Vaillant Group: Heating Up with Improved Products and Better Service Using SAP HANA®

Whether with gas, electricity, or solar power, Vaillant Group has been keeping Germany warm for over 139 years. This SAP Quality Awards 2012 gold-winner company invested in the SAP NetWeaver® Business Warehouse application in 2002. But as it grew, an upgrade in data storage and reporting capacities was a must. Since migrating the data warehouse to the SAP HANA® database, Vaillant Group is using in-memory computing to gain deeper customer insight, increase efficiency, and save money.

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VAILLANT GROUP

Executive overview

Company
Vaillant Group

Headquarters
Remscheid, Germany

Industry
Industrial machinery and components

Products and Services
Heating, ventilation, and air-conditioning systems and services

Employees
12,000

Revenue
€2.5 billion

Web Site
www.vaillant.de

Partners
Hewlett-Packard
SAP® Consulting

BUSINESS TRANSFORMATION

The company's top objectives

- Access and analyze data in real time using less server space
- Access up-to-date information on payment status

The resolution

- Engaged HP as the hardware partner and worked with an SAP Ramp-Up coach for the SAP HANA® database migration
- Reduced project costs by 22% with greater IT efficiency
- Completed the project in five months
- Went live with 1,500 users and a plan to add 500 more

The key benefits

- Data processing that is five times faster
- Roughly €660,000 in savings for SAP NetWeaver® Business Warehouse application development and administration, due to a 22% increase in operational efficiency
- 33% savings in hardware costs compared with 2011
- Lower warranty costs and a shorter period for sales outstanding
- Higher customer satisfaction, more wins, and higher profits
- 90% faster forecast plan validation (5 minutes to 30 seconds)

"We are getting to know our customers better with SAP HANA. The software allows us to store and quickly report on massive amounts of customer history data. We can use that information to develop new services in the fields of maintenance, energy efficiency, and more."

Marc Stöver, Head of Group IT Consulting, Vaillant Group

TOP BENEFITS ACHIEVED

2,500
Work days saved for business planning activities (~€920,000)

92%
Time savings on planning run (3 hours to 15 minutes)

98%
Faster reporting for accounts receivable

22738 (13/04)

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