

Case Study



HYDAC International GmbH



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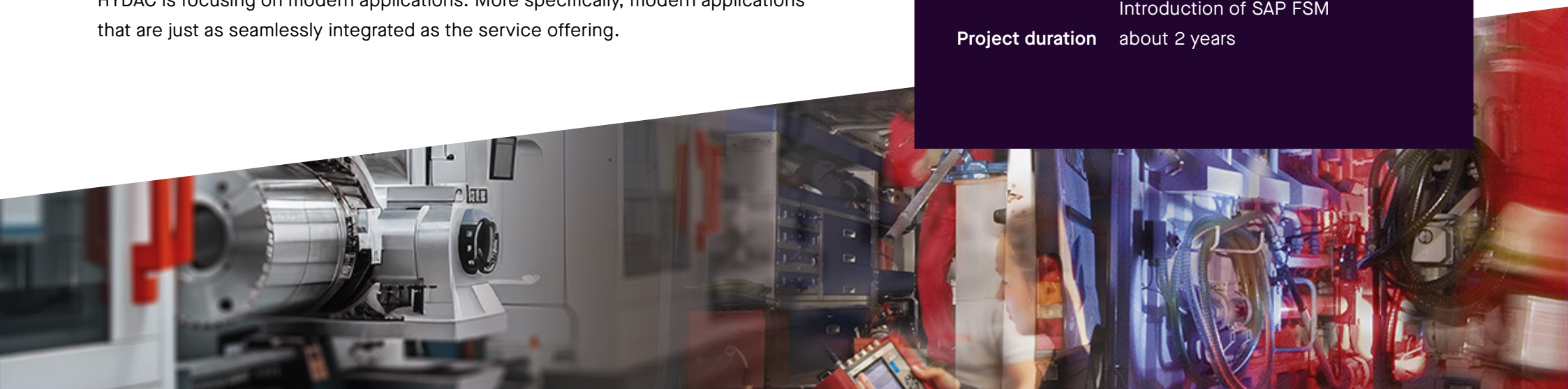
Seamless service with modern solutions

More than just a conversion – HYDAC optimizes its system landscape and processes with the upgrade to SAP S/4HANA and SAP FSM.

Where fluid technology, electronics, and engineering come together, HYDAC provides high-quality, innovative instruments for precise, top performance. The technology company empowers entire industries worldwide. Of course, the system landscape has to keep pace. With the timely conversion from SAP R/3 to S/4HANA and the parallel introduction of SAP Field Service Management, HYDAC is focusing on modern applications. More specifically, modern applications that are just as seamlessly integrated as the service offering.



Company	HYDAC International GmbH
Industry	Hydraulics, Mechanical engineering & systems engineering
Products	Hydraulic equipment // Controlengineering // Thermal management // Power technology // and much more
Turnover	> 1,6 Billion. Euro
Employees	> 10.000
Headquarter	Sulzbach/Saar // Germany
Project	SAP S/4HANA Conversion and Introduction of SAP FSM
Project duration	about 2 years



The Starting Point

HYDAC's company history began in 1963. At that time, Werner Dieter and Otmar Schön founded the company for the manufacture and distribution of hydraulic accessories and storage technology in Sulzbach/Saar.

Over the past 60 years, the family business has grown into a remarkable group with over 50 national subsidiaries and around 500 sales and service partners. The range of products and services has grown accordingly.

Today, HYDAC offers components and solutions in the fields of hydraulics, filtration, control technology, thermal management, and drive technology. Engineering and services round off the range of offerings.

Every month, around 1,000 service requests are received by the system. Until now, this system consisted of ERP SAP R/3 with a customer service module and a mobile application for managing service technicians.

As part of the network-wide conversion to SAP S/4HANA Business Suite, the service department also received a new, modern solution – SAP Field Service Management (SAP FSM).

The main impetus for the system change was the impending end of support for R/3. The system landscape should also be updated at an early stage to provide access to new functions.

From a service perspective, it was particularly important to integrate a modern and well-connected solution that could handle more extensive tasks.

Spoiler alert: we succeeded in all of this.



The Project

HYDAC tackled the conversion to S/4HANA and the introduction of SAP FSM together with All for One as its transformation partner. The aim was to carry out the entire project with a single consulting firm if possible – and the IT service provider delivered the necessary expertise.

In addition to extensive expertise, one of the most important factors for success was effective communication. The core team defined the most important goals and ideas right at the outset. Among other things, the plan was to make the most of the standard and do away with old processes.

Regular meetings, held at least once a week, provided the basis for a constant exchange of information. These meetings allowed the team to discuss current developments, identify potential obstacles at an early stage, and work out solutions together.

While the conversion followed the recommended pattern—the team created several test clients, constantly reconnecting all interfaces—the service started on relatively green pasture.

However, since the service has numerous connections to neighboring areas, including finance, controlling, human resources, and supply chain management, the integration effort was correspondingly high.

In addition, there were hardly any practical examples of such a conversion and FSM implementation that could provide helpful guidance. HYDAC skillfully took on the role of pioneer and secured direct support from SAP.

S/4HANA and FSM are now integrated and operational. Further optimizations are planned as part of Wave 2. The results are already impressive.

People

“We have increased transparency by many, many levels, including through analytical displays. This is a step forward and gives us the opportunity to map the current status—whether it’s the number of open requests or their status. The next step is now to create opportunities for comparison. How many orders are open? How many were there last week? And the week before that?”

Ralf Wunn, Area Controller, HYDAC

“A key success factor: our core team, including All for One, the service managers, and IT, has remained the same since the beginning of our S/4 conversion. This has enabled us to build up a shared pool of expertise. If there had been changes in the team, we would have had to find our feet again and redistribute the expertise we had gained, which would have involved a lot more effort. A tip from an SAP IT perspective: If it is possible to form a core team and keep it together from start to finish, decisions, know-how development, and the associated optimizations can be initiated and implemented in a more targeted manner. Documentation is also a very important point here.”

**Christoph Berg, Internal SAP IT consulting S/4HANA
Service and Logistics, HYDAC**



The Results

The first thing you notice is the new user interface. The Fiori design is clearer and, thanks to practical tiles, offers both quick insights and short navigation paths. In S/4HANA, response times are also significantly shorter and data processing is faster.

This benefits both internal users and service technicians who access the system via the mobile app. In addition, optimized links and communication channels between departments mean that some processes are triggered automatically. This speeds up the reimbursement of expenses, for example.

+ 400

User in the system

HYDAC also significantly increased overall transparency with the upgrade of its system landscape. With the help of embedded analytics, the Analytical List Page, among other things, provides valuable insights. Department heads can, for example, list and sort open orders along with their status. The analysis options relating to the complaint process are also extensive.

Service technicians have direct access to current customer data from S/4HANA via FSM. Time entries recorded on mobile devices are automatically transferred back to the ERP system.

Unlike its predecessor, HYDAC also uses the new service solution for internal applications. This means that in-house repairs can also be processed using a uniform system. Depending on preference, this can be done via mobile devices or stationary systems.



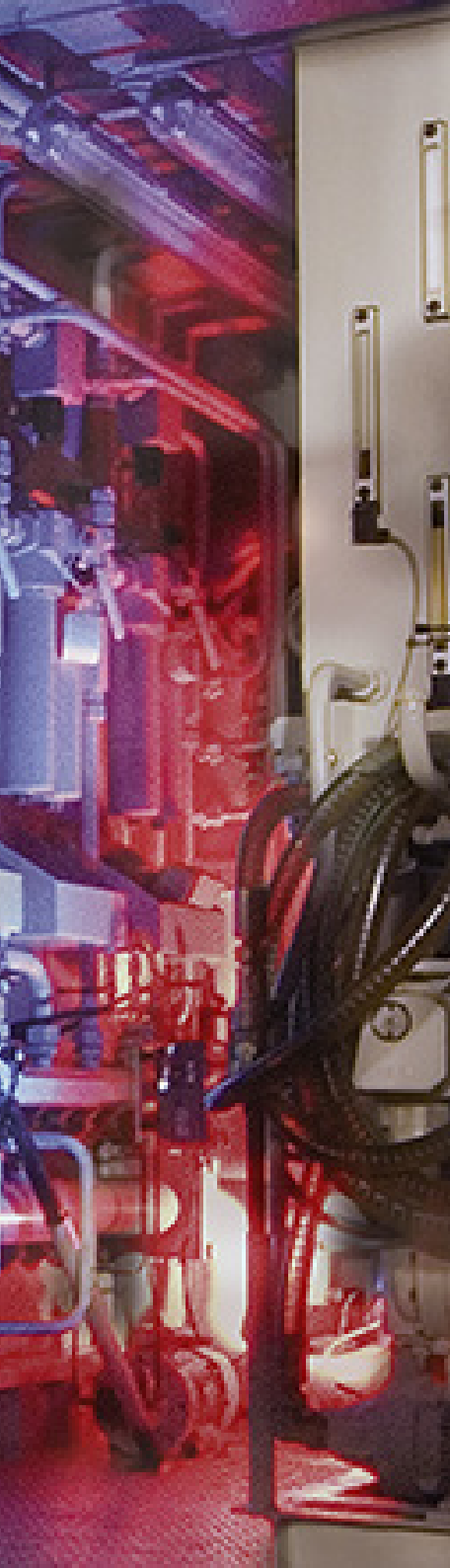
The planning board is another highlight. Clear color coding provides a clear overview of order status, priorities, and categories. The intuitive drag-and-drop feature is also well received by users.

For HYDAC, the impending end of support for SAP R/3 and the old Customer Service Module prompted a system upgrade with many advantages.

+ 1.000

Service orders per month





More specific

+ Increased Transparency

A comprehensive overview of customer and system data for service technicians and a lightning-fast summary of the current status for service managers ensure increased transparency.

+ Optimized User Experience

A more user-friendly interface, attractive tiles, practical dashboards, and, of course, the planning board — the new solutions offer a better user experience.

+ Advanced system harmony

The optimized linking of business areas and the adaptation of processes ensure seamless communication with minimal media breaks and shorter response times.

+ Insightful analyses

Thanks to the integration of S/4HANA and FSM, advanced analysis options are now available, enabling improved decision-making.

+ Better scalability

The new system landscape offers flexible expansion options and can be adapted with minimal effort thanks to its modern architecture.

+ Mobile App

The mobile app gives service technicians access to all relevant data anytime, anywhere. The app also simplifies documentation.

Useful hints

01 The biggest challenges

- Consistent interface connection and ongoing testing during parallel conversion to S/4HANA and new introduction of FSM.
- The continuous integration of updates not only requires special attention during project implementation but also remains a permanent task in the subsequent optimization phase.

02 The most relevant learnings

- It is never too early to involve users.
- Do not underestimate the number of links to other areas that exist in the service.

03 The key success factors

- Keep the core team together from the start of the project to the end. This creates a shared knowledge base that everyone can rely on.
- Successful communication between project management, partners, and solution provider SAP.



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