

REFERENCE



RAPS GMBH & CO. KG

Ensure secure and error-free IDoc exchange between business units

Industry
Spices & Food

Software
Libelle EDIMON

2021

CHALLENGE

Commodity markets are fast-moving and only skills in trading create competitive advantages. Supply chains are no longer that reliable and IT is becoming an increasingly important pillar. A crucial process here is order entry by Customer Service, which depends on a functioning interaction between the office environment as well as the SAP applications.

SUCCESS

Daily savings of one to two hours working-time as well as fast error correction, since IDocs are no longer sent manually between departments.

SOLUTION

Libelle EDIMON





The elimination of manual IDoc checking saves one to two hours of work every day

Karsten Glismann
Head of IT
RAPS GmbH & Co. KG



Over 95 years, RAPS GmbH & Co. KG, based in Kulmbach, Germany, has stood for best taste, high innovative strength as well as customized solutions. Customers from the food industry, the craft sector and the catering trade have always relied on the comprehensive selected raw materials, high quality and technological know-how.

Whether spices, seasoning blends, herbs or ingredients and compounds for the production of meat products - customers worldwide rely on the innovative strength of this traditional company. RAPS works with selected producers in order to develop customized products from over 1,700 high-quality raw materials. Preparation and refinement are carried out according to the strictest German quality standards at the main plant in Kulmbach.

For the processing of raw materials from all over the world, RAPS has relied for years on an SAP® environment that corresponds with the office environments of its employees. The SAP applications form the control center for all processes from raw material to mill, from intermediate product to product. For example, they trigger the production processes when nutmegs or other raw materials are to be ground from the raw materials warehouse. In addition to the raw material warehouse for the spices, RAPS manages other warehouses with several thousand items using SAP ERP.

== Challenge

Increased competition in the spice world

Spices have always been valuable. Even today, the commodity markets for pepper and chili, cardamom and nutmeg, vanilla and turmeric are fast-moving, and only skills in trading provide competitive advantages. However, the pressure is exacerbated by the fact that spices - always seasonal products and also objects of speculation - are threatened by climate change. However, the supply chain is nowhere near as reliable as it was 20 or 30 years ago. RAPS must respond to these challenges. IT is becoming an increasingly important pillar for the business agility. A key

process here is order entry by the Customer Service team, which depends on a functioning coupling of the office environment with the SAP applications.

== Solution Approach

Process optimization during document exchange

„When analyzing our processes, we identified a need for action in the area of document exchange,“ reports Karsten Glismann, Head of IT at RAPS. Orders from the customer side could often not be automatically posted into the processes of the SAP environment after automatic capture. When processing the IDocs, errors were repeatedly reported that previously had to be corrected manually. This in turn required coordination processes between colleagues from Customer Service and IT. Marco Neubauer, EDI expert IT at RAPS, adds: „Manual changing and correcting can be very time-consuming. Once an error has been corrected, the IDoc goes through another check and after a few minutes the same document can be reported again with another error.“

In order to ensure that Customer Service could work quickly and reliably with the customer, RAPS sought a solution for automated document customization and found it in Libelle **EDIMON**.

The software enables the monitoring as well as the management of IDocs and automates typical troubleshooting tasks. Exactly what RAPS was looking for. „In order to relieve our employees through automated IT processes, we introduced **EDIMON**,“ says Marco Neubauer. The colleagues in purchasing, field service and customer service are the ones who work with the customers and partners and therefore should not be the helpers of computers or programs. „We want to make the IT world as comfortable as possible for our employees,“ says Glismann.

== Success

Error correction easily and fast via form

When customer orders are entered by the field staff, incorrect order items are frequently generated due to master data or input errors, e.g. when an incorrect batch number has been entered.

In the meantime, however, Libelle **EDIMON** controls automatic error checking. „We have created forms within **EDIMON** with which we guide the user directly to the erroneous item. The users can conveniently correct the errors there. This is now automated,“ says IT manager Karsten Glismann, explaining the procedure and adding, „Every five minutes, a routine checks the IDocs so that we don't have to monitor the order entry interface manually. The errors are processed by **EDIMON** and the respective users are then

| System ID | Message types | IDocs status | Number of IDocs Red | Number of IDocs Yellow | Number of IDocs Green | Number of IDocs total |
|-----------|---------------|--------------|---------------------|------------------------|-----------------------|-----------------------|
| TAZH800 | 18 | 69 | 11,409 | 1,477 | 152 | 13,038 |
| TAZH800 | 34 | 69 | 15,523 | 172 | 7,401 | 23,096 |

guided to the faulty point via a form.“

The fact that IDocs no longer have to be sent manually between departments saves, according to Glismann, about one to two hours of work time per day for two employees. During peak workload times, such as the barbecue season, the savings are much higher. In total, Libelle **EDIMON** enables RAPS to save almost 500 hours or 63 working days per year, because they no longer have to be scheduled for IDoc processing.

Very fast implementation of individual requirements

Marco Neubauer is delighted: „We are very satisfied with the cooperation with Libelle. When reacting to suggestions for improvement, the software company itself demonstrates to be very active and helpful. For example, at the beginning there was no function in **EDIMON** for deleting individual segments from the IDocs. This function has been added in a later release. Deleting segments from the IDocs has made our work much easier. As a result, the specialist department can process and solve further error cases independently and without the help of the IT department. We also made suggestions for improvements to the „Delete IDoc Segment“ function that would make it even more convenient and secure for users, were accepted and quickly implemented by Libelle.“

Libelle also regularly introduces new releases that respond to customer requests. „We are always impressed with the speed with which Libelle brings innovations and improvements to its solutions to the market,“ summarizes Marco Neubauer: „For operational reasons, we were using some older SAP releases that did not always correspond with the ABAP codes of new functions. Once reported, the necessary changes were immediately implemented by Libelle. The speed is really unusually fast.“

Deployment of the solution extended

IT manager Glismann is already planning further ahead. Now that Libelle **EDIMON** is also being used to monitor internal IDoc interfaces, the next company to benefit from **EDIMON** will be BATANIA DIRECT GmbH, a RAPS subsidiary for catering supplies. From BATANIA, orders from the web store and from an internet trading platform are automatically transferred to the SAP systems. Because these orders can also be error-prone, Libelle **EDIMON** will manage the IDocs created there in the future as well.

Libelle Insights

Fast implementation and easy development of custom forms

The implementation ran quickly and smoothly at q.beyond, the IT service provider of RAPS GmbH & CO. KG, which also recommended the introduction of the solution. In the process, Libelle **EDIMON** runs as an add-on in SAP ERP (ECC 6.0 EhP3) on the three SAP systems as part of IT outsourcing at the q.beyond AG data center. The specific forms for troubleshooting could be developed by the IT colleagues at RAPS themselves with little effort.



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