The successful establishment and consistent assurance of the quality of our SAP CCOE through the regular basic certification - performed on site by SAP every 2 years - has extensively supported us in the positive further development of our IT. We make a high-value contribution to our company!

**Customer recommendation: regular basic certification of the SAP CCOE!**

SAP primary certification (basic certification) as an effective instrument for quality assurance and the identification of optimisation potentials

**Customer profile**

Bischof + Klein SE & Co. KG  
Manufacturing industry  
Germany/Lengerich  
IT organised as a service provider in the holding

SAP CCOE focus:  
As a strategic product, correct implementation of the SAP portfolios plays a central role for our company. We want effectiveness, efficiency and sustainability in the use of SAP products. With the SAP CCOE, we achieve high customer satisfaction that we are continuously increasing.

**Management summary**

SAP software has been in use at our company since 1982. Initial, successful SAP CCOE primary certification took place in 2007. In 2015, we achieved the maximum number of points (200 out of 200 points) for the first time. 2 years later - on the occasion of 10 years of SAP certification - this fantastic result was confirmed again.

This positive further development since our initial SAP CCOE certification is closely related to the successful implementation of our SAP CCOE. Without our SAP CCOE, we would not have been able to achieve our goals in this period of time.
**Initial situation**

In 1981, we were looking for commercial management software that could cover the area of MM. We decided on SAP. Successful introduction of materials management took place in 1982. The number of SAP products used quickly multiplied in subsequent years. It became increasingly difficult to optimally map different commercial management processes in the sense of the company. The increasing complexity of different processes and the use of dynamically growing software necessitated an optimised IT structure. The SAP CCOE program provided us with the best practice approach that gives consideration to our company’s special circumstances.

**Challenge**

The major challenge was to convince all of the parties concerned about the intended change - the establishment of a SAP CCOE - and to consistently and constantly motivate them! We took a look at the SAP CCOE program and started off with the first 4 basic elements, the so-called "minimum requirements" that guarantee cooperation between SAP as the manufacturer and us as the customer. In subsequent years, the following aspects of the CCOE were implemented, etc.:

- Establishment of close cooperation between IT staff and SAP coordinators (key users)
- Use of all available information channels
- Close cooperation with the B+K executive board

**Action requirements**

In parallel with increased professionalism in the IT department, which also included the considerable expansion of SAP expertise, it was realised that specialist departments and IT had increasingly fewer points of contact and rarely engaged in constructive dialogue with one another. There was no requirement management. Key users had not been identified, and process modelling was not tracked sufficiently intensively. The cost situation was impacted negatively - not least due to the use of external consultants and service providers.

**Goal**

To meet these challenges, we set ourselves various goals such as …

- Increased satisfaction of internal and external customers
- On-time delivery of software solutions in the agreed quality
- Continuous optimisation of processes at B+K
- Implementation of current releases and support packages
- CCOE certification
Our solution

The establishment of our SAP CCOE as per the best practice approach is leading to increased transparency in our actions. A high level of acceptance amongst our employees is achieved as a result. This is further intensified by the consistent use of SAP to support the corporate strategy and map company-specific processes.

The CCOE is our interface to SAP. In this, our CCOE functions as a "single point of truth" for our users, and concentrates all topics concerning the SAP software.

The contacts for the B+K employees are primarily the SAP coordinators (key users) of the corresponding specialist departments that represent the interface to our IT/org. The tasks of IT/org are: consulting, development, problem management, contract and information management, and the continuous optimization of B+K processes.

We have defined our CCOE vision, which goes hand-in-hand with:

- Availability
- Harmonisation and standardisation
- Innovation
- Sustainability
- Cost balance

The goals derived from this vision can be prioritised and implemented. Our daily operations are optimally supported through action guidelines.

Early on, we developed beyond the 4 basic functions of SAP CCOE primary certification with:

- Information management
- Contract and licence management
- Influence on SAP development
- Support operations

and oriented ourselves towards the IT capability framework.

During the SAP CCOE certification process, on-site consulting was consciously chosen, as we believe that only this enables optimal exchange between the program owner and us as the customer.

The SAP CCOE helps us to ensure controlled procedures, smooth, consolidated processes and high availability. Optimisation potentials can be recognised, verified and implemented. We are working to continuously increase effectiveness and efficiency.

Without the SAP CCOE, we would not have been able to achieve these goals with such focus over the past 10 years.
Methodology and effort

SAP is the strategic software within Bischof + Klein. We generally act very pro-SAP, and use targeted consulting services directly from the manufacturer if necessary and available.

Through the DSAG and SAP sales department, we obtained initial information on the SAP CCOE program, critically analysed it and exchanged information on it with other SAP customers. It quickly became clear that the SAP CCOE program was and is the right way for us to deal with optimisations. The objective, as per the SAP definition, was to leave "survival mode" and shift to the "optimise" area. Which we successfully achieved thanks to the SAP CCOE program.

With the aid of SAP BTS consulting, we have successively established and expanded our SAP CCOE and implemented recommendations. The B+K CCOE was established in a short space of time. Initial SAP CCOE primary certification took place after one year. We established a continuous development plan containing demanding goals for our SAP Customer Centre of Expertise.

Our benefit

Acceptance within our company has increased significantly. Perception towards our executive board was also improved thanks to the SAP CCOE.

Our SAP expertise and know-how have increased so dramatically that we are able to resolve 99% of our error messages in the SAP environment ourselves! A high percentage of these messages is successfully processed by our SAP coordinators in the specialist departments.

The IT/org employees and the SAP coordinators have moved closer together again thanks to the CCOE.

Our successfully implemented SAP CCOE that is regularly certified by SAP makes an enormous contribution towards cost reductions!

In many areas, we are now in the "innovation" action area, and are looking ahead to new technical topics such as cloud, for instance.
About us

Bischof + Klein is one of the leading full-service suppliers of flexible packaging and technical films manufactured from plastic and laminates in Europe. B+K employs a total workforce of around 2,600 staff at six production plants in Germany, France, the United Kingdom, Poland and Saudi Arabia.

In 1982, we became the 294th SAP customer, and have since significantly extended our SAP portfolio.

Thanks to our CCOE result (200 out of 200 points), we are amongst the top 10 best SAP CCOEs worldwide for the second time!

Customer contact

<table>
<thead>
<tr>
<th>Contact person</th>
<th>Christoph Lammers</th>
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<tbody>
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Resume and outlook

We will continue to work on the success of our SAP CCOE, and will also undergo regular SAP primary certification auditing in the future.

In exchange with SAP, we want to be competitive and continuously improve! Our focus in this is on innovation!

Our SAP CCOE successfully helps us to meet our designated goals, which we have developed as per our SAP CCOE strategy.

Editorial comment

Please note:
The solution shown here is described as part of the "SAP Customer Centre of Expertise (CCOE) customer success stories" program. In this format, SAP gives CCOEs the opportunity to outline examples of certified SAP CCOEs.

SAP accepts no liability for the described contents. SAP is only responsible for the editorial section.

Your customer COE team

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