

Case study
Andritz Feed & Biofuel



Introduction

Andritz Feed & Biofuel manufacture, repair and service machinery for the feed and biofuel industry. They were established in 2000, based in Hull, employ around 30 staff and are a subsidiary of a large global company, Andritz AG.

Frontline Consultancy were called in to implement and support SAP Business One following an incorrect deployment of the software by an alternative IT provider.

We drew on our **Connected Delivery** service methodology to put in place a clear and coherent project plan to help Andritz move to a new SAP Business One solution that worked for them and their business processes.



Finding the right partner

Andritz Feed & Biofuel were running SAP R3 and a decision was made by Andritz AG that a major SAP upgrade would be needed to be rolled out globally across all sites.

Colin Cox, Systems Analyst at Andritz AG, stated, "What we didn't take into account was that smaller companies like ourselves have limited resources for coming into line with everyone else. We had approximately 45,000 part numbers

that would have needed to be renumbered, so we were instructed to find an alternative that would fit in with the business needs".

Because of the scale of the project, which could involve bespoke builds encompassing large amounts of service work and a requirement for billing of time and materials, Andritz Feed & Biofuel were told by another SAP Business One partner that standard SAP Business One could not cater for their needs, and that the software would instead need to be re-coded in order to work for them. This would turn out to be a complex and costly approach.

A fixed cost timescale of nine months was initially quoted by the previous SAP partner, which in the end ran into a nearly two year implementation project. Cox commented, "After the first year, our previous SAP partner massively increased our yearly maintenance costs to try and recoup what they had underestimated for, but because it was now a bespoke build, we had no option than to pay up and stay with them".

After a couple of years of high support costs, Cox was tasked with finding an alternative solution. Due to the bespoke nature, Andritz Feed & Biofuel could not find a company who were willing to take over the support, so a complete re-implementation of SAP Business One as suggested.



Delivering off-the-shelf cost effectiveness with bespoke implementation services

To resolve their situation, Andritz Feed & Biofuel contacted Frontline who went on site to understand the business processes and look at the existing Business One system in place. We looked at how business needs and IT solutions could be integrated to deliver a return on integration for Andritz.

It soon became apparent that bespoke programming was not the best approach and there was an off the shelf, SAP-approved, add-on that could meet their requirements called SAP Business One for Project Management.

Andritz Feed & Biofuel were extremely cautious as they didn't want to make the same mistakes again, after engaging in a lengthy and costly bespoke SAP project.

After speaking with various Frontline customers and carrying out a site visit to see SAP Business One for Project Management in action, the decision was made to go ahead, once they were reassured of Frontline's skills in delivering SAP solutions based on our commitment to ITIL service delivery through our **Connected Delivery** methodology.

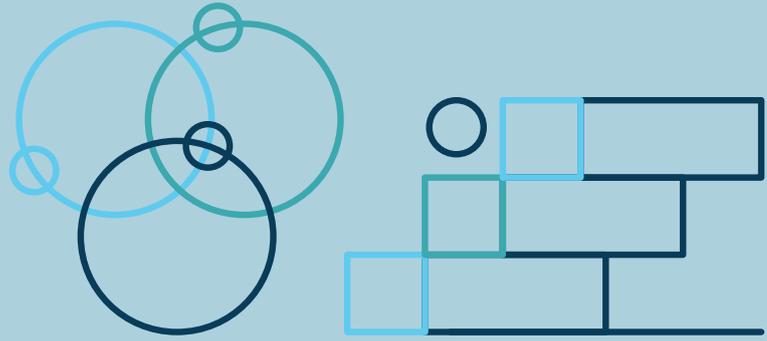
Due to year end fast approaching, the install needed to be completed within one month. This was met through a lot of hard work from both parties and regular progress reviews to ensure timescales were met.

Achieving IT management simplicity, without the high maintenance costs

Andritz Feed & Biofuel now have a solution in place that is tailored to their business, whilst harnessing the industry standard solutions available from SAP for cost-effectiveness and IT management simplicity. This is true business and IT alignment.

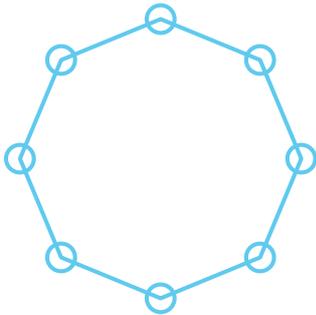
Frontline's expertise to resolve an existing IT challenge

Frontline was chosen due to our ability to combine our in-depth knowledge of SAP Business One with our application development team's expertise. Our team of twenty Developers and six Project Managers means that we can support clients whether they need help installing off-the-shelf solutions or bespoke implementations – all through our unique **Connected Delivery** methodology that ensures we deliver a **Return on Integration** for all the clients we work with.



Our proven Methodology

We deliver a business experience that simply gets better and better through our proven methodology of Connected Development.



Connect

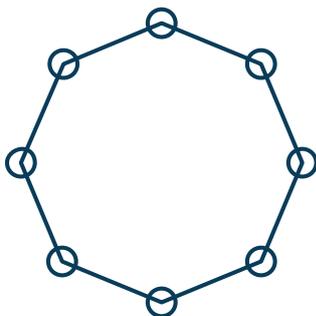
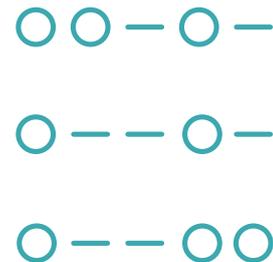
We deliver seamless integration between IT and business, you don't even know we are there – enabling you to focus on what you do best: your business.

It's critical that your IT partner understands your business, which is why we focus on delivering an ROI back on your application implementations so that your IT works harder for your business. Our focus is on helping your business to operate more efficiently, minimise disruptions and realise cost savings through IT.

Develop

Our team of 90 UK based application developers, solution architects and support staff have over 25 years' experience in the seamless integration of hosting and ERP services to businesses. That's **Return on Integration**.

We follow an industry recognised methodology when developing or integrating applications to ensure project success, starting with the Initiation and Planning phase, followed by the Execution phase, finishing with Control and Closure.



Continue

We adhere to a tried and tested methodology, the ITIL framework, to better align IT services with the requirements of business. This allows us to take a structured approach to IT changes to ensure service continuity is maintained with minimal disruption to business operations. Our continual monitoring and proactive approach makes your IT become invisible as problems and disruptions decrease to a minimal as we continue to evolve your IT for future business needs.

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