

FIELD OF APPLICATION

Successful process management and monitoring with **edbic** and **edpem**

Creating transparency, preventing malfunctions, organising processes in a smarter way

In the modern world of commercial enterprise, the fast and reliable exchange of merchandise plays a central role; the slightest mistake can have dire consequences. The solution is smart service platforms, which are in a position to integrate and visualise data above and beyond the limitations of the system.

Worldwide, day by day, companies trade in large quantities of goods and services which are of high quality and / or urgent – a process that represents a tremendous logistical feat in these days of ‚on demand‘ and ‚just in time‘. It is vital to these companies that these tasks are carried out reliably – yet it is only seldom that they actually have sufficient insight into them. Here, the situation can be remedied by the introduction of a holistic integration and monitoring system.

Recognising and eliminating trouble spots

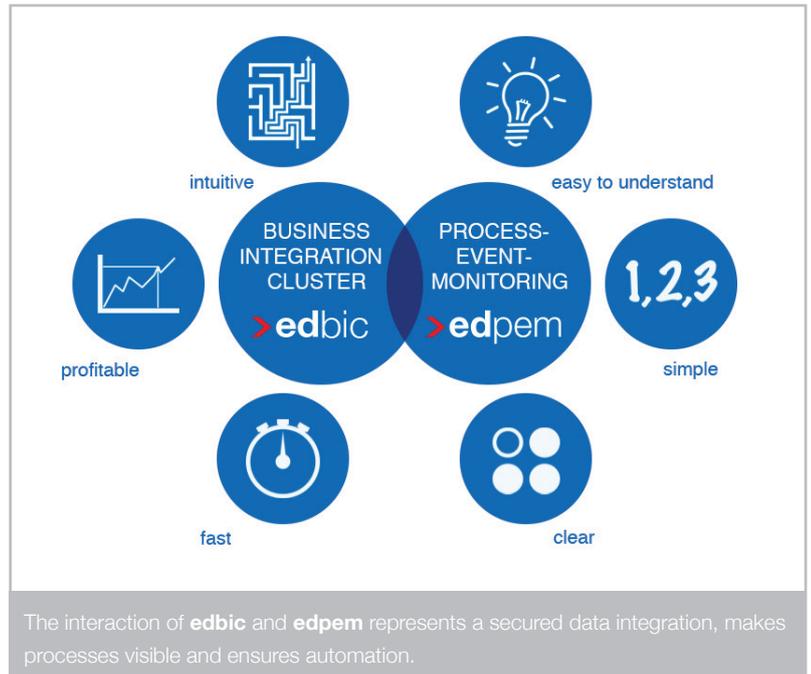
A solution like **edbic** combines existing data streams by means of an adapter system and transforms data while **edpem** is visualising them. In this way, the entire flow of merchandise can be depicted and managed – and reliable, tailor-made process monitoring becomes possible. Thus all those involved in the process have access at all times to information about what is happening to the merchandise and where it is. With **edpem**, those responsible can recognise early on if malfunctions look as though they may be on the way and take appropriate steps to prevent them.

Monitoring operating ratios and reducing costs

Operating ratios can now be tracked and verified more easily, so that there is clarity at all times as to where the organisation is in terms of achieving its aims. Thanks to the way **edbic** and **edpem** depict it, the process as a whole is accountable down to the last detail – including the data from the systems that are connected (e.g. SAP) – so that the cost drivers can also be identified and eliminated easily.

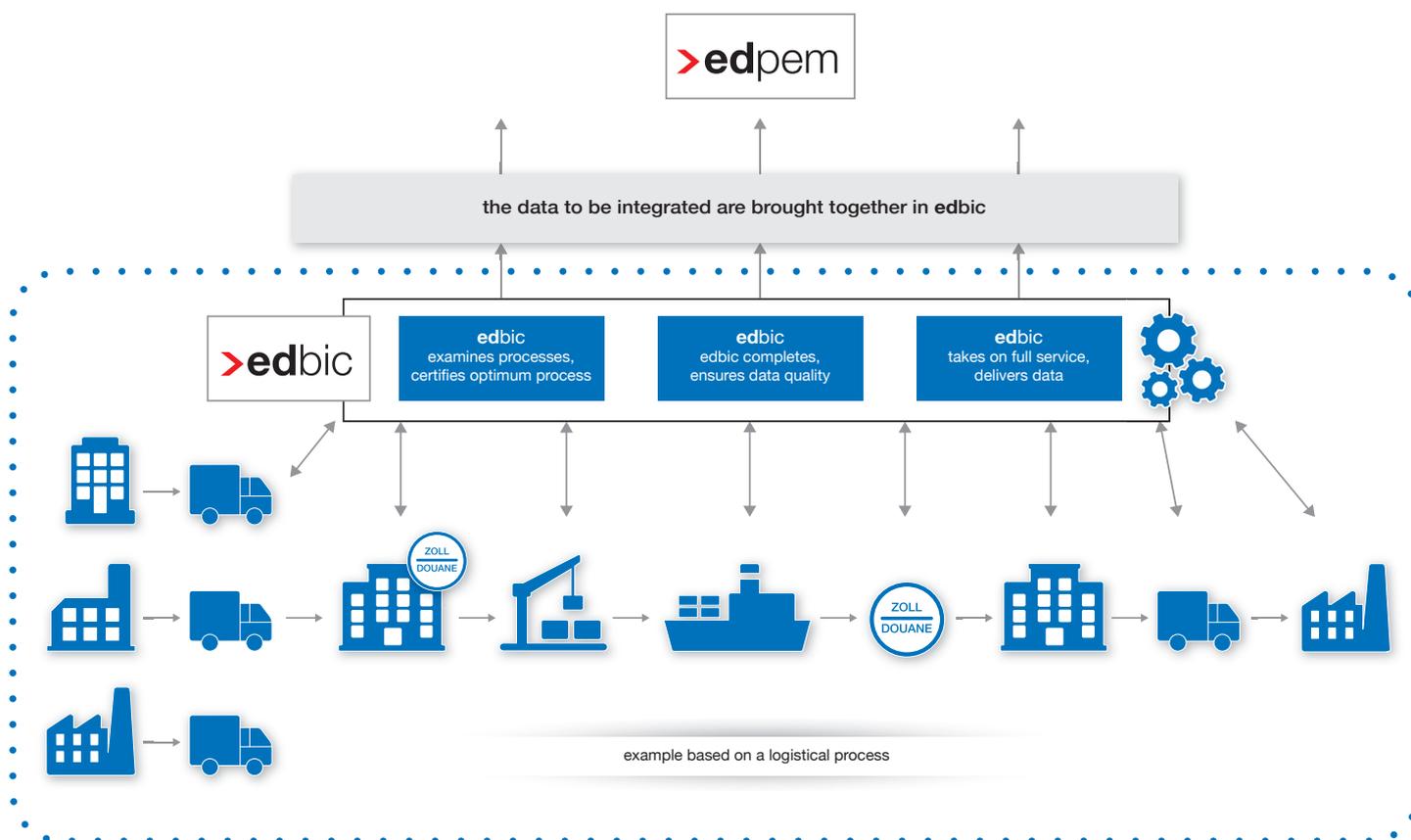
Improving process quality and customer satisfaction

Process quality undergoes successive improvement, which has a positive effect on customer satisfaction. All those involved in the process chain benefit from the smooth flow of merchandise: more reliability, reduced administration costs, and maximum transparency.



This diagram illustrates the interplay of edpem and **edbic** based on a logistical process. The data to be integrated are gathered in **edbic**, and edpem monitors the processes and prevents any malfunctions in the process as a whole by recognising them early on.

PROCESS MONITORING



smart service solution: an overview of process management

The challenge

A company trades in large quantities of high-quality goods but does not have any consistent process control because there are various different enterprises involved in the process as a whole – for example wholesalers or transport companies. As a result, they do not have a direct overview of the way the process is running.

The aim

The aim is to create transparency and visualise the entire process – from ordering via delivery to goods-in –, thus

making it possible to carry out reliable real-time control and intervene in good time in case of malfunctions.

The solution

The deployment of **edbic** and **edpem** ensures the integration of all data – from the ERP system, the management tool of the logistics company and the merchandise management system of the addressee. In this way, up-to-the-minute process monitoring is established, ensuring security and enabling malfunctions to be prevented at an early stage.



For further information: www.edbic.de