

# ZF FRIEDRICHSHAFEN AG: IT ASSET LIFECYCLE MANAGEMENT WITH SAP ERP FOR FRIEDRICHSHAFEN FACTORIES.

The new user-friendly system offers ZF Friedrichshafen AG a high level of automation in its procurement process, thus improving throughput times and offering better data quality.

## THE CLIENT

ZF Friedrichshafen has an annual turnover of around 9 billion euros and more than 53,000 employees at 119 production sites in 25 countries around the world, making it number 15 amongst automotive suppliers in the international market and number 3 in the national market. The company headquarters at Friedrichshafen on Lake Constance has around 6800 employees, making it one of the largest factories in Germany.

## THE CHALLENGE

The procurement of end units and accounting was taking too long and the system for documenting the existing infrastructure was in need of improvement. Client orders were to be processed through a user-friendly intranet catalogue in order to reduce throughput times, considerably increase customer satisfaction and largely automate order processing on a workflow-controlled basis. At the same time, the idea was to standardise and automate IT accounting for services across Germany.

## THE SOLUTION

Syskoplan Reply developed an IT asset life cycle management system based on SAP R/3, which was linked to the procurement process. This integration means that all procured IT goods and goods movements are automatically maintained in the stock management system during their lifecycle. This cuts the costs of manual stock management. The defined workflows for new, additional and replacement procurement, transfer, disposal and management requests are covered by the standard processes of the IMAC/D environment (installation, move, add, change, disposal) across all the organisational units involved in providing the service based on

ITIL definitions (IT Infrastructure Library). The data was once migrated from the existing old system and updated by ZF Friedrichshafen AG. In technical terms, the orders from the PM/CS module were implemented as technical places based on equipment structures in order to support the procurement processes. SLAM, the product module from Syskoplan Reply, is the controlling tool for IT providers who need to provide application-oriented and user-based service data in order to enable clear and fair costing and price calculations for the profit, cost and service centres. The introduction of SLAM enabled nationwide accounting for all IT services. Only a few direct postings are still transferred to the SAP systems of the other major sites via remote access (RFC); The SLAM database is accessed as a fall-back, if more detailed information is required.



## THE BENEFIT

The entire system was implemented by Syskoplan Reply, from design through to data migration and programming. The basic processes went live within just five months. Other individual customer requests, such as the integration of a consignment store into the procurement process or an automated barcode reader for incoming goods, were then implemented. Today, the documentation on the clients distributed across the site has achieved quality of over 90%, which is a top score based on market benchmarks. "The high level of automation has considerably reduced throughput times and improved data quality. Integrated validation checks and control measures guarantee the quality of the asset precision obtained. Critical factors for the successful introduction of this solution were the uploading precision of original data and safeguarding of organisational framework conditions in order to prevent the organisation compromising the defined workflows. Once this homework had been completed, Syskoplan Reply achieved the success that had been hoped for," reports Mr Dohm, who is responsible for procurement and stock management of hardware and software at the ZF site in Friedrichshafen.



Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM) and Business Intelligence (BI). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit [www.reply.de](http://www.reply.de)