

**Customer:**

LEWA  
Leonberg, Germany  
www.lewa.de

**Industry:**

Manufacturer of pumps and systems  
for fluid metering

**Employees:**

600 in Germany  
1.200 worldwide

**Sites:**

Headquarters: Leonberg, Germany  
14 subsidiaries worldwide  
Representations and sales in over  
80 countries

**Products used:**

Horus Private Community  
Horus Business Modeler



## PROCESSES AND MORE

The holistic view and preparation of business processes is a central element of a successful company. Diverse requirements, which include both external prerequisites and internal factors, must be designed in a systematic, structured, comprehensible and result-oriented manner.

**Brief profile**

LEWA GmbH was founded in 1952 as a family business and is today's leading global manufacturer of metering and process diaphragm pumps as well as complete metering systems for process engineering. Headquartered in Leonberg, Germany, the company developed into an international group in just a few decades and finds its position on the world market further strengthened by its integration into Japan's NIKKISO Co. Ltd. in 2009. As a researching and manufacturing company, LEWA develops technologies and works out solutions for the most diverse applications of its customers. The products are mainly used in the chemical and petrochemical industry, in refineries, but also in plastic production or in the cosmetics industry or energy supply.

**The challenge**

LEWA recognized the need for holistic process documentation for various areas. This included valid support for the performance of an external audit and serves to obtain (re-)certification according to the ISO standard. Potential for improvement of the processes and quality management was identified. Furthermore, a target-oriented support of the operational activities within the company was required, which is characterized by coordinated knowledge management, mapping of the processes as part of the digitization of the operating order file as well as accurate documentation.

**The solution**

Horus software GmbH convinced with its well-engineered solutions and as an expert for business process management solutions. The relevant processes were mapped in the Horus Business Modeler, including the associated interfaces, roles, documents and complementary systems, thus comprehensively fulfilling the requirements of the certification bodies. In the process, LEWA's data and documents were also digitized and visualized. With the Horus Community Portal, the models created with the Horus Business Modeler are available company-wide - online, up-to-date and comprehensive. This redesign of the complete business processes was realized with state-of-the-art technology, the digital twin, which ensured an agile approach during the project.

**The benefit**

The transparent process structure improves internal knowledge management and supports the identification of potential. Structured processes guarantee stable regular operations and reduce administrative effort. Clearly defined and distributed responsibilities provide security within the company and thus lead to an efficient administration. User-oriented training and documentation increase acceptance among users, resulting in permanent optimization of the lived processes.