

SAP for Industrial Machinery & Components

SULZER IMPROVES CUSTOMER SERVICE AND REDUCES COSTS WITH SAP

Sulzer Corporation's Sulzer Pumps division is one of the world's leading manufacturers of specialized pumps and mixers. Sulzer Pumps implemented SAP® Asset Services, the integrated services solution (based on mySAP™ Customer Relationship Management and Portal technology) for installed-base management and Internet-based sales of spare parts. movento GmbH in Stuttgart, Germany realized the implementation.

In addition to helping Sulzer Pumps streamline its e-service processes, SAP Asset Services will enable customers to optimize and integrate their business processes with Sulzer's, thus reducing transaction costs and time for both sides.

Sulzer Pumps
www.sulzerpumps.com · www.movento.com



- **Business Dilemma**
 - High process costs
 - of existing e-business solution
 - Nonintegrated solution/processes
 - Stiff competition in aftermarket
- **Expected Benefits**
 - Reduced process costs through full integration with mySAP ERP
 - Enables customers to access documentation and order spare parts 24x7
 - Flexibility to add further e-business services via SAP portal technology