



# Optimising system performance at Scapa Group plc

Scapa Group plc is a global provider of specialised adhesive tape solutions. Headquartered in the UK at Ashton-Under-Lyne, near Manchester, the company's success is based on a deep understanding of its core markets - including medical, transportation, electronics and industrial assembly.

This understanding allows Scapa to anticipate tomorrow's needs and work closely with leading global partners to develop specialised adhesive tape bonding solutions for industry, trade and end-users.

As a specialist provider of bonding solutions, with an unrivalled range of adhesive tapes, films and foams, Scapa offers customers the benefit of dealing with a core supplier and manufacturer. With customer and market understanding as leading principles, Scapa is committed to a partnership approach with its customers.

analysed the requirements, sized the hardware and scoped out the components that would be needed for the production environment. They then proceeded to build and implement the infrastructure on Scapa's behalf.

"Opal Wave did an excellent job of the technical implementation," says Matthew. "It's consultants clearly had a deep understanding of the infrastructure that was needed to run the application and how to build and configure it."

However, after a few months it became apparent that all was not well with the application, which was not performing as well as the underlying infrastructure.

"Unfortunately, response times were poor, which meant user acceptance was low," says Matthew. "In addition, we seemed to be duplicating some processes. Overall there was a general unease about the SAP solution."

## AT A GLANCE

### Company

- Scapa Group plc - a global specialist provider of adhesive tape solutions.

### Solution

- Review and optimisation of the SAP® BusinessObjects™ Planning and Consolidation application and its underlying technical infrastructure by Opal Wave

### Benefits

- Application performance increased significantly
- User confidence restored
- Upgrade successfully concluded
- Proactive support implemented
- Firm foundation for future enhancements established

**"On the technical side they have exceeded our expectations and they have also shown that they have a good understanding of our business requirements."**

Matthew Fowler,  
Group Financial Controller

### Single platform

With operations in eleven countries, Scapa needs to be able to perform legal consolidations quickly and efficiently. So, when its old system became unsupported, it chose the SAP® BusinessObjects™ Planning and Consolidation application (SAP BPC) to replace it.

"Our previous system was distributed and required subsidiaries to e-mail in their monthly returns," explains Matthew Fowler, Group Financial Controller. "We wanted a single platform and database that would allow our global operations to log in and update information, giving us much more control centrally. SAP BPC gives us those capabilities."

### Well run and on time

Scapa commissioned a BPC consultancy to undertake the project and Opal Wave were separately contracted to build the technical infrastructure.

Opal Wave's specialists built and configured the development environment and then, working with Scapa's internal IT team, Opal Wave's consultants

### Proactive approach

Opal Wave's specialists had kept in touch with Scapa after the technical implementation and, when they heard about the problems the company was experiencing with the application, they asked if they could see if they could find a solution.





**"Through all the work Opal Wave has done with us, its people have clearly demonstrated that they want to establish a long term relationship with us."**

*Matthew Fowler,  
Group Financial Controller*

"After the initial implementation was over Opal Wave's consultants made it very clear they wanted to build an ongoing relationship with us," says Matthew. "When they heard about the problems we were experiencing they were very proactive and approached us to analyse the situation."

The consultants spent two days analysing how SAP BPC was performing and put forward their recommendations for improvement.

"Opal Wave was very thorough in its analysis and gave us a list of the main issues and problems, together with the options for solving them," says Matthew.

With the issues identified, Opal Wave's technical and application experts were quickly able to resolve them.

"I was very impressed with the way Opal Wave put in time and effort to identify the problems we were experiencing," says Matthew. "Once the consultants were sure they had the answers they were also very good at listing the activities, specifying the work that was required and the results it would bring, allowing us to prioritise what we wanted done."

#### High quality support

Since the initial work Opal Wave has helped Scapa upgrade SAP BPC from version 5.0 to 7.0. According to Matthew the project ran very smoothly.

"Once again Opal Wave specified the work that was required, timescales and costs well," he says. "They also communicated with our IT people and the users very effectively."

Opal Wave has also taken on the support of Scapa's SAP BPC system. In the background, Opal Wave proactively monitors system performance, such as storage requirements and patterns of CPU usage, helping to anticipate and rectify unusual circumstances and/or problems before they occur.

In addition, Opal Wave has helped Scapa improve its backup and disaster recovery procedures.

#### Changed opinion

Since Opal Wave has worked with Scapa on the SAP BPC application, Matthew has changed his opinion. "If you had asked me what I thought of SAP BPC before Opal Wave became involved, I would have told you I was very uneasy about it," says Matthew. "Now I can say it's a very flexible and scalable application."

"Through all the work Opal Wave has done with us, its people have clearly demonstrated that they want to establish a long term relationship with us," continues Matthew. "On the technical side they have exceeded our expectations and they have also shown that they have a good understanding of our business requirements. More importantly, they always want to make sure that we get what we need from the work they do. I would definitely recommend them to any company looking for a SAP BPC partner."

**For more information contact  
Opal Wave on 01628 891110  
or e-mail [info@opalwave.com](mailto:info@opalwave.com).**

#### Opal Wave Solutions

Opal House  
Marlow Courtyard  
27 Little Marlow Road  
Marlow  
Bucks  
SL7 1HA

T: +44 (0) 1628 891110

F: +44 (0) 871 236 4259

E: [info@opalwave.com](mailto:info@opalwave.com)

[www.opalwave.com](http://www.opalwave.com)

12/2010

"2010 by Opal Wave. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express permission of Opal Wave. The information contained herein is subject to change without notice. All product and service names mentioned are the trademarks of their respective owners.

