



Success Story

WITRON Logistik + Informatik GmbH



WITRON manages Guarantees in SAP

Since its foundation in 1971, WITRON has successfully implemented well over 2,000 logistics projects in various industries. WITRON develops cost-efficient and ergonomic logistics solutions that generate optimization potential throughout the supply chain.

Initial situation: fully manual, fully individual

WITRON has been using SAP intensively for many years. However, in the project business of the key 'Logistics Systems' division, the guarantees needed for customer order processing were still being managed manually.

Using a self-developed system, the numerous guarantees required by the clients and provided by WITRON were recorded along with their relations to project dates, in particular billing dates (according to milestones).

In this way, the respective limits for the various guarantors were also monitored. This manual handling became increasingly complex due to different billing plans, various foreign currencies, change requests from customers and a variety of guarantee options. Owing to the strong growth of the company, this type of order processing and guarantee controlling reached its limits. "This individual, manual handling is overwhelming," complained an employee entrusted with order processing.

Task

In other fields, WITRON already had good experiences with a sales order processing (SD, PS) integrated in SAP. It was therefore only logical to implement the same for the major projects of the 'Logistics Systems' division. However, integrating the management of the guarantees relevant to these projects was necessary. At WITRON, these include advance payment guarantees and payment guarantees, performance bond and warranty bond. The decisive factor was linking the guarantee dates and the milestones of the respective WBS element in SAP – to avoid double work and transfer errors. The integration of the guarantees in SAP therefore had to be set up in parallel to the introduction of the PS.

The functions for guarantees available in the SAP standard appeared to be far from adequate. An in-house development of the guarantee administration by the WITRON-IT team would have been possible, yet would have tied up time and resources needed for other tasks. WITRON thus searched the market for a guarantee administration software integrated in SAP and found the product Marlin Securities by ISO Professional Services.

Project

Upon introducing SD and PS, a number of challenges had to be overcome: Among other things, these included the highly complex value-added taxation for major international projects, the various variants of down payment chains and their migration for partially invoiced customer orders. Besides these challenges of the SAP implementation, the introduction of the guarantees with Marlin Securities developed as one would expect from a standard product: a work package that ran largely automatically and was a non-critical part of the project.

At the outset of the project, ISO Professional Services analyzed the functional coverage and defined a few extensions to be implemented. Product installation and customizing took only one day each. This was followed by an integration test, during which further employees were added to the project team.

This resulted in an early and smooth transfer of knowledge and correspondingly to a commissioning without any difficulty.

Outcome

Thanks to Marlin Securities, WITRON put the solution for the area 'Logistics Systems' into operation much faster than this would have been possible with a time-consuming in-house development.

Thanks to the guarantee administration integrated in SAP, all WITRON users dealing with guarantees now always have an overview of the available guarantee limits.

The individual character of customer projects and various guarantees with their respective conditions are stored transparently in SAP, making it possible to be met by the different requirements of customers and guarantors without restriction.

Outlook

In terms of functionality, the planned international roll-out is already fully prepared.

Besides the guarantees given to customers, Marlin Securities also supports guarantees received from suppliers. In a later project phase, a comparison of the guarantees – both those put up and those received – will also be implemented, to allow an assessment of the covered risk.



About ISO Professional Services

The ISO Professional Services GmbH has decades of experience in SAP consulting and hosting as well as IT infrastructure services. The core competencies span the entire life cycle of SAP landscapes – from consulting and implementation to operation and optimization to archiving and decommissioning. We have special know-how in the field of Data Quality Management of large datasets. SAP hosting along with several products for Data Quality Management are SAP certified.

ISO has been active in the market since 1979 and has since become an international IT service provider. Targeting specific markets has resulted in several powerful and innovative companies under the umbrella of the ISO-Gruppe. The ISO-Gruppe includes ISO Software Systems (specialized in software engineering and IT consulting), ISO Professional Services (an SAP specialist), ISO Travel Solutions (an IT expert for the tourism industry), ISO Recruiting Consultants (a provider of IT personnel services) and ISO Public Services.

Some 610 employees work at several sites throughout Germany as well as in associate companies in Austria, Poland and Canada. The companies ISO Software Systeme, ISO Travel Solutions and ISO Professional Services of the ISO-Gruppe, with their respective offices in Nuremberg, Munich and Frankfurt, are certified to the requirements of their quality management system in accordance with DIN EN ISO 9001:2015.

About WITRON

www.witron.de

“Thanks to the highly competent employees of ISO Professional Services GmbH, the project 'Managing Guarantees in SAP' was completed successfully.”

Sector

Intralogistics

Geography

Worldwide

Implementation Environment

SAP ECC 6.0

Database

Oracle

ISO Solution

Marlin Securities

Advantages

- A better overview
- easily recognizable exhaustion of the financial scope





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