

Bette, Germany

BRILLIANT & VISIONARY: EXCELLENT EDI PROCESSES WITH IT.X-EDICLOUD



With the use of it.x-EDICloud, we benefit from a full-service concept that relieves employees and creates space for value-adding activities. We take care of our customer concerns at a new pace.

Robert Jahn, IT EDI-Service, Bette



Challenges

- Complex requirements for daily, digital communication with customers
- Urgent need to quickly access and process customer data
- Necessary, prompt processing of change requests



Solution

- it.x-EDICloud for electronic data exchange with business partners
- EDI Managed Services (operation and hosting)



Key Benefits

- Automated EDI communication with customers and seamless integration of business partners in the SAP ERP system
- Support of all necessary data formats
- Increased transparency of each EDI process through 24/7 business & technical monitoring
- Efficient communication & higher customer satisfaction
- User-friendly interfaces per department



Why NTT DATA Business Solutions?

- Experienced consulting with a high level of process understanding and detailed knowledge of typical customer needs
- Many years of expertise in the field of electronic data interchange (EDI)
- Excellent expertise in modern cloud technologies

Industry: Sanitary, heating and air conditioning technology

Products: High quality bathroom objects made of glazed titanium steel

Number of employees: 398 (2021)

Turnover: 93 million EUR (2020)

Website: www.my-bette.com

NTT DATA Business Solutions



NTT DATA
Trusted Global Innovator

285
SAP users



Precision & engineering: Bette.

Design, quality and sustainability: This is what the family-owned company Bette has stood for since it was founded in 1952. Based in Delbrück in eastern Westphalia, Bette produces and sells its extensive range of products for high-quality sanitary technology, ranging from washbasins to bathtubs, complemented by professional advice. Made of robust, glazed titanium steel and refined with the unique BetteGlasur®, the products ensure feel-good moments and an aesthetic realization of customers' individual bathroom architectures. This creates high demands in day-to-day business and in the area of digital data interchange (EDI): Complex customer inquiries must be processed in the shortest possible time, communication must be ensured, and the orders placed for the goods with individual variant configuration must be read in correctly. Thus, orders, delivery bills and credit bills are part of the daily business, which makes B2B integration necessary.

On the way to the cloud.

The dynamic change in IT and increasing demands in day-to-day business open up new perspectives for modern technologies and cloud-based applications. This was also the case at Bette, as the existing, distributed EDI service could no longer cope with customer requirements and existing change requests were processed with delays. The internal EDI department also wanted to reduce the workload by using a system that does not only have to be operated by IT specialists. Now Bette is relying on the expertise of NTT DATA Business Solutions to introduce a dynamic EDI system. The full-service IT provider based in Bielefeld has a high level of expertise in the EDI area as well as a suitable cloud-based solution: Everything from a single source. Thus, with it.x-EDICloud, Bette benefits from many new features and advantages of operating in NTT DATA Business Solutions' own data center, which is certified according to the ISO/IEC 20000-1:2005 guideline.

Visionary EDI processes.

The first project step: The analysis of the existing processes and the testing of all data and formats. Using the composite data approach, the processes were tested in a test landscape in the cloud, customers were sorted and set live in the productive landscape via communication adapters. This allows the smooth implementation of the data formats and the conversion of customers without disrupting the ongoing day-to-day business. The processes in SAP were remodeled during the transfer to it.x-EDICloud. Thanks to secure operation in the cloud, data exchange with customers is fast and efficient, while data is kept safe in the data center and costs are reduced. All data formats are managed from configuration to monitoring. Bette now uses the Business Monitor, which facilitates daily work and creates transparency about EDI processes, as well as reusable mappings that speed up the implementation of format requirements.

Bright prospects.

Another advantage is that operations are always maintained due to the ticket system and personal contact in case of support. Thanks to the full service, Bette can also onboard new customers more quickly. The successful go-live and the short project time motivate for the next step: A planned web store for end customers. With it.x-EDICloud as a central platform, B2C communication and standardized processes are made possible, as incoming orders and messages in EDI format are easily processed as IDocs. Simply brilliant!

Want to know more?
Do not hesitate to contact us:

www.nttdata-solutions.com

Since April 1, 2021 intelligence is operating as NTT DATA Business Solutions

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