

Enabling real-time business growth with SAP S/4HANA® in the cloud

Case Study: New England Biolabs

An SAP HANA® and S/4 Migration Case Study

Scientists today are constantly under pressure to quickly understand the genetic makeup of new bacteria strains, help diagnose new diseases and create life-saving treatments for use worldwide.

As a global leader in the discovery, development and commercialization of recombinant and native enzymes for genomic research, New England Biolabs (NEB) is an innovator of technologies from basic molecular biology through to sample preparation for next-generation sequencing and high throughput genomics for the life sciences industry. Headquartered in the US with seven global subsidiaries, they are at the forefront of medical and technological developments.

Assessing the Current Landscape

A key offering of New England Biolabs business is the NEBnow Freezer Program, which consists of teams working closely with institutions to customize inventory best suited to research programs. New England Biolabs planned to expand their NEBnow Freezer Program, an IoT initiative, that integrates the physical freezer, SAP, Salesforce.com and their website. A future goal is to then offer the integration to their global subsidiaries. With over 40 years in business and some customers under strict FDA regulations, ensuring these applications work together seamlessly - and securely - was critical. To further add complexity to an

already difficult task, consistent, double-digit growth was rapidly powering the business forward, but exposed gaps in the IT infrastructure.

Their implementation of the SAP ECC 6.0 platform was lacking key functionality in the areas of production planning, eProcurement and product costing. The need for a stable, and more importantly scalable platform to support the rapidly evolving business became critical. As NEB began to evaluate their options, they were faced with the realities of having a small IT team who didn't have the necessary SAP technical experience to implement a "cloud first" strategy and support a large scale ERP effort.

The Competitive Edge

NEB began the process of looking for the right provider to augment their team and initiatives. "We put out a bid to see which hosting provider best aligned with our needs, and Symmetry's full suite of services stood out above the rest," said Sharon Kaiser, CIO at New England Biolabs.

“ Symmetry’s deep expertise and proven experience with SAP HANA® are enabling us to execute our IT strategy. ”

- Sharon Kaiser, CIO at New England Biolabs

With a robust customer support model and the depth of Symmetry's SAP HANA expertise, NEB knew that Symmetry was the right strategic partner for them.

Quick Responses and a Seamless Migration

Working closely with the Symmetry team, a detailed 9-month plan built out the necessary timeline, testing, integration points/changes, and checkpoints for performance tuning. Yet after realizing that NEB wouldn't be able to kick off the implementation to bring in production planning as early as they wanted to, they pivoted and planned to first upgrade to Suite on HANA, and then continue to S/4 HANA.

To move the data into the new environment, Symmetry was able to expedite the migration and have SAP HANA running in just a few weeks. More importantly, the security services wrapped around the platform protect NEB's business while providing peace of mind. "The implementation went flawlessly and was a complete non-event," Sharon Kaiser commented. The migration to Suite on HANA was the precursor for the final stage of implementing S/4 HANA 1610, which began just 2 months after the implementation of Suite on HANA.

By utilizing the Symmetry HANA Cloud Platform, powered by Hewlett Packard Enterprises, NEB is now set up to execute business decisions based on real-time information with the most advanced tool set available. Kaiser was quick to note, "We were most impressed that despite the complex nature of an SAP HANA migration, Symmetry's team planned, designed and moved our critical systems to a new cloud platform while working seamlessly with our team. Making the move to S/4 for our production and GMP facility will give us the platform we need for the future. Using Fiori applications, we'll have an interface that is much better and easier for our company to use. We are confident that we now have a "total package" partner with advanced security, the right experience and expertise, and a support staff just a phone call away who can help us meet our goals."

About New England Biolabs

Established in the mid 1970's, New England Biolabs, Inc. (NEB) is the industry leader in the discovery and production of enzymes for molecular biology applications and now

offers the largest selection of recombinant and native enzymes for genomic research. NEB continues to expand its product offerings into areas related to PCR, gene expression, sample preparation for next generation sequencing, synthetic biology, glycobiology, genome editing epigenetics and RNA analysis. Additionally, NEB is focused on strengthening alliances that enable new technologies to reach key market sectors, including molecular diagnostics development. New England Biolabs is a privately held company, headquartered in Ipswich, MA, and has extensive worldwide distribution through a network of exclusive distributors, agents and seven subsidiaries located in Canada, China, France, Germany, Japan, Singapore and the UK. For more information about New England Biolabs visit www.neb.com.

About Symmetry

Symmetry™ is a leading applications management and hybrid cloud hosting solution provider with deep expertise in SAP application management. As a true extension of your IT team, we place a laser focus on our customer's experience and offer highly flexible, tailored solutions to meet the unique business needs of enterprise clients.

Since 1996, Symmetry has been providing the highest quality cloud, hosting and IT managed services. Our highly trained and certified experts are ready to meet your IT needs with the best, most flexible service available. Our customers have the peace of mind that comes from knowing everything will be taken care of — and taken care of right.

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