

Edenhouse implements SAP for premium bed manufacturer Vi-Spring



Executive Summary

Vi-Spring is a manufacturing, sales and distribution company selling luxury handmade beds to a global market. It has offices in the UK, Europe and North America.

In 2005 the Vi-Spring business was acquired by the FLEX Group, a Spanish mattress/bed manufacturer.

The company wanted to improve the pace at which operational information was made available to corporate decision-makers both in the UK and at FLEX's HQ in Madrid, by reducing the timescale of the period end closure process.

FLEX had previously implemented SAP into much of its operation, and wanted to use an SAP Enterprise Resource Planning (ERP) solution for Vi-Spring.

The Vi-Spring business model has important differences to much of the FLEX estate and the company needed to be confident that Vi-Spring's unique selling points (USPs) could be preserved, while delivering the visibility and process efficiencies enabled by an SAP solution.

Duncan Ketley, IT and Project Manager at Vi-Spring, says: "We needed to integrate our financials with FLEX HQ in Madrid and retain the competitive elements of the Vi-Spring business model around Make-to-Order and Production Planning, whilst minimising disruption to the business."

Vi-Spring asked Edenhouse to conduct a review of their business operation and IT infrastructure to prove that an SAP solution could deliver the aspiration of accelerated integration of its business with the FLEX HQ, while maintaining Vi-Spring's USPs.

The review, conducted both in the UK and at FLEX's HQ in Madrid, revealed a cultural fit between the Edenhouse and Vi-Spring teams that was key to a successful relationship. Duncan Ketley says: "The Edenhouse team matched Vi-Spring's relaxed approach perfectly, providing an air of confidence based on their ability and experience."

Having been persuaded that an SAP solution could meet their business objectives, Vi-Spring took on Edenhouse as their SAP partner.

VI-SPRING

Life-Changing

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Edenhouse recognised that Vi-Spring did not have a strong background in strategic IT-enabled change projects and focused at first on getting the basics in place for a successful implementation.

Phil Cartwright, Project Manager for Edenhouse Solutions, says: *"The Change Management aspect of implementing a solution such as SAP on a business community shouldn't be underestimated."*

"Key to a successful SAP project is removing the mystique that surrounds new technology. It's important to help business users to understand how their role will be affected by the change, and how they will be supported through that transition through effective training."

"Vi-Spring understood at an early stage the importance of taking their business community with them on the journey to implement SAP."

Edenhouse ran workshops to demonstrate the SAP solution to key members of the Vi-Spring community, working with them to design a solution that would support the varying needs of the global nature of the business.

Relationships were forged between the Edenhouse team and Vi-Spring's existing IT suppliers as an effective and robust web service-based interface regime was designed and implemented.

The Edenhouse team took great care to ensure that the project met FLEX's rigorous development, testing and implementation standards.



The Vi-Spring UK business went live in March 2013 after an extensive user acceptance phase by both UK-based Vi-Spring team and the FLEX IT staff based in Madrid.

The European Office went live in May 2013 after an equally extensive testing process covering a range of pan-European requirements.

Vi-Spring now has an efficient, flexible and effective IT solution ready to exploit business opportunities across the world.

Duncan Ketley said: *"The project ticked all of the boxes without any business disruption at all. The UK solution went live without a moment's downtime or any problems."*

"We have chosen Edenhouse Solutions to be our long-term strategic partner as we look to roll out the solution to the Far East and North America and consider how we can exploit additional SAP functionality."

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