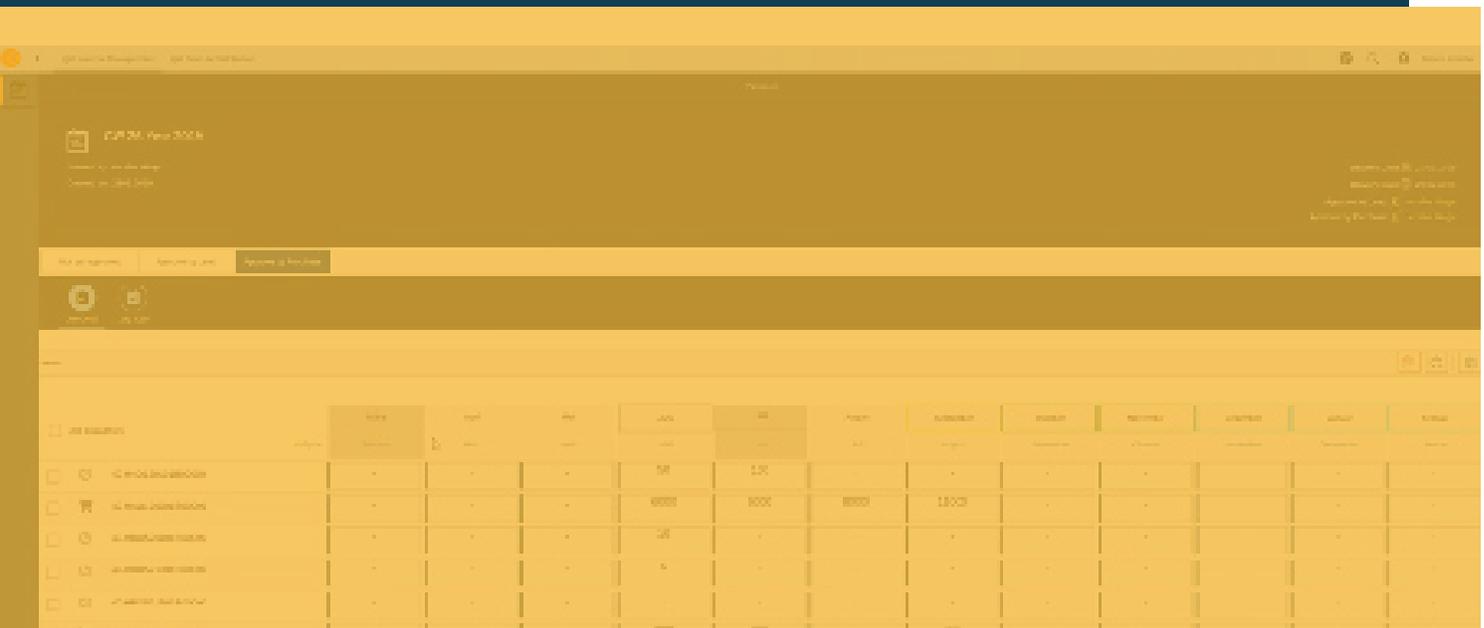# Neptune Software

MELCHERS LEVERAGES NEPTUNE SOFTWARE AS ITS STRATEGIC DEVELOPMENT PLATFORM

By developing UI5/Fiori Apps using Neptune Software, Melchers optimizes communication between suppliers, warehouses and sales, and reduces capital tie-up through consignment stock.

MELCHERS SNAPSHOT

CUSTOMER INDUSTRY

C. Melchers & Co. KG, headquartered in Bremen, is a global company offering individual services and infrastructure for the development of markets and businesses in the predominantly Asian region.

GEOGRAPHICAL REACH	Global - Focus on Asian Market
USERS	300 User
SYSTEMS	SAP ERP - SD - MM
DEVICES	Broswer Applications / Cross-Device use
PROJECT TIMELINE	Implementation of Neptune DX Platform 3 Years ago
FUNCTIONAL SCOPE	Optimization of sales processes & communication between suppliers, warehouse & sales units

CHALLENGE

A well-rehearsed team meets an innovative app development platform

Melchers GmbH is a globally active trading company focusing on the export and import of goods from the Asian market. The company supports businesses in opening up new markets and trade relations. The IT group acts as a service provider for more than 50 subsidiaries. One of its core tasks is the development of applications that ensure the optimal performance of their trading business.

When it became clear that a large part of the available Fiori Standard applications lacked the necessary features to handle emerging requirements due to extensive adaptations for Z-transactions, or a specific Fiori Standard App was simply missing, all signs pointed in the direction of future in-house development. The selection of an application development platform had already been on the agenda for over 3 years. Now, an in-house ABAP team is implementing all requirements and has to date developed more than 100 applications for various business processes.

> **"Since we've been using Neptune Software, we've steadily expanded our development team. Today we benefit from the know-how we have built up and are sometimes surprised how efficient we have become in the development of apps,"** said Head of the Development Team, Dennis Kessler.

"The strategy at Melchers is clearly and it's to keep IT competencies in-house."

Dennis Kessler continues, "We know our systems and processes the best, and it makes sense to develop the front-ends for the users by our in-house teams. The Neptune DX Platform has supported us in our agile cooperation with subsidiaries and specialist departments by enabling us to build apps quickly and easily".

When the subsidiary IGEL Technology made the decision to start selling goods via consignment warehouses, IT was required.

> **"**
> *Browser-based Fiori Cockpit enables convenient access for external business partners*
> **"**

APPROACH

New business requirements drive IT to peak performance

Implementing the connection of external business partners is the biggest challenge when introducing this new required process. The question posed was how could Melchers ensure a continuous and always up-to-date flow of information between suppliers, warehouse staff and the internal sales team. In addition, a tough problem to address is when suppliers and warehouse managers do not have direct access to the SAP system and a connection to the SAP system via VPN is impossible due to poor performance in Asia.

Faced with this challenge, Melchers IT decided to develop a browser-based Neptune application. The goal was to enable a joint view of the entire ordering and delivery process for all parties involved, and to simplify the process to such an extent that an external partner is also able to carry out the process steps without training.

With the experience in terms of development speed, quality and user satisfaction, implementation with the Neptune DX Platform was an obvious choice, even though the complexity of the requirements exceeded what had previously been implemented.

A UI5-based cockpit, accessible to all partners involved in the ordering process and through which the entire information flow can be accessed, replaces the uncontrollable overload of telephone calls and Outlook communication. Approval processes can be conveniently triggered via push messages and through access via mobile devices. The goods receipt booking of the warehouse staff and the graphical processing of relevant KPIs complete the functional scope of the supplier and order cockpit.

> **"All parties involved must be informed immediately when orders are created or changed. Due to the number of business parties involved, this poses a particular challenge. We have developed an e-mail tool that solves this task very conveniently and extends far beyond the SAP standard,"** says Dennis Kessler, describing one of the technical highlights in the application.

RESULTS

Satisfied managers, happy users, and a very proud IT team

"Although all participants use the same apps, we can realize an exact assignment of individual functions via the authorizations. Not only do we increase process stability, we also reduce training costs to a minimum," emphasizes Dennis Kessler. With changing external users, intuitive operability is an important factor for trouble-free use.

> "From the beginning, our clients were surprised by the speed with which we were able to deliver the first versions. This continued throughout the project, so the schedule was uncritical. **When the users came up to us with comments like "This is so pleasant to work with" or "Is it really still SAP?", it was clear that we had done a good job.**

"From a commercial point of view, the project is a success. The consignment stocks increase liquidity considerably. An establishment of the new process would not have been possible without the use of modern applications that can be operated in the browser. The SAP standard specifies the process, but on the user side this was not realistic in the GUI," concludes Dennis Kessler.

Today, IT is a central component within the Group, both in terms of its expertise and personnel, and has earned itself a very good reputation internally. The next step is the SAP rollout for a newly integrated company. The entire front end is to be equipped with UI5 apps, while the SAP GUI is to be completely eliminated. This represents another milestone in the implementation of the global UX strategy.

ABOUT NEPTUNE SOFTWARE

With Neptune Software you can reduce the time and cost to design, build, integrate, deploy, and maintain applications on any back-end system—across desktop, mobile, and offline environments. To learn more about how you can take advantage of our powerful development platform to bring secure, user-friendly SAP and Non-SAP application strategies to life quickly and cost effectively, visit our website at:

www.neptune-software.com