Picture-perfect solution for Agfa: 93% faster client refreshes

"Communication is key: overall we had a good experience. I really trust our consultant."
Erik Bollens, SAP System Engineer, Agfa

93% faster client refreshes for up-to-date test data

75% fewer resources needed for data refreshes

Successful system carve-out project

About Agfa

The Agfa-Gevaert Group is a leading company in imaging technology and IT solutions with over 150 years of experience. The Group's operational activities are divided in three divisions: Digital Print & Chemicals, Radiology Solutions, and HealthCare IT. They develop, manufacture and market analogue and digital systems for the healthcare sector, for specific industrial applications and for the printing industry.

With its head office in Mortsel, Belgium, Agfa has a worldwide presence, with sales organisations in over 40 countries.

A challenging array of SAP systems
Tackling productivity issues and a carve-out

Agfa has a complex structure of integrated SAP® systems, presenting a number of challenges to the business:

It was complicated to update the non-production environment, resulting in a significant loss of productivity.

Refreshing QA systems was resource intensive; typically it took a Basis expert one week to complete one system manually.

The company required a solution to support a divestiture project (with two systems, SAP ERP and SAP CRM).

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> I was surprised by how much the post-processing time was reduced...
> In fact, post-processing is eliminated by Data Sync Manager.
> It is very impressive!
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> Erik Bollens, SAP System Engineer, Agfa

Exceptional savings in time and resources from Data Sync Manager
Reducing the workload for client refreshes by over 90%

Agfa selected Client Sync™, part of EPI-USE Labs' Data Sync Manager™ (DSM) suite, for ERP, CRM and SCM to allow it to refresh its QA systems much faster. Agfa no longer has downtime during system refreshes, which are no longer resource-intensive processes. Previously, it would typically take four people a week to complete a system refresh of four systems. Now, one person completes the system refresh in less than two days. As a result, the Basis team is available for other tasks and the functional team is no longer needed for intensive system testing after a refresh. The savings have been significant in both time and resources.

A clearer image for Agfa's future SAP systems

Drawing on EPI-USE Labs' products and expertise, the outcome for Agfa's Basis team has been very positive:

The company's processes are now more efficient with 75% fewer resources needed for data refreshes.

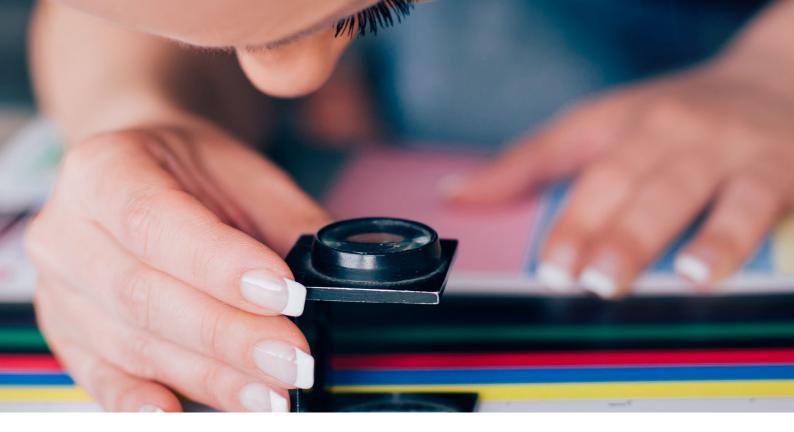The Basis team can provide better support to the SAP functional team.

Agfa can do refreshes as required instead of annually.

Agfa now has the capability to refresh its DEV systems, providing improved support to other internal teams.

A successful system divestiture project for Agfa.

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> In terms of our divestiture project, the landscape transformation team together with Data Sync Manager LT was able to exactly carve out the required company codes. I'm a technical person and, for me, it's important to understand exactly how the team is handling the project. Communication is key: overall we had a good experience.

Erik Bollens, SAP System Engineer, Agfa

About EPI-USE Labs

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations.

Contact us to find out how we can help you solve your business challenges.

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