

Customer story automotive industry

Global spare parts center at MAN Truck & Bus SE successfully migrated to SAP EWM



Customer

- > MAN Truck & Bus SE
- > One of Europe's leading commercial vehicle manufacturers and providers of transportation solutions
- > 33,000 employees worldwide

Project scope

For more than 20 years, 4flow and MAN Truck & BUS SE (MAN) have collaborated closely on a range of projects. In 2025, they jointly implemented SAP Extended Warehouse Management (EWM) at MAN's global spare parts center in Salzgitter, Germany, to replace a legacy Siemens SILOC WMS system. This followed a pilot go-live at MAN's parts distribution center in Dachau, Germany. A further rollout is planned for MAN's warehouse in Ankara, Turkey. This digital transformation improves inbound and outbound warehouse operations, as well as cross-departmental workflows and future-proof processes.

Efficiency redefined: a modern warehouse solution for MAN

At MAN's spare parts centers in Salzgitter, Dachau and Ankara, highly complex warehouse logistics ensure the availability of 345,000 parts, including 192,000 stock items. These facilities handle a variety of order types with strict processing timelines to achieve high levels of customer satisfaction, with rush orders available within 24 hours and self-pickup orders ready 30 minutes after order submission.

Furthermore, these facilities face challenges stemming from the complexity of global supply networks, such as compliance with legal requirements and the need to reliably forecast demand. Optimization of the warehouse and distribution network poses an additional challenge, as does return management.

To ensure that MAN can continue to distribute spare parts worldwide, 4flow and MAN have designed a modern warehouse management system (WMS) based on SAP EWM.

4flow takes logistics to the next level

Key users were involved at every step of implementation to ensure accurate process mapping and high user acceptance. By developing a cross-location SAP EWM solution blueprint, 4flow and MAN created a uniform, scalable system architecture that meets the requirements of multiple distribution centers. More than 80 percent of the implementation was based on Standard SAP, with targeted system

customizations and customer-specific enhancements to support industry-specific processes and to connect automation solutions – such as automated small parts warehouses and conveyor technology – as well as subsystems like CEP services and pick-by-voice.

More than 300 epics were successfully carried out as part of the agile project implementation. User-friendly, ergonomic dialogs in SAP Fiori guarantee intuitive and efficient operations, while ABAP (Advanced Business Application Programming) Push Channels allow for direct control of the connected PLCs (programmable logic controllers). This setup enables real-time communication and a processing capacity of up to 14,000 PLC telegrams per hour.

The comprehensive test strategy included functional, integration, day-in-the-life and performance tests. With the help of an emulation tool, process scenarios were validated before any actual automation technology was put into operation. Precise cutover planning and structured hypercare support ensured a smooth go-live and rapid system stabilization. 4flow also supported the transformation with project, change and risk management.

This holistic approach resulted in a future-proof, highly automated and user-oriented SAP EWM solution.



SAP EWM as a game changer at MAN's global spare parts center

MAN's global spare parts center in Salzgitter, Germany, covers 235,000 m² and is one of the largest warehouses in the world. It employs 750 employees and includes an automated small parts warehouse with more than 20,000 order lines shipped per day, ensuring that

MAN spare parts are available worldwide.

The successful and on-schedule go-live at the pilot site in Dachau, Germany, had already demonstrated the benefits of SAP EWM: with the new system, MAN achieved more than 95 percent customer satisfaction after a very short stabilization period of only two days.

Delivery rates back to pre-go-live levels in record time

On the first day of hypercare, the global spare parts center in Salzgitter reached a delivery rate of more than 90 percent. By the end of the first week, it achieved the same level as before go-live. MAN maintained its service level requirements for its supply chain throughout the entire go-live, ensuring that customer demand was met at all times.

"With the successful go-live of SAP EWM, we have achieved an important milestone in optimizing MAN's global spare parts supply chain. The excellent collaboration of the project team has led to significant improvements in efficiency, stability, data transparency and user-friendliness, allowing for a smooth implementation and go-live phase. Together, we've laid a foundation for future innovation in areas like IoT and AI," said Ralph-Michael Schmidt, partner and head of SAP Practice at 4flow consulting.

Results



Improved operational efficiency thanks to real-time **inventory tracking**



Improved user-friendliness from modern SAP Fiori user interface and flexible mobile use



Seamless SAP integration: real-time data exchange with SAP ECC for holistic supply chain planning



Scalable and intelligent solutions designed for future growth, IoT and AI



Integrated process optimizations with SAP EWM (e.g., shelving, hazardous materials tools, CEP connection, etc.)



Future-proofing through SAP S/4HANA transformation

“Replacing the existing warehouse management system and introducing SAP EWM to MAN’s spare parts network was a risky and challenging task. Together with the 4flow team, we succeeded in continuing to meet customer expectations immediately after go-live and without a single dip in performance. Many thanks to the professional and highly committed team at 4flow.”

Dr. Uwe Jens Unger

Senior Vice President Spare Parts, MAN Truck & Bus SE

"Together with 4flow, we achieved an outstanding SAP EWM implementation at the Logistics Center Salzgitter. The implementation went smoothly – a testament to the excellent cooperation of all parties involved and the high quality of both the preparation and execution.

"The collaborative nature of the partnership has been a highlight. 4flow impressed us with their strong customer focus, technical expertise and deep understanding of our operational requirements. Challenges were identified early on and addressed in a solution-oriented manner, which contributed significantly to the success of the go-live.

"We would like to thank 4flow for their professional support and look forward to continuing to work with them on future planned rollouts."

Mario Friedrich

Senior Manager Spare Parts, MAN Truck & Bus SE

About 4flow

4flow is a leading global provider of fourth-party logistics (4PL) services, supply chain consulting and software. With its integrated business model, 4flow is a trusted partner for supply chain optimization and digital transformation. Founded in 2000, 4flow operates from over 20 offices worldwide, with a global team of more than 1400 members spanning Europe, Asia, North and South America. For more information, please visit www.4flow.com.

As an SAP Silver Partner, 4flow supports companies in the implementation and optimization of SAP-based supply chain solutions (EWM, TM, YL, IBP) and accompanies them through the entire digital transformation process with best practices and proven project management.

20+

offices in Europe, Asia and the Americas

1400+

team members globally

400+

customers globally

300+

projects annually around the world

