



Fissler

Case study

Automation and digitisation of purchasing
processes using AI



The initial situation

Fissler GmbH is one of the world market leaders for high-quality cookware and manufactures 90 per cent of its products in Germany. In the premium segment, 60 per cent of the raw materials for pots, pans, knives and kitchen utensils also come from Germany. 30 per cent come from Europe, and the remaining 10 per cent are sourced from Asia. 600 suppliers serve 30 product groups. The procurement team, which consists of ten buyers, is led by Ole Pötter, Head of Global Purchasing, and processes around 19,000 order confirmations and approximately 2,000 requests for quotes per year.

Fissler could not connect suppliers electronically despite EDI and portals as these solutions were too time-consuming and expensive. For operational purchasing, at Fissler, this meant significant additional manual work, which took time away from value-creating strategic activities. Pötter knew: the intended conversion of the analogue process environment in operational purchasing had to eliminate the media discontinuities with the supplier because "only in this way real effectiveness and efficiency advantages can be generated." Fissler needed error-free data at the push of a button and a smooth, bidirectional exchange – preferably in real-time. Strategic purchasing should benefit from the time gained.

The solution: The Netfira Platform

Pötter chose the software solution from Netfira. He had become acquainted with the platform's functionalities through a best-practice example at a BME symposium. He later successfully introduced it at his then-employer Leifheit as head of operational purchasing. For Pötter, the modular structure of the software was necessary, stating, "I don't pay for bells and whistles I don't need". Moreover, he chose the Netfira Platform for the suppliers' free and straightforward electronic connection and the fact that no one would have to change their processes. Netfira could also guarantee complete SAP integration and simple integration into the IT landscape, which appealed to Fissler's IT team. On top of that, Fissler's management liked that implementing the cloud-based Netfira Platform

would pay off within less than 24 months. The project was quickly approved and started with the automation of the order confirmations.



"Only through digitised operational procurement can real effectiveness and efficiency advantages be generated."

Ole Pötter, Head of Global Purchasing at Fissler

The project: uncomplicated software introduction

Fissler completed the process of the SaaS introduction after just two weeks. Despite delays in setting up a VPN connection through an external service provider, it only took four months in total to complete the order confirmation project. The introduction took place in a few structured steps:

1. Coordination between the purchasing department, IT and Netfira
2. Setting up the system and the connection to the SAP system
3. Test with some suppliers

Netfira's Onboarding App

Netfira's Onboarding App offers purchasing teams a user-friendly platform for the uncomplicated connection of suppliers. This tool allows businesses like Fissler to connect suppliers without involving their IT team.

With just a few entries via Netfira's guided interface, purchasing can easily connect new suppliers. In addition, subsequent error processing is no longer necessary thanks to the artificial intelligence of the Netfira solution, which ensures high data accuracy and reliability across the entire process.

At a glance: the advantages of Netfira

- Automation of operational processes
- Quick and easy implementation
- Integration into existing SAP landscape (or also into other ERP environments)
- Processing of all document types
- Real-time exchange of data
- Order confirmation as PDF in the collective mailbox
- Posting if there is no deviation (tolerances are possible, general or supplier-specific)
- Own transaction with deviations for fast processing
- Storage of the document in the DMS system or in the ERP system is possible
- Close to 100% recognition rate with artificial intelligence
- Innovative app technology
- Fast, simple and free connection for suppliers
- Choice for suppliers (email or portal)
- Fast ROI

Outlook

After the order confirmations, the next step is the automation of the requests for quotes. Netfira is a solution for all operational processes: requests for quotes/quotes, order confirmations, advanced shipping notices, invoices, customer purchase orders, service orders, supplier declarations, forecasts, credit notes, certificates and other processes and document types. The Netfira Platform affords purchasing departments significant freedom, creating time for strategic tasks. Internally, it becomes a reliable business partner, creates a reliable database with cleansed master data, and secured compliance, providing considerable relief for suppliers.

About the Netfira Platform

The AI-powered solution facilitates paperless and bi-directional data exchange between business partners. The tool processes all incoming documents, extracts required data and alerts users in case of deviations (e.g. quantity, price). Manual data entry is no longer necessary. Netfira connects all suppliers (even small ones) within minutes. Suppliers can continue to send their documents via email and work as usual with their existing processes. Easy-to-use app technology replaces unpopular, expensive and time-consuming traditional processes such as EDI and OCR.



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