

apsolut ensures seamless workflows in SAP Ariba production systems at C&A

C&A

Company:

C&A

Industry:

Fashion trade

Products:

Men's, women's, and children's clothing

Number of employees:

31,000

Turnover:

5.5 billion euros

Headquarters:

Düsseldorf, Germany

Website:

www.c-and-a.com

CHALLENGES

- Insufficient internal resources in the "TECH" department for system support

SOLUTIONS


- Support service contract for SAP Ariba Buying and SAP Ariba Cloud Integration gateway including ticket system and single point of contact
- Incident and problem management
- Supplier enablement
- User management
- Various expansions and additional functions
- Master data health check and support with master data cleansing

ADVANTAGES

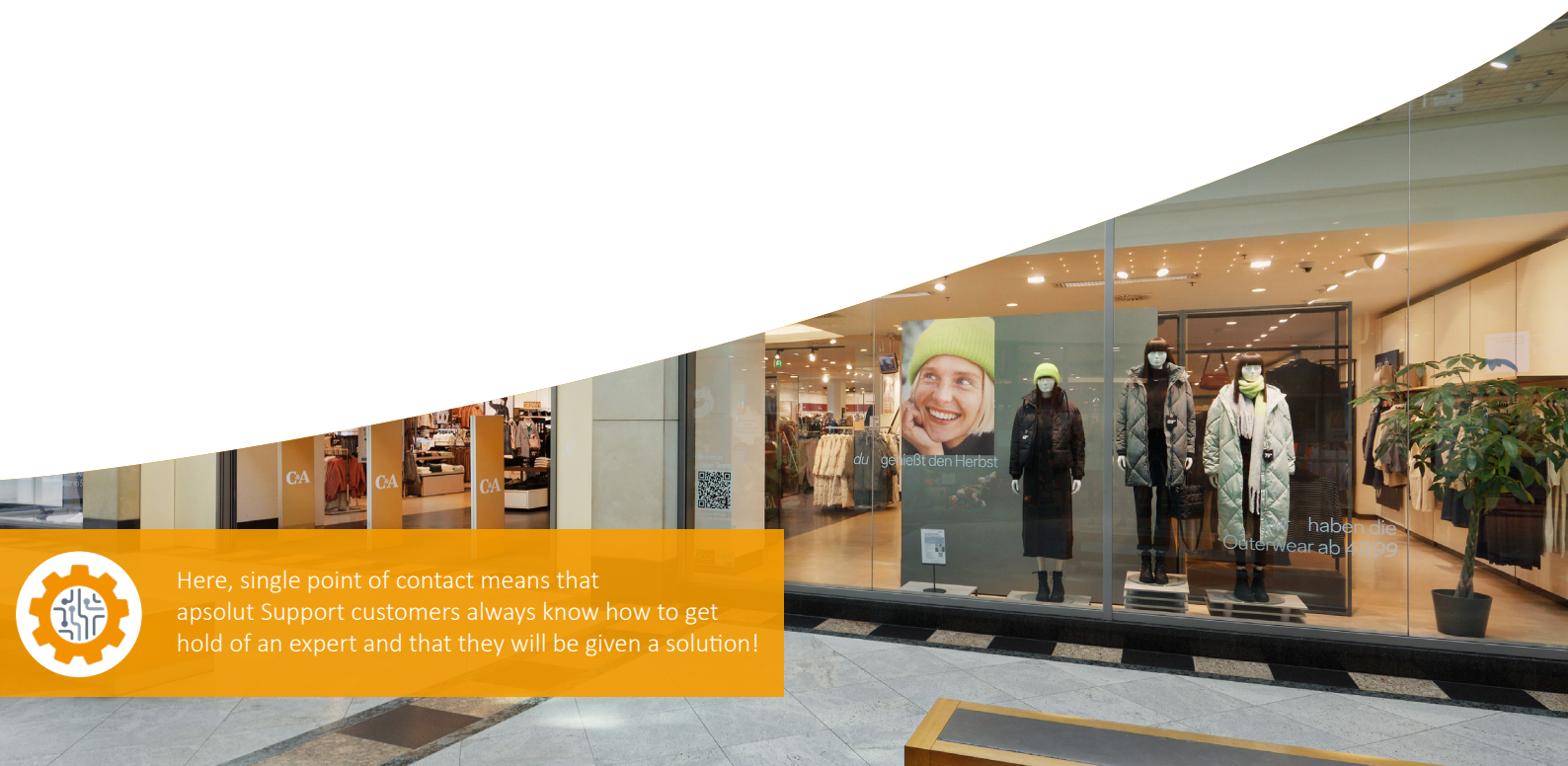
- Enhanced flexibility for resource deployment for future SAP Ariba roll-outs
- Seamless system operation
- Rapid handling of incidents

WHY APSOLUT?

- Impressive service portfolio
- Many years of experience with SAP Ariba
- Fair prices
- A high degree of customer focus from the outset



Here, single point of contact means that
apsolut Support customers always know how to get
hold of an expert and that they will be given a solution!





Don't just need a German or English native speaker? apsolut has representatives in many countries and language areas. Contact us!

FROM TICKET SYSTEM TO PROJECT DATA CLEAN-UP AND BEYOND

"Over the course of my professional career, I have worked with many IT service providers,"

explains Jessica Oedingen, Domain Lead TECHN Finance, People & Culture at Düsseldorf fashion company C&A. Professional support is something that she has always received. She has often run into problems however, with how in-depth a partner delves into the customer's situation:

"In my experience, many consultants try to force their customers' issues into their tried-and-tested solution methods. At apsolut, it was different from the very outset. apsolut made our issues its issues and really looked around every possible corner for a solution!"

Cooperation started in early 2022. C&A commissioned apsolut with a Support Service contract to safeguard system operation for all aspects of procurement of indirect materials and invoice processing in SAP Ariba. In the first instance, apsolut's own ticket system was used before being switched to C&A's system as soon as it was available.

When after a few weeks it was discovered that a significant number of tickets came from the same origin, the two partners launched the data clean-up project.

After an initial health-check by apsolut, the master data were jointly cleansed. For everyday operations, the apsolut team processes incidents from C&A national companies and supports training sessions in multiple languages. If critical incidents occur, the apsolut Group utilizes its flexibility and resilience to find a problem to the solution.

Sandra Mancino, Application Consultant at C&A, explains future cooperation between C&A and apsolut:

"As our experiences with apsolut were so positive across all national companies, we have already doubled the number of monthly support days twice. Thanks to apsolut, we now have the resources we need to implement roll-outs in other national companies. At the moment, they are ongoing in Spain, Portugal, Italy, and France."

The length of the cooperation was also extended by one year early, until the end of 2023. In addition, C&A is also weighing up implementation of further C&A Ariba modules.

SERVICES



Problem management



Incident management



Supplier enablement



User management



Master data analysis
and cleansing



Configurations, such as
new company codes