



## MAKING DKB FEEL AT HOME WITH AG SAP SUPPORT

DKB Household UK Limited specialises in the design, manufacturing, and retail of many well-known household culinary and kitchen brand names like Zyliss, Cole & Mason, AdHoc. DKB Household also manages under license, popular brands including Jamie Oliver and Ken Hom - just to name a few..



“I was really impressed and immensely grateful for the help the AG team gave me..”

**Iain Last, Head of IT**





## THE CHALLENGES:

DKB began working with AG in 2018 when AG provided SAP Application Maintenance Support (AMS) for DKB in the areas of SAP FICO, MM, SD, WM, EDI, Winshuttle and BASIS. When DKB needed assistance and guidance transitioning from their current supplier, they engaged once again with AG as they had proved their ability to provide cost effective, flexible and high-quality AMS service and support for DKB in previous projects.

## THE SOLUTION:

AG, an industry-leading specialist in SAP consulting services, SAP Gold Partner and an SAP Quality Awards Gold Winner, were able to offer assurance and accommodated DKB by quickly initiating a monthly fixed-price SLA-driven contract for them. AG were selected to provide support for day-to-day issues and work across many projects including:

- > Provision of easy-to-use data extraction mechanisms that fit in well with the output template used to load data in target systems
- > Interface testing (EDI) involving analysis of failures and advising of data mapping and required corrections
- > Provision of BAU support across various SAP functional areas to resolve issues
- > Advise users of any data / process step issues during screenshare calls to prevent any issues from occurring



## RESULTS:

As AG operates on an agile business model, they were very responsive to any support tickets that were raised and technical queries were quickly addressed and resolved to DKB's satisfaction.

*“Without AG, I could not have delivered the work needed to be done in the given tight timeframes. The knowledge of the AG consultants, combined with their efficient assistance, proved invaluable to me.”*

*Iain Last, Head of IT*



SAP® Recognized Expertise  
in Asset Management

SAP® Recognized Expertise  
in Product Lifecycle Management

SAP® Recognized Expertise  
in SAP® S4HANA

UiPath Certified  
PROFESSIONAL SERVICES

UiPath Partner  
GOLD



ISO 9001  
Quality  
Management  
Systems  
CERTIFIED

ISO 14001  
Environmental  
Management  
CERTIFIED

ISO 45001  
Occupational  
Health and Safety  
Management  
CERTIFIED

AG is an independent SAP Consultancy, SAP Gold Partner and SAP Quality Awards Gold Winner. AG's high quality, smart solutions effectively solve real-world challenges for some of the most successful businesses in sectors such as energy, oil & gas and consumer goods.

✉ [info@agcapps.com](mailto:info@agcapps.com)

🌐 [www.agcapps.com](http://www.agcapps.com)