

# proxia

value delivered as promised

## Sustainable partnership for SAP® rollouts

Calderys and proaxia



Calderys is the global market-leader in monolithic refractory products and a wholly owned subsidiary of Imerys. The company maintains a worldwide network of 19 manufacturing sites in 16 countries along with 33 international sales offices and a staff of over 2,300. Calderys' comprehensive and powerful product portfolio is the result of innovative strategies, technological expertise and over 100 years' experience in several markets. In this way, Calderys has established itself as a reliable and innovative partner for customers active internationally.

### Performance in international business

Global business is marked by constant change. Technological innovations, acquisitions, mergers and ever-changing markets require business processes to be continuously adapted and optimized.

For managing and planning its business resources, Calderys relies on SAP® ECC 6.0. At the headquarters and in other European business units, Calderys had already been using an SAP client with several company codes. This application, which was defined as standard, was rolled out to the group's Asian subsidiaries in order to establish consistent processes and enhance transparency.

#### Goals

- Globally standardized application
- Enhanced transparency and improved system of internal checkpoints
- Easier processing of international transactions
- Cost-savings through standardization
- Harmonized and streamlined processes
- Seamless integration of acquired companies

### Three rollout projects in two years

Since 2013, Calderys has, together with proaxia, successfully implemented three rollout projects involving corresponding local adaptations of the main office solution. proaxia provided the precise amount of support needed by the client firm – as a project coordinator with overall responsibility or by providing clearly defined individual services.

#### Calderys Japan

Definition and implementation of the template and implementation of the pilot application including modules for finances, cost accounting, materials handling, project management and sales. Translation of the system and of the training documentation into Japanese, key user training for all modules in Japanese.

#### Tokai Ceramics

Implementation of the SAP EEC application based on the template for Japan and implementation of the additional production planning and control module. In preparation for the merger, the system was migrated within 3 months.

#### PT Indoperlen (joint venture partner in Indonesia)

Replacement of the existing ERP solution and launch of the SAP EEC application based on the template for Japan, implementation of the additional production planning and control module.

## Pragmatic – structured – sustainable

proxia's project methodology ensures a pragmatic and structured adaptation of business processes. Prior to the rollout at Calderys Japan, a FIT/GAP analysis was made of the existing core functions and the «Calderys Template» defined for Japan. This formed the basis for the rollout and the implementation of local requirements.

Thanks to effective knowhow transfer and a structured approach, the subsequent changes at Tokai Ceramics and PT Indoperlen required relatively little effort and could be achieved to a large degree using in-house services contributed by Calderys.

## Close cooperation on all levels

Apart from the methodology used, a major factor in project success was the cooperation between Calderys and proxia.

### • Project coordinator system

A project coordinator designated by proxia managed the entire project, serving as sole contact for the customer. The coordinator managed the project staff from both proxia and Calderys working on site in Japan and assumed overall responsibility. This ensured consistent project implementation and clear communication with all business units in Europe and Japan.

### • Task-sharing model

proxia supported later rollout activities by contributing certain precisely defined services such as implementation and training covering new topics. Calderys' rollout team was responsible for overall project steering.

## Why proxia

- Experience with rollout projects in Asia and local presence in Japan
- Intercultural project approach: one lead consultant in Germany and local consultants in Japan ensure direct communication with the customer in Germany and the implementation team in Japan.
- «proxia engine» is a proven rollout methodology including procedural models, pre-defined documentation of the project and project outcomes, and tried and tested content components
- An international team of consultants with many years' experience in intercultural projects
- Experience with innovative solutions for optimizing sales and service processes including integration of mobile solutions
- Integration of the proxia management in Japan and Germany for an efficient and customized project approach in the customer's interests
- Knowhow transfer for a long-term business relationship

«For us, proxia was the ideal partner. Our advantage was being able to work with a European company with local SAP consultants in Japan and Indonesia. Cultural differences were then no obstacle. proxia provided excellent moderation of the coordination meetings between the on-site teams and the headquarters. proxia's specialized knowhow and intercultural competence have contributed significantly to the success of the project. Now we benefit from consistent processes and clear reporting.»

**Dirk Haupt**  
Corporate SAP Manager  
Calderys



## About proxia consulting group ag

proxia consulting group ag is an international management consultancy firm headquartered in Switzerland and with branches in Europe and Asia. As an SAP partner, proxia specializes in distribution and service processes and spare parts logistics processes.



## More information ▼