



## Just in Time: AGCO / Fendt sends faxes directly out of SAP with Retarus Faxolution for SAP.

You do not need to operate your own costly in-house fax infrastructure in order to send over 50 000 faxes out of SAP. AGCO / Fendt, the international agricultural equipment manufacturer, uses Retarus Faxolution for SAP, the first SAP certified managed fax service. With this solution, AGCO not only has a reliable and transparent high capacity fax solution, but also realize significant cost savings.

Since 1997, AGCO is one of the world's largest manufacturers of tractors and agricultural machines. The product portfolio of the the US corporation includes combine harvesters, forage harvesters, sowing machines, fertilizer applicators as well as soil cultivators. Within the AGCO group, the tractors of the German tractor manufacturer Fendt are considered as the high tech brand, in terms of quality, technology and service. The company possesses one of the strongest distribution networks in the industry, consisting of over 9 200 independent dealers, sales offices and licensees in over 140 countries.

In its first 10 years of existence, Fendt delivered 100 tractors – of the “Dieselross” brand. In 2008 AGCO / Fendt manufactured 15 428 tractors at its factory Marktoberdorf. Compared to the previous Dieselross tractors, the modern Fendt tractors are high tech machines “built-to-order” according to customers’ wishes. In order to optimally manage its global activities, AGCO / Fendt depends fully on SAP solutions.

*"With Retarus Faxolution for SAP we have a flexible and scalable solution, without having to invest in and administer in-house hardware and software."*

Alfred Stiehl, Manager Organisation and Communication at AGCO-Fendt

### Complex "Built-to-Order" Processes

"Built-to-order" manufacturing requires a resilient and reliable as well as flexible communication architecture. Each module and all parts, from the transmission to the smallest screw, must be ordered and delivered at just the right time by various suppliers. For several years, AGCO corporation has been using SAP at all its sites. At Fendt alone there are 12 productive SAP systems, which generate the orders, delivery schedules, order confirmations, etc. The number of these transactions and documents grew as the supply chain was further differentiated. Whereas only a few years ago it was at most 10 000 processes each month that were generated per fax by the SAP systems, today it is around 50 000 per month.

### High Volume

As the volume grew over several thousand faxes per month, the capacity of the original in-house fax server was quickly exceeded. Therefore AGCO / Fendt was forced to decide at short notice whether to extend the existing inflexible fax systems or look for an alternative. In their search for a more cost effective alternative solution, they chose to outsource their entire SAP fax needs to the electronic messaging experts Retarus. Alfred Stiehl, Manager for Organization and Communication Services at AGCO / Fendt: "Retarus was the perfect solution at the perfect time, as our existing in-house solution was experiencing capacity bottlenecks and an upgrade seemed inappropriate and too expensive. With Retarus Faxolution for SAP we have a flexible and scalable solution, without having to invest in and administer in-house hardware and software."

### Transparent Processes

There were three crucial reasons for a decision in favor of Retarus Managed Fax Services: the capacity to process without delay even very large fax volumes; the feature to automatically report the delivery notifications directly into SAP; a rapid return on investment (ROI).

After a short initial test phase, the productive SAP systems were successively connected in just a few days. Now the AGCO / Fendt SAP systems transfer all fax jobs transaction safe directly to Retarus' fax infrastructure, where they are quickly transmitted per fax 24 hours per day without any capacity bottlenecks, no in-house telephone lines and server capacity required.

Confidential business data is protected by the encrypted VPN connection between AGCO / Fendt and Retarus' data centers. Detailed delivery reports and acknowledgements are returned to the SAP systems, rendering all transactions and subsequent workflows transparent.

### Return on Investment

The short term ROI of the project was of course a significant factor for AGCO / Fendt. Faxolution for SAP is a managed service, there are no costs for in-house fax infrastructure, personnel, and maintenance. Therefore the ROI was quickly achieved. The long established company profited further from the high level of planning security and cost transparency, as the service is charged on an attractive pay-per-use model.

#### FastFacts

- **High planning security and cost transparency**
- **Secure and reliable transmission 24/7 by Retarus' data centers**
- **Automatic acknowledgements in SAP workflows**
- **Rapid ROI and no capital commitment in in-house fax infrastructure**
- **Quick implementation, high flexibility and scalability**
- **Detailed transmission reports directly in SAP**
- **Worldwide the first SAP certified managed fax service**

### Always Ready to Transmit

Additional advantages of faxing with a managed fax service are the high flexibility and scalability. Retarus assures for sufficient capacity, the monitoring, and the continuous availability of the service. Bottlenecks caused by volume increases and short term peak loads are a thing of the past. Seamless communication with all suppliers in the supply chain enables AGCO / Fendt to assure a trouble-free production process and increases the delivery readiness. They are perfectly equipped to produce the over 17 000 machines that are planned for the current year.