



FIS MAGAZINE

Edition 06/2020

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Special Times Require Special Measures

This year, the corona crisis with all its effects on society and economy shows us to a quite exceptional extent the importance of digital technologies.

According to a current Bitkom study, more than three quarters of the German companies pursue a digital strategy. Especially now, it is important for the remaining quarter to promote digitization on a large scale.

So everyone is committed to one particular objective: staying fit. Get prepared for the next step on your way to digitization, but what is most important: remain active and healthy.

Ralf Bernhardt
Ralf Bernhardt, Managing Director





Analog and Digital FIT WITH FIS

Home office hero, animator for children or star cook? In these turbulent times, we do not only support you when it comes to digitization but also take care of your personal well-being so that you can work on upcoming projects with all your energy!

Be it in your home office or later when you resume work in your company again: We all need to stay fit to do everything we can at home and at work. This is why we provide you with numerous tips for body, soul and laugh muscles in our one-off “Fit with FIS” website promotion:

- from simple physical exercises for healthy working at home
- and recipes for healthy and fast cooking
- to creative puzzle and craft ideas to pass the time
- as well as further ideas on how to sweeten your time at home and avoid boredom.

Many customers and colleagues joined the project, so it was a huge success. To learn more, you can visit the German website by scanning the QR code on the right side.

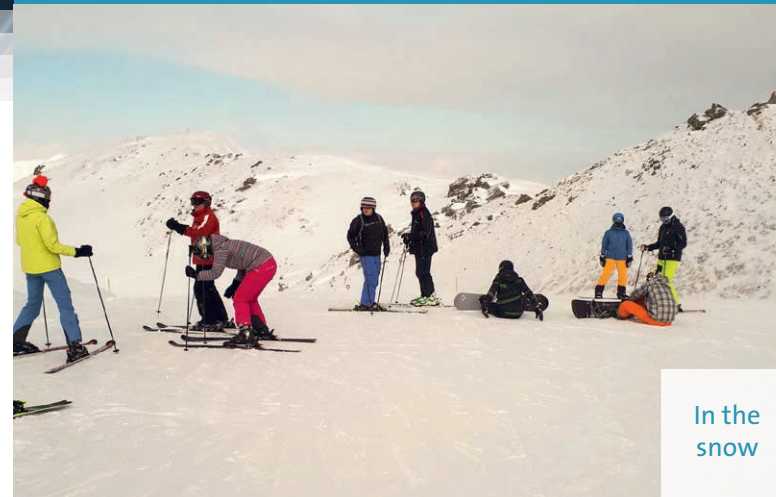
Curious? Read more:



fis-gmbh.de/fit-mit-fis

We stay fit as well FIS IS MOVING

We and our employees as well stay fit and active. Whatever the season, we prefer moving in the open air together. Last year, different in-house sport events, such as ski excursions or tennis tournaments, have improved our physical fitness. Moreover, we participated as a team in public sport events in the district of Schweinfurt, such as the Main City Run or the Rotarian Rowdy River Raft Race (the biggest rubber dinghy race in Germany). Be it in the snow, on the water, sand court or asphalt: it is there where our employees get new power to give full professional speed for your digitization projects.



In the
snow



On the
water



On the
asphalt



On the
sand



Economy and Research

FIS INITIATES „PICK-BY-TAG“ RESEARCH PROJECT

Together with the Technical University of Munich, the Fraunhofer Institute for Integrated Circuits IIS with the Working Group for Supply Chain Services SCS and eight other project partners, FIS is currently working on the implementation of a picking system with RFID tags for manual warehouses. As a member of the project-associated committee, FIS brings in many years of know-how in software development and integration. The end of the project is scheduled for June 2021.

The scenario:

RFID tags with LED lights are attached to the warehouse compartments. The RFID transponders are activated by a wireless signal of the RFID reader. This reader is located, for instance, at a mobile data terminal (MDT) or picking cart. The transmitted signal activates all order-relevant warehouse compartment displays and the LED lights attached to them flash. The warehouse worker recognizes from which shelf goods are to be taken. Since the warehouse compartments and goods no longer need to be scanned, they have both hands free for withdrawal. This scenario is particularly interesting for small and medium-sized companies for whom other picking systems are too expensive.

Benefits:

- High flexibility with regard to warehouse restructuring
- Higher pick speed with low error rate
- Low investment costs

Project goals:

- Increased picking performance
- Keeping installation efforts and running costs low
- Acquisition costs of the system for 1,000 warehouse compartments lower than € 30 per compartment



Why Document Management Pays Off

SAVING TIME AND MONEY

How do you justify the investment in a document management system to the executive board? Figures illustrating the economic advantage for the company will have the greatest impact.

Example 1: Automating invoices

Assumptions: Companies with 5,000 vendor invoices per year | digital processing saves 10 minutes of processing effort per invoice | hourly rate of € 60



Time saving:
5,000 invoices x 10 min. = 50,000 min. or 833 hrs annually

Cost saving:
833 hrs x € 60 = € 49,980 annually

Example 2: Digitizing purchase orders

Assumptions: Companies with 3,000 purchase orders per year | each digital purchase order saves 5 minutes per document type (order confirmation, delivery note etc.) | hourly rate of € 60



Time saving:
3,000 order confirmations x 5 min. = 15,000 min. or 250 hrs annually

Cost saving:
250 hrs x € 60 = € 15,000 annually





Revolutionizing Field Service Management WITH DIGITAL SOLUTIONS

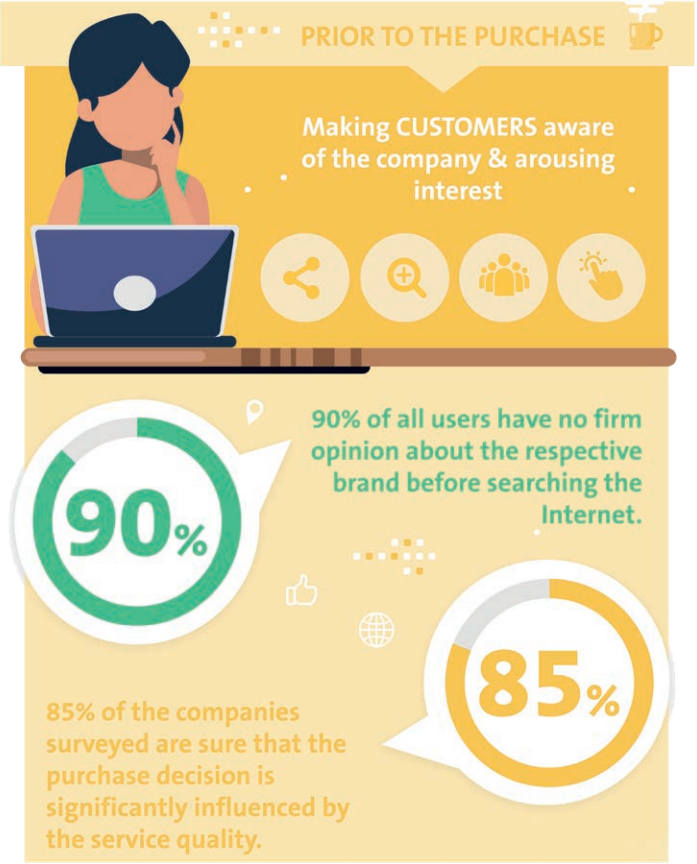
The planning of mobile resources for processing service and maintenance orders requires a lot of attention. Today, MRP controllers have to control and manage many different resources, such as employees, vehicles, technical utilities and machines.

Increasing relevance of customer service

According to the LEAN Service study by Staufen AG, most of the companies surveyed consider themselves as being on the path from a product provider to a solution provider within the next five years. 92 percent of these companies estimate that the service business is important or very important for their future success. Consequently, the high relevance of customer services causes an expansion of performances and increased sales in the future.

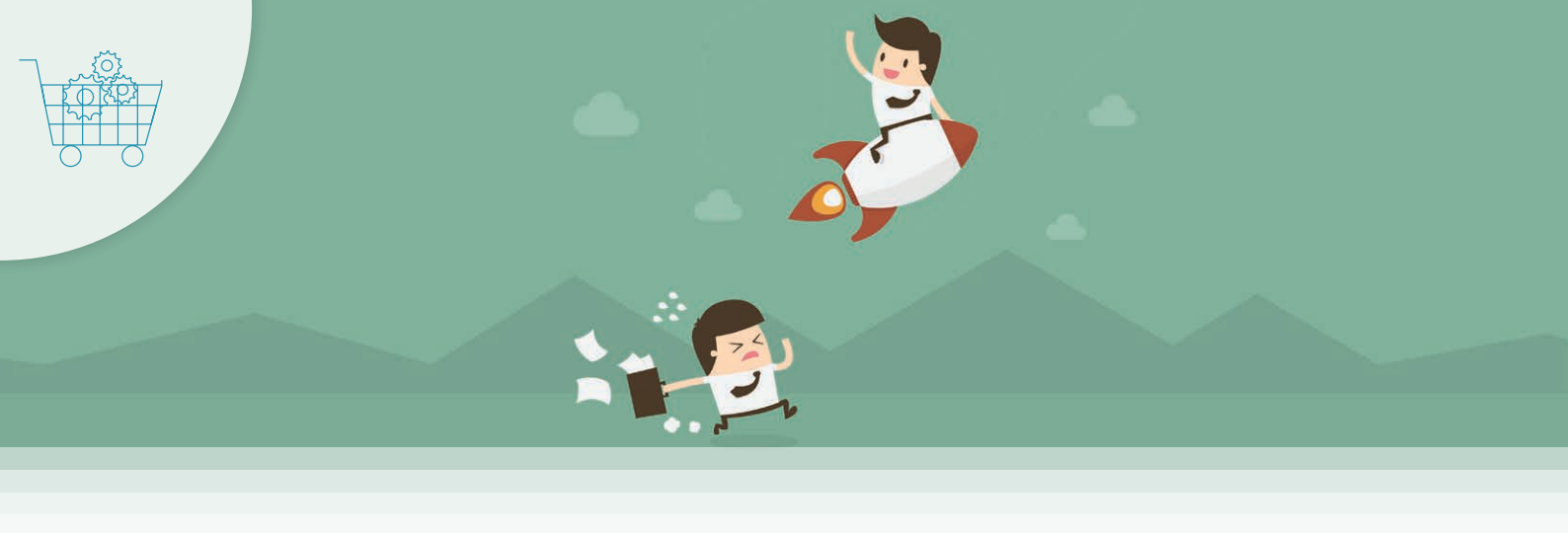
Increasing customer retention through digitization

By means of preventive maintenance measures, service providers create immense advantages for their customers and retain them for their own company in the long term. Regular contact between providers and customers helps identify and tap up-selling and cross-selling potentials. It is particularly in the Field Service that companies convince their customers through quick response times, a high first time fix rate and lean processes. To ensure this, digital solutions will play an ever increasing role.










Optimizing after sales service: Field Service Management Definition	
DEFINITION Organization, planning and monitoring of on-site activities during initial installations, maintenance or repairs	BENEFITS 1. Optimal control of field sales force activities 2. Exact planning of tools and technicians 3. Transparent processing of service cases

CONSERVATION OF RESOURCES



7 Service Ideas FOR WHOLESALE

How do wholesale companies remain attractive for their customers? Product-related services, for instance, will do the trick. Read now which examples are recommended for wholesale companies.

-  **DIGITAL SOLUTIONS**
App for craftsmen, point-of-sale solution, article management etc.
-  **CHECK SERVICES**
Energy audit, check of electrical equipment
-  **TRAININGS**
Industry-specific and also general training courses on marketing, data protection etc.
-  **REFINEMENT & PACKAGING**
Individual cutting of cables and coating of tubes
-  **LOGISTICS SERVICES**
Kanban systems, tracking solution for mobile devices
-  **RENTAL SERVICES**
For devices and tools, such as cordless screwdrivers, lifting platforms
-  **INSURANCES**
Against theft or damage to machines/tools



New Application for Modern Training Companies THE *FIS/AUSBILDUNGSPLANER* (TRAINING PLANNER)

Instructors and training supervisors regularly face the challenge of creating training plans. Here, it is important to optimally use the capacities available, comply with the guidelines by CCI (Chamber of Commerce and Industry) or CC (Chamber of Crafts) and create a tailor-made training plan for each trainee. In most cases, the corporate training plan is created in tabular form at the PC. However, this is very time-consuming, unclear and error-prone.

Training planning made easy, structured and error-free

The digital *FIS/Ausbildungsplaner* solution makes the training planning a mere child’s play. The operational and individual training plans are created on the basis of operational conditions, trainee attendances and current frameworks. Here, *FIS/Ausbildungsplaner* proposes an optimal planning variant. Moreover, the application checks automatically the existence of incorrect plannings, such as the “overbooking” of departments. As a result, the training plans for a large number of trainees in different apprenticeships can be created in an easy, structured and error-free way.

Mobile and safe

The mobile availability of the training plans enables instructors and trainees to always have an overview of the current place of activity. The provision of the *FIS/Ausbildungsplaner* solution on SAP Cloud Platform ensures most advanced standards and highest data security.

Learn more:



fis-gmbh.de/en/training-planner





Seamlessly Integrating Online Marketplaces in SAP Using *FIS/TradeFlex* **SUCCESSFUL GO-LIVE AT RE-IN RETAIL INTERNATIONAL**

The potential of online marketplaces is huge. To successfully operate the channel, providers must be able to implement a rapid, efficient and central sales process. However, this entails some challenges that can hardly be handled with standard solutions of the SAP system.

Integration of Fnac with approx. 45,000 offers

The integration of Fnac into Re-In Retail International GmbH shows how online marketplaces can seamlessly be connected to the SAP system and sales processes automated. Since 2008, Re-In has operated different online shops. Re-In lists about 45,000 offers on Fnac, the most famous marketplace in France.

Seamless and automated data exchange

FIS/TradeFlex ensures the seamless and automated exchange of information between Fnac and the SAP system of Re-In. Orders are directly collected from the marketplace and created in the ERP system. *FIS/TradeFlex* also clears open items. This means that the starting of jobs in the conventional SAP system as well as manual clearings have become obsolete. As a result, several thousands of purchase orders can be processed without any problem.

“Talking about digitization means considering a process from beginning to end and digitizing it holistically and not only parts of it.”

Christoph Burdack , Product Owner at FIS

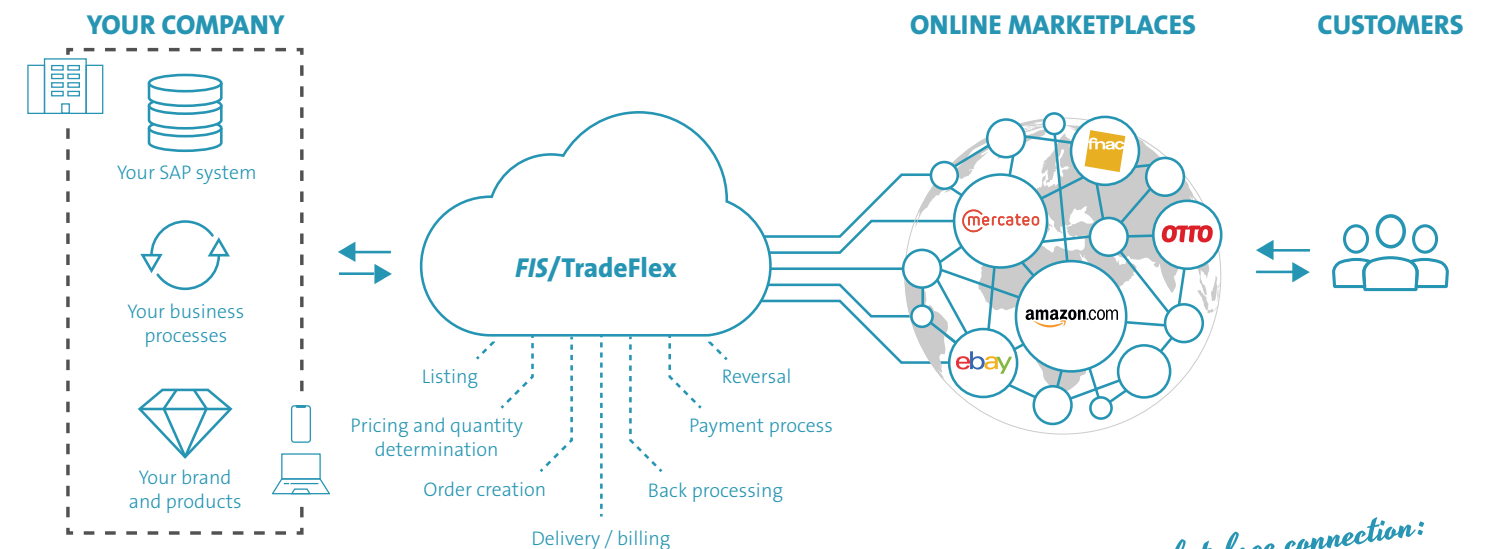
FIS/TradeFlex convinces with deep process integration

The first presentation of *FIS/TradeFlex* at Re-In already impressed the decision-makers with its automated and deep process integration so that collaboration quickly became a done deed. Initial integration challenges mainly concerned the uniform design of complete processes, at first without considering the marketplace.

Further go-lives already planned

Fnac is the pilot project of the collaboration between *FIS/TradeFlex* and Re-In and was completed with great success and satisfaction of all parties involved. Only few employees are still involved in the processes. This means for Re-In that the free capacities can again be used otherwise. The go-live of further marketplaces is scheduled for the second quarter of 2020.

FIS/TradeFlex completely covers the sales process functions



Learn more about marketplace connection:



fis-gmbh.de/en/market-places



FIS – TAILORED SOLUTIONS FROM A SINGLE PROVIDER

- ERP implementation and transition (SAP ERP and SAP S/4HANA)
- Retailing for the technical wholesale
- Solutions for anything to do with warehouse logistics
- Master data and document management for SAP
- SAP solutions for the HR department
- Business partner integration and interfaces
- Certified support for FIS and SAP products
- Marketing, e-commerce, CRM and service
- Hosting and Managed Services
- Cloud platforms for transport logistics
- Nearshoring



*Want to
date me?*



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