



QENOS

SAP® QUICK UPGRADE EVALUATION SERVICE PROVIDES PEACE OF MIND

QUICK FACTS

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Grahame Reynolds, SAP Upgrade Project Manager, Qenos Pty Ltd

Company

- Name: Qenos Pty Ltd
- Location: Melbourne, Australia
- Industry: Chemicals
- Products and services: Plastics and polyethylene
- Revenue: Approximately US\$800 million
- Employees: 800
- Web site: www.qenos.com
- Implementation partner: SAP® Consulting

Challenges and Opportunities

- Stay current with SAP technology
- Establish basis for functionality enhancements
- Ensure future supportability
- Maximize long-term cost-effectiveness
- Minimize risk

Objectives

- Upgrade to the SAP ERP application
- Obtain trustworthy schedule and budget estimates
- Create high-level project plan
- Increase confidence in project's success
- Defend budget request

SAP Solution and Services

SAP Quick Upgrade Evaluation service for SAP ERP

Implementation Highlights

- Used resource estimates provided by the Global Delivery group within SAP Consulting to gain budget approval
- Took advantage of high-level project plan, workshops, and report delivered by SAP Consulting
- Performed implementation internally (Qenos IT)
- Completed project without any issues, on schedule and within budget

Why SAP

- Unparalleled experience performing upgrades
- Powerful tools for analyzing user environments
- Modest investment requirements

Benefits

- Confirmed upgrade strategies
- Provided project road map
- Secured adequate budget
- Made for a painless upgrade process

Existing Environment

Older version of SAP software

Third-Party Integration

- Database: Oracle
- Hardware: IBM
- Operating system: IBM AIX



Qenos Pty Ltd, the cornerstone of Australia's plastics industry, removed the element of surprise from its upgrade to the SAP® ERP application by engaging SAP Consulting to help with all the up-front preparations via the SAP Quick Upgrade Evaluation service for SAP ERP. SAP's involvement gave Qenos confidence in its strategies and led to an on-schedule, within-budget implementation, which was performed in-house by the Qenos technical team.

Preparing for the Future

Melbourne-based Qenos is Australia's leading manufacturer of polyethylene, with 800 employees and nearly US\$800 million in revenues. By providing the raw materials used in thousands of consumer and industrial products, Qenos gives its customers the building blocks they need to bring their own goods to the marketplace.

Qenos made the decision to upgrade to SAP ERP to ensure it had the strongest possible foundation in place for some new business initiatives. According to Grahame Reynolds, SAP upgrade project manager at Qenos, the upgrade not only assured supportability far into the future, it gave the company access to SAP's most current functionality and service innovations. Furthermore, the timing was excellent since Qenos was in the process of changing hardware. By executing the two projects simultaneously, the company minimized disruption to its daily operations.

Securing Help from the World's Foremost Experts

An SAP customer since its formation in 1999, Qenos had previously performed two upgrades using its own IT resources. Even though these projects were successful, management knew it was no guarantee of success this time around. "Every upgrade is a new adventure," explains Reynolds. "We had some ideas on how to go about it and estimates for what it would take in terms of time and overall resources, but we were concerned about the unknowns associated with any new release. We also needed our executives to approve our budget request, and we knew they'd appreciate confirmation from the industry's foremost specialist. SAP Quick Upgrade Evaluation made a lot of sense since it delivers a high-level project plan along with schedule and budget estimates from the experts – all for a modest investment."

SAP Consulting delivered the SAP Quick Upgrade Evaluation service in just two weeks. SAP consultants visited Qenos to analyze the IT environment, assess the group's needs, and

review its strategies and preliminary plans. Then the Global Delivery group within SAP Consulting logged into the environment remotely and used a series of diagnostic tools to identify the scope of the upgrade. The tools enabled it to find obsolete programs that could be deleted and enabled Qenos to maximize the performance of its SAP ERP application. Meanwhile, the local SAP consultants ran a series of workshops to educate the IT group about the new software and implementation techniques. Qenos and SAP then worked together to define an implementation plan and refine the schedule and budget estimates. Finally, SAP prepared and presented a final report that included a quotation for the cost, effort, and time frame if the Global Delivery group were to perform the upgrade.

"The report was very thorough and included everything we needed to know," says Reynolds. "All along we'd had in mind to perform the upgrade ourselves, but it was helpful to have the quote from the Global Delivery group. The figures were especially useful in gaining approval for our budget."



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Proceeding with Complete Confidence

As its first step in performing the implementation, Qenos created a test environment, upgraded it, and invited SAP Consulting to return for a two-day engagement to examine the results. The consultants reviewed the upgraded test environment and pronounced it sound. Now fully confident, the IT group proceeded with the production system upgrade, staying right on target in every respect.

“The SAP Quick Upgrade Evaluation service was very valuable,” Reynolds concludes. “It confirmed our strategies, provided us with a high-level plan, and gave us confidence that we’d allocated the right resources for the right amount of time. I definitely recommend it to other companies considering upgrading to SAP ERP on their own.”

SAP: Delivering IT-Powered Business Innovation

As the world’s leading provider of business software, SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and ultimately, entire industries and the economy at large. Today, more than 46,100 customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations.

From Walldorf to Wall Street: The SAP Success Story

Founded in 1972, SAP has a rich history of innovation and growth that has made us a true industry leader. SAP currently employs more than 43,800 people in more than 50 countries worldwide. SAP is listed on several exchanges, including the Frankfurt Stock Exchange and NYSE under the symbol “SAP.”

Knowledge, Experience, and Technology for Optimizing Business

We leverage our extensive experience to deliver a comprehensive range of solutions that empower every aspect of business operations. By using SAP solutions, organizations of all sizes – including small businesses and midsize companies – can reduce costs, improve performance, and gain the agility to respond to changing business needs. SAP also has developed the SAP NetWeaver® technology platform, which enables our customers to achieve more value from their IT investments. Our professionals are dedicated to providing the highest level of customer service and support.

A Philosophy for Leadership and Strong Performance

SAP strives to define and establish undisputed leadership in the emerging market for business process platform offerings and accelerate business innovation powered by IT for companies and industries worldwide. As part of its commitment to corporate citizenship, SAP also contributes to economic development on a grand scale.

SAP is recognized as a leader in demonstrating the highest level of integrity in its corporate governance and practices. These efforts are informed and driven by the core values of SAP – customer focus, integrity, quality, commitment, product excellence, and passion.

SAP’s successful growth strategy is based on our own technology innovation, co-innovation with customers and partners, and intelligent acquisitions. With world-class software, value-added services, and unparalleled expertise addressing the unique demands of organizations in more than 25 industries, including the chemicals industry, SAP continues to grow its market share as the world’s leading provider of business software.

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