



## SIEMENS

# SAP® SOFTWARE PROVIDES INTEGRATED AND USER-FRIENDLY DOCUMENTATION

### QUICK FACTS

#### Company

- Name: Siemens AG
- Location: Munich, Germany
- Industry: High tech
- Products and services: Products, systems, and solutions for the industrial, energy, and healthcare sectors
- Revenue: €72.4 billion
- Employees: 427,000
- Web site: [www.siemens.com](http://www.siemens.com)

#### Challenges and Opportunities

- Integrate documentation
- Enable implementation as a result of intuitive, user-friendly software

#### Objectives

- Centralize document management system
- Standardize look and feel of the documentation and document templates
- Output documents in different file formats
- Help simplify management of language versions

#### SAP® Solution and Services

SAP Productivity Pak application by RWD (also known as RWD uPerform)

#### Implementation Highlights

- Completed go-live as part of the implementation of the SAP Product Lifecycle Management (SAP PLM) application
- Completed documentation of the project using SAP Productivity Pak by RWD
- Transferred existing documentation to SAP Productivity Pak through a step-by-step process

#### Why SAP

- Multiple categorization options for documents on the basis of different criteria (transaction or process)
- User-friendly interface
- Full-text search functionality
- Complete integration in the existing SAP software landscape
- Extensive support services
- Long-term investment security

#### Benefits

- High degree of acceptance among end users
- Time and cost savings of up to 30% for the documentation process
- Training documents that can be created very quickly
- Individual departments that can adapt centrally standardized documentation to meet their specific requirements

#### Existing Environment

- SAP ERP application
- SAP NetWeaver® Business Warehouse component

“SAP Productivity Pak has improved the quality of our documentation significantly. The central document management function . . . and a user-friendly interface . . . result in considerable time and cost savings in our day-to-day work.”

**Ludger Klockenbusch**, Program Manager of the Mobility Division, Siemens AG

## SIEMENS

SAP Customer Success Story  
Education



Centralized document management, standardized templates, and a user-friendly interface. Thanks to the SAP® Productivity Pak application by RWD (also known as RWD uPerform), the mobility division at Siemens AG has taken its documentation to a whole new level. Around 10,000 users and 80 authors have benefited from the uniform look and feel of the documentation and instruction manuals. And functions such as full-text search, multiple categorization options for documents, and rapid e-learning, as well as the way in which the new application is completely integrated with the existing SAP landscape, have proven indispensable as well.

Siemens AG is one of the world's leading companies operating in the industry, energy, and healthcare sectors. Around 400,000 employees based at locations throughout the world develop and produce tailor-made machines and systems for airports, rail networks, power stations, hospitals, and hotels. In 2007 the company generated revenues of €72.4 billion.

The Siemens mobility division, based in Erlangen, Germany, is one of the world's leading providers of transport and logistics systems. The division is part of the Siemens industry sector, which, with total revenues of almost €40 billion, is the largest of the company's three sectors. With "complete mobility," the division aims to connect different transport systems to efficiently transport people and goods.

### **Specialists in Transport and Logistics**

The holistic approach was clearly evident during the restructuring of the divisions at Siemens, which took place at the start of 2008. As part of the reorganization, Siemens transportation systems division and the business areas of airport logistics and postal automation were merged to form the new mobility division. The area's product portfolio includes operating systems for rail and road traffic; solutions for airport logistics, postal automation, and traction power supply; trains for local, regional, and long-distance travel; and future-oriented service concepts.

Approximately 11,000 employees work at the seven locations in Austria in the

former transportation systems area. In their day-to-day work, they use a variety of software solutions, such as the SAP ERP application and the SAP NetWeaver® Business Warehouse component. In the past, the IT employees responsible for the area typically used Microsoft Office applications to document these solutions and their processes.

"Our employees normally created all the documentation and guides by copying screen shots from the SAP applications and pasting them into a Microsoft Word document. They then added the text and provided the finished document to the users as a PDF," says Ludger Klockenbusch, program manager of the mobility division in the industry sector at Siemens. The documents were managed using manually created Microsoft Excel spreadsheets. This solution was not satisfactory to either the IT team or the individual departments in the long term. Consequently, at the start of 2006, the managers began to look for a new, more suitable documentation solution.

The project managers had a very clear idea of what they wanted: most crucially, they needed an integrated solution to centrally manage all the documents, including automated updates and versioning. The solution also needed to be user-friendly, as it had to enable documents to be converted in different formats. Furthermore, it needed to support the administration of different language versions.



“A standardized interface and standardized templates make the work of our authors much easier. Instead of manually copying and pasting, they now have tailor-made tools.”

Ludger Klockenbusch, Program Manager of the Mobility Division, Siemens AG

## Integrated Full-Text Search Increases Productivity

After an intensive review of the products available on the market, in spring 2006 the company selected SAP Productivity Pak by RWD. The application met all of the project managers' requirements – and even included some important additional benefits: “One clear plus for us was the integrated full-text search. This makes the lives of our users considerably easier when they need to find information in a hurry,” explains Klockenbusch. “SAP Productivity Pak is completely integrated in our existing SAP landscape. The SAP software also guarantees us reliable support and provides long-term investment security.” Another significant advantage offered by SAP Productivity Pak by RWD is the multiple categorization function. “If we have a document that is used in different processes, we can now link this document to several locations,” says Klockenbusch.

In April 2007 SAP Productivity Pak by RWD and the SAP Product Lifecycle Management (SAP PLM) application went live simultaneously. “We deliberately chose that particular date for going live because we actually wanted it to completely document a new SAP PLM project straight away,” says Klockenbusch. In addition to creating 250 new documents with SAP Productivity Pak by RWD, 250 existing documents in SAP Productivity Pak were

immediately made accessible to users when the solution went live. In the months that followed, employees from the IT department gradually transferred these managed documents and other existing documents to the application. Consequently, users can now access all the relevant documentation and instructions using SAP Productivity Pak by RWD.

## Cost and Time Savings of Up to 30%

Around 10,000 users at seven different locations in Germany and Austria now use SAP Productivity Pak by RWD when they need information about or help using the various software solutions at

easier. Instead of manually copying and pasting, they now have tailor-made tools with which they can, for example, automatically import certain elements from SAP solutions.” Moreover, all the documentation is now stored centrally so that managers can always find it quickly and easily. This has certainly proven to be a cost-effective move: Klockenbusch estimates documentation cost and time savings of up to 30% for his area.

The users at the locations also benefit from the user-friendly interface and the uniform look and feel of the documents. The degree of user acceptance is high: users now access instructions and help

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Siemens. A further 80 IT employees, who had worked with Microsoft Word before, have been accredited as authors who now create documentation and instruction manuals using only SAP Productivity Pak. As Klockenbusch explains, the new documentation solution benefits both user groups: “A standardized interface and standardized templates make the work of our authors much

documentation much faster and more frequently than before. This is also the result of a well-planned and well-executed change management concept. “We organized a series of compact training courses to coincide with going live, which were very well received,” says Ralf Turnwald, central IT contact for software project planning at Siemens. “A lot of users also found it easy to teach themselves about the solution.”

## Tailor-Made Documentation for Individual Departments

The new solution has inspired significant internal innovation. "One department has used the SAP Productivity Pak to update the central documentation to include information that is specific to its area," says Turnwald. "That was a very positive experience. In the future, we will definitely offer this option to the departments more regularly."

The rapid e-learning function also presents a range of new opportunities. So far this function has been used in one project in the Siemens mobility division. "We set up a Web-based training course because the users made it very clear they did not want to have to invest a lot of time in training," explains Turnwald. Even if e-learning will not be a central concern of the team in the future – Siemens already has its own department for training courses and education – Klockenbusch and his team hope that cooperating with this department will result in synergies. Since SAP Productivity Pak by RWD enables training

programs to be generated in different formats as part of the documentation process, collaborating in this way offers clear potential.

Klockenbusch and Turnwald believe the new solution has met all – if not actually exceeded some – of their expectations. "SAP Productivity Pak has improved the quality of our documentation significantly. The central document management function, the uniform look and feel, standardized document templates, and a user-friendly interface that the users can adapt as required are all features that result in considerable time and cost savings in our day-to-day work," stresses Klockenbusch. "The full-text search, multiple categorization function, rapid e-learning, and the ability to output documents in various different formats have opened up a world of new opportunities for us." The Siemens managers are also very confident about new projects in the future, since having standardized and complete documentation is of an enormous advantage when integrating additional functions or even entire solutions.

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