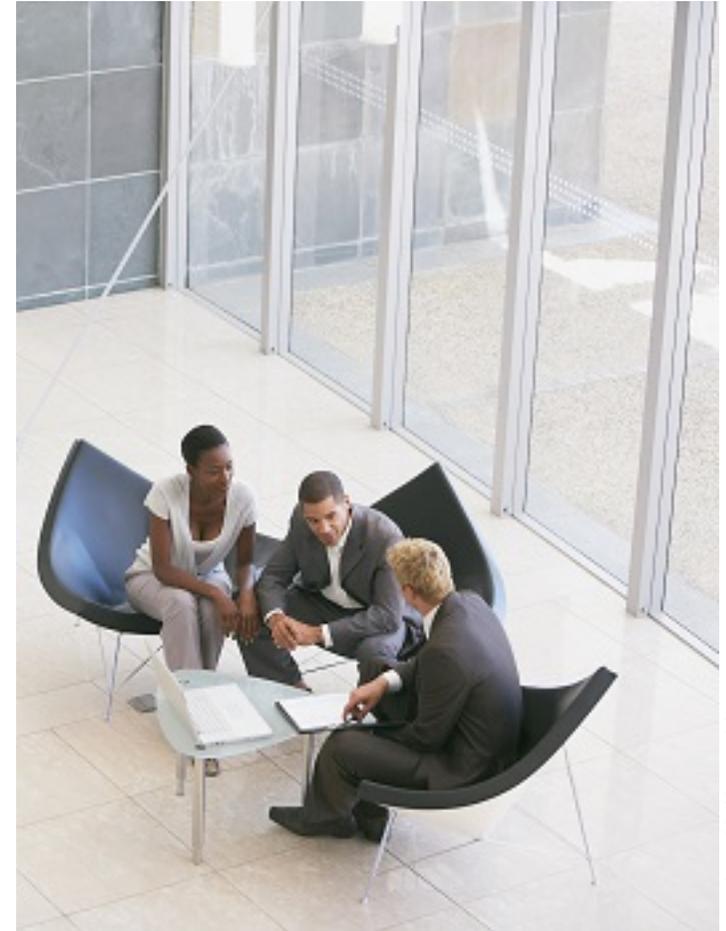


Ploetz + Zeller: Streamlining Process Optimization for Customers with SAP® Workforce Performance Builder

Committed to proactive and professional governance and optimization of customer business processes, Ploetz + Zeller GmbH guides clients through all stages of the business process lifecycle, from design and implementation to optimization and operationalization. As an SAP OEM partner, the company is bundling its Symbio Suite solutions with SAP® Workforce Performance Builder software.

The partnership has allowed Ploetz + Zeller to enter into new markets with new bundled solution and service offerings. And customers now have access to help materials that support enterprise-wide learning and provide best-practice process guidance, allowing users to develop and document process models with no additional software training. The result is an increase in revenue for Ploetz + Zeller and more efficient process execution for its customers.



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Executive overview

Company

Ploetz + Zeller GmbH

Headquarters

Munich, Germany

Industry

Professional services

Products and Services

Enterprise software services, consulting, development, and resale

Web Site

www.symbioworld.com

BUSINESS TRANSFORMATION

The company's top objectives

- Expand into new market segments
- Increase the value of existing product and service offerings
- Advance and augment business process excellence

The resolution

- Bundled an offering of Symbio Suite solutions and SAP® Workforce Performance Builder software to provide customers with process-oriented learning and on-the-job guidance
- Prepackaged industry-specific content created with Symbio Suite solutions and SAP Workforce Performance Builder
- Developed plans for more joint offerings with the SAP Cloud portfolio

The key benefits

- New services and bundled offerings, allowing entry into new industries and market segments and increasing average revenue
- Step-perfect help materials that support enterprise-wide learning and provide best-practice process guidance for customers
- Ability for customers to create business process models and documentation without training

TOP BENEFITS ACHIEVED

Up to **73%**

Faster process execution for customers

Up to **62%**

Fewer help-desk inquiries for customers

Up to **92%**

Faster customer documentation of processes

“SAP Workforce Performance Builder allowed us to expand our business and better support customers in their daily jobs. By offering SAP Workforce Performance Builder with our Symbio Suite solutions, we are now able to provide complete business process optimization.”

Oliver Zeller, CEO, Ploetz + Zeller GmbH

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