



#### Customer

- Bender GmbH & Co. KG
- Employees: 1.350
- Main location: Grünberg

#### Industry

- Electrical engineering

#### Challenges

- Dependency on service provider in case of change requests
- Missing planning function
- Not all subsidiaries have so far been integrated into the SAP system
- Different data sources from SAP and non-SAP systems
- Complexity of data consolidation across several countries and business units

#### Technology

- SAP Analytics Cloud

#### Solution and benefits

- Increased independence in the front and back end of the system through self-service option
- Increased efficiency through independent working
- Standardized, global reporting
- Improved data integration
- Additional planning option via SAP Analytics Cloud
- Optimization and simplification of work processes in all departments

## Successful SAP BW Transition

# TAKING CENTRAL REPORTING INTO ONE'S OWN HANDS WITH SAP ANALYTICS CLOUD

Most enterprises daily collect a large amount of business data from different internal and external sources. To really benefit from this data and make well-founded and data-supported decisions, an advanced Business Intelligence system is mandatory. As a consequence, the family-run Bender enterprise was facing the challenge of introducing a cloud-based Analytics system to independently control reporting via a central solution. The reason for this is that reportings help display all business data in a meaningful way and form the basis of decision-making for a company's management level, its controlling or finance department. To tap the system's full potential and enable its independent utilization for the users, a reliable partner is required. In this context, FIS Informations-systeme und Consulting GmbH (FIS) provided support for Bender.



*“Our expectations were high, particularly with regard to the combined reporting and planning function. Although the old system already enabled reportings, we were not able to plan. This was set to change.”*

Rosa Errico-Ott, Controller/Business Intelligence Analyst, Bender GmbH & Co. KG

For many departments of an enterprise, reporting is not only a useful utility, but it also enables transparency, provides an overview of current business matters and is always used for decision-making. However, creating reports and preparing them for the respective business units is a challenge, particularly for large companies. If different corporate sectors operate across multiple countries or even worldwide, gathering all data is complex and time-consuming, even before reporting is started. A uniform Analytics system helps master these tasks in particular, provide the entire business complex with a holistic IT infrastructure and optimize work processes. This was also the case with Bender, a globally leading solution provider that makes electrical systems intelligent and safer.

## More independence in IT management

Bender, a globally operating enterprise with more than 1,350 employees at 16 different locations, has relied on SAP for more than 20 years already when it comes to business software solutions. So far, not all subsidiaries have been connected to the SAP business world, which, however, is to be changed by implementing a new Business Intelligence system. It was Bender's desire and objective to integrate its subsidiaries in its reporting to map the corporate group as a whole by means of its key figures. By using an Analytics system, a globally standardized future reporting was to be established, even if the data came from different sources, including non-SAP systems, in the beginning. Particularly essential was the elimination of previous obstacles: no possibility of working independently in the system as well as long wait times for ticket processing by the old service provider. In part, the processing of change requests took several months. Another reason for a new system was SAP's discontinua-

tion of BEx Analyzer, SAP Design Studio and SAP Lumira. There were many reasons for the electrotechnology group to reorient itself as from the end of 2021.

## The search for a future-oriented reporting and planning system

A new ideal partner was found quickly. As Bender had previously worked successfully with FIS in other SAP projects already, the responsible persons also relied on the competence, the know-how and, in particular, the personal contact of the Lower-Franconian service provider for tailored SAP solutions as far as their BW transition was concerned.

Bender was facing the decision whether the back-end system was to be implemented as a cloud solution that, however, does not yet have the full technical functional scope of an SAP BW system, which has matured for more than 20 years. Or whether a technically sophisticated and proven on-premise system was to be relied on, which represents the most cost-effective solution for Bender for the years to come. The greatest benefit was that the use of standard extractors of the SAP ERP system is possible, which simplifies the integration into the SAP BW system compared to other Data Warehouse systems.

"As the Bender colleagues had already been familiar with the handling of queries due to their previous work, it was reasonable to rely on proven approaches further on," Martin Kreitlein, Senior Consultant SAP BI at FIS, confirms. Therefore, the front-end project team made a decision in favor of SAP Analytics Cloud (SAC) as a new SAP Reporting and Planning solution.







“Our expectations were high, particularly with regard to the combined reporting and planning function. Although the old system already enabled reportings, we were not able to plan. This was set to change,” Rosa Errico-Ott, Controller/Business Intelligence Analyst at Bender, added.

### **Continuous learning processes as a factor for a successful system integration**

As a consequence, 2022 became the year of the SAP BW transition: In spring, the responsible persons of both projects partners met for the first workshop to develop the sales planning structure in the new system. For two months, the Bender team was working on the sales and cost center planning, before key users joined this team

*“Whenever I didn’t have a specific dimension, e.g. a customer’s country, for a tabular evaluation in the sales section, I had to place a request to the service provider in the past, which frequently took weeks to be processed. Now, we independently add the “Country” field in the back end. For us, this means an enormous workload reduction and a significant saving of time.”*

**Rosa Errico-Ott, Controller/Business Intelligence Analyst, Bender GmbH & Co. KG**

for another three months, e.g. colleagues from other user departments such as Sales and Controlling. Subsequently, the project team presented the solution to all future users - i.e. 100 employees worldwide - in an introductory session. “Particularly for the ones who had previously worked with Excel, the new software meant to break completely new ground. The possibilities provided by the new solution were great and so was our respect for its operation,” Nastassja Lang, SAP Inhouse Consultant BI at Bender, reports. As all responsible persons were aware of the fact that a change from proven to new ways of working and the familiarization with the new technology would take time, the planning concerning SAP Analytics Cloud was already made in the year before its actual implementation in the S/4 system. The SAP S/4HANA migration was scheduled in December 2022: until then, time could reasonably be used to carry out training courses, familiarize employees with the technology and improve processes. In 2023, the system was further expanded and reporting enhanced by other modules such as HR Reporting and Quality Management.

### **More self-service and flexibility in the user departments**

This step-wise transition process and the successive adding of users enabled a successful implementation of the intuitive system for all employees so that Bender itself is now in control of its Business Warehouse. The desired independent working has now become possible - both in the front end and in the back end. In the back end, for instance, individual fields can now be created by Bender employees themselves: “Whenever I didn’t have a specific dimension, e.g. a customer’s country, for a tabular evaluation in the sales section, I had to place a request to the

service provider in the past, which frequently took weeks to be processed. Now, we independently add the “Country” field in the back end. For us, this means an enormous workload reduction and a significant saving of time,” Errico-Ott explains. The benefits are directly visible in the front end as well: whereas only simple evaluations were possible with the old system, needs-based graphics, charts or maps can now be created by Bender itself.

One of the tangible benefits in the front end and in the back end is the tremendous further development of the entire team’s way of working. Whereas the old BW system was very rigid and Bender only had access to the front end but had to rely on the service provider for all other things, work is significantly facilitated by the new system. The responsible employees in the electrotechnology group cannot only work in the back end and in the front end as described above and daily send workbooks with current data, for instance, but also independently create new users and familiarize them with the new user interface. “The new system works intuitively and very user-friendly, which is primarily the result of diverse filter and display options,” as Errico-Ott describes the familiarization of new employees.

### **A partnership at eye level: synergies through commitment and expertise**

Both project partners stress that this independent working with the new system was preceded by great commitment, knowledge transfer and coordination. Whereas Bender emphasizes the know-how, the flexibility and the mutual understanding, Kreitlein praises his Bender team colleagues’ commitment and ambition of being able to work with the new system as independently as possible: “The achievement of both colleagues cannot

*“Without our partner’s professional competence and without knowing that we can turn to FIS at any time with all our questions, we would not have been able to deal with this issue that intensively. Finding a solution for each emerging problem together was not only instructive for us but gave us a very positive feeling at the same time.”*

**Nastassja Lang, SAP Inhouse Consultant BI,  
Bender GmbH & Co. KG**

be praised highly enough. The user training courses, the adaption to Bender’s corporate design as well as their technical knowledge and commitment of familiarizing themselves with the new technology so excellently - this achievement is really exceptional and was decisive for our successful cooperation.” Lang shares this appreciation: “Without our partner’s professional competence and without knowing that we can turn to FIS at any time with all our questions, we would not have been able to deal with this issue that intensively. Finding a solution for each emerging problem together was not only instructive for us but gave us a very positive feeling at the same time.”

**Conclusion:** For Bender, the SAP BW & SAC transition was worth while in every respect. Independent working, transparency and central reporting and planning options are possible now and simplify work processes in all depart-





ments. Especially the step-wise integration of further modules has proven itself as previous experiences could be used. As a consequence, Bender is planning to further

expand mobile and needs-based functions such as separate dashboards for the executive board, where the most important key figures are mapped in real time.



## About Bender GmbH & Co. KG

As a medium-sized family-owned company that is operating globally, Bender GmbH & Co. KG is a successful pioneer and market leader for top-class electrical security products and solutions. The product range comprises measuring, protection and monitoring systems for applications in the field of mechanical and plant engineering, mobility for electric and hybrid cars, energy production and distribution, renewable energy production as well as building technology and various industrial areas. Solutions for safe power supply in the medical field are particularly important.



## THE FIS-GROUP

FIS Informationssysteme und Consulting GmbH is an expanding and independent enterprise and the roof of the FIS Group, which employs more than 800 persons making companies more modern, economic and competitive every day. FIS focuses on SAP projects and the development of efficient solutions promoting digitization within companies. As one of the leading value-added SAP resellers in Germany, Austria and Switzerland, FIS is the market leader in technical wholesale with the all-in-one FIS/wws solution.

Together with its Medienwerft subsidiary, FIS covers the complete range of SAP topics in the field of Customer Experience (CX). More than 100 specialists operate and administer the customers' SAP systems in the FIS-ASP subsidiary data centers in Southern Germany.



Röthleiner Weg 1  
D-97506 Grafenrheinfeld

Tel.: +49 97 23 / 91 88-0  
Fax: +49 97 23 / 91 88-100

info@fis-gmbh.de  
www.fis-gmbh.de/en

