



Ploetz + Zeller GmbH, Munich, Germany

## Simple, Powerful, and Flexible: the SAP Business ByDesign On-Demand Solution!

»We were able to implement a full SAP system in all company departments within a very short space of time. The system can now be used by all of our employees, from sales and product development to project implementation and customer service. It is clear that the solutions from itelligence AG are based on excellent preparation, sound expertise, and a professional approach to the execution of projects. itelligence has a clear understanding of medium-sized companies and was the perfect choice for our requirements.«

Oliver Zeller, Managing Director, Ploetz + Zeller GmbH

**itelligence**

Think big! A customized SAP solution for 15 employees.

Those who sail close to the wind,  
need the very best equipment.

Ploetz + Zeller GmbH, a cutting-edge provider of consultancy and software services, has its sights set on future growth. There is currently significant market demand for the company's services – which focus on the active management and professional optimization of customer business processes using appropriate software solutions – not least because Ploetz + Zeller has many years of expertise in the field of Business Process Management.

However, the continuous growth of this medium-sized company has meant that the original IT landscape developed in-house has had to give way to a more future-oriented integrated solution.

The previous solution had no central resource management capability and information was stored locally, meaning projects could not be accessed in real-time. Instead, the managing director wanted a solution that would integrate the different company departments into a uniform system, without too much financial outlay. With the service provider package for its SAP Business ByDesign on-demand solution, itelligence AG was able to provide a novel solution to meet precisely these requirements.

#### For Companies with Clear Processes

As the entry-level version of SAP Business ByDesign requires only ten users, this ERP solution is particularly well suited to small and medium-sized companies. It was the ideal solution for Ploetz + Zeller, since SAP Business ByDesign processes are standardized and clearly defined, meaning implementation can be carried out quickly. Thanks to the company's clearly defined structures, the itelligence team was able to present an offer at the very first meeting – including the required project budget, schedule up to test configuration, and potential financing proposals.

"When we saw the offer, we knew that it would enable us to introduce an integrated system, which fully met our requirements, in a very short space of time," reports project leader Steffen Ploetz. "What particularly impressed us was the fact that itelligence's first configuration proposal was absolutely clear, so we were able to make a decision right away. Of course, the fact that we can simply rent the on-demand solution for a monthly fee – which covers operating, mainte-



#### Ploetz + Zeller GmbH

Ploetz + Zeller GmbH supports corporations and medium-sized companies by actively and professionally managing and optimizing their business processes. The company is one of the leading consultancy and software companies in this area, and has many years of expertise in developing sustainable Business Process Excellence systems. Ploetz + Zeller have developed the Symbio Suite – a tool designed to simplify the development, maintenance, and optimization of company processes, as well as their integration into leading portal systems. The company's mission is to increase employee acceptance of Business Process Excellence and to integrate the approach into daily workflows. Ploetz + Zeller has 15 employees and has company offices located in Munich and Dortmund.



nance, and product development – also fits in well with our plans. It means that we can benefit from future developments and innovations without the need for in-house resources. itelligence provides all these services on behalf of our company.”

### **A Complete Solution in Four Weeks**

Once the agreement had been signed, work on the joint project could start right away. With SAP Business ByDesign, there is no need to develop target concepts, record current processes, or create a business blueprint. Drawing on their many years of experience, the itelligence consultants conducted a small number of targeted interviews, and were then able to map the customer requirements straight into the business system. In the end, the SAP Business ByDesign on-demand solution for service providers – a version that has been designed with the precise needs of service providers in mind – was implemented in full. The corresponding functions for sales, sourcing,

project management, service delivery, and cash flow management, as well as internal and external accounting, come fully pre-configured.

This simplifies product implementation and shortens implementation time considerably. With this project, Ploetz + Zeller GmbH has become one of the first companies in Germany to follow a “big bang” approach by converting its entire company software to SAP Business ByDesign in just four weeks.

“All of our company divisions have benefitted from the integrated IT processes at both company locations in Munich and Dortmund,” reports Oliver Zeller happily. “Thanks to the service-oriented architecture, the software can be accessed over the internet – so we now have a central hub, which can be used to consistently manage our company data and support our future growth. With this comprehensive SAP system, which costs a fraction of the price of other conventional solutions, we can now make the most of our competitive advantage. I am very satisfied with

**Name:**  
Ploetz + Zeller GmbH  
www.p-und-z.de

**Industry:**  
Consultancy and software  
company

**Products:**  
Services

**Company size:**  
15 employees,  
10 of whom are SAP users

**Head office:**  
Munich

**Branch offices:**  
Dortmund

our choice of SAP Business ByDesign and with the itelligence consultants, who were fully committed to the project.”

With such a high satisfaction rating on this project, it's no surprise that the two companies will also be collaborating in future. The next steps will be to activate the marketing functionality and the interface for Outlook groupware within the CRM module. These additional steps will accelerate Ploetz + Zeller's future company growth.

### Facts & Figures

**Project: Implementation of the SAP Business ByDesign on-demand solution for service providers**

**Project duration:** 4 weeks

**Modules used:**

Sales, marketing, service, sourcing, project management, cash flow management, invoicing (DATEV connection), human resources management, employee self-service

**The advantages:**

- No investment in a future-oriented IT infrastructure required
- Integrated processes in all company divisions
- Fully pre-configured industry solutions
- No owner-operator costs or expensive updates thanks to rental solution
- Operation, maintenance, and product developments from a single source
- Implementation in just four weeks

