MARINGO

Success Story
SERVICE IN SECURITY
SAP Business One helps Secaron AG improve customer service

NAME:	Secaron AG
INDUSTRY:	IT Consulting, Security Solutions
PRODUCT:	SAP Business One
Hardware:	Siemens Server
Operating System:	Windows 2003 Server
Database:	MS SQL Server 2000
Users:	15
Reasons for SAP:	• User friendly and scalable solution
	• Integrated system reduces interfacing requirements
	• Resource optimisation
	• Precise project accounting and real-time reporting

From conception to technical implementation

IT security is always a burning issue for all businesses. Secaron AG is an independent consulting firm dedicated to the prevention of damage caused by viruses, worms, spam and the like. The company's range of products includes proven and innovative concepts and solutions as well as comprehensive services and expertise such as anticipatory security, risk management and audits and certification. Founded in 2000, the company is located in Hallbergmoos (Germany) and has more than 45 employees, 15 of whom work for a subsidiary in Luxembourg. In 2004 Secaron achieved revenue of 5.5 million Euro. Satisfied customers like Allianz, BMW and Eurofighter contributed to this success.

Guideline: "As requested and required by the customer"

As a consulting firm for IT security, Secaron expects its own IT systems to be of the highest possible standards. A powerful, flexible and scalable infrastructure is after all the foundation upon which Secaron can provide professional service to its clients. Software hitherto used by Secaron for its own systems was limited in its scope and did not adequately address all core operations. Meanwhile the number of clients - and the associated demand on their systems - has been steadily increasing. Finally a point was reached where the IT systems were unable to keep up with the company's growth. In order to continue offering its

customers the highest levels of service and quality, Secaron decided to implement a new ERP and project management system.

"IT is an enabler, making business processes more efficient and supporting the company in its daily business" says Michael Spreng, general manager of Secaron AG, in regard to the importance of IT to his company. The main goals of the project were resource optimisation, real-time reporting, precise project accounting and a reduction in the number of interfaces. When all this was taken into account, a standard ERP (Enterprise Resource Planning) software package combined with fully integrated project costing turned out to be the right solution. This is where MARINGO Computers GmbH from Cologne and SAP Business One came into play.

SAP's solution for small and midsize businesses, SAP Business One, offers integrated ERP and CRM and has provided a close functionality fit against Secaron's financial and CRM requirements. In addition, the decision makers were impressed by how quick and easy it was to implement SAP Business One. As a result of now having fully integrated systems, employees can quickly access current information on customers, products and projects – a critical requirement when considering the time-sensitive business processes of Secaron AG. In order to achieve further optimisation gains the consulting firm also implemented the add-on MARI Projekt, which provides both project manage-

ment and project costing functionality. With that, all criteria defined by Secaron in its specification of requirements were fulfilled. An important advantage of MARI Projekt is its complete integration with SAP Business One. "An ERP system is not an end in itself but needs to optimise resources, improve services and reduce scope for errors. These are the objectives we wanted to reach through SAP Business One," says Michael Spreng. "And that's exactly what we have been able to achieve."

Precise recording of hours and projects proved to be of value

The project started during early 2004. MARI Projekt was implemented first because it provided immediate benefits due to the inadequate nature of existing systems. Through MARI Projekt Secaron were able to handle the three most important aspects of a project: management of customer contracts and project status, resource planning and budget projections. By the beginning of July 2004 SAP Business One was also being used productively at Secaron. In the next stage of parallel operation other functions such as project planning and resource management were implemented one after the other. After successfully operating both systems in parallel, the system went live on 1 January 2005 – with positive results for all participants. The functionality within SAP Business One and MARI Projekt has freed up time and reduced pressure on all employees engaged in project management. On the whole, project accounting has become more transparent and precise and less error-prone. At long last the

recording of hours and costs allows for exact reporting to customers and the accounting department. The result: a clear overview of order status and employee utilisation with visible employee efficiencies. Via its multilingual overlay and integrated Web Client, MARI Projekt can also be used internationally – securing any future expansion plans the consulting firm might harbour.

Extremely short implementation time makes for enthusiasm

"The implementation of MARI Projekt went more quickly and smoothly than expected. Together with MARINGO we are continuing to develop additional reporting and optimise processes" attests Michael Spreng. "And the extremely short implementation time for SAP Business One was also an extremely positive experience for us." At the moment Secaron is in the process of switching its CRM entirely to SAP Business One. "Besides MARI Projekt the integrated CRM functionality within SAP Business One was a decisive factor behind our decision to purchase SAP Business One," continues Spreng. In future, the company plans to start using additional features standard in the software, such as opportunity management. The final result: consultants, back-office staff and project managers can offer customers adequate and efficient security solutions. As such, Secaron's investment in a combination of the latest technology and SAP know-how has given them a solid platform on which the company can grow into the future.