



efi™ print to win.

EFI

SAP BUSINESS TRANSFORMATION STUDY

AT A GLANCE

Industry	High tech
Revenue	US\$564 million
Employees	1,800
Headquarters	Foster City, California
Web Site	www.efi.com
SAP® Solutions & Services	SAP® ERP application, SAP NetWeaver® platform, and SAP GRC Access Control application
Partner	3Pro (testing assistance)

Electronics for Imaging Inc. (EFI) is a market leader in products, services, and support to satisfy the printing needs of enterprises around the world. The company provides a wide range of innovative technologies that automate printing and business processes including color digital print servers, superwide format printers, and business management software.

Key Challenges

- Scalability of IT infrastructure
- Ability to quickly take advantage of new SAP functionality as it becomes available
- User friendliness of employee self-service portal
- Currency of software and hardware
- Ease of replicating SAP® software environments
- Coordination of internal resources

Why Upgrade

- Reduce overall cost of implementation and testing
- Complete all upgrades as quickly as possible
- Minimize disruption to ongoing business activities

Upgrade Best Practices

- Attained strong C-level sponsorship
- Performed many dry runs to refine system architecture
- Conducted extensive stress testing
- Established well-defined governance model
- Involved users in testing
- Coordinated well between applications and operations

Low Total Cost of Ownership

- Saved considerable costs with “big-bang” approach
- Completed upgrade on schedule and within budget
- Beat timetable expected by management (6 months)
- Substituted more cost-effective platforms
- Equipped IT to support infrastructure with staff of 2
- Kept training and support costs low

Financial and Strategic Benefits

- Achieved the scalability needed to support 5 years of rapid growth
- Positioned IT infrastructure to take immediate advantage of new applications and developments
- Acquired powerful new development tools for creating enterprise-class applications
- Attained ability to integrate new acquisitions faster
- Built foundation for dramatically improving efficiency via future functionality upgrades

Operational Upgrade Benefits

- Achieved ability to replicate SAP software environments in hours instead of weeks
- Boosted performance by a factor of 3 on manufacturing requirements planning and other operations
- Improved user interface of employee self-service portal
- Added enterprise compensation management functionality to the SAP Manager Self-Service application
- Enhanced ability to provide forms using kanji and other character sets





“An IT infrastructure should never stand in the way of growing as fast as a company can, and senior management is very relieved we’ve made our SAP solution ready in every way to scale with us.”

Calvin Do, Chief Information Officer, EFI

“We took on an awful lot at one time with our SAP upgrade project, but we’re glad we did. We finished on schedule and within budget and accomplished everything we set out to do.”

Calvin Do, Chief Information Officer, EFI

Upgrading SAP® Software to Maximize Scalability

Electronics for Imaging Inc. (EFI), market leader in enterprise printing technology, is growing rapidly – 20% in the last year alone – and plans to continue for many years to come. Therefore, one of its primary concerns is the scalability of its IT infrastructure. By early 2006, however, that scalability was threatened on several fronts. EFI’s SAP® software was outdated and due for an upgrade, and its hardware platforms were approaching the end of their useful life. The proprietary Unix operating system in place had been replaced by open-source Linux, and server virtualization technology had matured, providing a fast and cost-effective way to replicate software environments. A new version of database software was available. One electronic data interchange subsystem had to be retired and another installed. Compliance software had to be upgraded as well. In short, EFI faced a “perfect storm” in its IT infrastructure.

Saving Time and Money with a “Big-Bang” Approach

Many companies would have upgraded these components one at a time, spending considerable implementation, staging, and testing time. By the time the IT staff was exhausted from repeated regression testing cycles, it would have been time to start over, catching up once again with technology advances.

EFI took a different path. To cut overall costs and time dramatically, the IT staff carefully planned a single project that accomplished all upgrades simultaneously. They left the production system intact while implementing an entirely new system with all components at their most current levels. In the new landscape, HP ProLiant platforms running virtualized Linux based on VMware software host the latest versions of the SAP ERP application, SAP NetWeaver® platform components, and the Oracle database.

Meeting All Schedule, Budget, and Technical Goals

When the project reached high gear in September 2006, the team established a firm schedule for the project, with cutover to occur over a three-day weekend in February 2007. By following rigorous best practices during the implementation, EFI held precisely to budget and, to the delight of management, completed the cutover with many hours to spare.

Even though EFI regards the project as primarily a technical upgrade – one that set the stage for substantial SAP functionality enhancements in the future – it did experience a number of immediate benefits. Performance is up, by a factor of three in the case of material requirements planning runs, for example. The SAP Employee Self-Service application has a friendlier user interface, and the SAP Manager Self-Service application includes the latest version of enterprise compensation management functionality. It is easier to support multiple character sets such as kanji, and it is orders of magnitude faster to create new SAP software environments for testing purposes. EFI acquired powerful new development tools in SAP ERP and has used them to develop a new HR application. The firm is now positioned to quickly install new software, such as the SAP Environment, Health & Safety application that will automate EFI’s environmental compliance processes. While these are all very welcomed improvements to the business, EFI expects far bigger benefits now that it has completely upgraded its SAP applications and IT infrastructure. Most importantly, EFI is now poised to grow as fast as it possibly can.