

## ASUG Announces 2011 Impact Award Winners

*Network Services Company, Multiquip Inc., City of San Diego,  
Colgate-Palmolive Company and Medtronic, Inc. Recognized*

ORLANDO, Fla., May 18, 2011 – Americas' SAP Users' Group (ASUG), the world's largest independent community of SAP professionals, today announced the winners of its annual Impact Awards, honoring five companies for their use of SAP® solutions to address business challenges: Network Services Co., Multiquip Inc., the City of San Diego, Colgate-Palmolive Company, and Medtronic, Inc. Impact Awards recognize ASUG Installation members for successfully leveraging ASUG and SAP solutions to drive business transformation.

### 2011 ASUG Impact Awards

“We recognize this year’s Impact Award winners for seamlessly leveraging SAP solutions to maximize service, efficiency and ROI, while simultaneously establishing platforms for future growth,” ASUG CEO Bridgette Chambers said. “The recipients have met and even exceeded their business objectives, providing valuable examples of success for other ASUG members and users of SAP solutions to emulate.”

The 14<sup>th</sup> annual ASUG Impact Award winners were recognized at the ASUG Executive Exchange dinner on Monday, May 16 at the 2011 ASUG Annual Conference and the SAPPHIRE® NOW conference in Orlando, Fla. Chambers and the 2011 Impact Award winners will participate in an interactive panel discussion to share their case histories as examples of the ways they are leveraging SAP technology and their ASUG membership to drive enhanced value and success within their organizations. Robert Courteau, President of SAP North America, will provide opening remarks. The panel session will take place Wednesday, May 18 from 1:30 to 2:30 p.m. EDT in Studio 3 on the show floor.

Winners are selected based on success in the following areas: return on investment, strategic alignment, SAP product scope, best practices, improved service, and innovation.

The 2011 ASUG Impact Award winners are:

### **Large Enterprise – Network Services Company, Schaumburg, Ill.**

The first company in North America to implement agency functionality in SAP solutions, Network Services Company earned ASUG’s Large Enterprise Impact Award for its nimble consolidation of IT infrastructure in order to automate and simplify third-party transactions between its distribution centers and customers. The \$13-billion a year food service disposables, industrial packaging materials and janitorial productions and services company serves customers in healthcare, commercial real estate, industrial, food service and public sectors.

Its upgrade to the SAP ERP application has allowed Network Services Company to improve overall efficiency by simplifying order entry, improving order accuracy and accelerating invoice processing, pooled payments and central billing. Member companies are able to use real-time accounting information and better-synchronized data to optimize customer service.

“Dropping three legacy systems and being the first in North America to adopt the agency model has created a platform for innovation and a key service differentiator for our members,” said Paul Roche, Chief Information Officer of Network Services Company. “We are very pleased to be announced as a winner for the ASUG Impact Award.”

### **Small to Medium Enterprise – Multiquip Inc., Carson, Calif.**

Multiquip (MQ) is one of the largest, most diversified manufacturers and suppliers of world-class products and solutions for the construction, industrial, telecom, government, non-commercial, aerospace, municipalities/federal, entertainment, and oil and gas exploration markets. Its products are distributed in more than 70 countries.

MQ, a long-time SAP customer, is recognized for remaining on an upgrade – rather than a legacy – path. As companies worldwide emerged from the recession, MQ boldly implemented a new system to support and enhance global expansion, supply chain and supplier management, new sales channels, and new reporting requirements. Completed in only 10 weeks, the upgrade of SAP solutions is receiving positive user feedback and allowing the company to leverage scale and tap new resources. As a result, MQ executives now view SAP upgrades as a business accelerator rather than a costly infrastructure improvement.

“Recovering from a deep recession demanded our focus on our market strategy, customer service, supplier management and overall efficiency improvements,” said Gary Moskovitz, President and CEO, Multiquip. “Staying on a consistent upgrade path, implementing new solutions and working closely with our partners has meant that our SAP solutions have remained relevant to our business strategy and, in fact, have given us greater organizational agility and flexibility.”

### **Public Sector – City of San Diego, Calif.**

In 2006, the City of San Diego, under the leadership of a new mayor, initiated a four-year SAP project to overhaul its financial systems and revolutionize the way it does business. Meeting its goals to increase transparency, efficiency, accountability and financial and managerial controls, the new system has allowed the city to better deliver services and more quickly react to fiscal changes. The project has delivered significant business value to this \$3-billion organization with more than 10,000 employees serving in excess of 1.3 million residents.

SAP ERP has completely replaced antiquated legacy systems dating back to the 1970s for financial, procurement, personnel, payroll and public budgeting business areas citywide.

“The SAP solution has become foundational, not only from a technology perspective, but as a platform for current and future governmental business operations,” said Debra Bond, ERP Director and Acting CIO, City of San Diego. “It has truly changed the way we do business at a core level, and has enabled the quick realization of business value.”

## **ASUG Influence – Colgate-Palmolive Company, New York**

The Influence Award category was founded in 2010 to honor companies making an impact within the SAP ecosystem via ASUG's Influence program. Colgate-Palmolive has created a culture that empowers staff to lead and participate in ASUG Influence program activities that help ensure ASUG and SAP products continue to meet customers' ever-changing needs.

Leading global consumer products company Colgate-Palmolive embodies the multiple benefits stemming from active member participation in ASUG. The company's oral care, personal care, home care and pet nutrition products are sold in 200 countries and territories around the world. In addition to participating in ASUG focus groups, Colgate has shared – and fostered an environment allowing others to share – additional insights by spearheading ASUG Influence councils on Virtualization and Project Portfolio Management (PPM).

“We value this community and the relationships that we build among fellow users of SAP solutions and the SAP product development teams,” said Jim Capraro, Colgate-Palmolive Vice President of Global Information Technology. “These forums allow us to learn about new technologies and influence the future design of SAP products while sharing best practices and networking with our peers.”

## **ASUG Influence – Medtronic, Inc.**

The global leader in medical technology, Medtronic, Inc., also earned an ASUG Influence Award for its contributions to the SAP ecosystem. The company is a leading maker of implantable, surgical, drug-delivery and other medical devices used to alleviate pain, restore health and extend life for millions of people worldwide. Medtronic was recognized for its participation in focus groups and several ASUG Influence councils, such as Supply Network Collaboration (SNC).

“ASUG's greatest value to Medtronic is in the area of collaboration,” said David Swierenga, Principal Logistics Analyst / SAP Enterprise Team, Medtronic. “The ASUG network helps to accelerate that skill and that is why we find it so beneficial to contribute to the ASUG network.”

**For more information, please visit the [ASUG Press Room](#).**

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