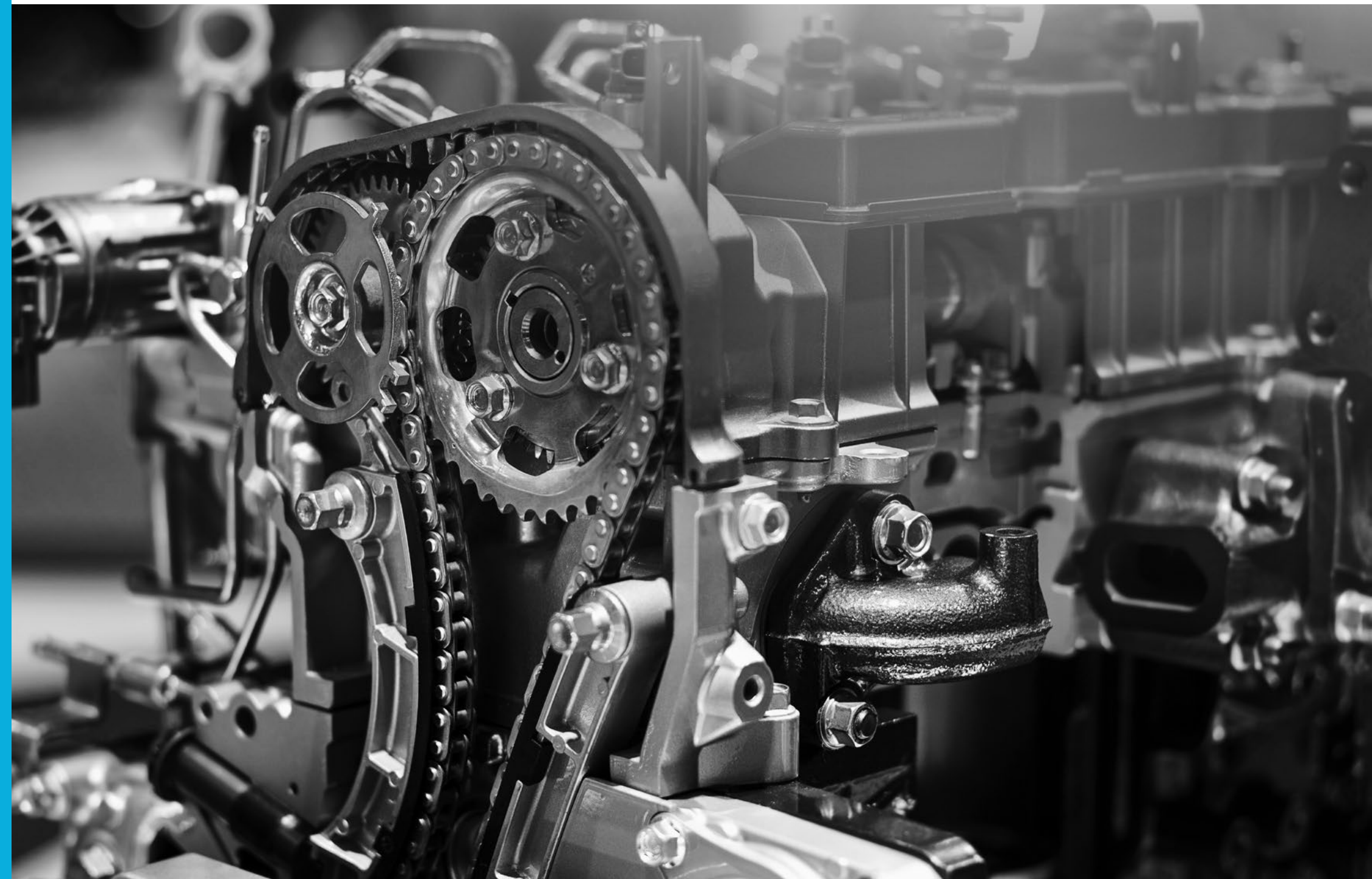
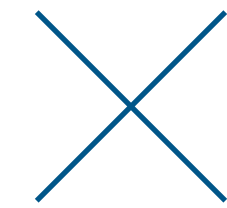


Global Application Management for SAP keeps a fast-moving mid-market manufacturer in motion

Global Customer Case Study



About

INDUSTRY	Automotive chain-drive solutions
FOUNDED	2022 (carve-out)
EMPLOYEES	≈ 600
SAP USERS	220
IT USERS	≈ 350
ANNUAL REVENUE	≈ €150 m
HQ	Erlangen, Germany
GLOBAL SITES	8 in 7 countries
SOLUTION	Global AMS for SAP
GO-LIVE	2022
ALLIANCE MEMBERS	All for One (lead, DE), QZing (CN) & Answerthink (IN, KR, US)



Catensys was born in 2022 from a Schaeffler carve-out. Overnight, the mid-sized chain-drive specialist had eight plants on three continents – but not enough internal IT staff to run SAP for its 220 global users. UNITED VARs members All for One in Germany, QZing in China and Answerthink in India, Korea and USA supported the customer by offering Global Application Management Services (AMS). The alliance now delivers 24/7 Follow-the-Sun support, local expertise in every time zone, and a single point of contact – freeing Catensys to focus on growth.

Transformation & Results

Cost savings
20 – 40 %

Optimised logistics
in China

8
IT projects
in parallel

GST-Compliant Challan
Processing in India

Transformation & Results



Cost savings 20–40%

For finance the equation is clear – Global AMS delivers a sustained 20–40 % cost advantage versus recruiting, onboarding and retaining a full internal SAP team. This allows Catensys to operate more efficiently and allocate resources where they are needed most.



Running 8 IT projects in parallel

Because routine tickets and enhancements are absorbed by the external suppliers for AMS, Catensys can steer eight strategic IT initiatives simultaneously – from EDI roll-outs and analytics dashboards to the PLM rollout and initiatives aimed at strengthening IT security and resilience. This workload would typically overwhelm a mid-sized in-house team.



Optimised logistics in China

Leveraging QZing's engineers, the alliance mapped inbound and outbound material flows, developed a bar-code scanning solution from scratch and trained operators on site, cutting manual entries, accelerating bookings and lifting stock accuracy across the Nanjing plant.



GST-Compliant Challan Processing in India

Answerthink completed and optimized Indian GST-compliant challan processing, including additional requirements, reports, and Z-programs.



We save 20–40% with Global AMS
compared to building an in-house
IT team

Axel von Bauer
CFO at Catensys

The Challenge

- 2022 Catensys carve-out, no own IT
- 600 people, 8 sites, 7 countries
- SAP still at Schaeffler
- High disruption risk for 220 SAP users
- Urgent: IT separation, stability, continuity

After the carve-out in 2022, Catensys suddenly stood on its own. The midsize automotive supplier – eight sites across Germany, India, China, the USA and four other countries – counted about 600 employees yet had no autonomous IT backbone. Closing documents were signed, but core SAP landscapes still ran on Schaeffler infrastructure, beyond Catensys' control. Without an internal IT team, every incident, update or audit query threatened to disrupt operations for 220 global SAP users.

“We have 8 sites worldwide in 7 countries – with around 600 employees in total,” recalls Global Head of IT Björn Bodenstein. He adds that the systems were **“not yet fully separated”** and there was **“no IT team to maintain the system or to support the more than 350 IT users worldwide.”**

The clock was ticking: finish the technical separation, guarantee worldwide uptime and sustain production schedules for OEM customers during the brand's first independent year. Catensys needed an alliance that could act like its missing SAP team within their IT department from day one.

The Journey

- Partner: All for One, QZing & Answerthink
- Fast knowledge transfer, global SAP AMS
- One ticket portal, 24/7 support
- QZing: streamlined China ops, built barcode system, local training
- Result: smoother logistics, real-time inventory, carve-out success model

Catensys turned to the UNITED VARS member All for One for a rapid, coordinated rescue. First, key users in Erlangen and Skalica transferred process know-how to consultants from All for One, who cascaded the knowledge to relevant alliance members – most critically to QZing in China – so nothing was lost in translation. Together, the team introduced Global AMS for SAP and placed a single ticket portal at the centre of collaboration: every user, every consultant, one view, zero blind spots.

True 24/7 Follow-the-Sun support was instantly available – always routed through a single point of contact, eliminating the handover issues typical of global support models. In China, QZing went beyond maintenance and streamlined local logistics: barcode scanners were built from scratch, shop-floor teams trained in their own language, and time-zone barriers disappeared.

The result is smoother goods flow, real-time inventory and a blueprint for how local expertise – amplified by a global alliance – accelerates a carve-out's stand-alone journey.



We have 8 sites worldwide in 7 countries – with around 600 employees in total. The system was not fully separated and there was no IT team to maintain the system or to support the 350 users worldwide.

Björn Bodenstein
Global Head of IT at Catensys

My tips for mid-market carve-outs



Choose an alliance, not a vendor

When Catensys stood alone, the combined strength of All for One in Germany, QZing in China and Answerthink in India, Korea and USA delivered instant 24/7 Follow-the-Sun coverage, local language know-how and a single point of contact. The UNITED VARS members absorbed key-user knowledge within six weeks, positioned consultants on three continents and resolved time-zone as well as cultural gaps – advantages a solitary supplier could never match.



Insist on one ticket portal

Catensys mandated that every employee, consultant and manager work from a single cloud queue. The portal routes incidents to the best-qualified specialist, stamps every hand-over with SLA time-codes and displays dashboards in multiple languages. Full visibility slashed first-response from several hours to under 30 minutes and created a shared truth that prevents finger-pointing when production deadlines loom.



Start with AMS, then innovate

By transferring day-to-day SAP care to the alliance, Catensys liberated its lean central IT team. Within the first year they launched eight strategic initiatives simultaneously: global EDI roll-outs and analytics dashboards to the PLM rollout and initiatives aimed at strengthening IT security and resilience – achievements that would have stalled if internal staff were still buried in break-fix tickets.

Alliance Footprint

1 All for One Group

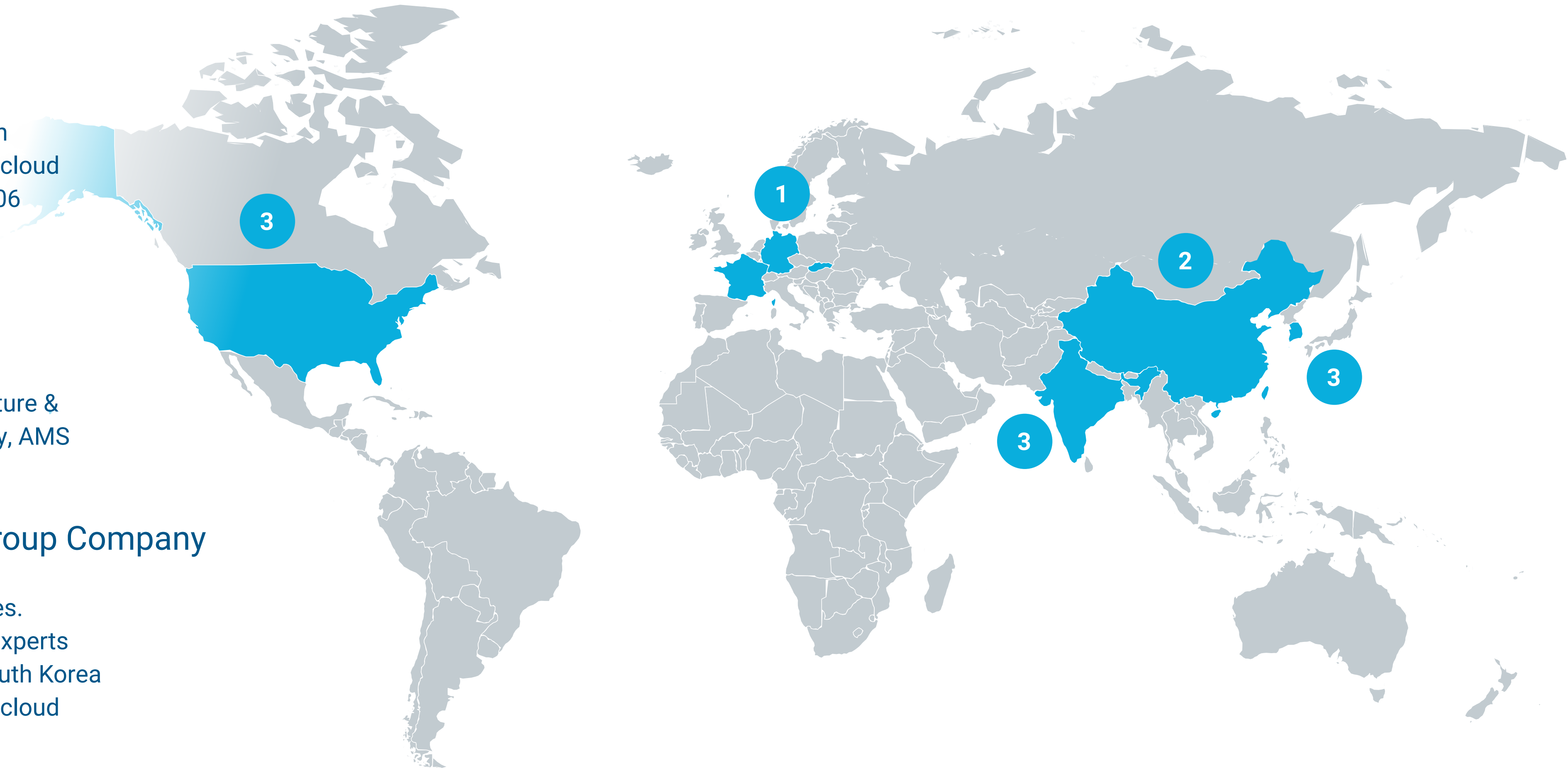
Headquarters: Filderstadt, Germany
Approx. 3,000 experts across DACH region
Services: consulting, managed services & cloud
UNITED VARS founding member since 2006

2 QZing

Headquarters: Beijing, China
Approx. 200 SAP consultants nationwide
Specialties: Manufacturing, Retail, Agriculture & Animal Husbandry, High-Tech, New Energy, AMS
UNITED VARS member since 2009

3 Answerthink, a Hackett Group Company

Headquarters: Miami, Florida, United States.
Approx. 200 experts across USA + 1,200 experts of The Hackett Group across India and South Korea
Services: consulting, managed services & cloud
UNITED VARS member since 2008





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