

“The main reason we chose to switch to Fujitsu was the fact that it could offer us both a good price and excellent service.”

Dustin Neunast  
IT System Administrator  
Kathrein Automotive

Since migrating to Fujitsu, Kathrein Automotive has been able to connect new partners to its EDI system in just a few days, saving money.

#### At a glance

Country: Germany  
Industry: Automotive  
Founded: 2010  
Employees: 1,000  
Website: [www.kathreinautomotive.com](http://www.kathreinautomotive.com)

#### Challenge

Kathrein Automotive felt that it was taking too long to connect new partners to its EDI system. The company wanted to find a new hosting and application management provider that would enable its partners to gain fast access to the automated data exchange.

#### Solution

Kathrein Automotive chose Fujitsu as its new provider for EDI hosting and application management. The migration was carried out partner-by-partner. This retained the mappings for each individual entity. All adjustments to Business Integration Suite 6 by Seeburger are now carried out by Fujitsu.

#### Benefit

- The time taken to connect new partners has been reduced from months to days
- The significantly lower error rate for EDI messages has saved the company money
- Fujitsu responds very quickly to queries

## Customer

Kathrein Automotive is a leading global provider of automotive antenna systems. The two German sites within the Kathrein Group enable the company to offer a local presence, German engineering expertise and a high degree of automation. Its production site in Portugal offers attractive manufacturing costs for Europe and is also a logistically useful access point to the Eurozone and beyond. Its factory in China serves both the global and local markets with high-quality products. The company also runs additional production facilities in Sao Paulo, Brazil and Tlaxcala, Mexico.

## Products and services

- Providing a highly available Seeburger BIS 6 server in a shared VM farm infrastructure within a metro solution
- VPN connection for WAN communication between the Seeburger BIS 6 server and the existing SAP ERP system
- Connecting new partners to the EDI system
- EDI application management

## Challenge

Kathrein Automotive uses a Seeburger BIS 6 server as a central platform for exchanging order and planning data with customers and suppliers. Approximately 20 customers are currently connected to this EDI server. These include large OEM partners such as BMW, Daimler, General Motors, and VW, as well as smaller independent suppliers. Under the company's previous environment, it would take many months to connect new companies to the system and utilize the benefits of the EDI data hub.

## Solution

Fujitsu took over operation of the Seeburger BIS 6 server inside a metro solution in its own data center in Neuenstadt, enabling it to connect any new partners Kathrein Automotive acquires in future to the EDI system quickly, with highly availability and an incredibly low error rate. "The main reason we chose to switch to Fujitsu was the fact that it could offer us both a good price and excellent service," says Dustin Neunast, the man responsible for EDI operations at Kathrein Automotive, adding that Fujitsu made a very powerful impact on his company. In his words: "We can now connect new partners more quickly and get answers fast if problems arise." Previously, the company used one-to-one mapping, which meant having to completely rework the mappings for each new partner. That cost time: "connecting partners took from three weeks to several months depending on the complexity," says Neunast.

Fujitsu takes a different approach and looks at which SAP processes the new customer is using. It then begins process mapping. Once all the processes are recorded, all the company needs to do is consider any non-standard features for the customer. This has significantly reduced the time taken to connect new partners. Now, they can be in the system within a week, normally within two to three days. For existing customers, the conversion to the Fujitsu solution took place in the background. It did not have to make any changes to its existing mappings. If a new partner comes to Kathrein Automotive wanting to exchange delivery or order data via the EDI system, Fujitsu now works with the partner or its service provider to create a datasheet detailing the parameters.

"We generate a ticket, answer questions and then get a response once the partner is connected," says Neunast. Once the initial partners had been converted over successfully, Fujitsu also took over application management for the platform.

## Benefit

By converting to Fujitsu, the company has ensured that in future, even larger new partners will be able to be brought into the EDI system quickly. And the error rate is now far lower than before. "I believe that we can save a five-figure sum here. If an EDI message has an error, the customer invoices us for it as it takes more time to resolve," explains Neunast. The benefits Kathrein Automotive had expected to see before the conversion have all been realized. "The migration project is going far more quickly than we had expected," says Dustin Neunast. This is partly down to the data center and the fact that the data is secured within a metro solution, but also that there is now a dedicated department with plenty of manpower and the right skillset managing its EDI activities.

"We were sure it would work with Fujitsu," says Neunast. For a system as critical to an automotive supplier as an EDI connection, this was the most important requirement. It is not only Kathrein Automotive that relies on the system working for its business, it is also central to maintaining its relationships with the OEMs. Smooth migration and secure operations go together: "our big OEM partners rely on us to have a disaster recovery solution in place. If we have problems, it goes straight on their invoice," concludes Neunast.

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