



# Power Platform meets SAP: EDEKA and Syntax develop cloud-based QM solution

## The project in brief

Together with Syntax, EDEKA Nordbayern-Sachsen-Thüringen (NST) developed a cloud-based IT solution for quality management. QualiFlow serves as a central communication hub for all stakeholders and, thanks to a wide range of automation options, is the basis for fast and efficient control of all central quality management processes.

## Challenges

Quality management (QM) is both an important and complex task for EDEKA Nordbayern-Sachsen-Thüringen (NST). With about 900 retail stores supplied, product defect reports can occur, which must be followed up quickly and effectively in coordination with various stakeholders. However, the previous monolithic IT landscape was increasingly slowing down the process. "There was no relational database, but many individual documents," explained Stefan Hirsch, Project Manager Quality Management at EDEKA NST. "In addition,

numerous media disruptions caused by different systems and formats resulted in high storage costs and ultimately outdated performance." Together with his colleague Michael Büchs, Project Manager Corporate Development at EDEKA NST, Hirsch explored various options for modernization and had a clear idea of what the new solution should offer: central control of all relevant QM processes via an IT platform integrated with the ERP and third-party systems.

### CUSTOMER STORY EDEKA NORDBAYERN- SACHSEN-THÜRINGEN

#### At a glance

- Industry: Wholesale and retail
- Location: Rottendorf, Germany
- Solution: QualiFlow
- Result: Faster and more effective control of all quality management processes via a central IT platform integrated with SAP and scalable in the cloud.



*A key success factor in the development of QualiFlow was the close and trusting collaboration with the Syntax team. Using an agile approach, we were able to develop an extremely powerful and future-proof solution for our demanding quality management within just a few months.*

*- Stefan Hirsch,  
Project Manager Quality Management at EDEKA NST*



## Project approach and solution

Together with Syntax, EDEKA NST developed the QualiFlow QM solution. It is based on the Microsoft Power Platform with a standardized database in Microsoft Dataverse and seamless connection to the SAP backend and other systems. QualiFlow combines data from the Azure Cloud with documents from SharePoint and presents everything via a standardized, browser-based user interface that clearly displays the current status of all individual measures in various quality processes. Using the example of a product defect report shows how seamlessly this works:

1. The affected store enters the relevant information in an online form
2. QualiFlow then automatically creates a ticket and informs all relevant stakeholders by email
3. Direct communication with suppliers also takes place via the system; they can enter the required information directly using a corresponding form
4. The information is also compared directly with the current stock levels to prevent affected batches from continuing to be delivered to the individual stores

Stefan attributes the rapid commissioning of the solution after just a few months to the agile development approach with short cycles and regular feedback loops. Finished functional modules were tested and optimized directly. "We also closely involved the future users right from the start, which made extensive training after the project was completed superfluous," he explained.

## Result

QualiFlow eliminates all media disruptions and maps the entire process chain digitally and seamlessly. The high degree of automation increases efficiency, and the seamless documentation ensures comprehensive transparency. This facilitates the preparation and follow-up of product recalls and is essential for processes that must be reported to the authorities. Pre-prepared, personalized mailings with integrated forms speed up time-critical communication with suppliers, and the system automatically reminds users of any outstanding feedback. QualiFlow also

impresses in terms of performance—partly because it only retrieves the data relevant to the respective process from SAP.

According to Hirsch, the fact that the project was successfully completed under great time pressure is due in large part to the excellent cooperation with Syntax. "We immediately noticed that they were a dynamic team with a deep technical understanding and extensive experience in the field of quality management. QualiFlow has become a powerful communication and collaboration hub that meets EDEKA's high standards and has been extremely well received by the workforce."



## About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions. Guided by our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, combining boutique-level agility and care with the reach and resilience of a global enterprise. Supported by a broad ecosystem of technology partnerships, we empower customers to scale faster, work smarter, and build for what's next.

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