



Ensuring Rapid, Low-risk SAP R/3 Deployment For Continental Teves

Compaq CustomSystems Value-added Implementation Services

Continental Teves, working with Compaq reseller Carotek, Inc., implements a high-end SAP R/3 solution with the assistance of Compaq CustomSystems Value-added Implementation Services.

“When the VIS team completed the orientation, we had comprehensive documentation, a detailed understanding of our new systems, and confidence in our ability to maintain them. What VIS did onsite in hours would have taken us weeks. In looking back at the line item price for VIS integration, it turned out to be a real bargain.”

*Joe Manno, IS Manager
Continental Teves, Morganton Manufacturing Facility*

Continental Teves was formed in 1998 through the acquisition of the automotive brake and chassis business of ITT Industries, Inc., by Continental AG of Hannover, Germany. Today, it is the world’s largest maker of anti-lock brakes and other systems that contribute to driving safety, comfort, and peace-of-mind.

The 1998 Continental annual report describes the acquisition as a new opportunity — not only for the company but for the automobile industry as well.

“In the future, the electronically controlled chassis, together with tires and industrial products, will be regarded as a single system. We plan to play our part in shaping the future of automotive safety and comfort.”

Continental’s vision of the integrated automotive chassis management system is matched by its vision for integrating its information systems. That is why Continental has standardized on SAP R/3 enterprise application software.

SAP R/3 is being implemented across five Continental facilities in the United States — four plants and North American headquarters in Auburn Hills, Michigan.

The R/3 roll-out is being led by the Morganton, NC, manufacturing facility under the direction

of Bill Walker, IS Manager for Continental Teves, North America. Joe Manno, IS Manager of the Morganton plant is responsible for the system infrastructure. Compaq reseller Carotek, Inc., provides the hardware.

According to Manno, one of the keys to the success of the implementation was factory integration from *Compaq CustomSystems Value-added Implementation Services (VIS)*.

Joe Manno admits that he was skeptical when the concept of VIS factory integration was first presented to him. He saw the line item on the quote and wondered why they should pay for something he and his team could do. “In the past, whenever we ordered hardware we did all the assembly and configuration ourselves,” he says.



The Carotek-Compaq team convinced him that factory integrating a SAP R/3 implementation of the size being proposed was really a very good idea. After all, the proposed configuration included four AlphaServer 8200 systems, each with two 625 MHz processors running Tru64 UNIX and 4 GB total memory.

Then there were four AlphaServer 1200 systems and 2.3 TB of *Compaq StorageWorks* UltraSCSI hot-swap disk drives with RAID controllers and dual redundant power supplies.

Manno agreed to the plan with one stipulation: he wanted to travel to the Compaq ISO 9001 manufacturing plant in Salem, NH, and see for himself what Continental Teves was paying for.

It didn't take long for Manno to see the value of VIS factory integration. The first stop on the tour was the standard manufacturing lines where the components of his new system were fabricated. When the various parts and pieces came off the line, they went directly over to the VIS set-up lab. It's there that Manno and the VIS team spent the next few days assembling the platforms.

From the reseller's perspective

Mark Landers of Carotek is firmly convinced of the wisdom of VIS factory integration.

“There is only one way to achieve the highest level of customer satisfaction. Provide a solution to their unique business challenge and make sure it works properly right out of the chute. The SAP solution at Continental Teves is a perfect example. *CustomSystems* factory integration and mission-critical delivery virtually guaranteed a successful implementation. The VIS team really came through for us.”

Mark Landers
Continental Teves Account Executive, Carotek, Inc.

Manno knew at this point that attempting to build a system like this in the field would be very difficult and time consuming. “I soon realized that it would have been a joke to try to do it on our own,” continues Manno.

“If VIS ran into a problem they could just pluck it out and go over to manufacturing and sign out a new piece of hardware. They make absolutely sure that the system works. The VIS folks were extremely knowledgeable. They configured the hardware to our specs — loaded IP addresses and so forth — and assembled the components in rack-mount cabinets. Everything was tested.”

After assembly, test, labeling, and documentation, the VIS team carefully packed the systems for shipping and sequentially loaded the tractor-trailer.

Because of the need for rapid deployment, Continental Teves opted for the VIS mission-critical delivery service. For Manno, this was the icing on the cake. The same team that assembled, tested, labeled, documented, and packed the systems, traveled to Morganton to unpack and install them.

Working together, VIS and Continental Teves positioned the systems and powered them up, ready for database and SAP R/3 loading.

“When the VIS team completed the orientation,” says Manno, “we had comprehensive documentation, a detailed understanding of our new systems, and confidence in our ability to maintain them. What VIS did onsite in hours would have taken us weeks. In looking back at the line item price for VIS integration, it turned out to be a real bargain,” concludes Manno.

For More Information

TOLL-FREE PHONE: **1-800-344-4825** WEBSITE: **www.compaq.com/customsystems** E-MAIL: **customsystems@compaq.com**

ActiveAnswers

For specific information on implementing SAP R/3 on Compaq platforms, check out *ActiveAnswers*: **www.compaq.com/activeanswers**

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