

Case Study

Shared Services Center Concept

Situation

Asia Pacific is one of the fastest growing regions for the Andritz Group of companies. Having been present locally only with legal entities and globally with common services, a significant part was missing in terms of IT governance. Furthermore, critical communication between entities could not be guaranteed as common standards and principles were not in place.

Solution

The Andritz Chief Information Office and Reppel & Partners Pte Ltd were working together since 2005. The CIO turned to this trusted entity and asked for a way forward, upon which R&P started out by analyzing possible avenues and finally settled on defining a concept addressing the problems in the area of requirements, regional presence, cost effectiveness and ICT governance. The solution was to centralize service delivery for common services and a 2nd level support organization in a suitable location. That way, service quality could be guaranteed while distributing lower cost across the Asia Pacific region.

Success

Based on the resulting shared services concept, Andritz is able to provide the required services and governance through the newly established AASSC. Not only are all legal entities in Asia Pacific now in a position to draw upon services with a guaranteed quality, but also at a shared, lower cost. Being able to assure a common ICT governance helps the CIO in supporting all business divisions in the region. Furthermore, as Andritz is growing rapidly in Asia Pacific, newly founded entities can be brought up to speed quickly and made part of the Andritz IT infrastructure in a very short period of time. As R&P has also been tasked with operating the Shared Services Centre, this is also a sign of the mutual trust in the capabilities of Reppel & Partners Pte Ltd as the partner of choice for all concepts and IT governance/management questions for Andritz in Asia Pacific.

Andritz AG

is a global market leader in the supply of customized plants, systems, and services for the pulp and paper industry, the steel industry, and other specialized industries (solid/liquid separation, feed and biofuel technology, turnkey electro-mechanical equipment and services for hydro power plants) with approx. 12,000 employees worldwide. The company achieved revenues of EUR 3.28 billion and EBIT of 5.9% in 2007. Andritz AG is a leading company in its industry and Austria.

Testimonial (from Shared Services Management)

'Even in difficult times we reap the benefits of this unique setup. Having R&P operating our Asia Shared Services Centre in our own premises in Singapore has improved our service delivery quality and response time in the region dramatically. The staff in the AASSC are accepted as part of Andritz' global ICT delivery team.'

Mr. Klaus Glatz, CIO, Head of Information and Communication Technology Department, Andritz AG



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