WIEDEMANN GROUP

Consolidation and Modernization of the Entire EDV System Landscape

FIS

WIEDEMANN GRUPPE

"The right course does not set itself." Under this motto, the WIEDEMANN GROUP made the decision to consolidate and modernize its entire EDV system landscape and, in doing so, put traditional, but proven and cherished processes and structures to the test.

Customer

- WIEDEMANN GmbH & Co. KG, Sarstedt
- WIEDEMANN GmbH, Burg
- Walter WESEMEYER GmbH, Siek

Industry

- HVAC wholesale trade

Challenge

- Short project duration
- Creation of a template and its rollout to affiliated companies
- Master data harmonization
- Replacement of different industrial and financial accounting solutions as well as of the warehouse management system
- Connection to external clearing houses
- Portal integration for ESS scenarios
- Replacement of the existing shop solution
- Integration of the entire WIEDEMANN GROUP

Solution

SAP ERP 6.0 with EHP3 with the following SAP modules:

Financials, Controlling, Sales & Distribution, Material Management, Warehouse Management, Task & Ressource Management, Business Intelligence, Human Capital Management, Portal und ESS Szenarien

Benefits

- Integrated ERP system without media changes
- Uniform processes and master data within the entire enterprise
- Implementation of consistently integrated cross-company processes
- Increase of responsiveness and delivery capability
- Reduction of capital tie-up due to optimized stockholding

"The decision in favor of FIS/SAP proved to be right."

Barbara Wiedemann,
Executive Board

Nowadays, the WIEDEMANN family business is a group of companies with more than 60 years of experience. The wholesale enterprise with a strongly technical orientation and a dense network of branches ranges among the leading specialized suppliers in Northern Germany. At national and international level, WIEDEMANN is a competitive provider in the business sectors of building services, plant construction/engineering and building automation. Today, the WIEDEMANN GROUP offers its customers approximately 360,000 articles to choose from and different services. Increasing the service level for customers and making the synergies, which had been suboptimal so far due to the missing EDP support, available within the WIEDEMANN GROUP, placed very specific demands on an advanced ERP system. Eventually, the choice fell on SAP and industry specialist FIS.

Together with one-stop provider FIS from Grafenrheinfeld/Lower Franconia, WIEDEMANN developed a holistic concept for mapping its business processes with SAP ERP and *FIS*/wws as a state-of-the-art, technological industry platform. Time-consuming master data management and the existing invoice receipt processing were also replaced by integrated SAP optimizations by FIS. A FIS shop solution based on SAP NetWeaver technology ideally complemented the process and value chains of the WIEDEMANN GROUP.

Project course

The project started in July 2008 at WIEDEMANN's corporate headquarters in Sarstedt with the creation of a template. In particular, the standardization and interconnection of the group-wide process chains were the primary objectives. Within eight very labor-intensive months, the template was created in joint collaboration. Simultaneously, the WIEDEMANN GROUP charged FIS-ASP with the export and hosting of the entire IT infrastructure and the parallel establishment of a new IT landscape.

The template went live within an ambitious project duration of three months.

Here, the specific challenge was to export, cleanse and adopt the master and transaction data from the legacy systems. The employees from the branches and head offices were trained by the project's key users in multiple runs. In a first "big bang", all locations and head offices of WIEDEMANN GmbH & Co. KG in Sarstedt and WIEDEMANN GmbH in Burg went live with the new solution in June 2009. From then on, 500 users worked with this solution. The solution's subsequent rollout at Walter WESEMEYER GmbH in Siek rounded off the first go-live wave within the WIEDEMANN GROUP and another 250 users applied the industrial solution by FIS.

From optimized warehouse stocks up to intelligent quotation and order monitors

In distribution logistics, a project processing that ensured an automated processing of GAEB service specifications was implemented for instance. In addition, the availability check of articles or assortments across the stocks of affiliated companies was integrated into sales logistics. This increased the delivery and service level for the customer and, at the same time, optimized the group-wide warehouse stock situation. Even stock transfer processes and third-party processing with system-wide transparency are enabled now and make it easy for the seller to take independent and well-founded decisions.

The seller never loses sight of the objective of providing the correct goods at the right place and time and in the right quality. Moreover, intelligent and flexible quotation and order monitors support sellers in their operative day-to-day business. Due to the combination with the *FIS*/wws optimizations in procurement, i.e. in the consumption forecast and article MRP, the logistics process was mapped and rounded off in a holistic, cost-reducing and future-oriented manner.

Today, intelligent and efficient warehouse management systems play a decisive role in competitive differentiation and in the needs-oriented delivery to the customer. A specific challenge always occurs if historically evolved and customer-specifically programmed warehouse management systems are on trial in the context of an initial ERP system implementation.

The WIEDEMANN GROUP also faced this task and, with SAP WM (Warehouse Management) in connection with TRM (Task & Ressource Management), decided to replace the previously used warehouse management software and, as a consequence, to avoid a media change in its system landscape. Goods receipts and issues are completely processed on mobile devices. The daily pick quantity, the benchmark for the picking volume incurred and the goods turnover, could be increased shortly after SAP WM/TRM had gone live.

Within goods issue, WIEDEMANN and FIS implemented consistent improvements as well. In connection with the installed *FIS*/wws Route planning monitor, the new solution

now supports shipping employees in route planning as well as in their decisions whether the goods are to be delivered to the customers more economically by the company's own vehicles or by an express delivery service provider.

Today, money is made in logistics

This statement can nowadays be heard in numerous enterprises. It is correct, but does not apply completely. A modern wholesale company is a unit consisting of logistics and accounting. Therefore, WIEDEMANN also replaced two different financial accounting systems in the context of the SAP ERP implementation and introduced SAP Financial Accounting and Controlling. Today's wholesale companies are like modern banks, where large credits are granted and money can work.

Together with FIS, the WIEDEMANN GROUP therefore implemented automated interfaces to external clearing houses and established SAP Treasury Management in addition to accounts payable and accounts receivable accounting. SAP Treasury Management enables the comparison and evaluation of current and planned future revenue and expenditure flows on a daily, weekly and monthly basis. Many rather monotonous, but very time-consuming processes, such as dunning, the assignment of account statement items to the corresponding billing items or the processing of vendor invoices, were also automated in financial accounting. These measures were able to achieve significant time savings and process efficiency.

Only a mouse click away from decisive corporate data

With SAP Controlling, another comprehensive control instrument was installed, which can display the profitability of the entire group of companies at the push of a button. SAP Controlling is the ideal tool for fast recognition of undesirable developments and root-cause analysis. As a complement to the Cotrolling information tools, SAP Business Intelligence was also implemented with the preconfigured FIS Smart BI solution. Today, the available and implemented reports provide the decision-makers within the WIEDEMANN GROUP with almost all relevant information and key figures, particularly from the logistics and accounting departments.

It's time for payroll

Software products like SAP ERP contain numerous technologically advanced business processes that are all intertwined and provide the highest benefit if they are activated. Therefore, the HR management systems were compared to each other in the course of the project. Here as well, the WIEDEMANN GROUP decided to implement SAP HCM for payroll and time management. What is more: the WIEDEMANN GROUP decided to replace the previously used and cost-intensive time recording terminals by implementing the ESS time recording (Employee Self Service) in the SAP portal. Additional investments in hard- and software for the terminals

could be avoided in this way, also in the long run. Today, the SAP portal as a central information platform is used within the entire WIEDEMANN GROUP. The WIEDEMANN GROUP even makes Intranet contents available to its employees in the SAP portal.

Software as a Service

This statement is not just a striking phrase that the WIEDEMANN GROUP flings into the media landscape, but "Software as a Service" is considered to be customer service.

By implementing the *FIS*/eSales B2B shop solution, WIEDEMANN reacted to its customers's scarce and, in most cases, already planned "leisure time". Many craftsmen and installers are involved in projects and are on site at their customers' premises during the day, often come home late and do not have time for purchase orders or DATANORM downloads before. For these customers, WIEDEMANN makes its entire product and service portfolio available via an efficient Web shop. Without ruffle or excitement, customers can make product inquiries via the Web shop, ask for quotations or directly place purchase orders in the requested quantities. An availabilty check in real time directly shows the customer whether and in what warehouse the articles are available. Even customer-specific articles can be inquired via the shop solution. Furthermore, different information views within the shop solution show customers their history and process data, e.g. what inquiries, quotations or orders are still open or what articles are currently delivered. In addition, the system displays invoices that are still outstanding and payments that have already been made. To WIEDEMANN, "customer service" means to be available as a service provider "24 hours a day, 7 days a week and, as a consequence, 365 days a year".

Nowadays, nothing is as old as yesterday's information

A group of companies like WIEDEMANN thrives on the up-to-dateness of its article and price master data. Therefore, it is enormously important to enable a convenient and efficient maintenance and processing of the daily mass of master data in this business. *FIS*/mpm has been particularly designed for this speed and flexibility of trade. By using *FIS*/mpm, the WIEDEMANN GROUP has consistent master data that is available at any time.

Data jam

There is no such thing at WIEDEMANN. This is ensured by the innovative *FIS*/xee EAI tool by FIS. The advanced XML Engine and EDI software is used as a data platform to customers, vendors and non-SAP systems. Via *FIS*/xee, a high amount of mass data is processed and exchanged at WIEDEMANN, in part for automatic incoming invoice processing via EDI, the mapping of VMI processes, the integration of clearing houses, procurement or for the transmission of order, shipping and billing data. For this innovative software, it is irrelevant whether data input or output is to be executed with standardized formats, such as EDIFACT, or with individual formats.

WIEDEMANN GRUPPE

Since its foundation in 1945, WIEDEMANN has developed from a specialist supplier for the sugar industry to a full-service provider for intelligent building technology. In addition to the Sarstedt logistics center, another 21 locations are nowadays part of the enterprise as well as subsidiaries in Sarstedt, Burg, Jena, Siek and Verl. In total, the WIEDEMANN GROUP has more than 1,100 employees.

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/wws. 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.