



«A connected Field Service Management solution in the best sense of the word, one we'd definitely opt for again any day.»

**Reto Hofer,**  
Program Manager MMServices, Global Services and Marketing

## Case Study

# Improved Processes in Distribution & Service.

### Initial Situation

Since the paper finishing sector was not showing any growth potential over time, Muller Martini decided to adjust its business concept in 2014. During the course of a restructuring project of the global distribution and service organization, profitability was to be improved and processes expedited in order to establish the company as a top print industry provider in the after sales services sector - a concrete USP that would lead to an increase in new long-term investments. To lay the groundwork for this restructuring, Muller Martini needed an IT concept that facilitated continuous processes while also connecting all locations.

### Non-uniform Processes Slowed Workflows

In the past, Muller Martini was positioned as a closed unit at its Swiss head office. The distribution company worked closely with production and development. However, for the most part the international distribution branches used completely different systems that lacked uniform processes. Even the company's own production facilities in Germany were not connected to the solution at the Swiss head office.

*"The integrated solution made up of ERP, CRM, and FSM offer a highly-effective and user-friendly connection of the distribution and service sectors to the main company software. It is the connection of the FSM solution in particular that makes it possible to manage service calls reliably while conserving resources, and provides the option to quickly enter sales CRM data." - Reto Hofer*

### Muller Martini AG

Muller Martini AG, located in Zofingen, is an internationally operating, independent, family-owned company and global leader in the development, production, and marketing of print finishing systems. As part of its Finishing 4.0 development strategy, the company offers innovative solutions for the finishing of digital and offset printing. With over 20 sales and service companies, 40 agencies and production sites in Switzerland, Germany, the USA and China, the company can quickly be on site on any continent. The Group employs around 1800 employees worldwide.

**MÜLLER MARTINI**

# core



## Solution

Muller Martini opted for a combination of SAP Business One, SAP ECC as its ERP basis, and the SAP FSM solution. A connector in between exchanges data between the cloud application and on-premise systems. With the help of intercompany interfaces between SAP Business One and SAP ECC, data is transferred between applications and core data between production and distribution companies is synchronized. This is how all locations are mapped using three systems.

## Improved Profitability and Transparency

By departing from a wide variety of applications, worldwide company processes could be standardized, simplified, and automated. There was also an increase in transparency since information is only in one system. Key figures can also be collected and data evaluations initiated with one and the same tool. The result is uniform data quality that makes financial planning easier.

## Focus on Service Reinforces the Role of Technical Experts

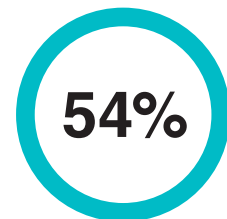
The technicians are a special feature: the specialists are associated with the production facilities in Switzerland and Germany. If necessary, orders from local technicians can be forwarded to specialists using the FSM solution. They can use the system to view and process integrated data. As soon as the problem has been resolved, orders can be completed within the system and transferred back to the local technician.

## Address

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„The introduction of standardized process and the FSM software led to significant gains in efficiency for



of processes just 12 months after being introduced.“

- Reto Hofer

## About Coresystems AG

Coresystems AG, headquartered in Zurich, Switzerland, develops innovative apps and cloud solutions that help companies make their business processes and customer service more efficient. With the help of AI and machine learning, Coresystems takes the field service of medium-sized and large companies to a new level. Coresystems' advanced platform helps customers save costs and improve their service performance and operations by identifying the root causes of problems before a service technician arrives on-site at the customer's location.

[www.coresystems.ch](http://www.coresystems.ch)