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Dear Readers,

Firmly rooted in their regions and yet at home on the global markets thanks to technological top performances – nowhere else in the world is there such a great number of medium-sized companies as in Germany. These companies require adequate IT tools for their expansion path. Consequently, FIS concentrates on developing solutions that meet the requirements of a global use, which is currently one of our most important key issues.

In 2013 as well, FIS, a VAR partner of SAP with 'gold' status, has once more adjusted the ERP systems of numerous companies to their specific requirements. Our *FIS/wws*® template for the technical wholesale is the ideal industrial solution for optimizing (international) quantity and value flows. At the same time, we constantly develop our Smart Products. Our *FIS/edc*® solution, an SAP-integrated document management system, is used in more and more countries throughout the world and national language versions of our *FIS/eSales*® e-shop solution help conquer foreign markets via Internet.

All these measures and activities are supported by a partner strategy which will be even more international in the future. This will increase our delivery capability and high-quality projects can be executed even more quickly.

FIS customers are also SAP customers. Therefore, our attention is focused on the latest technological developments from Walldorf such as HANA in particular. As already reported, our specialists are currently porting *FIS/wws*® to SAP HANA. In the meantime, we have obtained the HANA certification and initially installed *FIS/wws*® under HANA.

The release planning and implementation as well as the creation of demo scenarios are intended for 2014.

In January 2014, there will be another highlight of our corporate development: by using state of the art broadband technology, FIS-ASP will connect another data center around 20 km from Grafenrheinfeld to the existing campus data centers.

Besides our commitment to charitable and social projects, our employees do without the FIS Christmas presents this year again and make instead a donation for organizations such as the Jugendhilfezentrum Maria Schutz (a child and youth welfare center) in Grafenrheinfeld, the Schweinfurt palliative care unit and further charitable institutions.

As you can see, there is much news to report on and we are looking forward to another successful year together with you, our customers and business partners.

I wish you a peaceful and relaxing Christmas season and all the best for the year 2014.

Yours Truly



Ralf Bernhardt,
FIS Managing Director

Various Add-on Combinations Result in One 'Big Picture' of More Efficient SAP Systems

Communication with customers will change rapidly over the next few years. Speed and data availability will become the key competitive factors. This means for SAP users that they need to prepare their systems for new challenges quickly, easily and cost-efficiently. The add-ons by FIS GmbH enable them to do so – by using these relatively small solutions making SAP processes easier, quicker, more efficient and safer and increasing data quality at the same time.

The 'Smart Products' by FIS GmbH are add-ons deeply integrated in the SAP version. They are flexible and can be rapidly adjusted to specific customer requirements. The Smart Products complement the SAP standard scenario and offer solutions for the document management and mass data maintenance of almost

all SAP master data. There are enhancements for the SAP Human Capital Management, particularly with regard to audits, as well as an EAI tool for any kind of partner and interface connections to SAP.

It often happens that not all business partners send their documents electronically; for such cases, FIS does not only offer the *FIS/edc*® add-on as well as the OCR FCI software but also an efficient shop solution for Internet sales and a CRM solution for optimizing business processes within customer relationship management. FIS also provides mobile access to all solutions via smartphone.



Dirk Schneider, head of sales of the Smart Products Business Unit

The interaction of the FIS add-ons accelerates processes in SAP and makes them easier, safer and more efficient. This, in turn, leads to quick and well-founded decisions based on efficient processes due to high data quality. Dirk Schneider, head of sales of the FIS 'Smart Products' Business Unit: "The interaction of our Smart Products forms a 'big picture' for a process-related integration in SAP.

This enables users to focus even more on their main business."

'SAP out of the Cloud' – Secure Private Cloud Services for SAP ERP

Today, many companies use SAP ERP systems as their business standard software and have them hosted more and more frequently in data center operation. Since

via the Internet, a general distinction is made between Public and Private Cloud concepts. FIS-ASP relies on Private Cloud which means limited access only for de-

customers and data. At the beginning of 2014, another data center around 20 kilometers away from Grafenrheinfeld will be connected to the existing campus data centers. The customer maintains their data while the Cloud operator ensures performance and availability.

The costs for IT usage can be optimized in the Cloud operation by means of flexible, short-term license agreements and by quick standardized installation. At the same time, Cloud operation stands for high flexibility. The number of the systems and their runtimes can be freely selected and the IT landscape can be enhanced according to the customer's requirements, thus remaining flexible.

Consequently, medium-sized enterprises have the possibility to integrate SAP, CTRIX or Microsoft solutions into their IT landscape in an elegant and cost-effective way. FIS-ASP applies high quality and data safety standards. Besides ITIL, the ISO9001, ISO27001 and ISAE3402 standards are externally audited and certified.



Data center of FIS-ASP in Grafenrheinfeld

2001 already, FIS-ASP has guaranteed highly available operation of IT systems, in particular for customers of FIS GmbH. More than 25,000 users throughout Europe either rely on servers and services of FIS-ASP or use its technical consulting portfolio.

As for Cloud Computing, i.e. the provision of software and IT infrastructure

for customers and partners, adjustable processes and an IT landscape under individual control.

In this way, maximum safety combined with highest availability and flexibility is achieved. The systems are operated 100 percent in FIS-ASP data centers located in Germany. The data centers are spatially separated in order to minimize risks for

Internationalization Trend – Preparing ERP Systems for the World Market

Entering the world market is obvious for many trading companies. However, many ERP systems are not prepared at all for such a step or, if any, not sufficiently prepared. Irrespective of individual internationalization strategies, FIS GmbH offers solutions to this problem.

Stagnating sales potentials and growing competition on domestic markets are reasons why wholesalers feel obliged to develop new sales opportunities worldwide. They enter new procurement markets using international purchasing offices or move their production facilities abroad. This internationalization trend increasingly affects medium-sized businesses that face the challenge to prepare their ERP landscapes for the fiscal and legislative requirements of all these national markets. FIS, a VAR partner of SAP with 'gold' status, has already adjusted the ERP systems of numerous companies (also medium-sized businesses) to international challenges.

The experience gained in a multitude of customer projects shows that the system landscape often is a 'rugged' one consisting

of different software solutions. These solutions may have been sufficient to support an expansion, but they do not comply with the current growth plans in the respective countries since they do not contain fundamental integrative retailing processes.



is standardized and predefined industry processes and organization structures are directly imported (15 language versions are currently available). The additional *FIS/mpm*® module can be used to create a cross-country standard master data basis that also contains local vendors. According to the template strategy, the solutions will be first implemented in the pilot country before they are implemented in all other associated countries. In this way, entrepreneurial decisions can be taken as 'cross-border' decisions.

Moreover, the FIS customers can use the *FIS/eSales*® e-shop solution to benefit from internet and internationalization strategies: national language versions of the solution help conquer foreign markets via internet. Customers may start with a subrange of their products before they connect their full range to the

central ERP system with the corresponding language settings. This is only one example of many internationalization strategies supported by *FIS/eSales*® with 13 languages.

FIS/edc® Enables International Invoice Receipt Processing

FIS/edc®, the SAP integrated document management system by FIS GmbH, is used in more and more countries throughout the world - with invoice receipt processing being one of the main application areas. The Unicode capability of FCI 4.8, the text recognition solution developed by FIS, is an essential prerequisite for using *FIS/edc*® as it has been helping FIS customers like TE Connectivity for some time to continuously extend their systems in China. As from 2014, an upgrade to Version 4.80 is planned for all other foreign subsidiaries, for instance in the Czech Republic, Scandinavia, the USA and quite a few more.

FIS/edc® is a modular structured application completely integrated in SAP for the automated processing of paper and digital documents. Invoice receipt processing and in-box processing are the major appli-

cation areas of *FIS/edc*®. The *FIS/edc*® document reading software FCI offers high recognition rates and processes any kind of inbound media (e.g. fax, e-mail, PDF etc.).

With *FIS/edc*®, companies are able to automate all processes of invoice receipt processing in connection with vendor and customer documents and, consequently, simplify and accelerate them significantly. This results in an improved cooperation with vendors and customers.

The STO AG from Stühlingen, a leading specialist for thermal insulation with 30 foreign subsidiaries, is currently in the roll-out phase of its *FIS/edc*® solution in Switzerland; the implementation in Scandinavia has been completed. In 2014, Knauf, a Franconian manufacturer of building

materials, will connect further company codes in Russia and the USA to its system after *FIS/edc*® has already gone live in the entire region of Germany, Austria and Switzerland, in France, Slovenia and England.

From Cyrillic to Catalan, Alfred Kärcher GmbH & Co. KG, the world's largest manufacturer of cleaning devices, already organizes the invoice processing of its European subsidiaries via an international Financial Shared Service Center; currently, roll-outs in Dubai and South Africa are carried out, where *FIS/edc*® is integrated into the local Shared Service Centers. Similarly, other important FIS customers are enhancing their international invoice processing with *FIS/edc*®.



Enhanced Partner Strategy Is Oriented Towards Europe

Due to the growing internationalization and expanding activities on the markets, strong regional partners with expertise and experience in the newly developed markets are more valuable today than ever before.

An enhanced partner strategy allows FIS GmbH to meet growing customer requirements. The company restructures its organization in order to increase the delivery capability of high-quality services. Therefore, the newly created staff position 'Partner management' was occupied with Mike Wiede who has 13 years of experience in the Europe-wide consulting, project and product business. In the future, FIS GmbH will be able to carry out a growing number of consulting, development and implementation projects quickly and on a high



Mike Wiede, staff position 'partner management'

quality level not only in Germany, Austria and Switzerland where FIS is already market leader with its FIS/wws® solution but also outside the German-speaking countries.

In cooperation with our partners, there have been significant developments in Europe so far. With PLAUT, we have already implemented 6 projects in Austria and Switzerland. In Holland we are currently running an implementation project with the Dutch IT solution provider CTAC.

In the UK, FIS/edc® is already intensively marketed by our office in Manchester. In 2014, we want to make the whole FIS add-on portfolio more attractive. Scandinavia as well constitutes a highly interesting tar-

get region in the medium term. To implement these plans, Mike Wiede is looking for new regional and strong partners. But once again back to the core business in Germany: a network of 20 partner companies representing an ideal addition to FIS both thematically and regionally will help provide additional resources for an increased delivery capability.

"It is important to be able to revert to a wide range of high-quality external resources but it is equally important to provide exactly those resources meeting perfectly the customer requirements," explains Mike Wiede. For this purpose, a specifically developed ticket system collects all important information on the expertise requested. Consequently, it is possible to search the partner network according to exactly defined criteria and to deliver precisely tailored services.

FIS fully supports Mike Wiede in the implementation of these plans and measures.

Employees of FIS GmbH Do Without Christmas Presents and Make Donation to Youth Welfare Center

For the first time in 2011, the FIS employees came up with the idea of doing without the Christmas presents of their employer and making instead a donation to a charitable organization from the region. This year, the Grafenrheinfeld 'Kinderjugendhilfe Maria Schutz' (a child and youth welfare center) benefits from this donation.

On November 27, 2013, Andreas Waldenmaier, head of the 'Maria Schutz' center which is located just a few minutes walk from the FIS headquarters, cordially welcomed the FIS ambassadors to receive the donation check. The 'Maria Schutz' youth welfare center offers young people and their families a wide range of qualified



Check handed over to Andreas Waldenmaier, head of the Maria Schutz child and youth welfare center

educational guidance in difficult situations.

"It goes without saying that such donations help us maintain our wide range of

assistance," says Waldenmaier, who gave the FIS ambassadors a short tour of the center as well as an insight into the work there.

"The youth welfare center does an impressive job. It is a great pleasure to us to support this charitable center with our donation," says Christian Lang, head of the FIS 'Corporate Functions' department.

On behalf of the FIS staff, managing director Ralf Bernhardt adds: "Although FIS acts globally, it is firmly rooted in the region and remains committed to it. It will always be one of our main concerns to commit ourselves for social projects in the region."

FIS Informationssysteme und Consulting GmbH

Röthleiner Weg 1
D-97506 Grafenrheinfeld
www.fis-gmbh.de

Tel.: +49 97 23 / 91 88-0
Fax: +49 97 23 / 91 88-100
info@fis-gmbh.de

