

SAP Customer Success Story Safran Electronics Asia Pte Ltd



"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.

The Safran Group has an almost €15.4 Billion turnover in 2014, making it one of the 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 housed in America, Safran was often left without any support during key business hours.

"The time difference had a number of consequences. One major issue 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 in Safran's previous system had made it difficult for Safran to execute their daily operations smoothly and effectively. It was clear that Safran needed to address these issues.

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®



AT A GLANCE



Why an SAP Solution?

- **Flexible and 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

- **Inecom Business Solutions (Singapore)**

Previous Environment

- **US-based Software**

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Evaluation

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

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

Safran also had significant time constraints to implement. The system had to be implemented in 6 months.

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

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. Inecom's extensive experience in the Service & Repair Industry was fully utilised.

"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 Inecom 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 Inecom's."

Results

After Safran went live, 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 were further improvements."

Last Updates

Since the initial implementation Safran has continued to invest into SAP Business One, both in expanding its footprint into other entities and adopting the latest technological advancements.

Most recently Safran has deployed SAP Business One into their subsidiary, Messier-Bugattie-Dowty (MBD) also in the Aerospace Industry. In addition Safran upgraded to the newest SAP platform, SAP HANA. SAP HANA is a ground breaking database and server technology that improves system performance by as much as 300 times. The SAP Business One HANA version has embedded business intelligence features that allow real time analytics, from which Safran is deriving considerable benefit.