

## Uniform credit Management with DebiTEX 11

Customer reference



In Austria, the Frauenthal Trade Group is the number one wholesaler of sanitary, heating and installation technology.

The division consists of the wholesalers SHT Haustechnik ÖAG, the pipeline and civil-engineering specialists Kontinental and the service company Frauenthal Service. All companies act as independent brands in the market.

With more than 80 pick-up markets and more than 25 "Bath & Energy Paradise Showrooms", the group offers the largest distribution network in the industry. Since 2003, the Frauenthal Trade Group has been a customer of our DebiTEX Credit Management Software.

After the introduction of DebiTEX 11 in additional sales organizations in 2017, extensive adjustments were necessary due to restructuring and changed market conditions in credit management. The tried-and-tested DebiTEX 11 standard has been expanded to meet the special needs of the Frauenthal Trade Group.

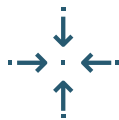
Some special challenges included standardized evaluation of the internal payment experience, complete revision of the scorecards, activation of own functional areas (e.g. limit proposal calculation) in DebiTEX and enrichment of the master data with specific information.

Further information can be found at: <http://www.frauenthal-service.at/>

### THE RESULTS AT A GLANCE:



**Cost savings:** Credit management has been generalized through automation and significant costs saved.



**Centralization:** Processes could be standardized with the integration of all divisions into the DebiTEX system.



**Customer satisfaction:** The internal processes have been adapted to customer needs and now enable optimal support through tailor-made offers.

### QUICK FACTS ABOUT THE PROJECT:

#### Frauenthal Trade Group

Leading sanitary wholesaler in Austria | Sales in 2017 (in MEur): 650 | Around 1,600 employees | More than 80 pick-up markets | more than 25 "Bath & Energy Paradise Showrooms" Austria | 6 logistics centers

#### Objective

Uniform credit management | Activation of new features | Enrichment of master data | Revision of the scorecards (uniform rating)

#### Challenges

Extensive adaptations of DebiTEX | Tight schedule in addition to operative daily business | Unification of the database (amount of data)

#### Benefits

Lower support expenses | Optimization of personnel structure | Increase in credit management standing



As a long-standing customer of SHS VIVEON AG, we are very satisfied with all the results following completion of the project. With the Group-wide introduction of DebiTEX 11, we were able to integrate further key features and create common standards that make our daily work more efficient. All the goals of the project have been fully implemented, taking into account the current options.

**MARTIN ZIERING,**  
Head of Group Customer Risk Management,  
Frauenthal Trade Group

## CUSTOMER TESTIMONIALS

### SHS VIVEON HIGHLIGHTS:



The credit management standard for greater efficiency and cost reduction



Methodical, technical and specialist expertise



Quality, digitized and automated



Years of cross-industry experience



Maximum flexibility and fast adaptation of your processes



All services from a single source: Consulting, software, implementation and cloud service

### About SHS VIVEON

SHS VIVEON AG is an international provider of software solutions for the smart management of credit risks. The goal is to make all sales and risk-influencing decisions along the digital "lead-to-cash" process of companies more sustainable and efficient.

All software solutions from SHS VIVEON are included in the modular service solution platform. It addresses all areas of the customer process: from the lead process through the offer and contract phase to customer development and receivables management. The software and consulting solutions can be adapted to specific needs and can be seamlessly integrated into existing IT infrastructures. The solutions thus support the digitization strategy of companies of all sizes in sectors such as financial services, commerce, e-commerce, industry, telecommunications and energy. Its clients include Frauenthal, A1, Deutsche Telekom, BayWa, BMW Financial Services, BP, Deutsche Telekom, HUK Coburg, Ingram Micro, RaabKarcher, Telefonica Germany, Shell, SüdLeasing and Vodafone.

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