Looking for a

ERP solution for operational management in Technical Services

Fraport

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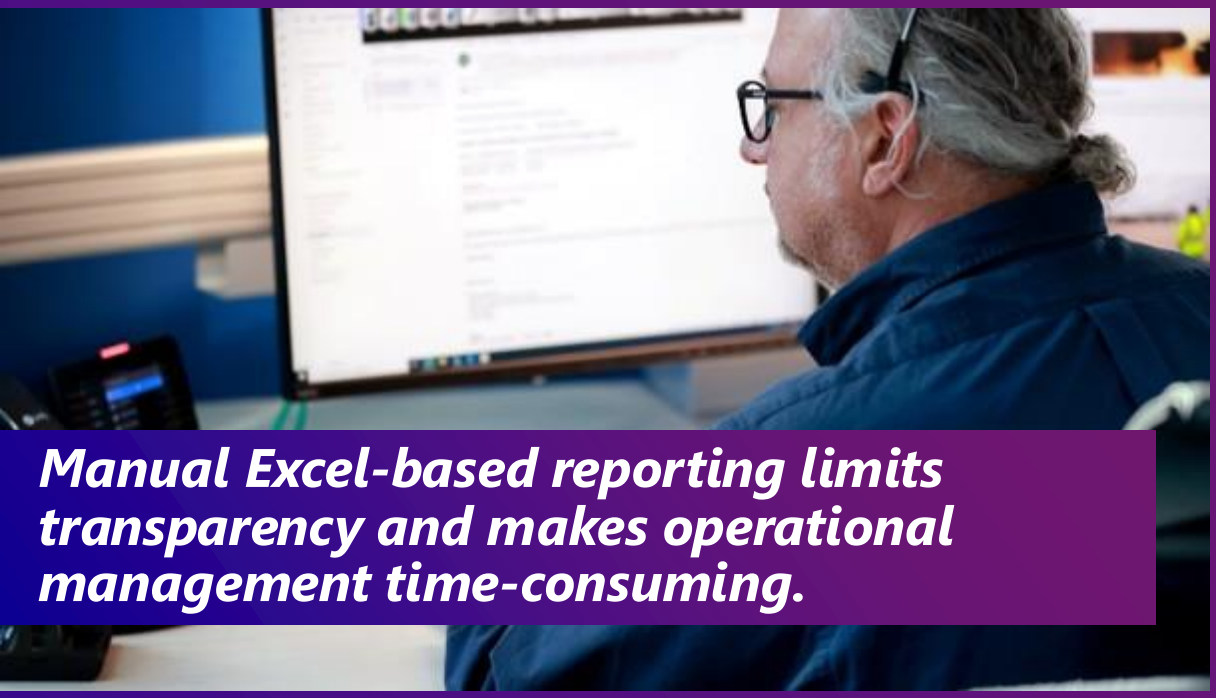
Project Description



Manual Excel-based reporting limits transparency and makes operational management time-consuming.

We are looking for a modular ERP solution for the operational management of Technical Services.

Application Deadline	Pitches	Submission of Offers	Start of Collaboration	End of MVP-Project
12.11.2026	**01.-03.12.2026**	**14.12.2026**	**17.12.2026**	**05.03.2027**

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Briefing: Fraport Digital Factory Project “ERP System”

The Digital Factory is a virtual organizational unit at Fraport that acts as an internal solution partner with digitalization and technology specialists to support Fraport divisions in Frankfurt and worldwide in solving problems. In a three-month project phase, the team develops a solution in the form of a Minimum Viable Product (MVP). More information about our approach can be found on our homepage.

Below you will find the open call for one of our projects.

Problem/goal description and technology focus:

The Technical Service of Fraport Facility Services GmbH already manages some of its operational work orders via SAP. However, relevant information is currently exported regularly and evaluated manually in Microsoft Excel for operational management. A central, up-to-date overview of work orders, projects and processing statuses is not consistently available. The manual evaluations require substantial effort, create media discontinuities and make consistent resource and deployment planning more difficult. The project is intended to develop a first modular functional component of a future ERP system as an MVP and test it with selected users. The MVP is to display relevant information from an agreed SAP test-data extract centrally, automate defined standard evaluations and support reconciliation between work-order completion and internal billing. During the pilot, approximately ten people from the sanitary services area (managers and employees) are expected to use the solution; Technical Service comprises around 120–140 operational employees in total. In addition, the MVP is to support on-site recording of material consumption and processing of work-order statuses, including bulk processing of many small work orders. The guiding principle for further development is vendor-neutral software rather than individual vendor solutions.

We are looking for a technical solution:

Development of a first modular functional component of a future ERP system to support the operational management of Technical Service at Fraport Facility Services GmbH.

[The replacement of the existing SAP system or full implementation of an ERP system within the MVP phase is not being sought.]

Schedule and milestones:

- If interested, please contact us at digitalfactory@fraport.de with information about your company and a short outline of your solution (max. 5 slides) by 12 November 2026
- Solution provider presentations (pitch) on 1–3 December 2026
- Shortlisting of providers asked for a quote by 4 December 2026
- Submission of quotes by 14 December 2026, 8:00 a.m. CET

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- Contracting and start of cooperation within 2-3 business days after quotes have been submitted
- End of project and final presentation by solution provider on 17 February 2027

Requirements / characteristics / functionalities of the MVP

- Import of a test-data extract agreed with Fraport from the existing SAP systems. A production interface is not planned for the MVP. The test-data extract must be capable of being updated regularly during the pilot, e.g. via file import.
- Central display of the work-order and status information defined for the MVP.
- Up-to-date display of processing statuses within the provided test dataset.
- Provision of defined standard evaluations without manual post-processing in Microsoft Excel. These include, in particular, completion lists for sanitary fault tickets and an up-to-date work-order and processing-status overview for team leaders.
- Search, filter and sort functions for the information displayed in the MVP.
- Editing work-order statuses directly in the solution, individually and in bulk for many small work orders in a consolidated overview, groupable and evaluable by trade/specialist area, building and level. Transfer of statuses back to SAP is not planned for the MVP.
- Creation of follow-up work orders directly in the solution, e.g. if a fault ticket cannot be completed due to unavailable material. As follow-up work orders are not monitored via SAP PM, the solution tracks them through completion.
- Mobile data capture at the place of use on mobile devices provided by Fraport (Android OS): recording material consumption (item, quantity, work-order reference) and status feedback. Material is recorded based on the list provided by Fraport; unlisted parts may be entered as free text. Required work-order data, e.g. completion lists, is downloaded to the device in advance and remains available offline. Data entry must also be possible without a network connection, e.g. in basements without mobile reception; data is synchronized automatically when the connection is restored. Evaluations and overviews may require an online connection. Recorded data is available in the overview and for IC reconciliation. Inventory postings are not planned for the MVP.
- Comparison of documented work-order completion with the associated IC billing information for the defined use case. This includes detailed material billing. It is part of the MVP functionality; however, material and quantity variances in the reference process are not part of the KPI assessment. Identified variances are maintained in a variance list with clarification status, e.g. open / clarified.
- Role-based access and intuitive, user-friendly operation of the test solution.
- Export option for evaluations and test results generated in the MVP. An export option to further modules for internal reporting/controlling is desirable in the next development stage.

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- Modular, maintainable solution architecture with the prospect of adding further ERP functions later. Examples include maintenance planning, e.g. route lists by building, project management, materials management, deployment planning, quotations, billing and controlling. The solution is to be designed as a vendor-neutral platform to which further functional modules can be connected, for example as a replacement for vendor software currently used, such as for baggage-cart processing.
- Usability on the provided mobile devices (Android OS) and, subject to agreement, on suitable contractor devices (Android mobile phones).
- Compliance with agreed data-protection and information-security requirements.

MVP prioritization (Must / Should / Could)

The following prioritization classifies the requirements above and indicates which functions may be deferred if necessary.

Must – mandatory for the MVP:

- **Central overview: u**p-to-date work-order and processing-status overview based on a regularly updateable SAP test-data extract (file import).
- **Standard evaluations:** without Excel post-processing (completion lists for sanitary fault tickets and overview for team leaders).
- **Status and follow-up work-order processing:** individual and bulk status editing by trade/specialist area, building and level; creation of follow-up work orders directly in the solution, e.g. “Waiting for material”, with tracking through completion.
- **Mobile data capture including offline capability:** work-order data, e.g. completion lists, is downloaded to the device in advance; status feedback and material consumption are recorded even without a network connection and synchronized automatically when reconnected. Evaluations and overviews may require an online connection.
- **IC reconciliation:** comparison of work-order completion and IC billing, including detailed material billing, with a variance list and clarification status (open / clarified). Detailed material billing is included as a function but is not part of the KPI assessment.

Should – important, may be deferred if necessary:

- Role-based access, e.g. field employees, team leaders and evaluation users.
- Search, filter and sort functions beyond the standard views.
- Export of evaluations and test results generated in the MVP.

Could – later development stage:

- Export connection to further modules for internal reporting and controlling.
- Initial connection to, or vendor-neutral replacement of, vendor software currently used, e.g. baggage-cart processing.
- Maintenance planning, e.g. route lists by building.
- Project management, including project, processing and status information.
- Materials management, including inventory postings.

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- Deployment planning.

Acceptance criteria:

Acceptance criteria with KPI list:

1. The work-order and status information defined for the MVP is displayed completely and correctly in accordance with the agreed reference dataset.
2. The standard evaluations defined for the MVP can be generated without manual post-processing.
3. Material consumption can be recorded directly against the work order at the place of use, and work-order statuses can be edited in the solution, including in bulk for several work orders. On-site recording is possible without a network connection; data is synchronized when the connection is restored.
4. Detection of >90% of all billing-relevant variances between documented work-order completions and billings.
5. The cumulative manual effort for the process steps supported by the MVP is reduced by >40% compared with the documented current-state effort. The current effort was documented by process step in September 2026 (sanitary CRM tickets: approx. 6 hours 20 minutes/day).

Definition and measurement of KPIs

KPI variance detection (>90%)

- Billing-relevant variance: In the sanitary fault-ticket reference process, a billing-relevant variance is (a) a completed fault ticket without associated IC billing and (b) duplicate reports, i.e. the same fault is recorded as several tickets.
- Reference dataset: The team leader's manual monthly reconciliation for a completed month, e.g. September or October 2026, based on the fault-ticket list, completion list and IC export from SAP. Variances identified there serve as the reference.
- Measurement: The solution processes the same month. Detection rate = variances detected by the solution ÷ variances in the reference dataset. Target: >90%.
- Outlook: Other Technical Service processes may involve additional variances, such as material/quantity or price/amount. The solution must be designed so that these checks can be added in later development stages.

KPI time savings (>40%)

- Activities measured: evaluation of the fault-ticket list, transfer of daily logs, maintenance of the completion list and monthly reconciliation with IC billing. The effort is distributed between the team leader and supervisor.
- Current-state basis: The documented current effort in September 2026 of approx. 6 hours 20 minutes per day.
- Target-state measurement: Pilot users work with real, current tickets throughout the pilot and record their time for the same activities in a standardized time log.

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- Assessment: Reduction = (current-state effort − target-state effort) ÷ current-state effort, accumulated across all measured activities and converted to a daily basis. Target: >40%.

These acceptance criteria/KPIs must be achieved by 17 February 2027 or demonstrably be achievable.

Production interfaces to SAP or other existing systems, replacement of SAP and full implementation of an ERP system within the MVP are not objectives.

Affected product/service/process:

- Operational work-order and project management of Technical Service at Fraport Facility Services GmbH.
- Existing SAP systems as the source of an agreed test-data extract; no production SAP connection in the MVP.
- Microsoft Excel as the current tool for manual management evaluations and as the reference for target/current comparison.
- Internal billing (IC billing) for comparison with documented work-order completion. Relevant process chain: work-order feedback/completion → activity record → service and material reconciliation → internal allocation (IC posting including detailed material billing).
- Future interface capability with SAP and other systems must be considered conceptually.

Reference process (example): Processing sanitary fault tickets:

Current state (AS IS) – approx. 6 hours 20 minutes/day of manual effort:

1. Fault tickets from Fraport's CRM are received by employees through the existing mobile solution. A fault-ticket list is also provided from the CRM and evaluated manually.

2. At the place of use, a decision is made as to whether the fault can be rectified immediately.

3. Yes: The fault is rectified, feedback is sent to the CRM via the mobile solution and the ticket is closed.

4. No: Required material is collected from the warehouse. If unavailable, FFS Procurement orders it from the supplier; the ticket receives the status "Waiting for material". A follow-up work order is opened for later completion and is not monitored via SAP PM.

5. Each assignment is documented manually in a daily log (ticket number, building, room, completed / waiting for material, material installed, quantity) and then transferred manually to Microsoft Excel.

6. The activity record is reviewed by the team leader or supervisor.

7. The team leader prepares detailed material billing, including checked supplier invoices, and reconciles it manually with IC billing.

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8. Feedback or invoice to the responsible Fraport department.

Future state (TO BE) with the MVP:

1. Fault-ticket data is imported from the agreed test-data extract and updated regularly. Open tickets appear in an up-to-date completion list grouped by building and level, eliminating manual evaluation of the fault-ticket list.
2. Employees download the completion list to their mobile device in advance.
3. On site, they maintain the daily log digitally against the ticket: completed / waiting for material, material installed and quantity, even without a network connection. Data is synchronized automatically when reconnected.
4. If a ticket cannot be completed due to unavailable material, the solution creates a follow-up work order and tracks it through completion.
5. The team leader sees the current processing status and edits statuses in bulk.
6. The solution compares documented completion and material consumption with IC billing, including detailed material billing, and records identified variances in a variance list with clarification status.
7. Evaluations are available without Excel post-processing and can be exported.

Not part of the MVP: procurement and ordering, inventory postings, supplier invoices and feedback to the CRM. CRM feedback continues via the existing mobile solution.

This eliminates manual evaluation of the fault-ticket list, manual daily logs, transfer to Excel and manual reconciliation with IC billing.

Involved Fraport business units:

- Digital Factory & IT
- Fraport Facility Services GmbH – Technical Service
- Information and Communication Technology (ICT)
- Other units responsible for data protection, information security and technical integration, as required

Data protection and information security:

- Fraport provides an agreed test-data extract containing work-order, processing and status information. The data originates primarily from SAP CRM incident management and internal billing (IC). Data from SAP PM, including maintenance work orders and mobile feedback, is relevant for later development stages.
- Only data required for operational management is to be processed for the MVP.

- Where personal data is required, processing must be limited to what is necessary and agreed in advance with Data Protection and Information Security.
- Data storage, storage location, deletion periods, access rights and export options must be presented transparently in the solution concept.
- Aggregated management information must be usable for evaluations and operational decisions.

Test data and data basis for the MVP

- Fault tickets: Excel extract of the fault-ticket list from SAP CRM incident management (approx. 250 tickets per week, around 1,000 per month). Fields include ticket no., priority, short description, status, building, room, position/gate, area, object group, specialist field, type and detail of fault, solution code, technical ID / EQUI no., receipt and completion, response and resolution times, downtime, escalation level and maintenance notification. Personal fields are anonymized before disclosure.
- Completion: Sample team-leader completion list (ticket number, building, room, completion status, waiting for material, material installed, quantity).
- IC billing: Excel export of automated IC billing from SAP, currently reconciled monthly against completed tickets.
- Material list: Material list maintained in Excel by the team leader and supervisors (without prices).
- Material recording: Employees currently enter component descriptions as free text in the daily log; the team leader then assigns the exact material and price. In the MVP, on-site recording is to be based on the material list, with free text as a fallback for unlisted parts.
- Provision: The anonymized sample data is provided to selected vendors after shortlisting or at project start. It includes at least the reference month for KPI measurement.

List of standards and norms the solution must comply with:

- GDPR
- IT Security Act
- Artificial intelligence: Fraport Group AI Principles, IT Works Council Agreement (IT-KBV), EU AI Act Regulation
- Applicable requirements of the German IT Security Act and Fraport AG's information-security requirements.
- Fraport internal IT and security standards, where relevant to the MVP and provided during the project.
- If AI functions are used: Fraport Group AI Principles, relevant works agreements and the EU AI Act.
- Hardware and components used must meet the safety and approval requirements applicable in Germany and the EU.

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Technical guardrails:

Mandatory:

- Use on Android devices provided by Fraport (tablets and smartphones); app installation and distribution via Fraport's central device management.
- Offline capability for mobile data capture with automatic synchronization.
- Compliance with the GDPR and Fraport AG's information-security requirements.
- No production interface to SAP or other existing systems in the MVP; data transfer via Excel file import.
- Modular architecture with export options; future interface capability, e.g. to SAP S/4HANA, must be conceptually provided for.

To be defined in consultation with Fraport IT:

- Hosting and operation (on-premises or cloud) and data-storage location. Vendors must describe their operating options in the solution concept.

Deliberately left open:

- User management: A separate user and role management system is permitted in the MVP; future connection to Fraport's central login (single sign-on) must be considered conceptually.
- Technology, framework and architecture, and whether an existing product is adapted or a new solution developed.

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Priority questions to be answered during a possible pitch:

- How do you ensure a modular architecture so that the solution can later be expanded with additional ERP modules?
- How can vendor-specific software solutions currently in use, e.g. for baggage-cart processing, be integrated as additional modules or replaced by a vendor-neutral solution?
- How would you create measurable added value for Technical Service within the three-month project period?
- How can the MVP serve technically and functionally as a robust basis for a later, more comprehensive ERP system?
- How do you ensure user-friendliness, security, maintainability and compliance with Fraport AG's IT standards?
- How do you ensure usability on mobile devices?
- How do you address future readiness with regard to developments in the SAP system landscape, especially SAP S/4HANA?
- What collaboration, data, infrastructure and access do you require from Fraport?
- What license, operating and further-development costs do you expect after a successful MVP?

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Evaluation criteria:

Should you be invited to pitch, you will be evaluated according to the following criteria:

1. Customer reference: Customer references in the aviation industry (airports, airlines) or in similar industries, not older than 3 years *(simple scoring)*
2. Effectiveness: Can this technology solve the problem? *(triple scoring)*
3. Maturity of the solution: Existing product or new development? *(triple scoring)*
4. Efficiency: How well can the technology solve the problem (KPI achievement, MVP scope)? *(triple scoring)*
5. User Interface: User-friendly, clear interface – the following criteria will be assessed: graphics, design, clarity and intuitive user interface, practicability *(triple scoring)*
6. Data collection and storage: Where is the data stored (e.g. on-premise/cloud)? *(simple scoring)*
7. Data sharing: Possibility of data sharing (data flows into data lake or similar, APIs etc.?) *(simple scoring)*
8. Access: Is there a user concept, can different users be assigned different access rights etc. *(simple scoring)*
9. Primary scope of rollout: Use of additional areas, scalability (FRA) *(simple scoring)*
10. Other possible applications, e.g. in other airport areas or for different use cases *(simple scoring)*
11. Use in the Fraport Group: Use for subsidiaries *(simple scoring)*
12. GDPR compliance / compliant with German law *(simple scoring)*
13. Visualization: Were a demo/photos/videos shown? *(simple scoring)*
14. Presentation style: Convincing presentation and reaction to questions *(simple scoring)*
15. Price indication: Was a first indication provided, info about pricing model? *(simple scoring)*
16. Speed of implementation: Describe timeline, prove feasibility *(simple scoring)*

Please keep the evaluation criteria in mind for your presentation and be responsive to the demanded content. Should you not be able to address all points in your pitch due to time restrictions, please make sure to include all information in the presentation you send us afterwards.

Based on the aforementioned criteria, Fraport will select suitable providers for a shortlist and ask for a cost proposal.

Should you not be able to offer us the whole solution and wish to work with a partner, please provide information about the partner and your previous experience. Please keep in mind that Fraport will commission one contractor only. Your partner needs to be commissioned as a subcontractor on behalf and for account of you as the contractor. Should you be shortlisted and asked to submit a cost proposal, Fraport will only accept a comprehensive offer.

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Further hints and instructions

You will have 30 minutes to pitch your solution idea to us. Please plan for 15-20 minutes of presentation at maximum, so that we have time for questions. You may present in German or English language and we would appreciate to receive your presentation slides afterwards (please send us a version that we are allowed to distribute internally for information purposes).

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