



# Trench Group: Microsoft Teams as a user interface for SAP approvals—user-friendly with just a mouse click

## The project in brief

To simplify approval processes for orders in SAP, the Trench Group uses a modern IT solution based on the Microsoft Power Platform. The approval solution developed by Syntax integrates Microsoft Teams directly with the ERP system, making approval processes more efficient, transparent, and user-friendly.

## Challenges

Order approvals via the SAP system used throughout the company are part of everyday routine at the Trench Group. The clearly defined approval process ensures that orders above a defined payment amount can only be placed after prior review by the responsible management. To do this, the responsible managers had to log into SAP at irregular intervals, search for the relevant process in an unfamiliar environment, and then grant approval. “Especially if you don’t use the SAP UI on a daily basis, the necessary approval can be very time-consuming, which is why we wanted to make the process more user-friendly,” explains Fabrizio Negri, Senior Vice President Group IT at Trench Group. The procedure also had two other major disadvantages. “The required SAP login was only possible with a stable VPN connection, and the use of mobile devices was not supported.”



### CUSTOMER STORY TRENCH GROUP

#### At a glance

- Industry: Energy
- Location: Berlin
- Solution: Approval application based on Microsoft Power Platform
- Result: Fast, efficient, and secure processing of SAP purchase approvals via Microsoft Teams or email



*The fact that this innovative project was implemented so quickly and successfully shows that to Syntax, managed services mean more than simply managing IT environments. The team recognized our need for a lean, secure, and more efficient approval solution, communicated this to us, and worked with us to find the ideal solution.*

- Fabrizio Negri,  
Senior Vice President Group IT at Trench Group



## Project approach and solution

Syntax became aware of these challenges when the Trench Group hired the Weinheim-based SAP specialist as its hosting and managed services partner following a successful carve-out. Since then, the team has been responsible for the energy technology specialist's ongoing SAP operations. Fabrizio Negri realized that this task meant more to Syntax than just managing the ERP environment when the team presented him with a proposal for solving the complex approval process. "When we learned that Syntax had an approval

solution for exactly this challenge in its portfolio, we were eager to try it out." The solution uses an interface that allows approval requests from SAP to be displayed directly in Teams. In addition, the application also sends a corresponding email in which the approval can be given. This feedback is then automatically transferred back to the ERP system. Fabrizio Negri attributes the fact that only three months elapsed between the first planning meeting and the actual go-live to Syntax's many years of experience. "We benefited enormously from Syntax's comprehensive SAP and Microsoft expertise," he recalls. "The experts understood our requirements exactly and communicated all aspects of the project transparently and at eye level."

## Result

The approval solution is a resounding success. Instead of having to laboriously log into the ERP system and navigate through it, as was previously the case, the responsible managers can now simply grant requested approvals by email or via Microsoft Teams. As soon as an order is created in SAP, they receive an automatically generated message and can approve or reject the request with a single click. "The solution significantly speeds up the approval processes in SAP and saves decision-makers valuable time and stress," summarizes Fabrizio Negri. He attributes the solution's popularity among the workforce to its intuitive usability, in addition to the more efficient process control that benefits everyone involved. All users work with Microsoft products on a daily basis, so they are familiar with the user interface and can operate it intuitively. "This has not only reduced training requirements to a minimum, but has also led directly to a high level of acceptance." As the solution has been a complete success, the next step is already being planned: a global rollout at all Trench Group locations – together with Syntax, of course.

## 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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