



CSDNET

UNIFYING FINANCIALS AND PROJECT MANAGEMENT

QUICK FACTS

Industry

Professional services

Revenue

US\$8 million

Employees

60

Headquarters

Bayport, New York

Web Site

www.csdnet.net

SAP Partner Solution

MARINGO ProjectManagement for Consulting and Software Companies, based on the SAP® Business One application

Implementation Partners

B4 Consulting Inc.,
MARINGO Computers Inc.

Key Challenges

- Integrate project management and financials processes
- Eliminate need to enter data multiple times
- Improve supportability for key business applications
- Enable personnel to enter time and expenses remotely
- Grow the business without growing the staff

Implementation Best Practices

- Began with business process assessment
- Used gold-level SAP channel partner – B4 Consulting Inc.
- Adopted software based on the SAP® Business One application
- Formed synergistic team comprised of MARINGO Computers Inc., B4 Consulting, and internal personnel
- Received close attention from senior executives

Financial and Strategic Benefits

- Achieved capacity to grow 50% without adding staff
- Gained greater visibility into project profitability and status of prepaid support contracts
- Improved tracking of time and expenses
- Enabled users to work remotely
- Increased information availability company-wide
- Enabled accounting to make payments based on goods received, not just invoices
- Increased customer satisfaction

Why SAP Partner Solution Was Selected

- Confidence in an industry solution based on the SAP Business One application
- SAP's reputation, stability, and trustworthiness
- Strong, integrated project management and financials functionality
- Support for Web-based processes
- Excellent match with needs
- Flexibility of partner's business practices

Low Total Cost of Ownership

- Completed implementation and training in 3 weeks, meeting schedule and budget goals precisely
- Retired legacy applications and hardware
- Introduced best practices-based processes (via SAP Business One)
- Used internal staff to help with implementation and install software on new clients
- Saved US\$500,000 per year by eliminating legacy software and related hardware and support

Operational Benefits

Key Performance Indicator	Impact
Number of times data entered	-75%
Time fixing data entry errors	-50%
Receivables turnover time	+10% faster
Customer support response time	+10% faster
Contract renewal notification	+33% faster
Speed of entering pricing data	+50% faster

CSDNET Inc. provides system integration services and on-site IT support to schools and other institutions. For project management and accounting, the firm used to rely on four disparate applications and a single IT support person – an expensive situation that hindered growth. CSDNET now uses MARINGO ProjectManagement for Consulting and Software Companies, based on the SAP® Business One application, greatly improving efficiency and customer service while reducing costs.



“Our productivity was so much better that we could absorb 50% more business without staffing up. And with all the new visibility, we were able to increase our chances of seizing the most profitable opportunities.”

Jason Miceli, CFO and Senior Network Engineer, CSDNET Inc.

www.sap.com/contactsap

CSDNET Inc. provides system integration services for K-12 schools, colleges, and hospitals as well as on-site IT support services for school districts. The company implements voice, data, and video networks with a specialty in voice over IP.

In the past, CSDNET used QuickBooks for accounting and three disparate, home-grown project management applications, requiring data to be entered four times. The applications supported only in-house use – a problem for employees working outside the office. The hardware for these applications came with an operating system unfamiliar to most employees. In addition, enhancements and support could only be provided by a single staff member: the developer.

Integrated Accounting and Project Management

CSDNET realized that this costly, inefficient environment was an obstacle to growth, so it invited bids for a new solution that integrated accounting with project management and supported remote operation via the Web. B4 Consulting Inc., with its specialty in QuickBooks migration, was an obvious candidate. B4 proposed MARINGO ProjectManagement for Consulting and Software Companies. MARINGO ProjectManagement is one of a number of partner solutions developed around the SAP® Business One application in accordance with the “Enabled by SAP Business One” qualification program.

“The MARINGO application was ideal for our needs,” says Jason Miceli, CFO and senior network engineer for CSDNET.

“Normally we’d have been concerned about purchasing software from a small company we didn’t know, especially one based overseas. But because the software had been qualified by SAP, we felt completely confident in our choice.”

Expertise and Flexibility

B4 Consulting worked closely with MARINGO to implement MARINGO ProjectManagement. CSDNET asked if its own personnel could join the project to reduce implementation costs, and B4 was pleased to oblige. “That’s the kind of flexibility we consistently see from B4,” says Miceli.

It took just three weeks for the team to bring the solution into production, right on schedule and within budget.

Cost Savings, Information Visibility, and Much More

With the expert training that B4 and MARINGO provided, CSDNET quickly began using its new solution and soon retired the legacy applications and hardware, eliminating high IT support costs. In all CSDNET is saving US\$500,000 annually just in IT.

CSDNET is also saving money via improved efficiencies due to the elimination of redundant data entry, the introduction of automated processes, and the

ready availability of information. All employees, including those at customer sites or working from home, now access the solution for tasks such as time and expense entry and for project information.

The SAP software-based solution is helping CSDNET run a tighter ship in many ways: It is easier for accounting to verify receipt of goods before paying invoices. Alerts are automatically generated to trigger key actions such as replenishing prepaid support contracts. Cost tracking is much improved, and response to customer needs is faster.

“Next in line are a customer portal and a project to streamline inventory management,” Miceli concludes. “With the excellent software we have for a basis and the outstanding support we receive from B4 and MARINGO, we’ll get there soon.”

Implementation Partners

MARINGO Computers Inc. – a subsidiary of Germany-based MARINGO Computers GmbH – provides integrated software solutions for the SAP Business One application as well as related services.

B4 Consulting Inc. is a gold-level SAP channel partner. An expert in global SAP software rollouts, B4 offers a suite of business management, implementation, and support services, helping midsize companies get optimum value from their SAP investments.

b4 consulting
we're all about your business

MARINGO

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