



Arco

Arco consolidates SAP support within a monthly subscription model

Customer case study

Edenhouse 



Arco is the UK's leading safety company, distributing workwear, safety equipment and safety services. Arco offers over 170,000 quality assured, branded and own brand products including workwear, footwear, PPE and workplace safety products.

Arco Professional Safety Services offer training, consultancy, site services, rescue and safety products. Headquartered in Hull, Arco reaches its customers through its extensive product catalogue, interactive website and national network of retail stores. The company has sales of over £295m and employs approximately 1600 people nationwide.

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Experts in Safety



Why Arco changed its SAP support model

Having taken the decision to outsource its SAP support requirements several years ago, Arco enlisted several SAP managed service partners to handle its core ERP and subsystems. Arco felt, however, that managing numerous vendors was adding costs and administration – and that it would be better served by the consolidated solution, offered by Edenhouse.

“SAP is the lifeblood of our sales and distribution,” explains Paul Wright, technology vendor manager at Arco. “When we managed this internally it wasn’t working as well as it could, so it made sense to outsource. But, as every supplier was adding their own management overhead, there was a cost that could be stripped out. What we really wanted was a one-stop-shop.”

He added: “Edenhouse was already playing a critical support role and, from a service management perspective, they never missed a beat. Whether it’s weekly calls, monthly reviews, reports or SLAs, they have a very mature method of operating – you don’t always get that from other vendors. That’s why it was easy to expand the relationship into a strategic partnership.”

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Paul Wright
Technology Vendor Manager at Arco

Arco had also previously struggled to predict its annual support requirements, and as a result felt it would be better served by Edenhouse’s fixed fee monthly subscription model – which guarantees to resolve all break-fix requests.



The subscription model

Under the subscription model, all break-fix requests are guaranteed, along with annual SAP maintenance, updates and patching, license management and small change requests (up to 8 hours).

Within this package, Arco has also benefitted from daily systems monitoring and backups, out of hours cover, disaster recovery and any other incidents that may arise from daily checks.

What benefits were realised?

Arco has seen three overriding benefits since converting to a fixed fee monthly subscription model:

1 Greater control over costs

By consolidating its managed services, Arco has managed to reduce overheads and bring its support costs under control. Paul said: “We no longer have separate partners for our finance, warehousing and HR systems, and we now have a better service as a result – without additional management overheads.”

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2 Reduced administration

By moving to a subscription model, Arco now no longer needs Edenhouse to seek approval before fulfilling any break-fix requests that require more than four hours work. This process was previously needed to protect a limited pot of support hours. But, with all break-fix requests now guaranteed, this administrative barrier has been removed – which has also had the added effect of speeding up the resolution process.

“The fact that Edenhouse had to constantly seek approval was a real source of frustration for our internal team. But that’s gone away completely,” said Paul. “We still get informed that things are happening, but that bottle neck has been removed – and it has freed everyone up.”

3 Proactive support

By forming a strategic partnership, Edenhouse is now able to take proactive steps to support Arco’s SAP infrastructure. “Widening the scope of what Edenhouse can do has made a big difference,” explains Paul. “You wouldn’t expect your in-house team to stop and wait for an approval before making small enhancements, and now we have the same type of relationship with Edenhouse.”

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