

Faster, More Flexible Delivery at ABB Robotics

Capgemini supports with a standard configured solution based on SAP to help streamline the business

The Situation

When ABB Robotics came to define the requirements specification for its future system solution, it focused attention on business-critical systems, such as product development and customer orders, and on having a solution that was fully integrated from design to delivery.

The Solution

The project began with interviews with key people at ABB Robotics, after which financial source documentation was defined for each area. *“Using this source documentation, our management was able to estimate a return on investment of three years,”* says Ann-Therese Kirkland, principal project leader at ABB Robotics.

Since mid-2003, Capgemini has been supporting ABB Robotics’ business through a standard configured solution for the

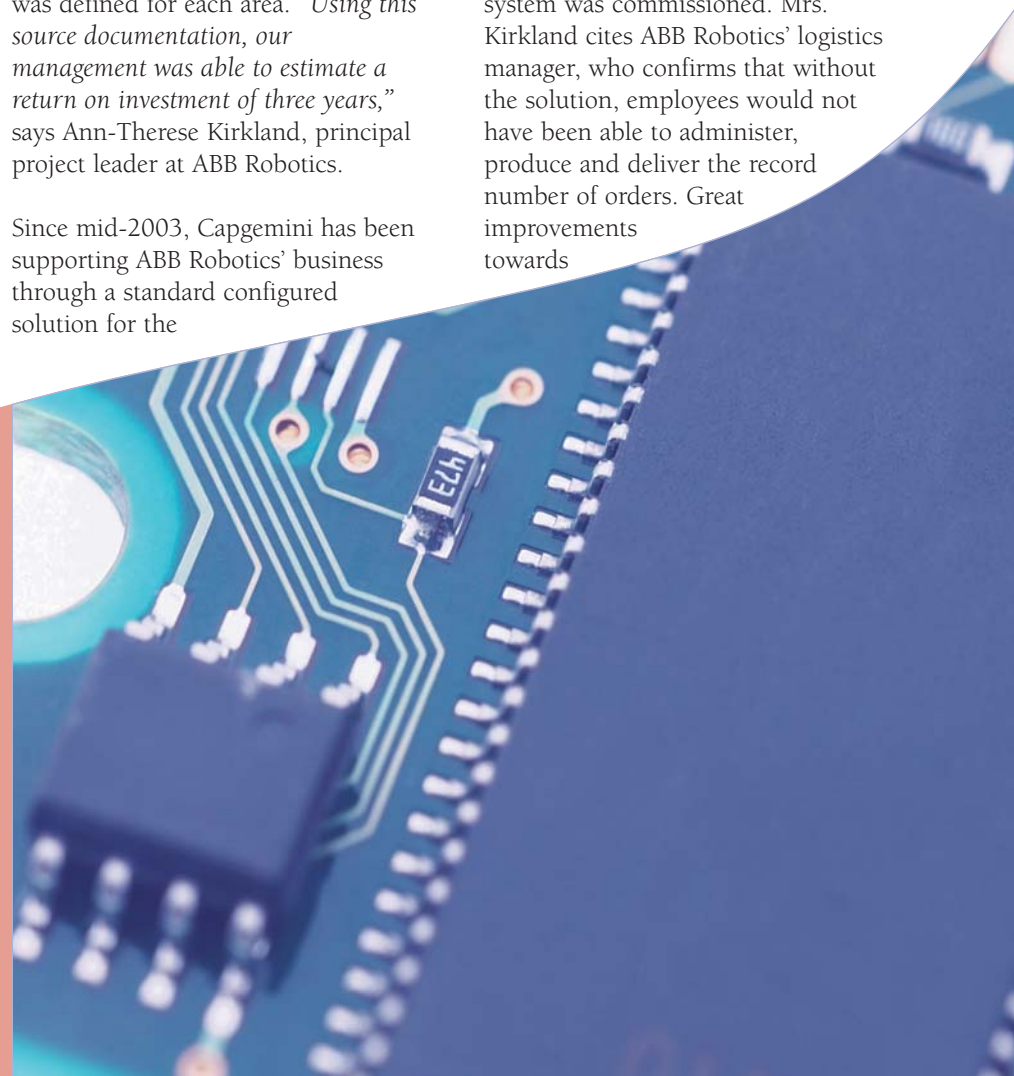
manufacturing industry, itself based on SAP’s world-leading business systems solution. Apart from normal functions found in a standard system, ABB Robotics also uses the solution for construction and change orders, advance product configuration, and after-sales support. The total number of system users is 900.

The Result

ABB Robotics enjoyed a very high rate of robot delivery, the highest ever at the time, in the same month as the system was commissioned. Mrs. Kirkland cites ABB Robotics’ logistics manager, who confirms that without the solution, employees would not have been able to administer, produce and deliver the record number of orders. Great improvements towards

“Capgemini’s management has not only been very receptive to our demands during the project, it has also been extremely professional.”

Ann-Therese Kirkland
Principal Project Leader
ABB Robotics



order changes and flexibility towards customers has helped to streamline the business. The same goes for planning that is unencumbered by frequent order changes. Purchasing benefits from access to precise data and the ability to adopt a "helicopter" view of business needs.

How ABB Robotics and Capgemini Worked Together

"Our customers in the motor industry make heavy demands on the flexibility of our order process and the speed of delivery," says Ann-Therese Kirkland, principal project leader at ABB Robotics.

The installation comprises support for:

- Financial systems
- Sales
- Distribution
- Material administration
- Manufacturing
- Project orders
- Personnel management
- Product development
- After-sales.

"The production process is paper-less, and our personnel today have access to basic production documentation and blueprints online," continues Ann-Therese. *"This is possible because the standard configured solution is a fully integrated system."*

"Our employees have access to all relevant information online as the authorisation system allows it," she says. With the solution having been in operation since mid-2003, an economic net value calculation carried out by ABB Robotics indicates that the goals for the rate of repayment have been met.

"The project was implemented on time and under budget," says Ann-Therese Kirkland proudly. The solutions upon which ABB Robotics is planning to focus in the future include warehouse management, data storage, advanced production planning and additional support for customer and supplier development.

ABB Robotics sees Capgemini as the natural partner in future projects, as an understanding of the business and a unique knowledge of the industry

are high up on the company's list of priorities. Capgemini's collaborative approach, based on nurturing open, two-way partnerships is an important element in this.

"Last, but not least, Capgemini's knowledge of Change Management was the piece of the puzzle that made the project a highly successful one," concludes Ann-Therese.



About Capgemini and the Collaborative Business Experience

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In collaboration with



ABB is a global leader in power and automation technologies that enable utility and industry customers to improve their performance while lowering environmental impact.

ABB Robotics in Västerås, Sweden is the world's largest manufacturer of

industrial robots. The division concentrates on the development, manufacture and sale of automated systems for the world's motor industries, foundries, food processing and general engineering industries.

ABB Robotics has units in Laxå (Sweden) and Bryne (Norway).