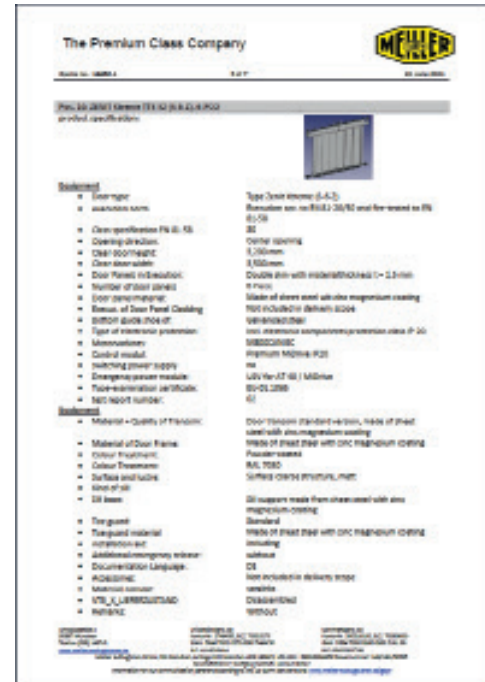


Introduction to the MCE at Meiller Aufzugtüren

Meiller Aufzugtüren is about to strike a new path in its sales and marketing with the launch of the MCE. Users and customers alike are highly impressed with the forward-looking new digital quotation system. Read on to find out more about the successful launch of the new quotation software.

It was a long and laborious process, but the “Meiller Configuration Engine”, or MCE for short, has now finally gone live at Meiller Aufzugtüren. After 1.5 years in developing the concept and around 2 years spent on preliminary activities, the first phase of the project has now been completed successfully, enabling our sales and marketing staff working in offer management to access all existing SAP variant configurators for each individual product and to use them effectively when compiling a quote. The concept development and implementation of the MCE project was greatly influenced by the workshops for employees from the sales and IT departments as well as by our long-term partner 4-Process from Passau, who, as our SAP service provider, played a key role in the process. Hand in Hand with the MCE as



Quote layout

a quote environment goes the SAP CRM (customer relationship management), the 'Sales Cloud'. This system software with its extensive features is now also newly installed at the sales team and forms the basis for quotation management and the embedded MCE user environment.

Since the extensive test phase and a 'soft' go live involving all sales personnel in the internal sales team, more than 6000 quotes have been issued since the end of August 2000 using the new offer configurator. These were then sent on their way to the customer in a new and attractive layout.

The verdict is highly positive and the advantages of the concept are self-evident. While in the past there were several stylistic and, above all, system-based inconsistencies between quote preparation and order entry, now all quotes can be issued consistently with a single tool. The clearly laid out interface guides the user step by step through the quote issuing process. The direct real-time comparison with the SAP configurators ensures

a virtually fault-free draft. When an order is received, the MCE quotes are converted into a SAP order in a fast and simple process before shortly afterwards being sent on to the order logistics department for further processing. This saves an enormous amount of time when making the order entry. Other elements of the quote, such as price determination taking all conditions into account are integrated in the system. Thus the new quote process is rounded off by an automatic price calculation tool.

Further steps towards expansion are planned and are already being worked on. In the second implementation phase of the MCE concept, it is foreseen that the configurator will be made available online. After due authentication, our customers will then be able to use the MCE as a direct price calculation, enquiry and planning application. We look forward to seeing how the MCE continues to develop.

**Meiller Aufzugtüren GmbH,
D-80997 München**