

# Case Study



**GILBARCO  
VEEDER-ROOT**

## Communication without speed limit at petrol station supplier



## Gilbarco: Communication without speed limit at petrol station supplier

**Europe-wide service companies of Gilbarco Veeder-Root transmit spare parts orders automated with i-effect to the central warehouse in Salzkotten**

Anyone who owns a car regularly holds the company's products in his hands, even though he will hardly know its name: Gilbarco Veeder-Root is the world's leading provider of solutions and technologies for the service station industry, manufacturing fuel dispensers, fuel management systems, tank content management solutions and the like.

Headquartered in Greensboro, North Carolina, the company promotes universal product lines, global reach and exceptional customer service to its customers. To ensure this, there is a need for rapid communication between the international locations. For this Gilbarco relies on EDI technology from menten.

The company's European headquarters is in Basingstoke, Great Britain, but the central spare parts warehouse for the entire continent is located in Salzkotten, North Rhine-Westphalia, the production site of the German Gilbarco GmbH. All spare parts for Europe are stored there so that the service companies can be dispatched on site by the logistically complex warehousing. The spare parts are managed and prepared for dispatch in ERP software based on IBM i developed by Gilbarco itself. Whenever a filling station in a European country needs repairs, it contacts the local Gilbarco branch. This sends the repair order to Salzkotten and orders the necessary spare parts there.





## i-effect links heterogeneous systems - data flows unhindered

When a European spare parts service hub was set up in 2013, the aim was to transmit procurement requests from the various countries to Salzkotten as quickly as possible. The goal: 24 hours after the customer's inquiry, the service technician of the national company should be at the filling station with the spare part and install it - with the traditional ordering method by telephone, e-mail or fax, it would hardly be possible to make it. This is because the different positions of the order always had to be entered manually into the ERP software in Salzkotten, before the order could be processed, assembled and shipped at all. „That's why we opted for electronic transmission via EDI right from the start," says Elmar Teipel, ERP organizer at Gilbarco GmbH. „With i-effect we link heterogeneous systems so that data can flow freely. The solution from menten GmbH convinced us the most, especially when it comes to operation via a modern user interface. Here is menten with WebControl „and we are far ahead of comparable EDI applications."

Thus i-effect was implemented in Salzkotten with the commissioning of the spare parts hub. As a first step, Gilbarco connected the national companies of the Nordic countries and the United Kingdom (UK) to the software. A wide variety of ERP applications are in use there. As soon as a customer order is received in Finland, the ERP system generates a spare parts order and transfers it as an XML file to Salzkotten. i-effect converts the XML data stream into the DB2 format of the IBM i-based ERP software. These mappings are created by menten GmbH for Gilbarco in outsourcing.



## Adaptations for mapping worked out in teamwork

Some adjustments had to be made for this. Elmar Teipel: „A consulting partner like menten was ideal for this because he is familiar with EDI in the IBM i environment, but does not know where in our ERP software which fields are located in which incoming order data must be entered.

So that the ERP system from i-effect is correct „both project partners have combined their know-how. For example, it becomes more complex if article numbers in Salzkotten follow a different nomenclature than in Sweden, where they do not start with „140“ and have nine digits. For this purpose, implementation tables had to be set up, as a translation, so to speak. The same applies to addresses. Scotland, for example, often has very long address fields with delivery addresses. The project team created new address tables so that these can be entered correctly in the ERP system.

## Clearly functioning communication solution

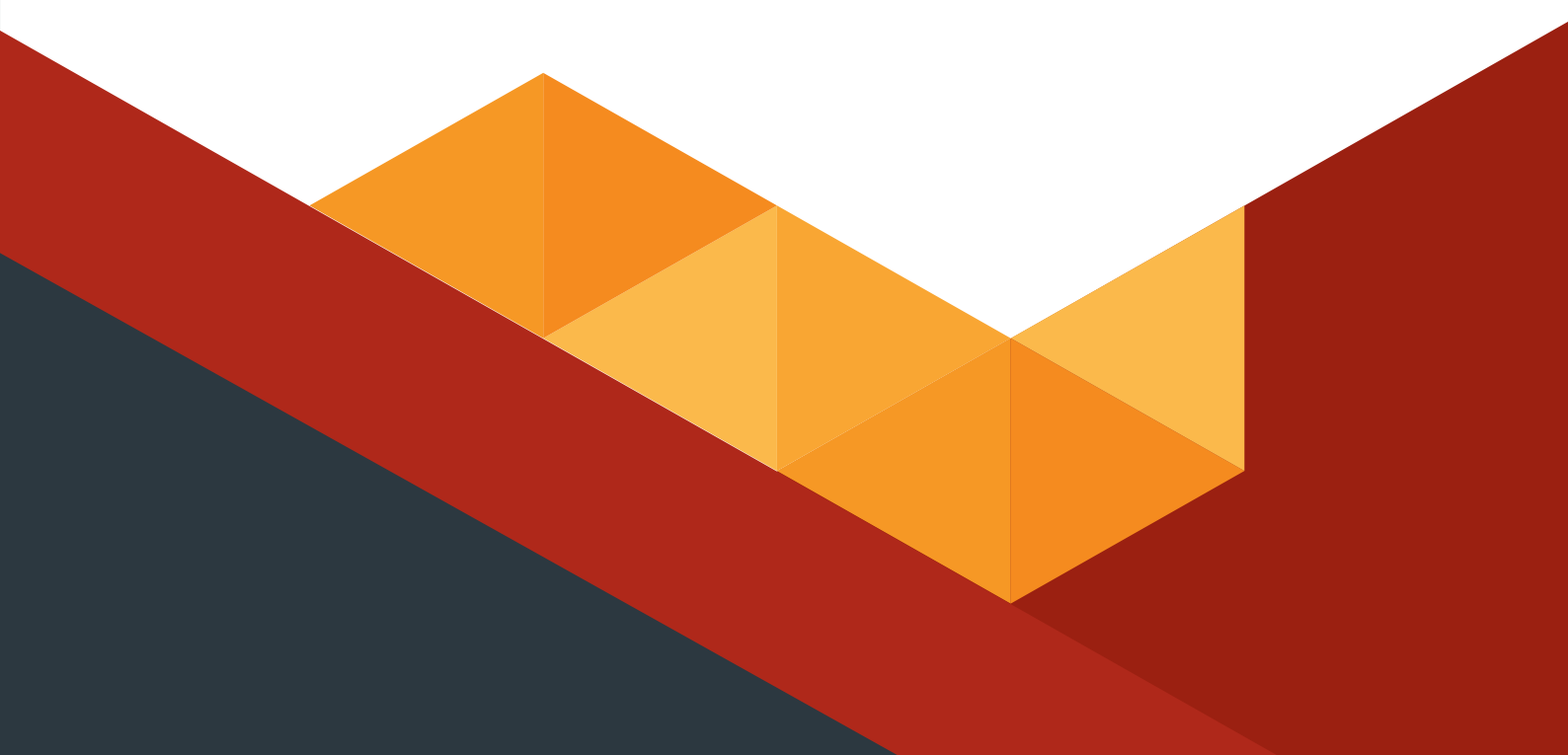
„Setting up an EDI channel is not a easy task, but requires proper preparatory work,” says Elmar Teipel. „But once it’s in place, the communication runs automatically. Together with menten GmbH, we have created a neatly functioning communication solution.” This is how it works today: As soon as an order arrives in Salzkotten, i-effect automatically sends a status message (Send Receipt) to the sender. In i-effect’s WebControl (user interface), the user clicks a button „Orders” and has

an overview of all incoming orders. At the same time, the system checks in advance whether the spare parts are available in stock. Some orders are also combined if, for example, five orders are received from a technician in Finland on the same day. The employee on site can sort these orders in WebControl by spare part or also by orderer, summarize them and then let the order flow into the system as a single order.

## i-effect informs sender about the status of his spare parts request

If the processor opens the ERP mask, he will find all fields prefilled by i-effect; the processing of the order can start immediately after a few confirming mouse clicks. Otherwise the input of all data would take a minute or longer. With around 220 orders per day, Gilbarco saves around three hours of working time per day. Above all, the data is transmitted without errors, mistyping or accidentally switching in the line is no longer possible. A major advantage of EDI technology is also the greater transparency in the sense that the sender is closely informed about the status of his spare parts enquiry: Once the order has been processed, the sender receives a second status message (after the Send Receipt), and another shipping message is sent as an advice when the order is shipped. Gilbarco uses i-effect additionally in the area of invoicing. Every morning an automatic mapping job runs, which reads the DB2 invoice data from the ERP system, prepares it as an XML file and sends this invoice message to the recipient. The recipient can then compare it immediately with his order.

Currently there are four external companies with which Gilbarco communicates in this way. Whether they also work in an IBM i environment or use completely different software systems is irrelevant. It does not have to be of interest as long as i-effect is used as a mediation and translation instance that automates the data flow between the different systems. In the medium term, the service companies of other European countries will communicate with Salzkotten only via EDI. The technical infrastructure is up and running, it is only a question of the respective adaptation work in the area of mapping. Bernd Nieder, IT Manager at Gilbarco and responsible for infrastructure, knows that i-effect is a flexible solution for this: „We chose menten GmbH because their solution can be adapted exactly to customer needs. The flexibility and functionality and especially the operation via WebControl are unique and also the support of the menten team is fast and competent.“ A good precondition for the further expansion of the EDI communication with menten at the petrol station supplier no. 1.





## The company

Gilbarco Veeder-Root develops products for the petrol station industry and is the leading brand for solutions and technologies in the field of fuel management systems, convenience shops, control and environmental impact for fuel distribution and adjacent markets. The Group has manufacturing, sales, distribution and service operations in North and South America, Europe, Asia and the Pacific. Headquartered in Greensboro, NC, the company has manufacturing, research and development centers in Germany, Italy, the United Kingdom, Denmark, the United States, India, Argentina, Brazil, China, Australia, South Africa and Mexico. The headquarters for Europe, Middle East and Africa is located in Basildon, UK.





## Challenges

The filling station supplier Gilbarco has been operating a European spare parts service hub in Salzkotten since 2013. The company was looking for a way to quickly transmit procurement requests from various European service companies to the central warehouse in order to enable rapid delivery of the requested parts.



## Solutions

i-effect receives incoming XML messages from the service companies, converts them into the DB2 format and automatically fills the ERP system in Salzkotten with the order data in the correct fields. WebControl as a graphical user interface, which is based on modern standards of usability, touch technology and intuitive operation, enables intuitive operation of the EDI tool via all common browsers directly on IBM i.



## Benefits

i-effect's fast application system is partly responsible for the fact that Gilbarco is able to meet its self-imposed service target today: 24 hours after the customer's request, the service technician of the national company is already at the filling station with the spare part and can install it.

## Ordering, Information, Advice



For free 30-day trial and detailed feature overview  
of the modules: **[www.i-effect®.com](http://www.i-effect®.com)**

Phone: **+49 2202 2399 0**



### menten GmbH

 An der Gohrsmühle 25  
51465 Bergisch Gladbach

 +49 2202 2399 0  
 +49 2202 2399 23

 [info@menten.com](mailto:info@menten.com)  
 [www.menten.com](http://www.menten.com)

 Managing director: Ralph Menten

### Short profile menten GmbH

menten GmbH is aimed at medium-sized IBM Power Systems users in all industries. Since 1989, the team has focused on the development of server-based IBM i standard solutions. Service and maintenance, system technology and hardware sales flank the IT services around the server family.