



# PAPIERFABRIK AUGUST KOEHLER

## SAP® ENTERPRISE SUPPORT HELPS IT STAFF MEET STIFF CHALLENGES

With a turnover of €540 million and sales of 429,000 tons of paper, Papierfabrik August Koehler AG is one of the few independent German companies in the paper industry. As a market leader in thermal papers, it runs production 24x7, posing stiff challenges for its IT staff. That's why it chose SAP® Enterprise Support services.

### QUICK FACTS

#### Company

- Name: Papierfabrik August Koehler AG
- Location: Oberkirch, Germany
- Industry: Mill products – pulp and paper products manufacturers
- Products and services: Forest products, furniture, and textiles
- Revenue: €540 million (2009)
- Employees: 1,400
- Web site: [www.koehlerpaper.com](http://www.koehlerpaper.com)
- Implementation partner: SAP® Active Global Support organization

#### Challenges and Opportunities

- Integrate heterogeneous IT landscape comprising not only SAP software but also custom and partner code
- Ensure high system availability
- Reduce administration efforts and total cost of operation
- Increase operational efficiencies

#### Objectives

- Leverage business continuity
- Raise end-user satisfaction
- Optimize test procedures

#### SAP Solutions and Services

- SAP Enterprise Support services
- SAP Solution Manager application management solution

#### Implementation Highlights

- Integrated and standardized solution operations end to end
- Employed tools, methodologies, and functions delivered with SAP Solution Manager
- Received support for all phases of the application lifecycle

#### Why SAP

- Single, central, integrated application lifecycle management solution (SAP Solution Manager)
- Access to unique expertise and knowledge of SAP specialists
- Remote support extending across locations that is available 24x7

#### Benefits

- Less effort and cost for test and quality management
- Increased planning security for service-oriented architecture (SOA)
- Reduced downtime risk for 24x7 production, resulting in reduced financial risk
- Support for company's expansion plans

“SAP Enterprise Support offers implementation support and root cause analysis not only for SAP software but also for custom and partner code. This holistic, integrated approach has a positive impact on our total cost of operations.”

**Karl Schindler**, Head of IT,  
Papierfabrik August Koehler AG



### SAP Customer Success Profile

Mill Products – Pulp and Paper Products Manufacturers



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