

# CASE STUDY

## Fujitsu rapid Duet Enterprise implementation service helps leading food industry enterprise maximize the value of its SAP environment

» We wanted to make it easier for a greater number of employees to obtain the data they need and to work with others across the enterprise and with our customers «

Senior Systems Analyst, Fujitsu client



### The challenge

A multi-billion-dollar food products company, this client produces and sells some of the most-recognized brands in North America. It engages in sophisticated marketing efforts and relies on close customer relationships for its success in a highly competitive arena.

The company adopted SAP as the backbone for a range of mission-critical daily transactions such as order to cash, contracting, and purchase order processing. Though the environment as a whole functions well, several business requirements prompted its engagement with Fujitsu:

- Business users needed faster, easier access to the data and reports produced by SAP workflows
- Management wanted to accelerate adoption of SAP solutions, thereby increasing return on investment
- Employees recognized the need to work collaboratively with each other and with the company's customers
- The business wanted to improve overall user productivity while decreasing deployment and maintenance costs.

When Enterprise Duet was introduced in February 2011, the company was intrigued by the possibility of combining the technology that employees use every day on their jobs with the technology used to run the business.

*"We wanted to make it easier for a greater number of employees to obtain the data they need and to work with others across the enterprise and with our customers," says a senior systems analyst. "What we envisioned was a platform that would provide simplified user interfaces for SAP. Duet Enterprise appeared to be that platform."*

### The solution

To prove that Duet Enterprise was capable of extending the value of its SAP applications, the company engaged Fujitsu in a proof-of-concept (POC) project. The project was designed to demonstrate the platform's ability to handle three key business scenarios:

#### Role synchronization from SAP into SharePoint

to determine the extent to which SAP roles could be used to control access to Microsoft® SharePoint® content

### THE CUSTOMER

Country: USA  
Industry: Food industry  
Employees: 20,000

### THE CHALLENGE

After installing SAP for most of its mission-critical daily transactions, the company realized it needed faster, easier access to the data and reports produced by SAP workflows. Management wanted to accelerate adoption of SAP solutions, thereby increasing return on investment. The business wanted to improve overall user productivity while decreasing deployment and maintenance costs.

### THE SOLUTION

Working with its SAP and Microsoft partners, the Fujitsu team implemented Duet Enterprise in just ten weeks. The engagement focused on configuring ready-to-use Duet Enterprise services around specific business scenarios.

### THE BENEFIT

- Simpler and more intuitive interfaces give users easy access to the information they need to increase their productivity.
- With role synchronization, the need to define and maintain separate roles in SharePoint has been significantly decreased.
- Increased business use of SAP applications has extended business value and improved return on IT investment.
- Implementing SAP and Microsoft standards for interoperability has streamlined IT operations and decreased operating costs.

### SAP workflow task approval

to enable purchase orders generated in SAP to be approved via SharePoint or Microsoft® Outlook®

### Enhanced client collaboration

to allow specific customer content to be exposed in SharePoint and shared internally and with customers on the fly, via a collaborative site

Working with its Microsoft and SAP partners and with the company's IT department, Fujitsu developed a three-pronged solution that used out-of-the-box functionality delivered with Duet Enterprise.

By enabling role synchronization between SAP and SharePoint, the Fujitsu team made it possible to leverage the existing SAP role set up without needing to replicate it in SharePoint or to create customer roles as the company moved forward with building simplified user interfaces. Among other things, this meant that users were required to log in only once to access business information and that changes to security policies and procedures could be surfaced and managed in SharePoint.

Fujitsu also created a framework that exposed the tasks generated by SAP workflows in SharePoint or Outlook. During the POC, users who needed to approve a purchase order, for example, could monitor and manage workflow and tasks without logging into SAP.

As the third prong of its solution, Fujitsu helped to enable more rapid and effective collaboration across the enterprise and with its customers by allowing customer data to be exposed via SharePoint. This capability eliminated the need to create customer interfaces to read and synchronize the data.

### The benefits

Implementing Duet Enterprise has delivered a number of powerful business benefits.

With simpler and more intuitive interfaces in place, users can easily access the information they need to increase their productivity. With role synchronization, the need to define and maintain separate roles in SharePoint has been significantly decreased. The ability to approve workflow tasks in SharePoint or Outlook has largely eliminated the need to log into SAP applications. The company has noted that increased business use of SAP applications has extended their business value and improved return on IT investment. Finally, implementing SAP and Microsoft standards for interoperability has streamlined IT operations and decreased operating costs.

Working with Fujitsu and its SAP and Microsoft partners, this food industry leader has experienced the benefit of their expertise, established frameworks and methodologies, and best practices – enabling the company to leverage the significant capabilities of Duet Enterprise and do so rapidly and affordably.

### About Fujitsu

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