

The beating heart of digitalisation



Company:
BIOTRONIK

Industry:
Medical technology

Products & services in the following areas:

Cardiac rhythm management (CRM),
electrophysiology and neuromodulation

Headquarters:
Berlin, Germany

Website:
www.biotronik.com

CHALLENGES

- Very high standards of quality for the service provider and the new solution
- Ambitious timeline due to the approaching end of life of the current procurement solution

SOLUTIONS

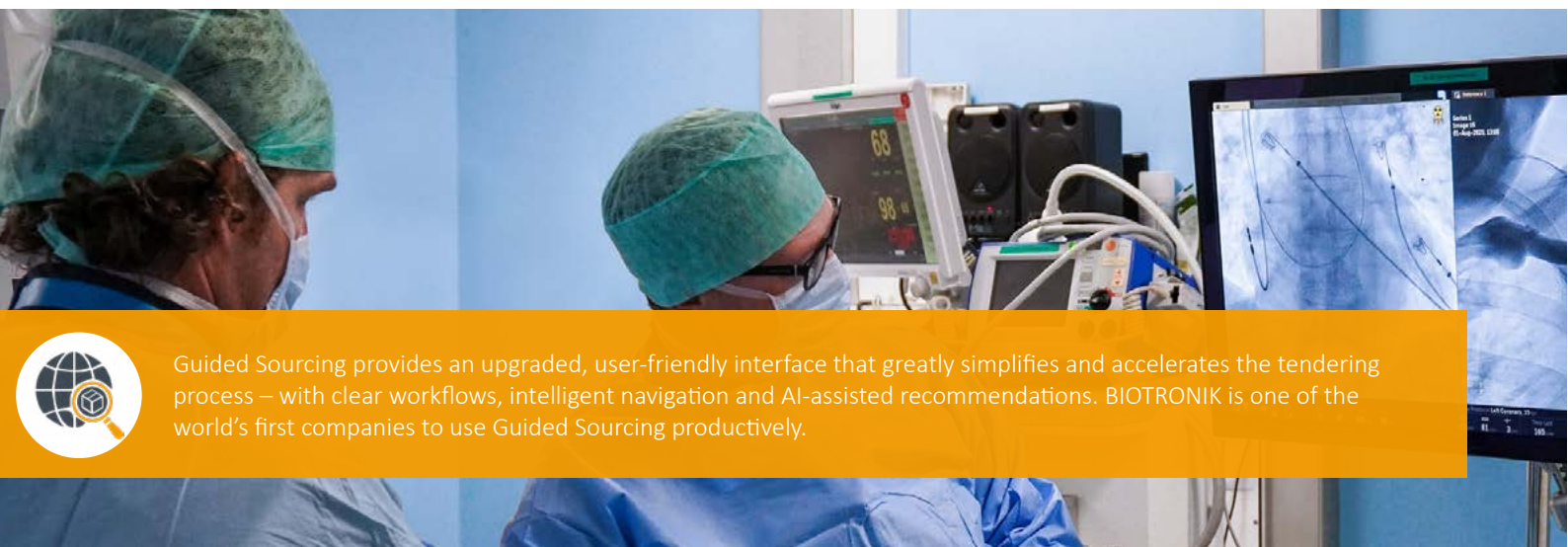
- SAP Ariba Sourcing including Guided Sourcing
- SAP Ariba Buying including Guided Buying
- On the road map for the future: SAP Ariba Supplier Lifecycle & Performance

BENEFITS

- Process reliability
- Compliance
- Transparency
- Usability

WHY APSOLUT?

- SAP Ariba Partner of the Year many times over
- Glowing reference from an existing apsolut customer
- Unparalleled SAP Ariba experience with a large and diverse pool of purchasing and IT experts



Guided Sourcing provides an upgraded, user-friendly interface that greatly simplifies and accelerates the tendering process – with clear workflows, intelligent navigation and AI-assisted recommendations. BIOTRONIK is one of the world's first companies to use Guided Sourcing productively.





14

The number of locations where BIOTRONIK is digitalising its entire S2P process

HOW BIOTRONIK REORGANISED ITS GLOBAL PROCUREMENT – AND GOT A LOT OF THINGS RIGHT IN THE PROCESS

Anyone who develops medical technology for cardiac applications knows how important it is to ensure that clearly defined processes are in place. And that holds true both in the laboratory and in procurement. BIOTRONIK had the situation under control for years, using an electronic solution that worked well. Then came the news: no further development work would be done on the software, support would be limited and the licence was set to expire. It was a wake-up call.

And what followed was not your typical IT project. BIOTRONIK didn't want to just replace its existing solution; it wanted to improve on it. A modern, global solution that would incorporate existing processes while creating something built to last – standardised, scalable, transparent. And it had to work across 14 different locations.

The company did not take its decision lightly. SAP Ariba won BIOTRONIK over, not least because of its excellent score in the Gartner Report. It didn't hurt that SAP also offered a licence swap. The platform delivers an intuitive user experience and reliable standardised interfaces. Guided Buying and Guided Sourcing offered the prospect of a user experience that would work for both IT and purchasing.

All BIOTRONIK was missing was the right partner. SAP recommended apsolut, as apsolut had been awarded 'SAP Ariba Partner of the Year' many times over – that sent a powerful message. apsolut set up a conversation between BIOTRONIK and an apsolut customer in the chemicals industry, who provided a glowing reference as additional security.

What followed was the beginning of a project that, in hindsight, was calm, clear and focussed above all else. Two phases, two solutions: SAP Ariba Sourcing was implemented between May and December 2023 – including the new Guided Sourcing interface that BIOTRONIK is one of the first companies to use productively. SAP Ariba Buying with Guided Buying followed the next year.

Both implementation projects were completed: On time. Within budget. With no drama.

Of course, there were challenges along the way. The hypercare phase was intense. Training was extensive. However, communication between Julia Führer (IT Inhouse Consultant Procurement), Stefan Prewitz (Senior Management Corporate Procurement) and the apsolut team went smoothly. They were open and honest with one another.

"I was particularly impressed with the open and honest communication we had with apsolut during the project," Julia Führer says. "We never sugarcoated the challenges; we tackled them together."

And the results are impressive to behold – and to experience first-hand.

- Processes have become more reliable. Replicable, transparent, global.
- Compliance is in effect everywhere it needs to be.
- Transparency is more than a promise now; it's a reality. With previews, logs, clarity.
- And usability? It's there in spades, right from the start.

"In the beginning, I thought our timeline was barely realistic," Julia Führer recalls. "So it's all the more remarkable that we were able to complete both phases as planned."

And now? The journey continues. A few technical details still need tweaking – such as the interface between SAP S/4HANA and Ariba. At the same time, BIOTRONIK is preparing to implement SAP Ariba SLP in order to systematically digitalise its supplier management processes.

What remains is a story that cannot be reduced to technology alone. It's about synergy – between systems, people and attitudes.