



SIMON HEGELE RELIES ON SMART AUTOMATION AND FULL TRANSPARENCY IN SERVICE BILLING

Simon Hegele automates complex contract and service billing with EPG ONE CnB, enabling greater transparency, efficiency, and scalability in contract logistics.

AT A GLANCE

COMPANY Simon Hegele Group	INDUSTRY 3PL, logistics and service operations
LOCATIONS 50+ worldwide	SOLUTION EPG ONE CnB, EPG ONE LFS

ABOUT SIMON HEGELE

The Simon Hegele Group is a global logistics provider specializing in complex supply chain services. Guided by the principle Logistics taken further, the company develops integrated solutions for clients in healthcare, pharma, industrial manufacturing and retail. With more than 50 global locations, 450,000 square meters of space and 2,800 employees, Simon Hegele is one of the key players in the industry. Since 2025, the company has been part of the Japanese NX Group, a global logistics corporation.

KEY RESULTS

- Significantly shortened month-end closing cycles thanks to fully automated service and contract billing
- Up to 100% transparent performance overview based on actual transactional data
- Fewer errors and claims due to rule-based, fully traceable billing logic
- Noticeable relief for operational departments through the elimination of manual Excel processes and clearer process chains

BILLING GOES DIGITAL AND REAL TIME

When services are tailored to a customer's exact processes, billing models often become more complex than traditional rate sheets can handle. Special services, tiered pricing, volume thresholds, surcharges or location specific conditions are standard components in many service agreements. In highly specialized environments such as healthcare, pharma or industrial production, expectations for transparency, speed and scalability are rising fast. For the Simon Hegele Group, a global leader in complex supply chain operations with more than 50 sites worldwide, this is everyday reality. Roughly 2,800 employees manage specialized logistics services across 450,000 square meters, customized to each client's needs. A newly awarded enterprise scale customer project significantly increased both daily order volumes

and billing complexity. The legacy processes, built over many years and largely Excel based, hit their limits. What the company needed was a solution that could document all billable activities, reflect contract terms digitally and produce automated and fully traceable billing for internal stakeholders and customers alike. They selected Contract and Billing (CnB) from the Ehrhardt Partner Group (EPG) as an extension of their existing EPG ONE Supply Chain Execution Suite.

With CnB, the contract logistics leader implemented a platform that unifies rating, billing and operational logic. The unique advantage is the direct integration with LFS, the warehouse management system already established at Simon Hegele. Every activity performed in the warehouse such as receiving, picking, packing or shipping prep is captured in LFS and passed automatically to CnB.

"The seamless integration of CnB into LFS was one of the decisive factors. The systems speak the same language, which allows us to mirror our operational performance one to one in the billing engine"

Stefan Wirscheim, Head of Competence Center WMS at
Simon Hegele.

All service contracts are stored in CnB, including individual pricing and discount rules, tiers and additional conditions. Both data sources are combined to create a complete, rule based invoice automatically. Even special services that previously had to be broken out manually,

such as product kitting, rework, expedited handling or narrow delivery windows, can now be assigned clearly and accurately to each customer.

"We used to rely heavily on expertise combined with many manual steps. With the complexity of a new large scale client, it became clear that we needed a system to guide us through the entire process. CnB gives us traceability, scalability and a future proofed billing workflow."

Stefan Wirscheim

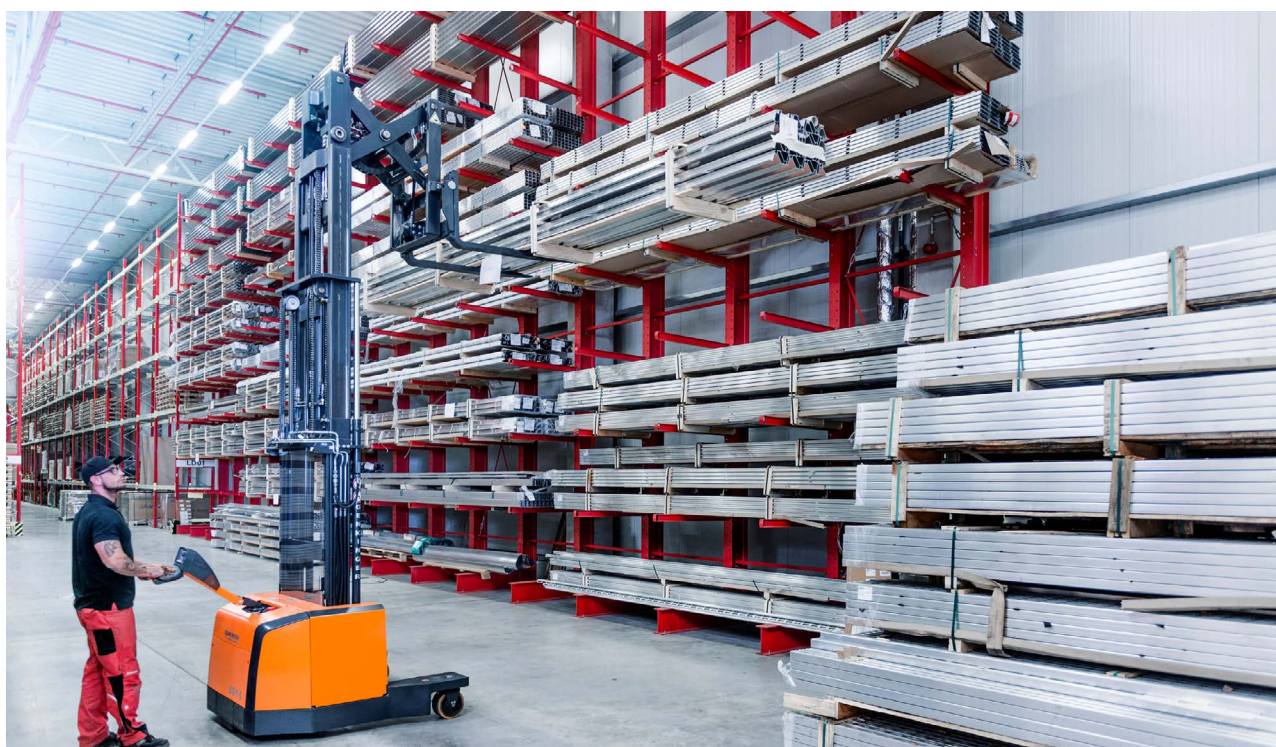
MORE TRANSPARENCY, FEWER ERRORS, FASTER MONTH END

The impact on month end billing is significant. What once took several days of data preparation, validation and reconciliation is now fully automated. Every warehouse activity is matched against the customer's contract conditions in the background. Results are available within minutes, documented, verified and ready to bill.

"We not only save a substantial amount of time, we also reduce errors dramatically. At the same time customers receive a far more transparent invoice."

Stefan Wirscheim

On the customer side, the shift is clearly noticeable: fewer questions, fewer disputes and improved clarity. CnB generates structured invoices broken down by service type, quantity, price and timestamp, including automatic documentation from LFS. This level of detail strengthens



customer relationships and accelerates payments because review and approval cycles are shorter.

A SYSTEM DESIGNED TO GROW

By introducing CnB, Simon Hegele not only solved a pressing operational challenge but also built a long term foundation for modern contract and billing management. The solution is designed to scale with the business. Its modular architecture and intuitive interface allow for rapid adjustments to changing requirements. Contract logic can be expanded, new price structures defined or existing services redesigned without touching the source code.

A key strength is the autonomy granted to business teams. From setting up new contracts to applying updated terms or integrating additional billing logic, departments can handle configurations on their own. Time consuming IT tickets and external development work are no longer required. Instead of becoming a rigid tool, the solution evolves as part of the operational landscape. Upcoming requirements such as electronic invoice formats or international VAT rules are already supported or can be added through standard modules.

EFFICIENCY GAINS FOR EMPLOYEES

The benefits extend well beyond customer billing. Internally, teams experience noticeable relief. Where once numerous manual checks, reconciliations and corrections

were necessary, employees can now focus more on core tasks. Supervisors no longer need to maintain separate lists because all activities are captured in the system and automatically allocated to customers. Operational teams gain visibility and clarity. Customer inquiries that previously generated extra effort have dropped sharply. Month end cycles are shorter and finance and controlling teams feel the difference. Duplicate data maintenance and unclear workflows are a thing of the past.

"With CnB we have left many repetitive tasks behind. No more double Excel lists, fewer queries and cleaner process flows. It makes everyday work easier and allows us to serve our customers faster and more transparently."

Oliver Urich, CIO and Managing Director at Simon Hegele.

A LONG STANDING PARTNERSHIP DELIVERS RESULTS

The partnership between Simon Hegele and EPG has grown over many years. The initial implementation of the LFS warehouse management system was an important milestone. With CnB, both organizations continue that journey and take another step toward seamless end to end digitalization of logistics processes.

"The introduction of CnB was the logical next step for us. The smooth project execution is a direct result of the strong collaboration between our teams. EPG once again demonstrated its expertise and reliability."

Stefan Wirscheim

EPG shares the positive outlook.

"Simon Hegele is a partner with a clear vision and the courage to execute it. That aligns perfectly with the strengths of our solutions. What impressed me most was the shared spirit. Not a rigid project structure, but open communication, mutual trust and a genuine sense of creating something meaningful together."

René Merkens, Director Sales Logistics Solutions at EPG.



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