Solution Management Services
SAP Ariba Buying & Invoicing

Company:
McKesson Europe AG

Industry:
Pharmaceutical Wholesale

Produkte:
Health Services

Number of Employees:
36,917

Turnover:
21.18 bn. €

Headquarter:
Stuttgart, Germany

Website:
www.mckesson.eu

CHALLENGES

- Fast ramp-up of the McKesson application support to assist the individual business units
- Establishment of a dedicated application support team to assist users after the introduction of SAP Ariba Buying & Invoicing (P2O for DE, P2P for FR)
- Know-how transfer of the technical & process knowledge in the AMS support team

SOLUTIONS

- Establishment and expansion of the McKesson support organization to support the SAP Ariba solution and key users
- Support in the management and resolution of incidents and problems
- Competency coaching (face-2-face & remote) and knowledge transfer sessions for the support staff of the AMS support team

ADVANTAGES

- Quick and uncomplicated aid regarding user questions and technical problems at McKesson
- Integration into McKesson Application Support- Single Point of Contact
- Fast and competent delivery of SAP Ariba AMS services after go-live
- Extension of the McKesson support portfolio with the newly introduced SAP Ariba solution

WHY APSOLUT?

- Tailor-made, flexible SMS services- customised for the needs and requirements of McKesson
- Highly qualified service provider team with a high level of competence, flexibility and expertise

Competency Coaching & KT sessions on site and remote

ENABLEMENT AND SERVICE ORIENTATION AS SUCCESS FACTOR

Following the successful go-live of SAP Ariba Buying & Invoicing by apsolut, McKesson Europe AG quickly decided to also entrust the service provider with application support.

Part of this support contract was, and still is, the training of the internal support staff, and thus enable them to perform application support independently. For this purpose, apsolut provided the McKesson support team with specialist training over a period of 9 months as part of its SMS Base Service "AMS Services" and Value Streams "Competency Coaching and Enablement". The result was an independently running internal support "In Time" and a very satisfied project manager:

"apsolut impressed us in the project work with McKesson above all through the open and cooperative partnership. The project team gets on very well with each other. But we were also impressed by the solution-oriented approach and the fast and efficient enablement of our support staff,"

says Annette Römer, project manager at McKesson Europe AG.

A further challenge was that the project was set up for a total of 3 business units: McKesson Europe AG, GEHE and OCP France. The ramp-up of the entire support had to be carried out correspondingly quickly. apsolut and the support team at McKesson Europe AG also overcame this hurdle smoothly, using proven processes. Communication between the two teams took place both face-to-face, on-site in Coventry UK, as well as via remote access. Despite the local conditions and various forms of communication, apsolut was and is able to process and respond promptly to both knowledge transfer tasks and classic support queries at all times.

In addition, apsolut has already been providing McKesson with additional support services since the go-live of individual business units, such as incident and problem management (AMS services), analysis of the quarterly release updates performed by SAP Ariba with regard to their relevance and impact on McKesson, and the proactive introduction of new functions, such as the Intelligent Configuration Manager.

IMPLEMENTED TOOLS

SAP Ariba Buying & Invoicing

Open ICS Interface