

SAP Basis Support Case Study: Kubota

It has been a long journey to find the right path for Kubota but I finally feel like we have found a long term solution to our SAP® support issues. Expert support, 24x7 coverage and peace of mind — what more could I ask for?



JOHN CONGDON

Senior IT Executive - Kubota Engine
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“After a bad outsourcing experience I didn’t even want to look at options for outsourcing our basis support. Three years into a five year contract and suddenly costs were going up and we were running into some serious service issues. The support itself wasn’t bad, but we ran into continuity issues every time we were assigned a new consultant because they didn’t understand our environment. Off-shoring was not an option for us either; our primary concerns were language barriers and time zone issues. We have always had a preference for keeping support local and our main concern is to get as much SAP up-time as possible. When the time came we decided to move our basis support in-house rather than repeat the experience. During the hiring process we needed some additional back up to cover us

and retained Symmetry as a stop gap measure. Their block of hours contract was a perfect fit for us, because we really didn’t expect there to be a long search. We hired a very talented person and then had Symmetry on hand to walk her through our systems. Unfortunately, after just two months she left. It isn’t easy to find good basis people and it’s certainly even harder to retain them. We found ourselves back at square one looking at either re-hiring or outsourcing again.

In the meantime Symmetry had really proven themselves through their block of hours contract; for us it was a like a ‘try before you buy’ test. The value proposition for moving Symmetry’s Basis service was clear.”

Our Symmetry consultant provided our basis person with excellent support and was available whenever a question arose that was above and beyond their expertise. We ran the figures and found that we could save ourselves money by retaining Symmetry full-time.

I estimate that Symmetry's Sym-Remote: Basis Complete service saves us at least 25 percent on salaries and benefits compared to maintaining a full-time basis employee. Basis Complete is a fixed monthly charge, so we know what the impact is going to be on our budget. The savings are probably even greater when you consider the hidden costs of ongoing basis training. We know that Symmetry's staff has gone through dozens if not hundreds of upgrades, they've got the training and they're up to date with the latest changes to SAP products.

Of course, if you only have one basis person on staff you can't work them to death. With so many people to access at Symmetry we don't have to worry about coverage on weekends or outages at night. I think that even if we had maintained an in-house basisperson we would probably have also had to retain Symmetry's services for times when our workload increased, which would have had a significant impact on our budget.

A skeptic at first, I'm definitely a convert to the value of Symmetry's outsourcing offering. We benefit from at least a 25% cost savings in terms of salary benefits and training. We don't have to deal with unhappy staff being over extended on nights and weekends. We have a consultant and back up team assigned to us who know our system inside and out. And we have access to the full range of expertise at Symmetry when we need it. What more could I ask?

About Kubota Engine America Corporation

Kubota is a world-leading manufacturer of compact multi-cylinder liquid cooled diesel engines up to 100HP. Based out of the NW Chicago suburb of Lincolnshire IL., Kubota Engine America Corporation (KEA) was formed in 1998 as an independent U.S. subsidiary specializing in the industrial engine business and takes care of sales, engineering support, service, parts support and distribution for its industrial engines and packaged diesel generators. As a subsidiary in the U.S., Kubota Engine America Corporation oversees the markets in the U.S., Mexico, the Caribbean, Central and South America. Kubota Corporation was established in 1890 in Osaka, Japan and sold its first engine in 1922. Kubota introduced its first compact diesel engines to the United States in 1976.

SAP Environment:

- Version: SAP ECC 6.0 EHP 7
- Server / Operating System: Dell PowerEdge rack-mount servers and data array, Microsoft Server 2003 Enterprise
- Database: Oracle 9.2.x

For more information, please contact our Business Development Department or visit our website at:

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