

Integration of SAP ERP and Devex



Lindt
DIFFERENCE

Warum ist LINDT Schokolade so besonders gut?

— Leidenschaft für Schokolade in jedem Schritt —

- FEINSTER KAKAO
- UNTERSCHIEDLICHE REZEpte
- DIE ERBINDEUNG VON LINDT
- BESTE ZUTATEN
- HÖCHSTE VOLLENDUNG

Von der Kakao-Bohne bis zur...

Lindt
MÂTRE CHOCOLATIER SUISS
DEPUIS 1845

Agenda

- 1 General Background
- 2 Devex Landscape
- 3 Lindt SAP Journey
- 4 The Role of Your PLM System
- 5 SAP Project Considerations
- 6 PLM Master Data considerations



Company Background

- The origins of Lindt & Sprüngli date back to 1836, when David Sprüngli-Schwarz and his son Rudolf Sprüngli-Ammann bought a small confectionery shop in the old town of Zürich, producing chocolates under the name David Sprüngli & son.
- Domingo Ghirardelli (b. 1817) opens confectionery shop in San Francisco in 1852 known as Ghirardely & Girard which will eventually become Ghirardelli Chocolate Company
- In 1899 when David Sprüngli-Schwarz and Rudolphe Lindt go into business together as Lindt & Sprüngli
- Lindt & Sprüngli USA Inc. was established in 1989 in Stratham, NH and is one of the wholly owned subsidiaries under Lindt & Sprüngli International based in Zurich, Switzerland
- In 1997 the Lindt & Sprüngli International acquired Ghirardelli Chocolate Company
- In 2014, Lindt bought Russell Stover.



LINDT & SPRÜNGLI

Devex System Landscape

United States of America

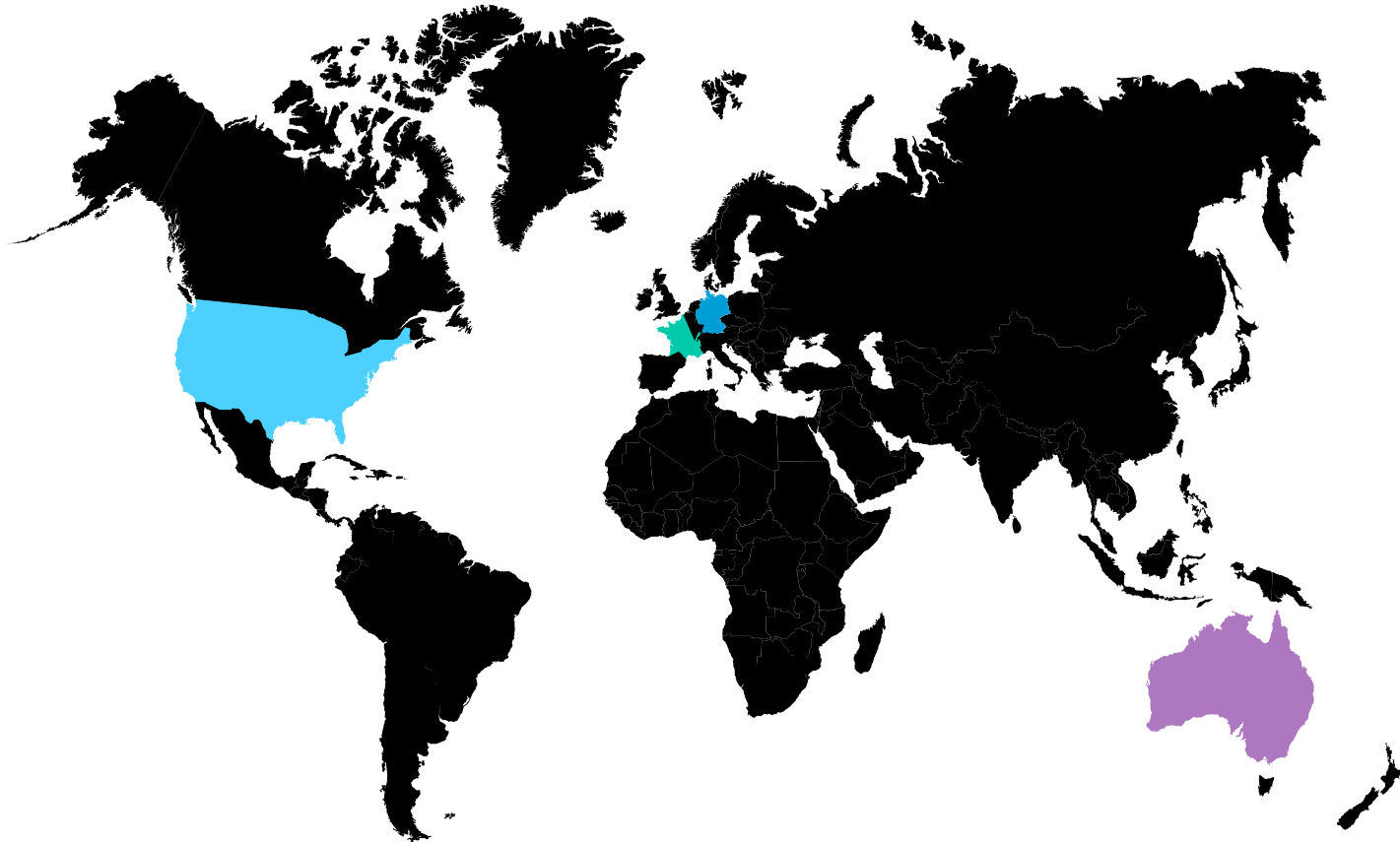
- Lindt & Sprüngli (USA) - NH - (80) users
- Ghirardelli Chocolate Company - CA - (97) user
- Russell Stover Chocolates - MO - (22) Users

Europe

- Lindt & Sprüngli France - Paris/ Oloron Ste Marie - (96) Users
- Lindt & Sprüngli Germany - Aachen - (25) Users

Australia

- Lindt & Sprüngli Australia - Sydney - (37) Users



LINDT & SPRÜNGLI

Lindt's SAP Journey

Merging 3 companies on to a shared ERP system

Concept: Merge the 3 North American brands (Lindt US, Ghirardelli, and Russell Stover) on to a common shared SAP ERP (S/4 HANA) from their existing ERP systems



The Role of Your PLM System

Understand the role your PLM

Questions to consider

- What is considered your source of truth for product/formula data, ERP or PLM?
 - Not always a black and white answer.
 - It could be the source of truth for some but not all. (I.e. R&D, Regulatory, QA v. Finance and Manufacturing)
- What role does your PLM system have in your product development process?
 - Is it a primarily a development tool to trail formulas and products?
 - Are you using it as a Master Data Management tool to master all product data inputs and changes?
 - Data entry tool to create materials?
- This will impact the design of your integration to SAP and shape how Devex is used.
 - Where do your different user groups spend the most time? Can you limit 'Swivel Chair' activities?



Implementing the Devex connection to SAP

In an ideal world you would know your ERP design before designing your integration.

Conduct explore projects or build time into project plan to understand the ERP before designing Devex integration requirements

Prioritize and collaborate as one team – power users and IT collaborate cross company to review design, provide feedback and gain important ‘lessons learned’ for the next roll out

Gather requirements from the different teams using Devex

- What data do they need to come over from Devex?
- When do they need data to be sent in the item development process?
 - Ex. When is costing data needed? When is the Bill of Materials needed?

Impacts to the fields/ data collected in Devex?

- Do you need change existing fields?
- Remove fields?
- Add new fields?



Implementing Devex connection to SAP

Lessons learned from going through the implementation

Customizations and logic in Devex today

- Do you have customizations/custom logic? Does it need to change for SAP?
- Are there unintended consequences?

How do all the proposed changes impact your development process?

- Changes to when data is needed may impact workflows and timelines?
- How are you going to communicate said changes?

Testing, Go-Live, and moving forward

- Don't test in a vacuum, as much as possible involve all user groups in Devex.
- Conduct an end-to-end process test
- Test multiple scenarios

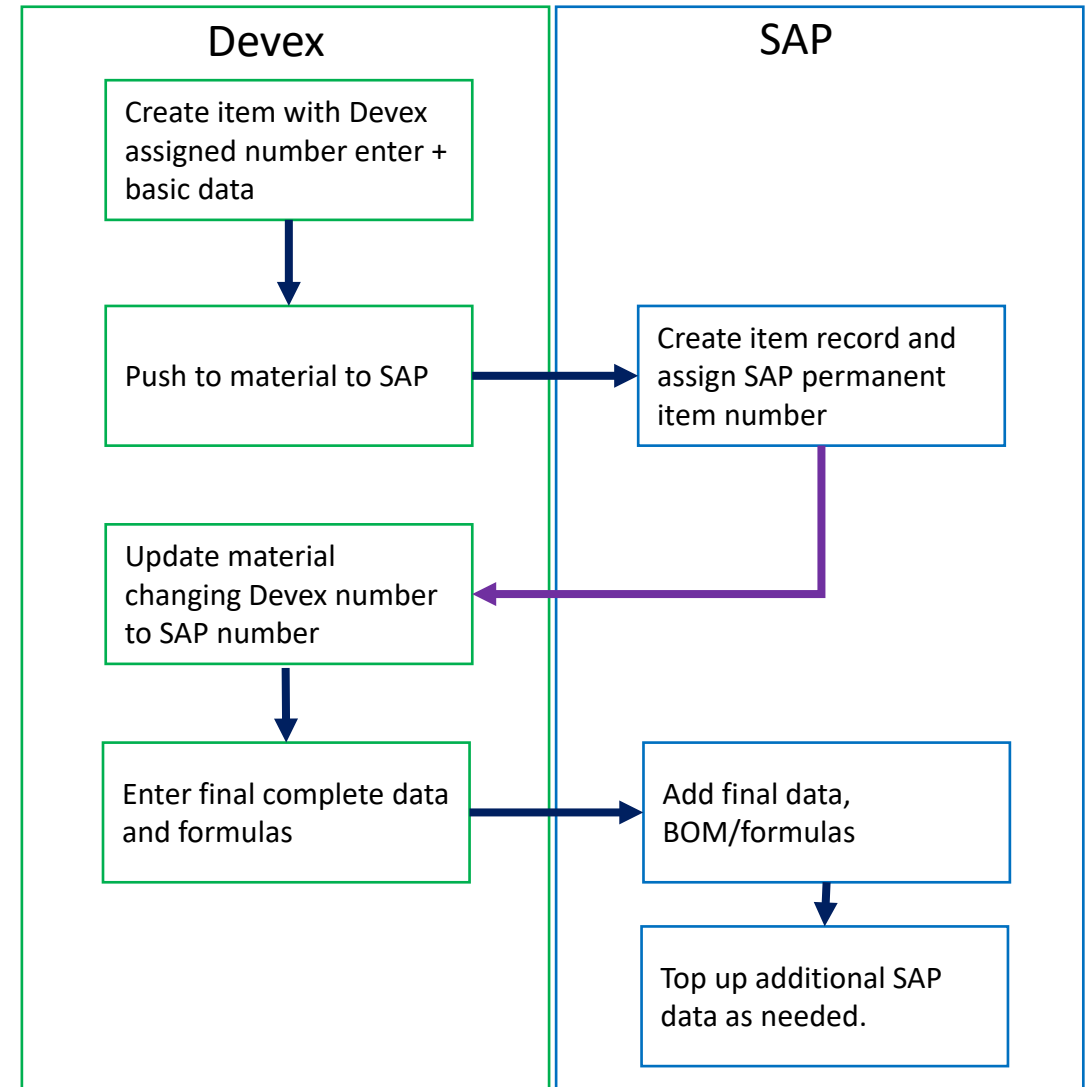


Master Data Considerations

Material numbering

Do you want to use Devex internal number ranges or SAP numbering?

- Depends on your SAP design
 - Our design was dictated by initial Russell Stover design of SAP that did not allow for keeping Devex material numbers
- Depends on material types used in SAP
- Do you want material numbers to match between Devex and SAP?
 - We needed to develop a solution to update Devex material numbering to match SAP



Master Data Considerations

Align on Master Data approach and fields

Mimic SAP data structure if possible

- Material types
 - Lindt has 4 material types in Devex but uses 6 in SAP.
 - If you can try to make it a 1-to-1 match, it simplifies the interface
- Updating data structure or fields from old ERP to SAP
 - Field changes
 - Naming conventions

Data consistency between systems

- Always a challenge
- Do you want data to be consistent between ERP and PLM? Relates to question of what role does the PLM play system in your process.
- Consider a bi-directional data connection, and what gets updated, when?





Thank you.