News 12/2014

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Dear readers,

What the DSAG Annual Congress recently expressed again with its motto "Customer First" has been part of the FIS corporate philosophy ever since its foundation: to center the customer. At our FIS user association meeting in November, visitors once again had the chance to experience closely how their wishes and requirements are accepted and how FIS lives up to this motto every day.

All issues that are currently relevant in the SAP context were on the agenda: "big data", "usability" and – of course – "the cloud". In-memory analyses via SAP HANA provide adequate means for handling the constantly increasing amounts of corporate data. As it has been reported several times before, FIS – as one of the first SAP consulting companies – has made its complete range of products available and executable on SAP HANA. From a technological point of view, FIS will be in the front line here in the future as well: for 2015 and the years thereafter, the further development of HANA is a fixed part of our solution portfolio.

The same applies to the issues of "usability" and "cloud": Currently, our experts are intensely engaged in making SAP user interfaces easy-to-use, up-to-date and mobile. SAP Fiori applications and SAP Screen Personas are the current keywords; in the non-SAP area, we use development environments such as Eclipse, Visual Studio and Xcode to tailor interfaces individually to customer requirements. News concerning HANA, Fiori etc. in the present FIS News can also be found in a report by FIS-ASP – a leading private cloud provider in the SAP environment for German speaking areas for many years.

With great commitment, we focus on current SAP issues without – needless to say – neglecting our actual project business. A good example of this is Taxis, a leading sanitary wholesaler that has recently and successfully replaced its discontinued Sangross solution by *FIS*/wws®. Companies intending to change their existing solution into an SAP-based system should take a closer look at the Taxis example.

Next year as well, FIS will keep working on further integrating its solutions to enable an optimization of its customers' SAP processes. For our customers, we want to be a central contact for all SAP-relevant issues. Customer requirements we cannot fulfill will be covered by our efficient partner network, which is also proven by our newly established partnership with mobileX.

As you can see, there is a great deal of news to report on and we are looking forward to continuing our successful cooperation with you, our customers and business partners, in the years to come. With this in mind, I wish you a peaceful and relaxing Christmas season and all the best for 2015.

Yours sincerely

Christian Lang,
Head of Corporate Functions

Major Step in the History of Taxis Group – Wholesaler for Tiles, Sanitary and Heating Implemented New Industrial Solution

Heinrich Taxis GmbH + Co. KG and Heinrich Taxis Sanitär GmbH have switched from their existing retailing system to *FIS*/wws®. A forward-looking step for the long-established company based in Feuerbach, both technically and organizationally.

Taxis is a medium-sized wholesale company for tiles, natural stones and accessories as well as for sanitary, heating and installation. One of the major challenges in its over 100-year history was the replacement of the Sangross ERP system by SAP ERP combined with the *FIS*/wws® industry template for the technical wholesale as well as the consolidation of the tile and sanitary divisions acting until then in two independent systems into one commonly used ERP system. As a result, the purchasing structures could be centralized and harmonized, the customer and vendor masters have been combined and are now equal for both divisions.

In cooperation with FIS GmbH, Taxis successfully implemented this project and SAP ERP is now in productive use together with *FIS*/wws®. In addition, FIS-developed solutions for automated master data maintenance, E-Commerce (shop processing), Time Management and communication tasks (EDI) went productive on the same key date. An important issue during all project phases was the mapping of batches (nuances),

TAXIS
FLIESEN · SANITÄR · HEIZUNG

i.e. the firing colors of tiles. The delivered business solution had to be further adapted to the needs and requirements of Taxis during the project. The joint project team successfully implemented this requirement and the solution is now available in one system. "The personnel structure of FIS enabled it to bring in ex-

tensive Sangross knowledge for this project," says Richard Zürn, FIS/SAP project manager.

"Besides the technical aspect, we wanted to harmonize processes and eliminate inefficiencies," explains Martin Uhl, managing director of the Taxis group. "The new industrial solution enables us to implement an advanced and market-oriented purchase and sales concept, including the creation of central purchase structures, the abolition of division-dependent distribution of tasks and spatial separation as well as a central master data management."

Further synergy effects are expected through joint sales structures for the tiles and sanitary divisions. "From the very beginning, it was important to us that our partner cannot only map our processes technologically but also understands them," continues Martin Uhl.

FIS-ASP Consistently Relies on SAP HANA

Steadily rising data volume increases the pressure on companies to implement new technologies in order to maintain an efficient operation with significantly more data. Certain new business channels and forward-thinking plans are only made possible by the processing of mass data. SAP has paved the way with HANA and established a leading technology on the market. The interest of FIS-ASP customers particularly in "BI on HANA" solutions is growing considerably.

Recently, the HANA pool of FIS-ASP based in Grafenrheinfeld has been enhanced by a 1 Terabyte SAP HANA high-end machine with 80 cores – one of the most efficient SAP HANA appliances on the market. This investment reflects the specific request of FIS-ASP customers and prospective customers. In order to significantly strengthen the HANA expertise, FIS-ASP will have further employees certified as "SAP Certified Technology Specialist – SAP HANA Installation". This allows the ins-

tallation of tailored SAP HANA systems as "SAP HANA Tailored Data Center Integration" (TDI). TDI reduces costs since the company storage of the customer can either be reused or used for other purposes. "TDI enables us to reduce the hardware costs for HANA installations by about 30%," says Bernd Bätz, team leader SAP Technical Consultant at FIS-ASP. "The reduction is due to the fact that we can perform the individual SAP HANA installations ourselves. We therefore do no longer need an appliance, i.e. a preconfigured hardware by the manufacturer."

At the same time, our customers increasingly work with mobile devices. As a consequence, the number of diverse terminals rises. The SAP screens will have to be much more flexible, no matter if PCs, tablets or Smartphones are concerned. The respective solution is available and called "SAP Fiori Apps". These apps are adaptive, i.e. they adapt to the respective terminal when SAP systems are used.

Unlike SAP Screen Personas, the second new SAP instrument to modify screens, the Fiori apps and layouts are already integrated in SAP. The apps do no longer require any programming in order to adapt SAP masks and interfaces to the individual needs, but the user can start operation straightaway. Around 250 of such apps are now available of which two thirds are explicitly developed for SAP HANA Platform only. This means for FIS-ASP customers that they can take full advantage of the Fiori apps spectrum if they rely on SAP HANA.

FIS-ASP

Successful Presentation of Customer-Oriented Solutions at the DSAG Annual Congress 2014

This year's DSAG motto is exactly the core subject of FIS GmbH: in Leipzig, FIS concentrated on subjects that were of great interest to the SAP users. "Customers" means SAP users usually working in specialist departments. This year's DSAG motto is exactly the core subject of FIS GmbH: in Leipzig, the FIS Smart Products Business Unit concentrated on subjects that were of great interest to the SAP users.

Dirk Schneider, Head of Sales of the Smart Products Business Unit, exp-

lains: "IT should pay more attention to user departments and processes when it comes to investment decisions. IT investments become more profitable not only by savings in infrastructure but also at the level of user department processes. This DSAG insight confirms our experiences." The solutions are based on SAP standard and can be quickly adjusted to special customer requirements.

"This year, HANA stood in first place: our industrial solution for the technical wholesale made the start and now all FIS products are executable on the SAP In-Memory database," says Martin Zidek, Head of Sales of the SAP, Technical Wholesale & Industry Business Unit. The *FIS*/rdf toolset is another group of topics that was int-

roduced by FIS GmbH in Leipzig. The FIS Rapid Deployment Functions are point solutions providing the customers with various optimizations and additional developments for using the SAP system more efficiently. *FIS*/rdf was the topic of the lecture of Doris Twardowski, SAP

project manager at Airbus Operations GmbH. Airbus, a global player in aircraft construction, uses *FIS*/rdf as process turbo for the supply chain at its Buxtehude location.

User Meeting: Experience Exchange Including Guided Castle Tour

There is probably no better opportunity for a close exchange of experiences with other *FIS*/wws® users and FIS developers: therefore, the annual meetings of the FIS user association are always well frequented events, as the last meeting on November 05, 2014 in Grafenrheinfeld proves. The participants arrived at "Schloss Saaleck" (= "Saaleck Castle") near Hammelburg on the eve of this year's meeting to attend the traditional "social event", where they were indulged with delicacies prepared by famous cook Ewald Hupp in the castle's high cuisine restaurant — including a guided tour through the castle!

At the user meeting, the guests informed themselves on all current developments in the *FIS*/wws® environment directly at source. Of course, working with this technical wholesale solution was one of the top issues of this year's event; furthermore, the new *FIS*/smw® (Small And Medium-Sized Warehouses) was introduced. Depending on complexity and size, *FIS*/smw®, SAP WM (Warehouse Management) or SAP EWM (Extended Warehouse

Management) can be used to implement fully integrated logistics processes in SAP. Further emphasis was put on the issue of "user experience and usability by means of NetWeaverBusinessClient and SAP Screen Personas".

"Our user meetings are no sales events, but have a purely informative character. Their success is based on the fact that we focus on processes or IT trends and present solution strategies, which generates a "win-win situation" for the participants and FIS," Karsten Becker, organizer of the FIS user association meetings and Head of Sales SAP & Technical Wholesale for existing customers explains. This means that

FIS is very close to its customers and receives first-hand feedback. In turn, customers can directly communicate their requirements. As a consequence, the feedback on this year's event was positive in every respect once again: according to their own statements, all participants highly benefited from the intensive know-how transfer, from networking and from the coordination of common requirements.

As a result, the FIS user association meeting is one of the central events to further ensure the technological market leadership of the FIS solutions and to continuously extend them.

FIS/xee® is a good example to show how *FIS*/wws® users can also benefit from solutions of the "Smart Products" business unit. Numerous FIS customers export their goods to other EU countries, with "entry certificates" guaranteeing tax exemption in such cases. With the *FIS*/xee® Entry Certificate Monitor, these verification documents can be created fast and efficiently.

Integration of Add-Ons Ensures Optimized Processes in SAP

FIS GmbH is constantly engaged in combining its SAP add-ons into an integrative whole package. A recent development is the combination of the *FIS*/fci OCR solution and the *FIS*/edc® Invoice Monitor with master data maintenance functions. The result for the users: accelerated processes and consequently a secure, more convenient and more efficient use of the SAP system.

The interaction of the components can be explained best using the example of the invoice receipt. Whenever the document reading software determined missing or erroneous information during the scan process in the past, a manual and often longsome process (usually via e-mail or in paper format) had to be triggered to adapt the corresponding changes in SAP.

This is where the integrated FIS system comes in. Due to the interaction of document reading software and document monitor and a tool for master data maintenance, an automatic correction/supplement of SAP master data is possible

Christian Hüsing, Head
of *FIS*/EIMSolutions

for the first time without media disruptions and modifications and fully integrated in SAP.

The *FIS*/fci document reading software reads incoming vendor invoices and automatically recognizes the vendor. The vendor is already known by the system in many cases. *FIS*/fci checks whether the invoice information (bank data, address, trade name etc.) corresponds to the SAP master data. If changes have to be made, the respective data is updated automatically in SAP if required. If the vendor is not available in the system, the user selects a dummy account and enters the vendor data indicated on the invoice. The vendor data is now specified by default in SAP. In the follow-up system, i.e. in the *FIS*/edc® Invoice Monitor, the following options are available when it comes to invoice verification: either a new vendor is created or the one-time vendor is used. If this is the case, the invoice is posted to a one-time customer account, i.e. to a collective ac-

count of payments to business partners for which no individual vendor account is maintained.

The *FIS*/mpm® master data tool particularly helps you accelerate processes without breaks using various comfort functions. A workflow routine can be used, for instance, by means of which the data record is immediately created for predefined company codes upon initial creations. Comprehensive functions support the user in their creations: organizational levels are created automatically and the fields therein are filled with suitable default values.

New information is recognized from the incoming documents without modifications, media disruptions and manual interference. The information is compared with SAP and the master data is updated automatically, if required. This means that business processes are no longer interrupted due to missing or erroneous master data, which leads to fast and informed decisions based on efficient processes enabled by high data quality. Thanks to the deep integration of the Smart Products in SAP, FIS enables a process-related cooperation in each SAP system.

FIS Enhances Mobile Solution Portfolio by Partnering with mobileX AG

mobileX AG, a specialist for mobile workforce management solutions, is the new partner of FIS GmbH. Both companies will work closely in the marketing and distribution of their solutions. A corresponding partnership agreement was signed in October 2014.

In the future, mobileX will promote and assist the distribution of SAP consulting services, support and solutions of FIS GmbH in the framework of the strategic

partnership. FIS, in turn, will include mobile solutions and software for the shift planning of mobile service technicians as well as the respective services of mobileX AG in their marketing and distribution portfolio. A first common customer from the medical technology sector has already been acquired.

Mike Wiede, partner manager at FIS GmbH, explains: "We are happy about the cooperation with mobileX AG and

hope to be able to enhance the regional and industry-specific scope of our solutions." Hannes Heckner, director and founder of mobileX AG, adds: "With FIS GmbH, we have found a strong partner for our business partner network. This cooperation enables us to provide our customers with a clear added value since now we can deliver even more SAP-specific solutions and consulting from a single source."