FIS MAGAZINE

Our highlights:

New Normal – Emerging stronger from the crisis with digital processes

We all hope that everyday life will soon return to normal. But what does the "New Normal" look like?

Last year, companies had to rethink, create new ways of working and rely on advanced technologies. Digital processes offer enormous potentials for optimizations that strengthen corporate success in the long run.

We accompany you and your enterprise into the "New Normal" and also assist you in challenging times. Together, we are well prepared for the future.

Ralf Bernhardt, Managing Director

High-flyer
WITH "RISE WITH SAP" AND "FIS" TO THE CLOUD

The new "RISE with SAP" offer helps companies make the transition to the SAP S/4HANA cloud solution. The big advantage is the quick amortization. In the future, FIS will strategically build on this offer and provide consulting services on the way to Cloud ERP.

Usually, cloud projects can be implemented faster than on-premises installations. SAP is also talking about up to 20 percent lower operating costs over a five-year period. Many on-premises systems have also become very complex due to years of individual Customizing and in-house developments.

The cloud "RISE with SAP" offer takes into account the needs of customers to standardize their processes and system landscapes to a greater extent. With this offer, SAP provides a holistic service for the transformation to an intelligent enterprise.

The transition into the cloud is ideal if you wish to get rid of legacy issues and make yourself fit for the future. SAP assists you with checklists and services, e.g. switching off old applications or installing new ones. "RISE with SAP" addresses both SAP customers and new customers. It does not matter how far you have come with the digital change, whether you are at the very beginning, within a cloud project or the transition from SAP ECC to S/4HANA. The package bundles the services in a subscription with one contract and one price, without high initial investments.

Learn more:

fisly.de/rise-en

How does "RISE with SAP" work?

In three steps, "RISE with SAP" prepares business processes, technology and infrastructure for the cloud and converts them. In the first step, companies analyze their processes. Based on SAP Best Practices and SAP tools, internal processes are optimized and integrated consistently. The next step is the technical migration and return to the standard system – with the help of automated SAP services and support from the SAP partner network. This enables a seamless transition from the current ERP landscape to the cloud environment. The third and final step is to define the IT infrastructure for the intelligent enterprise – with hyperscalers, networks, smart technologies such as AI and RPA and SAP Business Technology Platform (formerly SAP SCP).

| Starting point | Business Process Redesign | Technical migration | Building an intelligent enterprise | Intelligent enterprise |

RISE with SAP: Business Transformation as a Service

How does FIS support you?

Together with customers and interested parties, the experienced consultants at FIS evaluate which cloud strategy is best suited for the individual requirements: Public Cloud, Private Cloud or hybrid model. As an SAP partner with "Gold" status, the software company is certified and provides support in the analysis, consulting and implementation of the cloud ERP solutions.

Stefan Hinterwälder, head of Sales New Business ERP, explains: "I absolutely support the idea behind the new "RISE with SAP" initiative to make it easier to get started in the cloud. At FIS, we fully support this approach and assist companies on the path to transformation. We have extensive experience with both SAP S/4HANA Cloud and Business Technology Platform – and we end up with successful projects."

Groundbreaking ceremony for new company building
NEW BUILDING AT THE FIS CAMPUS IN GRAFENRHEINFELD

The increasing number of employees, new working models and corporate growth require more space at the Grafenrheinfeld headquarters. The construction phase of the eleventh building section (BS11) started on March 09, 2021 with the official groundbreaking ceremony. Under the construction management of architectural office Philipp and in cooperation with structural engineering company Michael Siebenson GmbH & Co. KG, the new building is to be erected by the end of 2022.

> " *Our new building in Grafenrheinfeld is our commitment to this region.* "
> *Ralf Bernhardt, managing director of FIS*

The following rooms are being created on an area of around 2,500 sqm:

- Approx. 135 new office work centers

- Break rooms with outdoor lounge areas

- Training center with 2 big training rooms

- FIS Academy – modern training center for apprentices, dual system students and trainees

- Conference rooms, design thinking rooms and think tanks

Watch the progress live:

fisly.de/new-building

Implementation of logistics software
HOW ROLLOUT TEMPLATES ACCELERATE THE PROJECT

It is particularly challenging for many companies to implement logistics software (e.g. SAP WM, EWM or Stock Room Management) at several locations within the shortest time. If the warehouse locations have almost homogeneous processes and structures, an initial template and subsequent rollouts may be helpful. As a result, the implementation time and efforts are drastically reduced in the logistics project.

Practical wholesale example

FIS used a "template with maximum characteristic values" for a technical wholesaler. This template is already worked out in the conception phase so that it can be rolled out later with minimum efforts. Since a multitude of warehouses used for collection were set productive in blocks at the same time, the intra-logistical processes are structured in detail. There are no degrees of freedom for the locations. Instead, the logistics processes are harmonized in a cross-location way prior to the software implementation. As a result, the warehouse locations benefit from a speedy implementation project and more standardization.

Practical example from the industry

With its "template with core process characteristic values", FIS supports a globally operating manufacturing company. The growing template is started with basic attributes, e.g. the definition of core processes at a more general level. Instead of a long conception, a higher aggregated blueprint has therefore been created for this procedure, which is concretized using a specific location as an example. The first rollout is to specify in detail the characteristic template values. New experiences from every further rollout are included in the template. In this way, the company benefits from smaller amounts of fixed resources, stretched investment budgets and the possibility of gradually getting familiar with the new software solution.

SAP *Logistics solutions:*

fisly.de/logistics

SAP Sales Cloud in Swiss mechanical engineering
A CRM SOLUTION THAT FITS

For the manufacturing solutions of Swiss enterprise Walter Meier, the following principle applies: They must fit and be exactly tailored to the customer's requirements. To achieve this, the provider takes care of all customer concerns, from consulting, project planning and manufacturing up to training courses and service – including regular support provided by the field sales force. Walter Meier decided in favor of implementing the SAP Sales Cloud solution in order to achieve increased transparency as well as easy and clear evaluation options for sales and service management.

This required a CRM system, which is particularly used in the field service. The challenge was to map the four divisions of Walter Meier and adjust the rights system accordingly. Moreover, the ERP system and MS Outlook were integrated. The great project challenge is master data that was available (mostly in lists) as backup files of the old CRM system. In close coordination, FIS and Walter Meier were able to clear this hurdle so that clearly structured data was available in the end.

The new CRM solution provides clear benefits: a consistent and centrally managed system, improved data quality and clear responsibilities. The Swiss company is convinced of SAP Sales Cloud and of FIS as a partner. This is particularly due to the fact that the solution is constantly further developed. "New developments and continuous improvements correspond to the spirit of the times. For us, it is the right system – with the right partner", explains Herbert Sohm, head of sales development at Walter Meier. In the next step, Walter Meier and FIS are planning the implementation of the SAP Field Service Management in combination with SAP Service Cloud in order to further optimize the customer service processes.

Customer service as a purchase factor
GOOD CUSTOMER SERVICE MAKES THE DIFFERENCE

85% of the companies describe the influence of customer service to the purchase decision as great or very great.

Consumers confirm this: **75%** of the consumers would not do business with a company due to unfriendly service staff.

Yet, only **55%** of the companies have defined a service strategy.

However, most of the companies have recognized the need for action. In the next few years, for instance, **51%** would like to invest into process and response speed improvement.

Source: Study Lean Service 2016, Staufen AG
Experience is everything, 2018, PwC

thyssenkrupp Rasselstein GmbH relies on *FIS*/hrd SRA
QUALITY AND SECURITY FOR SAP HCM

Particularly in time management and payroll, adjustments of schemas, rules and Customizing are often necessary. Sometimes the legal basis changes, sometimes there are new collective bargaining regulations or company agreements. The HR department of thyssenkrupp Rasselstein GmbH relies on *FIS*/hrd to reduce adjustment efforts, minimize the susceptibility to errors and ensure complete audit-proof documentation.

Easy adjustment and fast error analysis
The most important goal of thyssenkrupp Rasselstein GmbH was to significantly reduce the efforts required for necessary adjustments in the SAP HCM system. *FIS*/hrd SRA ensures this by means of precisely fitting functions. The extensive options for versioning and efficient error analysis were therefore another important reason for thyssenkrupp Rasselstein GmbH to opt for *FIS*/hrd SRA.

Audit compliance and documentation in the system
FIS/hrd SRA enables seamless documentation directly at the corresponding object. "The documentation in the system not only ensures audit compliance. The procedure also facilitates the on-boarding of new colleagues, who can familiarize themselves with the system much more quickly thanks to the clear and uniform presentation," confirms Heiko Michels, SAP HCM Module Supervisor/ERP Applications SE-PS/ITM-E at thyssenkrupp Rasselstein GmbH.

Learn more:

fisly.de/success-story-hrd-en

Migration to SAP S/4HANA
4 TIPS: TRANSITION TO SAP BUSINESS PARTNER

During the transition from SAP ECC to SAP S/4HANA, users have to switch to the new master data object, i.e. SAP Business Partner (BP), first and combine the customer and vendor data. Four practical tips:

1. Data cleansing: starting as early as possible
Data cleansing and duplicate check are complex. If companies, for instance, only copy „active" business partners, the migration efforts will be reduced considerably. If you archive legacy data, the check and cleansing efforts will be reduced.

### 2. BP concept: mapping actual application cases
In BP Customizing, various parameters are defined, e.g. characteristic values, business partner roles or grouping characteristics. It is crucial here that the future master data concept covers the actual corporate application cases. Only in this way will the master data be documented in a traceable manner.

3. Training course: integrating employees concerned
Throughout the company, employees work with customer and vendor data: in purchasing and sales, accounting, logistics and in other departments. All users concerned must be trained in the operation of the new transaction so that the maintenance of data will work properly after going live.

4. Customer/vendor integration: intensive testing required
Finally, the master data quality needs to be tested extensively so that customer and vendor masters can be combined as BP without any problems. A master data tool such as *FIS*/mpm supports the automated matching of data, the cleansing of duplicates and the filling of empty fields. The manual efforts are therefore reduced.

Learn more:

fisly.de/s4-transition
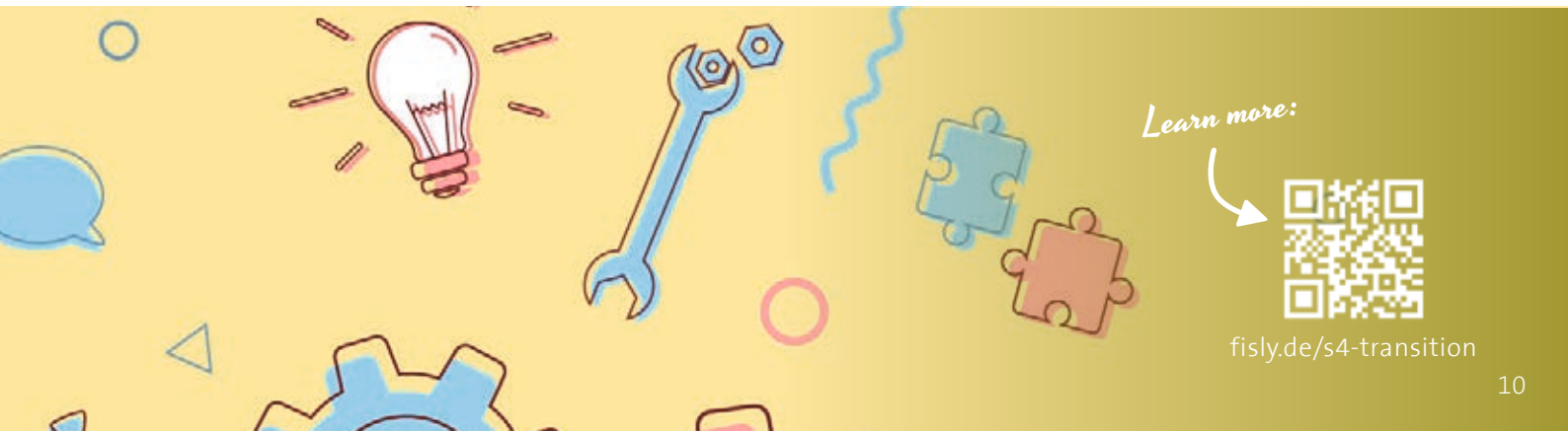
FIS-ASP celebrates its 20th birthday
INTERVIEWED: TWO EMPLOYEES FROM THE BEGINNING

20 years ago, FIS-ASP Application Service Providing und IT-Outsourcing GmbH was founded as first FIS subsidiary. Over the years, FIS-ASP has permanently extended its portfolio and is today a reliable IT service provider for medium-sized companies. In an interview, two employees from the beginning, Jürgen Springer (left, head of technical services) and Andreas Mittag (right, senior accountant manager), offer a deep insight into the world of FIS-ASP.

Jürgen and Andreas, right from the start you have actively participated in the company's history. What do you recall when thinking of the foundation of FIS-ASP?

Andreas Mittag: More than 20 years ago it seemed impossible to operate 3,000 users on one SAP database. This is why one of the first FIS customers then operated a separate SAP production system at every main location. In October 2000, FIS company founder Gert Lang asked me whether I could imagine operating a central SAP system for this customer in Grafenrheinfeld. For me, that was the birth of FIS-ASP!

Now, the conditions for operating such a big and critical infrastructure had to be created in a very short time: A separate transformer station was brought into operation and supplemented by two big UPS systems to guarantee the electrical power for the operation. Telekom used excavators to integrate the Grafenrheinfeld location into its data network with redundant fiber optic cables.

More about **FIS-ASP:**

fis-asp.de

Load simulations were used to determine hardware setup and parameterization for the operation of 3,000 SAP users. Despite all challenges, it was clear to us that we had to ‚struggle our way' through this."

Are there any events you find particularly memorable?

Jürgen Springer: The biggest milestone for me was the transition from the administration of small customer systems to the operation of one of the biggest SAP trade platforms worldwide including the required infrastructure – all this in a short period of time. This also includes the handling of the latest hardware and software as well as the permanent operation of such an installation.

Andreas Mittag: The system environment became more and more stable. I think we just had the right employees at that time. Otherwise, we would not have managed this. In 2005, the first big customers could be acquired independently. An operation concept was developed and the corresponding knowledge was built up gradually.

Where do you see FIS-ASP in 10 years?

Jürgen Springer: It is no secret that new technologies and trends change the market. The topic of cloud computing in particular has come to the fore in the last few years. FIS-ASP must be in a state of continuous development and reorientation. However, we understand ourselves as the pivotal point for the central IT of our customers.

Andreas Mittag: When FIS-ASP turns 30, we hope that we will be invited to the anniversary celebration as old-age pensioners!

120 employees

24/7 availability

Located in Schweinfurt/
Grafenrheinfeld (Bavaria)

>1,000 SAP systems

Three data centers in
Southern Germany

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 and document management 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

- Nearshoring

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