

About SPP Pumps:

SPP Pumps Ltd is a well established manufacturer of industrial pumps. Since 2004, the company has been part of KBL (Kirloskar Brothers Ltd) – a multi-billion dollar Indian conglomerate with a diverse manufacturing portfolio. SPP employ over 300 staff worldwide; with their R&D and manufacturing operations all sited in the UK. Additional sites operate in the US, France, South Africa, Singapore and Dubai – making them a truly global organisation



Graham Terry, SPP's Director and General Manager of Europe, is the project's internal sponsor. Graham has day to day responsibility for the European sales, distribution and support operations, and is closely involved in ensuring that the project is a success. Working alongside Graham is Damian Hudson - SPP's Information Systems Manager - and Project Manager for the SAP implementation. Here, they tell us in their own words why they chose SAP, and give us an update on the project implementation to date.

"During the past 4 years" says Graham, "SPP has doubled both in size and in profitability and so to sustain that growth, we felt that we needed to update our existing business system. The system we had has supported us for 20 years now, and it offers very limited capabilities for providing the necessary functionality to help support our business priorities going forward". He adds: "We are a complex business dealing with both standard products and highly engineered-to-order products in small batch quantities. We also operate a global field service and refurbishment operation and so the system had to address these varied demands. It was vital to find a partner that could fully understand and accommodate our needs."

With the help of an independent IT consulting firm that specialises in the manufacturing industries, SPP conducted an internal needs analysis and drew up a shortlist of potential mid-tier solutions to review including Fourthshift and Sage. Included in that list was SAP Business One, of which Graham says "[SAP Business One] is a very different system to SAP - with limited commonality and an entirely different pedigree".

Ultimately, the team at SPP Pumps felt that deploying an SAP system would be the most appropriate option for them as Graham explains "It was clear that the business required a tier-one system and we decided that SAP would be the most appropriate choice for our business as our parent company are an established user of SAP and can provide us with additional support and expertise should it be needed".

The team then had to decide who to entrust the implementation to. Invenio came highly recommended by

their parent, KBL. Of Invenio, Graham says "We were very impressed with the team from Invenio. SPP is a rather complex business and the Invenio team showed a genuine understanding of this in how they responded to our requirements. They also clearly demonstrated that their project team had the flexibility to adapt to this complexity."

"Once the agreement had been signed, Graham continued "Invenio very rapidly brought in an experienced team that covered the business elements that we needed".

The SPP implementation project comprises a 175 seat SAP solution that encompasses Finance and Cost Controlling, Materials Management, Production Planning, Sales and Distribution, Customer Services, Quality Management and Warehouse Management.

Of the implementation project itself, Damian remarked "We were very pleased with the team Invenio provided. Invenio's project management skills are excellent and the team here on site are very well matched in terms of skills and experience." He continues "We found day to day communications with the team very good. We had the project team split over two sites and so we considered ourselves a virtual team. Because of this, we operated an 'open door policy' between the Invenio and SPP teams and such was that relationship that we all felt comfortable enough to be able to sit and chat with the consultants whenever we needed help or required updates on the progress of particular elements within the project plan".

The SAP project went live on the date forecasted. Graham said: "We went live with our company-wide SAP system – on time and within budget. We were determined to adopt standard 'SAP best practice' processes rather than modifying the system to accommodate SPP's historical practices and this also meant that virtually all of our processes needed to change. As a new system, we expected a few teething problems but we were pleasantly

pleasantly surprised that we quickly got the basic processes working, enabling us to build and invoice product and procure supplies.”

Graham continues: “This achievement was only possible by the hard work of the SPP team combined with the experience and technical skills of the Invenio SAP consultants. Beyond the technical aspects of implementation, we have been most impressed by the enthusiasm of the whole team and the willingness of people in the combined SPP / KBL and Invenio team to put business benefit as their highest priority.”

Ashley Noronha, Invenio’s SAP Project Director added, “What differentiated this project from others I have seen is the display of drive and commitment from both the core team at SPP and the Invenio consultants. Both the teams worked in sync and the synergy was fantastic.”

In summarising the whole project experience, Graham says: “We are confident that this significant investment in our business processes gives us a secure system base that will enable us to support and sustain the growth that we have achieved in the last few years”.

When asked whether Graham and Damian would recommend Invenio to other companies implementing SAP, they were enthusiastic in their agreement. Damian said “[Invenio’s] speed of response and knowledge of the product is spot on. Having been involved in projects with similar requirements they are able to give us advice on how to make best use of the system”.

Damian concludes: “We find Invenio a very professional and trustworthy organisation and they add real value to the project rather than just ‘box ticking’ their way through the implementation.”

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