

Kennametal – a Synonym for Innovation, Perseverance and close Attention to Customer Needs

Kennametal is a leading global supplier of tooling consumed in production processes. Its Kennametal Complete suite offers a full service concept for production and process optimization enhancements. Part of this service is a fully electronic tool dispenser. Complete with a turnkey solution for a SAP materials management interface. The solution was realized within a few days with the REALTECH InterfaceManager IM/3. The resulting manufacturing advantages can help to significantly increase cost-efficiency.

: success story

Kennametal Deutschland GmbH



Volker Fritsche, Director Technological Services,
Kennametal Deutschland GmbH

“Our ultimate goal was to establish a secure data link between our product and various SAP configurations – a highly complex task! Thanks to the cooperation with REALTECH our customers now benefit from a stable interface to their SAP systems. And Kennametal profits from a leading position in the highly competitive metalworking market. A smooth and rapid project progression made clear that REALTECH’s IM/3 was just the right choice for us.”





Close Attention to Customer Needs

Innovation, perseverance, and close attention to customer needs have characterized Kennametal Inc. since its founding in 1938. Today, Kennametal is a vertically integrated global manufacturer, marketer and distributor of a broad range of consumable tools, impact and wear resistant parts, supplies and services for the metalworking, mining and highway construction industries as well as other industrial markets. With 14,000 employees worldwide, Kennametal annual sales are approximately \$2 billion, with nearly half coming from sales outside the United States. Metalworking products, including metal-cutting inserts, toolholding and workholding systems, account for approximately 80 percent of sales.

Kennametal was founded on the strength of a technological breakthrough, and a list of highlights demonstrates that it has continued to lead its industry in innovation.

The Objective: Smooth Production and Optimal Resource Availability

Quick, thorough response to customer needs has been a key component of Kennametal's success. In order to guarantee comprehensive and effective support Kennametal included additional tool management services and an automated tool dispenser in its product portfolio. As part of its Kennametal Complete suite, the dispenser enables fully automated, 24/7 untended issue and return of tools and metalcutting supplies consumed in production processes. Automated tool dispensing

facilitates inventory tracking and enhances availability of tools and supplies, ensuring uninterrupted and trouble-free production.

The system controls access to tools through individually defined user profiles. However, in order to ensure smooth production the dispenser requires data from an ERP system because tool usage is directly linked to customer materials management.



Fully Electronic Tool Dispenser

The manufacturing industry requires careful planning in time, amount and location as well as full control of all material movements in order to ensure optimal resource availability while slashing costs. However, com-

munication between the various IT systems for the exchange of master and transaction data turned out to be more complicated than anticipated. After several time and cost consuming project trials, Kennametal established contact with REALTECH and commissioned the SAP experts to develop a SAP interface. The objectives were clearly stated: ensure a secure data link between Kennametal's product and the various SAP

configurations at customer sites. REALTECH took on the tasks of developing, implementing, supporting and maintaining the interface solution.

A Turnkey Solution within Days

With its interface management IM/3, REALTECH developed a turnkey solution in a matter of days. The solution is easily implemented and securely carries out data synchronization and data tracking processes. Kennametal now disposes of a standard interface package between the tool dispensing system (CaPaX) and the SAP system.

REALTECH's Interface-Manager automatically synchronizes data from the CaPaX software and the respective SAP system by analyzing the required data and performing all transactions necessary for their processing. Communication between systems is es-



established online via RFC (Remote Function Call) allowing rapid and reliable processing.

Proper data processing is guaranteed by an integrated monitoring functionality delivered by the InterfaceManager. Erroneous or incomplete processing is indicated and reported to an authorized SAP user. IM/3 error management supports users through comfortable dialogue processing when correcting any data error that might come up.

IM/3: Continuous Process Monitoring and Rapid Error Recovery

The solution's advantages are obvious: the product is implemented easily and cost-effectively, all processes

are continuously monitored and errors are corrected timely and securely.

"We have been successfully employing this new interface at customer sites. Our aim is to serve one hundred new customers over the first year. Due to an attractive business partner model offered by REALTECH, we anticipate a payback period of less than 24 months, making it a thoroughly successful concept for everyone involved", concludes Kennametal's Volker Fritsche with respect to the REALTECH project.

"Working with Kennametal in this project has given us a chance to get to know the headaches and hassles of manufacturers from other industries. The influence of IT on industrial processes and the great significance of capital goods for the value chain in-

crease customer expectations for industrial equipment manufacturers, who are often confronted with problems that have nothing to do with their line of business or their core competences. We are glad that we were able to quickly and cost-effectively help this industry with a business model tailored to its needs, thus strengthening its competitiveness on the international stage", says Lothar Keck, Sales Manager at REALTECH.

REALTECH – The Company

REALTECH AG, with its worldwide operations, supports companies in the optimization and reliable operation of their IT landscapes.

theGuard! System Management Suite is the core product within the software division. The system and network management software ensures high-availability operation of medium to large IT infrastructures including applications such as SAP systems, databases, operating systems and networks. REALTECH also delivers solutions specifically designed for SAP environments: The IM/3 interface management solution standardizes interfaces between SAP and other applications, while TransportManager ensures efficient and secure change management for SAP systems.

As a specialist in SAP technology, the consulting division offers consulting services for the three major focal points IT optimization, IT consolidation and innovation with SAP NetWeaver. This includes SAP release strategies, system landscape optimization, IT process optimization, IT management according to ITIL as well as SAP NetWeaver projects from strategy consulting to successful operation.



REALTECH IM/3

IM/3 is the Enterprise Application Integration (EAI) solution for SAP-centered system landscapes. InterfaceManager IM/3 allows for the automated creation of standardized interfaces from SAP to non-SAP systems and is an add-on to SAP and mySAP components validated by SAP. IM/3 is an easy-to-use, reliable and secure solution that provides a comprehensive infrastructure for development and maintenance of interface programs. Extensive monitoring and controlling functionalities deliver the reliability needed for 24/7 operation of all interface processes.

Your benefits at a glance:

- automatically generated interfaces
- standardized and therefore future-proof interfaces
- central monitoring of data exchange
- posting of SAP data through alternative SAP loading methods
- detailed error analysis and alerting features
- integration in message middleware such as MQSeries

