

# Quickly Implementing Improvements at No Extra Cost with **SAP® Customer Connection**



**MEGA eG**  
Hamburg, Germany  
[www.mega.de](http://www.mega.de)

**Industry**  
Wholesale distribution

**Products and Services**  
Building restoration, renovation,  
and modernization products

**Employees**  
1,500

**Revenue**  
€330 million

**SAP® Solutions**  
SAP® Customer Connection for  
SD Sales and Billing 2017

Almost all software has features which some customers do not need – or lacks the tools they would like to have. This is why MEGA, a wholesaler of supplies for tradespeople, is participating in the SAP® Customer Connection program to communicate its desired software improvements to SAP developers. Now, it can get even more out of its investment in SAP solutions.

## Before: Challenges and Opportunities

- Optimize functions in SAP ERP and SAP Solution Sales and Billing
- Tailor solutions to the company's specific requirements

## Why SAP

- Close contact to SAP developers
- Creative discussions with other SAP customers
- Positive experience in previous projects
- Fast implementation of the suggested improvements

## After: Value-Driven Results

- Functional improvements and enhancements in many processes
- Around 10 changes are used in live environments – for example, a “next item” button can now be used when processing billing documents
- Users can automatically find email recipients in SD orders and manually modify them
- Simplified, transparent work processes
- Gained time and increased efficiency
- Positive user feedback

**“Thanks to the SAP Customer Connection program, we have gained the functions and **improvements to our SAP solution** that we needed – without spending resources on in-house development.”**

Jens Hungershausen, IT Department Director, MEGA eG

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## Fast

and transparent processes

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## Zero

resources spent on in-house development

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## Excellent

information exchange with other SAP customers

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