ORDER SOLUTION

Lapp Kabel

Challenge:

» Record all customer orders within two hours for further processing

Solution:

» Automated processing of 250.000 incoming orders per year
» Direct assignment of all customer order in sales groups

Benefits:

» Maximum transparency of the entire order volume in SAP
» Time saving through upstream validation and sets of rules
» Process optimization within the sales team
» Process security through stability in the automation process

AFI
SOLUTIONS

Optimal connection of incoming customer orders with SAP optimally

One does not just become a leading provider. In addition to innovative and high-quality products, customer service also has to be outstanding. For this reason, Lapp, a premium provider of cables, conductors and cable accessories, has decided to record its customer orders within two hours for further processing. In order to meet this ambitious goal, stable and high-performance software support is required. Apart from SAP, AFI Order is deplyed specifically for the processing of customer orders.

SAP upgrade and system change at one go

Up to now, Lapp has been working with an older SAP release and an integrated OCR solution to process its customer orders paperlessly. Since Lapp receives around 1.000 customer orders every day, the software components

have to be able to solidly exploit a large amount of data. Within the scope of the upcoming SAP upgrade, Lapp decided to part with its existing system and search for a new SAP-integrated software solution for the automated processing of customer orders.

Meeting high standards

The project team scoured the IT market to find a software provider with a suitable solution. In doing so, the main criteria were the integration of SAP on the one hand and the stability and performance of the new system on the other hand. The future software had to ensure that customer orders were available in SAP within two hours for further processing. Among others, AFI Solutions was invited to demonstrate the performance of its software AFI Order. The scope of performance of the standard software, the open

architecture for customizations, the flexibility as well as the competent appearance of AFI's project leader were convincing. The initial project for the processing of the numerous customer orders could be launched within just 12 weeks. *"We were able to work with the software AFI Order efficiently from the very beginning of the kick-off"*, recalls Lisa Bofinger, Team Leader of Customer Service at Lapp.

Variety of incoming documents

At Lapp it is not only customer orders that reach the assigned fax servers. Numerous other types of documents are received, e.g. payment advices, information on changes of address or notifications of changes of company names as well as promotional flyers such as lunch offers. In addition, business documents in hard copy or by e-mail find their way into the com-

pany. For this reason, the entire inbox has to be classified automatically.

Connecting all entry channels

AFI Order forwards customer orders received by e-mail or fax to a predefined file directory. The few orders that still arrive in hard copy are scanned and filed in this directory as well. The file directory is regularly monitored by AFI Order to ensure that all newly arrived transactions are classified directly. On the basis of defined characteristics, the software determines whether or not the order is a customer order. If a customer order is recognized, the data is readout and the electronic document is archived at the same time.

The recognized data then appears in the Monitor, the SAP order receipt journal of AFI Order. That way, all documents are quickly captured and classified across various entry channels and then processed further in an entirely digitized form.

Correct distribution

The software sends all documents which are not recognized as customer orders to validation. In visual inspection, employees of the mailroom check what type of document has come in. Afterwards, the system automatically determines the person in charge of this transaction and forwards the document by e-mail. If desired, the document sent can be linked directly to the corresponding business object in SAP by AFI Organize. The tool allows for the assignment of any document attachment to an SAP transaction. By doing this, all information of a transaction is traceable directly on the business object.

Concentration on core business

In day-to-day business, Lapp's sales team was significantly relieved by the new software. In the past, it could not concentrate exclusively on its core business but had to validate all incoming transactions manually at first. As visual inspection is now carried out by employees of the mailroom, the sales team only receives customer orders and can start its actual work immediately. *"It is an immense relief that we no lon-*

ger have to sift, sort out and forward documents but can simply work", explains Lisa Bofinger, Team Leader of Customer Service.

All for one and one for all

Lapp has structured its sales team into different groups. After a defined assignment which is taken over by AFI Order, these groups receive their worklist for processing the different customer orders. Lapp's sales team sees itself as a unit and not only as a sum of different groups. For this reason, all employees have a cross-group view of worklists and can support each other.

With the aid of a Lapp-specific overview, the sales team which consists of approximately 100 staff members can optimally organize itself, act more efficiently and thus supply its customers quicker. Due to the fine quality of Lapp's master data, the classification rate in the defined set of rules of AFI Order is correspondingly high.

Maximum transparency

The SAP AFI Order Monitor functions as process tracking of newly received and already processed customer orders. Thereby, all stages of an order process are displayed transparently: from the receipt of the order to the readout of the data by OCR software, the validation up to the creation of the order in SAP. That way, the sales team can inform itself on the status of an order at any time. In addition, the Monitor allows employees to branch directly to SAP transactions.

Convenient handling

An individual regrouping within the sales team can be carried out with only one doubleclick on the order. In order to branch directly to the SAP transaction »create sales order« (VA01), a double-click on the customer order displayed in the Monitor is also sufficient. This is where subsequent processing of the order takes place. All header data readout by the OCR is available to create the order in SAP. Manual efforts regarding data capturing have thus been considerably reduced. In parallel to the call of the SAP order, the initial customer order is also displayed directly from the electronic archive.

Automatic notification

If an unexpected event occurs during technical processing (e.g. failure of the archive system or the mail server), AFI Order immediately notifies the internal support team by e-mail. The support team then checks the notification. This automated notification system as a security measure is essential to Lapp because the claim »two hours to SAP« applies. Without this measure, data could be lost.

"Automatic notification is a means of ensuring compliance with our rigorous process. Up to now, the system has rarely provided a verification notification, but if such a notification should come up, we can take immediate action", says Andreas Lang, Project Manager of the implementation project for the automated processing of customer orders with AFI Order.

Worldwide rollout planned

As AFI Order has proven to be a stable and high-performance system, the worldwide rollout is already planned. For this purpose, AFI Order is adapted to the requirements of the individual sales organizations in the different countries. By integrating corresponding language packages, the user interface of AFI Order will be available in the respective national language. The OCR software will also readout the incoming documents in these different languages.

LAPP KABEL

AFI SOLUTIONS

Lapp Group is based in Stuttgart and one of the leading suppliers of integrated solutions and brand-name products in the field of cable and connection technology. Lapp's portfolio includes cables and highly flexible conductors, industrial connectors and cable gland technology, customized assembly solutions, automation technology and robotics solutions for the intelligent factory of tomorrow as well as technical equipment. Lapp's core market is machinery and plant engineering. Other important sales markets are the food and beverage industry, the energy sector and mobility.

The group of companies was founded in 1959 and is still entirely family-owned. In the financial year 2020, it generated sales of 1.222 million euros. Lapp Group employs around 4,650 people worldwide, has more than 51 sales companies and cooperates with around 100 national partners worldwide.

www.lappkabel.com

AFI Solutions GmbH is a leading solution provider for the digitization and optimization of document processes around SAP. The solutions cover the entire purchase-to-pay and order-to-cash process.

AFI is the only software manufacturer on the market that offers everything from a single source: With the RedPaperCenter as a managed service, companies can easily outsource the digitization of a wide variety of paper documents. In process optimization, AFI scores with SAP-integrated software solutions. The cloud-based DocumentHub as software as a service (= SaaS) completes the unique product portfolio.

AFI Solutions GmbH
Sigmaringer Strasse 109
70567 Stuttgart
Germany

info@afi-solutions.com
www.afi-solutions.com

POWERFUL
SOLUTIONS
FOR SAP