



# FIS MAGAZINE

Edition 06/2023

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## **CHANGE as a synonym for facilitation!**

Currently, everything is changing. Digitization as a triggering factor is causing new technologies and processes to find their way into our working lives. A CHANGE accompanied by experts means a structured adaptation to the change, which represents a multitude of facilitations and, as a consequence, a positive change.

Our motto is: optimizing existing systems and always taking a step forward because standing still means going backwards. We as FIS have extensive expertise in the design and implementation of digital projects.

Let us shape your change together!

*Ralf Bernhardt*

Ralf Bernhardt, Managing Director



A reason to celebrate

## FIS AWARDED AS FOCUS PARTNER AT THE SAP DIAMOND INITIATIVE

FIS has received the “Retail & Consumer Products - Partner of the Year 2023” award at this year’s SAP Diamond Initiative. This makes FIS an SAP focus partner and demonstrates its own expertise in all aspects of SAP solutions.

In recent years, the FIS Group has strongly focused its strategy on SAP and its products and has primarily oriented itself to the area of cloud solutions. The commitment of FIS and the expertise developed was recognized and awarded at this year’s SAP Diamond Initiative. FIS asserted itself against numerous SAP partners and was awarded as “Partner of the Year” by SAP Deutschland SE & Co. KG in the area of “Retail & Consumer Products”.



*“We have courageously entered the cloud business and penetrated new market segments.”*

*Stefan Hinterwälder, Head of Sales New Business SAP*



“This is an accolade for us,” describes Managing Director Ralf Bernhardt his happiness about the award. “All our work and activities over the past few years are confirmed by this prize.”

FIS has built up a great deal of expertise, especially when it comes to the SAP S/4HANA solution and has developed its own solutions based on the SAP Business Technology Platform (SAP BTP).

“We have courageously entered the cloud business and penetrated new market segments,” describes Stefan Hinterwälder, Head of Sales New Business SAP, the work of the recent years. “Without the cooperation and performance of all our employees, the success would not have been possible. The award shows that we worked excellently as a team and also networked well with our colleagues at SAP.”



*“This is an accolade for us. All our work and activities over the past few years are confirmed by this prize.”*

*Ralf Bernhardt, Managing Director*

## We surveyed companies **THEIR WAY TO SAP S/4HANA**

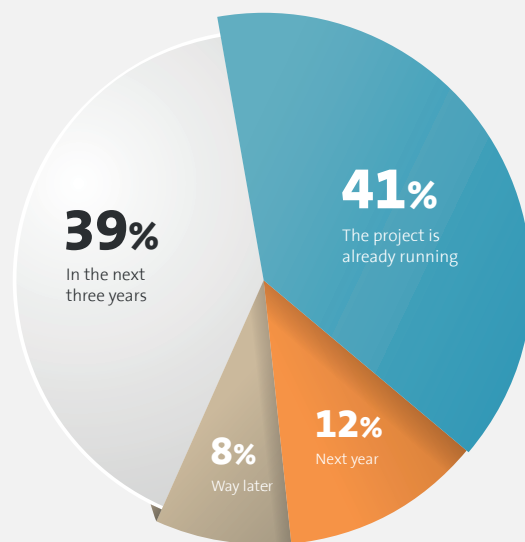
The transition to SAP S/4HANA is one of the dominant topics for SAP users. Many companies have already set out on the path. In some places, however, there is still indecision. The time is ripe for the journey to SAP S/4HANA. Those who prepare well will be able to exploit the added value of the new ERP system in all areas.

### **Are you already on your way to SAP S/4HANA?**

Last year, FIS conducted an online survey on the transition to SAP S/4HANA. We wanted to know the S/4HANA transition progress of companies, what opportunities they see and what challenges they face. The exciting findings are now available as an infographic.

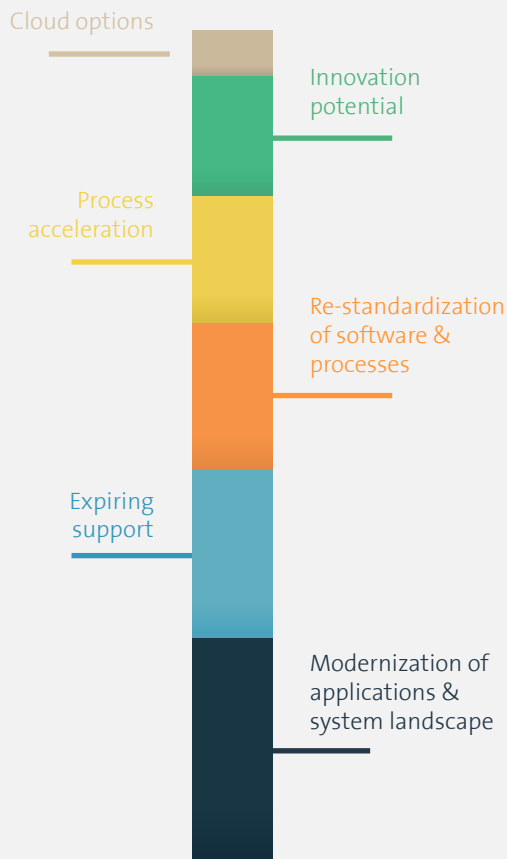
## **THE MAJORITY IS ALREADY ON THE WAY OR READY TO GO**

Most respondents are already in the transitioning process to SAP S/4HANA or are planning it in the next 3 years.



**IN WHICH TIME PERIOD ARE YOU  
PLANNING A TRANSITION TO SAP S/4HANA?**

## WHAT ARGUMENTS DO YOU HAVE IN FAVOR OF TRANSITIONING TO SAP S/4HANA?



## DESTINATION OF THE JOURNEY: AUTOMATION & INNOVATION

Respondents are transitioning to SAP S/4HANA for a variety of reasons. The optimization and modernization of applications and processes play a great role. However, the future operating model is not in the focus yet.



## Cloud solution for the pickup store

### **FREESTYLE PICKING FACILITATES CASH POINT BUSINESS**

In most cases, the cash point business is still associated with individual picking by the cash point employee or is not mapped with system support. With Freestyle Picking from FIS – a solution based on the Business Technology Platform – customers will be able to pick the items they need themselves in the pickup store or store in the future.

A provided terminal or alternatively the customer's own smartphone can be used for this purpose. Initially, the customer is created in the system by the cash point employee and receives a customer card with a QR code, which they use to authenticate themselves with every purchase. The desired goods are scanned by the user (e.g. EAN code or storage location). At the end of the process, the created shopping cart is reconciled and checked by the cash point employee. Finally, a sales order is automatically created in the system and follow-up activities, such as delivery notes or invoicing, are triggered. If required, stock postings for specific storage locations can also be processed directly. Pick-Your-Own, fast and easy!

#### **The advantages of freestyle picking**

- Individual picking by the cash point employee is no longer necessary
- No waiting time for the customer
- Display of material information and prices
- Easy customer creation and secure purchase due to authentication
- Convenient picking via smartphone
- Display of material information and prices

*Further  
logistics solutions*



[fisly.de/logistics](https://fisly.de/logistics)





## Tailored wholesale processes

### THE FIS CONSULTING SOLUTIONS FOR RETAILING

FIS is an expert for the use of SAP applications in technical wholesale. With our customized consulting solutions for retailing, you can increase the efficiency of your SAP system, enhance it with important industry-specific functions and make your work more convenient. The solutions are available immediately and can be used modularly as practical stand-alone solutions for your SAP ERP system.

Optimize your SAP processes for your industry-specific requirements and ensure smooth interfaces. Especially the purchasing and procurement, sales and distribution as well as the warehouse and logistics departments benefit from the field-proven functions.

### EXAMPLES OF CONSULTING SOLUTIONS FOR RETAILING BY FIS:



Management of building projects



Shipment with express delivery service providers



GAEB and ÖNORM interface for SAP



ETIM cockpit



Empties cockpit



Cash sale of stock goods



Print function for purchasing & sales



Material search (fuzzy search)

*What consulting solution suits you?*



[fisly.de/rdf-en](https://fisly.de/rdf-en)



## Increased efficiency along the entire process chain

### **AUTOMATED INVOICE PROCESSING AT IFM**

Particularly in the case of recurring processes in accounting that are processed manually, errors often creep in and employees are busy with standardized tasks for a long time. The ifm group of companies decided to use the FIS/edc Invoice Receipt Monitor to automate accounting and make approval workflows more efficient.

#### **Digital transformation**

The most important goal for ifm was to automate invoice processing. In addition, efficiency should be increased and transparency enhanced. The invoice receipt monitor went live just three months after the project was planned. The FIS solution implemented a standardized approval process and harmonized and digitally transformed the accounting processes.

#### **International rollouts**

The invoice monitor is also successfully used internationally by the ifm group of companies. Distribution companies in ten countries already work with the invoice monitor and another twelve rollouts are to follow in 2023.

*Curious?  
Read more:*



[fisly.de/ifm-story](https://fisly.de/ifm-story)



# Analysis, harmonization, transition

## GENERATE FIRST-CLASS SAP MASTER DATA

Master data play a key role in digital transformation and building competitive business models. If problems occur with master data, digitization projects or the automation of business processes can easily come to a standstill.

Poor embedding in the strategic and process organization, inadequate data governance, unclear responsibilities and lack of technical support are common reasons.

Master data tools offer valuable benefits to SAP user companies and help them achieve high-quality master data. In addition, the transition to SAP S/4HANA offers the opportunity to significantly increase data quality as part of the migration.



\*cf. "Master Data Management im Handel und der Konsumgüterindustrie", PwC, 2018



*More information*



[fisly.de/master-data](https://fisly.de/master-data)





## Big Change as Big Chance

### THE MEANING OF CHANGE MANAGEMENT IN IT PROJECTS

Are you also facing big changes or do you see the need to discard familiar patterns? The fact that such projects are associated with uncertainties and questions is normal and no cause for concern.

#### Use changes as a chance

Restructuring in the IT landscape inevitably has an impact on your business processes. Your employees also have to get used to new work processes and changed tasks. The consequences are resistance or even rejection. But don't worry: Change can also be an opportunity! With the right attitude and the right tools, you can overcome even this hurdle.

#### Change Management as a success factor in the SAP S/4HANA transition

When transitioning to SAP S/4HANA, mature change management combined with an effective project organization can be crucial to project success. In this way, enthusiasm is aroused among those involved right from the start and the focus is on the benefits of the change.

In practice, this works with the help of these four success factors:

- Interdisciplinary teams
- Transparency
- Openness for fears and concerns
- Unbroken enthusiasm and team spirit



# Roadmap for ERP integration

## SUCCESS ON ONLINE MARKETPLACES FOR SAP USERS

Online marketplaces are leading channels in e-commerce. However, only if all the systems involved are seamlessly connected with each other and the processes run automatically can sellers achieve their goals.

### How to delight your customers on marketplaces

In the competition for the customer's favor, it is important to create a compelling shopping experience. To impress with your presence on online marketplaces, well-maintained product data, such as meaningful images and detailed descriptions, are crucial.

### Automation as important factor for more efficiency

In the online marketplace business, speed is what counts. Only if the purchase and delivery processes are automated will the goods reach the buyer as quickly as possible. Customized software for linking marketplaces to your SAP system helps you turn buyers into satisfied customers.

### Why integration into the SAP landscape makes the difference

To ensure holistic process coverage that maps all relevant steps from item selection to payment and returns, the middleware of choice must be deeply integrated into the SAP ERP system. The greatest possible automation reduces errors as well as manual effort and the required speed in the marketplace business can be maintained.



*More information*



[fisly.de/tradeflex-en](https://fisly.de/tradeflex-en)



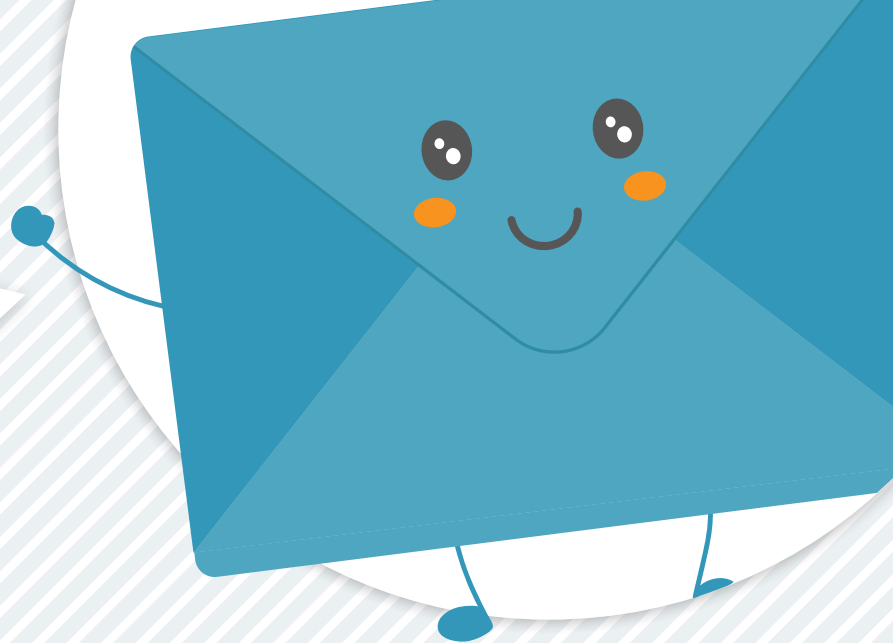


## FIS – TAILORED SOLUTIONS FROM A SINGLE PROVIDER

- ERP implementation (SAP S/4HANA and SAP S/4HANA Cloud) and S/4HANA-Transition
- Retailing for the technical wholesale
- Solutions relating to warehouse and transport logistics
- Master Data Management and Document Processes for SAP
- SAP solutions for the HR department
- SAP applications for marketing, e-commerce, sales and service
- Integration and interfaces between systems and business partners
- Certified support for FIS and SAP products
- Hosting and Managed Services



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