

## SAP Customer Success Story Safran Electronics Asia Pte Ltd

### AT A GLANCE



#### Industry

#### Maintenance, Repair and Overhaul for Avionics Components

#### Key Challenges

- Limited accessibility to previous system
- Missing functionality to carry out daily operations efficiently
- Lack of effective support with previous system

#### Project Objectives

- Gain better access and control of system
- Improve traceability of real-time information
- Enhance functionality options

#### Solutions & Services

- SAP Business One®

*"The constraint we face in the Service and Repair industry is the short turnaround time we have to repair any malfunctioning components. Hence, we needed a system that was reliable, fast and user-friendly."*

*Franck Scherer – Managing Director*

#### Safran Electronics Asia Pte Ltd

A joint venture between Sagem Défense Sécurité (Sagem) and SIA Engineering Company (SIAEC) gave establishment to Safran Electronics Asia Pte Ltd. Safran is a leading aerospace specialist of maintenance, repair and overhaul (MRO) of avionics components. In addition, it has instituted itself as Safran Group's first avionics Centre of Excellence in Asia.

In addition to repair and spare distribution, the company provides technical and commercial support for airline customers on behalf of Safran's OEMs in the Asia-Pacific region including China.



The Safran Group has an almost €11 Billion turnover, making it one of France's most successful companies.

#### Motives for Change

Prior to the implementation of SAP Business One, Safran had been running on a U.S.-based system. Not only was the software inflexible and non compliant to localisation requirements, but due to the server being stored in America, Safran was often left stranded without any support at key business hours.

*"The time difference had a number of consequences. One major one was that on several occasions when the server in the U.S. went down, there was nobody around to resolve the issue as they had gone home. This was a disaster for a company in the avionics industry, as we would have to cease operations entirely."*

Furthermore, the lack of Maintenance, Repair and Overhaul (MRO) functionality within Safran's previous system had made it difficult for Safran to execute their daily operations smoothly and effectively.

## AT A GLANCE



### Why an SAP Solution?

- **Flexible user-friendly software**
- **Easily customisable**
- **Simple but sophisticated and reliable**

### Key Business Benefits

- **Increase in productivity**
- **Ability to provide accurate and real-time information to customers at any given time**
- **Achieve full control and accessibility of system and functionality**

### Implementation Partner

- **be one solutions Singapore**

### Previous Environment

- **U.S.-based Software**

As a result, it was clear that Safran required a new ERP system that could be adapted to meet the specific requirements of their industry and be supported locally.

### Evaluation

In the avionics industry, there are specific requirements and constraints. The most significant being the need to have traceability; a repair job done 15 to 20 years ago may need to be retrieved. Safran needed something reliable and easy to retrieve information.

*"We needed a system that was highly dependable, with SAP you can be assured of that."*

Safran also had significant time constraints to implement. A recent joint venture with SIAEC meant they needed the new system in place and operational in just 6 months.

*"We spent 3 to 4 months in evaluation, so by the time we signed with be one solutions, there was just 3 months left for us to go live. This influenced my decision as be one solutions provided me confidence in their project management abilities. I was more convinced in them to deliver the system."*

Of course through their experiences of poor quality support from America, Safran also wanted to ensure that their new system would not suffer from the same downtime that impeded business operations so severely previously.

*"We weren't just concerned with cost. Although be one solutions wasn't the cheapest, they represented value in our minds."*

### Implementation

Putting a new ERP system in place is never easy. It requires expertise, patience and dedication to ensure the process runs smoothly. In the case of Safran, the additional time pressures made the process that much more challenging. be one solutions' 19 years of experience was fully utilised to deliver the project successfully.

*"To my surprise, the SAP Business One system was delivered on time and with few difficulties. Having been involved in a number of ERP implementations, I can tell you how rare that is."*

One defining aspect of the implementation was the partnership formed between the two project teams from be one solutions and Safran respectively.

*"There was a commitment to getting things done, and while a few things could have been done better, they were often from our side as much as be one solutions'."*

### Results

Safran successfully went live in January 2010. Their post implementation report reflected an increase in productivity and an impressive Return on Investment, with the system repaying itself well within a year.

*"These things are difficult to measure, but we do know that there was an almost immediate two hour a day productivity gain from each employee. Subsequently, as the staff have become more comfortable with the system, there has been further improvements."*