

CRESTRON ELECTRONICS INC.

Empowering Growth with SAP



QUICK FACTS

Crestron Electronics

- Location: Rockleigh, NJ
- Industry: Hi-tech
- Products: Advanced Commercial Control Systems and Home Automation Systems
- Revenue: \$350 million USD
- Employees: 1,150
- Web Site: www.crestron.com
- Solutions: SAP Business Suite
- Partner: Answerthink

Crestron started an industry when it introduced the world's first touch panel and for 40 years has been the world's leading manufacturer of advanced commercial control systems and home automation systems, innovating technology to simplify and enhance modern lifestyles and businesses. Offering integrated solutions for audio, video, computer, environmental systems and lighting control, Crestron streamlines technology, improving the quality of life in commercial buildings, universities, hotels, hospitals and homes.

Key Challenges

- Outgrown legacy systems
- Recognized that existing business processes were inefficient
- Required integrated Service Management
- Needed better visibility to inventory, financials and business metrics

Objectives

- Consolidate under a single integrated system
- Establish a platform for growth
- Provide better visibility and reporting across the company
- Streamline business processes to take full advantage of SAP

Implementation Highlights

- Full ERP Installation (R/3 version 4.6c)
- ERP Upgrade (ECC 6.0)
- Business Intelligence Implementation (Netweaver BW 7.0)
- CRM Implementation (CRM 2007)

Why SAP

- Ability to support Crestron's business processes end-to-end
- Support to quickly deploy business operations and processes
- Robust customer base and active user group organization for additional support (i.e., ASUG)
- Ability to tailor the solution to grow and change with business needs

Benefits

- Confidence in data accuracy
- Better visibility into inventory and financials
- Better business workflow through a single integrated system
- Better tracking and reporting of key metrics

