

SAP Customer Success Story

Tough competition puts manufacturers of armored vehicles in the firing line on all sides. To meet this challenge, the Austrian company **Steyr-Daimler-Puch Spezialfahrzeug AG & Co KG** wanted to make the most of its specialized knowledge. That's why the company selected **mySAP™ Product Lifecycle Management (mySAP™ PLM)**. Now, engineering is fully integrated into the overall logistics chain and information is readily available – with a decidedly improved corporate infrastructure.

STEYR-DAIMLER-PUCH
SPEZIALFAHRZEUG AG



STEYR-DAIMLER-PUCH

**mySAP™ PRODUCT LIFECYCLE MANAGEMENT
ENSURES COMPETITIVENESS**

SPECIAL PEACEKEEPING VEHICLES AT THE CORE OF ITS SUCCESS

Steyr-Daimler-Puch Spezialfahrzeug AG & Co KG is one of the world's most experienced manufacturers of peacekeeping vehicles. At its Vienna, Austria facility, the company makes armored wheeled and tracked vehicles as well as vehicle components for a wide variety of uses in cooperation with the Austrian army and project teams from other armed forces. This experience has brought success: Steyr-Daimler-Puch has a workforce of about 380 employees, with company revenue of €117 million in fiscal year 2001. To continue its success, Steyr-Daimler-Puch realized that it needed to take a closer look at how it managed its product life-cycle processes.

FUNDAMENTAL RESTRUCTURING OF INFORMATION MANAGEMENT

Manufacturers of peacekeeping vehicles are in the same situation as any car company: Customers demand punctual delivery, short lead times, favorable prices, and the ability to trace any product component. Heinz Milchrahm, head of the ILS department at Steyr-Daimler-Puch, emphasizes, "Armed forces know which version of a vehicle they have. If a customer orders, say, 50 vehicles from us, this may involve seven or eight different configurations. This information must be recorded carefully and reliably so that, in the event of a problem, we can keep track of the affected vehicles and inventories."

Satisfying these requirements places heavy demands on a company's planning and control system. At Steyr-Daimler-Puch, neither the operational organization nor the information systems that were in place met these increased expectations. That's why the company decided to optimize its business processes and introduce mySAP™ Product Lifecycle Management (mySAP™ PLM).

Steyr-Daimler-Puch clearly defined the goals it wanted to reach. mySAP PLM would manage all product-specific information in a single system, eliminate redundant data storage, provide all parties access to the same information, shorten the turnaround time for product changes, and guarantee complete documentation of the engineering change processes.

FASTER THAN PROGRAMMING

The short time it took to implement these ambitious plans is a classic example of successful teamwork. Steyr-Daimler-Puch implemented the SAP solution in conjunction with its consulting partner HighQ IT. "We were fast," says Milchrahm. "But that was only possible because we had an excellent consulting partner and an outstanding software product with a variety of customizing options."

To ensure a faster implementation, Steyr-Daimler-Puch examined different ways to address its business processes. "We wanted to adopt as much of the SAP standard as possible," says Milchrahm. "For that reason, we tended to adapt processes at our company to SAP instead of the other way around." As a result, the solution was fully operational after only four months.

SPIES OUT IN THE COLD

"For us, mySAP PLM is like a highly secure safe," says Milchrahm. Detailed information about Steyr-Daimler-Puch's products includes military documents that are subject to strict security requirements. All the documents that are generated in a vehicle's life cycle – such as technical drawings, forms, software documentation, operating instructions, and inspection plans – must be encrypted and carefully stored. This is material that unauthorized

persons may not see under any circumstances. A sophisticated role and authorization feature controls and monitors access to information by authorized members who are involved in product development right through production.

DRAMATICALLY DECREASED TURNAROUND TIMES

With this new solution, Steyr-Daimler-Puch has gained, among other things, one thing – more time. This advantage is clearly seen when it comes to technical drawings. Every change to a design drawing must be distributed to purchasing and production for further processing. Before the introduction of mySAP PLM, a changed design drawing was sent to an external organization for plotting. It took about two weeks before it was returned and distributed internally. Now, output takes place directly from the mySAP PLM environment. Heinz Milchrahm notes, "This is a tremendous advantage of SAP. We press a button and get our drawings in just a matter of minutes – in full size or on A4, whatever the department needs at the moment." Given that the company produces over 5,000 drawings a year, tremendous time savings result from this step alone.

COMPLETE DOCUMENTATION IN A SINGLE SYSTEM

Steyr-Daimler-Puch is quite pleased with the results of the implementation. All functional targets were achieved. Product-specific information is now stored in one system that all authorized parties can access. mySAP PLM has revolutionized information management, eliminated the microfilm archive and redundant management operations, and even delivers configurations at the press of a button.

"By rolling out mySAP PLM, we've integrated engineering in the overall logistics chain and decisively improved our corporate infrastructure," says Dr. Gerhard Skoff, Steyr-Daimler-Puch vice president. Looking into the future, Steyr-Daimler-Puch is already contemplating the next logical steps: connecting the company's CAD systems to mySAP PLM with the full use of its configuration management capabilities.