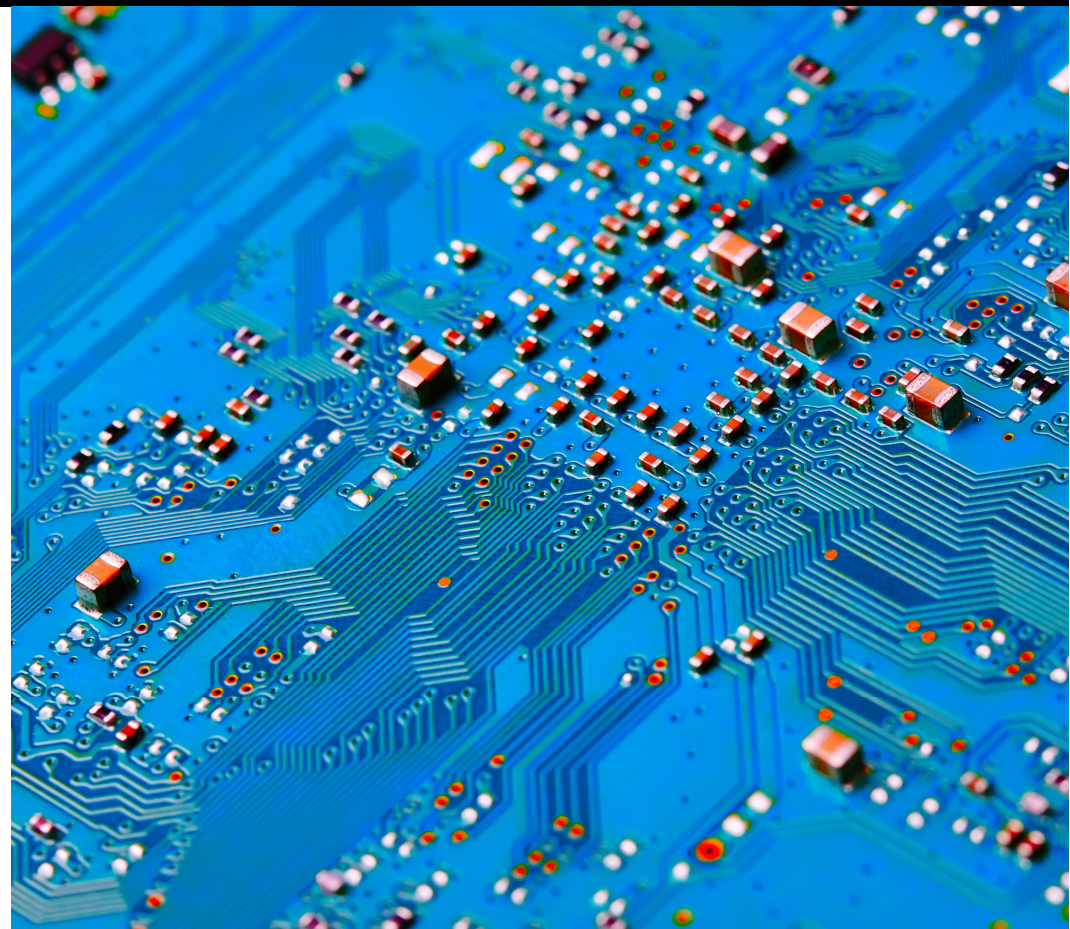
SAP Business Transformation Study | Engineering, Construction, and Operations | Baumann Koelliker

How Do Unified IT and Mobile Apps Make It Easier to Track Projects and Improve Customer Service?

From lighting to alarms, intercoms, and telecommunications systems, individuals and businesses across Switzerland have counted on Baumann Koelliker AG for innovative and secure electrical installations for almost 150 years. As the company has grown and become more diverse, so have its operational processes – leading to a heterogeneous IT landscape that was becoming difficult to support. Manual data transfer between systems was burdensome and posed the risk of creating inaccuracies.

Baumann Koelliker worked with Agilita to find a solid IT platform on which to unify its business, optimize processes, and manage day-to-day operations smoothly and efficiently – both from the office and the field. With SAP S/4HANA® and SAP Fiori® apps, service technicians can now use mobile devices to access and record project data directly from the customer site. From order receipt to final delivery, data is captured in real time – providing transparency for project leads and customers alike. Self-service tools are also streamlining internal processes such as HR, saving time on administration.



BAUMANN KOELLIKER GRUPPE

AGILITA

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Greater Project Visibility with SAP S/4HANA® and SAP Fiori®

Baumann Koelliker AG
Zurich
www.baumann-koelliker-gruppe.ch
(German)

Industry
Engineering, construction, and operations

Products and Services
Electrical installation

Employees
1,000

Revenue
SFr 140 million (€123 million)

SAP® Solutions
SAP S/4HANA® and the SAP Fiori® user experience

Featured partner

As one of Switzerland's leading providers of electrical installation projects, Baumann Koelliker needed a unified IT platform to streamline operations and provide greater visibility across its 14 subsidiaries. With SAP S/4HANA and SAP Fiori, service technicians can record and access project data directly in the field, making it easier to track projects and meet customer needs.

Before: Challenges and Opportunities
- Create a solid ERP base to optimize processes and manage day-to-day operations smoothly and efficiently
- Implement a central finance and controlling system to enable transparency across subsidiaries
- Enable performance and time recording using mobile devices, and communicate in real time
- Analyze and compare activities that generate revenue with those that don't
- Bolster customer service and satisfaction

Why SAP and Agilita
- Homogeneous and standardized processes based on the latest version of the SAP HANA® platform
- Access on mobile devices for service technicians at the customer site using SAP Fiori launchpad
- Expertise needed to customize SAP S/4HANA using standard best practices to meet specific customer needs
- Integration of SAP S/4HANA across lines of business, with a clear demarcation of volume and value flows

After: Value-Driven Results
- Real-time project data, progress, cost, and revenue reporting – giving project managers greater control
- Direct recording of every order, whether from the office or the service editor – resulting in faster processing
- Documentation of and reporting on order time, material consumption, and other order activities directly in the SAP Fiori app, which can be accessed by the service team and the customer

"As a company group, we must continually absorb technological developments and adapt to changing conditions."

Bruno Huonder, CEO, Baumann Koelliker AG

Instant

Posting of hours to a project, which took 2 to 3 weeks previously

6,700 orders

Placed using smart devices in the first 1.5 months of going live

1,650 projects

Using more than 100,000 data sets migrated to the new system – a contract value of 110 million Swiss francs

100 tablets

Distributed to service technicians, allowing them to receive customer orders from headquarters while on the road and report back on time and materials without returning to the office

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