



**Edenhouse**  
CREATIVE BUSINESS SOLUTIONS

**Malvern Instruments**  
**Case Study**

**BW Implementation**



## Client Overview

Malvern Instruments was established in the late 1960s. It is a global company that develops, manufactures and markets advanced analytical systems for the characterization of a wide variety of materials, from bulk powders to nanomaterials and delicate macromolecules. Innovative technologies combined with powerful software produce systems that deliver industrially relevant particle characterization, rheological and chemical composition data.

[www.malvern.com](http://www.malvern.com)

## The challenge

Malvern undertook a sales process driven project in 2006 to redefine the sales cycle using SAP R/3 and CRM to manage customer contact on the full order cycle to replace many databases with one common set of tools. High quality reporting and accurate metrics using SAP BW was always seen as a key measure of the overall project success although would not be delivered initially.

A phased approach was adopted to deliver the new solution geographically. Once the transaction systems were in place globally the next issue to be addressed was the development of BW reporting. The challenge faced by Malvern was to find a partner who could provide the skills required to quickly deliver the initial key requirements across CRM and R/3 and transfer knowledge to allow the in-house IT team to develop the model long term.

Edenhouse was chosen to deliver the project using their “Rapid BI Implementation” model as they were able to demonstrate a deep knowledge and experience of the application and underlying technology.

## The Edenhouse Solution

The Edenhouse “Rapid BI Implementation” model provides a low cost, tailored solution to respond to a specific set of reporting requirements whilst developing skills internally to leverage long term benefits. This provided an exact match with Malvern’s requirements.

Edenhouse assessed the requirements, directed Malvern to redefine the proposed scope, built an implementation strategy and architecture for the long-term development of the BW solutions and led the in-house team through the development of the initial key requirements.

These requirements provided reporting across CRM opportunities, activities, tasks and business partners including marketing segmentation and into R/3 sales orders, billing and financial reporting. The open and flexible approach adopted by the consultants meant knowledge was transferred quickly to the in-house team throughout the project whilst ensuring the in-house team could still balance their day-to-day responsibilities.

The current status is that Edenhouse remains close to Malvern to ensure continued progression and adoption of the BW installation and provides advice and guidance as required.



## Impact/Benefits:

The project to deliver the initial key requirements was completed to time and to budget along with the knowledge transfer for the in-house team to become self-sufficient for future delivery.

Mark Fenemore, Malvern IT manager and BW project manager commented:

“The scope was met and exceeded within the original ten week deadline along with the skills now in-house to take the model forward.

Edenhouse provided professional, focussed, personable consultants that have become part of the team. This has been instrumental in the completion of the successful knowledge transfer”



# Edenhouse

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