



## HSH NORDBANK

# SAP® SAFEGUARDING HELPS BANK MAKE THE RELEASE-CHANGE TRANSITION SMOOTH

### QUICK FACTS

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**Stefan Jäckel**, Project Manager,  
HSH Nordbank AG

#### Company

- Name: HSH Nordbank AG
- Location: Hamburg and Kiel, Germany
- Industry: Banking
- Products and services: Financial services
- Employees: 4,800
- Web site: [www.hsh-nordbank.com](http://www.hsh-nordbank.com)

#### Challenges and Opportunities

- Upgrade to latest release of the SAP® Bank Analyzer set of applications with complex functionality for banking and accounting standards
- Maintain stability of existing SAP applications after going live
- Optimize application upgrade for use with new hardware landscape

#### Objectives

- Complete the upgrade project within allotted time schedule of 4 months
- Plan and execute going live with the software as a “nonevent”
- Run latest release of SAP Bank Analyzer as stably as previous release in use at HSH Nordbank

#### SAP Solution and Services

SAP Safeguarding services, provided by the SAP Active Global Support (SAP AGS) organization

#### Implementation Highlights

- Maintained close collaboration with SAP AGS through technical quality manager (TQM)
- Utilized wide range of experts from development and support at SAP who were available on call during the weekend the new software went live
- Software went live ahead of schedule and within budget

#### Why SAP

- Preferred software platform at HSH Nordbank
- In-depth knowledge and technical expertise of team from SAP AGS
- Back-office and front-office approach providing access to expert resources

#### Benefits

- Went live 6 weeks ahead of schedule and with no downtime
- Cooperated closely with the TQM from SAP AGS, who provided monthly feedback and status updates
- Kept project on track to help ensure optimum performance, despite diversions from project milestones
- Enabled stability of new release of SAP Bank Analyzer with functionality for banking and accounting standards
- Implemented complex interface for data loading

#### Existing Environment

Earlier release of SAP Bank Analyzer

#### Third-Party Integration

- Database: Oracle
- Hardware: IBM
- Operating system: AIX



When it comes to performing IT upgrades, the banking sector is certainly one of the fastest moving. Literally, every second counts – even in the most complex of landscapes. Imagine, then, how little time a company such as HSH Nordbank AG can spend with release changes for mission-critical software. As its central platform for accounting, analytics, and regulatory requirements, the SAP® Bank Analyzer set of applications is exactly the sort of vital software HSH Nordbank can only afford to update if things get done quickly and – above all – stably.

To enable the highly complex set of requirements associated with the upgrade to the latest release of SAP Bank Analyzer to be fulfilled within budget and on time, HSH Nordbank decided to take advantage of SAP Safeguarding services provided by the SAP Active Global Support (SAP AGS) organization. As Stefan Jäckel, project manager for SAP software at HSH Nordbank, can confirm, the decision to cooperate closely with SAP AGS on the upgrade was a move that met all expectations and has now led HSH Nordbank to sign a contract for the SAP MaxAttention™ support option.

### On Course for Success

Following the fusion of two prominent northern German banks, Landesbank Schleswig-Holstein and Hamburgische Landesbank, in 2003 to form HSH Nordbank, the bank has been on a direct course to market leadership in northern Germany and is now one of the largest foreign banks in the Baltic

region. It is the world's largest shipping financier and a leading financial service provider in the area of transport. HSH Nordbank is, therefore, understandably focused on large and midsize customers in northern Germany, Scandinavia, and other Baltic Sea states. And it also has high demands when it comes to securing a strategic advantage with the help of its IT infrastructure.

HSH Nordbank has been using SAP Bank Analyzer since 2003. Specifically, the bank uses the set of applications to help ensure compliance with regulatory requirements and International Financial Reporting Standards (IFRS). This gives HSH Nordbank a competitive advantage compared to the rest of the banking field. What also makes HSH Nordbank different is its involvement with SAP Bank Analyzer as both a development partner and as a customer. This joint role not only enables the company to go through all updates and to exercise a large degree of influence in the development stages, it also

gives HSH Nordbank a decided lead over other banks. And with the update to the latest release of SAP Bank Analyzer, the company wanted to tap the full potential of this market leadership.

### Mastering Challenges for Strategic Advantages

The challenge HSH Nordbank faced was to implement the latest release for use with Basel II and IFRS while maintaining a productive landscape and incurring no disruption to normal operations. "We wanted it to be a 'nonevent,'" says Jäckel. "The difference with this release change was that you normally freeze development, do the release change, and then go live with the application. In the case of our software landscape, we had to conduct the release change and the development phase in parallel to ensure a seamless transition. We didn't want to interrupt operations in any of the departments, as they were working with the application at the same time as the update." However, with the complexity of integrating processes for Basel II and IFRS simultaneously, HSH Nordbank knew that this would be a demanding task to master. For this reason, they felt that some support from SAP Safeguarding would be in order.

"The choice was simple," says Jäckel. "SAP Safeguarding was the only support engagement able to offer the kind of specialized technical expert knowledge we needed to address issues that might arise while upgrading SAP Bank Analyzer." Following negotiations with



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SAP, HSH Nordbank wanted to secure a whole portfolio of services from SAP Safeguarding to remain within the allotted time schedule. Furthermore, the bank had to be able to generate annual financial statements reliably and on time. SAP Safeguarding was engaged to help ensure that the new release would run as stably as its predecessor did. Because the new release contained a lot of new functionality, close cooperation with development experts for the complex issues of IFRS and Basel II compliance would be necessary. As a final requirement, HSH Nordbank was in the process of optimizing hardware to improve performance for SAP Bank Analyzer.

the sound knowledge and expertise of all relevant support and development experts from the back office at SAP.

### The Right People in the Right Place at the Right Time

“Through direct collaboration with the TQM as our single point of contact, we had access to the right people in the back office at SAP and the maximum level of support,” says Jäckel. “The experts from the development and support departments at SAP were on call during the weekend the software went live and were quick and very dedicated whenever any issues arose. What was particularly advantageous was that we

change project in March, with a planned timeline of four months,” Jäckel explains. “In the end, we managed to complete the project by May, six weeks ahead of schedule. In that time, we did the technical release upgrade, adjusted the applications to ensure optimum performance, and implemented a sophisticated interface and new functionality.”

### From SAP Safeguarding to SAP MaxAttention

With the time savings HSH Nordbank realized and the stability provided by SAP Bank Analyzer, HSH Nordbank was convinced that continuing collaboration with SAP AGS was in their best interests. However, as SAP Safeguarding is geared more toward individual projects, HSH Nordbank required something more permanent. “In the talks we had after the project, we quickly realized that we wanted to intensify our support collaboration. SAP MaxAttention simply was the right option for us.” While HSH Nordbank may take advantage of SAP Safeguarding for more specific projects in the short term, SAP MaxAttention now provides the longer-term support the bank needs. As Jäckel says, “This form of steady support coordination will help us ensure the continued stability and optimization of our application landscape.”

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The services, therefore, had to take a new hardware landscape into full account. This meant that a technical quality manager (TQM) from SAP Safeguarding needed to be on-site to organize and oversee project planning, provide close cooperation on mission-critical operational issues, and supply resources to safeguard the various phases – from release change to consolidation to going live with the landscape. With the TQM representing the front office for SAP on the customer side, HSH Nordbank had access to

had different experts for different topics.” With this wide array of technical expertise at hand and with regular status updates, HSH Nordbank was able to perfectly plan, coordinate, and oversee every step of the complex upgrade.

This sort of comprehensive support helped Jäckel and his team manage going live with the new release of SAP Bank Analyzer smoothly, while enabling stability of existing applications. But that wasn't all. “We started the release

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