



FIS MAGAZINE

Edition 12/2022

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Ready for the Cloud

While large companies have already been dealing with the cloud for years, SMEs are now also following suit according to the current Lünendonk “IT in transition” study. 48% of the respondents said they plan to migrate most of their applications to the cloud.

At FIS, we also deal extensively with cloud topics and drive the further development of the FIS solutions to be able to offer you future-proof and flexible cloud applications.

As your trusted partner, we accompany you on your way to the cloud and to a high-performance SAP and IT landscape.

Ralf Bernhardt, Managing Director



Above the Clouds

SOARING HIGH WITH CLOUD AND FIS

SAP consistently pursues the „Cloud First“ strategy, and the FIS experts also deepen their know-how in this area and continuously develop FIS products for the cloud. In addition to numerous SAP cloud solutions – such as S/4HANA Cloud, Analytics Cloud, Signavio and the CX portfolio – FIS offers various cloud products of its own, such as FIS/TradeFlex for connecting online marketplaces. In addition, FIS is working intensively on the further development and transformation of its own cloud products. These are solutions for logistics and retailing as well as intelligent microservices for document and master data management and integration scenarios.

Individual developments for special needs

Furthermore, the FIS experts can also develop and implement individual customer requirements at any time, for instance based on the SAP Business Technology Platform (BTP). This is how the latest FIS development came about, for instance: the FIS Business Exchange Platform (FIS/bxp) as an exchange platform for documents in wholesale (see article on the right).

FIS as reliable cloud partner

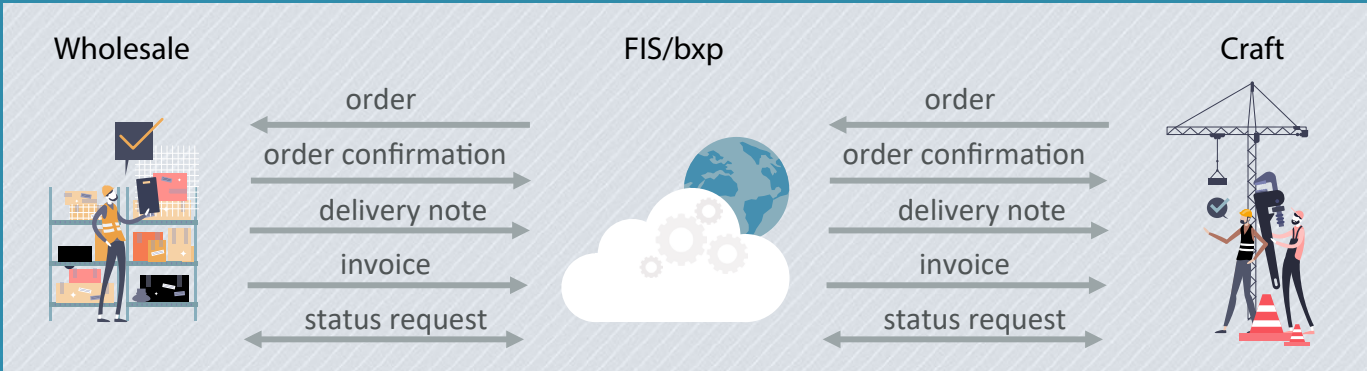
The goal of the FIS strategy is to continue to accompany customers as a reliable and innovative partner – especially when it comes to their SAP strategy. Furthermore, FIS plans to further transform industry expertise in wholesale and to bring solutions to the SAP Industry Cloud via BTP technology, for example for logistics or retailing with FIS/www.

Business Exchange Platform

A PLATFORM AS THE KEY TO DIGITAL DOCUMENT FLOWS

Wholesalers act as an interface between industry and craft. However, the information flow and the processes between the parties involved are not standardized and only partially digitized. A new, central collaboration platform can solve the problem – the FIS/bxp Business Exchange Platform is designed to enable the smooth data exchange between all business partners.

The first step is to optimize the document flow between wholesalers and craftsmen. All business-relevant documents and messages can be transmitted and retrieved via the platform – in real time.



With the SAP Business Technology Platform (BTP), it will be possible in the future to connect various business partners to your ERP system. Consequently, all parties involved always have an eye on the information relevant to them.

FIS/bxp enables the complete, technical integration of the business partners. Both wholesalers and craftsmen have fewer media breaks, and a continuous and digital document chain is created. An existing FIS platform is used and therefore no separate infrastructure is necessary.

Consequently, FIS/bxp holds enormous added value in connection with transparent document flows, standardization, and digitization.



Success Story: Sonepar in Germany

INTELLIGENT INVOICE PROCESSING AT ELECTRICAL WHOLESALE

To cope with the growing data volume, digitization – especially for recurring accounting processes – is an important means to automate processes. Electrical wholesaler Sonepar has decided in favor of Machine Learning services and a smart invoice processing solution by FIS.

Automation in accounting

The most important goal was to automate the high document volume at Sonepar, which was processed manually. The initial account assignment of incoming invoices in particular was to be structured efficiently and digitally. Sonepar decided to face the challenge together with FIS and use FIS Invoice Management including intelligent account assignment and approver determination. After a few months only, the system processes more than 80 percent of the documents correctly and automatically.

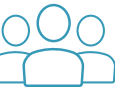
Efficient processing with SAP optimization

The FIS Invoice Management solution from the FIS/edc solution portfolio ensures a high degree of automation. The invoicing process is designed optimally right from the start. Cost accounting is preassigned by using a machine learning application. Consequently, employees are relieved, manual processing errors prevented and invoice receipt processes become more transparent.

Curious?
Read more:



fisly.de/sonepar-story



Handle Personnel Data with Care

5 TIPS FOR MORE DATA PROTECTION IN SAP HCM

Personnel data belongs to the most sensitive information in companies. Protecting this data is a responsible and complex issue that has concerned HR and IT departments not only since the European General Data Protection Regulation came into force.

It is, for instance, important to regularly check whether personal data is only available to authorized employees. It must also be ensured that data used for testing, error analyses or training purposes is sufficiently anonymized. In addition, prescribed deadlines must be met.

The good news: protecting sensitive data does not have to be problematic. Those who approach the topic in a well-planned manner and use precisely tailored tools can reliably implement the requirements of the EU GDPR and ensure the careful handling of personnel data.

5 tips for secure handling with personnel data:

1. Use all standard possibilities of your HR system.
2. Use a separate HR system.
3. Anonymize the data in all upstream systems.
4. Keep data assets lean in upstream systems.
5. Regularly review the data protection requirements.





Manage Business Processes Holistically

SAP SIGNAVIO SETS NEW STANDARDS

Today, companies must adapt faster than ever to complex requirements and turbulent conditions. High-performing and efficient business processes play a key role in becoming a smart and sustainable organization in the long term.

Modern Business Process Management: holistic, collaborative, and intelligent

SAP Signavio offers an all-in-one platform with comprehensive options for business process management: from the monitoring of actual processes, their detailed analysis, and the derivation of optimization potentials to the modeling of business processes and customer journeys. With SAP Signavio, you gain insights into your current processes in a short time and implement improvements quickly. KPIs and industry benchmarks are available for this purpose. The collaborative and transparent management of the processes is the focus.

Prepare transformations and accompany the change

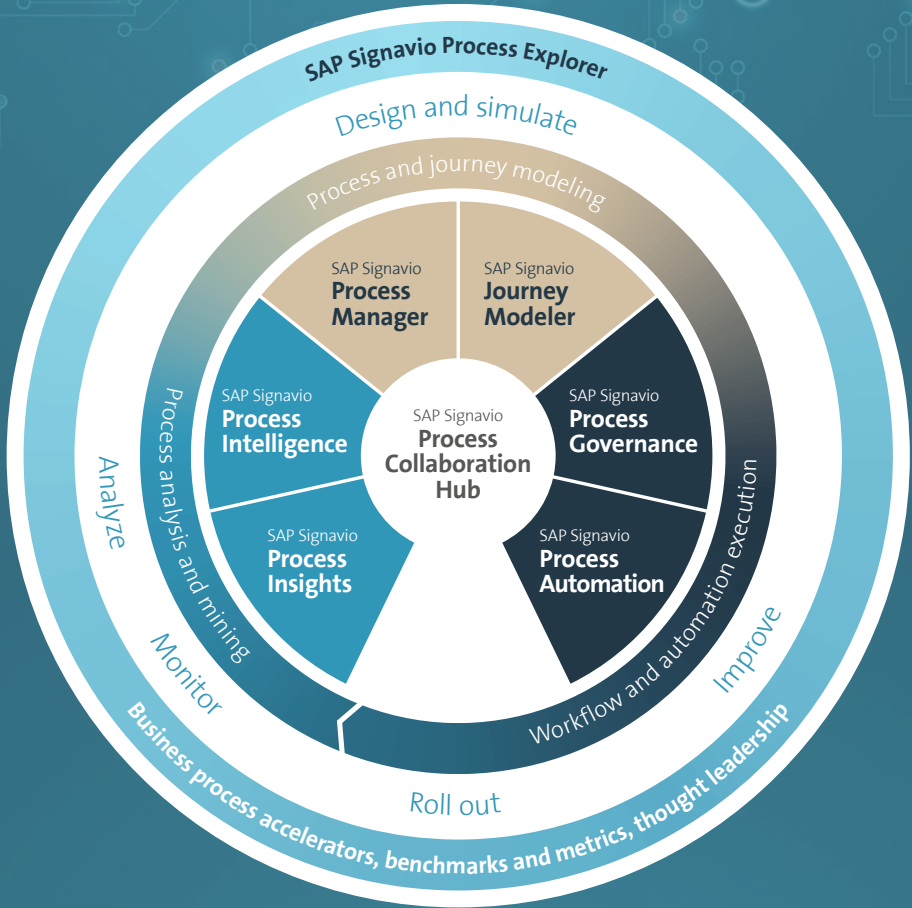
Many SAP user companies are about to face the transition to SAP S/4HANA or are heading towards the cloud with RISE with SAP. Large transformation projects not only place high demands on Change Management, but also require suitable technical support. SAP Signavio provides valuable functions to optimally prepare transformations, to accompany the projects and to continuously monitor and improve the processes in the long term even after go-live.

Learn more?
Contact us!



fisly.de/signavio-request

WITH SAP SIGNAVIO, BUSINESS PROCESS MANAGEMENT BECOMES A WELL-ROUNDED AFFAIR!



Source: SAP

One example: At location A, the duration for the procurement process is 20 days. However, the same process takes 25 days at site B. With SAP Signavio, this difference can be quickly identified and clearly visualized. Based on this insight, causes for the performance difference can be identified by the process owner. Subsequently, processes are modeled, recommended actions derived, and process improvements transparently implemented in collaboration with the user departments involved.



Quick Tip: Learn from These 7 Errors

HOW TO MAKE YOUR WMS PROJECT A SUCCESS

Making mistakes is human – but in IT projects they cost time and, above all, money. The implementation of a warehouse management system (WMS) is an extensive undertaking and requires many critical decisions to be made at each stage of the project. So how do you get through your warehouse project successfully and as error-free as possible?

You should be especially careful and attentive to the following 7 signs:

1. The offers of the service providers are very far apart.
2. Some providers are surprisingly withdrawing their offers.
3. The process design phase is extended unexpectedly.
4. The number of change requests suddenly increases sharply.
5. The development effort increases abruptly.
6. Critical process errors occur during tests with master data.
7. User training sessions are shortened or delayed.

Do you want more tips for your successful WMS project?

In the German-language webinar, logistics expert Martin Ochs reports in detail from 25 years of practical experience, for example about typical errors in logistics projects and how to recognize them early and prevent them. Learn about the true success factors of a WMS implementation – clearly presented with practical examples, checklists and best practices.

*More tips?
View webinar:*



fisly.de/webinar-lvs

Sales Work with SAP

HOW TO ACHIEVE OPTIMAL CRM INTEGRATION

For companies competing for the best customer experience and the loyalty of their buyers, customer relationship management (CRM) integrated into all business processes is essential. This is because companies whose marketing, sales and distribution, service and IT departments all pull together are best able to act in a customer-oriented manner.

Driven by the pandemic, the omnichannel sales issue in B2B is also becoming increasingly important. Not only customers demand a wide variety of contact channels, but the companies themselves also see advantages in this sales model. According to a McKinsey & Company study, 83 percent of B2B executives surveyed believe that omnichannel sales is the more successful way to attract and retain customers than the traditional, exclusively personal sales approach. However, omnichannel sales can only succeed if all customer information from all relevant channels is consolidated. To do this, the CRM system must be linked to all business units that have a relationship with the customer.

Read in the German-language whitepaper

- why the integration of the CRM system is so important,
- how you integrate the CRM application into SAP systems, such as ERP, marketing, service, and e-commerce software and
- how sales and distribution efficiently integrate the CRM solution into its daily work.

To the whitepaper:



fisly.de/crm-integration





E-Commerce as a Key to Success?

STUDY: WHOLESALE MEETS PRIVATE CUSTOMERS

More and more wholesalers are now opening up their stores and online channels to private customers as well, explicitly targeting their offerings at this group to generate additional sales and profits. But what is the image of wholesale among end consumers, how widespread is buying from wholesalers among private individuals and how can wholesalers position themselves optimally regarding this target group?

Study set-up: What is the importance of wholesale today and in the future?

Together with ECC Köln, FIS has conducted a study that gets to the bottom of these and other questions. For this purpose, 1,036 private customers were asked about their assessment and the potential of wholesale. The study examined the importance of wholesale to end customers now and in the future and the role played by digital channels in particular.

Private customers have a very positive opinion about the wholesale

Overall, more than three-quarters of those interviewed have bought wholesale products at some point. Particularly for core products and in construction-related sectors, wholesalers have long been a point of contact for private customers to make purchases. The positive image is particularly convincing: wholesale scores with seriousness, professionalism, and competence – even with non-customers. In addition, end customers forecast that wholesale will become increasingly relevant in the future.

52 %

of private customers say that
wholesale buying is very
interesting for them.

66 %

of end consumers think that
many more wholesalers should
also sell their products to
private individuals.

54 %

would also like to buy
wholesale products
online.

Web shop and online marketplaces open doors

Currently, end customers are becoming aware of the wholesale business primarily through recommendations from their private environment. In the stationary sector, DIY stores dominate among private customers, for example, while wholesalers' stores attract less attention or are difficult to reach. Sales to end customers in stationary retail must therefore be well-considered.

The online channel, on the other hand, is very interesting for wholesalers who want to sell to private customers. Although the online market is also highly competitive, marketplaces in particular offer enormous potential as new, additional sales channels. These are by far the most frequently used by end customers for the purchase of construction-related products.

New sales channels for wholesalers

Overall, it probably does not make sense per se for every wholesaler to also target its offerings to private customers. With the right choice of channels, however, this approach can be used not only to tap into new customer groups, but also to achieve higher sales.

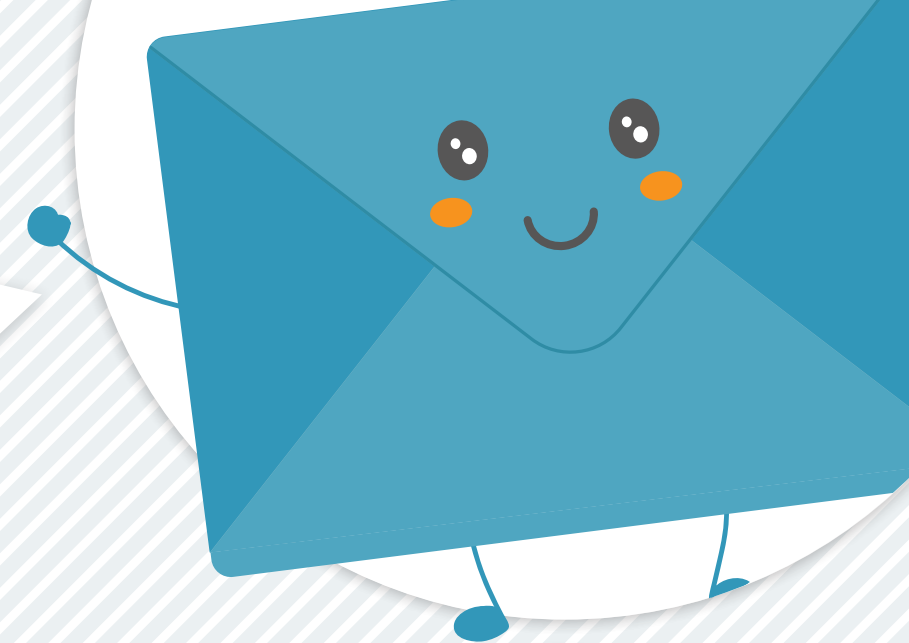


FIS – TAILORED SOLUTIONS FROM A SINGLE PROVIDER

- ERP implementation and transition (SAP ERP and SAP S/4HANA)
- 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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