



## GEORG FISCHER PIPING SYSTEMS

### EUROPEAN INNOVATOR TAPS SAP® CONSULTING FOR REGIONAL ROLLOUT OF SAP ERP

“SAP Consulting leveraged its global delivery model efficiently and worked across the distance and time zones to deliver the outcome we needed.”

**Eberhard Sprinkart**, Head of SAP Software Systems, Georg Fischer Piping Systems Ltd.

#### QUICK FACTS

##### Company

- Name: Georg Fischer Piping Systems Ltd.
- Location: Schaffhausen, Switzerland
- Industry: Engineering, construction, and operations
- Products and services: Piping materials, fittings, valves, and sensors
- Revenue: €700 million
- Employees: 3,700
- Web site: [www.piping.georgfischer.com](http://www.piping.georgfischer.com)
- Implementation partner: SAP® Consulting

##### Challenges and Opportunities

Improve stock visibility with an integrated solution to increase sales and lower costs

##### Objectives

- Roll out the SAP ERP application across the Asia-Pacific region
- Standardize processes in line with global mandate
- Adapt global implementation template and processes to local requirements
- Manage project staff in multiple countries at once
- Support users in multiple languages and time zones simultaneously

##### SAP Solutions and Services

SAP ERP

##### Implementation Highlights

- Simultaneous rollouts to 4 countries
- Localized global-process templates
- Enhanced template to add warehouse management processes in Australia

##### Why SAP

- Know-how provided by a regional partner with extensive local knowledge
- Centrally managed implementation across numerous countries offered through SAP Consulting, leveraging expertise from the SAP Global Delivery group
- Access to skilled staff and local knowledge to help ensure a smooth rollout

##### Benefits

- Elimination of data duplication and inconsistent information
- Faster order handling, easier shipment optimization, and better stock visibility
- Improved reporting and integration with European operations
- Consistent processes to facilitate movement of skilled staff between offices without need for retraining
- Ongoing, local, 24x7 support offered through SAP Application Management services

##### Existing Environment

Scala ERP

##### Third-Party Integration

- Hardware: Hewlett-Packard
- Operating system: SUSE

**GEORG FISCHER +GF+**

SAP Customer Success Story  
Engineering, Construction, and Operations



Delivering a clean supply of water may be the core business of Georg Fischer Piping Systems Ltd. (GFPS), but time had taken its toll on the company's core business applications. The company decided to embrace the SAP® ERP application to solve significant issues with master data quality.

Switzerland-based GFPS, one of three subsidiaries of 206-year-old global industrial group Georg Fischer, produces plastic water piping materials, fittings, valves, sensors, and jointing tools through a global network of offices and manufacturing facilities that employs 3,700 people.

For GFPS, the change involved a major effort to revisit and optimize its core processes around SAP ERP. The company's core business applications needed updating, resulting in a poorly integrated business that suffered from serious issues with data duplication and inconsistencies. GFPS relied on extensive manual adjustments to compensate for these problems, which had clouded management's decision-making process for its business interests.

With dozens of offices across Europe, the Americas, and Asia, the rollout required an implementation partner with deep technical expertise backed by significant local knowledge and the ability to accommodate Asia's many legislative and cultural differences.

Inquiries with SAP led GFPS to meet with the SAP Consulting organization, which proposed a centralized strategy that would coordinate the four key roll-outs – in China, Singapore, Australia, and Japan – with a single central project team. That team would be supported by technical staff from the SAP Global Delivery group, an integral part of SAP Consulting, while leveraging local consulting knowledge at SAP offices in the Asia-Pacific region.

### Right Solution, Right Time

The involvement of the SAP Global Delivery group proved particularly important in resolving technical issues as they arose. GFPS, for example, faced significant issues with master data quality that had to be resolved quickly on the fly during the rollout. Another issue with the printing of Chinese characters on key GFPS forms was escalated to SAP Consulting and resolved quickly. Eberhard Sprinkart, head of SAP software systems at GFPS, says, "We had a long list of legal rules in each different country. In China, for example, companies have to deliver very

specific reports to the government. In other countries, language is an issue. SAP consultants showed us that they understand the local issues in all these different Asian countries, and their history of success in other implementations convinced us they had the know-how to make our rollout work."

SAP's extensive industry expertise became a particular boon for the project when the GFPS team realized its Australian logistics operations presented a unique problem. Because the company's European operations use third-party logistics providers exclusively, the standard company template did not address warehouse management issues; in Australia, however, GFPS manages its own inventory and warehouses.

Calling on partners who are experts in supply chain management, SAP Consulting was able to easily accommodate this change in operational structure, integrating new warehouse management functionalities with the rest of the SAP software environment. The solution has been so successful that it has subsequently been replicated in China, where a readily available warehouse management option has provided invaluable flexibility in optimizing local GFPS operations.

Despite the distance and large number of people involved in the effort, Sprinkart was happy to see that expertise from SAP Consulting helped GFPS



“We had a long list of legal rules in each different country. . . . SAP consultants showed us that they understand the local issues in all these different Asian countries, and their history of success in other implementations convinced us they had the know-how to make our rollout work.”

**Eberhard Sprinkart**, Head of SAP Software Systems, Georg Fischer Piping Systems Ltd.

complete the rollout both smoothly and successfully. “It was a really interesting approach: we had access to a big cloud of experts in the SAP Global Delivery group, and we never had everybody at the same table. It was the first time I had worked with such a huge team over so many countries that are so remote from Switzerland.” He adds, “I was very impressed with their technical skills, with the overall approach, and with how committed everyone was to the project. They were all working to

“It was a really interesting approach: we had access to a big cloud of experts in the SAP Global Delivery group, and we never had everybody at the same table. It was the first time I had worked with such a huge team over so many countries that are so remote from Switzerland.”

**Eberhard Sprinkart**, Head of SAP Software Systems, Georg Fischer Piping Systems Ltd.

meet the overall goals, and the whole project was really well organized from start to finish.”

### Consistent Business

With the initial four-country rollout now complete, GFPS is enjoying the many benefits of having a single instance of SAP ERP across all of its European and Asia-Pacific operations.

A common set of master data, for example, has alleviated double entries and the manual corrections that were so common in the past while extending stock and order visibility from one side of the company’s operations to the other.

Reporting has improved markedly, with consistent data and process structures allowing more meaningful comparison of operations in different parts of the world. Furthermore, the adoption of

consistent operational processes across the entire company has made it easier for staff to move between offices without having to relearn their systems. And GFPS has experienced faster order handling, easier shipment optimization, and better stock visibility.

Equally important is the fact that the multipronged approach of SAP Consulting helped GFPS complete its Asia-

Pacific rollout in less time than the traditional approach used by many organizations. That has freed GFPS to focus on realizing the benefits of its new solution, which it has since extended to Taiwan and Malaysia.

Plans are for the solution to be implemented in nearly a dozen Asia-Pacific countries, and SAP remains intimately involved with the solution on an ongoing basis. SAP Consulting continues to provide advice and technical skills, while SAP Application Management services provides ongoing 24x7 application support in Asia-Pacific geographies that cannot be viably supported from Europe due to time zone differences. Sprinkart says, “When we need local know-how, we look to SAP for support again. Throughout the entire project, the local experience, technical knowledge, and commitment to our project offered by SAP Consulting has meant that I can sleep easier at night.”

50 095 687 (09/06)

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.