

Canyon Bicycles GmbH, Koblenz, Germany

Winning Every Race with the itelligence Application Management Service

it Canyon represents top quality and outstanding customer service. Naturally, we expect the same from our partners. Over the years, itelligence has demonstrated that we have made the right choice of IT service provider to implement and provide support for various SAP applications such as ERP, HCM and ByD.

Jens Eichner, Team Manager for Business Applications, Canyon Bicycles GmbH

Challenges

- Transferring knowledge from itelligence consulting to AMS support on the basis of itelligence project methods
- Need for specialist support in the hypercare phase in terms of operationalization, operations and continuing system development
- Temporary support from itelligence in the event of internal staff shortages

Benefits

- One-stop scalable application support and consulting
- Specialist support for applications with specific uses
- Ongoing development of systems
- Canyon employees can focus on day-to-day business thanks to AMS

Solutions

- Application Management Service
- Project consulting
- SAP HCM (HR information, basic & service package)
- it.trade, it.mds, it.x-press, it.x-checkit, it.x-packIT
- SAP ERP, PI, BW/BO and Adobe Document Services
- SAP Business ByDesign for the US office

Why itelligence?

- Extensive expertise in the entire SAP environment, especially in ERP implementation
- Years of industry knowledge
- Application support for Canyon, both remotely and on site

AMS support customer
since **2015**





itelligence
on-call availability

24/7

Canyon Bicycles GmbH – the Road to Success as an Expert in Bicycles

The German manufacturer specializes in developing, producing and selling racing, mountain, fitness, urban, triathlon and electric bicycles. The company is expanding rapidly and has now conquered the international market with a number of branches around the world. Canyon bikes are sold in more than 120 countries. The new corporate design unveiled in 2006 received accolades including the European Design Award. Excellent product quality in the premium segment, innovative design and a distinct focus on its customers join a stable IT system as the key factors in Canyon's success. When the company was seeking a highly skilled provider to assist it with SAP, it chose itelligence.

Hitting the Road and Making a Difference with High Performance in IT

The story of the long-standing partnership between Canyon and itelligence began back in 2013 when the two worked closely together on a successful project to introduce SAP. Once the system had gone live, there was a seamless transfer of knowledge from itelligence consulting to AMS support. Working on the basis of the itelligence "One Method" approach to projects, it was ensured that expertise could be shared in a structured way and this process set down in a customer life cycle plan.

In addition to itelligence solutions such as it.trade, it.mds and it.x-press, Canyon receives the HR information, basic and service package from itelligence in relation to SAP Human Capital Management. As a result, the bicycle manufacturer benefits not only from HCM support news but also

from reviews, recommendations and modifications for SAP HR Support Packages. When it comes to the HR service package, Canyon can rely completely on itelligence user support as well as incident and change management.

Prepared for Dynamic SAP-Roads with itelligence Application Support

Choosing itelligence as its long-term partner for the Application Management Service (AMS) means that the company can now pass any test that SAP throws at it with flying colors. Canyon has the best possible equipment to tackle SAP and enjoys the benefits not only of support but also of ongoing development of SAP applications. It is all very much in keeping with the idea of "focus on progress". itelligence is available 24/7, which enables the fastest possible response times to top-priority reports. Sophisticated, ITIL-based service processes allow a structured approach to support issues. Queries can be recorded in the form of reports and assigned via the itelligence Service Desk to the relevant SAP experts, who can then work on finding solutions.

itelligence Support over the Years – Know-How-Equipment for the Future

Staying in the lead of the race means continuing to work together on refining the IT strategy. For example, the office in the USA will be able to get the most out of the innovative SAP Business ByDesign (ByD) cloud solution. The bicycle manufacturer is receiving comprehensive AMS support for this preconfigured ERP software as well. An update from SAP "supported by itelligence" is guaranteed every three months. That means that obstacles are cleared out of the way and Canyon can get ready for the next sprint stage of the race.

CANYON

Company:
Canyon Bicycles GmbH

Industry:
Retail and sporting goods

Products:
Manufacture & sale of racing, mountain, fitness, urban, triathlon and electric bicycles

Employees:
850 (2018)

Revenue:
Approx. EUR 233 million (2018)

Headquarters:
Koblenz, Germany

Website:
www.canyon.com