

# DKSH

is a model  
company.



Supply chain giant DKSH uses the E2E Bridge<sup>®</sup> to achieve a 6-fold acceleration of time-to-market to integrate the business of thousands of suppliers with one of the largest SAP<sup>®</sup> R/3<sup>®</sup> instances in the world

## 1,000 integration points into SAP<sup>®</sup> R/3<sup>®</sup> in 10 months

### DKSH

DKSH is a Swiss-based, globally operating company with a special focus on the Asia-Pacific market. With \$8.4 billion in revenue, 22,000 employees and 455 branches in 35 countries, DKSH is the #1 services group in Asia. It serves medium-sized and multi-national enterprises as a partner for sourcing, marketing, sales, distribution and logistics. DKSH integrates the business of more than 4,000 suppliers with more than one million customers in the domains of consumer goods, healthcare, raw materials and technology.

[www.dksh.com](http://www.dksh.com)

**« Thanks to Direct Model Execution and Model Driven Integration with our central SAP<sup>®</sup> R/3<sup>®</sup> system, the agility and flexibility of our global business processes has been tremendously enhanced. Choosing the E2E Bridge<sup>®</sup> was clearly a strategic decision. »**

*Gonpo Tsering*

*Senior Executive Vice President  
Operations & Business Support,  
Group Executive Board Member  
DKSH*

### Challenge

- IT decentralized in 35 countries
- 10,000 hand-coded connection points
- Incomplete or missing documentation
- Interface know-how depending on individuals

### Solution

- Corporate Shared Service Center (CSSC)
- Global SAP<sup>®</sup> template, roll-out in 18 months
- E2E Bridge<sup>®</sup> as strategic integration backbone
- Federated ESB architecture, 30+ instances
- Direct UML<sup>®</sup> model execution – no coding

### Benefits

- Rapid business integration projects
- “Docu = Code” means: people independence
- Transparent change management
- Accelerated CMMI roll-out schedule

### Results

- 1,000 interfaces into SAP<sup>®</sup> R/3<sup>®</sup> in 10 months
- 6-fold reduction in time-to-market – now 15 days
- 5-fold TCO reduction for integration projects
- 60-80% reuse of SOA interface services
- 90% reduction of maintenance cost

« By rapidly integrating our existing interfaces into our central SAP® R/3® instance, we have been able to leverage economies of scale throughout the entire group network. The E2E Bridge® has tremendously enhanced our agility and flexibility to standardize our global business processes. »

Gonpo Tsering, Senior Executive Vice President Operations & Business Support,  
Group Executive Board Member, DKSH



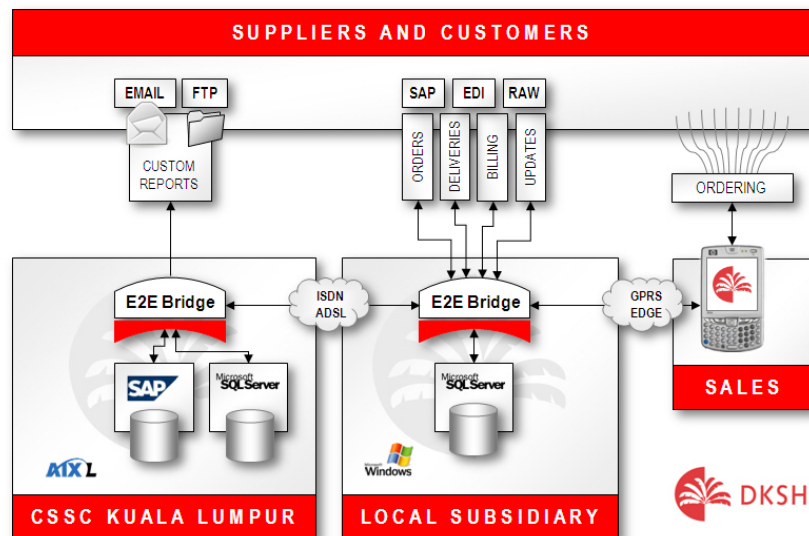
Simply integrated.

## Challenge

DKSH's heterogeneous IT infrastructure is spread over 35 countries. Knowledge about 10,000 interfaces was locked away in code that was understood only by individuals. The classic, people dependent way of integrating businesses was not only a threat to further growth, but also to maintaining operational excellence, a risk DKSH could not afford. E.g., being one of the largest distributors of pharmaceuticals in Asia, life-saving drugs could not be supplied in time, and being responsible for sourcing and controlling a large portion of fast moving consumer goods, shelves in half of Asia's supermarkets would quickly run out of goods.

## Solution

To streamline its global business processes, DKSH has set up a Corporate Shared Service Center (CSSC), standardizing on a global SAP® template using one of the largest single instance SAP® R/3® systems in Asia and the global supply chain industry. To integrate its 4,000 suppliers with more than one million customers via the central ERP, DKSH chose the E2E Bridge® as the strategic, enterprise-wide SOA integration backbone. It facilitates asynchronous exchange of orders, delivery notifications and updates, billing, custom reports and PIM synchronization with the in-house developed mobile sales application. Within 10 months, DKSH implemented more than 1,000 interfaces into SAP® R/3® using Model Driven Integration based on Direct Model Execution. The resulting 6-fold reduction in time-to-market has offered DKSH unprecedented competitive advantage ever since.



## Results & Benefits

- Time-to-market for business integration is reduced 6-fold – from 3 months to 15 days
- Change management is now fully transparent, reducing maintenance cost by 90%
- Total cost of ownership (TCO) for SOA integration services is reduced by 80%
- Direct UML® execution improves design quality, increasing service reuse to 60-80%
- Interface know-how depends exclusively on architecture and process – not individuals
- Rapid, high quality business integration represents a strategic competitive advantage