

SAP Customer Success Story Cellpack BBC Malaysia



"... Head Office and ourselves decided against SAP R3, as we are a small subsidiary with less complex requirements. SAP Business One was the least expensive option, but it was also the most suitable solution for our needs ..."

– Mee Tyng Yoo, Finance Manager

Cellpack BBC Malaysia

The Behr Bircher Cellpack BBC Group is a Swiss company with various activities in the industrial sector such as packaging, power system, power control, plastics technology, etc.

In Asia, Cellpack has acknowledged expertise in the field of non-routine and complex power connections. Their professionally qualified advisors assist customers, training them in the use of specific products either in-house or at the customer's premises.

Malaysia is the manufacturing centre for Asia and caters to their trading partner and sister company in Singapore; Cellpack Far East Pte Ltd.

Reason for Implementation

Cellpack Malaysia was formed in 2007 and therefore was starting afresh without any previous system issues.

"...This had both positives and negatives. We had no previous procedures which had to be incorporated into the new system. Equally it meant we had no blueprint to decide how the system should be configured..."

The requirement for a system was urgent. Without an existing system, all aspects of the business were being performed manually. This heightened the risk of human error and corrupt data.

Evaluation

Cellpack Malaysia did not require an extensive evaluation period. Head Office was a SAP convert, having successfully operated with SAP R3 for a number of years.

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The selection process was further simplified by the fact that Cellpack Far East in Singapore, their sister company, had already selected and successfully implemented SAP Business One using Incom.

"... Incom came highly recommended from Singapore and upon meeting their representatives; I was impressed by their professionalism. The evaluation period was not extensive but we felt we had the right partner..."

AT A GLANCE



Industry

Manufacturing of cable accessories system

Key Challenges

- **Inventory control**
- **Customer delivery dates**
- **Customer satisfaction**
- **Consolidation of accounts**

Project Objectives

- **Machine and labour utilisation**
- **Reliable reporting ability especially in cost and profit-centre report**

Solutions & Services

- **SAP Business One®**
- **Incom Advance Manufacturing Suite and Reporting Package**



AT A GLANCE



Why an SAP Solution?

- **Flexible and user-friendly**
- **Reliable world class software**
- **Scalable**

Key Business Benefits

- **Increased intercompany trading**
- **Simplified accounting process**
- **Improved management knowledge due to real time reports**

Implementation Partner

- **Inecom Business Solutions (Singapore)**

Previous Environment

- **Spreadsheets**

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+65 6225 9255

Inecom India
+91 20 6644 3513

Inecom UAE
+ 9714 3699057

Inecom Australia
1800 155 999

Implementation

Cellpack Malaysia is the manufacturing company for Cellpack's Asian operations. For this reason they needed specific manufacturing functionality that was not provided by standard SAP Business One. Due to Inecom's strong market focus towards manufacturing, Inecom provided them with their developed Routing and WIP module. The principle features of this are

- Production order progress tracking by process
- Record Accept, Reject and Scrap quantity
- Update actual Machine and Labour hours by production order
- Record Tool usage
- BOM Cost Estimation
- Production Variance Report
- Machine and Labour Utilisation (Efficiency) Analysis
- Machine, Labour and Overhead Costs Analysis

Additionally Cellpack purchased Inecom's Enhanced Reporting Package to increase SAP Business Ones reporting abilities.

"... Inecom had a number of off-the-shelf solutions that met our manufacturing and reporting needs. The most impressive thing about the implementation however, was that it took less man days than had been quoted and was implemented ahead of schedule ..."

Results

There have been numerous benefits from the implementation both on a micro basis, such as the reduction in time taken to issue payment vouchers to the ability to customise quotations etc and on a macro basis, the benefits can be classified in 2 main areas;

- Companywide, real time information available to the managers to make informed business decisions
- Increased productivity of employees through the automation of certain processes

On-going Support

Of course, the services from Inecom and SAP Business One continue after implementation. Support is continuous and Inecom provides the first level of support. For Cellpack, this has included the version upgrades and the Inecom's help desk to answer service enquiries.

"... Inecom has provided a useful support service. We have further engaged them for ongoing training. One of the best developments is a monthly log report status. This lets us know the logs reported that month, those still outstanding and their status ..."

Cellpack plans to further expand their customer base. This expansion will be based on the foundation of SAP Business One as their software and Inecom as their ongoing business partner.