



THREE WEEKS FROM CUSTOMER INQUIRY TO QUOTE? NOT WITH THE FIT PRODUCT SPECIFICATION WORKBENCH!

What is the FIT Product Specification Workbench?

The FIT Product Specification Workbench is an SAP-Add-on for the internal sales division of manufacturing companies. The solution's scope of service comprises recording customer-specific product data for generating the master data needed to automatically calculate production costs and compile a quote. The solution speeds up and simplifies the process of recording customer data and creating quotes for individual customers.

The Challenge

The customer is the center of attention in the manufacturing sector as well. Irrespective of whether you make or process metals, films, textiles, paper, furniture or wood: The customer is king and should be treated as such — right from the start.

All manufacturing companies are familiar with the situation: A customer calls sales to get a quote for a product.

The sales employee notes down the customer's product specifications — usually on paper. These specifications then pass through a number of divisions, where they increase in detail, until finally a price is calculated. This is an insecure procedure, and a lot of time and transparency is wasted along the way. For example, it is not clear at any time what stage the process has reached, there is no evaluation of how many enquiries result in a quote and how many quotes are finally accepted. But the customer is entitled to a fast and reliable response from sales. No more and no less. Now you can get your company in shape to meet this demand. All you need to do is optimize the existing sales workflow in the SAP application.

The Solution

The FIT Product Specification Workbench makes it quicker for sales employees to create material master data, parts lists and task schedules from product-specific data. This data is exchanged between customer and company during the enquiry and quote phases. It is entered into the SAP system and comprises the future master data.

The master data form the basis for defining the production process, required components and raw materials. Then the data generated are used to calculate automatically the real production costs and compile a quote for the specific customer. The solution's user interface has the familiar SAP look & feel and maps all product-specific data relevant for the enquiry and quote process in the SAP system via customized entry masks. The masks make data recording easy and efficient for the internal sales division staff. The FIT Product Specification Workbench checks all data entered for plausibility and completeness. Then the solution automatically generates all master data — from the material master and parts lists up to and including task scheduling.

The employees also have the option of viewing the order status at any time. The

solution is completely integrated in the sales and calculation process and provides a direct link to sales documents — such as enquiry, quote and order — for the relevant product specifications. And it goes without saying that flexible customization is supported through use of control tables.

The Key Advantages

The FIT Product Specification Workbench significantly optimizes the enquiry and quotation workflow and brings a large number of advantages. Employees need considerably less time to create master data in the SAP system thanks to an automated process. The solution takes care of routine tasks, allowing employees to respond to customer enquiries quicker and more efficiently. This reduces process costs and improves customer service.

Furthermore, employees are also able to enter more detailed data on product specifications into the SAP system which, in turn, electronically generates master data and production costs. This automation improves the overall security, transparency and quality of the entire sales process. Your customers will be appreciative — right from the start.

The Target Group

The FIT Product Specification Workbench is aimed at SAP users from the manufacturing sector. This includes, for instance, producers or processors of metals, films, textiles, paper, furniture and wood.

Reference



**Renate Ammann, Director IT
Leeb Folien GmbH & Co. KG**

„Our partner Freudenberg IT demonstrated great commitment to understanding our complex processes and creating a sophisticated functionality to match our ideas and requirements.

Our relationship with Freudenberg IT is one of collaboration between equals, characterized by mutual inspiration, appreciation and trust.

We intend to continue to harness this partnership's synergies for innovation and efficiency in shaping processes.“

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