Companies in the automotive and manufacturing sectors must safeguard the availability of complex components worldwide. And to do this, they need a system that maps to their unique processes while delivering a high level of standardization.

As an experienced full-service provider of parts management solutions, T-Systems supports and assists you en route to service excellence. Thanks to our in-depth knowledge of all associated tasks and IT architectures, we can create lean, efficient processes.

We share your goal of providing customers with prompt, first-class after-sales services that will exceed their expectations time and again.
Service Parts Management (SPM). SAP SPM encompasses a wide range of activities, from planning and fulfillment to storage and transportation of parts. As a result, it is a key component of strategic service management. Our goal is to make your processes transparent and provide efficient ICT-based support so that you can deliver the right parts to sales and service organizations at the right time, and in the right quantities.

Service Parts Planning (SPP) offers specialized functionality for planning the distribution of parts, and creates a transparent supply chain: from notification of a requirement to delivery of the product. Parts planning is based on bills of distribution, which are hierarchical networks of locations that pre-define the distribution routes for parts.

Supply Network Collaboration (SNC) supports business processes associated with supplier and customer collaboration. Both incoming deliveries and requirement notifications can be synchronized with partners to take account of inter-enterprise dependencies.

Extended Warehouse Management (EWM) is a flexible, powerful SAP solution for warehouse management and inventory control based on SAP Supply Chain Management (SAP SCM). The solution is tailored to the needs of today’s high-tech distribution centers. It supports detailed warehouse mapping, including integrated material flow systems.

SAP SPM is SAP’s innovative, integrated parts management system featuring EWM as the core warehouse management component. SAP SPM and EWM ensure the profitability of your parts distribution business by enhancing the quality of service while keeping distribution costs low. T-Systems is your ideal partner for implementing a standardized global supply network.

A one-stop service from T-Systems.

For more than two decades, T-Systems has been implementing and optimizing large-scale parts management solutions for global players. Based on SAP or custom software, these systems come with add-on components such as bottleneck management or network planning. We advise you both on your business processes and IT architecture issues. Our one-stop services can include consulting, design, implementation, migration, testing, roll-out, ongoing operation, and upgrades. In a nutshell, we take responsibility for your applications throughout their lifecycle.

The SPM Check methodology.

Thanks to our structured methodology (SPM Check), you can quickly validate the potential of SPM for your company. A fit/gap analysis conducted at an early stage shows to what extent SAP SPM meets your company’s requirements. The analysis findings help you reduce costs and risks and ensure a good return on your investment. We can then sit down with you to discuss ideas for a viable architecture and implementation strategy, and gather facts and figures to prepare a business case.

Take a look inside our SAP SPM test center.

At our SPM test center, we check and validate your requirements. We examine the applicability of SAP SPM to your business, with a focus on EWM and SPP. Furthermore, you have the opportunity to explore the latest releases and functionality live. Finally, we submit an evaluation of how best to customize the SPM modules in line with your needs.

A proven partnership.

When it comes to implementation, we exploit the many advantages of our close partnership with SAP. This helps us to take account of the latest developments in SAP technology in large-scale projects, where we are frequently the main contractor. The route from the Current (CMO) to the Future Mode of Operation (FMO) of your SAP landscape is clearly defined and accomplished using proven methodologies.
**International roll-out.**

When we implement your cutting-edge parts management solution, we employ a template approach that maximizes process standardization across all of your business locations worldwide. Subsequent customizing requires far less effort than developing separate, country-specific software.

We have developed a clearly defined methodology for international roll-outs whose primary goal is achieving a high degree of standardization and speed, while supporting customer-specific processes. This methodology is based on the definition of your global supply chain and parts management processes. Defining standardized processes and keeping custom extensions to a minimum makes it possible to centralize the governance of processes and templates. Our standard template covers some 80 to 90 percent of all SPM and EWM processes, and enables us to roll out your processes quickly and efficiently to all your sites worldwide.

**Benefits.**

**Transparency.**
You benefit from a holistic view of your SPM environment and have access to valuable information on inventory levels, supply chain costs, KPIs, data and processes.

**Automation and standardization.**
By increasing the degree of standardization, process automation and harmonization, you can reduce your overall operating costs.

**Flexibility.**
You become more agile and responsive to change, and can address new market and customer requirements fast. Deviations of any kind – in terms of parts quantities, products or customization – are easier to manage. And you can respond dynamically to fluctuating demand.

**Strategy.**
Our solution creates strong foundations for a harmonized strategy to address your global business activities, backed by integrated, centralized management of international distribution centers. In addition, you can elegantly mesh your parts management and customer relationship management via an end-to-end CRM strategy.

**Customer satisfaction.**
Improved delivery capabilities, greater responsiveness, on-time delivery and top-quality services have a tangible effect on the satisfaction and, ultimately, the loyalty of your customers.

**Efficiency.**
Greater efficiency will make a positive impact in many respects. For example, if you are integrated into your customers’ supply chains, you automatically increase their process efficiency. Moreover, you can significantly cut order throughput times.

**Enabling growth.**
SPM is scalable in line with different company sizes and volumes of parts. Thanks to a straightforward roll-out, you can include additional operating locations quickly and easily.

**Savings.**
Savings are a key benefit of this solution. For example, you can dramatically cut your logistics costs by exploiting new potential and by improving the availability of parts. In addition, you benefit from lower direct and indirect storage costs. Attractively priced offshoring generates further savings. And if you opt for an outsourcing solution, your previous operating costs and capital tie-up can be released for important new investments. Whatever scope of service you choose, T Systems offers you maximum investment protection for your systems, today and tomorrow.

**Operating models.**
- Customer-specific hosting and operating models at the customer site or from a T-Systems data center
- Dynamic provision of all computing power
- Dynamic provision of the infrastructure alone (landscape as a service) e.g. for development work

**Service levels.**
- Maximum availability around the clock or as agreed

**International availability.**
- Global availability and roll-out services
- The T-Systems Center of Excellence for SPM serves customers worldwide
Elements of our automotive offering of particular relevance to SPM.

T-Systems is among the world’s leading SAP providers.

- SAP Global Partner, SAP-certified Hosting Provider and SAP-certified Application Management Services Provider
- SAP Global Partner Service
- Special Expertise Partner in Germany and Spain
- SAP Channel Partner in 12 countries
- Independent Software Vendor (ISV) with certified integration services
- Member of SAP’s Enterprise Services Community
- Recipient of an SAP Pinnacle Award in the Outsourcing – Hosting category
- Global Run SAP certification

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