



COMPANY GROWTH WITH SUCCESSFUL PROCESS OPTIMIZATION

Challenge

GEA Ecoflex is a GEA Group AG company and one of the leading manufacturers of plate heat exchangers with production companies in Germany, Sweden and the U.S. as well as a worldwide sales and service organization. To be prepared for future growth, the company has implemented the integrated IT solution mySAP in its head office in Sarstedt near Hannover which supports all business processes. For this project GEA Ecoflex has trusted in IDS Scheer Consulting, a Software AG brand, as the partner for medium-sized companies.

Solution

- As-is analysis and to-be concept
- Introduction of mySAP and Easy DMS
- Integration of the existing configuration program

Benefits

- Company orientation towards growth
- Integration of company-own product configurator
- Improved after-sales service



Within the process equipment division of GEA group, GEA Ecoflex is responsible for the plate heat exchangers division. As one of the leading manufacturers of plate heat exchangers with production facilities in Germany, Sweden and the U.S. and a worldwide sales and service organization, GEA Ecoflex falls back on a 75 years experience in the development and production of these products.

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“With support from IDS Scheer Consulting during the implementation of mySAP, GEA Ecoflex has created the possibility for worldwide growth. Alongside industry, process and SAP competence as well as international experience and availability, the positive relationship during difficult project periods was a guarantee for success for the effective implementation project. Here, the decision for IDS Scheer Consulting as a reliable implementation partner in the complete course of the project has been confirmed.”

Wolfgang Hochhaus | Head of department Organization/IT | GEA Ecoflex GmbH | Germany

Initial situation

When checking the existing ERP system, GEA Ecoflex realized that the present solution did not support its ambitious growth targets. Therefore the existing ERP system should be replaced with mySAP. One main focus of this task was the integration of the configuration system “myPWT” (PWT = “plate heat exchanger”) which had been developed by GEA Ecoflex itself. The production of plate heat exchangers is based on complex thermodynamic calculations. These require the use of myPWT whose functionality cannot be reproduced sufficiently by standard software available on the market. The connection of this application to SAP was therefore an important condition for the complete definition of the processes for order processing within GEA Ecoflex.

Another focus of the software implementation was the optimal tracking of the product life cycle to be able to react faster to customer requirements and inquiries in after sales. An improved after-sales support for customers is a very important competitive advantage due to the long product life of the GEA products. This customer service will be improved significantly with exact knowledge of product life cycles.

Implementation on schedule

The project was realized on schedule within the planned budget in 11 months. At the beginning of implementation, the existing processes were investigated in the as-is analysis to define the subsequent new to-be processes. Because the complex configuration calculations for plate heat exchangers could not be covered sufficiently with SAP, myPWT as an important tool for technical configurations and price calculations, was integrated completely into SAP. The IDS Scheer Consulting project team was responsible for comprehensive project management, all supply chain management processes and the documentation of the life cycle.

Easy DMS

For the documentation of the product life cycle, GEA Ecoflex uses the application Easy DMS (Document Management System) from SAP. This program is a Windows user interface for the SAP document management system (SAP DMS) in which standard operation steps with an explorer structure can be processed intuitively. An interface was also configured for Easy DMS to myPWT from which the bulk of product documents can be checked into the SAP system.

Benefit

The project showed that the choice of an industry experienced consulting partner with distinctive focus on small- and medium-sized companies is essential for the successful processing of an ERP project. All targets set for the SAP implementation have been reached at GEA Ecoflex. The integration of the configuration application myPWT in particular, which was critical for the success of the project, was very successful. Technical configurations and price calculations can now be performed in a simple way and the system requirements, which result from the complicated thermodynamic calculations, are covered completely.

With the implementation of Easy DMS, the after-sales service has been improved significantly. Due to the improvements in processes, GEA Ecoflex now has the possibility of creating an active service management and it is able to advise its customers of maintenance or replacement of consumables on time. The company can also respond faster to customer requirements and inquiries. The access to necessary data is possible anytime and the information is stored centrally for all employees. The implemented SAP application is aligned to the needs of GEA Ecoflex and dimensioned with plenty space for a company enlargement. So GEA Ecoflex is set up for the future in the best way.

KEY COMPONENTS

IDS Scheer Consulting helped GEA Ecoflex implement an SAP application that supports the company’s requirements and can be enhanced at any time.

Take the next step to get there - faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods. We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

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