



CUSTOMER STORY

Weifu keeps cars running with ARIS



Customer profile

Weifu High Technology Group makes fuel injection pumps for diesel engines, and other automotive components. One of China Mechanical Enterprises Top 100 manufacturers, Weifu Group was founded in 1958 and now has over 7,000 employees. It is headquartered in Wuxi, Jiangsu, China.



New challenges

- Government Covid-19 policies affected the supply of raw materials, components, product sales
- CRM systems were running slow, impacting customer relationships
- Difficulty monitoring and managing process and rules in multiple systems



Software AG products

- ARIS Design & Strategy
- ARIS Rollout & Change Management



Key benefits

- One unified platform provides integrated and visual process management model
- Controls and rules integrated with business processes
- Reduced infrastructure and communications costs

“ For me, ARIS's greatest value lies in the automation of business processes. With the unified platform from ARIS, integrating business regulations, management and business processes on one platform for whole lifecycle management, we now have transparency of our processes from various angles. We can identify performance and greatly reduce communication costs within the enterprise.

— Yang Guifeng | CIO of Weifu

Keeping the diesel engines purring

Since its discovery in 1898, Rudolph Diesel's compression ignition engine has become "what's under the hood" in transportation and an important driver in industry. Agricultural vehicles, manufacturing plants, the military, trains and ships all depend on diesel engines.

One of the core components of a diesel fuel supply system in an engine or generator is the injection pump. It is considered the "heart" of the engine. If it were to fail, the engine would not work.

Therefore, the components that Weifu High Technology Group manufactures are critical to the diesel engine market worldwide. As one of China's leading providers of engine core components and electronic control solutions, Weifu serves some of the world's largest car manufacturers.

So, when Covid-19 hit, Weifu found itself facing some heavy challenges. At the beginning of the epidemic, the government issued a series of policies to control the spread of the epidemic. These forced many companies to stop or reduce production, impacting the supply chain, and social distancing logistics seriously affected the supply of raw materials and components and hampered product sales.

So many systems, so little visibility

Meanwhile, customers were still demanding their essential car parts. But, the manufacturer's customer relationship management platform was unable to handle the volume of requests and orders. The company wanted to know why: so, it launched three investigatory consulting projects: strategic, organizational and process domain to address the problems.

The projects revealed a problem: Weifu had a lot of systems with a lot of processes, but it was not able to control and monitor these processes with the product it was using. Weifu needed to find out what was slowing down its customer processes and where the bottleneck was—and fast.

Weifu knew it needed a platform to host its business processes where it could also model and monitor them. It knew that if it didn't do this, the recommendations coming from its consulting projects could not be implemented.

After some investigation, Weifu discovered that ARIS was the best product for quickly starting process modeling, mining and monitoring. First, it wanted visibility of the processes, then it wanted to mine them to find out where the problem was.

Job well done

Once Weifu completed the installation of the ARIS process management platform, it started process modeling, included rules, and formed an integrated and visual process management model.

It is now using ARIS in the process department and almost every new process from the consulting project will be managed with ARIS Business Process Analysis (BPA). The next step in 2021 is expanding ARIS to every subsidiary of Weifu. It will also select one subsidiary to effect complete end-to-end process mining in 2021.

Thanks to ARIS, Weifu now has integrated controls and rules, and has formed an integrated and visual process management model. Weifu can see what is slowing it down and fix it before the customers even notice. It can help manufacturers keep diesel engines—and cars—running smoothly.

Take the next step

To learn more, contact your Software AG representative or email us at:

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