

On the way to the Ariba Full Suite at Vorwerk

**Company:**

Vorwerk & Co. KG

Industry:

High-quality household appliances, electronics, textiles, cosmetics, services, trade

Products:

Food processors, vacuum cleaners, cosmetics, carpets, floor coverings and much more

Number of permanent employees:

12,319

Turnover:

2.9 billion €

Headquarter:

Wuppertal, Germany

Website:

www.vorwerk.com

CHALLENGES

- Introduction of SAP Ariba Cloud with integration to SAP S/4HANA and three SAP legacy systems and replacement of an old solution
- Establishment of a largely uniform purchasing process for indirect materials for key business areas
- As part of project phase 1, introduction in various country subsidiaries in Germany and Switzerland as a template version for further rollouts
- Coordination and alignment with parallel projects and programs as well as different release cycles

SOLUTIONS

- Ariba Network
- SAP Ariba Supply Chain Collaboration
- SAP Ariba Buying
- SAP Ariba Spend Analysis
- SAP CIG and SAP CPI interfaces

ADVANTAGES

- Uniform processes across the entire corporate group
- High process and cost transparency
- Transparency leads to higher delivery reliability
- Faster processes
- Higher employee satisfaction through simplified processes and intuitive user interfaces
- Avoidance of media breaks



Connection of four productive ERP system landscapes to SAP Ariba at the same time



Scope and timeline were influenced during the project by IT projects running in parallel. The adjustments were made by the project team and successfully implemented by apsolut.

SOLUTION MANAGEMENT SERVICES

- Single Point of Contact-Support
- Incident Management
- Incident coordination of service teams of other departments
- Daily monitoring
- Technical account management

WHY APSOLUT?

- Extensive and detailed experience with SAP Ariba
- High degree of solution and customer orientation
- International positioning
- Flexible function
- Broad range of services beyond the actual scope of the project

VORWERK DIGITIZES ITS PURCHASING PROCESSES WITH SAP ARIBA

Digitization does not ask about how a company traditionally operates. A company that constantly adds innovations to the know-how it has acquired over the years will always be at the cutting edge. Without a doubt, the Vorwerk family business is a perfect example of the intelligent combination of tradition and innovation. The Thermomix has not only revolutionised food preparation but has also been enhanced over the years with numerous digital features, such as Cookidoo, the official recipe portal of Vorwerk with recipes for all Thermomix models.

When Vorwerk was faced with the question of how the group's purchasing processes could be digitized, optimized, and intelligently integrated into the existing IT infrastructure, a detailed selection process led to the choice of SAP Ariba and the three-time SAP Ariba Partner of the Year apsolut for the implementation.

In the end, the comparatively high level of adaptability that the cloud tool gives Vorwerk was also a decisive factor. The tool passed an initial endurance test directly with the go-live, as Armin Kaczmarek, Senior Vice President Corporate Purchasing confirmed:

"Being able to design our purchasing processes flexibly, digitally and above all efficiently offers great added value. We will therefore continue to expand our system in the direction of SAP Ariba".

The system solution includes the Ariba modules Supply Chain Collaboration, Buying and Spend Analysis (see Page 1 for a complete list), architecturally the integration with four SAP ERP systems via SAP Cloud Process Integration (SAP CPI) and the establishment of a unified approval workflow for seven different business units.

In Phase 2, another SAP legacy system and a central master data management system (MDG-S) will be integrated. In addition, the country organizations Italy and Austria were included with the scope from Phase 1. Vorwerk plans to implement further Ariba modules in the next few years, as the enormous efficiency potential of the unified eProcurement solution is already visible a few months after the first go-live.



In this context, the transparent cost flows, the ever-present currentness and availability of the data as well as the satisfaction of the users with the intuitive user interface should be emphasized.

ADDITIONAL ADDED VALUE THROUGH SOLUTION MANAGEMENT SERVICES

On the basis of a service contract, apsolut is also in use for Vorwerk far beyond the go-live period. For example, a single point of contact employee is available as a contact person and problem solver for five full working days per week. The employee is directly networked with Vorwerk's service providers, coordinates or resolves the incidents he or she receives within an existing service structure and incorporates specialist topics that go beyond apsolut's central focus. The mandate also includes daily system monitoring and a regular, detailed service report to enable the company to assess and continuously improve service quality together with the customer.

"Due to numerous parallel running projects, which extend over our entire group of companies, we currently have to process and coordinate highly complex issues. The apsolut team supports us in this task with its experience and its unbureaucratic, hands-on approach";

explains Gero Catania, Vice President Projects & Portfolio Business Application Corporate IT at Vorwerk.

At apsolut, the services described above fall under the heading of Solution Management Services, or SMS for short. These are individually designed service packages that are put together according to the needs of the respective customer. The services include incident management and technical account management, as well as competence coaching and supplier enablement programs.

IMPLEMENTED TOOLS AND SOLUTION MANAGEMENT SERVICES



Ariba Network



SAP Ariba Supply Chain Collaboration



SAP Ariba Buying



SAP Ariba Spend Analysis



Interfaces SAP CIG & SAP CPI



Single Point of Contact



Incident Management



Daily monitoring & quality reviews



Technical Account Management