



TRUMPF Group: SAP support for users in Asia

The customer

TRUMPF GmbH & Co. KG is a hi-tech business that specializes in manufacturing and medical technology. Three business units make up the TRUMPF Group, which is based in Ditzingen, Germany. These are the machine tools/power tools, laser technology/electronics and medical technology units. The group employs over 8,000 staff at 30 locations around the world. In the 2007/2008 business year, the company achieved double digit growth for the fourth successive year, with turnover increasing by 11 percent to 2.14 billion euros and incoming orders increasing by 5.6 percent to 2.15 billion euros.

The challenge

The TRUMPF Group, a leading manufacturer of sheet metal machinery, laser technology and medical appliances, has assigned its application support services in China to IMG, the Consulting Services of the S&T Group.

Staff at manufacturing plants and in larger sales offices must be able to obtain help 24 hours a day in the event that problems arise with their applications. Thus, the support team for TRUMPF users from China and Taiwan has been made up of IMG staff since the beginning of spring, 2007. While TRUMPF could establish its own support team in the USA due to the high number of users there, the situation was completely different in East Asia, as the TRUMPF production plants and sales offices are considerably smaller in that region.

The project

At IMG, a team of four service staff has been assigned to TRUMPF so that enquiries are always handled by the same points of contact. A service hotline has been set up via which users can reach the service staff directly. Approximately 40 requests per month are processed by the team. For this, the IMG team as a whole provides the complete set of skills required in order to provide consulting and services for an extensive SAP installation. In effect, the team represents a virtual member of staff that has detailed knowledge about all the modules. The support team members speak Chinese with the users and English with the staff at the TRUMPF Competence Center in Ditzingen, Germany.

Benefit to the customer

- no language and time differences in user support
- S&T as flexible partner
- 24/7 support



This allows us to concentrate fully on what we do best – which is not necessarily speaking Chinese. IMG is fulfilling a pure service contract for us, but it is reassuring to know that this is backed up by comprehensive SAP and consulting expertise, which is very beneficial for us.“

Simone Rehm, CIO bei TRUMPF

S&T DACH

With around 800 employees, S&T DACH is one of the largest providers of IT consulting, solutions and services in German-speaking Europe. Bringing S&T Austria together with German, Austrian and Swiss sections of the former IMG concern, which was taken over by S&T in early 2007, to form a single organization bundles the strengths of both parts of the company. S&T DACH is targeting upper mid-sized customers in Germany, Austria and Switzerland, presenting itself as a one-stop IT shop. From management consulting and the optimization of sector-specific business processes based mainly on SAP through to operation and infrastructure optimization, S&T DACH covers the whole spectrum of IT services. S&T DACH belongs to the S&T Group, which, with about 3,000 employees in 21 countries and annual sales in 2008 of 513,4 million Euro, is the leading provider of IT consultancy, solutions and services for customers in Central and Eastern Europe, in the Germany-Austria-Switzerland (DACH) region and in China and Japan.

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