

“Fujitsu’s infrastructure offers the kind of stability that we need to ensure a secure worldwide rollout of our SAP systems.”

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H.B. Fuller

Fujitsu operates and hosts global SAP system for H.B. Fuller.

#### At a glance

**Country:** USA and global  
**Industry:** Industrial adhesives  
**Founded:** 1887  
**Employees:** 3,300  
**Website:** [www.hbfuller.com](http://www.hbfuller.com)

#### Challenge

To ensure standardized business processes at its globally distributed locations, the adhesives manufacturer wanted to introduce a global SAP® solution. The company’s intention was to initially implement the systems at its head office in the US, followed by a gradual rollout at other locations in North and South America, Europe, India, the Middle East, Africa and the Asia-Pacific region.

#### Solution

Fujitsu implemented a classic, three-level SAP environment at the head office in St. Paul (Minnesota). During the outsourcing process, Fujitsu built the systems at its certified high-security data center in Neckarsulm (Germany) and subsequently mirrored them at the data center in Neuenstadt am Kocher. In addition, Fujitsu takes care of the rollout process in the other global locations in the regions South America, Asia and Europe.

#### Benefit

- 99.5 percent global availability of SAP systems
- Wide area network (WAN) ensures secure and high-performance connection of all systems with the US head office
- Stable infrastructure enables secure worldwide rollout of SAP systems
- Flexible allocation of server and storage resources upgrade the global SAP environment in each individual country

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## Customer

H.B. Fuller has been one of the world's leading manufacturers of industrial adhesives for nearly 130 years. Founded as a one-man workshop for wallpaper paste by Harvey Benjamin Fuller in 1887, the company develops innovative solutions that meet a variety of adhesive requirements in the industrial environment. The product portfolio includes thermoplastic hot melt adhesives as well as cyanoacrylates, solvent-based, water-based, epoxy, urethane, and other reactive adhesives. The company's customer base includes businesses from the engineering, electronic and assembly materials, hygiene, construction, automotive, packaging and other industries. In 2013, the multinational manufacturer, whose head office is located in St. Paul (Minnesota), generated net sales of two billion USD.

## Products and services

- Implementation of a three-level SAP® environment at the US head office
- Systems mirrored at second data center in Neuenstadt am Kocher
- Infrastructure rollout in other global locations like South America, Asia and Europe

## Challenge

To ensure standardized business processes at its globally distributed locations, the adhesives manufacturer wanted to introduce a global SAP solution. The company's intention was to initially implement the systems at its head office in the US, followed by a gradual rollout at other locations in North and South America, Europe, India, the Middle East, Africa and the Asia-Pacific region. The decision in favor of SAP was made at the time the company purchased the industrial adhesives division from the Swiss Forbo Group in 2012. That division was already using SAP systems that were supposed to be integrated into the new global ERP environment.

## Solution

Fujitsu implemented a classic, three-level SAP environment at the head office in St. Paul (Minnesota), using the standard modules for logistics (MM, PP, PLM), financial accounting and controlling (FI-CO), business warehouse (BW) and other components. During the outsourcing process, Fujitsu built the systems at its certified high-security data center in Neckarsulm (Germany) and subsequently mirrored them at the data center in Neuenstadt am Kocher. The systems hosted for Forbo were fully integrated into the process. In addition, Fujitsu takes care of the rollout process in the other global locations in the regions South America, Asia and Europe.

## Benefit

According to the Service Level Agreements (SLAs), Fujitsu guarantees a global availability of 99.5 percent, round-the-clock (24/7) operations, a restart period of one hour and the corresponding disaster recovery measures. Communicating through a wide area network (WAN), the systems are securely connected to the US head office at a high-performance level.

In the future, more than 3,000 users will be working with the SAP system worldwide. A special challenge in this respect are the many different time zones and languages in which the solution must be operated. Fujitsu's infrastructure offers the kind of stability that H.B. Fuller needs to ensure a secure rollout of the SAP systems in the different countries. For this purpose, Fujitsu operates a template at its German data centers, which will gradually be provided to all other locations.

In addition, H.B. Fuller requires flexible capacities that are available on short notice to ensure that the global SAP environment can be upgraded at any time in the various countries and that all locations can be easily accessed. To this end, system resources, including server and storage components, must grow in line with needs and must adjust to an increasing number of users at the newly added locations.

Fujitsu has shown great flexibility in providing these resources – both in terms of employees as well as hardware. The adhesives manufacturer can quickly access new server and storage capacities on demand based on virtualized systems.

H.B. Fuller's collaboration with Fujitsu has provided the company with a stable and reliable SAP environment that guarantees continuous and efficient business processes at the global level. The decisive factor from the adhesives manufacturer's point of view was Fujitsu's considerable SAP expertise, which the IT company had already demonstrated in numerous projects. In addition, Fujitsu also has the workforce and infrastructure to be able to operate and host a complex and extensive ERP system around the world.

"We value the enormous flexibility, comprehensive consulting know-how and excellent implementation competence of our service partner Fujitsu, which provides us with a secure IT basis for our continued global growth in the long term."

## FUJITSU

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