



# B/S/H/ | BSH REPLACES LEGACY SCHEDULERS TO IMPROVE SUPPLY CHAIN EFFICIENCY AND EFFECTIVENESS

Leading home appliances company turns to SAP® Business Process Automation (BPA) by Redwood to coordinate the supply chain, improve business efficiency and reduce costs.

## KEY POINTS

- ▲ BSH's existing scheduler, CA Autosys restricted its ability to scale supply chain operations.
- ▲ The scheduler required custom development – an expensive approach that resulted in disruptions.
- ▲ On several occasions, BSH sent home 20,000 factory workers who didn't receive the correct production information.
- ▲ BSH now uses SAP BPA to automate manual tasks and more effectively manage its high volumes of processes.

## A GLOBAL COORDINATION CHALLENGE



BSH Home Appliances Ltd is a subsidiary company of the BSH Bosch und Siemens Hausgeräte GmbH. A group with worldwide operations, it has 70 companies in 49 countries, 13 brands, 42 factories and 45,000 employees. In 2012 it achieved around €9.8 billion in sales.

The business team started to use SAP BPA, and SAP Financial Closing cockpit (FCc) to automate and report on its financial close. As a result, the business team quickly realized the IT

teams' existing scheduler CA Autosys restricted its ability to scale.

The IT team used custom development to compensate for the existing schedulers shortcomings. This was an expensive approach that still resulted in supply chain disruptions. It was also a development and maintenance nightmare as BSH has five major central SAP ERP systems, 23 additional SAP systems, seven central non-SAP systems and more than 2000 servers in its datacenter.

“ On more than one occasion, we had to send home 20,000 factory workers as they didn't get the correct production information. A single 10 minute task had been held up during overnight processing – stalling the flow of information by 12 hours.

—Stefan Wiedenmann, Central Scheduling Backend, Architect at BSH

“We had 250,000 tasks per day and eight million per month. Across each of our 40 factories, we had 14 different steps being run throughout the night,” says Stefan Wiedenmann, Central Scheduling Backend Architect at BSH. “With so many global transactions taking place that are all interlinked, we need to be in control of our processes.”

highest standard of ‘quality’ before it is progressed. For example, it’s no good processing inaccurate or incomplete tasks as these will simply stall workflows further downstream. Wiedenmann adds; “If there was a problem, we didn’t find out until the next morning when it was too late to fix any issues.”

Each section of BSH’s supply chain requires numerous activities to take place, and if these don’t run or run incorrectly they hold up the next business steps. Whether it’s a manufacturer that needs to know what to produce or a customer service team waiting for the right parts – these steps need to be completed. Each activity has to be of the

With CA Autosys, BSH had no reliable processes in place and it struggled to validate the tasks that needed to run, leading to integrity issues. BSH could only schedule activities based on time runs, rather than intelligently process tasks based on the quality of information. In addition, monitoring errors or failed runs was a manual activity.

## MOVING TO TRUE AUTOMATION



After reviewing requirements, BSH used SAP BPA to bring together and automate all of its end-to-end supply chain processes. Eliminating manual tasks, BSH now has a standardized and consistent approach to supply-chain activities.



## BUSINESS-WIDE BENEFITS



BSH no longer has to make up for its schedulers shortcoming, which has reduced costs and eliminated the number of man hours needed for custom development.

With the ability to see across all end-to-end tasks, BSH reacts faster to any challenges. The company no longer has to deal with activities stalling.

Wiedenmann concludes; “Now we can work much smarter

as we are moving away from running time based tasks. Today, it’s about the automation of information – the process as a whole – there is no need for any manual work.”

“With greater visibility over processes we see the full business picture, which improves forecasting and analysis. We can also make better informed business decisions. If only BSH had taken the time to think about intelligent automation in the beginning.”