

JUST THE TICKET

Eastland Group finds an SAP support partner in Realtech that sets its business up for future success.



The Background

Eastland Group specialises in regional infrastructure, including ports and electricity generation.

Assets in the Eastland Group portfolio include Eastland Port, Gisborne Airport and Eastland Generation.

While headquartered in Tairāwhiti, Eastland Group's diverse investments are spread across Tairāwhiti, Hawkes Bay, the Bay of Plenty and Northland. They include Tairāwhiti's port, three geothermal power plants, a hydro plant, a solar plant nearing completion, and commercial properties.

The Challenge

After completing a major migration from old technology platforms that saw numerous legacy applications consolidated into SAP, Eastland Group needed a support partner to help it get the most out of SAP.

As Ric Harrison, Eastland Group's ICT Manager explains:

"Although grateful for the work of our previous SAP implementation partner, who successfully completed the project and moved on to new challenges. We felt that the service and support they provided afterwards did not meet our expectations and needs. Realtech was recommended to us as a boutique SAP specialist with a strong focus on managed services and support."

Eastland Group's brief for Realtech was clear.

- Support Eastland Group through a busy period of activity, including the divestment of the electricity network, year-end financial accounting and future planning.
- Supply robust reporting on service levels to give Eastland Group full visibility into the status of its SAP platform.
- Help Eastland Group adapt and scale SAP in line with its business strategy.

REALTECH

Eastland Group - Case Study
September 2023





The Solution

Realtech's managed service offering was applied to Eastland Group's SAP system, putting an experienced support team in charge of monitoring and managing the system on a day-to-day basis.

- Realtech came onboard at a pivotal time for Eastland Group, which was in the process of settling the complex divestment of its electricity network. Realtech applied its expertise to help ensure SAP served up all the financial and asset management information Eastland Group needed to successfully complete its deal.
- Realtech implemented weekly status reporting, a standard feature of its SAP managed service offering that allows customers to easily check on the status of their SAP implementation and have confidence that Realtech is addressing any outstanding issues.
- Realtech worked with its partners CDP for data insight and analytics alongside PAX8 for the Azure for SAP infrastructure management.

The Outcome

Realtech's support helped ensure smooth year-end accounting in the period when the sale of the electricity network was settled.

Eastland Group now has confidence in the status of its SAP system at all times and metrics on service levels, thanks to weekly reporting from Realtech's managed services support team. All Realtech support is delivered onshore by a highly qualified team that intimately knows its customers' SAP systems and their priorities.

"With Realtech, you aren't just issued a ticket and told to join the queue," says Ric Harrison.

"It's a smaller company and is more focused on the customer and the support side of things. Realtech is really helping us get where we need to with SAP."

With the relationship bedded in, Realtech will now look to the future, assisting Eastland Group find further efficiencies through its use of SAP and ensure the system is fit for purpose and able to scale to meet with ambitious asset owner's plans to support the growth of the economy in Tairāwhiti.

