



# CLIENT SUCCESS STORY



## CUSTOMER BACKGROUND

Valent USA is a chemical manufacturer for the agricultural sector in North America. A U.S. subsidiary of Japan-based conglomerate Sumitomo Chemical America, the company supplies products that protect crops, enhance yields, improve food quality, beautify the environment, and safeguard public health. Valent USA is headquartered in San Ramon, California.

In 2016, as part of Sumitomo Chemical America's global SAP implementation program, Valent embarked on its SAP transformation. At this time, a consulting partner was providing support for the functional side of SAP while its parent company in Japan was delivering technical support. Going forward, however, Valent would be providing the SAP platform used by six group companies throughout North America.

Decision makers at Valent could see that language barriers, time zone coverage, SAP skills, and cultural differences concerning work approaches—not to mention responsiveness—could become an issue under this scenario both during implementation and beyond.

Valent needed a partner to start and grow with, a partner that could provide the time they needed to develop a long-term strategy and build a self-sufficient, in-house SAP support organization.

## PROJECT OVERVIEW

To accomplish this, Valent turned to its IT partner, who in-turn brought in American Digital as its SAP services partner. Soon American Digital was tapped to provide PMO consulting throughout the company's implementation and to **identify its path forward**.

Beginning in August of 2017, American Digital provided Valent with White Glove Managed Services for SAP Basis. It then added a security solution component, which would maintain its existing helpdesk as the user's point of contact while also offering ongoing security administration and access to project-based senior consulting.

Next, American Digital worked with the company to rollout OCR functionalities to enable scan recognition primarily for MM and SD modules. One of Valent's group of companies, PACE, was integrated to begin using S/4HANA as its main ERP system, which involved the installation of printers, the creation of new SAP Security Roles, the design of workflow approval, and configuration of SAP parameters. When American Digital's SAP Security team identified several pain points at the SAP and HANA levels, they raised a formal proposal to solve those.

A disaster recovery scenario among multiple SAP program parties from various locations including Japan, the U.S., and Canada ensured system replication performed flawlessly for SAP S/4HANA and HANA DB. And once Valent added PACE and other non-Valent users, growing its user base from 300 to 500, Basis maintained a consistent average response time thanks to daily SAP and HANA system checks and fine-tuning.

“Keeping an excellent workload to response time ratio was one of our priorities,” explained Kannan Krishnan, Associate Director of IT at Valent.

#### THE RESULTS

American Digital’s consultants effectively embedded with Valent’s IT organization operations team structure to act as one team, achieving the company’s key objectives.

“Our partnership has significantly helped our IT organization in their ability to effectively serve our internal customers SAP access management and system performance expectations,” Krishnan continued.

For the short term, American Digital helped Valent **synthesize and successfully test its disaster recovery strategy**. For the long term, the engagement enabled the company’s establishment of SAP BASIS and security service standards and processes along with CSAT metric enhancement framework.

Additionally, American Digital’s SAP Basis and SAP Security teams were **undefeated in their on-call support**. Valent noted their SAP/DB systems were never off based on surveillance, providing uninterrupted response faster than their Service Level Agreement had required. Also going above and

beyond, the American Digital team helped Valent complete their JSOX audit on a timely basis by providing exceptional responses, each of which were **key factors in achieving compliance objectives**.

#### VALENT USA & AMERICAN DIGITAL — THE PARTNERSHIP

American Digital has worked with Valent since late 2017, during which time its response and resolution exceeded expectations at less than 10 minutes. The company’s qualified team and its ability to **consistently achieve service level goals** differentiated its service from other vendors providing the same type of SAP managed services.




By 2020, the company successfully brought SAP support back in-house with its parent company in Japan and stated they would, without question, work with American Digital on future projects.

#### ABOUT AMERICAN DIGITAL

American Digital is a leading expert in digital transformation and has helped clients define and deploy technologies to support their mission-critical applications for more than 35 years. We embrace technology advancements and dedicate ourselves to providing expert consulting services that guide clients toward the ideal solution to meet their individual business needs. As more and more organizations, like Valent, look to shift their CapEx to OpEx and view IT as an operating expense, they call on us to better understand the many different options they have at their disposal. From hosted to hybrid or consumption-based solutions, American Digital guides clients toward the optimum solution and, through our managed services, are fortunate to also partner with those clients for the long haul.

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