



Raiffeisen Waren-Zentrale Rhein-Main AG, Germany



« We are pleased to have found a suitable industry solution with proaxia's VSS solution for our workshop and spare parts business, which will simplify, digitize, and automate our SAP processes. »

Heiko Schäfer, Head of Aftersales RWZ

ABOUT RWZ

- RWZ AG, a retailer for 130 years
- € 2.992,5 million in revenue
- 2.500 employees
- Headquarters in Cologne (Germany)
- Sales, rental, maintenance, and repair of agricultural machinery and equipment, agricultural products and seeds, animal feed, timber, and energy.
- 200 locations in Germany, mainly in western Germany. International subsidiaries in France, Austria, and the Benelux countries.
- Main brands: **Fendt, Valtra, Massey Ferguson**



COMPANY GOALS

- Growing business with different business models (sales, rental, maintenance, and repair).
- SAP ECC solution, highly custom developed, additional systems outside ECC. S4/Hana upgrade needed.
- Desire to modernize the system landscape, bring processes back into standard, reduce complexity and maintenance costs.
- High potential for process improvements.

PROJECT OBJECTIVES

- **Ensure a customer-oriented solution offering** for sales, rental, and service, supported by a unified workflow.
- **Improve user experience and acceptance** using modern, specific stationary and mobile applications and devices.
- **Achieve strong growth with various business models** (sales, rental, maintenance, and repair).
- **SAP ECC solution**, highly customized; additional systems exist outside ECC. An S/4HANA upgrade is required.
- **Modernize the system landscape**, standardize processes, and reduce complexity and maintenance costs.
- **Leverage potential for process improvements.**

WHY DID RWZ CHOOSE PROAXIA VSS ?

- **RWZ specifically looked for an industry solution** that is optimally tailored to the practical needs of the agricultural machinery sector.
- **Even as a large corporation, RWZ sees itself primarily as a craft-based company.** Therefore, they sought an easy-to-use solution with an intuitive user interface that still meets the requirements of a large enterprise.
- **The modern workshop solution with its intuitive user interface** for the spare parts sector and the ability to link all processes via interfaces to manufacturer portals — making all relevant data easily available to the service team on tablets — convinced RWZ.
- **After service completion, it is possible to clearly determine what is being billed.** This includes coverage of all possible scenarios during the invoicing process, such as warranty splitting, insurance claims, contracts, or internal cost centers, with real-time financial and controlling updates and analyses.
- **360° view:** from customer insight (order history, vehicle overview, payment history) to vehicle insight (returns, warranty claims, registrations).

VSS & SAP S/4 HANA



- Seamless service process through the VSS service order
- Unified process for external service provision, in-house service, and value-added service
- End-to-end processing of service orders
- Industry-specific processes, functionalities, apps, and user interfaces for Automotive Retail and Heavy Equipment
- One Transaction: A single transaction in proaxia VSS orchestrates the entire logistics and execution of the service process, including spare parts (re-) ordering, goods receipt and issue, and billing

TECHNICAL AND ARCHITECTURAL PROFILE

SAP S/4HANA Release:	S/4HANA 2022
VSS Release:	VSS 5.0
Language(s):	German
VSS-Core Professional User:	1,001
VSS-Core Limited User:	132

Implementation partners:

proaxia **consenso**



More information
on proaxia VSS



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