

## **New Dimension Solutions Assists High-Tech Giant in Having One Face to the Customer**

### ***The Client:***

Compaq is a High Tech: Research, Development, Manufacturing & and Distribution Firm. Originally it primarily focused on Intel based PC products that it sold through distributors.

It has broadened its reach the last few years in both products and distribution channels.

It now also offers:

- Mid-size Server and Storage products.
- Giant Server and Storage products formerly produced by Digital.
- Highly customized or mission critical systems formerly produced by Tandem
- Professional services and warranty contracts formerly offered by Digital.
- Intel based customized systems formerly offered by Custom Edge (another acquisition)

It also increased its distribution channels to now include:

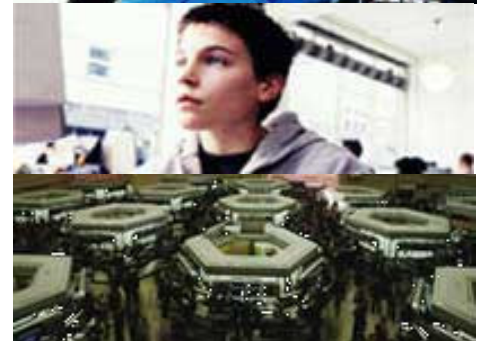
- Direct Sales to “end users” (individuals)
- Major Accounts – large corporations
- Government, Education & Medical

### ***The Challenge***

“Order Management Integration”.....One face to the customer (by a PC and a giant server with one phone call), reduced cycle time by taking the order fast & get it to the customer fast & provide a cost effective

### **Benefits**

The very tangible ROI will occur the when the Legacy system is turned off. The maintenance cost in the US alone is over 20 million. However, the bigger benefits are the intangible ones like one very personal and customized face to the customer and faster cycle times.



infrastructure that only maintains one order management system. This was difficult since the Classic Compaq business is a commodity business and the business Information Technology of the acquired companies was usually very personal and customized.

***The Solution:***

Merge the old Digital business onto the Compaq SAP baseline.

ND-Solutions played a roll in determining what enhancements would need to be made to the Compaq baseline & what business processes in the old Digital departments would have to changed.

In addition ND-Solutions also helped change the system, test the system, train the users, Convert the open orders and help support the effort after go live.