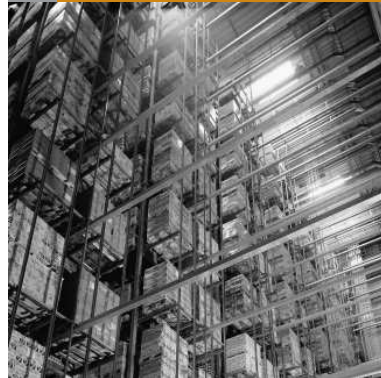


SAP Customer Success Story

“With all the work ahead of us, SAP Business One will provide the perfect support.”

Michael Trefz, CEO, Trefz GmbH



AT A GLANCE

Company Name

Trefz GmbH, Germany
www.trefz.biz

Industry

Logistics

Key Challenge

Streamline processes by enabling the smooth flow of data between Trefz GmbH and its customers and vendors

Implementation Partner

Leitwerk Business Solutions

Solution and Service

SAP® Business One

Existing Environment

Legacy system

Implementation Highlights

- Go live accomplished in three weeks
- Solution used by seven employees

Key Benefits

- Overall speed of processes has improved due to streamlined flow of data between the company and its customers and partners
- Pick activities can be mapped in their entirety
- Linkage to non-SAP solutions, such as UPS WorldShip reduces costs

Hardware

Dell servers and clients

Operating System

Microsoft Windows 2000

TREFZ GmbH

USING SAP® Business One TO REACH MANAGEMENT'S DESTINATION

For the transportation industry, speed is an all-important factor. That is why speed has been a top priority at Trefz Logistik und Spedition GmbH (Trefz GmbH) since its founding in 1989, and remains the company's key success factor today. But since that time, logistics has become much more than transporting goods from point A to point B. “Communication, satellite navigation, and just-in-time logistics are playing an increasingly important role in our daily business,” says Michael Trefz, CEO, Trefz GmbH. Based in Schwieberdingen, near Stuttgart, Germany, the company specializes in the picking and packing of catalogs and advertising materials.

Trefz GmbH employs 50 people and processes around 250,000 shipping orders annually. Its customers include ADAC Deutschland, Daimler Chrysler AG, and Robert Bosch GmbH – all companies that distribute goods and documents on a worldwide basis. These enterprises naturally expect their logistics provider to have an extensive portfolio of services. Trefz GmbH has responded to the challenge, “As well as shipping catalogs and advertising materials, we provide a full range of support services,” says Trefz. These include the development and distribution of advertising materials plus transportation management for large events.

NEW SOLUTION RESULTS IN LEAN PROCESSES

To handle orders of such magnitude, Trefz GmbH needed a smooth flow of data – a requirement that could no longer be met by its existing ERP solution. “Our legacy system simply couldn’t provide us with the sort of integrated service management that we needed,” says Trefz. Therefore, the company searched for a new enterprise software solution that would also streamline internal processes. “We wanted an end-to-end ERP solution that would map our business processes as accurately as possible and enable us to modify and reorganize our workflow,” says Trefz.

With these requirements in mind, Trefz began his quest for a suitable solution. On the basis of its functionality and scalability, the SAP® Business One solution seemed to be the ideal candidate from the outset, an impression only strengthened by its manageable costs. And with consulting services from Leitwerk Business Solutions, an SAP small-to-midsize business (SMB) business

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Thomas Schneider, Project Manager at Leitwerk

partner, the search came to an end. Once Leitwerk submitted its bid, the project quickly entered the decision phase, leading to implementation and various tests. After implementation, the consultants put in customer-specific settings.

During the this time, the company also cleared its “old data ballast,” says Trefz. In an unusual move, instead of transferring data from the legacy system, the team created new areas for all the business partners in the new system. Although this may

appear to have been unnecessary extra work, it provided a critical benefit by hastening the process of filtering out redundant customer data and duplicate clients.

SUCCESSFUL CONNECTION TO PARTNERS' IT SYSTEMS

Despite this extra step, the project was completed on time. “After the system had been approved and user training completed, we were able to go live with SAP Business One just three weeks into the project,” says Thomas Schneider, project manager at Leitwerk. Seven Trefz GmbH employees now work with the new solution. A key benefit for the company’s staff is that pick activities can now be mapped in their entirety. Trefz installed PCs connected by a wireless LAN at individual packing stations, where pick lists are processed, delivery notes are generated, and labels are printed at the same time. Data from the labels is transmitted shortly thereafter to UPS WorldShip software, which the UPS parcel service uses to bill Trefz GmbH. While streamlining invoice processing, this enables Trefz GmbH to manage its own accounting processes instead of outsourcing the task, as was previously the case.

Encouraged by the successful link-up with non-SAP solutions like the UPS software, managers at Trefz GmbH are looking to expand the IT landscape further. To ensure the smooth exchange of data between Trefz GmbH and its customers and vendors, in the future, the SAP Business One solution at Trefz GmbH will be linked to customer and vendor ERP systems. Trefz GmbH also plans to manage its entire services business with the SAP solution and incorporate one or more online business-to-business stores. Thanks to software from SAP, Michael Trefz is confident that he and his enterprise are on the right path. “With all the work ahead of us, SAP Business One will provide the perfect support,” says Trefz.