

MAKING THE CONNECTION

CEDES AND SCHINDLER COMMUNICATE WITH WEBEDI FROM SUPPLYON

Continuous innovation, close customer relationships, high quality of service – this is a strategy that is enabling more and more midsize component vendors to establish themselves in the global competition. One of them is CEDES AG, a specialist in optosensors, which has been a success story for over 20 years thanks to leading technology and a consistent focus on service. By opting to use the WebEDI solution from SupplyOn the company has now laid the foundations, with its customer Schindler, for high quality and efficiency in its ordering and invoicing processes, taking a crucial step towards the implementation of its 'low-cost quality' strategy.



“Our customers expect ever more flexibility in terms of production volumes and delivery times. We have to fulfill these expectations because, like our customers, we operate in tough markets under incredible pressure to keep prices competitive,” says Dr. Peter Nebiker, Vice President of CEDES. As a result, the quality and efficiency of transaction processes with customers are crucially important to CEDES. The use of standardized digital processes plays a decisive role in this respect: “In order to keep processes manageable in the face of growing complexity, you need to communicate through a web-based platform like SupplyOn,” says Nebiker.

This opinion is shared by Jochen Weyandt, Head of Corporate Purchasing & Strategic Sourcing at Schindler Management Ltd. “Our global vendor management has become much more efficient thanks to SupplyOn.” Since

March 2007 Schindler has been communicating with CEDES using the SupplyOn solution WebEDI, which maps information flows electronically from the order and delivery control to the arrival of the goods and handles financial processes such as electronic invoicing.

Smooth implementation

The introduction of the new system passed off without a hitch, as August Schärli, the software engineer responsible for implementation at CEDES, explains. “CEDES uses a web-based ERP solution specially developed with Java technology, while Schindler uses an SAP system. In both cases it was possible to integrate the WebEDI solution from SupplyOn seamlessly into the back-end systems. The data from our ERP system was converted into CSV format. The one-day information event at Schindler gave us all the knowledge we needed to prepare for the implementation.”

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For Schärli, the setup of an end-to-end digital process is particularly critical to success because the efficiency potential of the solution can only be fully exploited when transitions between different media are avoided. And that is exactly where CEDES benefits most from the new solution, which currently handles around 20 orders per month: "We do not need to enter data any more, the whole process runs automatically," explains Maria Jebbar-Caseli, Order Processing Manager at CEDES. "We also now have the security of knowing that no information can get lost or be entered incorrectly in the system." The security offered by process handling with SupplyOn's WebEDI solution is to be supplemented in the next few months by a new process: the company is soon to introduce electronic invoices with digital signatures.

Success factors during introduction

The introduction of WebEDI at CEDES also showed the importance of good communication to the success of the project. "To make sure the processes run smoothly from the beginning you need close, trusting collaboration and direct communication with the customer," says Jebbar-Caseli.

Another crucial success factor is the realization of economies of scale. Only if you succeed in standardizing a large number of your ordering and invoicing processes and handling them electronically, both customers and vendors stand to benefit from considerable synergy effects. CEDES is currently using WebEDI to communicate with two Schindler plants, with other plants set to follow in the next few months.

Low-cost quality as a strategy in the global competition

All in all, CEDES believes that the introduction of digital processes is of strategic importance. "Our success depends on our ability to combine high quality and competitive prices with a very high level of support. We call this approach 'low-cost quality', and this is our long-term strategic position and what makes us stand out from vendors based in low-wage countries," says Nebiker. A high level of service also requires early integration in customer projects and intensive interaction with the customer. "SupplyOn offers a wide range of solutions in this area designed to handle more complex processes transparently. This keeps the control task and associated costs to a minimum and also assures process security."



CEDES AG

Founded in 1986, CEDES AG is now one of Europe's most innovative vendors of solutions for security and information systems, automation, surveillance, industrial computers and control systems. The company, which has notched up an average annual growth rate of 30% since it was founded and now employs 330 people, works continually to develop and improve its range of products and services – enabling it to compete successfully on the market.

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