



GSS[+] elevates trading house processes to new heights

SAP S/4HANA transformation in the global logistics network of Mercedes-Benz



“What we have built together goes far beyond an IT system.”

At a glance



Mercedes-Benz Group



Automobile manufacturer



Headquarters Stuttgart



175,000 employees
(as of 2024)



145.6 billion € turnover
(in 2024)

The company

The Mercedes-Benz Group can look back on a long tradition that goes back to the inventors of the automobile, Gottlieb Daimler and Carl Benz, and is characterized by pioneering achievements in automotive engineering. The Group is one of the most successful automotive companies in the world and is one of the largest suppliers of high-end cars and premium vans. Financing, leasing, vehicle subscriptions and rental, fleet management, digital services relating to charging and payment, insurance brokerage, and innovative mobility services round off the range of services.

The Mercedes-Benz Group uses data and artificial intelligence for its strategic orientation. The goal is clear: to make business processes and decision-making increasingly data-based. This includes targeted measures to improve data quality, the use of modern technologies in the field of data analysis and AI, the development of a sustainable data infrastructure, the introduction of mechanisms to ensure regulatory and ethical requirements, and the continuous promotion of relevant qualifications among employees.

The challenge

In 2016, Mercedes-Benz faced a strategically and technically complex task. The existing GSSclassic, a central SAP system for mapping international dealership processes, was outdated. In future, the company's IT department would rely on S/4HANA technology, which meant that the existing system had to be replaced and completely transferred to the new platform landscape. At the same time, external partner solutions were to be replaced by internal SAP processes, and innovative, transparent process structures were to be created. The goal was clear: enhance existing supply relationships, streamline the system landscape, and streamline international logistics processes under one roof. CKD and DDL processes for foreign assembly locations were particularly affected - highly complex processes with different partners, locations and packaging requirements.

Mercedes-Benz sought a partner with a deep understanding of the processes, SAP expertise, and experience with the previous system. Thanks to many years of collaboration and in-depth expertise, abat was entrusted with the GSS[+] project - the first ever S/4HANA project at Mercedes-Benz.



The solution

abat and SAP worked closely together to map the logistics processes in the new S/4HANA system GSS[+]. This included material master data management, requirements planning, supplier connection via EDI, multi-stage packaging processes, and track & trace functions. External warehouse management systems were also connected. The system will map complex quality processes, such as returns and reworking, directly in the future. It was essential to integrate FI interfaces for mapping global flows of goods. The system was designed for automation and expandability throughout, including customs processes and containerization.

The project

The GSS[+] project was launched in 2016. abat, together with Mercedes-Benz and SAP, began with the structured analysis and redefinition of the trading house processes. The objective was straightforward: transfer these to the S/4HANA system landscape while simultaneously enhancing their functionality. A holistic project approach was

chosen early on: technical implementation, process design and system integration were all in one hand. The first customer-specific developments were created in the initial phase, and SAP Solution Manager was established as a transport and test platform (CHARM with Focused Build). Migration processes and HyperCare were also standardized.

The first milestone was the successful go-live for the CKD processes at the BBAC plant in China in 2017. In the following years, the system was rolled out step by step. MBEXtra in the USA in 2018 and the Mercedes plant in Rastatt in 2019. Each expansion stage included new functionalities, including centralized test management, an extended solution documentation process (SOLDOC), and fully integrated incident management in SAP Solution Manager. The Böblingen-Hulb plant went live in 2020.

The next stages followed in 2021 and 2022 with the go-live of Bremer Logistik Gesellschaft (BLG) in two phases, accompanied by an organizational realignment. At the same time, a comprehensive roll-out blueprint was developed. The „Part by Part“

approach (PbP) enabled more precise control of logistical processes across vehicle series. This blueprint is now the foundation for international roll-outs up to 2027.

In 2023/2024, all preparations for the next major milestone were completed: the PbP go-live in Shunyi in 2025. The implementation was successfully taken live in May 2025. More plants are on the way. The project evolved into much more than just an IT system. Mercedes-Benz, abat, SAP and other partners have collaborated closely over the years, evolving their partnerships as needed. The result was a resilient network that mastered even complex challenges together. GSS[+] became a successful pilot for S/4HANA at Mercedes-Benz – with clear prospects for the future.



„Today, GSS[+] is the backbone of our dealership processes. It is the result of real teamwork.“

Outcome

- Standardized system landscape by replacing partner systems and integrating all processes in GSS[+]
- Significantly faster logistics processes thanks to automation and modern SAP technology
- Greater transparency and traceability along the entire supply chain
- Simplified daily business thanks to centralized access to all relevant functions and data

The results

The collaboration between abat and Mercedes-Benz was a resounding success. The new GSS[+] system transparently maps the entire trading house processes in the SAP standard. Partner solutions were replaced, processes standardized and centralized. Daily work has been noticeably simplified thanks to automated processes and a modern Fiori interface. CDS Views and the SAP HANA database have accelerated evaluations and simplified processes. System updates ensure continuous technical development. Integrating quality, returns, and customs processes allows for effective monitoring and eliminates interface problems.

The project's success is also a human one, with close partnerships, shared routines, and even friendships forming. Sports events, Christmas parties, and spontaneous team meetings strengthened the team spirit. The Mercedes, abat, and SAP teams have grown together – both professionally and culturally. The GSS[+] project was an IT success story and a model of cooperation in action.

ABOUT US



Since 1998, the abat Group has been combining SAP expertise, innovative software development and intelligent solutions for digital business processes. Our focus is on automotive,

discrete manufacturing, life sciences, aerospace, defence & security, as well as on companies with complex logistics and manufacturing processes.

With seven service areas, we create room for efficient processes, new ideas and sustainable progress:

With **abat consult**, we advise and support you through all phases of an SAP project – from design and implementation to the operation of your SAP system.

abat manufacture provides you with high-availability digital solutions for production control in the complex manufacturing industry.

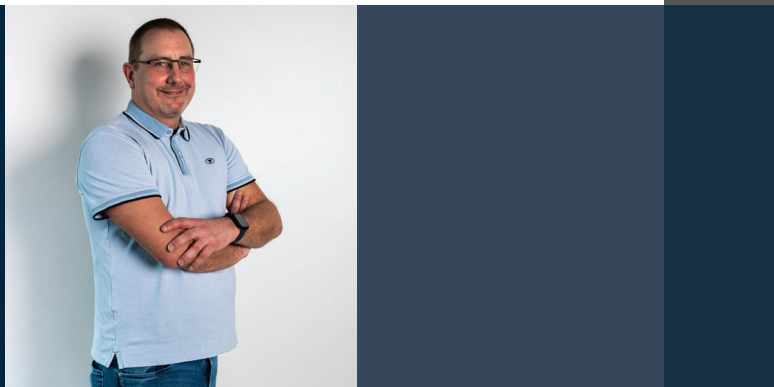
With **abat ai**, we bring artificial intelligence into concrete business processes and combine it with automation solutions such as RPA and agentic automation – from automated case handling through end-to-end automated workflows to AI agents in SAP development, consulting and projects.

With **abat transform**, we offer innovative and unique solutions, including modern cloud development and custom web and app development.

abat plm provides cross-functional process consulting with the goal of achieving a consistent data flow across PLM, ERP and MES.

Offerings from **abat protect** help customers protect information, processes and systems and maintain confidentiality, availability and integrity in business relationships.

Our **abat sustain** experts advise on how sustainability and sustainability reporting can be anchored strategically and structurally within a company.



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