



SUCCESS STORY

# Broker Integration - Fit for the Future: Dräger relies on the SAP GTS Platform for Foreign Trade in the U.S.

U.S. Import Optimized & PGA Data Professionalized with  
SAP GTS (edition for SAP HANA)

**Dräger**

## About Dräger

Dräger manufactures medical and safety technology products. These protect human life in hospitals, fire departments, rescue services, government agencies, mining, and industry. Founded in 1889 in Lübeck, the family-owned company is now in its fifth generation and has evolved into a publicly listed global corporation. Dräger employs more than 16,598 people worldwide and is represented in over 190 countries. In 2024, the company generated revenue of around 3.37 billion euros.

Dräger is one of the world market leaders in medical and safety technology. The Lübeck-based company classified its old foreign trade software as no longer future-proof and set the strategic goal of transitioning all processes to SAP GTS. The solution combination was pioneering work for everyone involved - including the globally leading logistics service provider that participated. As part of the initiative, Dräger replaced its existing, heavily manual U.S. customs solution with a U.S. import solution featuring broker integration.

cbs Corporate Business Solutions provided the right consulting portfolio for Dräger: customs expertise in the U.S., combined with process knowledge and technical know-how for using SAP GTS as a foreign trade solution. Based on this, the consultants developed the ideal solution for Dräger. Subsequently, cbs carried out the conversion from SAP GTS 11.0 to GTS edition for SAP HANA 2023.

### Dräger and cbs Optimize U.S. Import with an SAP GTS Solution

As part of the strategic replacement of various non-SAP customs software solutions with SAP GTS, Dräger implemented a U.S. import solution with broker integration. After already implementing the German import process in SAP GTS, Dräger completely replaced its old foreign trade solution with the go-live of the U.S. import system. The result is a hybrid broker integration solution that combines the best elements of various standard solutions to meet the defined program objectives (automation, replacement of legacy interfaces, master data optimization).

Customs declarations are prepared in SAP GTS by the specialist department and then transmitted to the broker, who submits them to U.S. Customs based on the data



received. Status messages and the declared data are then sent back by the licensed broker to GTS via the SAP GTS Broker Interface. These form the basis for reporting on the data transmitted to the broker and for reconciling the broker-reported data with the original data sent.

The solution therefore enables auditing of the broker's performance. The defined objectives were achieved through targeted optimizations in the area of PGA, new reports, automated classification and tariff updates, and automated creation of data using IC & PO, closely aligned with SAP standards. None of this was possible with the old software.

"Dräger now benefits from greater transparency and a high degree of automation and can monitor which goods the broker has declared. That was very important to the client's stakeholders," explains Marco Hölterhoff, Consulting Director at cbs. In addition, the number of interfaces between the foreign trade solution and other Dräger systems was significantly reduced.

## Challenges in Implementing PGA Data

A particular challenge was implementing the transmission of PGA (Partner Government Agency) data because SAP only provides rudimentary standard functionality for this. Determining and validating the required data is extremely complex, and many agencies are involved in medical and safety technology. Therefore, several standard fields in GTS had to be extended - such as in the product master, during the transfer of transactional data, in customs declarations, and for message transmission to customs authorities. Additional legal changes introduced during the project further increased complexity.

“Imports into the U.S. are subject to an extremely complex set of customs regulations and additional requirements from various agencies. This requires specialized know-how. But our experts mastered this wealth of tricky tasks excellently,” says Hölterhoff.

In the first twelve months, approx. 6,600 U.S. import declarations with around 33,500 line items were created in GTS. The volume continued to increase, with a total of roughly 18,250 declarations and 95,200 line items processed so far. Two-thirds of the line items required PGA-related information.

**“With the new foreign trade solution, Dräger now has competitive and flexible structures, ensuring future readiness and the ability to respond to new requirements at any time,”**

says GTS expert Hölterhoff.

## Dräger Successfully Migrates to SAP GTS edition for SAP HANA

Due to SAP’s end of support for GTS 11.0 at the end of 2025, cbs and Dräger subsequently performed the conversion to GTS edition for SAP HANA. A special aspect of this conversion: many of the previously custom-developed Z-fields for PGA data could now be replaced by SAP’s expanded standard functionality.

When Dräger initially introduced its GTS PGA solution, SAP standard offered only basic PGA functions. To fully represent the complex regulatory requirements of the medical and safety technology sector, extensive custom developments were necessary. With the new GTS version, these individual developments were significantly reduced and replaced by enhanced standard PGA functionalities.

“The new SAP standard features allow us to be more flexible and efficient in designing data proposals for the PGAs,” explains Jennifer Anhalt, Solution Architect and project lead at cbs.

Dräger opted for a hybrid architecture combining SAP standard processes with targeted customizations:

- **The new PGA data is largely used via SAP standard**, leveraging the extensively expanded customizing options.
- **Specific requirements** - such as transmitting data to the broker or necessary completeness checks - remain custom-built, as SAP standard does not fully support these areas and the transmission logic needed to match the existing solution exactly in the e4H environment.

Through targeted enhancements, Dräger’s data set became more precise and efficient while still benefiting from a largely standard-aligned architecture.

## More Flexibility and Reduced Effort

The new solution enables Dräger to act flexibly in a rapidly changing environment. New PGA requirements can be implemented without structural changes in the product master or documents, as all PGA data structures are controlled via customizing - a major benefit of the new SAP standard logic. This significantly reduces technical complexity.

## Future-Proof System Architecture

By consistently using SAP standard functionality, Dräger benefits from long-term maintainability, ongoing SAP updates, and a significantly reduced number of custom solutions. This increases the stability of the overall architecture and ensures that foreign trade processes remain transparent and traceable.



## Collaboration and Project Execution

Throughout the project, cooperation between Dräger and cbs was characterized by trust and a high level of professional expertise. The long-standing partnership is reflected in well-established workflows, clear responsibilities, and an excellent mutual understanding.

Dräger contributed precise requirements and thoroughly prepared test cases. cbs added deep technical know-how and strong process expertise. This collaboration ensured smooth execution - particularly noteworthy given the parallel S/4HANA go-live.

## Project Profile at a Glance

- **Start:** February 2024  
(first sandbox conversion)
- **Go-live:** Mid-October 2025 + two weeks of hypercare
- **System landscape:** Two sandbox systems plus regular 3-system landscape
- **Parallel project:** S/4HANA upgrade (joint go-live)
- **Focus areas:**
  - U.S. import
  - Realignment of the Country of Origin solution: transitioning from a fully custom solution to a Z-solution aligned with standard preference processes and mapping CoO via a dedicated origin document type



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