

Yamato Konpo Unyu Co. Ltd., Kasukabe City, Japan

## Powerful Application Hosting in the Asia/Pacific Region – with itelligence AG!

»We no longer need to tie up resources for upkeep and maintenance of our SAP system environment: in itelligence AG, we have found a dependable and flexible hosting partner in the Asia/Pacific region that ensures that our solution is reliably available around the clock. In addition, we enjoy outstanding 1<sup>st</sup>- and 2<sup>nd</sup>-level support – and everything with an attractive price/performance ratio.«

Toshimitsu Ishii, Managing Director and owner, Yamato Konpo Unyu Co. Ltd.

For bulky cargo and tiny precision parts alike: Yamato Konpo Unyu Co. Ltd. of Kasukabe City, Tokyo, provides optimum packaging, storage and transportation solutions for all kinds of products and materials. The diverse processes that arise in the company every day are supported by a complex SAP R/3 Enterprise 4.7 system environment. For the SAP landscape to be reliably available at all times, Yamato Konpo Unyu looked for a professional SAP outsourcing provider that offers flexible, SME-oriented operation solutions in the Asia/Pacific region with a good price/performance

ratio. And they soon found one: itelligence AG, a certified "SAP Global Partner Hosting", runs state-of-the-art data centers worldwide, including in Germany, Poland, Switzerland and the USA, where more than 1,000 systems with over 45,000 SAP users are already being hosted. In 2009, itelligence also opened a high-performance data center in Cyberjaya in Malaysia that can boast two data centers for the presentation of high-availability and disaster recovery scenarios. Consequently, Yamato Konpo Unyu became a customer of the Malaysian company itelligence Outsourcing MSC Sdn. Bhd.

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## Yamato Konpo Unyu Co. Ltd.

The story of the logistics company Yamato Konpo Unyu, which is rich in tradition, started over 90 years ago – as a freight-packing firm at the metro station of Akihabara. Today, 100 employees ensure that bulky materials and precision equipment are packed, stored and transported just as securely as extremely small precision parts. In addition, Yamato Konpo carries out packaging and logistics for cell phone accessories as well. The company is also actively involved in environmental protection: Yamato has obtained a patent for the development of innovative, recyclable packaging materials. Moreover, the company has enhanced its customer service with optimum traceability of all consignments.



**Name:**  
Yamato Konpo Unyu Co. Ltd

**Industry:**  
Logistics service provider

**Products:**  
Special packaging and logistics handling

**Company size:**  
100 employees, including 40 SAP users

**Head office:**  
Kasukabe City, Tokyo (Japan)

### Fast Data Transfer via VPN Lines

Together, the new partners set about moving the productive SAP solution to the itelligence data center in Cyberjaya, where itelligence AG now operates the complete SAP R/3 Enterprise 4.7 system environment for Yamato Konpo Unyu in Windows with the Oracle database. Yamato Konpo Unyu is connected to the data center via VPN lines. One VPN line was set up for this purpose from Cyberjaya to Kasukabe City, and another VPN line to Manila in the Philippines was installed to ensure a professional connection for SAP application management support. In the itelligence data center, the highly skilled itelligence employees ensure that the solution is reliably available at all times – 24 hours a day, 7 days a week. The stable SAP operation also includes outstanding 1st- and 2nd-level support at the helpdesk in English and Japanese – at an attractive price.

The data center in Cyberjaya is a POP of the global backbone of NTT Communications – one of the world's biggest telecommunications companies and a partner of itelligence AG. NTT has very large network capacities of its own worldwide, particularly in the Asian region – and, as a WAN provider, provides a top-quality global tier 1 IP backbone. Yamato Konpo Unyu now benefits from this capability.

“The SAP outsourcing provided by itelligence AG is the optimum solution for us,” explains Mr. Toshimitsu Ishii, project manager of Yamato Konpo Unyu. “Because itelligence ensures optimum availability and performance of our system landscape, we no longer need to set aside capacity for this. Administration and monitoring are carried out proactively by itelligence – that also impressed us. And despite the outsourcing,

our employees can continue to work with the usual screen display, while the SAP software runs securely, reliably and cost-effectively in the background in the itelligence data center.”

### Benefiting from the Expertise of the itelligence Consultants

Yamato Konpo Unyu also benefited from the outsourcing agreement in other ways. The company acted on the suggestions of the itelligence consultants, thus achieving additional improvements in its organizational processes. If malfunctions occur, they are immediately rectified by itelligence employees. Furthermore, any questions are answered very quickly by the itelligence team – cooperation at its best. And because both parties benefit from this partnership, Yamato Konpo Unyu and itelligence will be jointly implementing another project: the forthcoming SAP ERP 6.x release change at the company will be carried out by itelligence AG!

### Facts & Figures

**Project: Outsourcing**

**Project duration: 4 months**

**Operated systems: SAP R/3 Enterprise 4.7**

**The advantages:**

- External operation of the SAP system landscape
- Improvements in stability and performance
- 24 x 7 around the clock service
- Continuous professional maintenance
- Use of the modern and secure infrastructure in the itelligence data center

