of \$225,000.
- A single interface from which to manage configuration or system changes to all CHH’s SAP applications.
- Standardisation of implementation and system change processes.

- Provision of a centralised repository of documentation to maintain control of business process information vital for ongoing system maintenance.

## RETURN ON INVESTMENT

- Reduced time spent on support calls and reduction in Lotus Notes user licences translates into ongoing cost savings.
- Increased speed and efficiency introducing fixes and system changes into the live environment.
- Standardised processes improves auditability and corporate compliance.
- Enabled CHH to move from a distributed IT management platform to a more efficient centralised infrastructure.

## CUSTOMER PROFILE

ANNUAL REVENUE: \$4,098 million

BUSINESS PROFILE: Carter Holt Harvey is one of the largest diversified forestry and wood products companies in the region, comprising 17 different businesses, employing more than 10,500 staff across New Zealand, Australia and Asia.

In addition to its extensive forestry interests, Carter Holt Harvey is a leading supplier of wood and pulp and paper products.