

What began in Germany is becoming a global standard: Flowserve scales BENS OMS to all locations

How Flowserve created a globally uniform SAP printing infrastructure with BENS OMS, BENS OMS Panel, and PrintRadar

Flowserve and Suchy MIPS: A trusted partnership in Germany since 2011

Flowserve Corporation, headquartered in Irving, Texas, is a leading global provider of industrial flow technology solutions for energy, oil and gas, and industrial applications. The company employs approximately 19,000 people and operates locations in over 50 countries.

Flowserve has been using Suchy MIPS' BENS Server for SAP output management in its German subsidiary since 2011. Over many years, the solution has proven itself to be a stable and powerful basis for printing and document processes.

Its use has so far been limited to Germany, where administration was carried out independently. The positive operating experience later formed the basis for the decision to transfer the existing architecture to international locations.

Global introduction of the output management environment from Suchy MIPS in 2025

With the goal of introducing this proven architecture worldwide, Flowserve began planning a globally uniform output management environment. The focus was on high system availability, reduced administration costs, and centralized, standardized control of all printing and document processes within the international SAP system landscape.

Project goals: Global standardization and high availability

With the planned introduction of BENS OMS, BENS OMS Panel, and PrintRadar on a global level, Flowserve pursued the goal of standardizing printing and document processes across all SAP systems while ensuring high reliability.

The existing system landscape comprised **more than 1,000 printing systems** and over ten SAP instances worldwide – a complex infrastructure that required a reliable and scalable architecture.

The IT teams at Flowserve and Suchy MIPS worked closely together on a proof-of-concept that lasted several weeks. The goal of this phase was to validate the solution technically under real-world conditions and to develop an architecture that would meet global requirements.

The focus was on redundancy mechanisms that enable automatic or manual switching to a second BENS OMS server, as well as the implementation of database-based usage logs for transparent evaluation of printing activities and volumes.

Solution and implementation with BENS OMS, BENS OMS Panel, and PrintRadar

After completion of the test phase, the solution was gradually integrated into Flowserve's international system landscape. The focus was on standardizing the previously decentralized printing environments into a globally consistent platform.

BENS OMS forms the technical basis for this and takes over the entire control of output management outside the SAP systems. By outsourcing spool processing to an external system, load balancing, monitoring, and tracking of print documents were significantly improved. At the same time, the administration of the printing environment was greatly simplified, as the solution is available for both **SAP NetWeaver** and **SAP S/4HANA**. The developed system architecture is designed to be redundant and enables automatic or manual switching to a second BENS OMS server in the event of connection interruptions. This ensures that printing operations remain available at all times, even in the event of network failures.

The **BENS OMS Panel** extends this structure with an intuitive web interface through which printer definitions and OMS parameters are centrally maintained and automatically transferred to all connected SAP instances. This eliminates the need for manual synchronization between the individual systems – a decisive step toward standardized processes.

PrintRadar is also used to record all printing activities and make them available for real-time evaluation. This gives Flowserve transparent monitoring of the usage, volume, and utilization of all systems – a basis for future optimizations and capacity planning.

In addition to controlling spool processing, BENS OMS also includes functions for creating, preparing, adapting, and converting print data, as well as for document distribution and workflow control. This makes output management a fully integrated part of the SAP process landscape.

"The conversion of the previous printer configurations, which have grown historically and are very heterogeneous, is a challenge that we are happy to take on. The entire team was very pleased with the order – it is a great motivation for us to continue on the path we have chosen."

— **Waldemar Suchy, Managing Director, Suchy MIPS GmbH**

Results and added value for Flowserve

With the global introduction of BENS OMS Systems, Flowserve was able to significantly simplify the management of its SAP print environment while increasing operational reliability. The newly created architecture ensures a stable, scalable, and uniformly controlled system landscape across all regions.

Centralized maintenance of configurations in the BENS OMS Panel eliminates redundant administrative tasks and manual coordination between individual SAP instances. Changes can be rolled out system-wide in a very short time, which not only reduces the likelihood of errors but also improves the responsiveness of IT teams.

Outsourcing spool processing to the external output management system also leads to higher performance and significantly reduces the load on the SAP environment. In practice, this results in measurable efficiency gains: Companies typically report **time savings** of up to **80 to 90 percent** in printer management in complex SAP landscapes.

In addition, PrintRadar provides valuable insights into the actual use of printing systems. The collected data enables a precise analysis of print volumes and thus provides a sound basis for optimizations in operations and cost control.

Furthermore, the architecture allows printer management to be outsourced to the central help desk and/or service desk as needed. This simplifies support processes and noticeably reduces the workload for SAP teams in the national subsidiaries.

"Our American colleagues were looking for a fail-safe solution for printer management in the SAP environment. We have had very good experiences with the BENS server since 2011 – there have never been any problems. That's why we proposed BENS as the global solution for printer management at Flowserve."

— **Ole Flach, SAP Instance Management and Systems Analyst, Flowserve**

Added value for Flowserve

With the global introduction of BENS OMS and BENS OMS Panel, Flowserve has created a stable and future-proof platform for output management. The previously decentralized structures have been replaced by a uniform, scalable solution that enables consistent and transparent operation worldwide.

The collaboration between Flowserve and Suchy MIPS shows how technical complexity can be sustainably reduced through targeted standardization and automation. The project also demonstrates that a long-proven solution can be successfully transferred to international requirements—without compromising stability, performance, and usability.

With the global rollout, Flowserve is setting the standard for efficient, highly available output management in SAP environments. The flexible architecture also offers the possibility of easily integrating future developments and enhancements – a solid foundation for long-term operational reliability and process optimization.

About Suchy MIPS GmbH

Based in Munich, Suchy MIPS GmbH has been developing software solutions for print and document management processes since 1990. These include the creation, preparation, adaptation, and conversion of print data, document distribution, and workflow control. With the BENS Server, the company has acquired several thousand customers worldwide. Among other things, the company is a contractual software supplier for printer manufacturers such as Lexmark (Lexington), Konica Minolta (Tokyo), and Canon (Venlo). Since 2018, the company has been offering BENS OMS, an external output management system for SAP systems. In 2023, the system was expanded to include the BENS OMS Panel, a web-based application extension for printer and output management. The solutions are SAP-certified and used worldwide in production-critical environments.

About Flowserve

Flowserve Corporation (NYSE: FLS), headquartered in Irving, Texas, is a leading global provider of industrial flow technology solutions, including pumps, valves, seals, and technical services for energy, oil and gas, and industrial applications. Flowserve employs over 19,000 people and operates in more than 50 countries.



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