SECURIT
SUPPORTING GROWTH WITH A NEW FORM OF DATA COLLECTION

QUICK FACTS

Industry
Professional services

Employees
2,600

Headquarters
Oakville, Ontario, Canada

Web Site
www.securit.com

SAP® Solutions and Services
SAP® Interactive Forms software by Adobe, SAP ERP application, SAP Customer Relationship Management application, SAP NetWeaver® Portal component, SAP Best Practices Baseline package, and SAP Consulting services

Implementation Partners
SAP Consulting, SITA CORP

Securit is a rapidly growing information security company with operations in North America and Europe. Founded on its Shred-it document-destruction brand, the company expanded its focus to information security in 2003. Today, Securit serves more than 200,000 customers in 12 countries with 140 branch locations and prides itself on delivering consistently high customer satisfaction. Seeking to support rapid growth and expansion, the company turned to SAP® solutions and services to re-architect its global information systems.

Key Challenges
- Simplify data input for employees
- Automate paper-based forms and procedures
- Integrate data input from disparate systems
- Eliminate data duplication and inconsistency
- Support high volume of globally distributed data creation
- Consolidate data from SAP® and legacy solutions
- Re-architect IT systems to support growth

Implementation Best Practices
- Implemented solution in 16 weeks
- Set clearly defined goals and objectives
- Created ideal starting point for entering operational data
- Provided rapid user training

Financial and Strategic Benefits
- Consolidated more than 20 user screens into one interactive form
- Simplified operational data entry for users, dramatically reducing errors and duplication of data
- Improved data quality by setting valid values
- Accelerated time to value via fast implementation
- Improved user productivity quickly
- Enabled instant and secure access to electronic data
- Reduced operational costs via automation
- Increased business process agility and performance

Why SAP Was Selected
- Superior integration functionality
- Reduction in high expense of maintaining multiple paper forms
- Rapid time to value
- Ease of use
- Elimination of data entry errors
- Streamlined integration with existing SAP solutions

Low Total Cost of Ownership
- Replacement of 78 legacy system databases with a centralized database, part of overall deployment of a customer relationship management solution
- Fast development or modification of interactive forms directly from within business processes
- Ability to leverage the versatility, consistency, and accessibility of electronic forms for offline use

Operational Benefits

Key Performance Indicator	Impact
Data entry (customer master data)	–60%
User training (time needed)	1 hour
User productivity enablement	+300%

SECURIT
INFORMATION SECURITY

SAP Business Transformation Study
Professional Services

SAP

> "With SAP Interactive Forms, we consolidated more than 20 SAP CRM screens into one interactive form, simplifying data entry, training, and support and improving data accuracy and integrity."
>
> **Dan Snider,** Vice President of Business Systems, Securit

Consolidation Paves the Way for Growth

Progressive executives increasingly view IT security not merely as a protective measure but as a business enabler. This change in attitude is creating tremendous demand for products and services at Securit, an information management company that is experiencing consistent and rapid annual growth. On average, Securit adds one new customer every six to eight minutes. Starting with just a single customer site in 1988, Securit now has nearly 200,000 customers in the United States, Canada, and Europe, in 140 branch office locations.

Securit was determined to maintain its entrepreneurial culture and its focus on providing superior customer service, even as the company continued to expand. Company executives recognized that its goal of developing new services and reaching new markets could only be accomplished by re-architecting its global information systems to eliminate data duplication and inconsistency, create high volumes of globally distributed data, and consolidate data in its existing SAP® solution and legacy systems.

Creating an End-to-End Solution for Customer Data

Securit chose SAP solutions – including SAP Interactive Forms software by Adobe, the SAP Customer Relationship Management (SAP CRM) application, and the SAP NetWeaver® Portal component – because of their superior integration functionality. The goal was to consolidate data from disparate systems in SAP CRM, creating a central system of record for all customer data. The team integrated SAP CRM with Trillium Software System, which cleanses and standardizes customer data, and SAP Interactive Forms, which was used to create a single, interactive form for customer data collection.

Securit chose SAP Consulting services and SITA CORP to help deploy the new solutions because their experts seemed best able to address the company's culture, environment, and growth requirements. "We were looking for partners that could provide an end-to-end solution – including software, IT resources, and a safe, predictable, and affordable implementation methodology," explains Delvin Fletcher, Securit CIO. "We found the answer in SAP."

Simplicity Increases User Satisfaction

Today, customer representatives in Securit's UK offices use a single electronic data collection form that resembles their previous paper-based form. The electronic form is intuitively organized and simple to use. For many fields, users can select from prefilled values and the system modifies displayed data fields and the workflow based on options selected by the user. For example, the customer type selected by the user determines which screens are subsequently displayed.

Once the user enters customer data, the system uses the Trillium software to eliminate any duplicate entries and to standardize the data before passing it to the SAP CRM software. Integration between SAP CRM, the SAP ERP application, and automated workflow processes ensures that customer data is shared efficiently with back-office systems. When the form is complete, users can distribute it via e-mail or the corporate portal.

"This is a superb solution," says Dan Snider, vice president of business systems for Securit. "The data integrity is excellent, and our user satisfaction is very high."

The company continues rolling out the SAP software throughout its North American operations. Looking forward, the SAP solutions will help Securit support its continued growth. Team leaders are investigating additional uses for the SAP Interactive Forms software, including vendor and supplier registration and support for purchasing, supply chain, and procurement operations, as well as innovative channel management, human resources, and IT applications.

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