

A female nurse with blonde hair, wearing blue scrubs and a stethoscope, is looking down at a tablet computer. The background is a blurred hospital room with medical equipment and another person in green scrubs.

Varian Medical Systems: A Prescription for Improving Productivity with SAP® Enterprise Support

Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans

Company

Varian Medical Systems Inc.

Industry

High tech

Products and Services

Medical devices and software for cancer treatment, and X-ray tubes and image detectors

Web Sitewww.varian.com**SAP Solutions and Services**

SAP® Enterprise Support services



How do you keep nearly 6,200 employees around the world **focused and productive** when completing basic processes required inefficient work-arounds? The IT team at Varian Medical Systems Inc. turned to SAP® Enterprise Support services. “By engaging SAP Enterprise Support, we can deliver on our mission of providing the business with innovative means for continuous improvement,” says Charlotte Woo, manager of enterprise applications, HR.

Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans



A world-leading manufacturer of medical devices and software

Varian Medical Systems Inc., headquartered in Palo Alto, California, is the world's leading manufacturer of medical devices and software for treating cancer and other medical conditions with radiotherapy, radio-surgery, proton therapy, and advanced brachytherapy systems. More than 6,000 of Varian's products for cancer radiotherapy and radiosurgery are in service around the world, treating tens of thousands of patients per day.

Varian X-ray tubes are sold to most major diagnostic equipment manufacturers and cover a range of applications including advanced mammography and CT scanning. The company also produces a line of real-time, digital X-ray image detectors, which are incorporated in many types of imaging systems. Its security and inspection business unit is the market leader in high-energy X-ray devices for nondestructive testing and cargo screening. Varian employs approximately 6,200 people who are located at manufacturing sites in North America, Europe, and China.



6,200 employees

Around the world

Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans

A laser focus on saving lives

Varian Medical Systems' mission is to use its innovative technologies for fighting cancer, diagnosing medical conditions, and protecting ports and borders. To fulfill its vision, the company wants its employees focusing their energy on being productive. For years, its IT group has supported that mission by delivering SAP applications that streamline and automate many business processes.

One such application is SAP Interactive Forms software by Adobe, deployed as part of the SAP ERP Human Capital Management (SAP ERP HCM) solution in support of manager self-service functionality. However, instead of adopting the new interactive forms, department managers were continuing to use familiar methods to report employee-related changes, such as salary and work schedule changes,

releases, transfers, promotions, and demotions. They would submit the information via documents and e-mails and ask HR administrators to update the forms on their behalf. Those in HR were wasting time following up to gather missing information and updating it in the back-end SAP ERP HCM solution. "We wanted to increase the operational efficiency of our HR staff while encouraging occasional users to adopt interactive forms. And we wanted to achieve this without incurring costs for third-party consultants," explains Woo.

As a longtime customer of SAP Enterprise Support services, Varian has used many SAP support services to bring innovation to the business. In 2012 the company again engaged SAP Enterprise Support to innovate and encourage adoption of interactive forms.



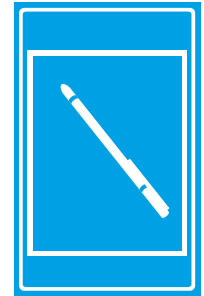
[Executive overview](#)[Company](#)[Vision](#)[Why SAP](#)[Solutions and services](#)[Benefits](#)[Future plans](#)

Turning to a trusted advisor for innovation

In 2012 Woo and her team decided to participate in the SAP Enterprise Support Advisory Council, which collaborates with SAP Enterprise Support customers to understand their challenges and design services to help them innovate faster and improve operations. The team was pleased to learn of a pilot for a new service at SAP focused on improving end-user productivity, offered by the SAP Active Global Support (SAP AGS) organization and available through the advisory council. "The service seemed a perfect fit, since it calls upon 'design thinking' to understand end-user pain points and offer possible approaches for an enhanced user experience and productivity optimization," says Woo.

50%

More people expected to use the forms



Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans

Diagnosing the end users' challenges

Once enrolled in the pilot program, Varian collaborated with SAP AGS to apply a new support service methodology. The discovery and scope phase, focused on interviews with end users at Varian, allowed SAP support engineers to understand what challenges users faced using the promotion and demotion form. This yielded insight into the business process steps that were impacting a number of key users.

After the Varian and SAP teams mutually agreed on the problems to solve, SAP solution architects analyzed the issues and Varian's implementation of SAP Interactive Forms. They then delivered a comprehensive report offering detailed recommendations and an action plan for improvement. "SAP AGS delivered a report helping us understand our user scenarios,

system performance, and workflow model and status. It took SAP less than a day to produce the report, and it would have taken us at least five working days to generate it on our own," says Woo.

Varian chose to engage SAP AGS to redefine the workflow associated with its promotion and demotion form to suit end-user requirements. SAP support engineers created a dynamic prototype of a new form during an interactive workshop to incorporate end-user requirements, along with recommendations from the report. In addition, SAP support engineers transferred extensive knowledge to Varian's IT group so the team could change and design other forms in the future.

"The close collaboration and 'design thinking' approach of the SAP Enterprise Support service yielded a number of suggestions and a prototype to improve the user experience."

Charlotte Woo, Manager of Enterprise Applications, HR, Varian Medical Systems Inc.



Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans

Strengthening ties between IT and the business

By engaging with the SAP Enterprise Support Advisory Council, Varian's IT group was able to achieve its mission of enhancing its role in the business and strengthening the relationship between IT and business employees. Varian's business users now feel part of the improvement process.

Varian's IT group plans to leverage the extensive knowledge transfer shared by SAP support engineers to improve the user-friendliness of other manager self-service forms – such as the one for release and transfer. They are confident that such changes will encourage at least 50% more managers and business users to adopt these forms. Moreover, Woo says, they anticipate that this improvement will boost the efficiency of the company's HR staff, as well as managers, in processing HR transactions.

“The form prototype that SAP Enterprise Support developed addresses our end users' needs. Now it's user-friendly and offers more flexibility, clarity, and information for the managers who use it.”

Charlotte Woo, Manager of Enterprise Applications, HR, Varian Medical Systems Inc.



Executive overview

Company

Vision

Why SAP

Solutions and services

Benefits

Future plans



New insight for taking next steps

Based on the detailed analysis carried out jointly with SAP, the Varian team has learned a new and effective methodology for studying user experience. As a result, Varian's IT group is empowered to replicate the approach independently to further enhance the user experience and optimize productivity.

Plans are to deploy and track the impact of the prototype form for promotion and demotion with business process champions and end users. The Varian team also intends to develop future prototypes for other forms, leveraging the knowledge gained during the engagement.

"The engagement with SAP Enterprise Support helped us immediately address end-user concerns, empowered us to tackle future issues, and saved us thousands of dollars in consulting fees," concludes Woo.



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