

Context

As part of a global implementation project, we have been asked to participate to the rolling-out of a business core model defined in Enterprise One 8.12 in Japan. This would include a migration from BPCS, defining and deploying localization, implementing a new solution for a homecare business in 3 months for finance, distribution and logistics.

Challenge

- ✓ Cultural choc between Japan and European style of management
- ✓ Homecare as a new business, therefore new solution not in the core model
- ✓ Timeframe of three months

Solution

- ✓ Present a business core model and stick to it
- ✓ Extensive training remotely and on site
- ✓ Validate detailed business processes with end-users as part of additional training
- ✓ Extensive support before, during and after go-live
- ✓ Communication to customers to avoid disruption

Coloplast is a worldwide company developping pharmaceutical products and services, including ostomy care, urology, continence care, wound and skin care.

Benefits

- ✓ Common system at group level to facilitate reporting
- ✓ Global service desk allows reducing maintenance costs
- ✓ Common processes at group level to improve transparency

“... I would like to thank you all for your very hard effort during this go-live. I am aware that it has been hard and challenging. I hope you will all take a moment to reflect on what has been achieved here. You have been able to implement E1 in one of the largest Coloplast markets including a whole new business model (Homecare) in only 3 month. I am very proud of being allowed to be part of this achievement.”

Ole – Project Manager

