



EFFICIENT ORDERING BY MODERN PROCESS DESIGN

Challenge

Riegler replaced its existing inventory management system with an integrated ERP solution from SAP®, thus enhancing its interactions with customers and suppliers. In the field of logistics, end-to-end processes add value by reducing time-consuming manual steps to a minimum. In this particular case, it proved possible to eliminate shipping errors that had been responsible for 80 percent of all returns. At the same time, products and batches leaving the factory can now be quickly and reliably tracked and contractual agreements easily monitored. Riegler is thus able to consistently maintain its high standards of quality across the sales process.

Previously, Riegler had deployed external systems for finance, controlling and logistics, particularly for the printing of pallet notes and labels. The fast-growing company now wanted an integrated ERP solution in order to overcome gaps and media barriers, thereby optimizing workflows.

Solution

Riegler opted for Discrete.PerformanceREADY, a process-oriented SAP industry solution from IDS Scheer Consulting, a Software AG brand, for:

- Analysis of optimization potential
- Modeling and improvement of business processes using industry-specific ARIS reference models
- Implementation of SAP Business All-in-One

Benefits

- Homogeneous IT environment following SAP implementation
- Integration into the parent company's system landscape
- Returns slashed by up to 80 percent plus automated data transfer



Headquartered in Mühlthal, near Darmstadt, Germany, Riegler GmbH & Co. KG is a dynamic organization specializing in plastics processing and clean room manufacturing. A company with a long history, Riegler has been producing custom plastics for more than 60 years and is an innovative partner to the medical, cosmetic and pharmaceutical industries. Its portfolio covers the entire spectrum, from product idea development through to the finished article. The acquisition of Riegler by the Wirthwein Group in 2005 brought with it the need to address new strategic objectives.

Get There Faster.™

“We now know the location of every product at the push of a button, which is vital when you’re dealing with highly sensitive medical products.”

Manfred Stürz | Sales Director | Riegler GmbH & Co KG | Germany

Enhanced competitive edge

Riegler had been working with the nova 2000 ERP system (Reflection) from Bechtle since 1984. Financial accounting, controlling and printing of pallet notes and labels were handled on external systems via corresponding interfaces. The resulting integration gaps and media barriers were having an increasingly negative impact on the fast-growing company’s workflows. To meet both current and future customer requirements, Riegler’s management decided to replace the legacy system. The company anticipates significant competitive advantages from the integration of SAP and from becoming part of the Wirthwein Group.

Optimized logistics processes

The project kicked off with IDS Scheer Consulting and the customer jointly defining the target processes for routine activities. They started with the preconfigured industry processes contained in the Discrete.PerformanceREADY solution, which was specially developed by IDS Scheer Consulting for mid-sized companies. Riegler benefited greatly from IDS Scheer Consulting’s extensive knowledge of the existing structures within the Wirthwein Group, in particular through identification of optimization potential in logistics, specifically in packing and shipping. Whereas input or transfer errors used to occur at five interfaces, data transfer is now automated. In addition, maintenance and tool making have been integrated into the new ERP system, so users can now analyze maintenance activities for tools and machines as well as the causes of faults, together with the associated costs, at the push of a button. Costs for toolmaking—one of Riegler’s core competencies—can now be captured in a timely fashion and compared with the available budget, enabling proactive management of development projects.

Integration of controlling

Riegler’s somewhat basic internal accounting system was significantly enhanced by the implementation of SAP’s CO module, with the primary focus being on monitoring sales activity in terms of profitability and market segments. Flexible, customer-driven drill-down reports, contribution margin accounting and fully automatic integration with production and sales processes enable optimum control of profitability and efficiency throughout the enterprise.

Integrated business processes

End-to-end processes, supported by a scanner solution and an Electronic Data Interchange (EDI) link to customers, have reduced time-consuming, manual steps to a minimum. As a result, Riegler can avoid shipping errors that were responsible for 80 percent of all returns. At the same time, products and batches leaving the factory can now be quickly and reliably tracked and contractual agreements easily monitored. Riegler is, thus, able to consistently maintain its high standards of quality across the sales process. Fully integrated cost accounting functionality has replaced the mainly Excel-based costing system. Thanks to powerful overhead cost controlling and logistics-integrated product costing and cost object controlling, Riegler now has the information required for meaningful reporting. Benefits include the ability to quickly identify and eliminate production weaknesses via target/actual comparisons.

Summary: Discrete.PerformanceREADY from IDS Scheer Consulting enabled implementation of SAP Business All-in-One’s rich functionality with relatively low effort, providing the ideal platform for Riegler to realize its ambitious growth plans.

KEY COMPONENTS



Discrete.PerformanceREADY was used to define the to-be processes at Riegler.

IDS Scheer Consulting helped the company implement SAP Business All-in-One.

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.

Software AG - Get There Faster

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