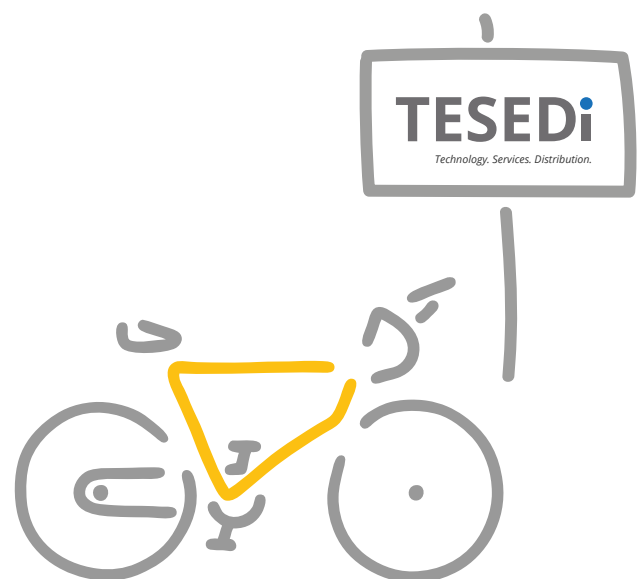# sowatec
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project case

Contract Management

"This modular and highly structured software solution in combination with the great expertise of Sowatec employees helps us continuously improve our day-to-day operations and enhance efficiency."

André Affolter, Tesedi Holding GmbH, Glattzentrum-Wallisellen

TESEDi
Technology. Services. Distribution.

Smart solutions for finance

Tesedi Holding GmbH

As a service distributor of Hewlett Packard (Switzerland), Tesedi Holding GmbH provides advice on and distribution of HP services and service contract renewals. The company's mission is to provide HP customers tailored support solutions that meet business requirements for flexibility and effectiveness. The company has a total of 20 employees at its locations in Switzerland, Germany and France.

Unser Kunde und das Projekt

Founded in 2005 as the first European ‹service-only distributor› for Hewlett Packard, Tesedi specializes in marketing HP Services. Originally the company was mainly a distributor of maintenance and support services in Switzerland. Over the years, Tesedi Holding GmbH expanded its operations into Germany, and has now moved into France as well. Clearly defined specialization has enabled Tesedi to become established as a preferred partner for HP support solutions.

Utilising arregulo as framework, Sowatec delivers custom contract management solutions for a range of requirements including the elimination of manual contract opening and handling processes. Sowatec contract management solutions minimize the risk of errors in recording and administering contract information when preparing data from HP, heightening the reliability of data flowing into legally binding contracts.

Project requirements
The following objectives were to be achieved in the project:

- Electronic data transfer from HP
- Recording, processing and structuring options for contract management
- Reporting and data backup of legally binding contract and invoice documents

- Setup of dedicated contract management for European business areas
- Providing electronic interfaces for exchanging customer and financial data to a linked financial accounting system

The business framework arregulo, chosen as platform for solutions developed individually by Sowatec, meets the following project requirements:

- Automated importing and subsequent processing of contract information provided by HP
- Great flexibility for editing contract information and designing new client-specific contracts by restructuring in accordance with the customer requirements
- Reporting on legally binding contract and invoice documents
- Setup of dedicated contract management for business areas in Germany and France to allow data to be kept separately by individual client
- Providing interfaces for data exchange with a financial accounting system
- Ensuring data security for legally binding contracts and invoices
- HP contract data importing, both semi- and fully automated via nightly job
- Linking to an external financial accounting system: automated generation of customer invoices and open items in customer accounting
- Now being run by four clients

Customer benefits
- Lower cost: Reduced processing times and contract administration work
- Quality improvement through greater coordination of contract contents between HP and Tesedi
- Heightened transparency, controlling of invoice data
- Increased efficiency through reduced processing time and costs per business event; increased contract volume per employee increases revenue per employee
- Reduced income losses due to incorrect pricing in contract modifications
- Application scalability for business expansion and flexible adaptability of the solution to meet new requirements
- Greater client and employee satisfaction

Project completion time
- **Order placed in January 2013**
- **Implementation between February and September 2013**
- **Existing client server solution replaced by new arregulo-based application**

The project phases
- **Workshops, requirements documentation**
- **Implementation and testing**
- **Testing and GoLive**

Special features

The project and our solutions for Tesedi have the following special features:
- The system is expandable, allowing usage for business in additional countries
- The solution is fully transferable to other industries

In Conversation

An interview with André Affolter, Managing Director and manager of the Tesedi Project, on introducing arregulo for contract management at Tesedi Switzerland GmbH.

What were the biggest challenges in the project?
We had a system in place based on the predecessor solution of arregulo, which met our needs very well. We then became interested in a 1:1 replacement forming a basis for realizing further optimizations which would impact our day-to-day business as little as possible. We thus deliberately avoided complex supplementary functions. Our established processes had to keep running without problem after the migration. Further functionalities have been added on since roll-out and will continue to be in future phases which enable ongoing optimization to meet the ever-changing needs of our customers and suppliers.

What are the primary advantages of arregulo versus the contract management system formerly in place? Have there been quantifiable efficiency gains?
A logically structured menu system yields up to 20% time savings, enabling users to quickly find what they are looking for out of a plethora of information and functions. Waiting times for results have also been shortened by roughly 30%. Thanks to shorter response times, we now are able to handle substantially more contracts per time unit. Thanks to the newly introduced possibility of filing Word, Excel and other documents along with the contract within the solution, we now no longer need a parallel file structure for these documents. The new report generator also enables us to create simple reports on our own.

How does arregulo facilitate expanding business into other countries?
Starting business in a new country is made easier through consistent use of a single tool, keeping processes uniform across all locations. The four languages now implemented (d, e, f, i) will cover our future requirements.

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" With the solution from Sowatec we yield time savings of up to 20% and a reduction of waiting times by 30%."

Sowatec AG
Mattenstrasse 14
CH-8330 Pfäffikon ZH
T +41 44 952 55 55

Sowatec Solutions AG
Taunustor 1
D-60310 Frankfurt
T +49 69 77 07 62 30

Sowatec (Luxembourg) S.à r.l.
33, rue Gabriel Lippmann
L-5365 Munsbach, Luxembourg
T +41 44 952 55 55

What feedback have you gotten from HP about the new contract management solution?
Neither HP nor our clients have noticed anything about the change, which is probably the most positive feedback any of us involved could ever receive! Our employees however acclimated to the new solution very rapidly, and after a very short time could hardly imagine having to work with the «old» system.

How was the cooperation with Sowatec?
The entire project was a genuine partnership with open communications, in the very same manner as our two firms have been working together for ten years now. We collaborated from the workshops on down to acceptance, both sides contributing to a favorable project outcome. The great technical and process knowledge of Sowatec employees made possible the successful completion of the project.

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