

# FIS NEWS: EDITION 12/2018

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Dear readers,

For several years, online trading between companies has recorded double-digit growth rates and IT infrastructures permanently need to keep pace with this change. Process flows become more and more complex due to purchase and sales activities via platforms such as Amazon, Mercateo etc., for instance. This often leads to manual efforts since the existing product data is not appropriate for shop or marketplace or the e-commerce platform is not deeply integrated into a company's ERP system.

It is easy to imagine that a company's success requires consistent processes and well functioning interfaces – not only in online trading. Manufacturers, merchants and service providers need sophisticated end-to-end solutions to meet permanently increasing customer requirements. The entire process chain can be digitized and automated with integrated in-house and cross-company software modules.

According to the "Business without borders" motto of this year's DSAG Annual Congress, FIS presented a consistent end-to-end concept with a panoramic view of cross-industry IT solutions and current topics, such as SAP S/4HANA, digitization, cloud, Internet of Things, Customer Experience and many more.

Current projects show that integrated end-to-end solutions become more and more important. Brenntag Italy, for instance, focused on cross-system process integration. Our professionals implemented the SAP warehouse logistics software at Brenntag, the world market leader in chemical distribution, and enabled the smooth and automated communication between SAP EWM and the external ERP system.

For Schwäbisch Hall Facility Management as well, our SAP experts built the bridge in the field of customer data integration. The SAP Sales Cloud solution was implemented at the subsidiary of Bausparkasse for the central management of data and leads. Based on this implementation, consistent CRM and ERP processes were created.

We need motivated and qualified employees to meet all these challenges together with you. For the first time in April 2019, FIS trainees will be trained as SAP Consultants (m/f) in order to cover the increasing needs for skilled labor. After six months of intensive vocational training, the trainees will obtain their SAP certification and are allowed to call themselves #bessermacher (improvers).

More information on these and further current topics concerning the FIS Group can be found in our latest FIS News. Enjoy reading!

Cordially yours,

*Ralf Bernhardt*  
Ralf Bernhardt,  
Managing Director



## DIGITIZATION AS A CHALLENGE – END-TO-END PROCESSES AT THE DSAG ANNUAL CONGRESS

"Business without borders – the architecture of the future" was the motto of the DSAG Annual Congress, which took place from 16 to 18 October at Congress Center Leipzig. Over 5,000 visitors attended the largest meeting of the German-speaking SAP community. Eight keynotes, over 300 lectures and countless expert discussions formed the basis for an exchange on all aspects of the IT architecture of the future.

FIS, an SAP partner with "Gold" status, demonstrated the **importance of digitized end-to-end processes** to IT managers and emphasized the **importance of real-time data**. In discussions with interested parties, the software expert explained that it was necessary to design processes across departments

and companies and to integrate customers and vendors extensively into business processes. At the FIS stand, user companies were given a panoramic view of the entire spectrum of cross-industry IT solutions in the areas of SAP S/4HANA, digitization, cloud, Internet of Things, customer experience and many more. The trade show visitors were particularly concerned with the question of how to connect the "new world with the old world". The application possibilities, methods and potentials of artificial intelligence and machine learning were also hotly discussed at the stand. The required technologies are already available. Now, it's "sleeves up and get it started," says Ralf Peters, DSAG's Chief Technology Officer.

## NEW MANAGEMENT BOARD MEMBER WITH OVERALL RESPONSIBILITY FOR MARKETING AND SALES



On January 01, 2019, Dirk Schneider becomes a member of the management board of FIS Informationssysteme und Consulting GmbH and assumes **overall responsibility for the marketing and sales divisions**. Since 2009, Mr. Schnei-

der has held various sales management positions at FIS. As sales manager of the Smart Business Solutions business unit, he was most recently responsible for the marketing of FIS optimizations and the SAP C/4HANA Suite. By bundling the sales and marketing activities under a joint management, FIS would like to increase its focus on customers and current market requirements.

## FIS IMPLEMENTS WAREHOUSE MANAGEMENT SYSTEM AT BRENNTAG IN RECORD TIME

Brenntag S.p.A. (Italy), a part of the Brenntag Group, the world market leader in chemical distribution headquartered in Essen, built a new four-aisle high rack storage area with guided forklifts at its Filago location near Milan within a project period of only nine months. At the same time, **SAP Extended Warehouse Management (EWM) was implemented as a process solution for warehouse management and control**. FIS, an SAP partner with "Gold" status, was commissioned to **connect the SAP Warehouse Management system with an individual ERP solution**.

Brenntag operates a global network with more than 530 locations in 73 countries. With more than 16,000 employees worldwide, Brenntag is the strategic partner and service provider for manufacturers of industrial and specialty chemicals at one end of the value chain and for users of chemicals at the other end of the value chain. In Filago, Italy, a new automated warehouse was built at the beginning of 2018, which replaced the existing manual warehouse with its limited logistical capacities on

October 1, 2018. It offers Brenntag (Italy) fast picking, larger storage space and, as a result, even better customer service.

Brenntag (Italy) opted for SAP EWM as its Warehouse Management system because the previous individual ERP system on site (STAR) did not offer sufficient functions for warehouse management. FIS has also implemented the *FIS/xee* process integration solution at Brenntag (Italy). It enables a complete interaction of SAP EWM with the external ERP system. "Even without SAP ERP, we can use all functions of the SAP Warehouse Management system. *FIS/xee* closes the gap that remains open in the SAP standard version," explains Domenico Managò, CFO at Brenntag S.p.A. (Italy).

The go-live on October 1 went smoothly. The integrated FIS solution from SAP EWM and STAR was available just in time for the start-up of the new automated warehouse, which was enabled by the FIS expertise in the warehouse logistics/warehouse software area.

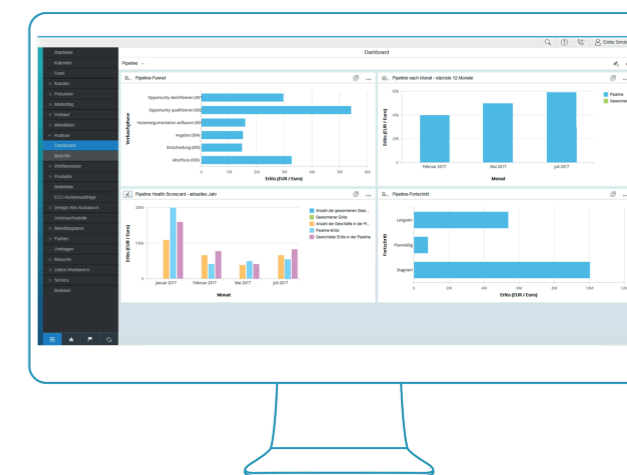
## SCHWÄBISCH HALL FACILITY MANAGEMENT RELIES ON SAP SALES CLOUD

With its C/4HANA Suite, SAP picks up the trend towards cloud services and consequently towards mobile access to customer data and processes in the CRM area. The convincing technical future prospects of this cloud-based solution were the decisive factor for Schwäbisch Hall Facility Management GmbH (SHFM) to replace the former CRM system by the SAP Sales Cloud module of the C/4HANA Suite. The order for implementing this solution was awarded to official SAP sales partner FIS.

SHFM is a one-stop provider for anything to do with building and facility management and document services with more than 600 employees. The sales and marketing department generates leads in the Sales Cloud and can create various follow-up activities (phone calls, dates, tasks, e-mails). In its further course, a lead may turn into a sales opportunity, be valued with estimated revenues and amended by products or services.

### Address maintenance in the Sales Cloud solution

The company maintains its entire stock of addresses in the Sales Cloud solution. New entries and changes will automatically be replicated into the SAP ERP system. In a preliminary stage, FIS combined the datasets of different systems (predecessor CRM, Lotus Notes). At the same time as the implementation project, the FIS team optimized the order processing and service processes in the environment of SAP

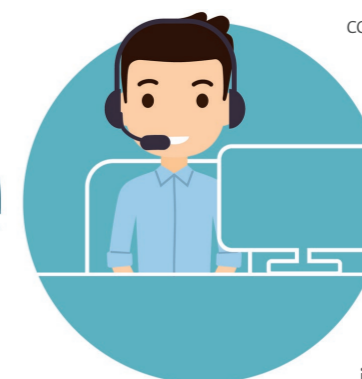


SD/CS. In this way, all CRM and ERP processes at SHFM are consistently executed in SAP.

**The advantages of the cloud-based CRM solution for SHFM are obvious:** The user-friendliness has improved significantly. Sales employees are able to analyze the entire purchase process initiation process, use mobile apps for it and have access to a shared data basis. It is also possible in the future to flexibly connect further systems, such as SAP Marketing Cloud.

## NEW SAP CONSULTANT TRAINEE PROGRAM

People who are interested in digital trends and are looking for a job at a renowned regional employer in the IT industry will find the right company with FIS: As one of the leading SAP service providers in Germany, Austria and Switzerland, FIS offers university graduates the opportunity to participate in its new trainee program. **Within six months, they will be trained as SAP consultants (m/f)**. The trainee positions are intended for Bachelor and Master graduates in business administration or information technology. **A basic technical understanding, strong communication skills and an affinity towards digital topics are the necessary prerequisites.**



courses, they will be prepared for their first practical activities at the customers' premises. From the beginning, FIS invests into its graduates' future by enabling them to obtain the official SAP module "SD" certification in the amount of EUR 15,000 within the scope of this program, **which will start in April 2019**.

At FIS, the trainees will receive an intensive SAP training in the logistics modules with subsequent SAP consultant certification and will be coached by experienced SAP consultants. By means of hands-on sessions in the "FIS Academy" and soft skill training

Directly after completing the training, the participants can be involved in a decision on how to proceed as SAP consultants: if they are to be involved in customer projects and, as a consequence, have to travel a lot or if they are to be employed as in-house consultants in the internal Support department. In order to be able to use their acquired capabilities in practice, the trainees will be taken on as permanent employees after successfully completing the program.

Further information: [www.tinyurl.com/fis-trainee](http://www.tinyurl.com/fis-trainee)

## FIS-ASP IS AN SAP PARTNER FOR PARTNER MANAGED CLOUD

It is not always advisable to purchase SAP licenses – for example if licenses are required in the short to medium term for spin-off, carve-in or carve-out transactions but it is still unclear how many licenses are in use over what period. For such scenarios, SAP offers the **"Partner Managed Cloud" (PMC)** solution, for which FIS-ASP is now a certified partner. SAP PMC provides companies with a **bundle of licenses, hosting, application support and software at predictable monthly costs.**

SAP PMC is a solution that bundles licenses with other SAP services for a limited and predefined period. The customer uses different services including the licenses and still has only one fixed partner. This means that they do not have to conclude several contracts with different service providers. SAP PMC is particu-

larly interesting and economical for SAP system runtimes between two and seven years.

Large corporate customers already rely on the FIS-ASP SAP PMC service. In a bundle with hosting, application support and software maintenance, the package has been reduced for the customer to a contract with predictable monthly costs. The customer benefits from reduced administrative effort and has only one central contact person. Those who opt for the SAP PMC model remain free to design their future ERP strategy with **secure and transparent data as well as low latencies relative to the FIS-ASP data centers.**



## SIEMENS ELIMINATES LOADING EQUIPMENT DOCUMENT



**The starting situation:** In the past, the "Power and Gas" division (area "Transformers and Products") of the Siemens Schaltwerk location in Berlin managed receipts and issues of loading equipments in an Access database. This database exactly recorded how many containers and boxes were given to every vendor and which of them had already been returned. The individual movements of returnable transport packagings were documented with accompanying document form and carbon paper and controlled by several persons involved in the supply chain.

**Manual transmission errors** were unavoidable. The database was only maintained by Siemens. The vendors maintained their own accounting in Excel tables and sent them to the Third Party Logistics Inbound office once a month. There, the lists were printed and the employees checked with ruler and pencil whether the data corresponded with the quantities entered by them – item by item. Any

variances were only identified after this control and required time-consuming clarification.

**The solution:** Siemens has moved the administration of loading equipment accounts with vendors and forwarding agents into the cloud using the **cloud-based iRetPlat loading equipment solution** of FIS-iLog integrated Logistics Platform GmbH. As a result, **all persons involved have access to the information at the same time** via the corresponding loading equipment movements.

Wherever a movement is created, it will be recorded only once via the platform. The employee loading or unloading the truck with wire mesh boxes transfers the number and departure/destination of the loading equipment to the platform via mobile terminal, where a system posting is made. At the same moment, their counterpart is informed about the new entry via app and can verify it immediately. This means that variances can be identified promptly and documented via app. Comments as well as files and images describing the variance can be uploaded for the entry made.

Based on this posting, it can be specified for each loading equipment movement whether it has been coordinated or not. Errors are identified immediately and employees no longer need to search for specific data in archives and collect it several weeks later. **Using the cloud platform, the Siemens division was able to reduce the efforts for managing and maintaining vendor accounts by 60 percent.**

Further information: [www.fis-ilog.de](http://www.fis-ilog.de)



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