



ABOUT RWA RAIFFEISEN WARE AUSTRIA AG

RWA Raiffeisen Ware Austria AG (RWA) is the wholesaler and service provider of the Lagerhaus cooperatives in Austria and together with them forms the leading force in the country.

They are wholesalers of agricultural products and supplies, energy, building materials and home and garden products and a wholesaler and retailer of agricultural machinery and spare parts.

In addition, the group includes two energy companies, GENOL as wholesaler and Wärme Austria as end customer supplier. One-third of end-customers are commercial companies and two-thirds are private households, with around 70,000 energy customers.

RWA also trade in agricultural machinery and the sale of tyres and spare parts. The company has a mixed customer structure, from the farmer to the commercial customer, and exports tyres and technology abroad, especially to southern and eastern Europe.



CREDIT MANAGEMENT SUITE ENABLES CREDIT AND RISK MANAGEMENT FOR LARGE AGRICULTURAL FIRM

CHALLENGE

In October 2013 RWA needed to integrate credit and risk management within their SAP system using add-ons from cormeta, which is now part of the SOA People Group. This was a challenge, because RWA is a large group of companies with numerous areas, participations and subsidiaries. This heterogeneous customer structure required sensitive credit and risk management.

"RWA as parent company mainly means classic wholesale, B2B. So in the agricultural sector this involves relationships with flour mills, oil mills and fertiliser manufacturers. The majority of subsidiaries such as BGA Bio Getreide Austria GmbH or URL AGRAR GmbH have a similar customer structure", explains Andreas Prantner, Head of Corporate Credit Management, RWA Austria AG.

In recent years, the RWA group of companies has expanded to include several companies that first had to be centralised and then integrated into SAP. RWA also took over existing contracts through company acquisitions, including insurance contracts.

"In addition, we have many identical customers in different business units and we wanted to provide transparency for all", continues Prantner.

Languages was a key challenge that needed to be overcome, as not every single unit spoke German or English, which can be a real challenge when it comes to designing reports.

HIGHLIGHTS

- Our Credit Management Suite allows RWA to track customer credit and risk more easily
- Seamless integration with SAP-enabled add-on solutions for credit insurance, credit bureaus and risk management
- Standardised reporting can now be implemented across the organisation

SOA People represents cormeta internationally as they are part of the SOA People Group, the customer mentioned here is formally a cormeta customer.

Both credit and receivables reporting needed to be included and tried and tested algorithms to be mapped in the credit rating and in the calculation of the risk classes. In addition, RWA's Finance Manager wanted to have a large number of interfaces with credit partners, such as credit bureaus and credit insurers, realised in the new solution.

"The employees are fully behind the project. Eight people including me work with the cormeta add-ons. Three specialise in credit management and need the software daily. Four employees take care of the receivables management and use the add-ons to keep track of everything. You get an overview very quickly and can jump into the individual transactions easily", explains Andreas Prantner, Head of Corporate Credit Management, RWA Austria AG.

SOLUTION

The project aim was to introduce the SAP Add-Ons KV sprint, RM sprint and CG sprint – solutions for credit insurance management, credit and risk management and connection to the credit bureaus.

This would ensure that everything was handled consistently within SAP: credit management, credit insurance including delivery and comprehensive fulfilment of contractual obligations, the administration of collateral as well as credit check directly in SAP by connection of credit bureaus. Through this was the integration of the additional programs (add-ons) of SOA People Group.

The second phase of the project included the integration of mass debtors, the expansion of credit reporting interfaces and the involvement of CEE subsidiaries.

RWA has an integrated IT solution with perfectly matched components using our add-ons KV sprint for the management of credit insurance, RM sprint for risk management and the application for the connection of credit bureaus CG sprint.

The administration of insurance contracts in KV sprint has been considerably simplified, all limits have been standardised in RM sprint and the risk of clustering has been significantly reduced.

BENEFITS

Dashboard with relevant data:

The RWA credit manager in RM sprint gets a clear overview of scoring, indices of the credit bureaus, commitments, sales, payment behaviour and credit insurance data.

Seamless integration of SAP solution:

Especially when working with credit insurance, SAP offers great benefits for RWA. All enquiries are automatically answered digitally.

Number of individual contracts decreased:

Insurance and credit bureau contracts have decreased significantly.

Return on investment achieved

Entire billing and administration section of the insurance has improved significantly

More performance with the same number of employees

Centralisation and simplification achieved



THE FUTURE

At the credit bureaus, Mr. Prantner and his staff are still working on standardising the interfaces.

"So that they then also work for the mass debtors in the energy business, which are predominantly made up of private customers and are currently geared only to corporate customers" says Prantner.

Group-wide, standardised reporting is currently being worked on and as soon as all units are integrated in the SAP system, the key figures can be determined centrally and forwarded in appropriate portions, depending on the problem.

"The employees are fully behind the project and are using it in their day-to-day work. The software allows us to get quick overviews for customer credit and risk and to jump onto individuals transactions easily."