

## SAP Customer Success Story Professional Services – Total Facility Management



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George Walliser, CEO, Edelweiss Facility Management AG

### AT A GLANCE

#### Summary

Formed through a management buyout by the UBS logistics management team, Switzerland-based firm Edelweiss Facility Management AG is a leader in the real estate management sector. In the search for an IT infrastructure tailored to its requirements, Edelweiss found that the mySAP® ERP application provided functionality that precisely matches its specific local needs.

#### Web Site

[www.edelweissfm.ch](http://www.edelweissfm.ch)

#### Key Challenges

- Implementation of a lean IT infrastructure based on green-field approach
- Installation of functionalities for Swiss real estate management processes
- Full project outsourcing to implementation partner

#### Project Objectives

- Cover all processes required for facility management
- Complete implementation within 6 months

#### Solutions and Services

- mySAP ERP
- SAP® Real Estate Management application
- mySAP Customer Relationship Management application
- SAP NetWeaver® platform, including the SAP NetWeaver Portal and SAP NetWeaver Business Intelligence components
- SAP xApp™ Mobile Asset Management composite application

#### Why SAP Solutions

- Provision of specific functionality for facility management requirements in Switzerland
- Reliability of SAP business concept with the services offered
- Previous experience with SAP software

#### Implementation Highlights

- Fast-track implementation of a large number of SAP components and functionalities
- Release upgrade during the course of the implementation project
- High level of technical expertise from implementation partner – itelligence AG – in the field of integrated facility management solutions

#### Key Benefits

- Lean IT infrastructure tailored to Edelweiss's exact requirements
- Real estate functionality fully localized to Swiss facility management requirements
- Structural view of objects allows technical and business perspective consolidation
- Maintenance expenditure adapted to 2-person IT operation

#### Implementation Partner

itelligence AG

#### Third-Party Integration

- Database: Microsoft SQL
- Hardware: HP blade server, Hitachi storage technology
- Operating system: Microsoft Server

## EDELWEISS FACILITY MANAGEMENT

### Comprehensive SAP® Real Estate Management Application Gives Edelweiss Competitive Lead

Facility management is big business nowadays. With companies looking to improve productivity of their core business, it pays to free resources allocated to matters of real estate and have someone else take care of buildings, infrastructure, and processes. Especially in Switzerland – where red tape comes in several languages and where multinational companies and institutions reside as foreign entities – the facility management market is proving to be particularly lucrative.

Small wonder then, that the logistics management team of UBS – one of the world's leading providers of financial services – decided in February 2005 to enter this market and form a new company. The company – Edelweiss Facility Management AG – operates under the executive leadership of CEO George Walliser. With plans to start managing UBS's entire real estate portfolio in January 2006, the company certainly meant business – which is why they looked to SAP® software to provide them with the right applications for the job.

#### A Major Player with Major Requirements

“Edelweiss Facility Management manages some 800 buildings – with an approximate area of 1.3 million square meters for some 30,000 workspaces – and building investments to the amount of SFr 180 million [approximately €116 million]. Our 700 employees supervise almost 9,000 moves,” says Walliser, outlining the extent of operations. Because Edelweiss started with a given business,

and with UBS as its top client, it already counts as one of the top three Swiss facility management companies. And Walliser has his sights on further aggressive expansion. With its portfolio of total integrated facility management services – ranging from construction to demolition, from property and office support to hospitality and security – Edelweiss is looking to generate as much revenue with other customers as it currently does with its main customer, UBS.

To be able to support all integrated processes required by the services on offer, Edelweiss realized it needed a unique IT infrastructure to cover both its internal and external business needs. Despite being able to draw on a given infrastructure from UBS, the landscape was tailored towards financial services, as Christian Stejskal, Edelweiss's IT manager, explains: "UBS has different IT priorities," he says. "With Edelweiss, we were able to design a leaner system to suit our own requirements along the facility management life cycle." After conducting an evaluation of its most expensive processes, Edelweiss chose to take a huge step and ramp up with the mySAP™ ERP application in concert with a wide range of functionalities and components.

### **Right Mix of SAP Applications and Functionalities**

The advantage of mySAP ERP derived from the simple fact that – unlike competitors' applications – the SAP application offers functionalities essential to Edelweiss's business concept. Primarily, it is the ability of the flexible SAP Real Estate Management application to support the renting and leasing out of real estate that gave SAP a clear lead. "The main problem Edelweiss

had to solve was with real estate management in Switzerland: a complex procedure," explains Stejskal. "Typically, most real estate management applications only provide support for leasing out and not leasing in. As we rent in approximately two-thirds of UBS's buildings, we were lucky to find SAP because we knew they could offer a full package of localized functionality, which we could trust to give us the competitive advantage."

Building on the advantages that SAP software provided, the ramp-up to mySAP ERP brought with it an extensive implementation plan for an extremely wide range of components. Reading like a who's who list of SAP applications, the array of software included the mySAP Customer Relationship Management (mySAP CRM) application, the SAP NetWeaver® platform with its SAP NetWeaver Portal and SAP NetWeaver Business Intelligence components, and the SAP xApp™ Mobile Asset Management composite application. The functionalities of mySAP ERP cover all processes, including human resources and financials. mySAP CRM, SAP xApp Mobile Asset Management, and SAP NetWeaver Portal, on the other hand, are more geared towards customer-facing activities, such as installation of help desks, transmission of fault reports to handheld devices, and customer portals.

### **Extensive Implementation on a Fast Track**

The greatest challenge, however, facing this vast implementation was the time frame Edelweiss had set. With the decision – made in June 2005 – to go with SAP and its implementation partner itelligence AG, left the two companies a mere six months to complete the implementation. A challenge Walliser was fully aware of: “As a start-up company, we had to set up our IT with

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a green-field approach in the shortest time. We had six months to build an IT infrastructure that was completely independent of UBS’s and that had to function properly,” he says. “With an IT department manned by only two people, we opted for a full outsourcing concept with SAP and itelligence. It was a huge challenge and one that would have caused problems if we hadn’t had these two companies as partners.”

### **SAP: A Decisive Success Factor**

While the complete suite has already started to prove its value as a comprehensive solution – one that allows for flexible alignment with customer requirements – one aspect of the vast implementation has already led to what Walliser sees as a powerful benefit. “A quantum leap! A significant advantage is the flexible SAP Real Estate Management application, which provides a structural view of a building,” he says. “While the maintenance

department requires a technical view, real estate managers need a business view. A building with five floors is treated like five separate buildings by real estate managers and like a single entity by the technical staff. With the architectural view, we are now able to consolidate these two different perspectives.”

Edelweiss’s conviction that SAP has contributed a great deal to the success of the implementation goes hand in hand with the expectation that the landscape has long-term potential. In contrast to the cost and time expenditure of the multisystem landscape implemented at UBS, Edelweiss is confident that its new infrastructure will lead to a minimization in maintenance and make upgrading releases a lot easier. For Walliser, the project can already be hailed a complete success, simply on the strength of the speed and efficiency of the implementation: “Despite the enormous time pressure of this project,” he adds, “cooperation between SAP, itelligence, and Edelweiss was absolutely outstanding and really got this project off the ground.”

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