



## E.G.O. Elektro-Gerätebau GmbH

### At a glance

#### The customer

**E.G.O. Elektro-Gerätebau GmbH**  
Rote-Tor-Strasse 14  
75038 Oberderdingen · GERMANY

#### Key figures

Sales about EUR 240 million (2011)  
Employees: about 2,000

#### The project

- Testing of EDI delivery requests as well as manual delivery schedules and scheduled orders against customer material-specific delivery agreement
- Consolidation of errors found into a central cockpit with various functions such as analysis, approval and jumps to standard displays
- Passing on of requirements for non-agreement-compliant distributions only after approval from the cockpit
- Reporting options for errors

### Tracing short-term changes in the order process

E.G.O. Elektro-Gerätebau GmbH in Oberderdingen has reorganized their order management process based on a global supply chain optimization. The goal is to increase customer satisfaction, optimize delivery performance, and update processes for customer relations.

The project was implemented together with XEPTUM Consulting AG.

The E.G.O. Enterprise Group, to which E.G.O. Elektro-Gerätebau GmbH in Oberderdingen belongs, is a global leader in the supply of manufacturers of household appliances. The company offers all heating and control elements needed for cooking and baking, washing, drying, and dishwashing.

In addition to products for household appliances, E.G.O. also supplies components, systems, and complete equipment for gastronomy and professional washing, as well as superior components for medical and building technology and the automotive industry.

To be able to react flexible in internal logistics and production, E.G.O. wants to accept only certain change tolerances for requested quantities within defined horizons. The tolerance deviation for EDI delivery schedules available in standard SAP is insufficient for this requirement, not to mention that tests must also be possible for non-EDI order types.

However, the solution desired by E.G.O. Elektro-Gerätebau GmbH can only work if the delivery and logistics agreements with customers can also be checked for compliance in the system.





## XEPTUM Success Story

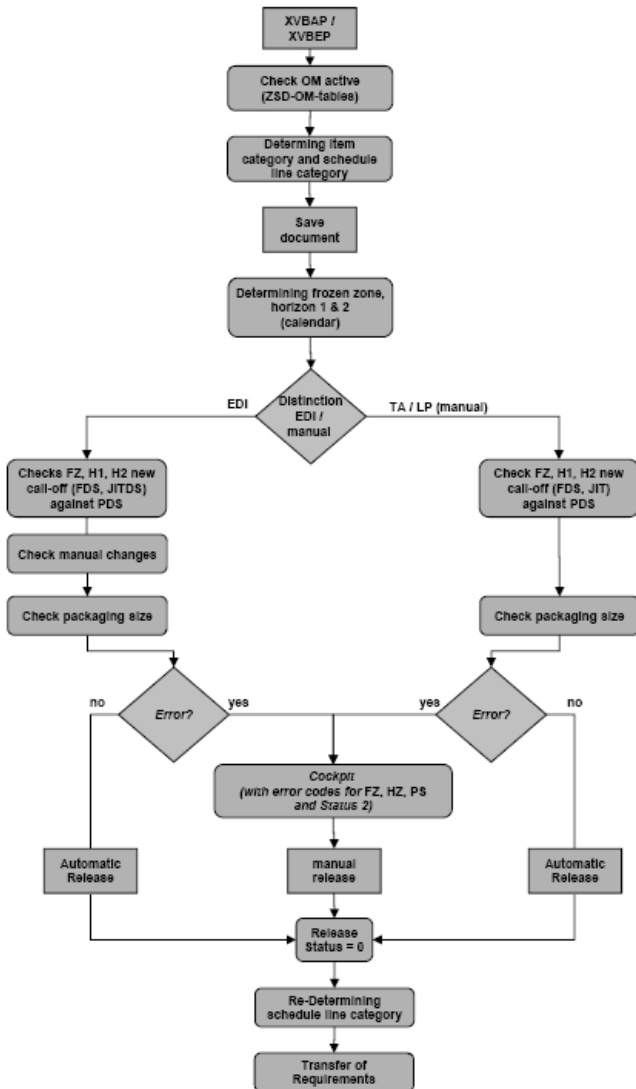
### Requirements implemented in components

XEPTUM Consulting AG was entrusted with the design for technical implementation of order management. "With XEPTUM, we once again had a reliable partner at our side, who understood how to implement our complex requirements together with our project team creating a working component for support of our supply chain strategy," says Bernd Schütz, Director IT at E.G.O. Elektro-Gerätebau GmbH.

After the design was approved by the steering committee, a team consisting of employees of E.G.O. departments, E.G.O. IT, and XEPTUM consultants implemented the new basis for the master data required, the extremely complex rules, and the handling of test results in a cockpit specifically developed for this task.

The core of the technical implementation is the use of schedules for recording and reviewing deviations for the purposes of delivery schedule processing. One great challenge is delivery-plan-specific details. This each new request generates new assignments, making comparison difficult, particularly in multiple defined horizons. All tests must work the same both for delivery schedules with requests and for scheduled orders and manual delivery schedules, some of which with considerable E.G.O. process specifics. They were implemented without modification into the SAP standard using different user exits and add-on programs.

Another important component is the order management cockpit, which documents each non-compliance with parameters from the logistics agreements. It provides numerous access options for existing and newly generated functions.





## XEPTUM Success Story

### One cockpit for the entire order process

"The introduction of order management and the associated customer-specific delivery dates has made it possible for us to use just a single cockpit to monitor the entire order process and all relevant customer information, and change it if necessary. This simplifies the processing of the order entry and increases the flexibility of the entire customer processing workflow.

A newly introduced reporting function also permits us to regularly display the degree of logistics agreement compliance, leading to higher transparency in the process, says Jan Pfenninger, Project Lead Customer Service at E.G.O. Elektro-Gerätebau GmbH.

### Cockpit Ordermanagement

Anzahl Belege/Positionen:		137	ohne Einteilungen		Fehler Lieferzeit/Horiz. (User):		0										
Fehler Frozen Zone (User):		29			Fehler Verpackungseinheit (User):		52										
Froz. Zone		Frozen Zone	LZ/Hor.	VP...	Stat. Frei	Status	PLAB geän.	Usr. FZ	Usr.LZ/Hor	Usr.VPE	Verkaufsb.	Pos	Anz.Eint.	VArt	Pos.Typ	Belegdatum	L
▲	31.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674343	10	12	LZ	LZN	28.01.2010	
✓	29.04.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674388		21	LZ	LZN	28.01.2010	
✓	07.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674396		18	LZ	LZN	28.01.2010	
✓	30.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674398		8	LZ	LZN	28.01.2010	
✓	30.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674404		2	LZ	LZN	28.01.2010	
✓	31.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10674407		4	LZ	LZN	28.01.2010	
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✓	17.05.2012	✓	✓	2	○○	○	▲	✓	✓	✓	10781402		2	LP	LPN	20.05.2011	
✓	03.05.2012	✓	▲	2	○○	○	▲	✓	✓	▲	10795530		6	LZ	LZN	27.07.2011	

### More info ...

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