

HEWI Heinrich Wilke GmbH, Bad Arolsen, Germany

Mastering the variant challenge in plastic and metal processing: With mySAP ERP and itelligence.

»As a midsize company, we have gained a real all-round IT partner in itelligence that can provide us with SAP licences, maintenance and consulting. itelligence's industry expertise in plastic and metal processing has proved its worth: Thanks to the market-leading mySAP ERP system and consulting services from itelligence AG tailored to the mid-market, we have succeeded in structuring our extremely high number of variants effectively and optimising our processes. We can therefore increase our competitive strength significantly with mySAP ERP and itelligence.«

Stefan Kuhn, Head of Finance & IT at HEWI Heinrich Wilke GmbH

itelligence

The more complex the system, the more important the IT HEWI stands for clear design.

PRODIS PPS, VKI CRM, SAP Financial Accounting and Payroll – HEWI Heinrich Wilke GmbH has been supported by these different solutions for a long time in its various enterprise areas. But the ERP system was no longer future-proof: Proprietary developments had turned PRODIS into a proprietary PPS. If new solutions had been implemented, they would have increased the complexity and interface costs even further. The IT management team at HEWI therefore opted for an integrated and investment-proof ERP solution that would provide a basis for future customer relationship management (CRM). With the integrated structure of standard ERP software, the interface problem would solve itself.

itelligence AG convinced HEWI that it was the right partner for the task across the board: Firstly, itelligence and HEWI drew up a detailed business blueprint with the aim of recording all the relevant business processes accurately. With the support of itelligence, HEWI then replaced its former PRODIS PPS solution and installed the SAP logistics modules SD, MM, PP, VC and PLM in addition to the existing SAP finance

modules FI, HR, AA and CO. The warehouse management and material flow control were taken care of in collaboration with partner viastore systems GmbH using SAP WM and by connecting a high-rise warehouse.

Demands for top quality met

HEWI applies top quality standards when it comes to selecting an innovative and integrated system landscape. This requires a highly structured and methodical approach from all sub-project teams. After all, the aim was to ensure that the traditional company would have the right ERP solution to secure its future in the global market. The system requirements were clear: The goal of the project was to create a fully integrated and transparent system landscape for end-to-end business processes which could be used long term. The managers responsible expected greater transparency in production, improved production planning and control, as well as final costing for manufacturing orders, internal quality management and a useful management information system. This was no easy task – after all, the company deals with volumes of 300,000 article records, 200,000 parts lists, 150,000 article-storage relationships and 15,000 customer orders every month.

The demand for a highly cost-effective ERP installation with a high coverage of functions and documentation of all processes therefore had to be met. In addition, HEWI wanted the SAP Customer Relationship Management (CRM) solution to support active maintenance of customer relationships in the future.

In the end, the excellent advice from the itelligence team convinced HEWI's managers to purchase all the services for the new system landscape from one company – from a SAP full service provider with real expertise: itelli-

HEWI Heinrich Wilke GmbH

HEWI Heinrich Wilke GmbH has been a success story in metal and plastic processing for 75 years. Because of its long-standing tradition, the company always has the future in its sights: HEWI offers one-stop, end-to-end solutions with the slogan: "systems competence architecture." Its range of services in the field of modern project equipment products includes signage systems, metal fittings, electronic locking systems, handrails and railings, sanitary accessories and products for barrier-free living.

The midsize company HEWI enjoys a special reputation for its outstanding selection of highly functional plastic and stainless steel products in the barrier-free living and metal fittings areas. Headquartered in North Hesse's Bad Arolsen, the company employs some 520 staff.



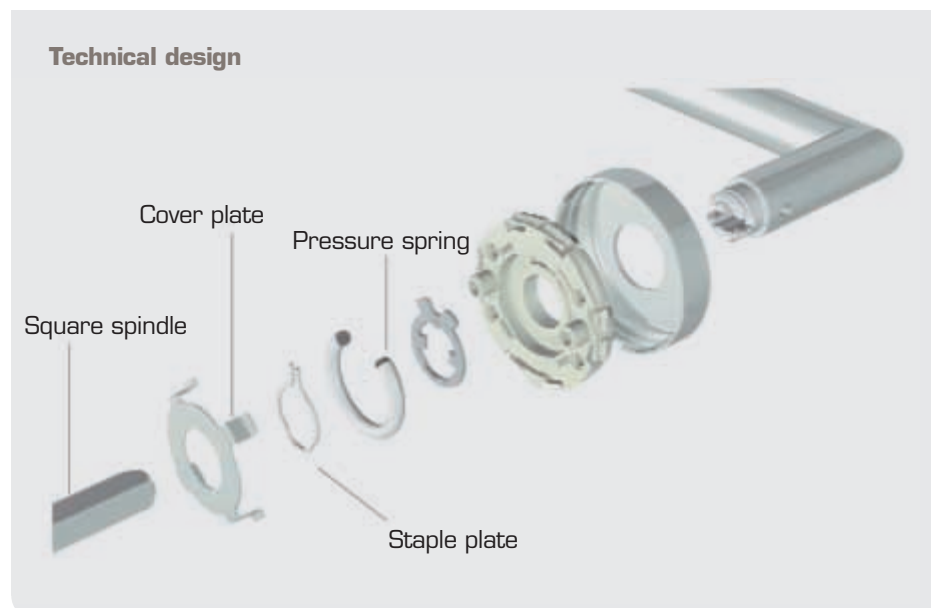
gence did not just supply HEWI with SAP implementation advice and training courses – it also supplied all the SAP licences and an SAP hotline with comprehensive and proficient support. And because Bielefeld’s SAP mid-market expert is oriented towards the plastic and metal processing industry, HEWI’s key users and employees can rely on the industry expertise of the intelligence consultants.

Thanks to its professional competence, numerous industry references and broad range of services, intelligence AG outdid its fellow competitors by far: HEWI opted for intelligence in every area, and purchased consulting services, the SAP licence and hotline from Bielefeld’s SAP system reseller.

Scalable and future-proof: mySAP ERP

With the mySAP ERP solution installed, the company boasts an integrated, powerful ERP system that can be used long term that depicts and documents all of the business processes transparently. Continued growth is included in the calculations: The system can adapt flexibly

as the company develops. The integrated structure minimises interface problems, thus reducing the costs involved when installing new solutions. HEWI is optimising processes noticeably through intensive use of the SAP Product Configurator, especially to map the complex product variant structures in the door hardware area, where billions of product variants are possible.



HEWI

Name:
HEWI Heinrich Wilke GmbH

Industry:
Plastic and metal processing

Products:
Metal fittings and door-operators made from metal and plastic, signage systems, electronic locking systems, sanitary accessories, etc.

Company size:
520 employees, including 318 SAP users

Sales:
EUR 60 million

Head office:
Bad Arolsen, Germany

Branches:
France, UK and trade partners worldwide

The standardised, end-to-end user philosophy of SAP makes it easy to use and reduces the amount of training required considerably. 318 users from the management, sales and production departments are now working effectively with mySAP ERP in optimised, fully streamlined IT processes and with excellent data transparency. The systematic integration of the various IT systems into mySAP ERP also adds to this improved transparency. These systems include the viastore material flow and high-rise warehouse system, which was connected together with viastore systems GmbH.

Since the implementation of the complete system, the following components are now directly connected to mySAP: Intermec radio scanners in the warehouse and shipping areas for mobile data entry via radio frequency, the Hyparchiv document management system, a custom-developed cross-media product information system, the TranspoLink transportation solution and the BIS from Seeburger for EDI processing. The Proquam PDC system and a Bizerba scale have also been connected directly to the SAP system. In the area of foreign trade

processing, itelligence implemented a customs tariff preference determination based on the standard SAP system, which also enables configurable materials to be processed in the SAP system.

The continuous development of the standard software acts as a driving force, ensuring that the company's processes are constantly optimised – so the system internationally boasts the latest technology at all times and is therefore prepared for the future: investment protection that HEWI is delighted to take in its stride. With itelligence!

Facts & Figures

Solution: mySAP Business Suite including mySAP ERP; BC (SAP basis system), SD (Sales and Distribution, foreign trade and customs processing), MM (Materials Management), PP (Production Planning and Control), VC (Variant Configuration), WM (Warehouse Management), WM-RF (radio scanner connection via radio frequency), QM (Quality Management), FI (Financial Accounting), CO (Controlling), HR (Human Resources Management), EDI (Electronic Data Interchange), PLM (Product Lifecycle Management), mySAP Business Suite including mySAP ERP, mySAP PLM (DMS Document Management System, change service), Solution Manager 3.1 for project documentation (BBP) and use of the service desk for message processing

No. of users: 318 SAP users

Hardware: IBM

Database: MAX DB

Operating system: UNIX

Benefits:

- Integrated mySAP ERP overall solution that maps and controls all business areas efficiently and offers very high coverage of functions
- Fewer interface problems thanks to the integrated structure of the standard ERP software
- Permanent availability of all relevant information in a single ERP system
- Long-term investment protection thanks to proven ERP software from ERP market leader SAP which is popular with the mid-market
- Licence, implementation, hotline and solution: all from one source
- Knowledge transfer from SAP consulting partners with mid-market experience and proven SAP expertise in the plastic and metal processing industry