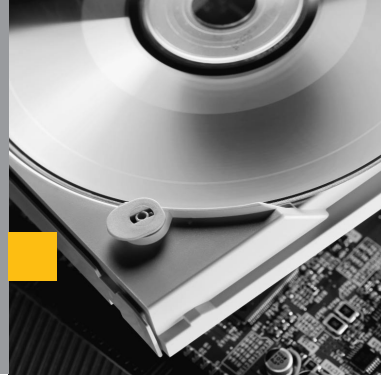


## SAP Customer Success Story Automotive – Switching Devices and Relay Electronics



### AT A GLANCE

#### Summary

Headquartered in Wildberg, Germany, Kissling Elektrotechnik GmbH & Co. KG is a small company that has made a big impact with its durable relay controllers and switching devices. To further sharpen its competitive edge, Kissling turned to the SAP NetWeaver® platform.

#### Web Site

[www.kissling.de](http://www.kissling.de)

#### Key Challenges

- Implement electronic data interchange (EDI) communications in order to become the main supplier to a large manufacturer of commercial vehicles
- Enable efficient and cost-effective data exchange between sites in Germany and Switzerland

#### Project Objective

Establish and ensure EDI capability under the time constraints and financial restrictions of a midsize enterprise

#### Solution and Services

SAP NetWeaver Exchange Infrastructure component

#### Why SAP® Solution

- Seamlessly integrates with the existing IT landscape
- Enables company to accommodate future customer requirements for data exchange, thanks to software adaptability and flexibility

#### Implementation Highlight

Completed entire project in less than 4 months

#### Key Benefits

- Eliminated manual data entry, reducing errors
- Reduced the time needed to process invoices by 50%
- Improved user's ability to correct errors
- Enhanced company's competitive advantage

#### Implementation Partner

innovate Software GmbH

#### Existing Environment

mySAP™ ERP solution

#### Database

Microsoft SQL Server

#### Hardware

Compaq ProLiant DL 380 G3

#### Operating System

Microsoft Windows 2003

**“We have established a very lean, effective communication procedure between our two plants. Among other things, we have eliminated the need to manually process between 100 and 150 invoice items a week.”**

Jochen Cibis, CFO, Interfaba GmbH (Kissling Elektrotechnik GmbH & Co. KG's Internal IT Service Provider)

## KISSLING ELEKTROTECHNIK

### Midsize Supplier of Relay Controllers and Switching Devices Gains a Competitive Advantage with the SAP NetWeaver® Platform

Headquartered in Wildberg, on the outskirts of Germany's Black Forest, Kissling Elektrotechnik GmbH & Co. KG is a small company that has made a big impact. Its durable relay controllers and switching devices have found application with some big-name manufacturers of trucks, buses, and agricultural and construction machinery. With 270 employees and revenues of €35 million, Kissling is characteristically a midsize enterprise. “As a supplier to the automotive industry, however, we bear the trademarks of large companies,” says Jochen Cibis, CFO of Kissling's internal IT service provider, Interfaba GmbH. “We need to be able to operate according to their requirements.”

### A Comprehensive Solution

The most recent example: One of the company's customers – a large manufacturer of commercial vehicles – offered electronics specialist Kissling the chance to become its main supplier on the condition that it conducts business using electronic data interchange (EDI). In response, Kissling began searching for a solution that could be tightly integrated with its existing mySAP™ ERP solution landscape.

Its timing was perfect: SAP had recently introduced its latest version of the SAP NetWeaver® Exchange Infrastructure (SAP NetWeaver XI) component to the market, and SAP partner Seeburger had launched a certified EDI adapter especially for SAP NetWeaver XI. “This enabled us to meet our customers’ requirements with a single comprehensive solution that was the perfect complement to our business software,” says Cibis.

### **On Time, Within Budget**

Kissling, however, was faced with a tight deadline: The project needed to be completed in less than five months. “Thanks to the competent consulting provided by innovate Software GmbH, we were able to stay on time and within budget,” comments Cibis, who adds, “innovate Software was very focused and reacted flexibly to new situations.”

Kissling hired innovate Software as its consulting partner because of its excellent references and EDI expertise.

### **Efficient Processes in Half the Time**

The result was a solution that could help Kissling further sharpen its competitive edge. Thanks to the open integration technology of SAP NetWeaver XI, Kissling was now well equipped to handle customer requirements. The company immediately realized the benefits of the new technology in the make-to-stock production process. Because employees no longer had to enter data manually, Kissling was able to eliminate what was once a major source of errors.

Along with the increased quality of processes, the company now enjoys streamlined order processing, thanks to efficient data exchange company-wide. The entire process – from the moment a staff member places an order at Wildberg, to the production process at the Swiss assembly plant, through final invoicing – is now virtually error free and much faster. “We have established a very lean, effective communication procedure between our two plants,” says Cibis. “Among other things, we have eliminated the need to manually process between 100 and 150 invoice items a week. With automated data exchange, we have cut the time in half. Our employees now have more time for more important activities.”

### **Targeted Workflow – Lower Administrative Costs**

Kissling’s IT services provider is particularly happy that the new solution is easy to use – thanks to the SAP® workflow system. Users can now monitor all orders and easily correct common errors if and when they occur, which helps the company reduce costs.

And what goes for the user departments also goes for IT. “We administer the system independently,” says Cibis. With the help of a manual written in collaboration with innovate Software, Interfaba has in-depth knowledge of the solution at its disposal.

Since the implementation, all has gone well for the company, which has successfully countered the preconception that EDI is for large companies only. With SAP NetWeaver, Kissling has created the technological basis to cultivate strong relationships with the world’s major automobile manufacturers.