

## JCB Overhauls SAP Transactions: GuiXT Used To Reduce Man Hours and Redundancy—Decreases Time Spent In Data Entry



*“Synactive’s support is second to none. The level of customer service and customer support set Synactive apart from its competitors. They went well beyond what we were expecting.”*

—Tim Busch, SAP Specialist/Business System Analyst, JCB

**“Too many steps, too many fields that I don’t use but they are there, too many tabs...”** These are just a few of the biggest SAP user complaints heard before implementing GuiXT. Other issues include too much time and money being spent on SAP user training—showing users different transactions and many screens and thousands of fields takes a long time, not to mention the user has to memorize the transactions. Knowing these complaints and issues were a drain on resources, money, and productivity, JCB management sought a solution. Aware of GuiXT as a recognized and credible solution for simplifying and streamlining SAP transactions, JCB began the process of implementing a GuiXT solution. Synactive’s superior support and services staff along with easy product deployment gave JCB what they were looking for—streamlined SAP transactions that took place on schedule, on budget, and without interruption to daily workflow.

### ABOUT JCB

In 1945, Joseph Cyril Bamford founded JCB with the goal of producing the best, most innovative machines on the market while staying true to the needs of the customer. Sixty years and countless innovations later, JCB has grown to become the third largest heavy equipment manufacturer in the world. Since they are still a family owned company, their dedication to the customer remains a top priority. JCB strives to make their customers feel as if they are part of the family—from the first time they step into a dealership.

JCB answers to their customers, not a group of shareholders. That freedom allows them to concentrate on developing the latest technologies and incorporating them into their equipment. JCB focuses on what’s needed on the jobsite—a machine that holds up in the toughest environment and increases the productivity of their customers.

### CHALLENGE

Complaints from SAP users at JCB included too many steps, too many fields, and too many tabs. There were also issues with regard to data integrity and errors that occurred because users would try to bypass or create a short cut in a field that was required. In an attempt to address the deafening user complaints, management quickly realized how expensive consultants and ABAPers were, not to mention the difficulty in bringing new employees up to speed on the various SAP processes that were



Industry: Manufacturing

Business: Heavy Construction Equipment

### HIGHLIGHTS

#### Challenge

- Eliminate errors made by users trying to bypass unnecessary fields
- Decrease hours spent on SAP training and support
- Reduce number of steps, fields, and tabs to complete transactions

#### SAP Architecture/Environment

DEV, QA, PROD all on 4.6C

#### SAP Modules/Transactions

VA01, XD01, IQ03, VL02N, MB1B, CT01, CU50, CL02, VK13, MM01, ME11, ME01, VK11

#### Solution

- GuiXT doesn’t require project managers or a big budget to implement
- GuiXT eliminated the need to write custom ABAP programs on SAP (took weeks), GuiXT did the same thing in less time and effort
- GuiXT seamlessly deployed while users continued with their normal work in SAP, once implemented users had a simplified workflow

being implemented. Users had to go through time consuming training to get to know the business processes. In addition, extensive testing had to be conducted in order to make sure the new applications worked correctly. This all resulted in resistance from both management and the end users.

## SOLUTION

For JCB, GuiXT is the first and last solution for addressing their SAP process challenges. End-user and management satisfaction meant they never had a reason to re-evaluate. GuiXT does not need project managers or a high budget to implement. In fact, by implementing GuiXT JCB kept their SAP environment, but eliminated the writing of custom ABAP programs on SAP, which used to take weeks to complete. GuiXT did the same in less time and with less effort.

On top of that JCB maintained minimal disruption of their organization's business operations while developing the GuiXT scripts and deploying the enhanced transactions to end-users. While users were doing their normal work on SAP, GuiXT was being implemented and interfaces were being written to simplify workflow. Once completed, a new connection on the SAP Log On pad was created. The result: users didn't notice a single disruption to daily operations.

## BENEFITS

According to Sam Gassem, MIS Manager, JCB greatly reduced manually inputted data by end-users with the deployment of GuiXT. Sam also stated that they improved data integrity by putting sequential transactions one right after the other in GuiXT scripts and created a button for end users to use. Cost savings were also realized by eliminating IT time to research and find what error or omission occurred and fix it, while saving time usually wasted by the end user during the down time. GuiXT also made it possible for JCB to increase the productivity of SAP end-users by eliminating the need to go through several transactions and tabs to enter data.

JCB realized another big financial benefit after streamlining and customizing their SAP processes with GuiXT. They reduced the amount of time spent in data entry and therefore eliminated man hours and redundancy. They also eliminated the cost of hiring expensive ABAPers to write programs that would have been needed had they not GuiXT'd their SAP.

## HIGHLIGHTS

### GuiXT Components Implemented

Input Assistant • Designer

**Input Assistant** enables users to create scripts that act directly on SAP screens. Benefits include the ability to replace multiple screens with a single input screen or combine multiple steps into a single pushbutton or other screen element. Users can also create dialog units, enable rapid data entry via local value help, and create multi-layered graphical menus.

**Designer** is the editor that allows users to alter screens in either a script editor or in a WYSIWYG environment. Users can quickly modify a screen without necessitating any alteration of code and generate the resulting scripts that can immediately be used in SAP screens and transactions. All modifications leave the underlying business processes unaltered, as well as avoiding any need to modify ABAP.

### Benefits

- Reduced manually inputted data by end-users
- Eliminated IT time to research and find errors/omissions and fix, and at the time eliminated wasted time by end-users
- Increased productivity by reducing the number of transactions and tabs that required data

### Return on Investment

ROI continues to be achieved with the elimination of errors and omissions that IT used to have to track down and fix, increased productivity, and simplified transactions.