

CUSTOMER TESTIMONIAL

Smooth implementation at Thielco Steel Solutions Group



CUSTOMER
Thielco

LABEL
SAP S/4HANA

READING TIME
5 minutes

Smooth implementation and the right fit: how Thielco made the switch to SAP S/4HANA in only 13 weeks

Intro The Thielco Steel Solutions Group is the European leader in grate production and anti-corrosion treatments. This family-owned company in Reuvel has been working with SAP ECC for years with complete satisfaction. But Thielco found itself increasingly confronted with the limits of the system.

To improve the productivity and quality of the organisation, digitisation in the workplace was unavoidable. For Thielco, migrating to SAP S/4HANA Cloud Public Edition was key to a more future-proof organisation. Ctac helped Thielco to successfully implement SAP S/4HANA in only 13 weeks.

“
We are a production company where speed is essential.”

Juliette Heldens
Managing Director of the Thielco Steel Solutions Group



From separate software to integrated processes

The challenge

The limitations of SAP ECC posed increasing challenges for Thielco, explains COO Mario Noijen. "SAP ECC is a sound and robust system, but stunted our growth. We had separate software in SAP ECC for things like human resources, time registration, machine maintenance and incoming and outgoing invoice processing. We were not able to integrate these processes, making them highly labour-intensive. We wanted to find a way to reduce task time. So, we searched for a new ERP system that could integrate our most important automation tasks. The solution was SAP S/4HANA."

A challenge here was that production could not be impeded by the implementation. "We're a production company where speed is paramount," says Juliëtte Heldens, Managing Director of Thielco. "If we receive an order today, we produce it tomorrow and deliver it the day after. That's our strength. You can't tell a customer that we're in the middle of an ERP migration, so come back in a few weeks or months to place your order. In other words, the migration needs to be fast and seamless."



"The perfect fit thanks to Ctac"



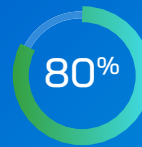
Ctac had implemented SAP ECC at Thielco in the past and the partnership continued after that. "So, it made sense to ask Ctac to also implement SAP S/4HANA," says Heldens. Ctac got the job done in only 13 weeks. Heldens comments, "At Thielco, there is always a production shutdown between Christmas and New Year's. So, we needed to use that week for the implementation. In early September, we set the goal of going live on 1 January 2024. Thanks to Ctac, we achieved that goal. After 1 January, it was business as usual."

Thielco primarily uses SAP S/4HANA based on best practices. "I'm an advocate of using standards", says Noijen. "You shouldn't have the illusion that you know everything better. Why reinvent the wheel when you can take advantage of other people's knowledge?" All the same, there was an exception to this. Noijen continues, "We're a production company that produces to customer specifications. So, we want a system that can directly convert a new sales order into a production order. That best practice did not yet exist. So, the developers at Ctac set to work. Thanks to their creativity, there is now a solution for this specific challenge. Together, you need to find the right balance between best practices and supplements. This results in the right fit."

Four powerful project facts and figures

13 weeks

A successful implementation of SAP S/4HANA Cloud Public Edition in only 13 weeks.



By using the best practices in SAP S/4HANA, Thielco had clarity about 80 percent of the main processes within only a few weeks.

15

Together with 15 key users, Thielco examined all the pros and cons of the existing best practices before the implementation in order to ensure optimal efficiency.

Full adoption

Employees immediately experienced the added value of SAP S/4HANA. There was full adoption within a few weeks.

Focus on output, not administration

Solution and results

To ensure a fast and smooth implementation process, Thielco put together a group of 15 key users. Noijen continues, "These key users, each with his or her own specific expertise, set to work with the best practices in SAP S/4HANA. We simulated our processes in the system. The key users discovered how everything worked, as well as the advantages compared to the old system. That was tremendously helpful. The simulations clarified 80 percent of our main processes within only a few weeks.

Since going live on 1 January 2024, Thielco has been benefiting from SAP S/4HANA. Noijen continues, "We discovered ways to save on inventory levels and to optimise sales margins. When a new customer request is received, the system automatically activates all processes in the production chain from quote to invoice. So, you no longer have to spend time and effort on those processes. Thanks to the best practices in SAP S/4HANA, you immediately know the best way to organise your process."

It is also clear to Noijen that employees are enthusiastic about SAP S/4HANA. "After the go-live date, we heard from employees about all the advantages they experienced compared to SAP ECC. No one logs in to SAP ECC anymore. This full adoption rate is the best proof of a successful implementation."



Thanks to SAP S/4HANA, we are once again able to grow

Juliëtte Heldens
Managing Director of the Thielco Steel Solutions Group

"Thanks to SAP S/4HANA, we are once again able to grow," says Heldens. "In our sector, it is very challenging to find and retain highly qualified staff. This automation with SAP S/4HANA enables us to grow without having to expand our support department. Our staff can now focus more on output instead of administrative tasks."

Digital factory

Future

After the successful implementation of SAP S/4HANA, Noijen is considering the next step. "I want to work towards a fully digital factory. That is the ultimate goal of our process. We're already working on the first touchscreen television in the factory, which is also linked to SAP S/4HANA. This gives employees relevant information for their work in real time, such as the schedule and work instructions. The less time our employees spend on retrieving or searching for information, the more time they can spend on their work. Our objective is a process with zero defects. A digital factory is a prerequisite for this."

"Our ultimate goal is to capture and process all information digitally," says Noijen. "This gives not only our employees, but also our customers a comprehensive overview of order and production status via SAP S/4HANA. This is our ultimate aim. Thanks to SAP S/4HANA, we're already on the right track because the amount of paperwork is already decreasing significantly. Now that we have laid the foundation, we can define follow-up projects together with Ctac."



Fast and successful go-live in 13 weeks



Together with Ctac, we set the goal to go live on 1 January 2024. Thanks to good collaboration, we achieved a successful implementation within 13 weeks.

Juliëtte Heldens

Managing Director of the Thielco Steel Solutions Group

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Do you also want to take your organisation to the next level with SAP S/4HANA Cloud Public Edition? Feel free to get in touch via www.ctacnv.com/contact

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