



## HENKEL KENYA LIMITED

# SAP BUSINESS ONE STRENGTHENS MANAGEMENT OF HENKEL KENYA

### QUICK FACTS

#### Company

- Name: Henkel Kenya Limited
- Location: Nairobi, Kenya
- Industry: Manufacturing
- Products and services: Industrial and consumer adhesives, cosmetics, household detergents
- Revenue: Euro 600,000
- Employees: 60
- Web site: [www.henkel.com](http://www.henkel.com)

#### Challenges & Opportunities

- Modernise operations
- Align operations with global group's emphasis on innovation
- Develop strategic financial reports to inform executive decision-making
- Improve financial controls
- Enhance materials planning

#### Objectives

- Replace inefficient, limited accounting system with comprehensive business management solution
- Access realtime operational information in 360° view
- Eliminate human error resulting from manual input of data
- Achieve enhanced level of control of the business

#### SAP Solution

- SAP Business One

#### Implementation Highlights

- Nine week implementation time without disruption to operations
- Cutover achieved in a long weekend, without incident

#### Why SAP

- Easily customised to meet changing business requirements
- Easy access to critical information
- User friendly
- Includes XL Reporter, an intuitive, easy-to-use Microsoft Excel-based reporting tool

#### Benefits

- Single source of information
- Complete enterprise management capabilities
- Better resource management within the business
- Enhanced financial control
- Smoother production



### SAP Customer Success Story

Henkel Kenya  
Manufacturing



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As one of Henkel KGaA's 75 country subsidiaries, Henkel Kenya must fit into the global corporate culture of an "open family company" focused on making customer's lives "easier, better and more beautiful". To achieve that, head office encourages both product innovation and pro-active participation by employees in improving operational performance. Accordingly, every year all 55 000 employees from around the world are asked to submit two or three innovative ideas. Collectively, Henkel Kenya's ideas centred on a need for information technology (IT) that would help it modernise its operations.

Henkel Kenya had been running on an accounting system that simply wasn't coping with the subsidiary's growth – or its need for more sophisticated reporting using real-time data from every corner of its operations. The old system had also necessitated manual generation of vital documentation such as journal vouchers and purchase orders, creating opportunities for errors as well as unauthorised manipulation of data.

"We wanted one system powerful enough to automate our critical operations, improve our medium and long-term planning, and give us an accurate, real-time view of the business," says Henkel Kenya managing director, Juliana Oggema. "At the same time, we needed the system to be implemented quickly, with minimum disruption to the business."

"SAP Business One was able to offer all that and still be able to scale to accommodate our growth. We have the confidence of knowing we won't have to replace the system any time soon and that, if we ever do outgrow it, we can simply upgrade to another SAP solution."

"An enormous additional benefit was that the system is so easy to use that we needed only a few training sessions with a small number of employees to get the system up and running. I was pleasantly surprised at how simple the training really is."

### Right first time

Anthony Njagi, an SAP Consultant at Izon Future Systems, Henkel Kenya's implementation partner, says that the short implementation time of nine weeks was made possible because of the close co-operation between Henkel Kenya and Izon. "Henkel gave us full insight into their business - which helped us help them adjust their business processes to take full advantage of the best practices built into SAP Business One."

"Henkel's willingness to be guided also gave us the best possible means to transfer knowledge and skills to the company – enabling it to become fully empowered to manage and maintain the system itself. We'll only need to be involved for technical customisation or integration projects."

The technical support received from Kevin Cox, the sub-Saharan IT Manager for fellow Henkel Affiliate - Henkel South Africa contributed to the smooth transition to SAP Business One says Ms Oggema. Kevin was present during the progress review at each of the milestone stages.

### Control

With all previously manual activities having been automated by SAP Business One and, therefore, saving the company significant man hours, a number of key employees have been re-assigned to more value-adding activities.

"Also, because users have been given roles-based access rights, data security is much tighter," says Henkel Kenya chief financial officer, Benson Nzioki. "And, the ability we now have to drill down to source documents gives us a proper audit trail for the first time."

On the manufacturing side, SAP Business One's sophisticated features have improved Henkel Kenya's ability to plan production and more accurately forecast procurement cycles.

"We are also taking full advantage of the ability SAP Business One gives us to generate user-defined reports that help us make better strategic decisions and, in the process, equip ourselves to more effectively fulfil Henkel's global requirement for innovation," Ms. Oggema says.