

VOLKSWAGEN FINANCIAL SERVICES UNITED KINGDOM: A MOBILE SOLUTION FOR AUDITORS

With the support of Syskoplan Reply and BlackBerry, Volkswagen Financial Services (UK) Ltd. is equipping employees with BlackBerrys that have an innovative application: Employees can audit vehicles from their BlackBerrys for over 750 dealers and transfer the results remotely to a SAP-based back-end system. This makes the data recording more exact and reliable than before. The company increases its transparency, maintains more control of the financed vehicles and, therefore, minimizes its credit risks.

THE CUSTOMER

VWFS UK is a 100% subsidiary of Volkswagen Financial Services AG in Braunschweig. With over 450 employees and 350,000 customers, VWFS UK is the largest subsidiary of VWFS AG. The primary goal of the company is to offer its customers competitive financial and insurance products. In 2009 the company approved credit in the range of 1.5 billion euros. Furthermore, VWFS UK finances new, used and demonstrator vehicles for over 750 Volkswagen Group dealers throughout the United Kingdom.

THE CHALLENGE

To minimize risks connected with this type of financing, auditors regularly check the dealers' stock vehicles. The auditors check whether the vehicles financed by VWFS UK are present. If a vehicle is not on site, the reasons for this are recorded and documented. These could include the sale of the vehicle, a test drive or when the vehicle is passed on to a different dealer in the dealership network. The data recorded in this manner is transferred to headquarters where data from auditors is consolidated, creating a basis for credit risk management. For these processes to work smoothly, an effective check system is necessary. However, until now the process at VWFS UK was performed manually on paper. Administrative personnel were increasingly reaching their limits. The transparency and consistency of the reports suffered as well due to the speed with which the data was provided for credit risk management. A solution based on modern technology was developed to replace the 10-year old paper based system to meet these challenges.

THE SOLUTION



With the support of Syskoplan Reply, VWFS UK developed and implemented a mobile application (Mobile Audit Completion for Handheld – MACH) and a new application in the back-end system (Mobile Stock Audit Application – MSA). This was developed based on SAP NetWeaver 7.0 with the help of WebDynpro for ABAP. Various arguments spoke for BlackBerry as the mobile device for VWFS UK: The device is stable, meets the high security standards of VWFS and can also handle high volumes of data. It was important for the company that the mobile devices offer the auditors the possibility of using the mobile application offline if no network is available for data communication. VWFS UK decided to use SAP NetWeaver technologies in the back-end system since these are already used successfully in the company.

After a development and implementation time of only six months, the auditors were able to work with the assistance of the BlackBerrys. At any time before an audit, the auditor extracts data from the central system, before visiting the dealers. At any time during and after the audit the results can be transferred back to the back-end system. The back-end system automatically consolidates the data from all auditors according to a set of rules. If a vehicle is missing from a dealer and if this dealer cannot credibly demonstrate where the vehicle is, the credit risk managers at VWFS UK will receive an automatically generated e-mail alerting them of the situation. This is the case, for example, if a car has been on test drives for several consecutive visits. Or if the dealer indicates that the missing vehicle was sent to a different dealer in the dealer network, but the field employee cannot find the vehicle at the other dealer.

THE BENEFITS

The combination of a mobile application with a back-end system increases the speed as well as the exactness and consistency of the data recorded at VWFS UK. "This provides more transparency; we gain more control of our assets and minimize our credit risks," reported Carl Redman, Head of IT Development at VWFS UK. The auditors also evaluated the new solution positively. The automatic process reduces the huge administration load, releasing more capacities for additional on site checks. Auditors previously spent one day each month with administrative activities; the new solution saves the company a total of 100 administration days per year.

Syskoplan Reply developed and implemented the applications within six months in conjunction with VWFS UK and BlackBerry. It is worth noting that the system architecture that enables the smooth collaboration of the applications was developed by Syskoplan Reply.



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