

Supply Chain

We make SAP work for you

Customer SUCCESS story:



INTEGRATED COMPUTER SYSTEMS, INC.



Company Profile

Integrated Computer Systems, Inc. (ICS) is a pioneer in the micro computer systems business. In its 30 years, it has continually grown having a corporate office in Ortigas with 3 service centers in Metro Manila areas with more than 200 employees. Today, ICS is the country's leading I.T. systems provider with a full range of products and services for businesses nationwide.

ICS specializes in designing and implementing I.T. business systems suited to the customers' specific needs. It offers its customers technological expertise, and nationwide sales and service channels to serve them. ICS, through all these years, stress on technical competency and customer satisfaction. As a result, it has garnered the Philippine's Top HP/Compaq and Dell Dealer awards for many years.

ICS' wide range of products and services include I.T. hardware (desktop/notebook computers, servers, networking solutions), peripherals (printers, display, input devices, storage), consumables (toners, paper/films, storage media) and technical services (e-infrastructure, high-availability clustering, rack configuration & management). It also carries Microsoft and other software products.

Currently, ICS has a network of authorized service centers and resellers in key cities nationwide, giving its customers increased flexibility and easy access to both products and after sales support.

The Project

To keep abreast with the rapidly changing market, ICS recognized the need to implement a technology that would enable the Company to have a competitive advantage. Like companies during the seventies, it started with a customized software program to address its operational and reporting requirements. However, as the volume of transaction increases, the need for a more integrated data to facilitate order processing came in place. Thus in 1997, ICS decided to implement an Enterprise Resource Planning (ERP) Software.

After 6 years of using the old ERP Software, ICS felt that their business had already outgrown the system so it was time to replace it with a new one. Considering the volatility of business operations and customer demands, ICS conducted a thorough evaluation of the available ERP Software in the market. In 2004, ICS management decided to purchase SAP.

The following are the key drivers that brought about the SAP implementation project:

- Optimize the use of SAP system functionalities
- Take advantage of a fully integrated system
- To better serve and fulfill its customer needs
- To enable immediate access to financial and management reports
- Take advantage of applying standard best industry practices

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The software licenses and the services were procured from Supply Chain Consulting Philippines, Inc. The project was kicked off in the 3rd quarter of 2004 and the following modules were implemented:

- Financials and Controlling
- Sales and Distribution
- Materials Management

SAP went live in 2005. The major improvement seen by ICS internal users are:

- A more robust and much faster system that is able to handle the increased volume of the company's business.
- Improved processes, procedures and controls that result in time savings and increased productivity.
- Much faster availability of data and reports resulting in timely analysis and better decision making.

"SAP and Supply Chain Consulting have significantly improved our business operations and we are looking forward to extending the SAP footprint in our business."

- George Barcelon, President of ICS

Currently, ICS is still in the process of continuously improving its SAP system to meet changing demands and requirements from its internal users. This is done in partnership with Supply Chain Consulting, who, after the implementation became the long-term Support Services partner of ICS.

About Supply Chain Consulting

Supply Chain Consulting is a premier SAP partner, offering services and solutions from practices across Asia Pacific. With over 400 SAP professionals, we offer the entire range of SAP services, including Consulting, Support, Upgrades and Education. As the world's leading provider of business solutions, SAP meets the needs of a wide range of companies and organisations with its broad suite of software. At Supply Chain Consulting, we make SAP work - for you.

Supply Chain Consulting is dedicated to be the global SAP support service provider for our customers. Our SAP certified Customer Competence Centre in Manila, the Philippines, offers SAP customers a broad range of technical and functional SAP services and support. We help organisations capture the benefits of outsourcing their SAP support needs at their own pace, in their own way, with guaranteed performance and less risk. We believe that our flexibility, breadth of capabilities, and committed professionals set us apart in the SAP business.

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