

Picture Credit | TÜV Rheinland Group, Köln, Deutschland. Used with permission.



# TÜV Rheinland: Optimizing Business with SAP NetWeaver® Business Process Management

Partner

**Executive overview**

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

**Company**

TÜV Rheinland Group

**Industry**

Professional services – consulting, auditing, and tax services firms

**Products and Services**

Professional development, inspection, and certification services

**Web Site**[www.tuv.com](http://www.tuv.com)**SAP® Solutions**

SAP NetWeaver® Composition Environment offering, SAP NetWeaver Business Process Management component, SAP NetWeaver Business Rules Management component

**Partner**

HLP Informationsmanagement GmbH

TÜV Rheinland Group is putting all its business processes worldwide to the test and bringing them into line to ensure they are standardized and flexible. For key support, TÜV chose the SAP NetWeaver® Business Process Management component. The solution allows rapid, **model-driven development and adaptation of business processes.**



Executive overview

**Company**

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

## A choice of 2,500 services for customers worldwide

Car drivers will be familiar with TÜV as the organization that regularly inspects their vehicles to establish whether or not they are roadworthy. But this is only part of the story.

Technical consultants and specialists from testing, inspection, and certification companies like TÜV Rheinland also support consumers and businesses the world over all along the product development and marketing value chain. They inspect and certify technical systems and products, support development projects and process design, and provide training and consulting for people in numerous occupations and industries. At TÜV Rheinland, these services are performed by some 15,000 employees. Operating out of 600 locations in 61 countries, they generated revenues of more than €1.4 billion in fiscal year 2011.



# 2,500

Services offered

# 39

Business areas covered

TÜV Rheinland relies on a powerful IT landscape to coordinate, plan, and supervise the approximately 2,500 services it provides. The IT landscape consists chiefly of SAP® software and is optimized on an ongoing basis. The latest addition to the landscape is the SAP NetWeaver® Business Rules Management component.



Executive overview

Company

**Vision**

Why SAP

Implementation

Solution

Benefits

Future plans

# Rapid, streamlined processes to match market dynamics

The global inspection and certification business is energized and fast moving. It has to be. The rate at which companies launch new products on the market is increasing all the time. TÜV Rheinland needs to ensure that its new-product inspection and certification services can keep pace. Business processes that are rigid and inflexible will slow the organization down. “We need to make sure that we remove any barriers to fast, efficient processing,” says Arno Kühn, deputy CIO of TÜV Rheinland.

As a result, IT managers at TÜV Rheinland have launched a comprehensive optimization initiative. Primary focus is on introducing standardized

methods and tools to ensure end-to-end process support, enabling rapid response to business change, and reducing the time and expense involved in developing and adapting processes.

At TÜV Rheinland, the business view has priority in influencing how the initiative is aligned and implemented. And this view requires business processes to be highly flexible. The IT department is meeting this need through a service-oriented architecture (SOA), which will empower TÜV Rheinland to adapt and enhance its processes without delay in order to safeguard its competitive position in the long term.

---

“In a constantly changing business environment, you need to be able to make adjustments quickly and effectively. We’re pursuing an SOA-aligned development strategy to ensure that we are equipped to do just that.”

Arno Kühn, Deputy CIO, TÜV Rheinland Group



Executive overview

Company

Vision

**Why SAP**

Implementation

Solution

Benefits

Future plans

# SAP NetWeaver BPM: pacesetter for rapid process adjustment

TÜV Rheinland is basing its process reorganization on the SAP NetWeaver Composition Environment offering, with a focus on the SAP NetWeaver Business Process Management (SAP NetWeaver BPM) component. Dennis Hanslik, the software architect and IT project lead responsible for deploying SAP NetWeaver BPM, describes this as a logical decision. For one thing, the IT infrastructure at TÜV Rheinland is based largely on SAP software. "That was certainly a key factor, but it was not the only reason for our choice," says Hanslik. The IT experts at TÜV Rheinland were also attracted by the new prospects opened up by using SAP NetWeaver BPM to enhance the SOA-aligned infrastructure, namely, Web-based process

control and model-driven application development. "The ability to model and implement rapidly deployable scenarios worldwide means that SAP NetWeaver BPM is a pacesetter for rapid process adjustments and developments in our service-oriented IT environment," explains Kühn.

This ability is augmented by another decision-relevant feature of SAP NetWeaver BPM: the fact that business and technology specialists can join up and model processes together in harmony. This joint approach is proving to be a driving force in optimizing processes to gain maximum agility.

---

"Flexible business processes are key levers for achieving success in the global business world. SAP NetWeaver BPM is precisely the tool we need to achieve this flexibility."

Dennis Hanslik, Software Architect, TÜV Rheinland Group



Executive overview

Company

Vision

Why SAP

**Implementation**

Solution

Benefits

Future plans

# In-depth expertise: the fast track to success

When it comes to discussing the rapid realization of the first phase of the optimization initiative, Hanslik is not short on praise. During the ramp-up project for SAP NetWeaver BPM, Hanslik was highly impressed with the professional support and guidance he received from two particular parties: the consultants from SAP Consulting and the team from HLP Informationsmanagement GmbH. Hanslik commends

both groups on the in-depth expertise they demonstrated in designing and installing the software landscape, processes, and instances at TÜV Rheinland. This expertise was particularly crucial when it came to integrating SAP and non-SAP applications, as well as different enterprise resource planning (ERP) software versions. Web services proved to be quick, easy, and effective aids to overcoming these and similar hurdles.

---

“SAP NetWeaver BPM facilitates the task of integrating different software systems into collaborative workflows and creating processes that are automated end to end.”

Dennis Hanslik, Software Architect, TÜV Rheinland Group



Executive overview

Company

Vision

Why SAP

Implementation

**Solution**

Benefits

Future plans

# Standardized business process management

The products division at TÜV Rheinland played a pioneering role in the development of a standardized global business process methodology for the company. Three integration scenarios connected with TÜV Rheinland's inspection business took on a pilot function. They were the technical and commercial inspection of quotations and orders, cross-division planning and release of resources and equipment, and tracking and removal of errors in the inspection process.

SAP NetWeaver BPM assigns tasks to roles, defines responsibilities, controls approval processes, and triggers escalation processes. In doing so, it

accesses both SAP and third-party software. The solution, which was implemented as a ramp-up project, has taken application development at TÜV Rheinland to a new level in terms of performance. The IT and business departments work hand in hand to model and adapt processes. User access to processes is personalized and Web based. Operational business processes are executed without translations between the model and the source code.

The SAP NetWeaver Portal component functions as an integration layer. In practice, the portal forms the central point of access to operational processes and therefore serves as the user interface.



Executive overview

Company

Vision

Why SAP

Implementation

Solution

**Benefits**

Future plans

## New product – mature solution

“Although SAP NetWeaver BPM is a relatively new product, it delivers a convincingly mature level of performance in practice,” says Hanslik. His assessment refers both to the software’s ease of integration into existing SAP and non-SAP applications and to its support of the business process model and notation (BPMN) standard for specifying processes in a business process diagram. Hanslik discovered firsthand just how easy this approach is to learn and implement.

Kühn takes a more strategic view when asked to describe the fundamental benefits of SAP NetWeaver BPM. For him, SAP NetWeaver BPM is the central tool for implementing rapid application development as a fixed element of the SOA strategy. SAP NetWeaver BPM facilitates meeting new and changing business requirements in a targeted and cost-efficient manner. And it provides low-risk, reliable IT support for TÜV Rheinland’s global business.

What do the users say? “The feedback we have received has been very positive,” reports Hanslik. This is not too surprising when you consider that, thanks to a direct, portal-based solution, TÜV Rheinland employees now have straightforward access to operational processes, which makes their jobs a lot easier.

---

“We will leverage SAP NetWeaver BPM to drive forward our strategy of transitioning to model-oriented application development.”

Arno Kühn, Deputy CIO, TÜV Rheinland Group





Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

**Future plans**

## A “model kit” to shape the future

Three scenarios were selected as the first steps on a journey that, for TÜV Rheinland, represents a paradigm shift in terms of designing, adapting, and executing business processes. Namely, it is the shift away from programming to model-oriented application development. TÜV Rheinland is aiming to increase the proportion of model-oriented development to between 30% and 40% of its total development volume in the next three years.

At the same time, SAP NetWeaver BPM will continue to play a part in accelerating the pace of development and cutting costs. The abiding objective, as Kühn explains, is to keep the focus on process optimization and keep SOA in view. It also intends to maintain an adaptable IT landscape while benefiting from a constantly expanding stock of reusable services from a model kit that will shape the company's IT future.



Picture Credit | TÜV Rheinland Group, Köln, Deutschland. Used with permission.