



## Customer Case Study

### Sara Lee / DE - CT&S



**“Results delivered as defined up front and within the budgeted time – an experienced partner the Impulse project team could count on”**

***Bas Jolink, project manager IMPULSE***

#### **A BRIEF OVERVIEW :**

CT&S is the name of the instant and liquid coffee factory in Joure – the Netherlands. The international oriented factory supplies instant coffee to retail consumer markets all over the world, mostly via its own sales and marketing organizations of Sara Lee/DE. For professional markets, like cafes, restaurants, offices and institutions, CT&S produces Cafitesse liquid coffee extract. The unique product which, in combination with the special developed coffee machine, is also sold in many countries all over the world via a specialised international marketing and sales organisation, Douwe Egberts Coffee Systems. About 370 employees work within CT&S in Joure; 120 staff and 250 production personnel (7/24 – 5 shift)

#### **THE PROBLEM :**

As part of the SaraLee/DE EuRoPe program CT&S had to implement SAP software, together with standardized SL/DE business processes and local improvements. After this 10 month project, called IMPULSE, the old MFG/Pro system had to be replaced and SAP connected to the existing legacy shop-floor control systems.

A major part of the work to be done was the conversion of all data (master and transactional) of the business processes in scope, Finance, Purchasing, Sales, Supply Chain Planning, Production and Quality Management.

**BCC Group** (BCC) specialises in the support, management and technical development of computer system solutions for a wide variety of industries. Established in 1987, we have steadily expanded our range of services by building and investing in a group of professional consultants, each bringing their own unique, individual skills to form the team we have today.

BCC have personnel based in a number of regional locations throughout the UK, providing individually tailored support functions to a number of companies, ensuring that the level and type of service is designed to meet each individual clients' needs. Our goal is to enable our clients to optimise their business operations and maximise returns from their core competence, whilst we provide them with prompt, professional and skilled IT services.

#### **THE SOLUTION :**

BCC Group personnel were responsible for two main project areas: 1) interface development coordination and 2) data conversion (master and transactional data). BCC coordinated the creation of functional designs for the interfaces by the functional sub teams and monitored the delivery of the interfaces, built by an external programming partner based in Spain. Based on their experiences in other companies, within and outside SaraLee/DE, BCC defined the conversion strategy and detailed planning, including data mapping, data analysis and enrichment, data extraction from legacy systems (mainly MFG/Pro) and data uploading to the central SaraLee/DE SAP system.

#### **THE RESULTS :**

Deliverables in both the interface coordination and data conversion areas were realized on time and within the budgeted man-days.

The interfaces were developed on time, ready for testing in the Integration Test and Business Simulation phases of the project.

Converted data was mapped, enriched, signed-off, uploaded and used in several SAP systems before finally being converted into the Production System in the period before Go-Live and during the cut-over weekend.

**For more information about BCC products and services in general or this case study in particular, contact:**

e-mail : [enquiries@bccgroup-uk.com](mailto:enquiries@bccgroup-uk.com)

Web site : [www.bccgroup-uk.com](http://www.bccgroup-uk.com)

Phone : 01977 667777