

**Hubbell Incorporated is a \$2 billion international manufacturer of quality electrical and electronic products for commercial, industrial, residential, utility and telecommunications markets.**

**Hubbell engaged Hitachi Consulting to help them find a long-term business partner for managed (or hosted) services for a global, multi-year SAP implementation.**



## Case Study: Hubbell Incorporated

### Business Challenge

Hubbell established itself as a pioneer in new product and technological development. The company's first product, a cutter stand for wrapping paper, dates back to 1888. Today, Hubbell is an integral part of the growth of the electrical equipment industry. To continue to diversify its product offering, expand its market, and provide continual opportunity in this dynamic economy, the company sought to grow internally.

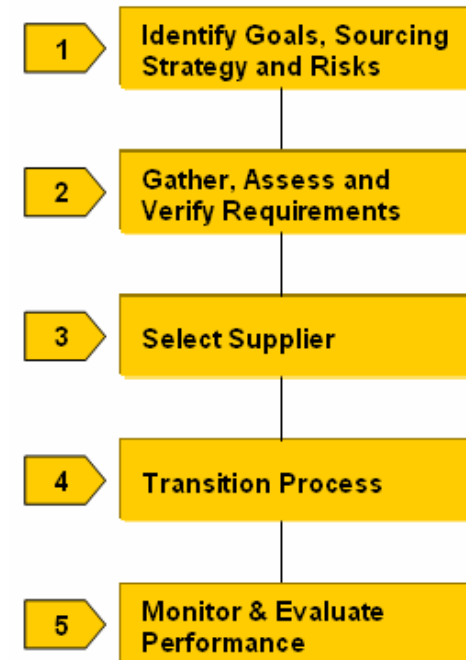
Hubbell had already selected SAP as their enterprise application software through an infrastructure technology assessment. As a result, Hubbell embarked on a comprehensive business systems initiative to implement SAP enterprise wide and fuel this future growth.

### The Solution

Hubbell engaged Hitachi Consulting for its knowledge in the IT outsourcing arena, as well as its experience with clients who were SAP users, too.

Hitachi Consulting's role in the project was to advise Hubbell, by leveraging its knowledge of IT outsourcing and IT operations, in making informed decisions regarding the outsourcing for a hosted SAP solution. Hubbell wanted to find a hosting provider for the corporate-wide SAP implementation rather than host it themselves.

Hitachi Consulting used a five-step approach (diagramed below) to help Hubbell identify its outsourcing needs without dictating the type of outsourcing or the functions to be outsourced. The project included assistance with the first three phases of the framework.



# C Case Study: Hubbell Incorporated

Hubbell sought managed (or hosted) services for its applications hardware platforms for a global, multi-year SAP implementation. Hubbell requested Hitachi Consulting assist them with the following:

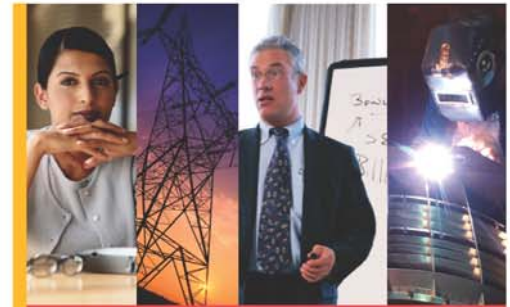
- Review and refine Hubbell's hosting requirements
- Develop an RFP
- Identify potential suppliers
- Recommend a number of suppliers to receive the RFP
- Contact the suppliers and explain the outline of the RFP requirements and timeline
- Develop evaluation methods, tools and processes
- Provide evaluation assistance with the RFP responses, including supplier Q&A clarifications
- Contribute to final selection, managing the process and assisting with evaluation scoring
- Assist with finalist recommendation

## Business Benefits

Hubbell realized the key benefit from the IT outsourcing selection was finding a long-term business partner to fulfill its unique needs. Other benefits included:

- A comprehensive hosting agreement
- Containment of overall IT costs with predictability of future costs
- Improved service levels and predictability
- Flexible utility model for SAP support and operations – the ability to increase or reduce services at known fixed costs per increment on relatively short notice without penalties

Overall, Hitachi Consulting helped Hubbell to better position itself for growth by providing outsourcing assistance to attain a long-term business partner that would host their company-wide SAP implementation for all five divisions of the company. This partner would eventually help the company secure a world class IT system that would integrate all locations worldwide.



## About Hitachi Consulting

As Hitachi, Ltd.'s (NYSE: HIT) global consulting company, Hitachi Consulting is a recognized leader in delivering proven business and IT solutions to Global 2000 companies across many industries. We leverage decades of business process, vertical industry, and leading-edge technology experience to understand each company's unique business needs. From business strategy development through application deployment, our consultants are committed to helping clients quickly realize measurable business value and achieve sustainable ROI.

Hitachi Consulting's client base includes nearly 30 percent of the Fortune 100 as well as many leading mid-market companies. We offer a client-focused, collaborative approach and transfer knowledge to our clients throughout each engagement. For more information, call 877-664-0010 or visit [www.hitachiconsulting.com](http://www.hitachiconsulting.com)

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Hitachi Consulting  
2001 Bryan Street  
Suite 3600  
Dallas, TX 75201  
[info@hitachiconsulting.com](mailto:info@hitachiconsulting.com)  
Toll Free Phone: 877.664.0010

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