

CASE STUDY: Quality SAP support for NMHG Distribution

oxygen

A UXC COMPANY

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SEAMLESS TRANSITION RESULTS IN CONSISTENT, RESPONSIVE SUPPORT

Switching to Oxygen for SAP support has been a positive experience for NMHG Distribution Pty Limited, with the transfer completed on time and on budget despite a simultaneous SAP hardware platform upgrade.

NMHG Distribution Pty Limited (NMHG) had an existing SAP support contract, but was being let down by lack of quality control and tardy delivery. Work was often not executed as requested; a problem compounded by lack of qualified staff who could speak the customers' language and be available at the work times needed. Support deliverables were invariably late, and often of poor quality.

NMHG looked for a strong local provider who had the depth of expertise to support its nine SAP modules. It chose Oxygen through a highly structured selection process that included scenario role-plays to gauge how providers would approach specific problems.

“Our old SAP systems support provider usually used ABAP’s, while Oxygen uses its deep understanding of SAP to make best use of configuration where possible,” says Matthew Vella, Retail Systems Manager NMHG.

“We now have a provider that gives us valuable SAP expertise as well as timely and effective support. Oxygen gives us advice on the best way to achieve our goals, and dialogue is honest and open. We can use purchased support hours on any SAP module we choose.

“The transition to Oxygen was issue-free and was successfully completed during a difficult time internally: we had key people on leave and were executing an upgrade of our SAP hardware platform during the transition. We couldn’t have asked for more.”

“Changing SAP systems support providers was a big worry, but Oxygen delivered a successful transition on time and on budget – we couldn’t have asked for more.”

Matthew Vella,
Retail Systems Manager NMHG

“Oxygen’s staff seem as motivated to provide for our business as they would be for their own. We are all one team because they want it as much as we do.”

Matthew Vella, Retail Systems Manager NMHG



THE BUSINESS CHALLENGE

- Support provider lacked quality control
- Support deliverables consistently late
- Language and time zone difficulties
- Inflexible support contract

THE OXYGEN SOLUTION

- Take over SAP support
- Seamless transition on time and budget
- Flexible contract

RETURN ON INVESTMENT

- Business is undistracted
- SAP expertise improves processes
- Configuration minimises ABAP use
- Customer delivers internal value

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Matthew Vella,
Retail Systems Manager NMHG

CUSTOMER PROFILE

NMHG Distributions Pty Limited (NMHG) is owned by NACCO Materials Handling Group, which manufactures the Hyster® and Yale® brands of lift trucks globally. NMHG Distributions markets the Hyster® and Yale® brands in the Asia Pacific region.

NACCO Materials Handling Group is one of the four core businesses in the diversified holdings of Nacco Industries Inc, a publicly held company with headquarters in Cleveland, Ohio.

