

Global Client

Project closing and AMS

The client, which is one of the world's top 10 forest & paper companies, challenged IBM to support its development and the global deployment of the company's papers divisions' order-to-cash enabling technology. (2002-2005; on-going)

Project Summary

- After assisting the client to successfully reposition the transformation efforts in “mid-life” of the project, IBM took from other service providers the responsibility for providing the primary consulting support to the client in 2003.
- Development of common global processes and their deployment in SAP (primarily) to enable order fulfillment with intersecting technologies and thus improve demand planning (i2), logistics (OTP) and finance (SAP).
- Engagement has also featured extensive change management, communications & training support.
- Managing the “sunset” process for an extensive network of local & regional legacy systems, while providing smooth and uninterrupted handling of clients' orders, has been central for the project.

Results and value delivered

- While this project is still in progress, the client has to date cited the IBM team for:
 - Drive to repair what is wrong
 - Providing clear direction on how to fix and improve
 - Collaboration
 - Know-how of our consultants, which has led the client to decrease the amount of its service providers
 - For supporting from the businesses
 - Major successfully completed country rollouts (2005) and smaller market / country rollouts (2007-2009)