

Case Study

ICT Management

Situation

In 2004, Linde Material Handling Asia Pacific (LMA) had not substantially invested in IT related products and services for the last 5 years. One employee oversaw the IT budget and the general availability of the systems. Due to his increasing involvement in operations and lack of time to oversee IT in his role as product manager, the internal systems increasingly became unstable. Furthermore, the headquarter was launching new initiatives, such as upgrades to corporate ERP and the e-mail systems.

Solution

LMA engaged Reppel & Partners in early 2004 as an outside agent to analyze the situation, orchestrate necessary upgrades and oversee the pending upgrade of the ERP software. The methodology that was chosen was Reppel & Partners' own ICT Governance Concept in order to achieve general compliance with industry best practices and standards in IT governance. Furthermore, the whole setup was documented comprehensively for the first time and the initiatives were started on these foundations.

Success

After being audited in 2005 and achieving compliance with corporate ICT standards in a very short time, LMA proposed a long-term extension of the ICT Management based on the measured improvement of the overall situation and the seamless integration of headquarter initiatives. The hardware environment was replaced with up-to-date cost-effective systems and the software landscape is streamlined on standard packages. Together, this enables a cost effective, optimized available and disaster resistant system landscape. Additionally, the provision of trusted SI partners allowed LMA cost savings leading to an ROI within less than 9 months.

Linde Material Handling Asia Pacific Pte Ltd

today is part of the KION Group, a worldwide leading company for forklift trucks and industrial equipment and is market leader in Europe. The company has more than 20,000 employees and with their three brands Linde, STILL and OM they achieved sales of around 4 billion Euro in FY 2006.

The premium brand Linde provides high-quality material handling products and is a leader of technology and innovation. With innovative vehicles and services, Linde offers not only technologically sophisticated solutions that enhance cost effectiveness, outstanding design and leading-edge hydraulic components, it also delivers all-round expertise in customer service.

Testimonial

'With Reppel & Partners, we have found the partner who is uniquely positioned to help us in the context of being a German company doing business in Asia. They assisted us in the vendor selection and management process to an extent that actually helped us save money. Their responsiveness and quality of work has convinced us to continue working with them in the years to come.'

Mr. James Chua, General Manager, Linde Material Handling Asia Pacific Pte Ltd

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