

## At a glance

### Customer

- Tobler Haustechnik AG
- Urdorf (Switzerland)
- Founding year: 1957
- Employees: 720

### Industry sector

- HVAC wholesale, service focusing on heat generation

### Key figures

- Articles: over 60,000
- Customers: 5,500 installing companies
- Business partner system consulting: 1,500 engineering offices

### Solutions

SAP ECC 6.02 with the SAP modules

- Financial Accounting (FI)
- Controlling (CO)
- Sales & Distribution (SD)
- Material Management (MM)
- Production Planning (PP)
- Customer Service (CS)
- Warehouse Management (WM)
- Business Intelligence (BI)
- as well as the industry template *FIS/wws®* for the technical wholesale and a connection of *FIS/eSales®* and *FIS/xee®*

### Benefits

- Integrated system
- Standard processes within the Tobler group
- Optimum retailing
- Optimized stocks
- Transparency in the business processes

## Tobler Haustechnik AG - Project SAPhir Purchase orders at all times of day and night



*„FIS/wws® has enabled us a complete status management of all documents at any time by means of its cross-process monitoring function. For us, this does not only mean better customer relationships, but also an enormous relief in our day-to-day business.“*

Thomas Schlaefli, CIO

**Like a rough sapphire becomes a precious stone by means of a facet cut, the SAP system at Tobler AG turns from Standard ERP into a Tobler SAPphire by implementing *FIS/wws®* with Tobler-specific “cuts”.**

Tobler Haustechnik AG, a subsidiary of the internationally-active Wolseley group, is number one in the Swiss HVAC wholesale and offers a range of approximately 60,000 articles to more than 5,000 customers in the installer industry. With 6 regional and logistics centers and a total of 39 Tobler stores – the so-called Tobler-Marchés – Tobler is represented throughout Switzerland. The Tobler group, which includes the Tobler System AG, a competence center for system technology, and the Sixmadun AG, a leading service organization focusing on heat generation, currently employs a staff of about 720.

### Challenge

The Tobler group was searching for software which could be adjusted to fit its requirements precisely and

additionally cover certain industry-specific functions. Therefore, a decision was made in favor of the implementation partner FIS Informationssysteme und Consulting GmbH, which was able to fulfill all requirements of the Tobler group by means of *FIS/wws®*, its SAP all-in-one industry solution.

### Smooth implementation due to perfect preparation

In order to prepare the implementation project, FIS executed a detailed Fit/Gap analysis, which identified the requirements at Tobler. During the subsequent three-month Blueprint phase, Tobler Gruppe's business processes were documented in detail. The implementation was followed by a phase for function and end-to-end integration tests, which took several weeks. Within two weeks only, all master and movement data was transferred into the production system. Subsequently, all branch offices of Tobler Gruppe were adjusted in a smooth process. Besides *FIS/wws®*, the FI, CO, SD, MM, PP, CS, WM and BI modules, the *FIS/eSales®* eShop solution as

## Tobler Haustechnik AG

Tobler Gruppe, member of the internationally operating Wolseley group, is one of the most renowned HVACR wholesalers in Switzerland and provides over 5,500 plumbers and 1,500 HVACR engineering companies with an assortment of over 60,000 articles. The entrepreneurs of Tobler Gruppe with their 720 employees supply the Swiss installation firms (heating, sanitary, climate, insulation, HVACR) and consult architects, planners and house builders.

## FIS GmbH

FIS Informationssysteme und Consulting GmbH is an independent enterprise with approximately 500 employees focusing on SAP projects. FIS, an SAP full-service provider, works on all hardware platforms released by SAP and, as an internationally operating SAP VAR partner with "Gold" status, concentrates on the sectors "industry" and "technical wholesale". FIS develops separate solutions that can be used independently or complement and enhance the SAP standard software products. All software systems and tools offered by SAP are consulted, supported and licensed by FIS.

well as *FIS/xee®*, the solution for integration and communication tasks, have been integrated.

## Extensive expansion of assortment

Another project at Tobler involved the comprehensive expansion of the assortment by sanitary articles, which was implemented successfully. The main challenges for Tobler Haustechnik AG included master data adjustments and the mapping of enhanced sales processes as well as their implementation in the B2B shop. Moreover, it was necessary to expand and adjust logistics structures in the Central Distribution Center (CDC) in Däniken/CH and to map new processes such as assembly in the ERP system.

## Complex group structures under control

By means of the integrated SAP system with the industry solution *FIS/wws®*, it is possible now to obtain cross-module information on a business process. The existing heterogeneous e-commerce environment was replaced by a completely new portal, from which the new online shop based on *FIS/eSales®* is called as well. *FIS/eSales®* forms an important interface for Tobler as

25% of the turnover is earned via the online shop. Furthermore, the connection of the online shop to the new retailing solution at Tobler Gruppe relieves the sales employees who can in turn support the day-to-day business elsewhere. Tobler is so satisfied with the new system that further projects are already planned.

## Tobler's new logistics concept

FIS GmbH enabled the integration of the six Tobler Haustechnik AG warehouses into a state-of-the-art WM central distribution center (CDC) and the complete and paperless mapping of all processes. The centralization of logistics within CDC in Däniken allows Tobler to once again increase the service for its customers as, since then, the goods have been shipped without any detours from the central distribution center directly to the customers and distribution platforms and the replenishment deliveries directly to the Tobler marchés (sales markets). Until today, several release upgrades have been implemented successfully which means that the SAP ERP system as well as all FIS products implemented at Tobler Gruppe are up to date. With an IT infrastructure equipped with state-of-the-art standards, Tobler Gruppe is optimally prepared for further growth and successful business.

## FIS Informationssysteme und Consulting GmbH

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