CUSTOMER: KONE GMBH

tecRacer implements PIT 2.0 on AWS Serverless architecture

KONE is one of the leading companies in the elevator, escalator and automatic door industry. At the KONE Care Team in Hanover, employees receive information from customers and contractors centrally. They initiate changes to the data stored in SAP and Salesforce regarding installations, contracts or master data. The Care Team also processes billing inquiries. tecRacer implements the Process Interface Tool (PIT 2.0) for KONE, which replaces purely manual data entry.

PIT 2.0 makes it possible: Faster, simpler and more secure data entry

Previously, employees changed data by hand, passed it on by e-mail and had no success control. Entering data into an empty Excel spreadsheet was time-consuming and error prone. The introduction of PIT 2.0 aims to simplify, speed up and secure this process. Instead of manual processing when transferring data to SAP, employees receive software-technical support. In PIT 2.0, fields are automatically completed from the database when only a few letters are entered. This not only increases the speed of data entry, but also the quality of the data. The care team has less manual effort and can see the status of the changes on a dashboard.

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Translation into SAP: error rate zero, 100 percent quality

With the help of PIT 2.0, the employees in the KONE Care Team have insight into the most up-to-date data, so that they can always advise their customers competently. Customer letters are automatically completed from the system so that the contact people have a better overview of the customer. This further accelerates and simplifies their work. Directly after a call, the customers receive written confirmation. The data no longer must be transferred manually from PIT to SAP. This task is performed by an automatic translator with a zero-error rate, thus delivering 100 percent quality.

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Faster data import through serverless architecture

Invoices are also processed via PIT 2.0. Through daily data exchange with the Shared Service Center, prices are not only transferred to SAP using software, but invoices are also processed in the background and prepared, for example, for corrected reissuing. "The duration of the daily data import could be significantly reduced," explains Lars Hüper, authorized signatory at tecRacer GmbH & Co. KG. "If necessary, several reconciliations can be performed in one day - unthinkable before."

tecRacer recognized the potential of a serverless architecture on AWS:

- Eliminate the need to purchase and maintain traditional virtual servers
- Significant cost savings due to the pay-per-use model of AWS serverless architectures
- Significant performance gains due to the automatic scalability of AWS resources

"The serverless architecture has enabled a faster project start and provided significant savings in infrastructure costs compared to running on virtual servers," notes Olaf von Perbandt, program manager at KONE GmbH, with satisfaction. "The whole hardware procurement process has been eliminated. And we have backing from Group IT because of the forward-looking architecture."

Customer contact:

Olaf von Perbandt, Program-Manager, KONE GmbH, Hanover

KONE is one of the world's leading providers of complete solutions as well as networking and digitalization around elevators, escalators, automatic door and gate systems as well as innovative solutions for modernization and manufacturer-independent maintenance of these products. Founded in Finland in 1910, KONE is today a listed company with more than 1,000 branches and 1.1 million installations in maintenance, spread over more than 60 countries. In Germany, KONE GmbH employs more than 2,000 people at 38 locations. The German headquarters and the KONE Academy are in Hanover.

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Project objectives
- Introduction of PIT 2.0 for automatic support of the KONE Care Team
- Faster, simpler and more secure data entry
- Automatic transfer of data from PIT 2.0 into SAP
- Simplify and accelerate the archiving process

Project duration
May 2018 to March 2019

Project deliverables tecRacer
- Build a fast and error-free import of data extracts into KONE Cloud using S3, Lambda and RDS Aurora
- Web application for simplified data entry, provided via CloudFront with API Gateway and Lambda as backend
- Building a CI pipeline for fully automated software updates
- Output in standardized formats for delivery to the Shared Service Center
- Workflow processing with caching and creation of customer letters directly from the cloud
- Automated archiving of customer letters into an S3 bucket
- Significantly simplifying and accelerating the archiving process

About tecRacer
tecRacer, headquartered in Hanover and with locations in Duisburg, Frankfurt, Hamburg, Mannheim, Munich, Vienna, Lucerne, Geneva and Lisbon, offers Amazon Web Services (AWS) Consulting & Training Services from a single source - seamlessly integrated, across the entire cloud lifecycle - from strategy to implementation to operation.

The strategy also remains the clear focus on Amazon Web Services. Here, according to an independent study by Crisp Research, tecRacer is probably the most competent and important partner in Germany. And the focus on AWS proves tecRacer right: As part of the AWS Partner Summit 2021, tecRacer received the „AWS Consulting Partner of the Year" award. The owner-managed company, which was awarded as a Top Employer for medium-sized companies, now employs more than 150 permanent staff, has trained more than 12,000 participants in AWS and has already successfully implemented more than 250 AWS Consulting projects.

For more information, visit www.tecracer.com. Or contact us at aws-sales@tecracer.com.

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