

apsolut Supports Friedhelm Loh Group for More Than 10 Years



**FRIEDHELM
LOH
GROUP**

**Company:**

Friedhelm Loh Group

Industry:

Electrical Engineering / Steel Trade /
Information Technology

Products:

Software solutions as well as steel,
aluminium and plastics

Number of Employees:

12,100

Turnover:

2.6 Bn. Euro

Headquarter:

Haiger (Hessen), Germany

Website:

<https://www.friedhelm-loh-group.com>

CHALLENGES

- Upgrade of SRM-System from SAP SRM 4.0 to SAP SRM 7.0
- Transfer of old functionalities from SAP SRM 4.0 to the new SRM 7.0 and implementation of new functionalities including apsolut Solution Modules

SOLUTIONS

- Release Change to SAP SRM 7.0 incl. usage of NWBC
- 10 Years of Support including release change to SAP SRM 7.04
- Integration of catalogues

ADVANTAGES

- Purchasing system on a new release status
- Possibilities for further development of the system and thus securing the acceptance of the system by the users
- Support via the apsolut Solution Management Services department, combined with fast response and resolution times
- Implementation of smaller changes and smaller projects by the Solution Management Services team in addition to support services

WHY APSOLUT?

- Distinctive know-how of processes in the entire procurement environment
- Focused on solution and quality
- Contact for all procurement issues
- Contact for new topics, such as SAP Ariba

10

Years Support on
Partnership Level



21

days for the
Release Change from
SRM 4.0 to SRM 7.0

TRADITIONAL PARTNERSHIP BASED ON SERVICE FOCUS

The partnership between the Friedhelm Loh Group and apsolut began in 2010 when the company was looking for a service provider to manage and support the release upgrade from SAP SRM 4.0 to the new SAP SRM 7.0 version. The apsolut team managed to complete this changeover in just 21 days. Normally, the time required for such a release upgrade is 8-12 weeks.

As a result of the successful and rapid release change, the Friedhelm Loh Group additionally commissioned apsolut with support from the Solution Management Services department immediately after the go-live. This contract has now been extended continuously for 10 years. Torsten Enseroth, SAP S/4HANA Solution Architect and project manager for the SRM release change at the Friedhelm Loh Group, is very satisfied:

“apsolut has been supporting us in the operation of our SRM system for 10 years. It does not matter whether we report a problem in the production system or want to discuss change requests. We are contacted by apsolut in a timely manner to resolve our concerns or discuss our requirements in detail. apsolut

always provides the important piece of security in the background- if anything goes wrong, they always help quickly and straightforwardly.”

The support agreement includes service by apsolut’s international support team, which is available to the Friedhelm Loh Group via remote access including coaching and assistance whenever necessary. The support assignment is designed so openly that incidents can be worked on easily and non-bureaucratically if necessary.

As part of the support work provided by the Solution Management Services team, apsolut also adapted the system to the requirements of the group company and enclosure manufacturer Rittal, as well as other companies in the Friedhelm Loh Group. For example, apsolut has developed the hiding of various SAP fields, the pre-assignment of fields and other functionalities, as well as a central approval workflow, and has incorporated these features into the new release. Further adjustments were made in phase 2: Additional workflow development, eClass mapping, and factory calendar validation - apsolut’s Solution Module. Existing core processes were also taken over and further developed as part of the support work. The introduction of new functions, made possible for the first time by SAP SRM 7.0, was also part of the services provided.

IMPLEMENTED TOOLS



SAP SRM 7.0



SAP SRM 7.04



Solution Management
Services