



# CLIENT SUCCESS STORY



## CUSTOMER BACKGROUND

Tuthill Corporation is a privately held global manufacturer of industrial goods specialized in rotating equipment. Established in 1892, the company creates pumps, blowers, vacuum systems, meters, and plastics to fuel some of the world's most impactful industries. Whether for agriculture or energy, Tuthill's diverse range of products is known to move and measure with absolute reliability. The company strategically gauges its economic performance alongside—and is driven to reach the ranks of—the top one percent of manufacturing companies. Motivated to achieve this goal, Tuthill remains committed to service excellence and process-based lean operations focusing on continuous improvement.

Tuthill relies on SAP to keep its business running. Because it's integral to supporting the manufacturing and supply chain, their SAP application must operate efficiently at all times, or their business would be adversely affected. As with others like it, this means the company requires optimum support for its most crucial business tool—its SAP application.

It was critical for Tuthill Corporation to engage an experienced partner that can adapt to its business needs and to an environment that's consistently expanding and contracting.

## PROJECT OVERVIEW

Most CEOs recognize and embrace the need to bring in managed services providers to handle some or all of their IT needs, whether that's as simple as first-level Application Management Support (AMS) break-fix or a variety of custom services such as a fully hosted environments. They also appreciate when those services can be scaled to fit the demands of their organization.

Whether to diversify a client's in-house skill sets or meet budgetary constraints, Managed Services Partners are growing in importance and have come to be considered far more than a third-party contractor. More accurately, they're an **extension to an organization's internal team and are integral to optimizing resources**. This is what Tuthill hoped to find when initially approaching American Digital in search of level 1 AMS support to augment its streamlined IT team, which had been struggling with multiple pressing requests from internal users who needed break/fix assistance. Consequently, IT leadership was looking to offload those tasks and **help their team stay focused on strategic organizational goals**.

As onboarding began for its original AMS managed services project, Tuthill also asked American Digital to take over its technical development, including ABAP support. This was a project that required knowledge of six SAP modules and analytics. The modules in question were typical for companies using SAP in a mid-sized manufacturing organization. But most often, those businesses were forced to onboard a variety of functional and technical resources, each of whom would specialize in one specific skillset. American Digital was able to provide these skillsets as part of their managed services offering to Tuthill.

**Tuthill valued the fact that American Digital could meet all of those expectations allowing them to outsource this requirement rather than hiring six individual resources to support six different components within SAP.**

#### THE RESULTS

Tuthill initially required functional support in six SAP modules. American Digital brought the resources to assist with all of those needs. In providing just one distinct set of resources capable of accommodating multiple types of skill sets, American Digital helped Tuthill **save the cost of hiring additional resources and freed staff to focus on their strategic goals**. Though completion time is naturally based on project type, American Digital has consistently met the company's needs as defined in our SLA, which mandates that most requests be resolved within just one to two business days.

#### TUTHILL & AMERICAN DIGITAL — THE PARTNERSHIP

American Digital has worked with Tuthill since late 2019, and we have received nothing but positive feedback regarding our response times, expertise, and ability to work collaboratively to fix current issues while remaining proactive on new issues. American Digital has adopted Tuthill's case management system at their request to ensure continuity within their IT organization. Likewise, their team has reviewed completed projects, managed to test, and pushed changes out to the production environment. This partnership is a real example of **defining a project goal, collaboratively working together to solve problems, and communicating effectively to ensure all success**.

The teams at American Digital and Tuthill have worked collectively in a combined effort, and American Digital is pleased to have become an integral extension to their operations. As we advance, we're committed to growing our relationship with the company and look forward to partnering on future enhancements, changes, and functionalities within its SAP environment.

*“Tuthill leverages the American Digital SAP team as an extension of our internal team to support our mission critical SAP. Their expertise is hugely beneficial to a company like ours looking for one partner who can assist with various SAP-related areas and projects. The American Digital team was easy to work with. They met and exceeded all expectations in regards to the projects we partner on. American Digital is now our preferred SAP managed services partner.”*  
—Dan Amend, Vice President of IT, Tuthill

The American Digital team is happy to lend our expertise on SAP to assist you in working on aligned accounts.

#### 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 Tuthill, 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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