



Koch, Neff & Volckmar GmbH
Stuttgart, Germany
www.knv.de

Industry:

Retail & Distribution

Employees:

1,500

Oracle Products & Services:

Oracle E-Business Suite
Oracle Order Management
Oracle Inventory
Oracle Purchasing
Oracle Advanced Pricing
Oracle Marketing
Oracle Field Sales
Oracle Proposals
Oracle Quoting
Oracle TeleService
Oracle Advanced Telephony
Inbound
Oracle Application Server
Oracle Database
Oracle Application Express

Implementor:

Oracle Consulting

“Oracle’s solution works reliably and remains stable—even with the high performance requirements that we have during our seasonal peak in the run-up to Christmas.” – Andreas Voigt, Chief Information Officer, Koch, Neff & Volckmar GmbH

Koch, Neff & Volckmar GmbH upgrades system to enhance customer responsiveness and lower costs

Koch, Neff & Volckmar GmbH (KNV), a book wholesaler established 175 years ago, distributes books, maps, new media, games and gift items. At any given time, KNV keeps some 450,000 items available for delivery from stock. Each item is listed in a database of titles that also serves as a catalog for searches and sales of the more than 5,000 bookshops linked to its services. KNV delivers the goods overnight to 6,500 bookshops in 2,500 locations using the company’s own transport. In 2006, KNV expanded by acquiring Schreyer in Metzingen—a paper goods, office supplies and writing instruments wholesaler.

Challenges

- Replace a high maintenance custom solution with a single, standardized solution capable of handling all purchasing, stock, order management, and pricing processes
- Quickly meet the short lead times demanded by the book industry—from receipt of order via logistics to shipping—and help the company cope with the seasonal peak in Christmas orders
- Ease integration of new areas of business and divisions

Solution

- Implementing an array of modules from Oracle E-Business Suite to unify and integrate business operations in all of KNV’s sites, including the recently acquired Schreyer
- Using Oracle’s purchasing, stock and order management, and automated pricing modules and capabilities to streamline operations, eradicate inefficiencies, and reduce operating costs
- Taking advantage of the special order management processes inherent in the Oracle solution to achieve high volume order import (HVOP), which allows a throughput of 80,000 order items per hour
- Automated purchasing and inventory operations from initial order to delivery, giving KNV the option of predictive distribution planning for greater overall efficiency and cost control
- Able to coordinate the Oracle customer relationship management (CRM) installation with the company’s order processes solution for greater customer understanding and satisfaction