

ICT ADOPTION OF S/4 HANA CLOUD



THE BACKGROUND

Integrated Control Technology or ICT provides building automation access controls and intrusion detection systems.

Headquartered out of Auckland, New Zealand, the business was founded in 2003 by CEO Hayden Burr with the primary vision of delivering innovative and superior electronic access control and security solutions. The business now has a global presence with offices in the United States, Europe and Asia to provide sales, support and service to their clients and partners worldwide.

REALTECH

THE CHALLENGE

With over twenty years in the industry and with products and systems used daily by thousands of companies worldwide, ICT saw the need to update its aging and bespoke Enterprise Resource Planning (ERP) system to something fit for purpose.

A solution to improve automation and efficiencies across the business, one they could manage that would not require software development when market influences needed a change.

So, SAP was the ERP system of choice, and ICT decided to move forward with the S/4HANA Cloud public edition.

"ICT needed an ERP and Accounting system that was internationally scalable and would help support the global growth in our business. The capacity to efficiently record, report, and manage operations in multiple countries around the world from a single globally accessible platform is vital to the future success of ICT. SAP S/4HANA Cloud provides us with that single global view."

Garry Bishop, CFO, ICT



THE SOLUTION

SAP introduced a few partners that could potentially support ICT's deployment of SAP S/4HANA needs. Realtech was one of them.

Realtech has provided SAP business solutions and services to international companies for over 25 years. We understand critical business issues and deliver practical solutions, working with our clients to plan, architect, provide, and manage many SAP environments.

We invested time and effort to clearly understand what ICT was looking to achieve with their deployment through the RFP process. We had a lot of direct engagement, meetings, discussions, and reviews.

A key aspect of ICT's needs was the ability to learn and gain the knowledge they would need to manage the platform once deployed.

"Taking a proactive and responsive approach to ICT needs, we provided a comprehensive plan based on facts, not just assumptions. We outlined a complete list of the steps needed to deploy the S/4HANA Cloud solution to meet their needs."

Andrew Spicer, Managing Director, Realtech

THE OUTCOME

Working alongside the ICT team, Realtech drove the project, engaging with SAP directly and working with all stakeholders to resolve issues and maintain the momentum.

The Realtech team worked in the ICT offices and directly accessed its subject matter experts. The tight cooperation and direct knowledge transfer between the teams contributed to the success of the deployment. This approach has also set ICT up to be self-sufficient in the future, as was the original plan.

The initial deployment of SAP S/4 HANA Cloud in New Zealand and the subsequent deployments to Australia, the UK, and Canada demonstrate ICT's belief in SAP S/4 HANA Cloud as the right ERP platform.

The final step in the global rollout is the USA deployment, which is due in the last quarter of 2022.

ICT is now incorporating SAP S/4HANA Cloud into other aspects of its business and further utilising the rich functionalities of the platform to enhance its business processes.

Realtech is proud to be ICT's SAP deployment partner of choice.

REALTECH



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