

# Customer Story: Schleich

## Automation & Real-Time Data

Since working with Lobster, Schleich, enabled automated, near real-time data synchronization across systems.

220% more integrated systems

100+ integrations running centrally

7x faster Big Data transfers

## Solution Architecture with Lobster

### 1. Data Integration Layer

Lobster connects all data with one unified platform:

#### Product Data:

Connected to Schleich's Product Management System and quality management system

#### Human Resource Management:

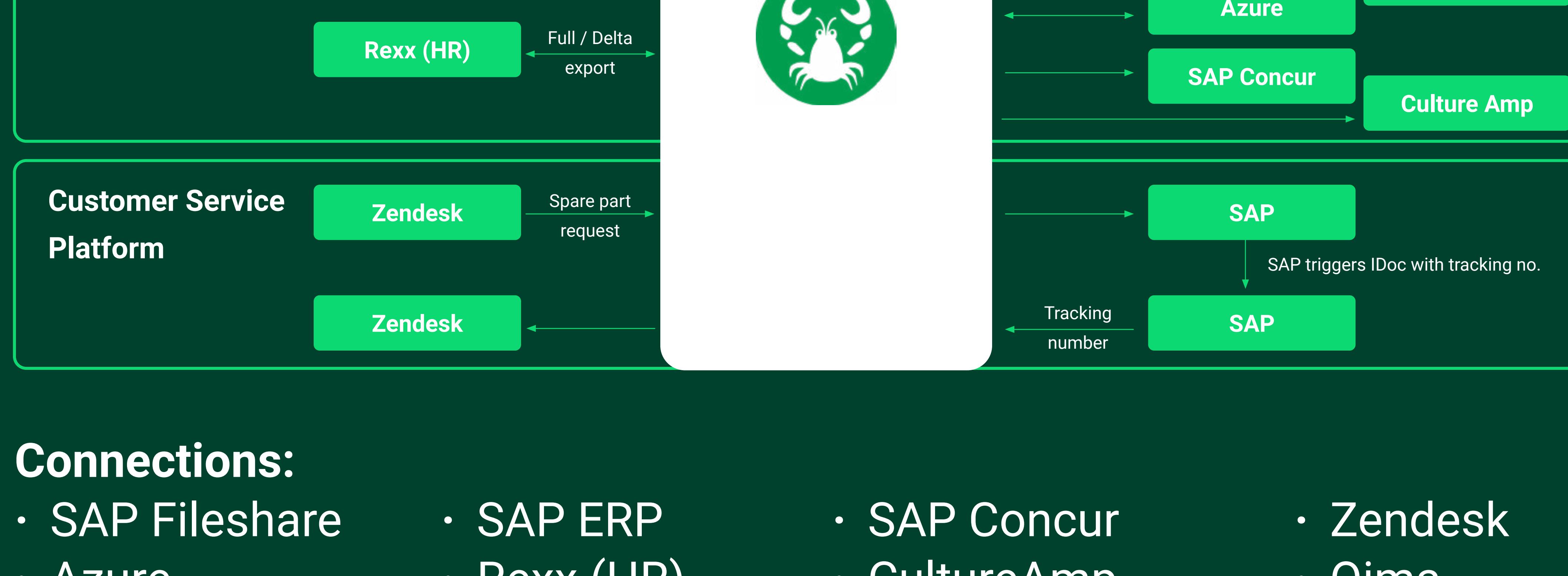
Connected to SAP with real-time data exchange

#### Customer Service Platform:

automated request via Lobster to create spare part order in SAP > tracking number is generated and send back automatically to customer service platform

## Product Management - Information flow.

### Schleich GmbH.



#### Connections:

- SAP Fileshare
- SAP ERP
- SAP Concur
- Zendesk
- Azure
- Rexx (HR)
- CultureAmp
- Qima
- Contentserv/PIM
- Noviplan

#### Protocols:

- SAP IDoc
- SAP RFC
- SFTP
- REST API

#### Data formats:

- IDoc (MATMAS, CLFMAS, CREMAS, DEBMAS, ADRMAS, SYSTAT, ORDERS)
- JSON
- Excel
- CSV
- PDF

## 2. Integrated Systems – Information Flow

Time & Attendance Tracking System

Factoring Partner

Integrated Business Planning

Travel & Expense

Consumer Service Ticket

Identity & Access Management

ERP

IT Asset Management

HR Information System

Data Warehouse & Analytics Objects

Payroll

Employee Survey

Document & Contract Management

SQL Database

Quality Control

Product Information Management



Lobster

schleich