



CLIENT SUCCESS STORY



THE PARTNERSHIP

True success begins with trust. Over their 25-year history, American Digital and this leading manufacturer of premium consumer and industrial paint and coating products have established a partnership based on collaboration, communication, and an acute familiarity with how one another operates.

American Digital prides itself on being a forward-thinking enterprise with 40 years of expertise and a client-first approach. The Chicago-based IT disrupter is nimble enough to give the utmost attention to customer needs and offer one point of contact throughout a project. This ensures consistency, reliability, and accountability—and makes American Digital a preferred partner for manufacturers like the organization.

American Digital knows that each customer is wholly unique and requires a tailored IT environment that's easy to navigate and wired to grow with the customer. Over the years, American Digital has worked meticulously to understand the organization's infrastructure and goals in order to set them up for lasting success. This latest SAP project was no different.

“From American Digital's implementation and migration process to HPE's hardware, the technicians, project managers, and all of the teams that came together to take this from initial discussions into final implementation, the entire process went seamlessly. It blew me away.”

—The Organization's VP of Enterprise Technology

PROJECT OVERVIEW

The organization's business was required to migrate to the most recent version of SAP. Often, new product rollouts can incur a sense of overwhelm and uncertainty. With a large-scale move that impacts the entire business, it was crucial for them to choose an IT partner they could rely on every step of the way. They needed a collaborator to help select and employ the best digital platform to meet their business goals—and assuage any concerns that accompany such significant change. As they had done many times throughout their decades-long relationship, the organization called on American Digital to design and implement a comprehensive solution.

To kick off the discovery phase, American Digital assembled a team of transformation experts to educate the organization on each platform's functionality, cost, and any potential roadblocks. They thoroughly mapped out each option from the cloud to on-premise opportunities, providing every detail the organization needed to make an informed and secure decision—and future-proof their success.

From brainstorming sessions and product comparison exercises to analyzing current performance metrics, no stone was left unturned.

American Digital collaborated with its application partners to answer the organization's technical questions and present high-quality recommendations. Once the organization chose its platform, American Digital delivered certified, turnkey solutions to make the technology shift even simpler.

With both the implementation and immigration & integration phases of the project, American Digital provided unparalleled support. During the installation services, they physically set up equipment and weekly cadence meetings to address any concerns and guarantee minimal issues with the migration. And when it came time for the second phase, American Digital made itself equally available for troubleshooting and business alignment. **At each stage of the process, the organization's total comfort and confidence remained American Digital's top priority.**

THE RESULTS

Because the partnership was rooted in collaboration and communication, the results yielded an on-schedule and seamless transition to the latest SAP model. Upholding the values of their long-time partnership enhanced project outcomes.

By providing a custom, forward-thinking solution that supplied continuity, efficiency, and security, American Digital helped the organization meet not only its current needs—but its long-term goals as well.

CUSTOMER BACKGROUND

The organization is a leading manufacturer of premium consumer and industrial paint and coating products, serving clients around the globe. Since they opened their doors more than a century ago, the company has grown from one of the world's first rust-preventative paint developers to a household name across categories. As their business grows, they have partnered with experienced technology partners like American Digital to ensure they are always on the cusp of innovation.

ABOUT AMERICAN DIGITAL

Although companies work with companies, our ethos is: people work with people. We see our clients as long-term partners and we reinforce that relationship every day through consistency, reliability, and accountability. Your dedicated American Digital team is laser-focused on designing and implementing a digital environment that addresses your specific needs, your exact vision. We're invested in your success. We're committed to solutions that grow alongside you. And, most importantly, we take pride in being the partner you can always count on. Our almost 40 years of expertise include long-standing partnerships with HPE, Veeam, Equinix, SAP, Aruba, and more. Our fast-growing SAP and Managed Services practice is built on customizable solutions that support mission-critical business applications safely and securely. We're proud of our 98% customer satisfaction rating and our proven track record of over 300 successful migrations.