



## Perfetti Van Melle: Streamlining Processes with SAP Fiori® Apps and Support from Avelon

Perfetti Van Melle is one of the world's largest manufacturers and distributors of confectionery and chewing gum. Perfetti Van Melle products are enjoyed in over 150 countries. Working with SAP partner Avelon, workflow tasks and data from SAP® software can now be accessed with SAP Fiori® apps. The result is more-streamlined processing of invoices, orders, contracts, travel expenses, and HR data.



# Executive overview

## Company

Perfetti Van Melle

## Headquarters

Amsterdam, Netherlands

## Industry

Consumer products – food

## Products and Services

Confectionery and chewing gum

## Employees

17,312 worldwide (2015)

## Revenue

€2.615 billion (2015)

## Web Site

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

## Partner

Avelon

[www.avelon.nl](http://www.avelon.nl)

## BUSINESS TRANSFORMATION

### Objectives

- Complete workflow tasks from the SAP® ERP application while on the go
- Approve incoming invoices and purchase orders via mobile app
- Develop additional apps in-house to further streamline administrative tasks

### Resolution

- Worked with Avelon to develop SAP Fiori® apps for processing invoices, orders, contracts, travel expenses, leave, hours, and more
- Deployed additional SAP Fiori apps for HR administration
- Established a phased project plan to continue deploying apps beyond Benelux to other global operating companies

### Benefits

- Anytime, anywhere mobile access to workflow tasks from SAP ERP
- Fast and simple access without a lengthy login
- User-friendly, clear, and uncluttered screen
- Insight into current tasks anywhere and at anytime
- Process standardization both within and across group companies
- No additional SAP licenses required

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## Streamlined

Approvals for 150,000 incoming invoices

## User-friendly

Interface

## Mobile

Access anytime, anywhere, from any device



“The SAP Fiori apps that Avelon has implemented significantly simplify and accelerate our approval processes. They provide a user-friendly way to process SAP system tasks via mobile devices.”

Massimo Terrevazzi, Group CFO, Perfetti Van Melle

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# Streamlining approval processes with mobile apps

Perfetti Van Melle is active in more than 150 countries worldwide, and has 32 manufacturing facilities from which global brands like Mentos, Chupa Chups, and Alpenliebe are distributed. The company's extensive international operations require group CFO Massimo Terrevazzi to carry out much of his daily work while traveling.

"The approval of incoming invoices and purchase orders takes up a lot of my time," says Terrevazzi. "Before, I had to log in to our SAP® ERP application via Citrix with my laptop or PC. In order to streamline this process, we asked Avelon to develop an SAP Fiori® app that also works on tablets and smartphones. This app significantly simplifies and speeds up the log-in and approval process. The app provides a user-friendly, clear overview of all the tasks assigned to me from the SAP ERP environment."



## 150,000

Incoming invoices to approve each year

Myra Meijer, SAP consultant for HR systems at Perfetti Van Melle, was deeply involved in the project. "The collaboration with Avelon really stimulated our innovative capabilities," she notes. "We can now proactively develop new apps to further streamline our processes."



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# Running a simple, responsive app on any device

Avelon is one of the first SAP partners to roll out SAP Fiori apps on such a massive global scale. "Currently, there are about 250 companies in the world that are actually using SAP Fiori apps," says Sander van der Wijngaart, workflow consultant at Avelon. "Since SAP has offered the SAP Fiori licenses free of charge to SAP ERP users, we have noticed a growing interest in using apps on mobile devices to access SAP ERP."

The apps developed by Avelon were so convenient and simple to use that Perfetti Van Melle decided to deploy a number of standard SAP Fiori apps as well. Staff members in the Netherlands can now enter travel expenses and leave and overtime hours via an app on their tablet or smartphone. Avelon completed

the project in phases, starting with incoming invoices, of which the company processes about 150,000 per year. Terrevezzi was immediately enthusiastic about the convenience of using this app, saying, "This is how we will all be working." His plan to deploy additional apps was taken up by the HR division, where Meijer investigated which HR processes could be optimized using SAP Fiori.

"We rapidly implemented new apps for our branches in the Benelux countries. Even staff members who were already using SAP ERP regularly prefer to work via the app instead of directly in SAP ERP because certain tasks can be carried out more efficiently."

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"We concluded that any paper-based process could be more efficiently handled via an app. The response from our colleagues was just as enthusiastic as the CFO's."

Myra Meijer, SAP Consultant for HR, Perfetti Van Melle



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# Offering greater flexibility with SAP Fiori apps

With SAP Fiori apps, staff members at Perfetti Van Melle have the flexibility to work anytime, on any device, from any location. “Various language versions for non-English speakers have been installed for some apps,” notes Meijer. “Staff members in the Netherlands can now enter and submit leave, travel expenses, and overtime hours.”

“Laptops and PCs are no longer necessary for specific tasks, and logging in via mobile device is much quicker and simpler,” she continues. “Staff are more mobile – they don’t need to take their computer everywhere and wait for it to boot up. Moreover, mobile devices also work with 3G and 4G connections that don’t require fixed Internet or Wi-Fi.”

The advantages of SAP Fiori apps are already being felt day to day. For example, Terrevazzi can work more efficiently while traveling. “Working with the apps is ideal when you have to wait somewhere like in an airport.”

Another advantage is optimal data security. SAP releases updates at least four times a year and does not take any risks when it comes to security. Plus, the apps do not download data locally, so corporate information is not at risk when a device is lost or stolen.

SAP Fiori apps also help standardize operating processes within and across operating companies by enforcing approval procedures. “Good governance is automatically incorporated,” says Terrevazzi. “We use fewer or no paper forms at all, so we have a much better grip on external and internal processes. Automatic messages are sent to colleagues who still have to carry out actions once I have approved them. In short, even without a fully developed business case, we have a rapid return on investment by reducing process throughput times and improving quality.”



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## The entire organization wants to benefit from SAP Fiori

Initially, SAP Fiori was only used at Perfetti Van Melle's Benelux operating companies. But staff members at other companies want to start using them. "We will roll out the apps to other locations as soon as possible," confirm both Terrevezzi and Meijer. "In Russia in particular there is a great demand for anywhere mobile access to tasks. Staff there often need to travel long distances between their home and office, so the time savings will be even greater."

Perfetti Van Melle sees many new opportunities in being an early adopter of SAP Fiori apps. "I can now proactively develop new apps to streamline HR processes," notes Meijer, "Cooperation with Avelon suits me very well. SAP Fiori provides inspiration for developing new and creative apps."

"The apps' recognizable and clear interface provides support for the people working with them," concludes Terrevezzi. "It is an extremely useful addition to our SAP ERP system, as it allows us to add new functions quickly, easily, and at low cost."



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