

Head of IT Kristjan Thor Hallbjörnsson from Icelandic shipping and transport company, Eimskip:

### ***We work with Vision Management because they deliver 'brains not hands'***

“Our most important task is to give the best possible IT service to our users and streamline procedures across the entire organisation, and so we constantly measure our performance based on a large number of factors such as uptime, response time and user satisfaction, as well as on the number and duration of faults. So we do that too with our SAP Business Suite system. And here the statistics show that there has been a clear improvement in all factors since we began our collaboration with Vision Management.”

This according to Hallbjörnsson, head of IT at the transport and shipping company Eimskip, which is one of Iceland's largest companies with upwards of 1250 employees in 16 countries.

At Eimskip the IT strategy is based on the outsourcing of as many tasks as possible, so they can be satisfied with only 12 employees at the central IT division in Reykjavik, and instead they have outsourced operations, development and support to more than 60 service partners.

### **The best partners**

This is a strategy based on putting many resources on finding the right suppliers in the various IT areas, and among these carefully selected suppliers are Vision Management, who with their network of experts called the Vision Resource Pool, now have the task of handling all tasks connected with remedying errors and further developing Eimskip's most important IT system, SAP Business Suite.

Vision Management has performed this role since 2010 and it is a collaboration that Hallbjörnsson is very satisfied with:

“We have the agreement with Vision Management that when we have a “change request” – or what we call a “ticket” – for our SAP system, which we cannot handle ourselves, we ask Vision Management for an estimate to solve the issue, and then decide whether they shall do it or not. And when they get an assignment, it's always completed as agreed. Both quickly and efficiently, and in compliance with our quality standards.”



*Kristjan Thor Hallbjörnsson, head of IT Eimskip:  
“Vision Management knows our SAP system as well as we do. In some areas even better.”*



### **Eimskip – Iceland's largest shipping and transport company**

Shipping and transport company Eimskip A/S was founded in 1914 and is today with its 1250 employees in 16 countries one of Iceland's largest companies.

Eimskip offers transport solutions by air, sea and road with accompanying warehousing and has northern Europe and North America as its primary market.

They thus provide a total transportation service.

The group has its head office in Reykjavik and owns 17 freighters and 15,000 teu-containers.



## Huge drop in the number of 'tickets'

The IT statistics at Eimskip show that the number of tickets in the SAP sphere has fallen from 400 per month in 2009 to 150 in 2011, at the same time as the users have become more satisfied.

As an example of a concrete and measureable gain Hallbjörnsson mentions that while in the past they had many short suspensions of operations in the SAP system each year, in the last year they have only had one single stop which the users noticed.

However, these improvements are not the main reason Hallbjörnsson is so satisfied with the collaboration with Vision Management, as he points out: "The key thing for us is not that Vision Management provides practical help by handling the tasks we give them. The most important thing is that they provide "brains" as I put it. That's something our former provider couldn't do. But Vision Management can. Because they know our IT systems as well as we do and in some areas even better, and because they think "proactively" and can therefore come up with their own recommendations for how we can get even greater benefit from our SAP system."

## "Low TCO isn't the most important thing"

Thus Vision Management also helps with the most important task of the IT division: To understand and support the business which the company shall live off, stresses Hallbjörnsson, and adds:

"For us the most important goal is not to get as low a Total Cost of Ownership as possible of our IT systems, but to deliver the best possible service to our users in the 16 countries in the most effective way. It is a requirement we're constantly working on to fulfil and Vision Management helps us well in this regard. For they're not only our supplier, they're also our partner. And into the bargain they have some quite reasonable prices for their services."

## Vision Management handles all SAP "tickets"

The agreement between Eimskip and Vision Management has the latter handling all SAP tickets which Eimskip's users or the IT division cannot resolve themselves.

A ticket may be a specific error that has occurred in the SAP system, or it may be an inexpediency in the system one wishes to avoid, or it can be completely new functionality which is required.

Eimskip's previous provider expanded its SAP platform with a large amount of tailor-made functionality which did not conform to the SAP standards, and thus SAP has itself not wanted to take responsibility for these tickets.

All tickets which Vision Management is to handle are prioritised and analysed jointly by Vision Management and Eimskip's IT division, in order to mutually arrive at an assessment of how large the task is. That is, how many working hours it requires and how many days are needed before the issue is resolved.

Vision Management then assumes responsibility for solving the issue in the most expedient way through its network of SAP experts. All new SAP functionality developed by Vision Management follows the approved SAP standards.

Payment to Vision Management is based on the number of hours used.

## VISION MANAGEMENT

Vision Management A/S is a consulting firm which specialises in advising on and implementing the SAP Business Suite.

Our focus areas are SAP ERP and SAP BI and all consultants are a part of our Vision Resource Pool, which is an international professional network. All consultants have at least 10 years' experience in the design and quality assurance of intelligent SAP solutions.

Through this network we ensure that our solutions and support are provided according to the actual estimated hours and for an extremely competitive price.