



ORGA clears the way for FIDUCIA's Online Portal.

The Karlsruhe-based FIDUCIA Informationszentrale AG is the largest data center service provider in the cooperative banking business. Day and night, more than 420 banking and rural credit cooperatives access FIDUCIA's comprehensive applications portfolio, which guarantees sensitive handling of banking data through its security standards. During the 1999 business year, FIDUCIA generated turnover of about 726 million DM on the strength of 1,800 employees.

ORGA Gesellschaft für automatische Datenverarbeitung mbH in Karlsruhe is an affiliate of FIDUCIA. It covers all non-banking-specific applications and has been a certified SAP system house since 1995. Project solutions, outsourcing and e-commerce form its main SAP business segments. ORGA oversees more than 70 SAP systems on its own premises. Security and availability meet extremely high standards, thanks to ORGA's access to the data center of its parent company.

In addition to ORGA Maschinenbau, the industry package solution qualified by SAP, it has established itself with other products, and showed a 1999 turnover of about 70 million DM with a workforce of 150. Since then, ORGA has successfully completed several projects in the area of Web-based B2B solutions on the basis of SAP products.

BBP integration project with DG-Verlag publishing house

To optimize procurement of office equipment and spare parts, FIDUCIA created a central purchasing channel using SAP's B2B Procurement (BBP) solution. Employees enter their supply requirements themselves via a browser front-end. There they have goods from various catalogs at their disposal. A main supplier in the cooperative banking business is DG-Verlag in Wiesbaden, whose catalog was integrated online. ORGA provided seamless communication between the systems of

Industry	Service Provider
Application	mySAP.com solutions
Software	AIX MS Windows NT Lotus DB2
Hardware	RS/6000 Netfinity Servers

"The partnership with ORGA is distinguished by a long-time collaboration based on trust that enables us to implement even complex projects in an engaged manner."

Harri Hirschhäuser, authorized representative of DG-Verlag and executive director of DG-Verlag Service-Gesellschaft mbH



DG-Verlag and FIDUCIA. After the items in the catalog are selected and transferred to the BBP system, the supplier receives a matching order by XML through its ERP system. The order can also be confirmed with the customer in an XML document. Communication is based on Business Connector, supplied by SAP.

The most obvious advantages to Internet procurement are significantly lower transaction costs and optimized procurement processes. The system runs on IBM Netfinity servers; the core SAP systems are resident on IBM RS/6000 systems.

Internet sales for banks

FIDUCIA serves banks not only as a data center service provider, but also supplies them with hardware and software. Since banking software places a certain demand on the hardware, all systems are checked in detail before delivery. The SAP Configurator manages all permissible (released) hardware/software combinations (using 5,000 material masters) and forms the basis for the orders from the banks. With SAP Internet Sales complex configuration, selling now occurs online, whereas earlier orders were made exclusively by telephone and/or by fax. In addition, comprehensive system information and up-to-date information on prices, availability and order status can now be called up. The SAP Internet Pricing Configurator makes the central components of configuration data available on the Internet. Thomas Moll, Internet Sales project manager at ORGA, explains: "Until now, sales staff needed to be informed on every detail of the hardware and software configuration. Now it's sufficient to make adjustments in the configurator, and the changes are automatically available not only to employees but also to customers."

The start date for the project came in January 2000. In May, FIDUCIA as an SAP FCS customer, received Release 2.0B of SAP Internet Sales. Implementation only took six months. The result: The cumbersome order entry routine is no longer needed, the formerly manual processes are automated, and banks

have access to all information that is important to them. "We are sold on the advantages of e-business for our customers and for FIDUCIA," says Ingo Rieflin, FIDUCIA Online Service project manager. "That's why FIDUCIA Online Service will be our central marketing channel for standard services over the long term."

The flow programming of the SAP Internet Transaction Server (ITS) enabled ORGA to adjust processes in a specific manner. For example, in the case of a hardware designation, a technical order is created at the same time that determines which software to run on the system prior to shipping. This information is managed in an IBM DB2 database at FIDUCIA and is made available via an integrated dialog in Internet Sales.

Within the framework of the project, ORGA also developed an LDAP interface that makes a single logon onto a central authentication database of FIDUCIA possible.

With this project, ORGA has made one of the first SAP Internet Sales solutions a reality. The overarching concept, which links sales and marketing alike with service, creates a universal sales channel. Gerhard Schoch, executive director of ORGA, sums it up. "The use of the new Internet solutions is an important step in the optimization of business processes beyond the confines of the company," he says.

Foundation laid for bank portal

Internet Sales is a part of the FIDUCIA Online Portal. Other applications, based on Lotus Notes databases, are made available online via the Lotus Notes Domino Server.

The system configuration for Internet Sales consists of two IBM Netfinity servers, each with two processors: One manages the CRM software, the other the associated Web software with an MS SQL database, the IPC and the ITS. Two other IBM Netfinity servers are available for development and testing purposes.



© Copyright IBM Corporation 2000

IBM Germany GmbH
70548 Stuttgart
ibm.com/de

The IBM home page can be found on the Internet at:
ibm.com

IBM, the IBM logo, AIX and RS/6000 are trademarks or registered trademarks of IBM Corporation in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

SAP, mySAP.com and R/3 are registered trademarks of SAP AG.

Other company, product, and service names may be trademarks or service marks of others.