



QUICK FACTS

Industry

Professional services

Revenue

€5 million (2010)

Employees

50 (2010)

Headquarters

Luxembourg

Web Site

www.indeff.com

SAP® Solutions and Services

MARINGO ProjectManagement for Consulting and Software Companies, an SAP-qualified solution for the SAP® Business One application

Implementation Partners

Aztalan, MARINGO Computers GmbH

INDEFF provides manufacturing automation, execution, and intelligence services to users of Wonderware software in the food and beverage, pharmaceuticals, and oil and gas industries. To support its growth, INDEFF implemented MARINGO ProjectManagement, an SAP-qualified solution for the SAP® Business One application. The firm expanded its international presence, gained tighter control of operations, and doubled its revenue in three years.

Key Challenges

- Integrate software to centralize data and processes and enable real-time reporting
- Support decisions to enable growth
- Reduce revenue leakage from delayed or incomplete time reporting
- Control project risk and manage progress and profit margins with greater precision
- Improve ability to launch and bill new value-added support services

Implementation Best Practices

- Secured sponsorship by top management
- Selected an implementation partner with a collaborative and proactive approach
- Closely aligned project and processes to INDEFF's goals and key priorities
- Leveraged accelerated implementation program and industry template to speed configuration and streamline full launch
- Prioritized scope for fastest time to value
- Selected local implementation partner, Aztalan, whose approach was collaborative and proactive

Financial and Strategic Benefits

- Facilitated international expansion with a stronger, integrated software foundation
- Increased efficiency to support doubling of revenue without adding administrative staff
- Enabled better management of profitability via greater transparency and real-time insight
- Gained tighter control and freed working capital to facilitate self-funded growth
- Improved accuracy of time entry, expenses, and travel by remote staff via Web-based access
- Maximized revenue by improving processes to ensure the billing of all services

Why SAP Was Selected

- Best software to meet present and future needs
- Functionality to support processes from project planning and execution through invoicing and accounting in an integrated workflow
- Web-based access to software for staff at remote locations
- SAP's innovation, leadership position, and stability

Low Total Cost of Ownership

- Completed implementation in 1 month
- Eliminated legacy systems
- Adopted scalable solution to meet future needs without add-on licenses
- Avoided interfaces by adopting integrated solution and maintained small hardware footprint to minimize IT cost and maintenance
- Minimized customizations to reduce costs associated with future upgrades

Operational Benefits

Key Performance Indicator	Impact
Compound annual revenue growth since implementation	+26%
Average billable utilization	+17%
Revenue leakage for support services	-30%
Invoice accuracy	+10%
Administrative full-time equivalent as percentage of total	-40%

“We felt very comfortable with local SAP Business One channel partners Aztalan and MARINGO. Plus, with a solution underpinned by SAP’s reputation and quality certification, we felt that our future was in safe hands.”

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Peter Bresseleers, Founder and CEO, INDEFF

Targeting a New Phase of Growth

Founded in 2003, professional services firm INDEFF assists manufacturers in the process industries with the selection, implementation, and support of Wonderware operations management software. The Luxembourg-based firm’s initial geographic focus targeted the Benelux region, but by late 2007 that focus had changed.

“We set a goal to double our revenue in three years and needed to expand internationally to reach higher growth regions,” says Peter Bresseleers, INDEFF’s founder and CEO. The firm’s business management software, which had been sufficient in the start-up phase, would not accommodate this growth. “We reached the limit of what our Microsoft Office software could support,” he adds. As the firm grew, Bresseleers wanted to minimize administrative tasks and maximize the productivity of INDEFF’s project managers and consultants.

Integrating Project Management Processes

Following a review of suitable applications, INDEFF selected MARINGO ProjectManagement for Consulting and Software Companies, an SAP-qualified solution for the SAP® Business One application. “We recognized that the integration between ProjectManagement and SAP Business One would be powerful levers in streamlining INDEFF’s processes and slashing administration,” Bresseleers explains. INDEFF felt comfortable choosing a software solution that had been qualified by SAP and with

the implementation approach proposed by local SAP Business One channel partners Aztalan and MARINGO Computers GmbH.

Accelerating the Implementation and Enabling Growth

The project followed Aztalan’s accelerated implementation program and guidance by Aztalan and MARINGO helped INDEFF understand and adopt the best practices enabled by the software. Clear direction, use of an industry template, and a prioritized project scope helped INDEFF complete the implementation within a month. “We cut the first invoice in 20 days,” Bresseleers adds.

In the three years since the implementation, INDEFF has expanded into the Middle East and Southeast Asia and has more than doubled sales while maintaining its operating margins. Despite its geographic expansion and increase in billable employees, INDEFF’s number of administration staff has remained constant.

Increasing Access and Tightening Control

Staff in remote locations can access INDEFF’s software via a Web-based interface. “Our consultants can now track projects and billable time with greater accuracy so management has a timelier and more consistent view of progress and consumption,” Bresseleers says. INDEFF’s project managers can quickly intervene to remedy issues, and executives have access to real-time dashboards to monitor and compare overall performance and profitability. “This insight has helped us boost productivity by 17% over

the period,” Bresseleers adds. Improved tracking has also helped decrease revenue leakage in areas such as out-of-hours support where revenue was lifted by 30%.

Leveraging Working Capital

As working capital is the oxygen of all fast-growing companies, INDEFF has benefited greatly from a reduction in lead times for time tracking and invoice production. There has been an 80% reduction in the time it takes to invoice tracked hours. These improvements have helped enable INDEFF to fund its growth without fresh injections of capital.

Following its successful expansion, INDEFF is now looking to strengthen its market presence, confident that its new software infrastructure will support its continued growth.

Implementation Partners

Aztalan provides project management and business consultancy services and works in partnership with companies such as MARINGO Computers. MARINGO specializes in developing business management solutions and provides related consulting services.



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