

Streamlining Document Management with Gimmal Link Enterprise for a Leading Specialty Chemicals Company

CHALLENGE:

A leading global company in the **specialty chemicals sector**, with operations spanning multiple continents, embarked on a major digital transformation project which included implementing **SAP S/4HANA** across its supply chain and business operations. This initiative was part of a broader effort to modernize their IT infrastructure, replacing legacy systems such as **SAP ECC** and **Microsoft AX**. The company aimed to ensure a seamless document management process as part of this transition, particularly focusing on:

- **Efficient document storage:** They needed a solution that could handle various types of documents, such as purchase orders, quality certificates, and billing documents, with the ability to store metadata in a structured and compliant manner.
- **Minimizing SAP server memory usage:** The goal was to avoid storing large volumes of documents on the SAP server and instead utilize an external system for document storage.
- **Seamless integration with SharePoint:** The company was already using SharePoint for certain document storage needs and wanted a solution that could integrate well with their existing **Microsoft Azure landscape**.
- **Support for SAP Fiori:** The company's users preferred using **SAP Fiori** applications over the traditional SAP GUI, which introduced additional challenges during the implementation.

Additionally, given the scale and complexity of the project, the company needed a **reliable support model** to ensure system stability post-implementation and ongoing enhancements.

SOLUTION:

After evaluating multiple solutions, including **IntelliDocs**, the company selected **Gimmal Link Enterprise** for its superior integration with **Microsoft Azure** and **SharePoint**. The Gimmal solution provided them with:

- A **centralized document management system** that could handle multiple document types, such as **purchase orders, lease orders, quality certificates, and billing documents**.
- The ability to automatically transfer and **store metadata** for documents from SAP to SharePoint, ensuring that compliance requirements were met, especially for critical documents like **certificates of analysis and billing documents**.
- Seamless integration with **Azure** and **SharePoint**, which allowed them to offload document storage from the SAP HANA database and avoid excessive memory usage on their SAP servers.
- **Support for SAP Fiori:** Although the preference for Fiori apps posed initial challenges for both the company and Gimmal, the Gimmal team adapted and provided flexible support to ensure the solution worked smoothly with the company's Fiori-based workflows.
- A **structured and efficient implementation process**, with daily status calls and clear timelines, the project was able to move forward in a timely and organized manner.

Gimmal also worked closely with the company's **global process owners (GPOs)** within each SAP module, ensuring that the document management solution met the specific requirements of each area.

PROFILE

INDUSTRY

Specialty chemicals and performance additives

GIMMAL SOLUTION

Gimmal Link™

“The people I worked with were just particularly friendly. They were so easy to work with. Getting on a daily call with them for an hour was very efficient. I was quite surprised at how efficiently we could complete set up, working remotely. I really enjoyed my experience working with Gimmal because I learned quite a lot.”

RESULTS

By partnering with Gimmal, the company achieved several key outcomes:

- 1. Efficient document storage:** The company now stores many documents per day using Link Enterprise, significantly reducing the load on their SAP system. Documents such as **purchase orders, quality certificates, and billing documents** are now stored with corresponding metadata in SharePoint, ensuring easy retrieval and compliance.
- 2. Improved compliance:** The solution helps the company meet audit requirements by ensuring that critical documents, such as **original billing documents**, are stored securely and can be easily accessed when needed.
- 3. Streamlined processes:** The company's document management processes have been optimized, with **8-10 different document types** now being directed to Gimmal instead of being stored in the **SAP HANA database**.
- 4. Seamless integration and user satisfaction:** The integration with **SAP Fiori** ensured that end-users could continue to use their preferred interface without disruption, even though this posed initial challenges during implementation.
- 5. Collaborative and flexible support:** The Gimmal team provided excellent support throughout the implementation process. Daily calls ensured efficient communication and progress, and Gimmal's flexibility in adapting to the company's needs – particularly with Fiori – was highly appreciated.
- 6. Ongoing optimization:** The company continues to monitor system usage and database growth, ensuring that the solution remains cost-effective and scalable as their document management needs grow.

CONCLUSION

This case study showcases how a leading specialty chemicals company successfully leveraged **Gimmal's SAP document management solution** to streamline their document storage processes, integrate seamlessly with their existing IT infrastructure, and support their SAP S/4HANA transformation. The project highlights Gimmal's ability to provide both technical expertise and flexible support, ensuring that the company could meet its document management and compliance goals efficiently.

W Firstly, it was very structured. We had a clear plan and timescale, and we worked to that. I think it was very clear, structured, and suitable. We initially thought we were a little ahead of schedule. If we had not been using Fiori apps, we probably could have halved the timescale. But because we were using Fiori, we gave Gimmal a few challenges – which I think were a challenge for Gimmal as well. However, you definitely flexed and supported us with that.”



AT A GLANCE

DOCUMENT ARCHIVING

- Captures all documents that are generated by SAP or attached by a user, including purchase orders, quality certificates, billing documents, and more.
- 8-10 different document types managed via Link Enterprise and SharePoint.

COMPLIANCE AND INTEGRATION

- Metadata transfer and storage configured for audit-critical documents, including billing records and certificates of analysis.
- Seamless integration with Microsoft Azure and SharePoint to offload document storage from the SAP system.

AUTOMATION BOOST

- Billing documents automatically archived from SAP to SharePoint via Link Enterprise for audit compliance.
- Streamlined document workflows across SAP S/4HANA modules, reducing SAP server memory usage.

TECH UPGRADES

- SAP Fiori apps optimized for document and attachment management processes.
- Expanded use of Gimmal to support additional document types and workflows across the company's global sites.

KEY OUTCOMES

- Efficient document storage and retrieval, minimizing SAP database consumption.
- Improved compliance with audit requirements.
- Flexible support for SAP Fiori, enhancing user experience and system performance.