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– Jacqueline Schutze
Siemens Building Technologies



C A S E S T U D Y

Problem

- > An inefficient system for managing business content
- > Inflexible business content, requiring extensive changes and time-consuming post-processing
- > An uncoordinated production environment
- > Limited document design facilities

Solution

FormScape

Results

- > Provides a powerful enterprise information delivery solution serving over 2,200 users
- > Over 20% reduction in operating costs when compared to traditional SAP scripting
- > Automates business-critical information processes
- > Faster, more flexible form delivery reduces time and costs
- > Produces professional and easier to use documents
- > Reduces personnel support costs

SIEMENS

INDUSTRY

Building Management

COMPANY

Siemens Gebäudetechnik (SGT) or Siemens Building Technologies offers solutions for every aspect of building management. In addition to providing services ranging from installation, servicing and maintenance through to complete building automation and facilities management solutions, SGT can also help design, finance and operate systems. Additionally, the company supplies solutions for all aspects of security systems and comprehensive modernisation strategies. SGT has six sites in Germany and 4,300 staff, providing a nationwide services and sales network.

NUMBER OF PAGES PRINTED

1,500 documents per day.

FORMSCAPE PRODUCTS

FormScape

ERP SOLUTION

SAP

FormScape Streamlines Siemens Building Technologies' Business Processes

When SGT first considered a document solution, one of its most intractable business problems was that its enterprise information delivery strategy was decentralised. Documents were generated using a variety of internal Siemens software. Its sales and service departments, and internal finance departments, used a wide range of documents and business content for internal and external communications, including invoices, reminders, contract orders, reports and service level agreements.

The net effect was that the company had no consistent, interoffice method for processing business content and generating high quality documents and forms. SGT began the search for a new, more flexible solution that could interface easily with a SAP system, manage enormous volumes of data and produce professional quality document content. Another key requirement was that the chosen system should reduce operating costs.

FORMSCAPE ON THE TOP FLOOR

SGT decided to redesign its business content production system and standardise its enterprise information delivery environment.

The aim was to find a simpler way of processing and printing data and creating consistent electronic content throughout the company, making the print management process efficient as a whole.

After careful evaluation, the SAP consultants and project managers chose FormScape. FormScape won against three competitors, on almost every criterion. As well as powerful layout facilities, SGT required a user-friendly system that distributed documents quickly, recovered any lost print jobs and could print watermarks. The solution needed to handle many data flows simultaneously, deliver them to different model printers and underpin subsequent CRM activities. The software interfaced with SAP easily, reducing data traffic on the R/3 server.

But it was FormScape's outstanding price-to-performance ratio that played a pivotal role: with such high data volumes, SGT were impressed by how FormScape could reduce printer installation and running costs per printed page.

FORMSCAPE SPEEDS UP SAP SCRIPTING

Initially, SGT's first thoughts were to produce the documents and forms using SAP and its internal scripting language.

"On closer inspection, however, using SAP had major drawbacks: the design facilities were limited, the layout putting a strain on the system when printing; sending complete pages for print put a high load on LAN/WAN links.

Maintenance was also extremely complex," says Jacqueline Schütze, SGT's DP organiser for FormScape. FormScape is more cost effective in terms of licensing, implementation, use and maintenance. FormScape's procurement and implementation costs alone were around 50% less than with SAP-Script.

The SAP R/3 server passes data in compressed form to the FormScape Server, which then determines the document's destination and forwards the data flow to the appropriate regional FormScape Server in XML format. At the regional FormScape Server, the document is prepared for printing, and then sent to the desired output device.

FASTER, FLEXIBLE AND FRIENDLY

FormScape has simplified and expedited SGT's business processes. With its 25 regional servers, FormScape handles output instructions in less time by producing and forwarding documents more quickly. Since FormScape was introduced, the number of transactions processed has increased from 900 to 1,500 a day.

Layout changes can now be made quickly thanks to variable, customer oriented form design as part of SGT's Corporate Design facilities. In the future, SGT will only require 1.5 FormScape-trained operators to run all its business activities.

PROVIDING INFORMATION- WHEREVER IT IS REQUIRED

FormScape enables SGT to deliver information across the enterprise at any time, anywhere, whatever the output medium. The solution turns data flows, regardless of their origin into top-quality information for staff, partners and customers. While some analyst research reveals that accessing information takes up 30 to 40% of our working hours, with FormScape this is greatly reduced.

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