


Werner & Mertz GmbH, Mainz, Germany

# Innovation Boost – Application Management Service as a Performance Guarantee

 We impress our customers every day with sustainable products. Yet we need to ensure support and enhancement of our SAP applications as well as the development of new special care products. itelligence is on hand to provide us with advice and implementation assistance and helps us to achieve our IT goals.

Matthias Kiebel, Head of Information Technology, Werner & Mertz GmbH

## Challenges

- Complex IT system landscape as well as usage of a wide range of SAP solutions
- IT redesign project in the context of process-oriented transformation

## Benefits

- Certified service processes in the field of AMS by ITML and ISO standards
- Strengthening international locations with an experienced team of IT-experts
- Professional, reliable support for the huge variety of SAP applications
- Focusing on core business
- Project-oriented advice on innovative strategic topics

## Solution

- itelligence Application Management Service (AMS) for European Werner & Mertz locations

## Why itelligence?

- Key focus on customer relationship
- Good understanding of processes within the chemical industry
- Internationally oriented SAP partner with in-depth IT-expertise

Application  
Support

for European  
Werner & Mertz locations



## Werner & Mertz GmbH – Becoming an Innovation Leader in Special Care

Established in 1867 as the “Gebrüder Werner” wax goods factory, the family company Werner & Mertz is now being run by the fourth generation. The frog prince logo primarily represents the company’s outstanding product quality. With an environmentally sound and sustainable approach to business, the company develops and produces a wide range of cleaning and care products for the consumer and professional sectors. The family company is well established on the European market with well-known brands such as Frosch, emsal and green care PROFESSIONAL. Around 1,000 qualified, high-achieving employees provide customers with new developments and protect the environment with innovative formulas – all over Europe.

## IT Redesign Project – Tailor-Made intelligence Application Management Service

Sustainability in action is also embodied in the concept of the head office of Werner & Mertz: Certified as a plus energy building, the facility generates more energy through photovoltaics, wind power and geothermal energy, than ongoing business operations require. To structure the processes within IT at least as efficiently, the manufacturer benefits from the scalable intelligence Application Management Service (AMS). The professional SAP support from intelligence experts allows Werner & Mertz to focus fully on day-to-day business and rely on the 24/7 on-call availability for SAP questions – and that’s for all European Werner & Mertz locations. This ensures the high performance of business processes.

## Performance Guarantee – Global Support for a Wide Range of SAP Applications

Along with Germany and Austria, the locations in France, Poland, Italy, Spain and Belgium also benefit from high-performance business processes. Starting with conventional ERP, the team of experts supports a host of SAP applications that are used by Werner & Mertz – from SAP GTS, SCM, APO, EWM, EHS and the Solution Manager to CRM, Cloud for Customer and BW/4HANA. In addition, local regulations regarding the issue of fiscal declarations are adhered to with the country-specific introduction of SAP SII (Suministro Inmediato de Información) in Spain. For instance, continuous sending of data to the Spanish tax office is ensured, while the intelligence AMS guarantees stable system operation now and in the future.

## Innovation Boost – New Impulses for Ongoing Progress Within the IT Sector

Stabilization and continuous enhancement of SAP-based business processes at Werner & Mertz is targeted through sophisticated ITIL- and ISO-certified AMS service processes. The benefits are obvious: Along with immediate rectification of unforeseeable incidents by the experts, change requests are implemented quickly and roadmaps for the future are produced – for ongoing advances. As a result, the innovation leader in the field of sustainable care and cleaning has free capacity for strategic IT topics and can focus on innovative new digitalization projects for the future.



**Company:**  
Werner & Mertz GmbH

**Industry:**  
Chemicals

**Products:**  
Manufacture of detergents, care, and cleaning products

**Employees:**  
About 1,000 (2019)

**Revenue:**  
MEUR 399 (2018)

**Headquarters:**  
Mainz, Germany

**Website:**  
[www.werner-mertz.de](http://www.werner-mertz.de)