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Dear Readers,

“Listening” instead of terribly long product and sales presentations: this is the motto of the FIS process consultants when it comes to discussions with customers about typical problems and challenges of their business processes. We consistently apply this dialog-oriented model in our new event concept. And with success: the most recent customer forums of our Smart Products Business Unit were again very well attended. They convinced with their regional character and are part of our new sales and service structure, which helps us optimize the cooperation with our existing customers in particular.

Electronic document management, invoice exchange according to ZUGFeRD, master data management and master data maintenance were the most important topics of this year’s FIS customer forums in Leonberg and Cologne.

Currently, the FIS development work focuses on the expansion of our know-how and solution portfolio concerning HANA, Mobility, Social Business Integration, Collaboration and Storage out of the Cloud. We are also dealing with technical details that are important to our customers, such as the processing of entry certificates.

We constantly expand our range of solutions for all these areas to be able to support you in the best possible way and give you advice for the set-up and expansion of your system landscapes. HANA is one of these solutions. As already mentioned in the last issue of our FIS News,

FIS/wws® was the first solution to be ported to SAP HANA. We have already obtained the HANA certification and currently, all FIS products can be run on the SAP in-memory database. We thoroughly check the HANA operation in a specially established test laboratory and will have optimized it by the end of this year.

Storage out of the Cloud is another current topic, in particular with respect to Big Data. Although it is possible to rent storage space everywhere, availability or performance commitments are hardly given. Please read in this newsletter how our subsidiary FIS-ASP manages Storage on Demand.

It goes without saying that we will keep you informed about all current and future FIS GmbH activities. We hope that this FIS Newsletter will provide you with interesting and inspiring information. Enjoy reading!

Yours truly,



Wolfgang Ebner,
Executive Board, Business Unit Smart Products

HG COMMERCIALE and FIS: Precision Landing with the “Apollo 14” Project

Apollo 14 went down in the annals of space history as the scientifically most valuable manned moon mission. At the same time, the landing capsule achieved the most precise landing of all Apollo missions only 1.1 km away from the targeted landing point. Apollo 14 is also the name of the SAP implementation project at the HG COMMERCIALE trade distributor of the Swiss Contractors Association (in short HGC), one of the largest builders merchants in Switzerland.

A good omen since in January 2014 HGC and its implementation partner FIS also achieved a precision landing and successfully completed one of the most ambitious projects in the company's history: Within 7 work days only, the SAP system was put into operation on schedule and without problems at all 52 locations with their about 800 employees for the three national languages German, French and Italian.

“We relied on the right product and opted for the right implementation partner as FIS understood our needs. This makes me enormously happy,” sums up Gregor Barmet, project leader at HGC. Already in autumn 2014, FIS could convince HGC during several workshops that it was able to manage the complex processes of the Zurich trade distributor. This

impression was to be confirmed by the project success.

One key factor for the success was the provision of a prototype where all structure elements elaborated beforehand in the basis and process designs for the future SAP system had been imported. Such a prototype allows the users to simulate specific processes on the system already during the conception phase. This represents a benefit to the key users involved as they were able to gain initial experiences with the system and gather over 1,000 test cases for the equally numerous function tests.

This enabled us to exclusively focus on the system stabilization during the subsequent integration tests and to successfully avoid changes to defined and implemented processes. We began each of the three test iterations with a complete system configuration including data migration. Only this approach creates a realistic test basis and enables the users to train the upcoming go-live procedure multiple times. According to the persons involved, this is another key



element of a successful go-live and the main reason why concerns regarding the imminent going live were rightly resolved gradually with each test phase.

The users as well were optimally prepared for the go-live due to thorough training courses held by the key users. In addition, a key user was provided at nearly each location for supporting the users on site. If required, the key users could access a central go-live desk the entire HGC and FIS project teams belonged to.

Already three weeks after go-live, this service could be adopted by only three HGC employees and two FIS consultants specifically determined for this purpose.

The project strategy worked out. The project plan including all milestones and steering committee meetings was met until the end of the project: Mission “Apollo 14” completed successfully and on schedule.



FIS GmbH Receives Once Again “SAP Partner Center of Expertise” Award



Once again, FIS GmbH has been certified as SAP Partner Center of Expertise. As early as in 2011, FIS GmbH could prove for the first time that its service and support organization, i.e. the internal processes, the

employee expertise as well as the entire SAP support, fully meet the technical and organizational requirements of SAP Walldorf.

A successful audit revealed that FIS meets the certification requirements both for SAP Business All-In-One and SAP HANA.

Therefore, SAP awards the SAP Partner Center of Expertise status for another two years. FIS GmbH congratulates its

more than 70 competent and committed SAP support center experts with long-standing experience on their personal commitment, their continuity and reliable partnerships with the customers.

FIS will use the SAP Solution Manager Service Desk to continuously send reports to SAP AG, ensuring that the FIS performance standards are kept in line with the targets defined by SAP and giving the satisfaction of its customers top priority.

Automated Processes for Master Data Cleansing – Directly from Your Inbox to SAP



Clean master data is essential for a well-functioning company. The manual maintenance of (SAP) master data requires a great amount of time and effort. For many years, FIS/mpm® has offered an integrated SAP add-on for simplifying the maintenance of SAP master data used by a number of customers. However, automated master data maintenance can even go further by integrating inbox channels. FIS has therefore established a connection between its data maintenance tool, the FCI document reading software (OCR) and the FIS/edc® Invoice Monitor, the solution for the technical and content-related

postprocessing of incoming invoices.

If, in the past, the FCI document reading software identified missing or erroneous information after the scan process, FIS/edc® generated an instruction to the SAP team via e-mail or Excel table to make the corresponding amendments in SAP. For the first time, the interaction of the FCI document reading software and FIS/edc® with FIS/mpm® enables automatic corrections or amendments of SAP master data.

New information, such as vendor master data, will be identified automatically

from the incoming documents and matched with SAP. The master data will automatically be updated in SAP, if required. Consequently, business processes will no longer be interrupted by missing or erroneous master data.

If the vendor is unknown, a parked invoice will be created as usual in FIS/edc® from inbound data such as paper, EDI or ZUGFeRD invoices. FIS/edc® transfers the invoice master data to FIS/mpm®, where it can be decided by means of workflow procedures whether a new data record is to be created or an existing data record to be updated.

In this way, the interaction of FIS add-ons makes SAP processes faster, easier, safer and more efficient. Well-founded decisions can be made quickly and are based on efficient processes due to high data quality. Due to the interaction of its Smart Products, FIS enables a process-related cooperation within SAP. For the first time, several individual steps result in a holistic process approach for working optimally in the ERP system.

“FIS goes HANA” – The Entire FIS Solution Portfolio Goes SAP HANA

SAP HANA stands for accelerated analyses and simulations as well as for accelerated processing of large datasets in nearly real time. Our customers will benefit from faster queries, applications, functions and processes. Speed and high-performance reporting are the keys particularly in trading with its large datasets. This is one of the reasons why FIS/wws®, our industrial solution for technical wholesale, was the first solution to be ported to SAP HANA. Performance analyses prove the potential of the in-memory platform and, without giving away too much, exceed the scenario forecasts by far.

In the meantime, we have obtained the HANA certification and already today, customers can fall back on the FIS consulting services for SAP HANA. The delivery capacity for SAP HANA is guaranteed and we continue to push ahead



our internal know-how: all FIS products can now be run on the SAP in-memory database. Working on collaboration scenarios for SAP applications in particular, Web and portal applications or integration scenarios is in full swing. Our specialists develop scenarios exceeding the limits of conventional techniques and permanently optimize our solutions for the operation on the new platform.

The optimization of our HANA solutions is in progress and will be finished in the first quarter of 2015. You will obtain further information from our test laboratory shortly. Things remain exciting.

Development across Borders – Nearshoring with FIS-SST



Headquarters of FIS-SST Sp. z o.o. in Gliwice, Poland

Poland is an emerging market in the high-tech industry and offers numerous IT engineers, programmers and project managers with an excellent command of German and English. These are ideal prerequisites for FIS GmbH when it comes to offer nearshore IT consulting and

development services to its customers via its Polish subsidiary FIS-SST.

FIS-SST Sp. z o.o. is headquartered in Gliwice/Upper Silesia. For more than 10 years, it has focused on the B2B business for customers from the German-speaking regions in particular. The company was founded in 2002 and has been an independent subsidiary of FIS GmbH since 2008 with currently 40 employees. FIS-SST stands for state-of-the-art project management methods, such as SCRUM, excellent Java EE and .Net skills, partnerships with Microsoft and SAP as well as for practical co-operation experience with West European and, in particular, German IT companies.

“We ensure that our project teams are ‘tailor-made’ for our customers’ requirements in technical and linguistic terms,” says Robert Schuhmann, one of the two managing directors of FIS-SST Sp. z o.o. According to Robert Schuhman, who is also the managing director of FIS-ASP GmbH, nearshoring offers many advantages, such as highly-qualified employees and, above all, maximum flexibility: services can be ordered or canceled at any time, short-term capacity bottlenecks can be managed immediately and services are settled according to time and effort.



Storage on Demand at FIS-ASP – Flexibility and Security Made in Germany

In the age of Big Data, the question of data storage is becoming increasingly important. For a long time, many companies have been reflecting on how to deal with data storage. Storage out of the Cloud can be rented everywhere but availability and performance commitments are hardly or never given. In addition, the question arises of whether it really does not matter where in the world this data is stored.

Big Data –

Why is the data growing so strongly?

The adjacent pictures demonstrate how much the world has changed during the last 8 years. The pictures show St. Peter’s Square in Rome after the papal election. Even though we are rather active in the B2B business than in the papal election, we are also affected by these changes. The amount of our customers’ image data is growing as well and becomes more essential.

What FIS-ASP offers

FIS-ASP customers have the possibility to rent required storage capacities and to combine the desired storage capacities individually from a pool of services, availabilities, performance classes and appropriate backup strategies. Therefore, FIS-ASP

has tied up a package of different storage classes including factors such as service time, availability, performance and redundancy (one or two data centers) from which our customers select their appropriate storage model.

The FIS-ASP solution is based on the Shared Storage approach according to which all customers share the physical resources available.

Customer data is stored in one or, in a mirrored way, in two data centers according to the customer’s request. Within a defined service time, FIS-ASP guarantees availabilities and performance for the storage selected. The performance commitment refers to IOPS /TB, i.e. input operations per second and terabyte storage. Such a performance commitment is very unusual in the Storage on Demand or Storage out of the Cloud area.

FIS-ASP provides similar flexibility in the backup field. The customer decides what data is to be stored per snapshot within the primary memory, in a remote storage system or on a tape or what data is to be outsourced to our backup data center in Lültsfeld. Last but not least, FIS-ASP



Papal election in 2005 (photo: PA/DPA)



Papal election in 2013 (photo: PA/DPA)

guarantees, of course, that all customer data is stored in Grafenrheinfeld, Lower Franconia.

Big Data is the future. With its storage concept, FIS-ASP considers itself well-prepared for this future.



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