

FIS INNOVATION DAY 2018 - KNOWLEDGE TRANSFER AND DIGITIZATION AT YOUR FINGERTIPS

2018 is a special year - our national team's goal is to defend its title - and of course FIS is also keeping its fingers crossed for the Soccer World Championship.



FIS has a reason to celebrate in 2018 - we are proud of 25 years of FIS! Of course, we would like to celebrate our anniversary with our customers, because they make us what we are.

We cordially invite long-standing and new users of the FIS solutions to our Innovation Day from **May 15-16, 2018**, at Maininsel Schweinfurt Conference Center.

In 2018, our event will be bigger, more innovative and more interactive: With a mixture of science, economics and practical examples we create space for the exchange between experts and the acquisition of new knowledge. Specialist lectures and user reports on current trends and developments for anything to do with SAP S/4HANA, Trade and Industry 4.0, digitization, Cloud and Customer Engagement & Commerce as well as a new way of thinking and inspiration for your business provide an opportunity for exchanging opinions and the development of new strategies.

THE FIS PORTFOLIO UNDER SAP S/4HANA AND SAP ERP - THE NEW RELEASE CYCLES IN 2018

Are you already on your way to the new digital future? SAP S/4HANA as a flexible solution has become a real benchmark for the integration of digital value chains in your company. It also offers an ideal platform for FIS products.

In order to continue to offer you first-class and future-oriented solutions, we are **adapting our release cycles to the releases of SAP in 2018**.

In January and February 2018, we will provide you with new, high-performance releases for SAP S/4HANA for our *FIS/edc*, *FIS/xee*, *FIS/mpm*, *FIS/hrd* and *FIS/www* products. The FIS pro-

In workshops, visitors can actively work on their ideas and, as a consequence, gain useful added value for their company. An interactive innovation platform is located on the spacious ground floor - our live forums offer hands-on digitization. Visitors can deepen selected contents from the lectures and actively test new solutions. If you want to get to know the topics in more detail, you can take part in a guided tour which leads through the live forums and enables an exchange with the exhibitors.

Thanks to the event app, participants will always be kept up to date with the latest information on the program and can use the app to easily find the experts for their questions and arrange a personal meeting on site.

A highlight is the evening event - we celebrate our 25th company anniversary on May 15, 2018, at the halftime break. On both days, the event offers participants a 360 degree view of current IT topics and the cooperation in the digital age.

In order to send our visitors back home with lots of motivation and passion for new ideas, the sports psychologist Prof. Dr. Hermann, motivation coach of the German national team during the World Championship in Brazil, enters the playing field.

ducts, which have been optimized for SAP S/4HANA, have the name affix "Next Generation".

We also offer our customers, who will continue to use SAP ERP as a platform next year, a release with many practical enhancements in June 2018 (for *FIS/edc*, *FIS/xee*, *FIS/mpm* and *FIS/hrd*) and July 2018 (*FIS/www*).

It goes without saying that we will also be happy to advise you individually and in detail about specific further developments at any time, and in this context, we are also increasingly offering webinars for you in 2018.



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Dear readers,

Solving problems with LEGO bricks? Participants in our workshops at the latest FIS Forum were quite astonished when they were suddenly asked to present with colored plastic blocks how, for example, bimodal IT can become a success factor or how, in internet economics, customers can become loyal customers. However, this is precisely what the circumstances of a digitized world require, to which all companies today are more or less exposed and which must be designed for their own benefit. We need a new way of thinking.

Design Thinking is the name of the method that we use more and more in-house to achieve creative and solution-oriented results. At the FIS Forum, our guests got a vivid impression of it. In Design Thinking, the collaboration of interdisciplinary teams is one of the main drivers of real innovations. On the one hand, new thinking refers to cooperation. Today, when all parties are discussing the Customer Journey, which has to come from a single source, it is not possible to remain stuck in the isolated solutions of days gone by. Today, IT must work closely with all user departments. Without this newly conceived cooperation, the creation of a uniform corporate identity is doomed to failure from the outset.

A rethink is also necessary when it comes to business processes. Cloud and on-premise world are still too often understood as opposites, as paradigms that are mutually exclusive. Just like in our private lives, however, we may prefer to store our tax return on our home computer, but are glad to use Dropbox and Doodle for photo exchange and appointments, companies should also think about which of their processes they might re-

late to the cloud, which are kept on-premise and how to connect both smartly with each other. This opens the way for agile working. Digital transformation is changing the world and requires new approaches and ways of thinking from all of us. Together with its subsidiary Medienwerft, FIS has been covering the entire range of SAP topics for the Customer Engagement and Commerce (CEC) area in one portfolio since mid-2016. It is a partnership with which we are responding to the current change towards digital networking and communication and which has already borne its first fruit in the form of customer projects. Find out more about these and other activities of the FIS Group in our news, which I hope you enjoy reading.

Cordially yours,

Horst Werner,
Head of FIS/WebSolutions



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WITH MEDIENWERFT AND FIS TO MORE TRAFFIC AND SALES VOLUME IN B2B



High traffic, a good conversion rate and the best sales figures - if you want to achieve these goals not only in the short term but also in the long term with your Web shop or your website, you should clearly distinguish yourself from the competition because

86% of decision-makers do not see any difference between the B2B providers relevant to them.

What do we do better than the others? We start every task with an analysis of your goals and target groups. The resulting personas and their customer journeys are the basis for our concept

and design that clearly focus on the user and strengthen the branding with a positive brand experience.

Of course, we will also be happy to take care of the technical implementation since we can always coordinate what is feasible as early as during the design phase. Well thought-out online marketing measures and the inclusion of your social media channels finally create a 360° brand experience that ensures satisfied customers and increased sales volumes.

Our solutions for your success

Website relaunch | On-site optimization | Landing pages | Content creation | Online marketing: teasers, banners, advertisements | SEO/SEA measures | Social Media marketing

We are pleased to present our digital services for increased sales volumes - also within the scope of a workshop.

Contact us:



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SAP S/4HANA TRANSITION: CONTINUED SUCCESS OF THE FIS WEBINAR SERIES

How to approach the transition to SAP S/4HANA? In 2017, a complete FIS webinar series dealt with this fundamental question.

In the first part of the series, the theoretical basis for the transition from SAP ERP to SAP S/4HANA was laid. In addition to a general overview of the HANA platform, questions such as "Which options do I have during the changeover and which one is the right one for me?" have been answered.

The second part dealt with the concrete preparations for the transition: Solution scenarios for cost and effort reduction and the avoidance of sources of error and delays were described. Furthermore, it was described how the transition to modern user interfaces and a previously performed check of the program code later pays off in the long term during the actual transition project.

Finally, **the third part** dealt with the concrete implementation of SAP S/4HANA in the company. Special implementation paths at system level and the associated timetable were presented in detail.

The webinar series supports you in the **concrete preparation** and also gives comprehensive tips **for the later changeover**. In order to continue supporting you in this area, we will be offering you further webinars in 2018, specifically on SAP S/4HANA transition.

The recording of the complete webinar series on this topic can be found **free of charge at:**

www.fis-gmbh.de/en/downloads

BREAKING NEW GROUND WITH INNOVATIVE EVENT CONCEPT - THE 7TH FIS FORUM IN WÜRZBURG



Bimodal IT with SAP, internet economics and process digitization - these were the three main pillars of the 7th FIS Forum that took place in Würzburg at the beginning of November. Companies face new challenges in the course of digital transformation: On the one hand, the SAP landscape must be solid enough to ensure that trucks continue to leave the yard on time and, on the other hand, digitization requires room for innovation or revolution. **FIS therefore deals intensively with bimodal IT and combines the agility of the cloud with the advantages of classical on-premise installations in its solutions.** At the 7th FIS Forum, the specific contribution that IT must make to digitization with these means and the way in which user departments and IT will work together in the future was elaborated and discussed extensively.

Internet economics means above all: take advantage of the opportunities offered by digitization and easy market access, explore new paths and actively shape them. The participants learned about the interrelationship between IT architecture and successful brand management and experienced the important contribution they make to customer satisfaction and high customer retention since a good Web shop alone is often no longer enough: It is much more important to leave a first-class business card for customers and prospective customers at all points of contact with a company. One aspect that is often overlooked is the fact that IT requirements are also linked to it. In the context of digitalization, this creates the essential prerequisites for maintaining

competitiveness and ensures that successful brand management becomes possible in the first place.

In addition, digitization is also having an impact on established business processes in sales and distribution, marketing, purchasing, finance and accounting, and also requires appropriate change management for future competitiveness.

The three core topics were explained in different lectures and afterwards discussed in detail in parallel workshops using the creative 'design thinking' technique. This systematic and creative approach converts hidden requirements, needs and complex problems into innovations. In these workshops, the participants discussed how bimodality becomes a success factor of tomorrow's IT, how customers become fans in the era of internet economics and what precisely can be done in sales and distribution, financial accounting and purchasing departments to reduce administrative activities and automate or digitize processes. As design thinkers, the participants of the FIS Forum were able to put themselves in the role of other personas. This was the first step since successful innovations and problem solving always unite three key components: human desirability, technological feasibility and economic viability.

FIS CONTINUES TO EXPAND - MORE CREATIVE SPACE FOR THE FIS EMPLOYEES IN GRAFENRHEINFELD



In November, the time had come - 100 FIS employees moved into the new building on the company premises in Grafenrheinfeld, which not only offers more workplaces, but also **room for creative ideas**. In addition to modern, ergonomic workplace equipment, there is an innovation area. The room landscape is intended to more **actively promote creativity and innovative thinking** among employees. Modern approaches such as design thinking are to be used more intensively there for example.

In addition, meeting and social rooms were built on the total area of almost 1,600 sqm, ranging from staff kitchens with seating areas to shower facilities and changing rooms.

In the course of December, the outer area will finally be designed, where new parking spaces for cars, disabled parking spaces and covered bicycle storage areas will be created.