

A large, stylized blue chevron graphic pointing to the right, with the text "High performance. Delivered." centered within it.

High performance. Delivered.

Business transformation and cost savings at Henkel with SAP

Video Transcript

Speaker: Tom Linckens,
Corporate Vice
President of Integrated
Business Solutions,
Henkel

Henkel collaborated with Accenture for SAP application maintenance and CRM and supply chain planning.

The program enables Henkel to reduce IT costs by €50 million and reinvest in new projects.

Around five years back when we started the journey with Accenture, we were in the situation where the IT run costs year on year were basically eating up our capabilities to reinvest into new projects.

We went into an RFP and - we found out that Accenture was the most suitable partner to support us in our – application maintenance area. So on top (stumble) on top to their general good capabilities that Accenture was – was proving, - the offshoring capabilities that

Accenture brought to the table really helped us to take a lot of money out of our running costs year on year, so that we could reinvest to doing more projects.

The relationship with Accenture is a true partnership. What I mean with a partnership is - is not a classical supplier customer relationship. So day on day, we were very close with – with their managing directors and partners that lead the team for Henkel and - we are trying to not only optimize the run part and

everything that is already contracted, but we also constantly exchange innovative ideas and we try to identify new opportunities that we can leverage together.

Accenture is right now doing basically all our application maintenance, at least for the majority of the SAP modules. plus also a lot of – support in the areas of CRM, as well as supply chain planning.

The success of the project was for big part also driven by the offshoring capabilities that Accenture brought to the table. So, today, we have – I think 250 plus people working at Accenture offices in Bangalore, being our extended team for maintenance and enhancement work.

Overall, we were able to take 50 million euro out of our run costs, so we have an IT budget overall close to 300 million Euro and out of this portion we were taking 50 million Euro out of the run and reapplying it.

Our thanks to:
Tom Linckens, Corporate Vice
President of Integrated Business
Solutions, Henkel