

Südzucker chooses **WEBCON BPS** as business process management solution for the entire Capital Group





Statistically, 12 tons of sugar leave **Südzucker Group's** factories every day, which makes it the largest sugar producer in Europe. The company hires 19,200 employees across the globe and has its HQ in Germany.

Since 2012, the IT team in the Polish division has been responsible for building and maintaining all Microsoft SharePoint-based solutions used within the Südzucker Group.



Industry: Production

Website: <https://www.suedzucker.de>

Location: Europe

Business situation: For 4 years, the Südzucker Group has simultaneously used two *low-code* platforms for business process management: K2 *blackpearl* and WEBCON BPS. After gaining experience by working with both solutions, the IT team recommended migrating processes to WEBCON BPS and established the platform as a corporate standard at Südzucker.

Why WEBCON BPS?

As a *low-code* platform, WEBCON BPS enables fast delivery of business applications and easy modification implementation when needed. It also allows to limit the use of various tools and solutions, which is one of the main goals of the corporate architecture in the Südzucker Group, as it has a significant impact on reducing costs while increasing user adoption and end user satisfaction. WEBCON BPS therefore allows them to achieve these goals.



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Years of working with WEBCON BPS showed us:

- It is easy to provide prototypes, which allows us to work with business in an iterative way and engage it in the application development process
- It is easy to control and adapt to changing business expectations, both when creating solutions and during further maintenance
- The time needed to create solutions is reduced from months to days
- Platform performance was never a difficulty
- That we are able to carry out both large strategic projects lasting several months, as well as smaller automations operating locally, where the delivery time is calculated in hours
- That migrating to new versions of the platform is less laborious for us - therefore end users can regularly receive new functionalities

– **Marek Witkowski**, IT Director at Südzucker Polska



Yearly maintenance cost **66%** less



Power User training cost **83%** less



Application delivery time **70%** faster



Change request time-to-business **3x** faster

The IT department of Südzucker Polska **becomes a leader in the Group thanks to WEBCON BPS**

In 2010, the Polish division of the Südzucker Group began building business applications with WEBCON BPS. The first projects were related to providing support for scanning paper documents. However, WEBCON BPS was not the first *low-code* tool used for business process management by the IT team.



“Our journey with business process automation started with creating custom applications in SharePoint and further developing them by adding functionalities with one of the top SharePoint workflow engine add-ons at that time. Unfortunately, these applications turned out to be quite tedious to maintain – each SharePoint update meant that all applications had to be double-checked for errors and debugged, because of the incompatibility between versions. It was time consuming and expensive. There was also an issue with standardization. Each application looked and behaved in a different way, depending on the given programmers’ vision, which made it impossible to standardize their appearance for end users. We started to be tired of this and we decided to look for an alternative. WEBCON BPS proved to be the answer to these problems. Since it works with SharePoint so nicely, but it’s not dependent on it, the platform upgrade is fast and does not disrupt running applications. On the other hand, users began to adopt new solutions with open arms, because after mastering one application they instantly got on board with the new ones.

– **Marek Witkowski**, IT Director at Südzucker Polska

WEBCON BPS was well received by business, which quickly requested more applications. The platform allowed the IT team at Südzucker Polska to create new solutions very quickly and equally quickly adapt them to ever-changing business needs.



“One of the biggest benefits of WEBCON BPS is the ability to quickly develop new solutions. The IT department has become an important ally to business because we were able to respond to their needs quickly, by building tailor-made solutions in just a few days. We could also guarantee that the need of introducing modifications in the running workflows won't make us run for the hills. Changes are an inseparable element of the application lifecycle, but only if you have a tool that allows you to easily implement them can you be really flexible. WEBCON BPS is that tool for us.

– **Dominik Cholewiński**, Application Manager at Südzucker Polska

This successful cooperation between business and IT caught the attention of the Group's headquarters in Germany. They decided to appoint the Polish team to lead the international competence center whose purpose was to build and maintain all SharePoint-related solutions within the Südzucker Group.

At that time, a beforementioned *low-code* solution other than WEBCON BPS was chosen to be a corporate standard for the entire organization.





“The decision to choose another platform was among other things dictated by the fact that at the time the vendor had a more extensive partner network in Europe. Because the system was to be used in all divisions of the Südzucker Group, the Management Board chose this solution as a corporate standard. We have not given up WEBCON BPS at Südzucker Polska though. The system remained our go-to solution for creating business applications, as it has already proven itself to be a reliable and astonishingly fast platform.

– **Marek Witkowski**, IT Director at Südzucker Polska

Therefore, the same team created business applications in two *low-code* systems simultaneously. Interestingly, in many cases the prototypes of the applications used globally were created in WEBCON BPS.

“Thanks to WEBCON BPS we were able to deliver proofs of concepts in just a few days. The ability to quickly build a fully-fledged prototype of an application is very useful when working with business users – it allows us to show them the app and talk it through to make sure it’s either meeting all of their requirements or if it needs changes. It’s much easier than discussing slides or documentation.

– **Dominik Cholewiński**, Application Manager at Südzucker Polska



Südzucker chooses **WEBCON BPS** as a global business process management solution for the entire Capital Group



“After 4 years of working with both platforms, we decided to choose WEBCON BPS as the new corporate standard in the Südzucker Group. There were several reasons for this decision, one of them was the goal consisting in optimizing IT costs – maintaining two *low-code* platforms was simply too expensive. WEBCON BPS has also repeatedly proved to us that it is a stable, comprehensive, fast and flexible solution that we need.

– **Marek Witkowski**, IT Director at Südzucker Polska

“What distinguishes WEBCON BPS from other *low-code* platforms is the time-to-business ratio. At this point, basically every department is knocking on our doors with new ideas for applications that could streamline their operations. They do that because they know we will provide them with solutions quickly and without difficulty. We currently have 30 applications and ideas for another 30 are waiting in line. Employees know that each application will look and behave in a similar way, that is why they are eager to embrace new solutions and quickly appreciate the benefits of automation.

Due to the fact that we were able to build applications in WEBCON BPS in an iterative way, a very valuable, inter-departmental knowledge exchange could take place – business acquired a lot of basic IT knowledge and IT learned a lot from business. This allows us to effectively cooperate today and use technology to further improve processes in the company.

– **Dominik Cholewiński**, Application Manager at Südzucker Polska



Business benefits:

Rapid development of proofs of concepts reduces project risk

From the moment business submits an idea for an application to creating a proof of concept, only a few hours pass – not weeks or months.

“Creating a fully-fledged prototype of an application in WEBCON BPS is quick and cost-efficient, you do not have to wonder whether it is worth creating a prototype for a given project.”

Working with business on a real, working prototype, instead of documentation or slides, significantly reduces the risk of misunderstanding the needs and not meeting the requirements.

Good cooperation during the application development stage increases user adoption uptake after launch

Involving business in the application development process has a positive effect on tailoring the solution to the organization’s needs. This, on the other hand, directly affects user adoption and increases the chances of employees embracing the new solution. Moreover, users whose voices were heard during the implementation are more eager to recommend a solution they have co-created with IT to their colleagues.

Changing requirements is an opportunity to win over business

Requirements tend to change and expand over a project lifecycle. This is known as scope creep and often leads to a series of negative consequences for the project. The fact that they change is natural – so it cannot be an issue for IT.

The low cost of implementing changes in applications, thanks to the unique InstantChange™ technology, makes IT more encouraged to embrace ever-changing business requirements. The way IT manages scope creep has a direct influence on how business perceives such cooperation. When the IT team can afford to stop saying “no”, “it’s impossible”, “maybe, but it will take several weeks”, projects are delivered more efficiently and IT begins to be perceived as a department that brings real business value.

“The key to maintaining business engagement is responsiveness – If you need to make a change, you can do it immediately and instantly get feedback.”

Technological benefits:

Transparency of configuration ensures peace of mind

WEBCON BPS is designed to enable building complete business applications. The workflow, forms, business logic and integration layers form a coherent whole, therefore the connection between individual layers is managed by the platform.

“It plays a huge role when we need to hand over the maintenance of an application to someone outside our team. It does not require exploring many different environments and digging through documentation to understand how all elements are linked. Thanks to that, we can enjoy our vacation without the fear of anything going wrong.”

WEBCON BPS forms are case files

Forms in WEBCON BPS store data collected from users, attachment files and related email conversation threads – and everything is versioned to ensure auditability. At the same time, end users can also simultaneously present data from external systems. Everything works efficiently and creating independent forms for each of the process steps is not an issue.

InstantChange™ technology

The unique InstantChange™ technology allows smooth, real-time implementation of changes and instant modifications, with an automatically generated changelog. The changes are applied to all workflow instances, including those already running, which reduces the risk of confusion arising from workflow versioning.

Business continuity in WEBCON BPS DNA

Each year, WEBCON releases a new version of the platform, enriched with new functionalities. Yet WEBCON BPS remains the same product, which guarantees that every update enables undisturbed functioning of all solutions built in previous versions. The update process is also programmed by WEBCON in such a way that it runs smoothly and involves minimal resources on the client's side.

Workflow engine based on a state machine

The use of a state machine as a workflow engine allows WEBCON BPS to easily handle huge amounts of tasks. It consumes a small amount of server resources, greatly reducing platform maintenance costs. At the same time, the state machine enables creating complex workflows without compromising configuration transparency.

WEBCON BPS AT SÜDZUCKER



Working with the platform **since 2010**



30 business applications built with WEBCON BPS



3 applications migrated **to WEBCON BPS**



The applications support process management in **7 departments:**
HR, Finance, IT, Administration, Controlling, Quality, Tech



The team of 3 specialists is responsible for building & maintaining applications, both locally and within the entire Südzucker Group



SharePoint upgrade: **3x faster**

Examples of applications created in WEBCON BPS:

Claims and complaints: a workflow integrated with SAP that allows for efficient complaint management in 9 countries. Thanks to process automation, it is possible to guarantee timely processing and responding to client complaints, improve the quality of service and optimize productivity by automating repetitive, yet important tasks.

Corrective and Preventive Actions: an application integrated with the Complaints workflow. It aims to facilitate the planning of preventive and corrective actions for the entire organization.

Fleet management: an application that allows for storing and monitoring the most important information about the car fleet, such as the date of upcoming vehicle inspections or fuel consumption.

Auctions: an internal eBay that allows the employees to buy used items that the company puts up for auction (i.a. cars, computers, monitors).



WEBCON®

WEBCON develops the *low-code* Business Process Automation platform, WEBCON BPS (Business Process Suite). This enterprise-grade system allows organizations to embrace digital transformation by digitalizing their workflows and building comprehensive, scalable, process-centric and future-proof applications applying the agile DevOps model.

At WEBCON, digital transformation isn't a buzzword – it's a way of life; it's about reducing steps, eliminating mistakes, ensuring compliance, connecting assets, and encouraging continuous improvement. Applications made with WEBCON BPS are scalable, process-centric, low-to-no-code, equally at home online or on-premises, and happily used on both desktops and mobile devices. WEBCON's unique InstantChange™ technology lets customers adapt/evolve processes to address changing needs immediately and painlessly. WEBCON processes are clearly understood and easily governed, and they can be connected to line of business systems, documents, forms, messages, and collaboration workspaces.

Want to learn more & find out what we can do for your company?

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