

Topic

SAP Cost Center Planning through the Internet

Customer

Henkel UK Ltd.

Task

The manual settlement of internal costs (IT, personnel, accounting) used to be time-consuming and cost-intensive. The project aimed at the automation of processes based on the SAP module CS (Customer Service). The optimization of the processes led to savings of time and expenses.

Implementation

PIKON's role in the implementation consisted of:

- The preparation of a concept approved by the customer's management
- Customizing of the module Customer Service. This included the creation of order types and the maintenance of settlement profiles.
- Customizing of the module SD (Sales and Distribution). This required the creation of new document types for orders and billing documents as well as the maintenance of pricing procedures and DIP profiles (dynamic item processor for resource-related billing).
- Master Data transfer
- Testing
- Preparation and conduction of workshops.
- Preparation and conduction of user trainings.
- Supporting the going-live-phase.
- Preparation of user and project documentation

The project was implemented within 3 months. Special focus was put on the training of the key-users, who were assigned

back-office functions for user support, as well. Consequently, the key-users were also able to extend the developed solution to new processes and user groups.