

Newtec

ABOUT NEWTEC

Newtec is a pioneering satellite communication equipment company that is one of the world's top players. For more than 30 years, the company has developed satellite communication equipment and technologies for broadcasters, government, defence, satellite operators, system houses, and network operators.

Headquartered in Belgium, the company operates globally; employing 400 team members worldwide. Customers are supported from regional offices in the US, Singapore, China, Dubai, and Brazil. Manufacturing facilities are in Belgium, with research and development centres in France and Germany.

Research and development continue to be central to Newtec's success. This focus has paved the way for an impressive portfolio of innovative technology, a leading role in satellite standardisation, strong partnerships, and industry recognition. Through their expertise, and in cooperation with their customers, Newtec strive to make the world a safer, more informed and connected place.



SAP HANA AND SOA PEOPLE HELP NEWTEC SHAPE THE FUTURE OF SATELLITE COMMUNICATIONS

CHALLENGE

"Newtec wants to create innovative, new products," states Eric Dierinck, Director of IT, BPM & Quality for Newtec. "In our niche market of satellite communications, we are considered to be one of the most creative and insightful companies in the world. We actively support our industry, helping them to work on the definition of standards and protocols for satellite communications."

"The use of technology is also important for us," continues Eric. "We constantly look for new technologies and pioneer their use. For example, we are delivering technology that enables broadband internet access on airplanes."

"We recognise that in order to provide great products and services we must work together with our customers," says Erik. "For Newtec, the customer always comes first. We really want to focus on this customer centric approach. We want to capture all customer data, from all customer contact points, and use that data to improve our processes, so that the customer benefits from this."

"This is our main goal," continues Erik. "Of course, you need useful information systems to support this approach. More specifically we need a service orientated platform that can be easily adapted. We are constantly evolving and we choose to do this in small, controllable steps. Not to go for a 'big bang' project that might last 3 or 4 years, but to develop independent,

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HIGHLIGHTS

- Optimised Information and Analytics
- Improved Transaction Speed
- Capitalising on their SAP investment
- Supporting a Customer Centric Focus
- Upgrade of SAP ECC and migration from MaxDB to SAP HANA in a single step
- Fast migration, within scope and budget

small solutions that the customer can readily benefit from. In this way, we are steadily improving, and our customers also get the benefit from that."

"We have been extensive users of SAP ECC since early 2007, using practically every module. SAP is the backbone of our company," states Erik. "We recognised that the new SAP version better supported our desire to cut everything up into standardised services, and then combine these standard services into customised processes, where you could rapidly iterate and improve."

Newtec determined that migrating from the MaxDB database to SAP HANA was a key step towards achieving their objectives.

SOLUTION

It was important for Newtec to work with a partner that had demonstrable expertise in SAP HANA migrations.

"We investigated the market thoroughly," states Erik. "SOA People had very knowledgeable people and a great knowledge base. They were able to provide example success stories, and I could see that they had a good reputation. They were a very reliable partner, and certainly had the technical expertise to do the migration."

"It was important to us also to adopt an agile approach to the migration project," continues Erik. "It seems that in the SAP market many partners are used to using the waterfall methodology. But for us, we wanted to get immediate feedback, that would enable us either to correct or move on to the next task, and continue to iterate. You are also setting up your system as you are designing it, and this type of working needs special people and a special mindset."

The throughput time for the migration to SAP HANA was expected to take 2 months.

"The SAP ECC environment was upgraded and migrated in a single step from its MaxDB database to a SAP HANA database," says Erik. "This took less than 6 weeks. SOA People have supported Newtec in a good way, using an agile methodology. We are in constant communication, and we all understand within the team that this is vitally important. Everything is going smoothly."

Newtec will shortly be starting work on a new BO Cloud project with SOA People, to provide even more insight of the data they are capturing, and continue to deliver incremental benefit to their customers.

BENEFITS

Optimised Information & Analytics. Migrating to SAP HANA, and phasing out the SAP BW environment, has provided a new user experience for Newtec. Rather than having to look for information, information now comes when and where needed. This is important for Newtec, as if something changes in their environment, they can adapt immediately.

Improved Transaction Speed. Performance of systems on SAP HANA is much improved. This benefits all Newtec's colleagues, and especially from their finance department. What they are achieving, rather than measuring things after they have happened, is visibility in real time.

Capitalising on their SAP Investment.

Newtec have been extensive users of SAP ECC since early 2007, using practically every module. Migration to SAP HANA enables Newtec to continue to benefit from this historical investment.

Supporting a Customer Centric Focus.

"What counts for us is that the customer can immediately benefit from our improvements," says Erik. "That is the criteria that we use to justify any change to the project. For example, our Belgium factory have won an award for being a 'Digital Factory'. A criterion for this award was visibility between production, sales, and customer services. With SAP HANA, this visibility is much faster. That opens up more possibilities and we can be more proactive."



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SUMMARY

"SOA People are a partner with Newtec," says Erik. "They are creative and innovative in their ways of working, and they help us to optimize our processes. Together we are creating a platform that will enable us to explore and exploit new services. We have some ideas already, but there are still part to be discovered. SOA People are helping with our thought processes. They keep us informed, and help us understand what SAP HANA could do for us."

TECHNICAL DETAILS

- Migration from MaxDB to SAP HANA
- Upgrade of SAP ECC
- Number of Users: +300
- Upgrade to EhP 8