

Printing press manufacturer chooses a system that will support its growth

Challenge:

Koenig & Bauer (US) Inc. had a new system, SAP Business ByDesign but recognized several areas of improvement to best leverage system capabilities.

Solution:

VistaVu assisted with business process optimization and system customization to help KBA get the most out of SAP Business ByDesign.

Result:

SAP Business ByDesign is allowing the company to serve its customers more quickly and more smoothly with an integrated system.

This dynamic company looked to SAP Business ByDesign to make its operations more efficient, improve customer service and integrate smoothly with its corporate parent. Consider it done, with ongoing support from VistaVu Solutions.

Koenig & Bauer (US) Inc. North America is growing, building on a 200-year legacy as a manufacturer of printing equipment while expanding to serve new markets for leading-edge printed products such as banknotes and smartcards.

Behind it all is a customer promise that stands out for its simplicity, commitment and confidence: We're On It.

"We're trying to be the easiest company to do business with, and to be a resource for our customers," says Ashley Clark, Senior Business Analyst for Dallas-based Koenig & Bauer (US) Inc.

"It's about being there every time they need us, making sure their presses are up and running. That's the idea behind it."

KOENIG & BAUER

Industry: High Tech

Size: 100 Employees

Products & Services: Manufactures printing equipment

Location: Dallas, Texas

<https://us.koenig-bauer.com/en/>

As Clark explains, fulfilling that ambitious promise is growing easier everyday. When she joined the company in 2013, her mandate was to upgrade the company's software systems and align them with the company's parent, Wurzburg, Germany-based Koenig & Bauer.

To Clark, a few problems with Koenig & Bauer (US) Inc.'s legacy software systems were readily apparent. First, their custom-built solution was no longer supported by the company that originally sold it. Second, having an installed, on-premise solution left the company vulnerable to problems with its in-house servers. Third, different areas of the operation used different systems. Integrations between systems needed to be updated and the same data sometimes needed to be entered more than once.

Meanwhile, Koenig & Bauer in Germany was moving toward SAP S/4 HANA and needed its subsidiaries to follow a compatible approach.

"We wanted to consolidate the different systems we were running on a daily basis," says Clark, "and have one modern, central system that would standardize all of our business processes across all of our different divisions."



Koenig & Bauer (US) Inc. chose to implement the cloud based ERP solution SAP Business ByDesign, and selected VistaVu to support them to continue to expand and enhance the system.

Serving our customers better, keeping our parent company happy

The implementation faced a significant hurdle: how to migrate decades' worth of data from the previous disparate systems into a singular view on SAP Business ByDesign. This task was complicated by the fact that



Koenig & Bauer (US) Inc.'s different systems used distinct numbering methods to identify customers and suppliers. Koenig & Bauer (US) Inc. went live with SAP Business ByDesign in 2016.

After nearly three years with ByDesign, Clark believes the system has delivered what Koenig & Bauer (US) Inc. set out to achieve.

"The main advantage for us is having one central system with everything built-in and consistent cross business units and subsidiaries," says Clark. "Utilizing best practices and standardized business processes streamlines our daily operations and facilitates information sharing and reporting within the Koenig & Bauer group."

Koenig & Bauer (US) Inc. is growing organically based on strong market demand for its leading-edge products, but is also expanding through acquisition.

"We are very satisfied with ByDesign and all the work that VistaVu has done for us in optimizing our ByDesign system so we can better serve our customers."

With templates developed for key business processes, acquired companies can readily bolt onto Koenig & Bauer (US) Inc.'s ByDesign system and integrate with Koenig & Bauer in Germany as well.

In terms of delivering on Koenig & Bauer (US) Inc.'s promise of We're On It, SAP Business ByDesign is allowing the company to serve its customers more quickly and more smoothly.

According to Clark, Koenig & Bauer (US) Inc. will continue to evolve with SAP Business ByDesign, and expects to gradually add new functionality in areas such as parts, service and payroll.

In 2016, VistaVu Solutions began working with Koenig & Bauer (US) Inc. to ensure the company gains even more value from SAP Business ByDesign. VistaVu has helped Koenig & Bauer (US) Inc. to optimize business processes supported by ByDesign, including processes relating to taxation and banking.

For Ashley Clark, Koenig & Bauer (US) Inc.'s experience with SAP Business ByDesign and VistaVu Solutions has delivered on her corporate needs and personal expectations. The promise of 'We're On It,' is now firmly within Koenig & Bauer (US) Inc.'s grasp.

"At the end of the day, we are very satisfied with ByDesign and all the work that VistaVu has done for us in optimizing our ByDesign system so we can better serve our customers," says Clark. "We look forward to continuing to work with them."

Contact Us

Toll Free: 888-300-2727

Email: vistavu@vistavusolutions.com

Web: www.vistavusolutions.com