

Expertise:

- SAP ERP Sales & Service (S/4HANA & ECC)
- SAP Settlement Management
- SAP ERP Integration & Cross-Functional
- SAP Activate
- SAP System Integration & Interfaces
- SAP Add-Ons & Enhancements
- Tracking and Traceability

Roles:

- ERP Solution Architect
- Business Process Expert
- Application Consultant
- Team Lead

Experience:

- 30 years SAP ERP
- Multiple full cycle projects
- Implementation, global rollout, upgrade and improvement projects

Consultant:

- Name: Michael M. Werner
- Email: mw@mwmc.de
- Phone: +49 241 62771
- Web: www.mwmc.eu
- vCard: mwmc.eu/contact.html

Languages:

- German
- English

Availability:

- 3 days per week
- Hybrid (2-3 weeks remote; 1 week onsite)
- Start Date: October 2023





Personal Data

Name: Werner
First name: Michael Manfred
Address: Kornelimünsterweg 8a
52066 Aachen
Germany
Phone: +49 (241) 62771
Fax: +49 (241) 62774
Email: mw@mwmc.de
Web: www.mwmc.eu

Profile

ERP Solution Architect and Business Process Expert.

Principal Consultant for SAP ERP Sales & Service (S/4HANA & ECC).

- 30 years of experience in the implementation and utilization of SAP ERP.
- Large number of successful implementation, global rollout, upgrade and improvement projects. Multiple full cycle projects.
- Combining an excellent knowledge of the business with extensive and detailed SAP expertise.
- Very successful in the design of efficient, effective and innovative solutions.
- Excellence in solution design, solution architecture, implementation and strategy.
- Very successful in the integration of SAP ERP within a business and in the integration of the SAP modules with each other.
- Combining analytical and methodical thinking with good communication skills.
- Good team player and leader.
- Team lead of application and development teams.
- Proven track record in "Getting things done", "Making it happen" and "Adding value for my clients".

Available for S/4HANA projects starting in October 2023.



Functional Expertise

Area of Expertise	Level of Expertise
SAP ERP Sales & Service (S/4HANA & ECC)	+++
Quote to Cash (QTC) / Order to Cash (OTC)	+++
SAP Sales and Distribution (SD)	+++
SAP S/4HANA Service	++
SAP S/4HANA Profitability Analysis (Account Based CO-PA) – OTC part	++
SAP CRM Sales	+
SAP Customer Service (CS)	+
SAP Settlement Management	+++
SAP Condition Contract Settlement (LO-GT-CCS, LO-GT-CHB)	+++
SAP Pricing and Conditions (SD-BF-PR)	+++
ABAP Core Data Services (CDS Views)	++
SAP Agency Business (LO-AB)	++
Customer Rebate	+++
SAP ERP Integration & Cross-Functional	++
SAP Logistics Execution (LE)	++
SAP Production Planning (PP-SOP, PP-MP, PP-MRP)	++
SAP Material Management (MM)	++
SAP Quality Management (QM)	+
SAP Logistics Information System (LO-LIS)	+++
Returnable Container Management	+++
Track and Trace	+++
Tracking and tracing of individual gas cylinders / Individual Cylinder Control (ICC)	+++
Global Returnable Asset Identifier (GRAI)	+++
Auto-ID	++
SAP Serial numbers	++
SAP Batch Management and Recall	++
Mobile Data Entry	+
GS1 Identification Standards	+
SAP System Integration, Interfaces, Add-Ons and Enhancements	++
Design and architecture of add-ons that are highly integrated with SAP	+++
Userexits, Enhancements and BAdI	+++
ABAP Core Data Services (CDS View)	++
ABAP Objects	++
Interfaces	++
Electronic Data Interchange (EDI) and IDOC	+
Leadership	++
Team lead	+++
SAP Activate and AcceleratedSAP (ASAP)	+
Scrum	+
Project Team Training	+
Project Management	+

+++ = Excellent; ++ = Advanced; + = Proficient; B = Basics



Industry Expertise

Industry	Company	Country	City
Industrial Gas & Medical Gas	Linde Gas AB	Sweden	Stockholm
Fertilizer	Yara International ASA	Norway	Oslo
Heating, ventilation and air-conditioning technology	Vaillant Group	Germany	Remscheid
Technology	Heraeus Group	Germany	Hanau
Hand tools manufacturing	Apex Tool Group	USA, Maryland	Sparks
Microscopy, Nanotechnology, High tech	Carl Zeiss Microscopy GmbH	Germany	Jena, Oberkochen, Göttingen
Industrial Gas & Medical Gas	Linde AG	Germany	Munich
Heating, ventilation and air-conditioning technology	Vaillant	Russia	Moscow
Industrial Gas & Medical Gas	AGA AS	Norway	Oslo
Pharmaceutical	Grünenthal GmbH	Germany	Aachen
Training	Team SAP Academy	Finland	Helsinki
Paper	Norske Skog AS	Norway	Oslo
Glass containers / packaging	Saint-Gobain Oberland AG	Germany	Bad Wurzach
Computer manufacturing	Power Computing	USA, Texas	Austin

Professional Experience

MW Management Consulting (Freelancer), Aachen, Germany, 01/2000 – Present.

ERP Solution Architect and Business Process Expert.

Delivering services to the following clients:

- **Industrial Gas & Medical Gas**, Remote Consulting, 01/2018 - Present.
Consultant for SAP ERP O2C and Add-Ons.
Consulting and Third-Level-Support for SAP Sales & Distribution, Individual Container Control (ICC) and Rental Calculation.
- **Fertilizer**, Remote Consulting, 03/2021 – 03/2023.
ERP Master Data Architect.
- **Heating, ventilation and air-conditioning technology**, Remscheid, Germany, 02/2020 - 11/2020.
Solution Architect S/4HANA Sales & Service.
Integration of S/4HANA and salesforce for Lead-to-Order (L2O) and Service-to-



Retention (S2R), S/4HANA Service as Backend for salesforce Service, SAP Condition Contract Settlement (CCS) for Customer Rebates and "Cash Reimbursements Indirect Customers".

- **Technology**, Hanau, Germany, 07/2019 - 01/2020.
External Consultant SAP OTC.
eInvoice Italy, Freight Charges, Condition based down payments.
- **Heating, ventilation and air-conditioning technology**, Remscheid, Germany, 06/2019 – 06/2019.
Solution Architect S/4HANA Sales & Service.
Agile greenfield implementation of S/4HANA.
- **Heating, ventilation and air-conditioning technology**, Remscheid, Germany, 05/2015 – 03/2019.
Consultant for SAP ERP Sales & Service.
 - 05/2016 – 03/2019. External Consultant for O2C Projects.
 - Preparation of a SAP S/4HANA Green Field Implementation: O2C Enterprise Structure and Scoping based on SAP Best Practices.
 - Design and Implementation of Condition Contract Settlement for Customer Rebates. Including customizing, enhancements and CDS views for business volume and reporting.
 - Design and Implementation of the O2C part in a prototype for Costing-based Profitability Analysis (CO-PA). Transition of this prototype to Account-based Profitability Analysis (S/4HANA Finance).
 - Integration of the IT systems for after-sales services (Salesforce) with SAP ERP. Redesign of interfaces for billing, time confirmation and cost of services sold. New data model and price waterfall in SAP. Integration with Profitability Analysis and Reporting.
 - eCommerce solution for direct sales of heating systems including installation. Designed and implemented the SAP O2C and supply solution. Implemented a multi-stage third party and subcontractor process. Rollouts in Germany, Belgium, and the Netherlands. SAP processing of HTML emails with multiple PDF attachments for invoice and order confirmation.
 - 01/2016 – 04/2016. SAP ERP in Russia: Hypercare and implementation of further functionality.
 - 05/2015 – 01/2016. Rollout of the SAP ERP template to Russia. Within the IT Team responsible for Sales & Service.
- **Hand tools manufacturing**, Remote Consulting, 06/2012 –12/2016.
Application Consultant Quote-To-Cash (QTC) and Integration Consultant for Logistics.



- 03/2015 – 07/2015. Integration of the existing pricing solution with the new Vistex based pricing.
- 03/2013 – 02/2015. Continuous Business Improvement focusing on Rebates, Pricing and Commissions. Customer price list simulation and distribution.
- 10/2012 – 02/2013. Logistics integration. EDI 812 Credit/Debit Adjustment: IDOC Interface and Claims Management within SAP.
- 06/2012 – 09/2012. Price analysis, Commission settlement, Quote-To-Cash (QTC) improvements.
- **Microscopy**, Oberkochen, Germany, 06/2011 – 09/2017.
Consultant for SAP SD, CS and CRM.
 - 02/2014 – 11/2014. Continuous Business Improvement focusing on the quotation with requirement transfer.
Implemented a solution for the management and monitoring of the user documentation that has to be shipped with the sold devices.
 - 03/2013 – 01/2014. Merger and reorganization of 3 sales organizations. The new organization is using SAP CRM.
 - 06/2012 – 02/2013. Design of a new Quote-To-Cash (QTC) process including Quote with transfer of requirements, Order Change Management (OCM), Configurable materials (KMAT) and MRP.
Harmonization and consolidation of master data and business processes within 3 sales organizations.
Design of an ERP solution for version management and linkage of the technical documentation to a configurable material (KMAT).
Implementation of customer consignment.
 - 11/2011 – 06/2012. Team lead Logistics in a merger of 2 company codes.
 - 06/2011 – 05/2012. Redesign and optimization of the processes. Preparation for the CRM implementation.
- **Big international consulting company**, Munich, 04/2011 – 05/2011, 11/2011.
Participation in the technical part of a proposal for the implementation of a SAP “Discrete Industries and Mill Products” (DIMP) solution.
- Skills Improvement, 01/2011 – 03/2011.
 - Customer Relationship Management (CRM): Certification as “SAP Certified Application Professional – Sales with SAP CRM 7.0”.
 - Project management: Certification as “Certified Scrum Master” (CSM);
Publication of articles about project management.
- **Industrial Gas & Medical Gas**, Munich, Germany, 2003 - 2010.
Application Consultant for Logistics and Solution Architect.
 - 11/2010 - 12/2010. Knowledge transfer to the project team.



- 10/2009 - 10/2010. Chief Solution Architect and Functional Lead for Design and Development of the new Global ICC solution. ICC (Individual Cylinder Control) is a solution for Tracking and Traceability of gas cylinders. The solution is highly integrated into all logistics processes and business process management. The foundation for the new Global ICC solution was a solution that I designed in 2003 - 2005.

Due to the high integration of ICC and “Sales and Distribution” (SD & LE) I was responsible for: Using ICC data for the interactive creation of sales orders (Over-the-counter sales); Integration of product proposal and cross selling; Integration of a sales partner portal for sales order and delivery processing; Delivery processing on mobile devices; Automatic confirmation of delivery quantities and automatic goods issue; Over- and underdelivery, service level reporting and backorder processing; Intra- and intercompany stock transports; Shipment Inspection.

Design of a solution that improves the accuracy of the Customer Asset Management (Cylinder Holdings at a Customer). The ICC data is used to post automatic adjustments in Customer Asset Management. Rental revenue is increased and customer complaints are reduced.

Preparation of the global rollout.
- 06/2009 - 09/2009. Improvement of stock accuracy; Implementation of intercompany returns.
- 12/2008 - 05/2009. Quality Management for the filling of gas containers.
- 01/2007 - 03/2007. Further rollouts and continuous business improvement.
- 08/2005 - 12/2006. Batch management and traceability. Release B of the existing solution and rollout in Europe.
- 02/2003 - 08/2005. Design of a new SAP R/3 solution for industrial gas and Individual Cylinder Control (ICC).
- **Industrial Gas & Medical Gas**, Oslo, Norway and Stockholm, Sweden, 2000 - 2009. Integration Consultant for Logistics and Software Architect.
 - 08/2008 - 05/2009, 11/2009. Rollout in the Baltic States and continuous business improvement. Responsible for: Invoice before Goods Issue (R/3 Release 4.6C); External number ranges for invoices in Latvia; Settlement of cash sales through sales agents; Combining invoice, rental and ICC data on the statement for the Swedish health insurance; Integration of a logistics partner for warehousing and shipping; Environmental tax for CO2 / LPG; Third-Level-Support for ICC, rent calculation and the SAP Logistics modules, especially “Sales and Distribution” (SD).
 - 01/2007 - 07/2008. Continuous business improvement.



- 04/2005 - 12/2006. Realization of a new regional solution. Rollout of this solution in Denmark, Norway and Sweden. Main focus: Rent for gas containers and Individual Cylinder Control (ICC). Design of new solution for the calculation of "Rent for gas containers" and team lead of the development team. Strategy consulting regarding sales contracts, price determination and index-based pricing.
- 01/2004 - 03/2005. Continuous improvement of the existing SAP solution. Creation of the blueprint for the future regional solution.
- 03/2003 - 12/2003. Enhancement and rollout of the existing solution for industrial gas. FI, CO and Purchasing were implemented in Sweden. At the same time logistics functionality in Denmark and Norway was either improved or newly implemented. Comprehensive consulting in the area of SAP Logistics, especially demand planning and scheduling. Improvements of the ICC solution. Strategy consulting regarding the merge of controlling areas.
- 05/2002 - 02/2003. Enhancement and improvement of the existing solution. Development of a web based solution for small sales partners. Integration of this solution with the existing SAP R/3 solution for ICC.
- 09/2001 - 04/2002. Upgrade of SAP R/3 from Release 3.1H to Release 4.6C.
- 03/2001, 05/2001 - 06/2001. Analysis phase and feasibility study for an upgrade from SAP R/3 release 3.1H to release 4.6C. ValueSAP / ASAP was used as methodology. The Reverse Business Engineer (RBE) was used as a tool in the project.
- 04/2001. Report development.
- **Hand tools manufacturing**, Besigheim, Germany and Apex, NC, USA, 2000 - 2009.
Application Consultant for Sales and Integration Consultant for Logistics.
 - 07/2009 - 08/2009. Reporting: Improvements of pricing, specification of a sales deal pricing report (R/3), specification of a sales agent commission report (BW). Strategy consulting regarding the merge of 2 sales organizations.
 - 04/2007 - 08/2008. Migration of a SAP R/3 solution into the corporate SAP ERP solution. Fully responsible for sales pricing and rebates. Supported the Quote-To-Cash (QTC) team in all areas.
 - 12/2000 - 04/2001. Project planning, support and quality assurance for the merger of 2 SAP Systems.
 - 01/2000. Feasibility study about the merge of two SAP Systems. The ASAP method was used.
- **Pharmaceutical**, Aachen, Germany, 2001 - 2003.
Application and Integration Consultant for Sales and Distribution.
 - 04/2003 - 12/2003. Implementation of additional business processes. Preparation of further rollouts.



- 08/2001 - 03/2003. Implementation of SAP R/3. Functional lead of the SAP SD Team. Full cycle: Project Preparation, Business Blueprint, Realization, Final Preparation, Go Live and Support. The Solution has been validated.
- **Team SAP Academy**, Helsinki, Finland, 07/2001.
Trainer.
TASD20 Sales and Distribution (Extended) and TASD30 Sales and Distribution (Competence).
- **Paper**, Oslo, Norway, 2000 - 2001.
Application and Development Consultant for Logistics and Customer Relationship Management (CRM).
 - 02/2001 - 03/2001. Preparation of a quotation for an implementation of mySAP Customer Relationship Management (CRM).
 - 04/2000 - 11/2000. Improvement of the existing R/3 Solution. Analysis of the solution and conception of a strategy for improvement. Realization of the short term improvements. Report development.
- **Real estate management**, Münster, Germany, 02/2000 - 03/2000.
Application Consultant for Sales & Distribution and Customer Service.
Development of an integrated R/3 prototype for real estate management and maintenance.

Consulting Agency, London, Great Britain, 1998 - 1999.

SAP R/3 Implementation Consultant.

Involved in the following projects:

- **Industrial Gas**, Copenhagen, Denmark, 10/1998 - 12/1999.
SAP R/3 Application Consultant for Sales and Distribution.
Implementation of SAP R/3: Realization, Final Preparation, Go Live and Support.
Integration of SAP R/3 with a solution for ICC and rent calculation.
- **Hand tools manufacturing**, Besigheim, Germany, 02/1999 and 08/1999.
SAP R/3 Application Consultant for Logistics.
Training of the SAP R/3 Support-Team. Optimization of Available-To-Promise (ATP), the planning strategies and the delivery processing. Configuration of the Interface between Production and Warehouse Management.



Global Core Strategies, Inc., Stamford, Connecticut, USA, 1997 - 1998.

SAP R/3 Implementation Consultant.

Involved in the following projects:

- **Hand tools manufacturing**, Raleigh, North Carolina, USA, 05/1997 - 10/1998.
SAP R/3 Application Consultant for Sales and Distribution.
Implementation of SAP R/3. Full cycle: Project Preparation, Business Blueprint, Realization, Final Preparation, Go Live and Support.

OR PARTNER, Sioux Falls, South Dakota, USA, 1996 - 1997.

Senior SAP Consultant.

Involved in the following projects:

- **Computer manufacturing**, Austin, Texas, USA, 08/1996 - 03/1997.
SAP R/3 Development Consultant for Logistics.
Application Design, Configuration and Programming in the following areas: Variant configuration of desktop computers, production control and quality inspection, serial no. management, integration of sales with service management, direct-sales and credit card processing, data transfer.
- **Food processing**, Wakefield, Nebraska, USA, 03/1997.
SAP R/3 Application Consultant for Logistics.
Reorganized Warehouse Management and Quality Inspection.

Saint-Gobain Oberland AG (Glass containers), Bad Wurzach, Germany, 1993 - 1996.

SAP Implementation Team Leader and Business / Systems Analyst.

Continuous business improvement of a SAP R/2 Solution using material management and finance. Implementation of sales and distribution and warehouse management.

Languages

Language	Level of expertise
German	Native speaker
English	Fluent

Online Courses

Please find a list of successfully completed online courses at <https://www.linkedin.com/in/mmwerner/details/certifications/>.



Training

Course	Location	Year
Other		
CSM Certified ScrumMaster Course	SIGS DATACOM, Munich, Germany	2011
Workshop on intercultural communication	RWTH Aachen University, Aachen, Germany	2010
SAP CRM		
CR700 CRM Service (Release 7.0 EHP1)	SAP, Berlin, Germany	2012
P_CRMSLS_70: SAP Certified Application Professional – Sales with SAP CRM 7.0	SAP, Ratingen, Germany	2011
OCR70_91 OKP SAP CRM 7.0	Web Based Training	2011
CR300 CRM Sales (Release 7.0)	SAP, Walldorf, Germany	2011

Education

RWTH Aachen, Aachen, Germany, 04/1990 - 06/1993.

Additional studies in economics and business administration.

Excellence Seminare, Aachen, Germany, 08/1992 - 10/1992.

Management Training.

RWTH Aachen, Aachen, Germany, 10/1983 - 04/1990.

Graduated with a degree in physics.

The education and experience was evaluated by the Foundation for International Services, Inc., Bothell, Washington, USA as equivalent of a **master's degree in physics** and a **bachelor's degree in management information systems** from a university in the United States.