

Global Healthcare Provider

Global provider of healthcare successfully moves away from their on-premise SAP platform.



The customer is a global life sciences company committed to improving access to healthcare and supporting people throughout the continuum of care. They develop medication and vaccines with purposes varying from prevention to treatment. Their aim is to transform scientific innovation into healthcare solutions. At the time of the procurement, the organization had 87 manufacturing sites in 38 countries. It was (and still is today) a complex structure with many sites spread throughout different countries. Each of the sites and countries with its own projects and ways of working.

The customer wanted to outsource its financial SAP systems and at the same time consolidate four SAP finance instances (SAP ECC 6.0) into one single instance under SAP S4/HANA. On the existing four SAP finance systems, output was managed by the a solution created by a hardware vendor. It was a concern that the solution might soon be outdated and would therefore not be able to support the new SAP platform. Despite the concern it was not decided to move away from this solution at the start of the project.

The consolidation of the SAP systems was a high impact project which had large visibility within the various IT departments. It had also been decided that with the transformation into SAP S4/HANA the SAP system should move off premise.

The ITO that ended up being selected, offered a proposal for outsourcing management the SAP system. This proposal included LRS Output Management for SAP as an additional service. Later on in the process it became clear that the person in charge of the output management solution decided not to continue with it on the next platform because of the uncertain future of the solution. Thus needing to find an alternative to this solution. Which is where the LRS solution fitted in perfectly.

With the new outsourced SAP platform, the customer has the same level of functionality they had on their previous on-premise SAP platform. With VPSX Enterprise managing the 2.000 printers that are responsible for printing nearly all invoices.

AT A GLANCE

The Company

The customer's healthcare solutions are available in over 170 countries. They had a turnover of € 33.8 billion in 2016. More than 100,000 people are employed worldwide.

The Industry

Healthcare

The Requirements

They wanted to outsource their SAP platform and replace their output management solution.

The Solution

VPSX Enterprise, VPSX/Output Manager, VPSX Global Fonts, Transform OTF to PCL.

The Benefit

The new OMS service was justified as a direct replacement for the previous output management solution based upon a minimum 2,000 VPSX SAP printers responsible for printing all of the customer's invoices.

CASE STUDY



The SAP print environment proposed by the ITO provided an end-to-end service by a single IT provider. The new service includes an agreed SLA to ensure SAP printing does not impact global business operations.

BUSINESS BENEFITS

Centralized management of SAP print queues (add, modify, delete, re-direct).

Centralized SAP print capture and direct delivery to the end user print device without the need for distributed print servers. The new SAP Print Management system spools SAP print data directly to print devices via the centralized VPSX print spool and associated VPSX print queue.

Centralized end to end visibility and management of the SAP print process.

Automated end-user notification of successful SAP print delivery.

Automated monitoring of critical events.

Replacement for HP Output Server functions with same functionality.

Consolidate 4 SAP Finance modules into SAP S4/HANA.

KEY DELIVERABLES

Centralized SAP print delivery and print queue management.

VPSX Enterprise and VPSX/OutputManager replaced HP Output Server.

AT A GLANCE

Why Change?

The customer had been using an output management solution, but they felt uncertain about its future. They were also looking to outsource versus having an on-premise SAP platform.

Why Now?

The output management solution was outdated and the customer was migrating four financial instances on SAP ECC 6 to one on S4/HANA.

Why LRS?

The ITO positioned LRS as the output management solution for SAP printing.

Why this partner?

The ITO won the outsourcing of all the customer's SAP systems and proposed LRS as the replacement solution for SAP printing.

Learn how LRS solutions can add value to your print services offering.

Visit LRSOutputManagement.com to learn more.



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