



Wilts Electrical Wholesalers

WILTS embarked on a multi-million pound IT programme to replace an IT system that had been in use across the business over 20 years. SAP was selected as the strategic IT platform to support all business functions -from finance and HR to stock management, distribution and sales. Nine Feet Tall were appointed to deliver critical project management and business change activities to help get the project over the line at a critical stage, coordinating the successful “big-bang” go-live of the new SAP solution to over 70 branches and 600 staff throughout the UK.

“The successful delivery of the SAP project was an important strategic objective for WILTS. Nine Feet Tall partnered with the board and the SAP project team to help us achieve a successful go-live. The people from Nine Feet Tall brought drive, project management experience and control - they were a great team to work with.”

Ruth Ovens
Human Resource Director

Objective

The key objectives of the SAP programme were:

- Replace the existing systems with SAP –Wilts chosen strategic IT platform
- Reducing manual activities through automation and workflow
- Access to up-to-date management information to enable WILTS to reduce stock, optimise product lines and become more efficient
- Enabling state of the art Enterprise Resource Planning (ERP)
- Attaining new standards of excellence in customer service
- Helping WILTS maintain its position as the UK’s foremost electrical wholesaler

Delivering Positive Change

Nine Feet Tall delivered positive change by partnering with WILTS to provide the following services:

- **Project Management:** A Nine Feet Tall Project Director was appointed with remit to manage the project team on day-to-day basis and report progress to the SAP Steering Committee.
- **Project Assurance:** As members of the SAP Project Steering Committee, Nine Feet Tall were able to provide insight and consultation to help the senior management team direct the delivery of the programme.
- **Business Analysis:** In conjunction with the WILTS board, Nine Feet Tall developed and managed a robust reporting structure for monitoring progress of project delivery. Using a dashboard report, Nine Feet Tall provided project delivery and financial performance insight for the project to the board.
- **Change Management:** Nine Feet Tall, under the direction of the WILTS HR Director, worked with a large number of staff across the project to develop a detailed support plan for the project including a team structure and roles and responsibilities. Nine Feet Tall also assisted with the preparation of other planning documentation, ranging from Project Communications to Business Continuity templates.
- **Infrastructure Management:** Nine Feet Tall supplied an infrastructure manager to ensure that new equipment procured for usage with SAP was setup so that it could be used effectively by all staff in time for go-live.

Outcome

SAP went live on time across the entire business during April 2009. The professionalism, enthusiasm and focus of the Nine Feet Tall team was an essential contributor to this success.

“The delivery of the SAP project provides WILTS with a competitive advantage –it allows them to efficiently manage their business from end to end on a single platform. The project has delivered a strategic improvement that will benefit WILTS customers, suppliers and employees by improving their business processes and enhancing their management information. Nine Feet Tall were able to help WILTS get their SAP solution up and running by bringing project management, leadership and delivery expertise to the team.”

Michael Shand
Partner, Nine Feet Tall