

PASàPAS and NTN-Transmissions: a historic partnership built on trust

About NTN

NTN-Transmissions Europe is a subsidiary of NTN Corporation, a market leader in the design and manufacture of bearings and machinery parts for industrial use. The company operates from 79 production sites worldwide.

Objective

NTN-Transmissions Europe implemented SAP in 2000 but, due to the lack of knowledge transfer, user adoption was poor, and the solution wasn't used nor developed. In 2007, the company decided to extend the use of SAP to new sites, with a structure to improve the effectiveness and use of the solution.

Action

Known for working closely with its customers on specific needs, PASàPAS was entrusted with the Maintenance and On-Demand support of the SAP system. NTN then strengthened their internal SAP team to 3 internal consultants and, since then, PASàPAS has progressively been involved in all the SAP projects.

THE PROCESS

Initially, PASàPAS mostly provided ABAP development skills, working in close relationship with the internal SAP consultants.



Then increasingly, with more sites being rolled-out and new SAP modules implemented, PASàPAS started providing functional consulting as well.



PASàPAS has now been involved in all SAP projects, providing all types of services: development, configuration, project management, user training - always in close collaboration with the internal team.

RESULTS



Rapid and pertinent solutions across all SAP ERP modules with on-demand access to PASàPAS' SAP experts.



Stakeholder trust fostered through a flexible and personalised approach to intervention, and systematic knowledge transfer.



Transparent commercial model, facilitating spend control and ultimately delivering good value for the level of service received.

*"We are very satisfied with the work from PASàPAS, both on a **technical and human** level. Our collaboration goes hand in hand."*