

Artelia & PASàPAS: 14 years of SAP maintenance & support

About Artelia

Artelia is a leader in engineering and construction consulting, with a worldwide team of 3,500, formed from a merger between Coteba and Sogreah. Artelia has used SAP to integrate company processes since 2002.

Objective

Artelia realised that they were not getting value for money from the SAP maintenance fee they were paying to the consultancy they had used for the initial SAP implementation, mainly because of their focus on projects only.

Action

Unlike other partners, PASàPAS has a clear focus on SAP Support and Maintenance, with a dedicated team. In 2007 Artelia decided to transfer their SAP Maintenance contract to PASàPAS.

THE PROCESS

From the start, the level of service provided by PASàPAS with the combination of consultants' expertise and bespoke service management system made a real impact on Artelia.



The flexibility of PASàPAS' commercial model, which allows consultants to address small or large pieces of work with billable time tracked in 15-minute increments, was also a win.



With sound advice on SAP licencing, PASàPAS has supported Artelia's growth over the years, and the evolution of their SAP software in line with business requirements.

RESULTS



Responsive and cost-effective support and maintenance with quarter-hour invoicing.



Flexible commercial model addressing all SAP support and evolution needs.



Trusted relationship allowing Artelia to maximise the value from their SAP licences.

“We are convinced of the service PASàPAS provide us. In short, our satisfaction is based on **service, trust, and competence.**”