NTT

Kubota Europe transforms its operations
with a hosted SAP solution

Why Kubota Europe needed to streamline processes

Each of Kubota Europe's country offices used to be responsible for sourcing and managing its IT infrastructure. As a result, all sorts of back-office applications and processes were in use, leading to duplication of resources and increased costs. In addition, lack of a European network made it difficult for people working in different locations to communicate and collaborate.

How a hosted SAP solution drives positive change

To overcome those challenges, the company decided to roll out a centralized SAP enterprise resource planning (ERP) solution. To keep the solution secure and available, they asked us to host it for them in a dedicated, monitored and managed environment. We also provide a secure, high-bandwidth MPLS network to connect users to the SAP solution and to their colleagues in other locations.

A more efficient and collaborative business

Kubota Europe has harmonized back-office processes and is making better use of resources. People can now communicate and collaborate more easily, which helps the business run more efficiently. The company's dealers and distributors now place orders using a single online portal that's directly integrated with the SAP solution, making fulfilment and tracking more efficient, and improving the overall experience.

Kubota

"**I would describe our relationship today as a genuine professional partnership.** NTT has demonstrated they understand our business and our challenges. This enables them to provide the great service we expect, and gives us peace of mind that our SAP solution is in safe hands."

Homayoun Mir, CIO, Kubota Europe

Challenge

Solution

Outcome

Why Kubota Europe needed to streamline processes

Kubota Europe, a subsidiary of the Japan-based Kubota Group, is headquartered in France and present throughout Europe. They have strong positions in the agricultural, groundcare and public works markets, selling tractors, mowers, excavators and industrial engines.

Each Kubota Europe entity used to source and manage its own IT infrastructure. They used a variety of back-office applications and processes, which led to resource duplication and increased costs. In addition, the company lacked a corporate network, so opportunities to communicate and collaborate with colleagues in other locations were limited.

System and process diversity also affected around 650 of the company's dealers and distributors, as the way orders were places varied in the different countries. The methods in use ranged from a web portal in the UK and Minitel in France to email, fax, phone and post elsewhere.

To rationalize costs and resources, Kubota Europe decided to streamline processes and infrastructure. At the same time it wanted to enable the sharing of knowledge and best practices, to help its people work smarter and accelerate business growth. And it planned to develop a Europe-wide ordering portal to simplify life for dealers and distributors.

How a hosted SAP solution drives positive change

Kubota Europe invested in a centralized enterprise resource planning (ERP) system for the whole company – a SAP solution based on a consolidated database, with modules for back-office processes including financial accounting, sales, and distribution, and materials management.

They wanted the SAP solution to be hosted in an environment that would keep it up and running 24/7. Aware that it would be challenging to do this themselves, they asked us to host and manage their SAP solution for them.

We provide secure, dedicated hosting for the SAP solution at our Frankfurt data center, with full monitoring and management. In addition to managing the servers, we also manage the SAP application environment and underlying database — a combination of skills that Kubota Europe couldn't get from any other provider.

To provide their users with connectivity to the SAP solution, we rolled out a secure, high-bandwidth MPLS network that links Kubota Europe's sites to our Frankfurt data center and to each other.

For its dealers and distributors, Kubota Europe developed a pan-European ordering portal that's directly connected to the SAP solution. We host the portal and a number of other business applications alongside their SAP solution at our data center.

A more efficient and collaborative business

Rolling out a centralized SAP solution, supported by a regional MPLS network, allowed Kubota Europe to consolidate data, re-engineer and harmonize back-office processes, and improve its use of resources.

By making it easier for people to communicate and share information, the company has brought its European subsidiaries closer together, and transformed itself into a more efficient and collaborative business. Dealers and distributors also have a better experience, as their orders are automatically imported from the web portal into SAP for fulfilment and tracking.

Our managed hosting and networking services, as well as our responsive support continues to meet Kubota Europe's needs which is why we have been able to maintain such a strong relationship over the years. Today it's reached the point where Kubota Europe regard it as a professional partnership, rooted in a shared culture based on both companies' Japanese heritage.

Over time, we've extended what started out as a European MPLS network to Kubota sites elsewhere in the world, including the US, Japan and other parts of Asia. Our worldwide operations and broad range of services help Kubota meet its goal of working with suppliers that deliver globally consistent solutions.

Kubota

Which Services?

- Managed Services