

**meier  
tobler**

Swiss-based Meier Tobler is a leading provider of building technology focused on the areas of air conditioning, ventilation and sanitation. Created in 2018 from the merger of Walter Meier and Tobler Haustechnik, Meier Tobler has a turnover of 440 million Euros with 1,300 employees and works collaboratively with about 20,000 plumbers, planners and architects.



## HIGHLIGHTS

- Meier Tobler selects Ready4 Credit Management to provide real-time solvency and customer payment behaviour data.
- Direct integration of credit ratings information from Creditreform into Meier Tobler's SAP system provides one clear picture.
- Customer and potential business partners can easily be screened for possible risk indicators.
- Active daily monitoring of changes in customer data keeps AR team abreast of solvency status.

# MEIER TOBLER MANAGES CUSTOMER CREDIT RISK WITH SAP-INTEGRATED CREDIT RATINGS TOOL

## CHALLENGE

Managing credit risk across such a large customer base was critical to the new organisation to avoid exposure to bad debt and potential losses as well as assess their customers' creditworthiness. However, the merger which created one harmonious organisation strengthening customers, partners and technology investment, had also resulted in two inherited credit management processes. Both systems were outdated and mainly manual with no direct link to credit reports, creating an inefficient and complex process for accounting staff.

Consolidation of its credit rating and risk classification system together with SAP integration would make it easier and quicker for the Accounts Receivable department to access credit reports, make informed decisions and proactively track customer communication through to payment. The team would also benefit from a tool that could actively monitor changes in company data such as address, or any insolvency issues.

Stefan Bissig, Head of Accounting at Meier Tobler explains "Following the merger, the leading credit management system was not directly linked to Creditreform, so finance staff had to carry out manual credit report searches. In addition, there were limited log-ins so junior staff had to ask senior staff to print or send reports on their behalf. We needed to consolidate the process and enable credit reports to be directly linked to Creditreform and integrated in our SAP system."

## SOLUTION

Meier Tobler selected Ready4 Credit Management from SOA People. Integrated directly with the company's SAP system, Ready4 Credit Management provides instant access to up-to-date solvency and payment behaviour information from leading credit agency Creditreform. Meier Tobler uses the information to screen customer organisations and potential business partners for possible risk indicators.

*"The integrated credit rating tool gives us fast and comfortable access to all the credit reports we need. But what surprised me was the additional functionality, such as the early warning and notification system for customised notes and agreements. This lets us proactively monitor credit rating information and payment behaviour in real-time,"* continues Stefan.

Daily monitoring of any changes in the organisation's base data such as company name, address or activity gives the team confidence they are always working with the latest and most up-to-date customer information. The daily monitoring function also continuously advises of changes in solvency status.

Phase one saw the introduction of credit reports from Creditreform in SAP and phase two will include implementing key additional functionality specifically for Accounts Receivable. Train-the-trainer sessions included skills on how to interpret and use the credit ratings information in a business context. Once trained the core group of staff from Accounts Receivables will be able to give further training to others in the organisation.

*"Previously, if we wanted to make a note about a customer payment plan it was paper-based or via an individual's Excel spreadsheet and with coronavirus this process became even less visible. With the new tool everything will be centralised, and everyone involved will be able to see the exact status of that customer in real-time together with any pop-up alerts via the cockpit dashboard,"* says Stefan.

Implementation of the credit reports tool was swift and smooth, despite competing priorities for the



Meier Tobler IT department. SOA People worked closely with the team to ensure the configuration met the requirements and that it was fully integrated with the company's SAP system.

*"The plan is to have much more control over which customers aren't paying, streamlining the capturing of information and the whole dunning process. Ready4 Credit Management helps to synchronise the way our people work,"* concludes Stefan.

*"With the new tool everything will be centralised, and everyone involved will be able to see the exact status of that customer in real-time together with any pop-up alerts via the cockpit dashboard."*

## BENEFITS

**Instant access to customers' creditworthiness:** Real-time information on creditworthiness and credit risk is based on an index rating system giving the Accounts Receivables team all the information they need to make fast and reliable credit risk assessments and make decisions.

**Daily monitoring of customer base data and solvency changes:** The ability to actively monitor changes in customer information and solvency is critical for managing risk. This provides the team with actionable knowledge and confidence of working with the latest information, quickly adjusting credit limits where needed.

**SAP integration with Creditreform credit data:** Direct integration of the credit ratings information into Meier Tobler's SAP system provides one clear and reliable picture without having to log in separately to other systems.

**Accuracy of SAP Master Data:** Meier Tobler has confidence in the quality and legality of the credit data using up-to-date credit information about potential and existing business partners and customers.

**Remote working:** The cockpit dashboard provides a seamless online solution in SAP making it easy for the team to work and collaborate wherever they need to.



## MEIER TOBLER AND SOA PEOPLE

*"The technical implementation was very smooth and seamless. With our train-the-trainer sessions we were up and running quickly and have a secure structure for our credit rating and risk management process."*

**Stefan Bissig**, Head of Accounting, Meier Tobler.



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