

# FROM ON-PREMISE TO CLOUD EXCELLENCE: M+W Dental modernizes its integration landscape with CIS/4 Cloud – EDI

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CONCETO  
Success Story  
EDI



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ACROSS SYSTEMS.  
BESIDE YOU.

**M+W Dental**<sup>®</sup>  
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# AT A GLANCE

## NUMBERS, DATA, FACTS

- **Industry/sector:** Dental trade and medical technology
- **Headquarters:** Büdingen (Hesse), Germany
- **Number of employees:** approx. 150
- **Product range:** approx. 42,000 items
- **Market:** DACH region

## SYSTEM

- **ERP:** SAP
- **Former platform:** SAP PO
- **Solution:** CIS/4-Cloud – EDI (fully managed service based on SAP BTP)

## The company

M+W Dental Müller & Weygandt GmbH, based in Büdingen (Hesse), is one of the leading dental mail order companies in German-speaking countries. The long-established company was founded in 1947 by Hermann Müller and Jakob Weygandt and has since developed into one of the largest mail order companies for dental consumables.

With a range of around 42,000 items, M+W Dental supplies dentists, dental technicians and dental laboratories. Quickly, reliably and with a clear service promise: „Ordered today, delivered tomorrow.“

This pronounced service orientation also determines the requirements placed on the IT systems: processes must function smoothly, integrations must run reliably and with high performance in order to ensure the supply chain and order processing at all times.



**”** *We have deliberately modernised our integration landscape with CIS/4 Cloud – EDI, making it more efficient today while providing a stable, future-proof basis for tomorrow.*

Franziska Knobloch  
Management  
M+W Dental Müller & Weygandt  
GmbH

## Initial situation - central integration hub with growing complexity

M+W Dental previously relied on SAP Process Orchestration 7.5 as the company's central integration hub. The platform not only connected suppliers, customers and external partners, but also integrated business-critical systems such as the highly frequented web shop and the M+W heja+ app. However, as process diversity and data volumes increased, so did the complexity of operations. The IT infrastructure played a key role in the digital supply chain. At the same time, the cost of maintenance, stability and performance increased continuously.



**The widely used heja+ app for convenient ordering by customers was also developed by CONCETO.**

## The challenge - complex middleware, rising costs, limited scalability

The switch to CIS/4 Cloud – EDI also gave M+W Dental the opportunity to fundamentally modernise its monitoring. Instead of reactive controls, the company now relies on automated, continuous monitoring of all integration processes. This ensures greater transparency, faster response times and significantly higher stability during ongoing operations.

## Strategic decision by IT management

The IT management at M+W Dental made a conscious decision to start the migration proactively and at an early stage, not just when the SAP PI/PO maintenance ends in 2027, but well before. This was to ensure both technical stability and the availability of experienced implementation partners.

The aim was to build a sustainable, future-oriented integration architecture that offers more transparency and stability - including continuous monitoring by CONCETO. This made the modernisation a strategically planned step in the IT roadmap, with a focus on sustainability, operational reliability and predictable project success.

## Project approach - structured, prioritised, risk-minimised

As part of the migration, each interface was checked, optimised and tested, before being put into operation in close coordination with the relevant M+W Dental personnel. CONCETO was responsible for the technical implementation and project management, ensuring that the transition was structured, transparent and without disrupting day-to-day business.

## Why CIS/4-Cloud – EDI and CONCETO - Cloud integration as a managed service

After a comprehensive evaluation, M+W Dental decided in favour of the fully managed service CIS/4-Cloud – EDI from CONCETO Business Integration GmbH. The decision was not a pure technology project, but part of a conscious IT strategy that focusses on relief, transparency and cloud readiness. The decisive factors were:

- **Strategic partnership**  
CONCETO impressed with its in-depth SAP expertise and experience in setting up hybrid integration architectures.
- **Stable foundation**  
CIS/4 Cloud – EDI is based on the SAP Business Technology Platform (BTP) with the highest security, compliance and performance standards.
- **Fully managed service**  
No proprietary infrastructure, no hidden costs. Instead, transparent service costs and fully managed operation.
- **Future security**  
The platform grows with the requirements, supports new communication standards and minimises internal costs in the long term.

In doing so, the IT management made a strategic decision that ensures both short-term efficiency gains and long-term technological stability.





## The result - more efficiency, lower costs, greater flexibility

### Financial benefits:

- Significant reduction in licence and operating costs
- Elimination of hardware and maintenance costs
- Plannable service costs thanks to the managed service model

### Technical advantages:

- Modern, powerful cloud integration platform
- Automated monitoring and clearly defined SLAs
- Cloud readiness and S/4HANA compatibility
- Stable basis on SAP BTP

### Organisational advantages:

- Relieving internal IT of routine tasks
- Focus on strategic digitalisation topics
- Faster response times for new requirements

## Conclusion & outlook

With the migration from SAP PO to CIS/4-Cloud – EDI, M+W Dental has made a clear strategic decision for the future: Away from complex in-house operation towards a modern, managed cloud integration on a stable technological basis.

The new platform provides a robust and scalable foundation to support the company's long-term digital strategy, offering efficiency, transparency and readiness for the next steps towards S/4HANA and automation.

The project at M+W Dental is therefore an example of the successful transition from traditional on-premise integration to modern cloud integration „as a service“.

We would be delighted to invite you to a no-obligation appointment with our experts!  
Simply contact us by phone or email:

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CIS/4-Cloud – EDI »

SAP PI/PO Migration »