Armacell GmbH, Münster, Germany

Global Hosting Specialists Providing Worldwide Service: itelligence AG!

»itelligence has impressive SAP expertise and high quality standards – that's why we implemented our SAP solution with itelligence, and why we chose this company as our complete SAP service provider. We are a global company with subsidiaries worldwide and extensive industry know-how. The same goes for itelligence: we can access its services internationally.«

Rigobert Kuhrmann, CIO, Armacell GmbH

itelligence

Providing a Network and Double Security to Companies, with no Company Server Required

Eighteen plants in 12 countries: Armacell GmbH in Münster, Westphalia, Germany, is internationally active. After all, the foam technology and flexible technical insulation materials that the company produces are needed in various industries. Covering systems and fire protection and noise control products are used in building technology, while the automotive and packaging industries, and even manufacturers of sports and leisure items, rely on the expertise on which the Armacell foam technology is based. The products are also suitable for use as core materials for turbine blades in wind power plants or for boat building.

With such a high demand for these products, international intercompany processes must run smoothly. The company wants high-quality standardization in this regard. However, until now the individual plants had been using different ERP systems. These systems had to be completely replaced by a standardized, integrated ERP platform.

Armacell undertook this project with itelligence AG because, as one of the world's leading complete IT service providers in the field of SAP, itelligence is also internationally active. The new partners implemented a complex SAP ERP 5.0 system landscape. SAP Supply Chain Management (SCM) is an important foundation in cross-company cooperation. Furthermore, the solution also includes business intelligence (SAP NetWeaver BI), it.x-change, and the Solution Manager.

With the support of itelligence AG, the global roll-out to several countries was a success. The company then chose another itelligence service: Armacell outsourced the operation of all of its systems to the itelligence data processing center in Bautzen, Germany.

Highest Levels of Satisfaction when Outsourcing in the USA

Armacell has already had positive results with itelligence outsourcing in the USA. The itelligence Support Advantage Team's American specialists have been supporting the ERP applications for Armacell USA and China since 2004. "An absolutely reliable, secure technology environment is available to us at any time there," says Rigobert Kuhrmann, CIO of Armacell GmbH. "The professionalism and SAP expertise of the itelligence consultants were the driving factors behind our decision to outsource the entire operation of our IT solution to the data processing center in Bautzen."

Armacell GmbH

Armacell is a global innovator in foam technologies and the world leader in the market for flexible technical insulation materials. The company headquarters is located in Münster, Westphalia, Germany, and is represented by 18 plants in 12 countries. Apart from Armaflex, the leading brand in the field of flexible technical insulation, the company's approximately 2,300 employees produce thermoplastic insulation materials, covering systems, fire protection and noise control products, special foams for a multitude of industrial applications and foam cores which are used as composite materials.

The migration of the SAP landscape to the itelligence data processing center took just three months. At the center, 300 SAP users and a 450 GB database are supported by certified SAP global partner hosting for at least 60 months. The entire ERP 5.0 system including SCM, BW, it.x-change and the Solution Manager are operated here. By outsourcing this operation, Armacell is ensuring that the SAP landscape receives the best maintenance and is reliably available at any time.

The experienced itelligence administrators provide a 24/7 service over three working shifts. Throughout this service, the itelligence specialists apply their extensive expertise in all SAP products and versions. This expertise makes it possible for them to proactively monitor all hardware and software components. They also provide EDI as an additional service using it.x-change.

Armacell is connected with the data processing center via VPN and internationally via VPN and LineCrypt. This method allows all of the company's branches to access the SAP landscape securely at any time.

Meeting all Targets with an Outsourced Solution

"Just implementing the complex SAP solution has allowed us to achieve so much," notes Rigobert Kuhrmann with satisfaction. "All of our branches are integrated, our financial controlling is now based on truly consistent data, and we're also achieving higher benchmarks between plants.

New processes can be integrated quickly and in a targeted manner – itelligence provides the capacity, server, and applications. Even exchanging data with customers and suppliers is truly problem-free: working together with itelligence really was a sound, progressive decision."

The costs for Armacell will also be noticeably reduced, since the company has no need to retain SAP expertise inhouse, and no investment in the correct hardware and software for a security infrastructure is needed. This minimizes the fixed costs for operation – ultimately, Armacell only pays itelligence hosting for services that are actually carried out. The partnership thus proves its worth in several areas.

Name:
Armacell GmbH

Industry:
Plastics processing

Products:
Thermoplastic insulation materials, covering systems, fire protection and noise control products, and special foams

Size of company:
2,800 employees, including 300 SAP users

Revenue:
EUR 400 million (2009)

Headquarters:
Münster, Germany

Subsidiaries:
international

Facts & Figures

Project: SAP implementation, international roll-out, hosting operations in itelligence data processing center

SAP modules used:
ERP 5.0, SCM, BW, it.x-change, SAP Solution Manager

Advantages:
- Global hosting and application management from one source
- Three-shift operation ensures 24/7 service
- Reduced costs and increased service quality
- No investment in hardware/software or security infrastructure
- Proactive monitoring of all hardware and software components