



REFERENCE REPORT

› **LACHER
GROSSKÜCHEN
GMBH**



ABAS ERP TAKES LACHER GROSSKÜCHEN GMBH TO A NEW LEVEL OF EFFICIENCY ...

... and enables significant process improvements, up to 100 percent faster invoicing, and an increase in liquidity

INDUSTRY

Large-scale catering and kitchen supplier

PRODUCTS

Technology for large-scale catering facilities, catering supplies, facility furnishing

NUMBER OF EMPLOYEES

64

LICENSES

70

USES ABAS SINCE

2017

LOCATIONS THAT USE ABAS

Germany

WEBSITE

www.lacher.de

Founded in 1920, Lacher Großküchen GmbH is one of the leading large-scale catering and kitchen suppliers in Germany. The company's unique selling point is its comprehensive planning and consulting services, because when drafting a large-scale catering facility or kitchen the focus is not on design but rather on efficiency. It is not unusual that 5,000 meals have to be prepared and served within only an hour. Stoves, ventilation systems, contact grills, coffee makers, and other electrical devices as well as utensils have to be customized to individual needs. With more than 100 years of industry experience, Lacher not only provides the necessary equipment but also adds the required expertise. The wholesaler offers all steps from a single source, successively and perfectly coordinated. This was also the case with the largest project in the company's history: At the European Central Bank in Frankfurt, Lacher was responsible for providing the large-scale catering and small kitchen equipment from the first draft and the development of a tailored solution through to the final implementation. Since the previous ERP system could no longer meet the increasing market requirements, the wholesaler decided to introduce a new ERP system from abas in 2016 to automate and improve its processes.



PREPARED FOR FUTURE REQUIREMENTS

On the path towards the final decision for a provider, Lacher first performed a comprehensive comparison of various ERP systems. In several successive stages, the wholesaler reduced the initial ten providers, first to four, then to two, and finally made the decision in favor of the business software Abas ERP: With the support of reference customers, external consultants, comparison platforms, and further sources, a detailed information base was established in a first step to make a top 10 preselection of potentially suitable software solutions. After roughly defining the function requirements for the ERP system, these were compared with the function ranges of the ten providers. They were weighted on the basis of the results according to their suitability and the number of providers



Abas offers exactly the flexibility and efficiency that we need. We would choose Abas ERP again. Driven by this high level of satisfaction and the previous success with Abas ERP, Lacher aims to further intensify the cooperation with abas and is continuously working on optimizing the software installation.”

Thilo Jörg, CIO, Lacher Großküchen GmbH

was reduced to four. This was followed by individual presentations to the management and heads of the responsible departments of Lacher, who finally decided in the next step which two providers would be invited to the final selection round. This included creating an actual quotation with a detailed specification by the provider and Lacher visiting several reference customers of the two software companies. The last step was the final evaluation of the offers and overall performance. The German ERP manufacturer abas from Karlsruhe finally fulfilled the objective of providing an advanced system that satisfies not only current but also future requirements for logistics, project business, and customer service across all processes.

METHODICAL ERP INTRODUCTION UP TO THE GO-LIVE

The introduction took place according to the seven-stage method GIM (Global Implementation Method). It began with the kick-off meeting in the start-up phase to define the exact project organization and the milestone plan, among other things. Then the Smart Check was performed: abas checked how “ERP-compatible” Lacher was with regard to the planned introduction of the business software. This also included the training of the project team by means of abas Academy courses in Karlsruhe during the next stage. For the team to get to know the software better and to tailor the requirements specifically to day-to-day business, a training infrastructure with demo clients was installed. In this way, the target processes and applications could be defined during the organization stage and as the result of the stage the organizational and technical implementation concept could be created.



As a next step, this concept was transferred to Abas ERP as part of the configuration stage. In continuous cooperation with the Lacher project team, the implementation partners of abas checked if the requirements had changed during the project phase. In this way, corrections could still be made as necessary. Furthermore, the data from the previously used system were migrated to Abas ERP. The subsequent training phase was about familiarizing the individual users of the technical departments with the specific, workstation-related content by means of project-related test scenarios and applying the acquired knowledge. In general, the procedure helped Lacher to achieve the company's goals with the available human, economic and financial resources within the defined period and also had positive effects in terms of increased sales and faster ROIs. Because the method guided the catering and kitchen supplier reliably through the entire process, took into account the individual requirements, strengths and weaknesses, and helped to identify hidden potential. Finally, the go-live took place in February 2017. Abas ERP was put into operation with 70 licenses and very little customization.

The ERP software from abas defines an important part of Lacher's restructuring and is the basis for the digitization of all core processes of the company group in order to finally get rid of manual work steps and duplicate work. For example, invoices are now processed electronically via EDI: Incoming invoices are posted fully automatically and outgoing invoices are transferred directly to the email system. Manual enveloping is now a thing of the past.

COMPREHENSIVE ERP FUNCTIONS PERFECTLY COMPLETED BY FURTHER IT SOLUTIONS

In addition to the basic functions, a great variety of expansions, plug-ins, mobile apps, and various interfaces to other programs are available to Lacher. Lacher uses Abas ERP for its entire financial accounting, controlling, purchasing, sales, material management and scheduling, as well as for service processing and customer relationship management (CRM). Furthermore, various plug-ins are used, such as the project management tool Abas PM and Abas BI (Business Intelligence), while mobile applications are connected via interfaces. Additionally, Lacher relies on an expansion for plant data collection as well as on the CTI (Computer Telephony Integration) and communication tool. A significant advantage for Lacher is the compatibility of Abas ERP with the DMS system (document management) from ArcFlow previously in use. There are also interfaces to different carriers, such as the logistics tool Delisprint from DPD, the above mentioned email system and the CTI software from Estos as well as the connection of Praxedo as a mobile cloud solution for field service management. Barcode scanners are included in the business software as well.



The increase in efficiency that we achieve thanks to Abas ERP is really enormous."

Vanessa Fischer, CFO, Lacher Großküchen GmbH



ACHIEVED BENEFIT AND ADDED VALUE

In general, the introduction of Abas ERP at Lacher has resulted in better structuring, traceability, and transparency of the business processes. This is particularly evident in the area of financial accounting. Last but not least, the change to Abas ERP has significantly increased the level of automation, which with regard to financial accounting does not only reduce errors but also considerably accelerates the processes: While previously it took up to 12 hours to collect all relevant data from the departments, today the information is centrally available in Abas ERP for invoicing at just the click of a button. Lacher is now able to achieve much higher productivity with only half the number of employees and perform more postings in less time. Another advantage is improved liquidity: The company mainly works with downpayment invoices and discounts that are based on the performance progress of the projects, and relies on the percentage of completion method to evaluate them. What was previously almost impossible to achieve manually can now be done easily and considerably faster thanks to the comprehensive approach of abas including material cost posting. "Particularly in the project business, it is essential being able to map the current status and progress to generate liquidity. With the completely contained financial accounting in Abas ERP, we have all relevant data readily available in real time thanks to material cost posting, and process chains are adhered to in all areas," explains Vanessa Fischer, CFO at Lacher.

HIGH LEVEL OF FLEXIBILITY AND EFFICIENCY

Above all, the specialist for large-scale catering facilities benefits from the high flexibility of the ERP system, because also after the go-live adjustments can be made quickly and flexibly. "Being able to implement many things ourselves thanks to FOP (flexible interface programming) and making customizations according to our requirements – without losing the ability to upgrade – is a convincing added value for us," says Thilo Jörg, CIO of Lacher Großküchen GmbH. This also becomes evident with regard to the challenge in project business that any kitchen order consists of a different number of parts that are difficult to evaluate as mixed products. For this, the company now uses a solution that generates a unique one-time product for each project, imports it to Abas ERP, and triggers the subsequent standard processes there.

In addition, the high degree of digitization made possible by Abas ERP leads to a significant improvement in sales processes: On the one hand, this is reflected in the creation of quotations, which can be carried out much faster thanks to recorded product images and brochures that are automatically sent by email and stored in the DMS. On the other hand, enormous time savings are also achieved when creating and processing orders, because the ERP solution provides a transparent status overview of the order progress at all times and ensures automated and bottleneck-focused process control. Another reason for this is that figures are always available transparently through the Abas BI solution, which allows Lacher to react quickly to any



changes, if necessary. Last but not least, Lacher gains an enormous advantage from the fact that the online shops based on Shopware are directly connected to Abas ERP via a standard interface, which once again increases digitization of sales.

The Multisite connection of the sister company Lacher Service GmbH, which is responsible for the maintenance, repair, and installation of the kitchen appliances, creates further added value: Thanks to Abas ERP, a service product is created for every product sold that informs the responsible employees about all important data and documents at a glance – from the serial number, the purchase date, and the warranty period through to the packing slips, invoices, and the current service location.



Being able to implement many things ourselves thanks to FOP (flexible interface programming) and making customizations according to our requirements – without losing the ability to upgrade – is a convincing added value for us.”

Thilo Jörg, CIO, Lacher Großküchen GmbH

At its headquarters, the catering and kitchen supplier has a 4,000 m² showroom where customers can gain an overview of the product range in advance of a project. In addition to the European Central Bank, its customers include commercial kitchens at well-known companies, such as ADAC in Munich or Fraport, restaurants, but also street food trucks, and bistros. The company is a member of the leading industry associations, such as GGKA e. V., the German Professional Association of Food Service and Commercial Kitchen Equipment, as well as PENTAGAST, Europe's largest network for restaurants, hotel business, and communal catering. With the ERP system from the Karlsruhe-based provider abas, Lacher is more advanced than almost any other company of the association. “The increase in efficiency that we achieve thanks to Abas ERP is really enormous,” sums up Vanessa Fischer, and also Thilo Jörg says: “Abas offers us exactly the flexibility and efficiency that we need. We would choose Abas ERP again. Driven by this high level of satisfaction and the previous success with Abas ERP, Lacher aims to further intensify the cooperation with abas and is continuously working on optimizing the software installation.” For example, the company plans to perform an upgrade to the current version of the ERP solution. Furthermore, Lacher wants to expand the Abas BI solution that is already being used in other departments to the finance area.



abas Software GmbH
Gartenstraße 67
76135 Karlsruhe
Germany
hallo@abas.de
abas-erp.com

Abas ERP 

@abasERP 

AbasERP 