

## Case Study: ACE IT Solutions Eases SAP Implementation & Deployment

### Overview

ACE IT Solutions served as a consultant and strategic partner to assist Rudolph Research Analytical — a New Jersey-based global manufacturer of precision laboratory instruments — with the implementation of SAP Business One.

### Process

Rudolph Research, initially engaged ACE IT Solutions to help them move forward with a stalled SAP Business One implementation. After meeting with a team at Rudolph Research to gauge where they were in the implementation life cycle, ACE IT Solutions discovered they had made very little progress over the past year with their current partner.

After assessing the capabilities of their current implementation partner, ACE IT Solutions and Rudolph Research jointly concluded that their current implementation partner was not a good fit. ACE IT Solutions led the search for a new partner that would be a better match for the organization, one that could help bridge the gap between SAP's out-of-the-box functionality and the client's business process requirements while working within the culture of the organization.

Additionally, ACE IT Solutions helped identify skilled personnel within the organization to drive the implementation and assigned a dedicated group of leaders to move the project forward.

In order to quantify the progress of the implementation, ACE IT Solutions helped establish a set of clearly-defined data points and milestones — without such metrics it would be impossible to measure the success of the project.

### Outcome

By bridging the communication gap between Rudolph Research and their implementation partner, ACE IT Solutions' experts helped Rudolph Research clearly define a path for a successful implementation that allowed them to achieve the maximum return on their business system investment.

### REQUIREMENTS / OBJECTIVES

In order to achieve a successful implementation a few key items must be in place:

- An implementation partner that is the best match for the organization
- Clearly defined rules of measure to judge the progress and success of the implementation
- Qualified and dedicated team members to manage the implementation process within the organization

With these items in place, the project met expectations, was completed on-time and on-budget and delivered the promised return-on-investment.

*“There were a lot of challenges we had to overcome with our SAP Business One implementation and ACE IT Solutions was definitely helpful in overcoming those initial challenges.”*

**Betsy Mintz, Vice President of Finance and Human Resources  
Rudolph Research Analytical, Hackettstown, NJ**