

## Otto Bock HealthCare GmbH

### Technical Release Change to SAP ERP 6.0

**ottobock.**

Otto Bock HealthCare GmbH accelerates and simplifies its business processes with a release change to SAP ERP 6.0. SYCOR GmbH mastered the worldwide release of the significantly expanded ERP system with great success.

Prostheses, supports, orthoses, wheelchairs and other rehabilitation devices: with its high-quality products, Otto Bock HealthCare has long established itself as the global market leader in orthopedics technology. The innovative family company is represented in 46 countries around the globe. Since it operates internationally, the standards for the company's IT systems are high as well. As a result, the requirements for the SAP ERP 4.7 system implemented in 1992 became increasingly complex. In order to boost the company's performance and ensure subsequent support,

the ERP system required a strategic alignment for the future: with a release change from SAP ERP 4.7 to SAP ERP 6.0. Mike König, Global Head of IT at Otto Bock HealthCare GmbH, once again counted on the proven partnership with the full-range IT service provider Sycor from Göttingen for this project.

#### Low downtime

Around 1,500 Ottobock employees use the SAP ERP system worldwide and the standard system was significantly expanded over time. "In addition, the change had to be implemented with consideration of the ongoing processes, so that the downtime for the production system was very limited," explains Sycor Project Manager Dr. Thomas Brodag. The smooth implementation of the technical release change with a minimal impact on business operations was therefore a key requirement for the successful migration. "The SAP solution is a critical business application for us since it supports the most important processes in our company. This meant it was crucial that the upgrade would not disrupt the business processes, nor the productive operation of the system," Mike König said. >>>

#### Project

- SAP system release change from SAP ERP 4.7 to SAP ERP 6.05
- Term: 12 months

#### Benefits:

- Process standardization and automation
- Transparency and flexible adjustment of processes
- Reduced throughput times
- Cost reduction in the IT organization
- Basis established for company growth

#### Otto Bock HealthCare GmbH

##### Headquarters:

Duderstadt, Germany

##### Industry:

Medical technology

##### Products:

High-quality, technologically outstanding products and services in Orthobionic® and Bionimobility®

##### Company size:

5,047 employees worldwide  
583.2 million euros in sales (2011)

##### Web:

[www.ottobock.de](http://www.ottobock.de)



### **Well planned and successfully implemented**

Sycor implemented the release change to SAP ERP 6.0 following a comprehensive concept phase. The concept called for initially implementing the upgrades on test systems set up by mirroring the production systems. A three-stage test process was established: the technical functionality of the programs and interfaces was confirmed in the first step. This was followed by a functional test on the future development system and verification of the interfaces. As the third and final step, the integration test was performed on the quality assurance system with the involvement of the specialist departments. Here all processes were performed once again. "This approach has already proven itself multiple times. It has the advantage that downtime for the production system is minimized and the quality of the production system upgrade is higher," says Dr. Thomas Brodag. Close coordination during the entire test phase was maintained between Sycor and those responsible for the project at

Otto Bock HealthCare. This allowed problems that arose to be resolved promptly and the tests to be performed efficiently. In order to minimize the impact on business operations, the project team established an ambitious window: 48 hours to upgrade the SAP production system to the new SAP ERP version. Thanks to detailed planning and extensive testing, adhering to this tight schedule proved to be no problem.

### **Well positioned for the future**

Otto Bock HealthCare has established a flexible basis for the future with the upgrade. "We are well satisfied with the success of the project as well as our partnership with Sycor. With the upgrade to SAP ERP 6.0, we benefit from improved system stability and a flexible platform that can be perfectly adapted to our needs. Our business processes have been sped up and simplified," Mike König, Global Head of IT at Otto Bock HealthCare GmbH, notes with satisfaction.