



Macnica  
Yokohama, Kanagawa, Japan

## LegaSuite® BPM Helps Macnica Increase Process Efficiency and Management Control Over Sales Quotation Process

Consumers today are extremely demanding, desiring access to high-quality products, services and information with the click of a mouse. To remain competitive organizations must have the infrastructure in place to support this fast-paced and ever-changing business environment.

Macnica, a company that specializes in distribution solutions for high-tech products, needed a way to create a more efficient and flexible system for their quotation processing for eventual submittal into their SAP ERP system. Macnica was producing a large amount of customer quotations on a daily basis. Each quotation required routing through multiple people, departments and various check points. Macnica was using Lotus Notes to manage the routing and approval of quotations, but there were many loopholes and inefficiencies. Macnica needed a solution that would streamline their approval processes, provide the necessary and appropriate management control and submit approved quotations to their SAP system for complete order management and fulfillment.

### The Technical Challenge

Macnica had the following technologies in place that would need to be accessed or utilized for each quotation:

- Smart-Chip Buy, a custom request for quotation Web application developed in-house
- SAP ERP System
- Oracle database

Macnica's customers and internal salespeople were using Smart-Chip Buy, a custom Web-based request for quotation (RFQ) system, to submit and respond to customer order requests. After an RFQ was submitted through Smart-Chip Buy, it would be routed across departments and up the chain of management for different levels of approval, depending upon the margins and volumes involved.

This rules-based process management was beyond the capabilities of the existing Lotus Notes system and the SAP quotation process would be too expensive and cumbersome to implement. Macnica needed a solution that would leverage the infrastructure already in place and incorporate complex permission structures, business logic and flexibility to manage and facilitate the workflow.

### Finding the Right Partner and Solution

Macnica selected Seagull Software's LegaSuite BPM solution because of its rich, yet flexible BPM functionality, standards-based architecture, ease of

*Established in 1972, Macnica, Inc. is a leading high tech distributor and solution provider in Japan. Macnica has expertise that extends beyond product distribution, to product planning and development to complete solutions that are unparalleled by competitors. By backing products with their superior technology as a high-value-added solution provider, Macnica has become a first choice partner for industry leaders wishing to establish clientele in the affluent markets of Japan, China and throughout Asia.*



use, ability to quickly integrate and ability to create the complex permission structures required for the RFQ approvals.

LegaSuite BPM provided:

- A powerful, user-friendly interface for process and rules definition
- A flexible architecture, which allowed the system to be extended via Java, JavaScript, Python and other languages
- A small footprint on a J2EE platform requiring few IT resources and an almost immediate implementation, along with ease of development
- Standard sets of APIs for easy integration accessible via XML/HTTP, SOAP, RMI and EJB
- Standards-based integration: database neutrality and access via JDBC, directory via JNDI and authentication via JAAS

Integrating LegaSuite BPM with Smart-Chip Buy, Macnica was able to successfully automate their quotation process without purchasing additional SAP licenses. The LegaSuite BPM-based solution was up and running in just two weeks and allowed Macnica to more efficiently:

- Respond to requests for quotations (RFQs)
- Obtain the necessary management approvals
- Monitor/Track quotation status and approval history
- Create custom reporting
- Access the appropriate internal resources required for quotations without compromising security
- Set up automated sales orders in their SAP system for approved quotations

## The Results

Using LegaSuite BPM, Macnica has been able to respond to customers quickly without losing management control over quotations and without an additional investment in SAP licenses.

The LegaSuite BPM solution has enabled Macnica to yield:

- Shorter turnaround times to better satisfy customers
- Management visibility into quotation status
- Greater control over pricing levels and margins
- Cost efficiencies by:
  - Reducing labor associated with managing the RFQ process
  - Making additional SAP licenses unnecessary
- Enhanced, traceable communications with full reporting capabilities

*Seagull Software specializes helping companies gain more value from their existing legacy systems. LegaSuite® is Seagull Software's integrated platform of high-performance solutions that transform legacy applications into service-oriented architecture assets. LegaSuite includes modules for legacy integration, Web services generation, composite application assembly and business process management. More than 8,000 organizations worldwide use LegaSuite to integrate legacy systems with new, strategic IT architectures.*