

# 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

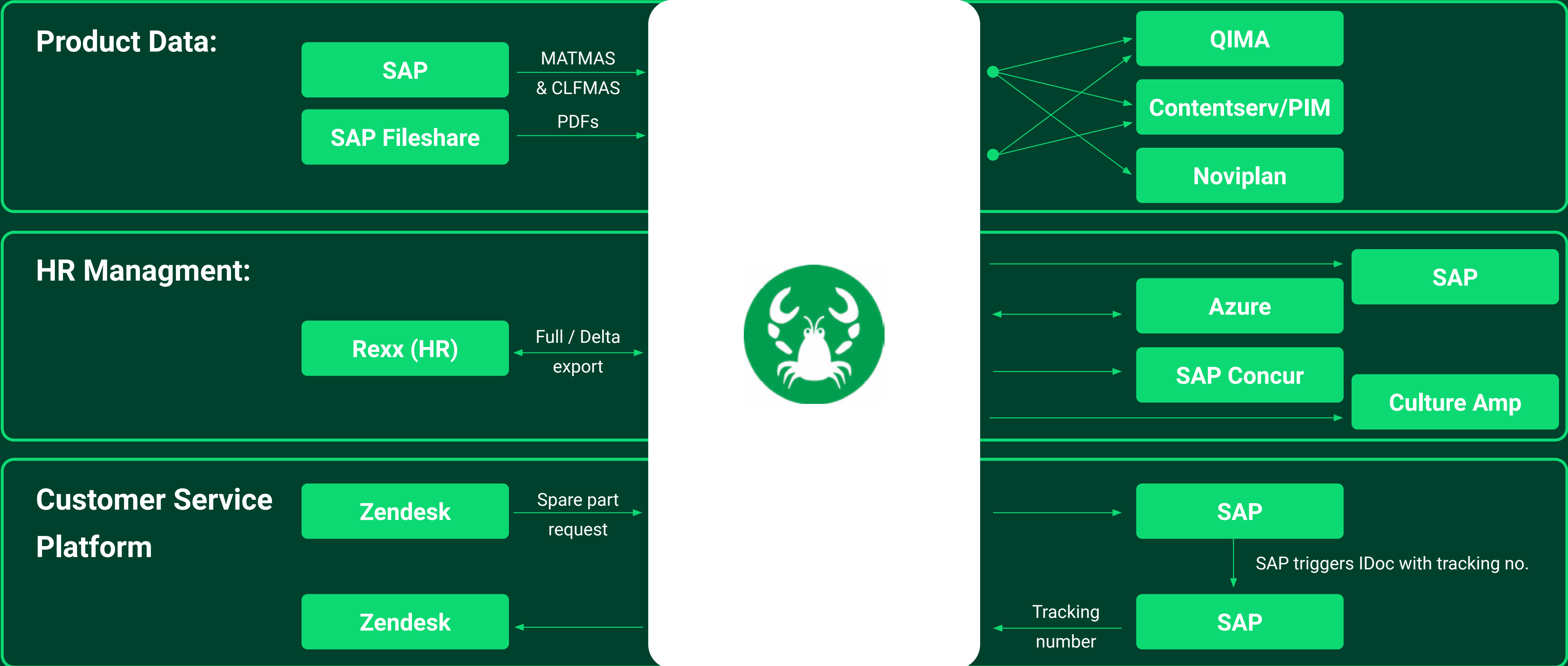
**Human Resource Management:**

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

**Protocolls:**

- 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

