



Contents

- **Sanitas Troesch**
Successful *FIS/wws*®
Implementation Project at
Saint-Gobain's Swiss Subsidiary
- **FIS GmbH**
Networking at the
FIS Innovation Day 2013
- **FIS-ASP GmbH**
Increased redundancies for
increased requirements
- **ABB Deutschland**
FIS/mpm® for SAP
Master Data Maintenance
- **Spar Österreich**
Invoice Processing for the
Retail Trade Sector
- **Audi AG**
Improved Data Security in
SAP HCM with *FIS/hrd*®

Dear Readers,

It is part of the FIS strategy that users of our applications can view and process information decentrally from any remote place while on the move. This is one of the key subjects of the future – and of this year's CeBIT fair. Those who participated in our most recent Innovation Day could get an idea of our solutions and their readiness for the future such as the mobile posting within warehouse logistics, the Web-based invoice verification with *FIS/edc*®, the mobile application of *FIS/crm*® or the multitude of mobile *FIS/eSales*® functions.

We really hit the mark with our Mobile Shop as add-on to *FIS/eSales*®. The eshops of Richter+Frenzel, for instance, and of all German paint wholesalers of the CMS group are based on this technology. Consequently, the shop operators provide their customers with a high level of added value as many positive reviews in user forums have shown.

Besides mobility, Cloud operation and SAP HANA are also current key issues FIS is paying special attention to. Our subsidiary FIS-ASP is specialized in Cloud solutions. Last year, it received the Mission-Critical Innovation Award 2012 by HP and Intel for SAP coming out of the Cloud. SAP HANA, which is used for real-time acceleration of analyses and simulations as well as for the quicker processing of large datasets in the main memory, is currently 'the talk of the town'. Our experts are porting the *FIS/wws*® industrial solution to SAP HANA. The benefits for our customers are accelerated queries, applications, functions and processes. Moreover, we are working on different collaboration scenarios for SAP applications in

particular as well as on Web and portal applications and integration scenarios.

Our customers honor this passion for innovation. We were able to close the fiscal year 2012 with a strong sales growth of 13 % compared to the previous year. And we will continue to invest: 15 percent of the sales volume is spent for product development, 5 percent for further training and approximately 10 percent for infrastructure (office space, hardware and software). We also achieve double-digit growth rates in the number of employees: currently, 350 FIS customers and approximately 20,000 productive *FIS/wws*® users are served by 480 employees.

There is plenty of interesting news from the FIS world – and you can read about the most important news in our current newsletter. Enjoy reading!

Yours Truly



Ralf Bernhardt,
FIS Managing Director

Successful FIS/wws® Implementation Project at Saint-Gobain's Swiss Subsidiary Sanitas Troesch

Sanitas Troesch, the leading provider of kitchens and bathrooms in Switzerland, has around 950 people employed and is a subsidiary of the French Saint-Gobain group. Before the implementation of the FIS solutions, the wholesaler had used a self-developed retail system as well as various operational systems. Given the objective of a sustainable standard solution as well as a consistent software and system landscape, the group decided in favor of the FIS/wws® industrial solution and further FIS solutions.

FIS won the tender not least by the fact that their solutions have been successfully used at further Saint-Gobain companies for quite some time – an important reference for Sanitas Troesch. The project was kicked-off in fall 2009. The implementation took place in five steps

and affected all regions in Switzerland as well as all business segments. Besides FIS/wws®, Sanitas Troesch has implemented FIS/edc® for electronic incoming invoice reading and processing, FIS/mpm® for the management and mass maintenance of master data, FIS/xee®, an EAI/EDI solution for the electronic exchange of data with vendors as well as the data warehouse solution FIS Smart BI.

The challenge of this project was to adapt the applications to the different function and process requirements of the individual segments. Therefore, the FIS standard had to be enhanced by several functions according to the customer's requirements including the need for multilingualism. All Sanitas Troesch applications must allow operation in Italian, French and German. Consequently,

all business processes, enhancements and adjustments were customized and implemented in 3 languages as well as tested in regard to function and integrity. Subsequently, the users were trained in handling the functions and business processes during intensive training courses lasting several weeks.

After the scheduled completion at the beginning of July 2013, the prompt kick-off for further projects is planned including the implementation of a Product Information Management System (PIM) for master data management and catalog creation as well as the implementation of a B2B solution in 2014. Moreover, Sanitas Troesch requires further optimizations in order to increase the efficiency of sales and logistics retail processes.



Networking at the FIS Innovation Day 2013

At their Innovation Day 2013, FIS GmbH presented the entire spectrum of wholesale-specific and cross-industry IT solutions in the SAP area to an increased number of visitors. More than 120 customers, partners and interested parties took the opportunity to exchange experiences and know-how at the highest level. The motto of this year's event was "Always one step ahead with FIS".

the "Mission-Critical Innovation Award" by HP and Intel for SAP systems out of the cloud. In addition, visitors of the Innovation Day had a chance to get an idea of the numerous FIS developments in the "mobility" area: warehouse logistics with FIS/wws®, invoice verification with FIS/edc®, FIS/crm® and the FIS/eSales® shop solution are meanwhile available as mobile applications and are consequently further developed in this direction. After

Smart Products with FIS/edc®, FIS/eSales®, FIS/crm®, FIS/hrd®, FIS/mpm® and FIS/xee®. In the exhibition accompanying the Innovation Day 2013, FIS-ASP and the Polish subsidiary FIS-SST were presented to customers, partners and interested parties.

An "evening before" event impressively marked the beginning of this year's FIS Innovation Day. Ralf Bernhardt welcomed



Ralf Bernhardt, managing director of FIS GmbH, introduced the company's current management team in Schweinfurt and presented topics that have recently had a major influence on FIS and will also play an essential role in the future. The most important topics included "SAP standards out of the cloud" about FIS-ASP. It was only last year that FIS-ASP had received

all, the central topic was SAP HANA: by now, FIS offers consulting services for HANA and gradually ports FIS/wws® to the new platform.

Once more, the Innovation Day 2013 lived up to its name: innovations have been made for Business Unit "Technical Wholesale" with FIS/wws® and for the

participants and Schweinfurt's mayor, Sebastian Remelé, received the attendees as guests in the name of the city. Punch lines "with an edge" were presented by cabaret artist Oliver Tissot, who provided great amusement among the perfectly entertained guests.

Increased redundancies for increased requirements



ÜZ headquarters in Lültsfeld

FIS-ASP GmbH (FIS-ASP) operates four state-of-the-art data centers in Grafenrheinfeld. Currently, an additional data center is being implemented at the site of business partner Unterfränkische Überlandzentrale eG (ÜZ) in Lültsfeld, about 20 km far from Grafenrheinfeld.

ÜZ eG is energy supplier of FIS-ASP whose data centers are energy efficient but,

at the same time, consume huge amounts of electricity. In turn, FIS-ASP is IT service supplier for ÜZ. For many years, ÜZ has been investing in the expansion of renewable energies and the infrastructure for broadband communication.

Robert Schuhmann, managing director of FIS-ASP: "The idea of a remote data center is not really new for FIS-ASP. In the past, high costs for broadband communication were a reason against such an investment. The existing ÜZ infrastructure and increased requirements of the market can now be combined to an ideal model for a high-security solution. The mutual interests of ÜZ and FIS-ASP are the basis for an ideal symbiosis. It is possible to mirror data synchronously via a distance of no more than 20 km."

As from 2014, FIS-ASP will therefore be able to provide additional security for customers who ask for a data or server backup in their IT strategy with distances exceeding the ones of a campus solution. The first expansion stage provides space for 6 servers. At the end of this expansion, 30 servers are to be operated with an energy performance of over 200 kWh.

Moreover, this solution provides for a redundant connection of the communication providers with direct links to the Internet backbone in Frankfurt and Nuremberg.

Consequently, FIS-ASP customers will be able to combine the strategic benefit of network providers from great combinations with the benefits of the FIS-ASP data centers and service.



ABB Deutschland Relies on FIS/mpm® for SAP Master Data Maintenance

As a leading provider of energy and automation technology, ABB Deutschland AG relies on technology developed by FIS GmbH for SAP master data maintenance. For quite some time now, ABB's subsidiary ABB Stotz-Kontakt GmbH has used the FIS/mpm® solution with its modules for material master, purchasing info record and price maintenance. The successful use of this product has now led to the enhancement of the solution to the entire ABB Deutschland AG.

SAP add-on FIS/mpm® enables fast and flexible creation, maintenance and decentralized management of almost all SAP master data for SAP users. FIS/mpm® provides a number of different modules for SAP master data maintenance. In this connection, ABB Deutschland relies on the tools for material master, purchasing info record and price maintenance.

ABB Deutschland can upload as much

material master data and as many purchasing info and price records as requested into the worklist of the FIS software for mass maintenance of SAP master data. There, the master data can be processed or newly created in a safe environment. Subsequently, it is re-imported into the standard SAP tables for further productive use. FIS/mpm® users can be found in the procurement department and in the material master maintenance department of master data management.

With FIS/mpm®, the sales department of ABB Deutschland AG primarily maintains sales information, i.e. prices, surcharges, discounts etc. These conditions could also be processed directly in SAP, but only individual maintenance is possible there. In the mass data maintenance tool FIS/mpm® however, all conditions concerning a specific customer or a certain customer group can be viewed and processed. Master data that is uploaded

into the FIS/mpm® worklist by the user is stored in the SAP database, but is not contained in the SAP production system any longer, so there is no "open-heart surgery". In fact, the conditions are stored in specific FIS/mpm® tables. There, changes can be made and the data is not transferred to SAP again before the changes have been approved by all parties involved.

For ABB Stotz-Kontakt GmbH, FIS GmbH had enhanced the FIS/mpm® standard version to such an extent that conditions provided with additional information can be imported into the worklist via specific selections. This functionality will also be used by ABB Deutschland AG. Currently, courses are taking place, where a total of 80 key users from all over Germany working in the SAP MM und SD areas is trained.



Invoice Processing for the Retail Trade Sector

SPAR has become indispensable for the Austrian food retail trade sector. In 2012, the group counted 1,586 markets in Austria plus 1,100 stores in the neighboring foreign countries, which consequently leads to manifold business relationships.



Robert Lackner, head of invoice verification at SPAR Österreich

Every year, the Group receives nearly 3.5 million invoices from an estimated number of 3,000 suppliers. The food trade division of SPAR Österreich contracts

with thousands of typical regional suppliers, such as the small alpine dairy on the mountain. A large accounts payable accounting is therefore necessary where, until recently, 110 employees alone have been busy with invoice processing. In short: too many and too unproductive. This is why the business group implemented the *FIS/edc*[®] solution for automated invoice recognition and processing.

SPAR Österreich invited eight out of 25 preselected software producers for a presentation on site. FIS GmbH finally won the race. "We were not looking for a system that was exactly tailored to our requirements but rather for one allowing the verification of invoices in the SAP standard," says IT expert Andreas Kaserer. "Reason: we manage everything within the ERP software – from the winemaker to the chain store. At the same time, the solution should provide sufficient room for adjustments," he continues.

Today, *FIS/edc*[®] maps essential trade-specific requirements of SPAR Österreich.

Amongst others, this is the dynamic header data processing. According to this, it is sufficient if the total sum of an invoice complies with the purchase order; OCR component FCI will read item data only if differences are detected. In the department of Robert Lackner, head of invoice verification at SPAR Österreich, only 70 instead of 110 employees deal with validation and invoice verification. Since the implementation of the electronic invoice processing, 40 employees have been in charge of inventory controlling, an extremely important activity for trade companies which involves the validity check of stocks and the determination of inventory differences. "We are now able to control much more accurately and prepare the data for sales. We would not have been able to free these personnel resources without the IT support in invoice processing," he says. These are benefits that derived from the automation of goods invoices alone.



AUDI Improves Data Security in SAP HCM with *FIS/hrd*[®]

With *FIS/hrd*[®] SRA (Scheme and Rule Analyzer), FIS has developed a solution which enables the audit-proof further development of complex payroll procedures and time management, for instance.

Gerhard Köberle, head of Audi IT HR core processes: "The versioning of schemes, rules and important Customizing tables improves our data security in SAP HCM and represents a very useful tool for an international enterprise. Moreover, the support in matching SPs and the simpli-

fied documentation of changes made to the system are very helpful to us as well."

The SRA is a central component of the *FIS/hrd*[®] solution for quality assurance in SAP HCM. Combined with the CCC (Copy, Compare, Convert) component, the SRA in particular enables you to perform qualified before and after analyses and to quickly and easily follow changes made to Customizing and master data.

Audi as well as all other customers bene-

fit from numerous enhanced functions of the current Release, such as context-sensitive accesses in the schemes and rules view enabling an easier and intuitive work. Functions for improved matching immediately show the objects included in Support Packages and transports. This facilitates the work with modified, derived and customer-specific objects.

By using *FIS/hrd*[®], Audi expands its FIS portfolio already consisting of the *FIS/edc*[®] product.



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