MANAGING AN SAP UPGRADE FOR KINGFISHER

CASE STUDY

CLIENT ISSUES

Kingfisher was looking to upgrade their SAP platform from 4.72 to ECC 6.0. This was required for both their HCM (Human Capital Management) and ICM (Incentive & Commissions Management) solutions.

There were external regulatory changes that made the HCM solution upgrade imperative. As the HCM and ICM solutions within B&Q were closely linked it was decided that both modules would be upgraded at the same time.

The DNASTREAM team has a proven track record in implementing ICM at Kingfisher and so we were the only supplier that Kingfisher had approved for this activity. We were able to offer a continuity of service and a deep understanding of the Kingfisher business to update the ICM solution within the tight deadline necessary.

DEFINING THE PROJECT

Client: **Kingfisher**

Business Division: **B&Q HR, Payroll & Reward**

Location: **Eastleigh, UK**

Industry: **Retail**

Project summary:
Kingfisher needed functional and technical expertise in order to achieve a system upgrade across of SAP Incentive & Commissions Management Solution, in conjunction with HCM.

A regulatory change was forcing the timetable for the upgrade. DNASTREAM had to use their deep understanding of the Kingfisher business requirements to successfully meet this strict deadline.

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WHAT WE DID

DNASTREAM was responsible for delivering the ICM upgrade, which included the following:

- Implementation of ECC 6.0 functionality

- Interface design and build between SD 4.72 and ICM ECC 6.0

- Adaptation to ICM / HCM interface

- Update to SAP Business Warehouse extracts and core design due to ICM ECC6.0 data structure changes

- Cutover activities during 2 week upgrade path

- Support and training to business users

OUTCOMES

With DNASTREAM's support Kingfisher was able to achieve the strict deadline for this project, made essential by regulatory change.

DNASTEAM's knowledge of SAP was crucial in offering the technical support necessary to deliver this upgrade. We supported the client from planning stages through to ongoing support and training.

DNASTREAM liaised with other partners to ensure that all workstreams were co-ordinated so that milestones were reached and business objectives achieved.

DNASTREAM and Kingfisher continue to have a strong working relationship and are able to provide B&Q ICM solution support on an ongoing basis.

TESTIMONIALS

"Jackie [Stanley, DNASTREAM] is highly knowledgeable within her field and has consistently delivered a superb service to us always taking the time to go that extra mile to add real benefit. She is always a pleasure to work with."

Graham Hills, Payroll Lead Software Engineer, Kingfisher

"We were happy to offer our SAP expertise to Kingfisher. Providing extra technological support to IT teams as they handle system upgrades is one of our core strengths."

Jackie Stanley, Principal Consultant, DNASTREAM

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