



CROWN TECHNOLOGIES

CASH MANAGEMENT SYSTEMS INTEGRATE WITH SAP® ERP FOR REAL-TIME PROCESSING



Crown Technologies GmbH is a leading provider of cash machines and money management software. It also sells money toys and cash management systems to the German gaming market. To help ensure sustainable services and processes, the company implemented a quality management system based on the SAP® ERP application.

QUICK FACTS

Company

- Name: Crown Technologies GmbH
- Location: Rellingen, Germany
- Industry: High tech
- Products and services: Hardware and software solutions for cash management
- Revenue: €2 billion (parent company Novomatic AG)
- Employees: 200
- Web site: www.crown-tec.de
- Implementation partner: SAP® Consulting

Challenges and Opportunities

- Reduce risk in the storage and transport of cash
- Staff customer service centers appropriately
- Handle an increasing number of customers paying cash

Objectives

- Create a self-service, electronic bill-payment kiosk for customers of utility companies and public services
- Focus on the customer in developing products and services

SAP Solutions and Services

- SAP ERP application
- SAP ERP Financials solution
- Interface to SAP for Utilities solutions
- SAP NetWeaver® Application Server component

Implementation Highlights

- Established bill-payment kiosks integrated with back end
- Made up-to-date customer data available 24x7 with real-time data processing

Why SAP

- Integration with back-end SAP software, helping to ensure up-to-date customer data
- Service-oriented architecture enabling integration of external process steps and other interactions
- Reuse of services reducing the total cost of ownership
- Standardized interface (with customizing functions)
- Open to new processes (prepaid scenarios, for example)

Benefits

- Improved services through automated and secure bill payment and cash transfer
- Reduction of workload for customer service agents
- Differentiated treatment of customers depending on their contract account status
- Return on investment achieved in approximately 3–6 months of productive use
- Automatic deletion of action flags after payment

“Our all-day self-service cashier integrated with SAP ERP lets our clients offer enhanced services to their customers. The real-time service-based payment processing significantly reduces bookkeeping cost and total cost of ownership.”

Sven Kamrath

Product Manager for Payment Systems
Crown Technologies GmbH



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