

itelligence solutions for the discrete industry

# Driving efficiency and agility



## Seize growth opportunities and stay ahead of the competition

**By converting  
our ERP  
system to SAP,  
we can now  
react optimally  
to all customer  
requirements  
– and that is  
a commercial  
success factor in  
times of intensified  
competition.**

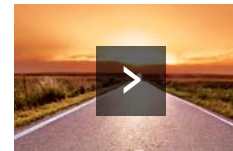
**Carsten Lenniger,**  
Project Leader,  
Bürener  
Maschinenfabrik GmbH

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Powerful forces are driving innovation and change across the world of manufacturing. The “Internet of Things” is creating a massive reservoir of potentially valuable business data, while the growing consumerization of information technology is empowering customers like never before. And disruptive technologies, such as in-memory computing, cloud and mobile, are accelerating business velocity and enabling organizations to run their operations in real time.



The Internet of  
Things for business



Discover the  
power of  
intelligence

Browse this e-book to discover how manufacturing solutions from intelligence leverage the latest technology advances to help you meet today's challenges:

1. Optimize manufacturing
2. Increase visibility and control
3. Accelerate product innovation
4. Integrate your supply chain
5. Increase customer satisfaction
6. Compete globally

**23%**

**Lower IT spend  
when the company  
has established  
common,  
streamlined IT and  
business process  
standards across  
the organization**

**Source:** SAP  
Performance  
Benchmarking

## Challenge 1: Optimize manufacturing

Make it better, faster and cheaper with integrated, streamlined and automated processes

Whether you are operating a make-to-stock, make-to-order, configure-to-order, or engineer-to-order production environment, you need to be able to manufacture better, faster and cheaper than your competitors. An integrated ERP system can streamline and automate all your business processes and make it possible to simultaneously increase efficiency and cut costs.

With our it.master data simplified solution you can also consolidate, harmonize and centrally administrate your data to create an accurate view of customers, products, suppliers and your workforce.



**We have a lot of companies, and it.master data simplified is a good product for providing transparency and ensuring central control of basic data in SAP.**

**Arne Due Byriel**, Executive IT Manager, LOGSTOR A/S

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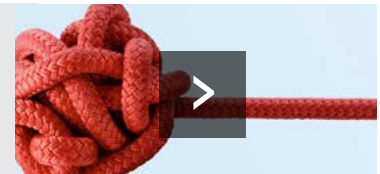
**6%** Higher on-time delivery when promise dates are integrated with manufacturing conditions to generate schedules and optimize resources

**Source:** SAP Performance Benchmarking

intelligence solutions can help you:

- Improve visibility of operations and performance
- Enhance quality of products and services
- Reduce waste and duplication
- Eliminate manual processes
- Automate tasks
- Integrate production processes
- Respond to customer needs

Run your business intelligently and efficiently with it. mds



## Challenge 2: Increase visibility and control

# Unlock the hidden potential in your data and drive better decisions with advanced analytics



From shop floor to top floor, employees need to be able to make informed decisions based on accurate, timely and consistent information. Yet in today's data-driven world, this information is arriving in ever-increasing volumes from a growing variety of sources.

Data generated by the "Internet of Things" can enable real-time decisions and enhanced customer satisfaction and loyalty. Tap into our SAP know-how and expertise in business analytics, business intelligence and financial planning to unlock the true value of your data.



### Generate insight from data

SAP® solutions can help you uncover trends, opportunities and risks hidden within a variety of data sources – structured and unstructured. Leverage the power of the SAP HANA® platform to analyze complex, disparate information and Big Data for better insight at lightning-fast speeds.



### Predict the future

If you know what's driving trends, you can prepare for them. Use the latest SAP predictive analytics tools with your existing data environment to anticipate changes and make more informed decisions, target customers with products and services, and reduce risk.



### Improve data security

Safeguard your intellectual property, assets, revenue, and reputation with SAP data security applications. For added peace of mind, our hosting and application management services feature the highest level of security.



## Challenge 2: Increase visibility and control



### Enable real-time decision making

With the right business intelligence tools and applications you can consolidate and analyze information in real time. Combined with SAP HANA, you can process large volumes of transactional and operational data from a range of sources in an instant.



### Widen access to information

Enhance collaboration and control without compromising your security. SAP solutions provide simple yet effective features such as authentication delegation and sign-on protection to provide secure mobile access to information systems and information.

**48%** Of organizations foresee a need for having predictive modeling and complex optimization techniques on Big Data analysis

Source: SAP Performance Benchmarking



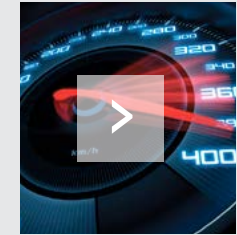
Eldorado is able to tune its marketing campaigns and product pricing in real time, enhancing profitability and maximizing sales revenue in ways that were simply not possible before.

Fabricio Granja,  
Project Head for the  
implementation of  
SAP NetWeaver BW,  
Eldorado

[Read more >](#)

Turn Big Data into big business value

Harness the revolutionary real-time technology of the SAP HANA platform



Read our white papers:

[Speeding Up Data for Business in the Now >](#)

[The Facts, Myths and Realities Behind Big Data >](#)

[The 5 Habits of Effective Business Intelligence >](#)

### Challenge 3: Accelerate product innovation

Stay ahead of the competition by being first to market with the products that your customers want

38%

Lower product lifecycle management costs when new development projects are managed via a portfolio process

Source: SAP Performance Benchmarking

Today's customers are more demanding than ever before. To stay ahead of the competition you need to be able to develop products that your customers want – quickly and cost-effectively.

The SAP Product Lifecycle Management (SAP PLM) application provides 360-degree support for all product-related processes – from the first product idea, through manufacturing to product service. We are the perfect implementation partner to help you leverage the latest developments in SAP PLM, including:

#### SAP Product Lifecycle Costing

Calculate costs and other dimensions for new products or quotations in an early stage of the product lifecycle, to quickly identify cost drivers and to easily simulate and compare alternatives.

#### SAP Engineering Control Center

A single, intuitive user interface for the integration of all authoring tools that allows easy and controlled access to product data generated in CAD, CAM, simulation, and other authoring tools.

#### SAP Innovation Management

Turn ideas into market success by improving your innovation culture and establishing effective processes to collect ideas from across the entire organization and beyond.



 Intelligent variant configuration enables us to respond quickly to customer requests whilst maintaining complete control over manufacturing processes and logistics.

Peter Jürgens,  
Head of IT and Logistics,  
POLIPOL Holding GmbH &  
Co. KG

[Watch Demo Video >](#)

#### Challenge 4: Integrate your supply chain

## Remove waste and inefficiencies to lower inventory levels and reduce order-to-delivery times

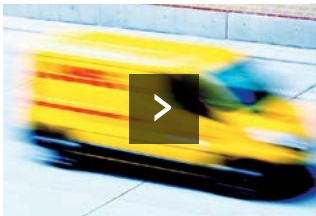
To stay profitable, many manufacturers are forced to look further afield to source quality materials at the best price. But this increasing globalization is making supply chains more complex and more risky. Itelligence can help you to streamline your supply chain to:

#### Predict and react to changing demand

Respond faster to changing market conditions with SAP Supply Chain Management, which enables you to forecast, plan, implement, and adjust your supply chain more effectively.

#### Improve customer service

Continuously measuring performance will help you manage your whole supply chain around your customers' needs, improving satisfaction levels while keeping control of risk and costs.



Streamline your shipping with it.x-press to reduce costs and enhance efficiency



Communication, even with minor suppliers, now takes place via the web and in real time. We've optimized stock on hand, collection procedures and process warranties. We've enhanced satisfaction on all sides.

**Dr. Goy Hinrich Korn,**  
Head of Organization/IT,  
Bernard Krone Holding  
GmbH & Co. KG

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#### Manage inventory more efficiently

Match supply and demand with SAP Extended Warehouse Management, which gives you better visibility and control of your inventory to avoid damaging out-of-stock and overstock situations.

#### Reduce supply chain costs

Increase overall visibility and control with SAP Supply Chain Management, and ensure efficient and transparent procurement processes with SAP Supplier Relationship Management.

## 26%

Higher inventory turns with warehouse analytics from SAP

**Source:** SAP Performance Benchmarking



## Challenge 5: Increase customer satisfaction

Deliver a consistent, high quality, personalized service to keep your customers happy and loyal



**7%** Higher customer satisfaction when detailed customer profiles, transactions, preferences, and interaction history are maintained for each customer

**Source:** SAP Performance Benchmarking

Customer service is the new competitive differentiator. Business customers are used to buying when and how they want, and expect the same “omni-channel” experience that they regularly encounter as retail consumers.

By delivering a better customer experience, manufacturers have the opportunity to keep existing customers and win new customers from the competition by selling more service parts, standard products, and configurable products and solutions – supported by a consistent, high quality personalized service.

**» We want salespeople spending less time putting orders on to the system and more time talking with customers and giving them the information they need to get the best of our product range.**

**Stuart Kahn**, IT Manager, TOMY Europe

[Watch video >](#)



**Exceed Customer Expectations with Omni-Channel Commerce**

[View infographic >](#)

### **Deliver a consistent and engaging customer experience**

With the SAP hybris® commerce solutions, you can provide the same positive customer experience across all touch points and channels, including web shop, mobile shop, call center, print, and marketplaces.

### **Solve problems faster and smarter**

Give your service reps the tools they need to instantly access information from anywhere, and collaborate in real time with your experts to solve complex customer problems.

### **Streamline service**

Get instant access to operational data, key performance indicators, and customer feedback so you can rationalize your customer service processes both in the office and the field.

### **Increase profitability**

Arm your service reps with information about their customers and the installed-base equipment so they can make effective cross-sell and up-sell offers that drive revenue and increase customer satisfaction.



## Challenge 6: Compete globally

Fuel your international expansion with flexible and scalable business processes and infrastructure

66%

Of survey respondents expect greater flexibility and agility to be a source of business advantage from cloud computing

Source: SAP Performance Benchmarking

When you expand internationally, SAP solutions grow with you. Globalization is creating the need for new distribution channels and making supply chains longer and more complex as manufacturers source raw materials and parts from all over the world.

To grow intelligently and profitably, manufacturers need an integrated business management solution that provides the flexibility for future growth.

Whether your future IT landscape will be on-premise, cloud, or a combination of both, itelligence has the global expertise and choice of services and deployment options – including hosting and application management services – to help you:

- Generate revenue in new markets
- Be faster to market
- Embrace e-commerce
- Simplify your IT landscape
- Meet local legal and compliance regulations



We have opened our doors to SAP, so that we are flexible to new demands, can adapt to market trends in the future, and increase our competitiveness in global business.

**Matthias Niehues,**  
Project Manager,  
Aug. Winkhaus GmbH  
& Co. KG

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Read what our hosting customers say:

[ArcelorMittal Kryviy Rih >](#)

[Rickmers Group >](#)

[Pelican Products >](#)

## How we can help

# High performance, reliable and innovative: introducing intelligence for discrete manufacturing

Our high-performance, reliable and innovative software solutions are engineered to meet the challenges of today's discrete manufacturing industry. The tried and tested solutions provide a robust technological platform that can be extended with Product Lifecycle Management (PLM), Customer Relationship Management (CRM), Supply Chain Management (SCM) and Business Intelligence (BI). it.manufacturing and it.automotive can help your company:

- Efficiently develop standard and tailored customer products
- Enhance quality of manufacturing and logistical processes
- Increase delivery reliability through optimal capacity planning
- Gain visibility of costs, revenues, resources and customers
- Automatically integrate logistics in accounting and bookkeeping
- Expand and enhance your international presence



**SAP and it.manufacturing** allow us to map almost all our requirements in the default SAP configuration with just a handful of modifications to the software. The successful SAP project is the result of good chemistry between the Rösler and itelligence teams.

**Stephan Rösler,**  
CEO of Rösler Oberflächentechnik GmbH

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Learn more

**it.manufacturing** for the manufacturing industry

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**it.manufacturing** for engineering, machinery and construction

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**it.automotive**

[Read flyer >](#)

## Why itelligence

Committed to helping you get the most from your investment in SAP technology

You need to make the most of your investment in SAP technology. So you deserve to work alongside an IT partner who is passionate about helping you succeed.

We live and breathe SAP and SAP only. This unique focus and our global expertise set us apart from other partners, while the relationship with our parent company NTT Data provides financial stability, a commitment to innovation and access to a team of over 8,000 SAP consultants worldwide.

Across industries and in different regions, we will work closely with you every step of the way to deliver sustainable results. We will help you improve your operations, reach your goals and outperform your local and global competitors.

**Even after 20 years, SAP software fulfills our expectations in every way. We are very happy with how the project was implemented by itelligence – and the resulting benefits.**

**Alexander Reitmayer**, Head of Commercial Operations, FINK TEC GmbH

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itelligence Group from a 360° View

[Download corporate brochure >](#)



### Our portfolio at a glance

**SAP:** Licenses, consulting, implementation, and SAP Managed Services

**SAP Innovations:** In-memory computing and SAP HANA, analytics, cloud, and mobility

**it.solutions:** Tailor-made industry solutions for the midmarket it.manufacturing

**SAP Managed Services:** Certified hosting services with data centers in Denmark, Germany, Malaysia, Poland, Switzerland and the US; remote services, application management services, 24 x 7 support and helpdesk



## Contact us

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### About itelligence

itelligence is one of the leading international full-service providers for SAP® solutions, employing more than 4,000 highly qualified employees in 22 countries. Our SAP expertise is unrivalled and has been developed over the last 25 years, supplying specialized integrated business solutions for over 5,000 customers worldwide. Our service portfolio includes SAP strategy, SAP licensing, implementation and process consulting, outsourcing, and application management services. We are pioneers in the development of industry-specific solutions and our experts work hand in hand with SAP on new scenarios and ground-breaking solutions for business analytics, in-memory computing and SAP HANA®, cloud, and mobility. In 2013, itelligence generated total sales of €556.8 million.

### Locations

Austria | Belgium | Canada | China | Czech Republic | Denmark | France | Germany | Hungary | India | Malaysia | Netherlands | Norway | Poland | Russia | Slovakia | Spain | Switzerland | Turkey | Ukraine | UK | USA