



Aug. Winkhaus GmbH & Co. KG, Telgte (Germany)
The Winkhaus Group opens
its international doors to SAP

»SAP ERP forms the strategic platform that merges and standardises all structures, processes and value flows of the Winkhaus Group. We have opened our doors to SAP, so that we can adapt ourselves flexibly to new demands and market trends in the future and increase our competitiveness in global business.«

Matthias Niehues, Project Manager, Aug. Winkhaus GmbH & Co. KG

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SAP ERP breathes fresh air into the company's organisation.

The right implementation partner: itelligence

In order to find the appropriate implementation partner, the Winkhaus Group invited tenders for its international SAP project. In the end, the contract was awarded to itelligence AG – for good reason, as the head of IT at Winkhaus, Josef Brösterhaus, explains: “itelligence has the right experience, operates on an international basis and has a strong presence in Eastern Europe,

something that is important to us.” Also, itelligence’s professional SAP experience within the metalworking industry made the decision easy. And in addition to this, itelligence’s structured implementation methodology, based on early prototyping, was a further convincing factor for the decision makers. Thanks to this, the joint project was begun shortly thereafter.

An unbeatable duo: SAP ERP and itelligence

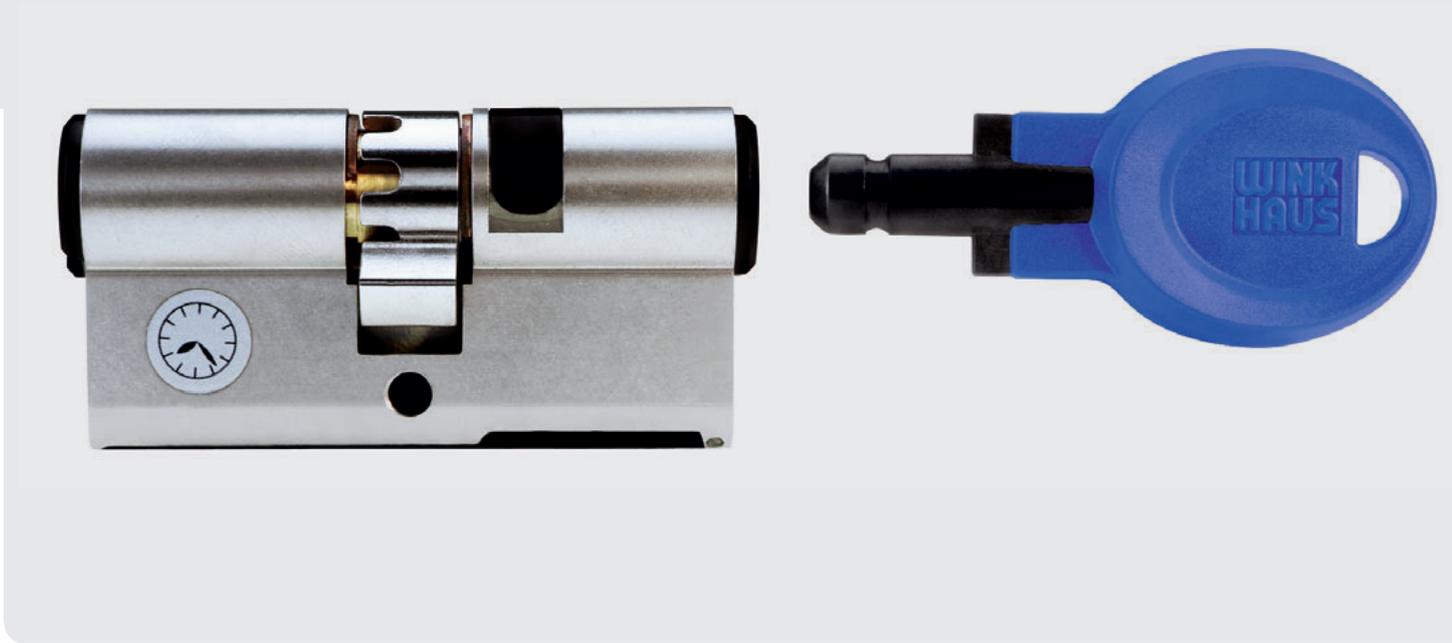
The family firm eventually chose the operational ERP solution from SAP, “as this solution met our requirements in the best way possible,” stated project manager Matthias Niehues. Now it was time to find the ideal implementation partner. Following the invitation to tender towards the end of 2004, Winkhaus notified the full-service SAP provider itelligence at the end of March 2005 that it had been awarded the project contract. According to Matthias Niehues, there were several determining factors for the decision:

“itelligence is an internationally operating company with a strong presence in Eastern Europe, something that is important to us, and has extensive experience in international SAP implementation projects.” This is in addition to extensive industry knowledge, references from the field of discrete production, the high quality of the itelligence consultants in the SAP environment as well as an implementation methodology adequate for an SME. The customer also receives preconfigured SAP solutions that are adjusted directly to meet the concrete demands throughout the implementation process. “By means of the preconfigured SAP industry solution it.manufacturing for the metalworking sector, we were able to demonstrate to the customer example processes typical for the industry before the implementation of SAP ERP,” commented Meinolf Schäfer, the Senior Account Manager responsible for Winkhaus at itelligence AG.



Aug. Winkhaus GmbH & Co. KG

Owner-operated Aug. Winkhaus GmbH & Co. KG currently employs a total of 2,300 staff members at six German sites and in eleven international subsidiaries and generates annual revenues of around EUR 300 million. With its international partners, the family firm – established in 1854 – provides products and services for windows and doors on a global basis. This includes window hardware technology, surveillance systems for windows, locking systems, access control and time registration systems as well as multiple-door locking systems. More than 65% of sales are in the export business.



Optimised processes and transparent information

The objectives were clear: by means of SAP ERP, the systems, master data and information structures throughout the entire value chain within the Winkhaus Group were to be merged, consolidated and homogenised with its companies in eleven countries, all in a uniform database. One of Winkhaus' highest expectations was a tighter supply chain, particularly in terms of logistic processes.

At the start of 2006, the partners at the German, Polish and British sites converted the financial accounting and asset management divisions as well as overhead controlling to SAP ERP. Parallel to this, the payroll accounting and time management SAP modules were being installed at the German locations. Throughout 2006, additional locations in Holland, Spain and the Czech Republic were converted to SAP ERP in the financial and overhead controlling divisions.

At the same time, an SAP-based corporate template was implemented, in which all logistics processes from sales and distribution, warehouse management, materials management, procurement,

production planning and control to variant configuration are specified. In doing so, the project team took into account the particular characteristics of the different local markets. In October 2006, the first distributorship in Birmingham, UK, including warehouse management, was converted to SAP ERP. At the beginning of 2007, logistics and production in Telgte, Germany, went live. In June 2007, the production site in Rydzyna, Poland, followed and in January 2008, all processes at the further German locations in Münster and Meining, as well as in Austria, went completely live.

A particular challenge was the implementation of the SAP system in Poland due to the fact that some processes here differed greatly from those at the German headquarters. In particular, the customer approach is different in Poland: where Winkhaus in Germany primarily contacts wholesalers, the Polish branch concentrates on window manufacturers. And due to the fact that Winkhaus Poland has put itself a head above the competition thanks to its outstanding customer service, interruption of the delivery flow during the system conversion was not an option. With the new solution, the level of service will increase even further – an obvious competitive bonus.

Name:
Aug. Winkhaus
GmbH & Co. KG

Industry:
Metalworking

Products:
Window and door
fittings, Locking and
surveillance systems,
Access control systems,
Time registration systems

Company size:
2,300 employees in
12 countries, including
560 SAP users

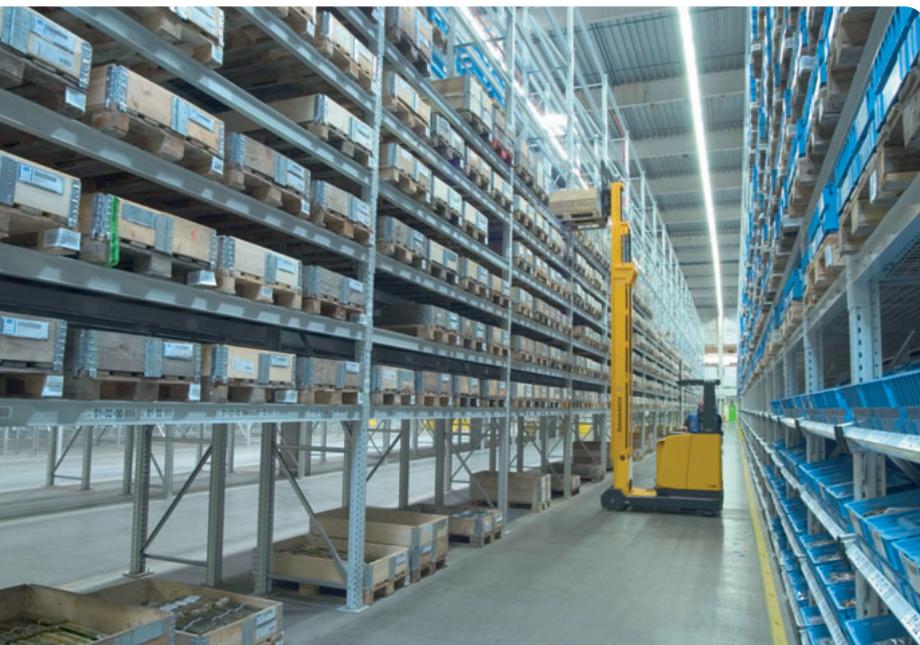
Revenues:
EUR 300 million

Headquarters:
Telgte, Germany

Branches:
France, Holland, Austria,
Poland, Spain, Czech
Republic, UK, Ukraine,
Romania and the USA

In addition, the WH-Windows system WH-Okna, was installed in Poland and connected to the SAP system via an interface. This enables customer requests to be transferred directly into the SAP system for further processing. The transfer of expertise to the company is also part of the intelligence success concept. In training, the Polish IT specialists acquired such a high level of knowledge that the summer 2007 production start at the site in Poland was only shadowed by intelligence to a very low degree.

Whilst the international system implementation was being carried out, Winkhaus were mapping all contents, tools and procedures for implementation and operations in SAP Solution Manager 3.1. This enables the company to not only improve efficiency during implementation but also to avoid redundancies, minimise risk and ultimately reduce costs. Following the roll-out in Poland, the positive collaboration between intelligence and Winkhaus continues: the SAP implementation at the Ukraine site is the next joint project!



Facts & Figures

Solution: SAP ERP with the following modules:

- Payroll Accounting and Time Management (HR)
- Financial Accounting and Asset Management (FI, AM)
- Group Consolidation and Controlling (CO)
- Intercompany Processing
- Sales and Distribution (SD)
- Warehouse Management (WM)
- Materials Management and Procurement (MM)
- Production Planning and Control (PP)
- Sales Planning (APO/DP)
- Variant Configuration (VAR-CONF)
- Product Lifecycle Management (PLM)
- Quality Management (QM)
- SAP Solution Manager

The advantages:

- Transparency, integration and standardization on an international level
- Group-wide inventory optimization up to the product level
- Group-wide customer credit check and group-wide comparison of conditions
- Group-wide reports on products most successful at the customer level
- Product success report overall for the entire value-added chain
- Integration of Winkhaus intra-group processes into one system
- Integration of sales and production planning
- Elimination of interfaces to third-party systems
- Elimination of unstructured data management (excel files)
- Investment protection through implementation of SAP ERP as the market-leading solution

Old system: Replacement of Navision and J.D. Edwards

System software: Windows

Database: MAX DB