

LongTermSupport:Qenos

Our Joint History

Qenos Pty Ltd (formerly Kemcor Australia) is a large Chemicals and Plastics manufacturer. Qenos has a small and capable team supporting all SAP modules, which they supplement with Exactitude people on a needs basis. Exactitude has been supporting this need for SAP specialists since 1996 and has developed a close and trusted working relationship with Qenos staff and management. Over this period Exactitude consultants have provided lead and back up skills for support roles, development activity, upgrades, training and Quality Assurance work. When Qenos need SAP related skills they do not have in-house, they call on Exactitude to help, most recently for their upgrade to SAP's Release 4.7 Enterprise version.

Our Approach

Exactitude's strength lies in its ability to respond effectively to calls for assistance by customers such as Qenos. Over the six year history of this relationship, we have supplied diverse functional and technical skills across the SAP universe from Finance to Sales, Distribution to Human Resources, Payroll to Internet Enabling. Complex areas such as IDoc/ALE interfaces, Asset conversions and Electronic Banking have been areas where Exactitude has supplied key resources to aid Qenos in maximizing their use and return from the SAP product. In addition, we have arranged and provided specialists for activities such as Quality Assurance of the Qenos HR/Payroll implementation, and organized and conducted a training course introducing Qenos IT staff to Internet technology.

Customer satisfaction is our priority, as is being flexible and creative in the way we respond to our customer's requirements. Our excellent working relationship with Qenos has demonstrated over these years the wide range of options we have available for support and development, including for example back-filling for staff on maternity leave. Our focus with Qenos, as with other customers, is to add value to our assignments with them by applying our knowledge and expertise to ensure positive and lasting outcomes are achieved, and to leave a customer more than happy to ask us back, time and time again.