

# Neat! apsolut implements SAP Business Network Supply Chain Collaboration at Kärcher

## KÄRCHER

**Company:**

Alfred Kärcher SE & Co. KG

**Industry:**

Cleaning equipment for private and commercial use

**Products:**

Hard floor cleaners, steam vacuum cleaners, steam cleaners, scrubber dryers, sweepers, pumps, watering systems, water recycling equipment, vehicle cleaning systems

**Number of employees:**

16,000

**Turnover:**

3.3 billion euros

**Headquarters:**

Winnenden, Germany

**Website:**

[www.kaercher.com](http://www.kaercher.com)

### CHALLENGES

- Decentralised processes in the manufacturing plants
- Lack of a global tool as the basis for the digitisation of operational procurement processes
- No electronic interface for communication with suppliers in use

### SOLUTIONS


- SAP Business Network Supply Chain Collaboration (SCC)
- Integration with two SAP ERP systems
- First go-lives in four plants in Germany, Italy and Romania

### BENEFITS

- Efficiency gains/time savings for order confirmations and shipping notifications
- Real-time collaboration with suppliers
- Enhanced transparency for purchasing and payment transactions as well as quality notifications
- Basis for fully automated data exchange with suppliers
- Establishment of best practice sharing and regular exchange between pilot plants

### WHY APSOLUT?

- Convincing know-how and high level of technical competence
- Customer-focused mindset and flexible mode of operation
- Excellent references and positive experiences from past projects
- Commercially attractive quotation

 Teamwork: A small, highly committed team realised the project to the customer's full satisfaction.





Roll-outs: After the four pilot plants, the new tool can be rolled out to further plants over the next few years.

## GREATER EFFICIENCY AND TRANSPARENCY IN THE SUPPLY CHAIN AND BETWEEN KÄRCHER'S OWN PLANTS

“Looking ahead to the project, we expected to talk a lot more about technical issues,” Jana Rauland, Project Manager for SCC Implementation at Kärcher, remembered. “In fact, we talked a great deal more about processes. This actually allowed us to identify deviations in the modes of operation at the different plants, better harmonise processes and optimise our performance significantly.”

Beside this consideration of both technical and process-related aspects, apsolut was also able to contribute valuable experience from numerous reference projects. This allowed the project team to successfully implement SAP Business Network Supply Chain Collaboration, SCC for short, taking into account numerous customer-specific variations.

*„From the very start, apsolut took our special requirements and idiosyncrasies into account”,*

explained Linna Krasnikov, the employee responsible for the SCC system at Kärcher.

*„Every time we came up against an unexpected challenge during the course of the project, apsolut immediately showed up possible options to resolve the issue. We always knew to what extent we had freedom of movement within the constraints of the cloud solution.”*

The new tool was implemented for two ERP systems, with process modules *PO Collaboration*, *SA Collaboration*, *Return Deliveries*, *Labels*, *Invoices* as well as the *Quality add-on*.

Kärcher established real-time data exchange with its suppliers and has achieved great time savings with respect to order confirmations and shipping notifications. Time spent on manual tasks could be reduced significantly for return deliveries as well as quality and defect notifications among other things. There is now much greater transparency with respect to statuses and open operations relating to purchasing and payment transactions as well as quality notifications. Apart from that, Kärcher enjoys further benefits from the SCC implementation. apsolut thus provided active support with defining the digital processes for packing instructions. And remarkable benefits also materialised at a higher organisational level: It was possible to harmonise the processes at the total of four pilot plants in Germany, Italy and Romania, which had deviated significantly from each other in part, and the plants are now in regular communication.

All those involved directly in the project emphasise the transparent and flexible way of working as well as the open and honest communication within the small team as decisive success factors. Following the successful system implementation, the focus now is on onboarding the suppliers, and there are also plans for rollouts to further plants.

## IMPLEMENTED TOOLS



SAP Business Network  
Supply Chain  
Collaboration (SCC)



Integration in 2 ERP  
systems