



Customer

- Winterhalter Gastronom GmbH
- Year of foundation: 1947
- Headquarters: Meckenbeuren
- Employees: 2,000 worldwide

Industry

Commercial warewashing

Challenge

Winterhalter Gastronom GmbH searched for a solution enabling an efficient creation and change of materials, purchasing info records and source lists. The solution should enable local maintenance and meet other requirements of Winterhalter, such as a protected area in the individual namespace in SAP.

Solution

- FIS/mpm – master data management

Benefits

The FIS solution enables an efficient creation and change of materials, purchasing info records and source lists in SAP. The users are involved in a defined maintenance process of the SAP master data.

‘Renovation’ at Winterhalter

Efficient Creation, Change and Maintenance of Master Data Records with FIS/mpm

Poor master data quality is often due to the fact that the data is created and maintained by one central master data person responsible who has to gather information without clearly defined processes. This is how it used to be at Winterhalter Gastronom GmbH based in Meckenbeuren/Baden-Württemberg as well. The all-in-one system solution provider for dishwashers, detergent products, water treatment and accessories therefore searched for a solution enabling an efficient creation and maintenance of materials, purchasing info records and source lists in SAP. With FIS/mpm, Winterhalter has moved away from maintenance on demand and established standardized processes for the creation and processing of its material masters.

Winterhalter has been an SAP user since 2009 and uses a wide range of modules in its three German plants. The rollout for the international sales offices and production plants started in 2011. Winterhalter uses the following SAP tools for the creation of SAP master data: Reports, Query,



„FIS/mpm enables us to maintain SAP master data locally. We particularly appreciate the simple operation of the tool, which is integrated into our processes.“

Jan Vycudilik, IT Department

LSMW, MASS and ABAP. Around 80 SAP users are involved in material master data maintenance, including MRP controllers, warehouse and production employees and office-based personnel.



Erwin Rilling, central master data manager (left); Jan Vycudilik, IT department (right)

The master data manager is responsible for bringing new material into the system upon request of the user departments in the plants. In the past, they had to use the SAP status to start routine queries about the development status of the material and subsequently maintain it themselves.

„The FIS optimization allows a cross-view and simplified mass maintenance of current materials. The work on the master data is sensibly divided between headquarters and branch offices.“

Holger Schorpp, Purchasing

“The spirits that I called...”

Initially this worked without problems. But when other branch offices were connected to SAP step by step, it turned out that small locations in particular have problems with data maintenance due to the complexity of the data records and consequently with ordering and selling. As a result, new challenges arose from the creation of material masters in SAP according to the motto “The spirits that I called...”. With constantly increasing organizational units, the material maintenance effort became more and more extensive. The branch offices often lacked the necessary capacities and expertise for material master maintenance. Incidents occurred. Error messages were sent to the head office and internally passed through different user departments for clarification: purchasing, MRP, accounting, sales, quality management.

Central maintenance does not work

One way out would have been to generally centralize material master data maintenance. Problem: The headquarters simply does not know the inventory turnover of a material in each region. MRP parameters and replenishment strategies can hardly be managed centrally.

Therefore, the company searched for a possibility of cross-view and simplified mass maintenance of current materials enabling a useful division of master data processing between headquarters and branch offices. Jan Vycudilik, project manager at Winterhalter: “We needed a program by means of which we could largely automate material master data maintenance. The contents of almost 99% of the material master fields of a machine are known in principle so that you can create the material master almost completely using the ‘material type’ and ‘type’ information. Where values are constantly repeated anyway, the fields can also be assigned automatically by deriving the values from templates and sets of rules. We wanted to relieve our employees of the time-consuming manual maintenance and reduce the overall workload for material master maintenance.” The main task was to standardize the costly intragroup movement of goods via intercompany orders (ICC). Another goal was to refine the authorization concept for views and individual fields.

Special requests quickly integrated into the standard system

FIS/mpm fulfilled most of these requirements and offered several features already in the standard version. FIS was also willing to integrate special requests very quickly and to extend the standard version accordingly. This

includes, for example, a role-dependent field display or field change and the creation of maintenance views so that only desired data for display/change appears on the screen. From Winterhalter's point of view, the fact that the company has been successfully processing incoming invoices with an all-in-one solution consisting of the FCI invoice reading software and the FIS/edc release workflow for several years now also spoke for FIS.

During the planning and implementation phase, both sides realized that the scope of such a project is often underestimated - especially when additional requirements for the software arise in the course of the project. Stumbling blocks, such as the development of the remote connection to FIS/mpm, were eliminated by creating test data for the FIS developer - who was on site several times for this purpose, which simplified communication considerably.

With FIS/mpm, the material master data is now generated centrally across all locations with a necessary residual work of the user department on site. This means that the plants cannot generate master data, they can only maintain it.

No more bottlenecks or production losses thanks to automated procurement

For the master data manager, the standardization of inter-company (ICC) orders, the assignment of authorizations at field level and the design of the blocking concept are the highlights of the solution.

In the ICC process, the principle of the rule set is used as an example. The individual plants generally receive their material from the headquarters, so the vendor-purchaser assignment is known. Using the set of rules in FIS/mpm, additional purchasing info records and source lists can now be generated automatically. When creating a material master and if an ICC relationship exists, these additional objects are automatically generated. The purchase is now practically completed. This is a great relief for the branch offices as errors used to occur in the past due to the manual creation of master records.

With FIS/mpm, the error rate in the ICC processes is close to zero today but the high speed is retained. "We can roll out materials completely in all branch offices worldwide within a few hours. Delivery bottlenecks, production stops or even sales shortfalls no longer occur," explains Holger Schorpp.

FIS/mpm can also be used to assign detailed authorizations per person and field in the individual organizational units. Using the locking concept at the level of the individual data record, the software prevents data of a specific plant from being processed simultaneously in two different worklists. However, it is possible that two worklists exist in parallel each containing the data of two different plants of the same material. Previously, when Erwin Rilling first created a material for all nine plants and twelve sales organizations, the access rate was immediately very high. To avoid conflicts and unintentional overwriting, a full lock would be possible, with only one user editing the material. The blocking concept of FIS/mpm, however, works selectively, which is much more useful. Several SAP users can therefore access the material in parallel as long as they are not processing the same object.

Field checks no longer in the Excel "wallpaper"

Finally, it was necessary to integrate comprehensive checks at field level. Some of these are cross-relationships between fields and organizational levels. The preassignment values were checked using an Excel table, which, due to its size, was soon referred to only as "the wallpaper". 22 material types, 600 SAP fields, nine plants, 12 sales organizations - these dimensions could hardly be properly mapped in Excel. The wallpaper was therefore abolished in the course of the project and its content was transferred to FIS/mpm.

A particularly helpful function of FIS/mpm is the "turbo button" in the SAP user interface. It arose from the desire to be able to use the features of the master data maintenance tool also when maintaining individual materials. The MRP controller can go from the MD04 transaction directly to FIS/mpm and process changes at the push of a button, i.e. save and release the worklist and transfer it to SAP. The button is intended for minimal daily changes to the master data record, such as increasing the replenishment lead time from five to seven days or quickly entering a storage bin. Winterhalter is realizing one of its project goals, i.e. to eliminate the classic material master data maintenance via the MM01 and 02 SAP standard transactions. The MM02 transaction is now only required for special cases such as creating specifications in the variant maintenance.

FIS/mpm also supports Winterhalter in migrating material masters. Recently, for example, large quantities of material had to be included to the SAP world when purchasing

a plant from Great Britain. The data was read from the legacy system, loaded into FIS/mpm where it was formatted, corrected and imported into SAP.



Winterhalter Gastronom GmbH

Winterhalter is a specialist for commercial flushing systems. With dishwashers, dishwashing chemicals, water treatment equipment and rinsing baskets, Winterhalter offers a complete system that guarantees perfect washing results. In addition, Winterhalter products are characterized by maximum economy and user-friendliness and have stood for innovation and reliability in the scullery for decades. All over the world, customers from the gastronomy, system catering, hotel and communal catering industries as well as bakeries and butcher shops rely on the high quality of Winterhalter dishwashing products.

Winterhalter was founded by Karl Winterhalter in Friedrichshafen on Lake Constance in 1947. Today, Jürgen and Ralph Winterhalter, son and grandson of the company founder, run the family business. With currently 2,000 employees worldwide, the owner-managed group of



companies is one of the global players in the commercial kitchen industry. The headquarters of the company is located in Meckenbeuren on Lake Constance. Further production sites were opened in Endingen (Germany) and in Rüthi (Switzerland). Winterhalter is represented by subsidiaries or partners in more than 70 countries worldwide.

THE FIS-GROUP

FIS Informationssysteme und Consulting GmbH is an expanding, independent company and forms the umbrella of the FIS Group. Around 800 employees work within this group to make companies more modern, more economical and more competitive every day. FIS focuses on SAP projects and the development of efficient solutions that drive digitization 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 entire range of SAP topics for the customer experience (CX) sector. In the subsidiary FIS-ASP, more than 100 specialists operate and administer the SAP systems of customers in their own data centers in southern Germany.



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