

FIT FOR E-COMMERCE

Thanks to high data quality



Customer

- RI-Solution GmbH
- Year of foundation: 2002
- Headquarters: Munich
- Service and solution portfolio: > 50 million €

Industry

- IT solution provider for retail and wholesale trade

Key figures

- Project duration: 24 months
- Data volume: 3.5 million data records plus 11 million pieces of price data

Challenge

So far, millions of articles had often been created several times in different IT systems. Consequences: expensive duplicates, high process costs and restricted utilization possibilities of logistics, marketing, CRM and e-commerce activity data. Therefore, RI-Solution received an order from RWA to implement a central and uniform corporation master data system.

Solution

- FIS/mpm – master data solution

Benefits

Multiple data maintenance hitherto carried out by RWA was replaced and millions of pieces of article information were harmonized. With FIS/mpm, all data from SAP ERP and other non-SAP systems is merged in a central SAP retail system.

Together with RWA (Vienna), RI-Solution GmbH, the IT subsidiary of BayWA AG, Munich, has successfully implemented an initial master data optimization project. The project was implemented in collaboration with FIS GmbH and the FIS/mpm module is used for optimizing master data management in SAP.

“A clear master data source with high quality is the basic prerequisite for successful business - and this is what we use to make enterprises fit for e-commerce and omnichannel processes. With the FIS/mpm master data management tool, we have the appropriate instrument for this purpose.”

Josef Kagerl,
Head of Account & Process Management
at RI-Solution GmbH



Master data is part of a company's DNA. If the basic information on business partners, articles and prices is erroneous or incomplete, data quality will decrease, business processes will stagnate and employee and customer satisfaction will diminish. “Master data is the strategic asset of a trading company and the basis of digitization,” Josef Kagerl, Head of Account & Process Management at RI-Solution GmbH, points out. The IT service company specializes in retail and wholesale trade and has extensive knowledge in the trading processes of agricultural, technical, energy and building materials companies as well as of DIY stores and garden centers.



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master data matchup and master data maintenance in SAP. It enables easy, quick and flexible creation, maintenance and central management of nearly all data. In this way, FIS/mpm contributes to the optimization of processes in purchasing, materials management and sales. “Without uniform and harmonized customer, vendor and article master data, we will not be prepared for future challenges,” Roland Hübel points out. The wholesale company for agricultural products and inputs, energy, building materials as well as products for your house, yard and garden is a central pivot within the association of the approximately 50 Austrian warehouse cooperatives with their 120,000 members and 12,000 employees.

Conversion of retail data into SAP data

In cooperation with each other, RI-Solution and FIS were able to replace multiple data maintenance hitherto carried out by RWA in the course of the project and so achieved the harmonization of millions of pieces of article information. With FIS/mpm, all data from SAP ERP and other non-SAP systems is merged in a central SAP retail system.

Basically, the data transfer comprises three phases:

- Checking whether the article already exists
- Creating the article or changing it in a quality-assured manner if it does not exist yet or if it is not available in its current form
- Subsequently, the article's automatic redistribution to all systems connected

The greatest challenge consisted in the conversion of SAP retail data into SAP ERP data and back. The reason for this is that in both cases, different data formats are concerned – which is no longer a problem now with FIS/mpm.

RI-Solution, FIS, RWA OrgIT and the respective user departments closely cooperated during the entire project duration of 24 months and cleaned up customer and vendor data during the first phase. In the course of phase two, the 320,000 pieces of data created in SAP were merged with the approx. three million spare parts in the shadow database so the data volume managed now consists of about 3.5 million data records plus 11 million pieces of price data – and all of this was accomplished while business operations were running. Subsequently, the SAP data records were extracted in the FIS master data maintenance tool according to freely selectable criteria and provided for processing in separate tables of the FIS na-

Expensive duplicates, high process costs

RI-Solution had received an order from RWA to implement a central and uniform corporation master data system and contacted FIS with the order of master data harmonization, particularly of the article master. So far, millions of articles had often been created several times in different IT systems. Consequences of such an approach: expensive duplicates, high process costs and restricted utilization possibilities of SD, procurement, logistics, marketing, CRM and e-commerce activity data.

Uniform corporation master data system

The main requirement for the uniform system was its ability to connect diverse external systems with different formats via an interface. Furthermore, fast and easy maintenance of additional business partners and articles and the set up of change release workflows were to be enabled. “Of particular importance to us was the retail readiness of the system to enable the respective “translation” of the data during a long transition phase,” Mag. Roland Hübel, Area Manager Organization/Computer Science at RWA AG, explains.

FIS/mpm is a modular structured application which is fully integrated in and certified by SAP and used for automated

mespace in SAP. Afterwards, FIS/mpm transferred the processed data into the standard SAP tables during phase three. This procedure prevents a disturbance of the running business processes as it is not the production data that FIS works on, but on a mirroring thereof. Thanks to an automated or workflow-supported enrichment including release phase, user departments can manage their data independently.

Clear master data source

The actual data maintenance is now exclusively carried out in a protected area outside the “productive” ERP systems. With FIS/mpm, master data can be harmonized and standardized cleanly, easily and reliably there. RWA wholesale and retail companies now access a common data source in the form of a central master data system. As a result, data quality is raised

to a completely new level. Especially in trade associations, central master data maintenance and, as a consequence, an increase in data quality, are key components on the companies’ road to the age of digitization. To Roland Hübner, master data management and the connection of the new SAP ERP retail systems of the warehouses and RWA to FIS/mpm are not mere IT projects, but elementary prerequisites for transforming the business models.

“A clear master data source with high quality is the basic prerequisite for successful business - and this is what we use to make enterprises fit for e-commerce and omnichannel processes,” Josef Kagerl points out. With the FIS/mpm master data management tool, RI-Solution has the appropriate instrument for this purpose.



The IT service enterprise founded on January 01, 2002 provides a service and solution portfolio of more than 50 million €. Its main customers include BayWa AG and RWA AG. The company specializes in the interests of retail and wholesale trade and has extensive knowledge in the trading processes of agricultural, technical, energy and building materials companies as well as of DIY stores and garden centers.

RI-Solution has more than 250 employees and bundles its resources in cross-location competence areas in Munich, Vienna and Auerbach/Vogtland.

Together with its subsidiary RI-Solution Data GmbH headquartered in Vienna, the enterprise serves customers in Europe and, here as well, covers all individual IT requirements on site.

 **RWA** Company headquarters, Vienna (copyright: RWA)



FIS Informationssysteme und Consulting GmbH

FIS Informationssysteme und Consulting GmbH is an expanding, independent company and forms the umbrella of the FIS Group. Within this group, more than 800 employees work to make companies more modern, more economical and more competitive every day. The focus of FIS is on SAP projects and the development of efficient solutions that drive digitalization in companies. As one of the leading SAP system houses in the D-A-CH region, FIS is the market leader in technical wholesale with its complete solution FIS/www. Together with its subsidiary Medienwerft, FIS covers the complete SAP range of topics for the Customer Experience (CX) area.

In the subsidiary FIS-ASP, more than 100 specialists operate and administer customers’ SAP systems in their own data centers in southern Germany. The subsidiary FIS-SST is a competent partner for nearshoring projects. Collaborative solutions for the convenient and secure process handling of different companies on common platforms are developed at the subsidiary FIS-iLog.



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