

VSS 5.0

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

