

# Sterling Commerce enables fast and accurate delivery, regardless of customer communication preferences



## MAHLE

*Driven by performance*

### Location

Morristown, Tennessee

### Industry

Automotive and Engine

### Business challenge

Adapt and adjust to the unique requirements of business partners by implementing a process management system that also seamlessly integrates with SAP

### Solution

- Sterling Integrator®
- Sterling Information Broker<sup>SM</sup>

### Benefits

- Manage and adapt to unique business partner requirements
- Respond to new customers more quickly, despite their communications protocol
- Track multi-enterprise collaboration processes end-to-end
- Manage sensitive business data more securely
- Accommodate rapid growth in data volumes

### Customer background

For more than 80 years, MAHLE has been a leading international manufacturer of high quality components for the automotive and engine industries. MAHLE supplies an extensive range of components and systems to the best known manufacturers of internal combustion engines throughout the world. Its product range is divided into the following product lines: piston systems; cylinder components; valve train systems; air management systems and liquid management systems.

### Business challenge

When the company wanted to implement a proven electronic business process management system, Stephen Dyke, Application Analyst IV, called his Sterling Commerce contacts. Dyke said he wanted to accomplish two critical initiatives:

- Deliver the right product at the right time to the right customer—both internally (other MAHLE plants) and externally (trading partners)

- Ensure quick adaptation to the changing business requirements of customers (internally and externally) “We wanted software that not only would integrate into our ERP system, but also would be flexible enough to grow with us as our needs change and as our customers’ needs change,” he said. “I knew I was guaranteed excellent customer support if I chose a Sterling Commerce solution because that had always been my experience in the past.”

### Solution

Sterling Commerce recommended that MAHLE implement Sterling Integrator—the only B2B platform to manage both electronic files and transactions in any quantity, format or protocol, applying business rules to process data feeds for secure data delivery, centralized control and end-to-end monitoring and management.

Before Sterling Integrator, MAHLE had designed more than 400 customized programs to make business processes work within its ERP environment.

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*“Sterling Integrator is so much more than translation of data from one form to another. It’s about integrating ERP systems and back-end systems. It is a global solution for electronic business.”*

Stephen Dyke  
Application Analyst IV,  
MAHLE Industries

“Now we have the Sterling Integrator graphical mapper, business process modeler and scripter,” Dyke explained. “They give us full-range functionality and flexibility to translate a variety of formats, as well as design and implement business processes. This is definitely one of the most important benefits for us—Sterling Integrator allowed us to replace and go far beyond what we needed to do, which was to remove our custom programming.”

Dyke said the actual implementation met all timeframes and budget expectations. “We met all the goals of each deadline, it didn’t affect any of our 110 trading partner relationships and it came under budget. We truly consider Sterling Integrator an investment.”

Sterling Commerce also recommended that MAHLE migrate its network traffic through Sterling Information Broker, which is designed to serve a wide range of integration requirements. Sterling Information Broker manages high and rapidly growing data volumes, performs any-to-any data translation, and supports multiple protocols so MAHLE doesn’t have to. In addition, it improves customer relations with faster, more accurate deliveries.

## Key benefits

According to Dyke, 80 percent of MAHLE’s business interaction is based on e-commerce that flows through Sterling Integrator. “Our average volume is 400-500 transactions each day, so it was critically important that Sterling Integrator completely integrate with our ERP, which is our lifeline. It also gives us all the tools we need to manage and adapt to unique business partner requirements, and if we ever have questions, customer support is always exceptional.”

Dyke said Sterling Commerce has proven its commitment to and understanding of the needs of someone in his position. “The software proves itself daily, while also giving us flexibility and stability. Sterling Integrator is one great package that gives us all the tools we need.”

Sterling Integrator tools help MAHLE to:

- Respond faster to new customers, regardless of their communication protocol
- Improve productivity by providing real-time visibility of end-to-end processes that cross application, platform and organizational boundaries
- Record and monitor critical business metrics

## About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at [www.sterlingcommerce.com](http://www.sterlingcommerce.com).

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