



www.orka-scc.be

DISCOVER ORKA
YOUR SAP PARTNER

FIRST OF ALL

THANK YOU

FOR CONSIDER WORKING WITH US

Hello! My name is Koen and I have established ORKA in Ghent, Belgium and we are currently working with SAP ERP. I have worked with ERP and APO for 8 years in Western and Southern Europe, being active mainly in the retail and textile industries, supply chain, freelancing. I started to work and travel for SAP BeLux and soon entered the chemicals industry in Western Europe. Having more work than I could handle I decided to collaborate with other freelancers from my office in Ghent to meet the needs of my customers. As a result, I changed my business model, outsourcing services to up to 20 consultants, delivering support and handling change requests. My main role was project manager, however, I was happy to pick up SAP consulting roles from time to time. My main focus and what drives me today is customer satisfaction. We strive to provide our customers peace of mind while delivering services on time and within budget, no matter what. My guarantee to you is when you outsource work to us you can rest easy.

Recently we expanded into Bulgaria and not being able to speak the language proved troublesome. I found a partner in Varna (East Bulgaria) and decided to create ORKA BG and we grew from there. A major step was made towards growth and opportunities, and our DNA was carved in stone to be used during the selection of our consultants.



KOEN VAN DEN BOSSCHE
FOUNDER & CEO

DISCOVER ORKA

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This is only our team from Bulgaria, in a team building session

EVERY MEMBER OF OUR TEAM IS HERE TO HELP YOU

Our team consists of a mix of experienced consultants embracing many diverse backgrounds and scopes. Our Senior consultants have mastered SAP with more than 20 years experience operating and running projects around the world. Our younger consultants have experience with SAP as typical Key Users and are willing to make the difficult step into consultancy. This transition can prove challenging but under the guidance of our team leaders, they are introduced to our customers slowly and carefully. Our Senior consultants/team leaders mentor the younger team members through this process of their development, which creates a stronger bond between all team members.

This healthy and sustainable work environment is the foundation of ORKA. We care about you and we care about our team. Because the only way to have fully satisfied customers is by creating a happy and fulfilled team. Hence, ORKA BE and ORKA BG work closely together not just to solve your problems, but to assist you at each step of the way.

[CLICK AND DISCOVER MORE ABOUT OUR TEAM](#)

OUR HISTORY

... UNTIL TODAY

It has been almost 15 years since we started this journey and it has been quite an adventure full of special moments and fortunately more ups than downs. During this time, our team has continued to grow along with our portfolio and experience. Here are some key moments that have helped us to become who we are today.

2008

ORKA'S SCC IS CREATED

After many years in the industry as a freelancer, our founder & CEO - Koen Van den Bossche, took a step forward in his career and created his own company. Not long after this, an old work colleague decided to join him at ORKA. Back then, our services were focused on the supply chain and we offered services such as SAP training, SAP upgrades and improvements or business intel with SAP.

2014

THE 180° TURN

A request from one of our clients turned into a remodelling of the whole company, moving from a very specific service area of SAP (supply chain), to encompassing all the different possibilities the software provides (including finance and controlling). Thanks to this project, we were able to hire different specialists and grow our team considerably. We started by being responsible for SAP support, maintenance, projects and changes. Additionally, we upgraded our clients' (Aliphos) SAP system to ECC and implemented the new template in other countries.

2017

THE EXPANSION

With the growth of more clients we saw an increase in projects. We delivered all sorts of classical SAP modules, including QM, PM and WM. During this process, we landed our first client in Bulgaria. We realized the potential and benefits of this country and we decided to make it our second home. By doing so, it allowed us to scale the company and open our branch in Varna. Since then, we have been able to assist our European based customers based on their timezones.

TODAY

WAY TO GO

Although we have been in business for almost 15 years, we still believe that we are at the beginning of our journey. We have made many decisions, which have led us to where we are now. But no matter what, we continue to focus on providing a high level of service whilst growing our team of eager professionals.

WE ADAPT OUR SERVICES TO YOUR NEEDS

Our services cover all SAP domains including administration, developments, support, change requests, training, green or brownfield implementations and upgrades. With a focus of making SAP easier for our clients.

Communication is crucial in understanding our clients' needs and challenges they are facing. Our team focuses on providing the best solutions for your requirements.

SAP IMPLEMENTATION



A solution for your
business to boost your
efficiency

SAP DEVELOPMENT



Adapt the program to
your specific needs

SAP ADMINISTRATION



Keep all your SAP
environment stable and
secure

SAP SUPPORT



Customized SLA contracts
Get support only when
you need it

SAP ACADEMY



Train your employees and
obtain better results

SAP UPGRADES



Provide richer
functionalities to
business users

MORE ABOUT OUR SAP SERVICES...

SAP IMPLEMENTATION

Over the years we have developed a timeline for SAP implementations that covers the project's essential touchpoints. Some of these can include meet and greets, a draft blueprint, a fit-gap analysis, training and communications awareness, kickoff meetings, blueprints and resource plans. We are dedicated to finding a solution that not only works for your business, but enhances it too.

SAP DEVELOPMENT

We do not limit ourselves to providing solutions within the standard SAP framework. If customization is required by our clients, we do whatever it takes to adapt and develop the SAP framework to our clients' standards. This process requires extra effort from both sides to ensure that these developments are adding real value.

So far, we have carried out hundreds of tailor-made programs on request mainly from R2, over R3 to ECC and in the later stage on S4.

SAP ADMINISTRATION

Being a nearshore supplier to a large admin player in Belgium helped us in the process of creating our own admin cell which enabled us to better serve our customers. Independently to the relation with our client, nearshore or direct, we strive to deliver the best results to our end customers and our partners. Moreover, we cooperate with Data Centers in Bulgaria and we are able to offer hosting services as well.



We develop, debug and correct your custom programs on SAP. Nothing is impossible. We like standard SAP and we recommend it when appropriate. However, we also understand the need for developments.



We install or take over SAP support to your convenience. Support is part of our DNA. And customer satisfaction is our main goal.

SAP UPGRADES

SAP upgrades are an opportunity to improve your business processes and increase efficiency and subsequently your ROI. A pure technical upgrade is probably the easiest solution. But having a tailor-made system will increase the complexity of the upgrading process, whilst cost effective it can require more time and resources to complete. Our team has vast expertise on upgrades and is able to successfully implement any request regardless of its entanglement.

Despite our client's SAP version and its customization, our team will recreate the scenarios and analyse if the upgrade is a worthy investment for your business.

SAP SUPPORT

We are a support-oriented company which makes us flexible and able to adapt to our customers' needs. On some occasions, we are asked to perform regular repetitive tasks, monitoring and other services that are commonly outsourced.

Support is part of our DNA. Therefore, we use SLA customized contracts for our clients, where they decide when our support is needed.

SAP ACADEMY

Often underestimated, being a SAP trainer is a highly rewarding job. We love to do it because it helps us to cross borders and more importantly to bring people together. Sharing SAP issues and cooperating with our peers to find solutions has been a true game-changer for many of our customers.

Our team is qualified and empathic and also experienced in teaching/educating people as we also run an in-house training. In the past, we even organized multi-company academies when some customers had similar needs, which was much appreciated.

WE EXCEL FOR --- OUR CLIENTS

AND BECAUSE OF THEM



CHEMICAL INDUSTRY

While our main client base is from the chemical industry, we also serve other areas such as the printing industry or the food industry.



SUCCESSFUL LONGRUN PROJECTS

We have successfully executed 28 large scale projects like upgrades, implementations, migrations, carve-outs, etc. since we formed our company.



QUALITY RATED BY OUR CLIENTS

We scored 9,1 out of 10 on a recent NPS survey (2020) by our key customers.

OUR SECRET RECIPE

At ORKA, we are problem-solving oriented and we know what our main focus is. We excel in delivering quality services on time and within budget. We pride ourselves on being efficient and effective and therefore we have developed and established specific guidelines on communication and workflow, which are constantly evaluated internally and externally. These steps have consolidated our team mindset and harmony and have allowed us to achieve high levels of customer care and satisfaction.



CUSTOMER SERVICE



FEEDBACK



COMMUNICATION



PROBLEM SOLVING



TEAM SPIRIT & HARMONY



PORTFOLIO

DIVERSIFIED EXPERTISE

VYNOVA

Customer since 2015



We supply SAP support for almost 1000 users. Additionally, we are responsible for the majority of their change requests and developments. Occasionally, we staff their SAP projects.

DILCOM

Customer since 2017



Our relation is end to end services. We do SAP administration, all functional changes, support and projects.

VANDEMOORTELE

Customer since 2022



We delivered SAP services, related to CO, including support, changes, small projects.

PRAYON

Customer since 2020



Prayon acquired Technophos Bulgaria (by Aliphos) and kept us as a key partner. We continue taking care of their SAP support, changes and projects in Bulgaria.

LOTUS BAKERIES

Customer since 2022



We deliver services related support and changes in the area of SD/MM, EDI, FI/CO.

HAIFA

Customer since 2018



We have a close contact with Israel, as we are responsible for the functional support.

EXERTUM

Customer since 2020



We supply nearshore consultants for their daily monitoring and we handle all first-line support for their large customers.

Associated Weavers

Customer since 2023



We deliver the customer SAP SD/MM related services, including onsite customer support.

OTHER DISTINGUISHED COMPANIES WE HAVE ASSISTED



WHAT SOME OF OUR CLIENTS

SAY ABOUT US



JOHAN VAN DER BROECK
COMMERCIAL EXECUTIVE
VICE PRESIDENT

Koen has a long history with us and has been working with us in multiple periods in the last 12 years. He finds solutions for the user's problems supported by his broad background, with a pragmatic approach and an eye for the underlying needs.



VENETA DIMITROVA
CHIEF OPERATING OFFICER

We have also collaborated with other SAP specialists, but ORKA always stands out from the crowd. ORKA quickly solves problems, allowing us tremendous peace of mind. ORKA certainly offers you value for money.



SEBASTIAN VAN DOOREN
CHIEF FINANCIAL OFFICER

ORKA manage our SAP systems because they truly offer value for money. We can always count on ORKA's extensive expertise and commitment. ORKA thinks 'out of the box' and quickly provides creative solutions.



MARC SENTERRE
ICT EXECUTIVE

ORKA delivered the Project on time and on budget. In our case it was essential to ensure a good takeover of the SAP environment and also to let our internal customers focusing on the other aspects of the integration.

[CLICK FOR MORE TESTIMONIALS](#)

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