

## SAP Customer Success Story Public Sector – Service Providers



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### AT A GLANCE

#### Summary

MA 14, the in-house IT unit of the City of Vienna, Austria, leverages the SAP® Solution Manager tool to streamline SAP software implementations. The powerful tool delivers a host of benefits, including efficient document management, accelerated testing, and enhanced insight into the status of projects.

#### Web Site

[www.wien.gv.at/english](http://www.wien.gv.at/english)

#### Key Challenges

- Deploy new software for handling SAP software implementations without disrupting ongoing projects
- Introduce defined standards for project management

#### Project Objectives

- Establish a central, integrated application support platform for all SAP projects
- Create a single repository for all project- and process-related documents
- Deliver better support for testing

#### Solutions and Services

SAP Solution Manager, part of the SAP NetWeaver® platform; SAP Project Management service, delivered by the SAP Consulting organization; SAP Education organization's offerings

#### Why SAP Solution

- Meets customer's requirements for functionality
- Enables tight integration between SAP Solution Manager and other SAP software

#### Implementation Highlights

- Rapid introduction of SAP Solution Manager handled mainly in-house
- Straightforward transfer of documentation from ongoing projects to new tool
- Tailored training from SAP Education
- Consolidation of all existing documentation on 1 central platform

#### Key Benefits

- 75% reduction in test times
- Greater transparency into status of projects enabling more efficient project management
- Clearly defined roles and responsibilities
- Enhanced reporting
- Single tool for entire solution life cycle

#### Implementation Partners

MA 14 with SAP Consulting

#### Existing Environment

SAP software now found in the mySAP™ ERP solution; mySAP Supplier Relationship Management solution; SAP Business Information Warehouse component, a part of the SAP NetWeaver Business Intelligence component; SAP NetWeaver Portal component

#### Database

Oracle

#### Hardware

IBM

#### Operating System

Microsoft Windows NT, IBM AIX, Linux

## CITY OF VIENNA

### SAP® Solution Manager Streamlines Introduction of SAP Software for Vienna's Municipal Government

When it comes to getting SAP® software up and running quickly and effectively, project management is the key. That's why MA 14, the in-house IT unit of the City of Vienna, Austria, chose the SAP Solution Manager tool. This state-of-the-art tool includes proven methodologies to expedite SAP projects, while it also enhances visibility, accelerates testing, and provides a central repository for all project- and process-related documentation.

#### In-House SAP Software Expertise

Vienna's municipal government comprises 80 departments and agencies, each responsible for specific tasks or public services, such as refuse collection or water supply. The organization employs approximately 35,000 people to ensure that the Austrian capital runs smoothly. As part of its drive to streamline operations, the City of Vienna is implementing a number of SAP solutions with expert support delivered by MA 14. With a staff of around 450, MA 14 handles a wide range of tasks – from consulting to ongoing operations – and has a certified SAP Customer Competence Center location.

Because SAP software plays a central role within Vienna's municipal government, MA 14 has built up a close relationship with the SAP Consulting organization over the years. "As our

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implementation partners, SAP consultants deliver expert advice and assistance across the entire solution life cycle, from planning to testing and go live," explains Bernhard Stickler of the SAP Integration and Consulting Unit at the City of Vienna. "What's more, they provide direct links to SAP developers – a must when introducing new solutions."

#### **Multiple Implementations with Rapid Introduction**

To streamline management of SAP software implementations, MA 14 wanted to introduce a state-of-the-art tool. The new solution had to centrally store all relevant documentation, optimize implementation processes, and integrate tightly with SAP solutions. "We had vast numbers of documents stored on a variety of platforms, making it very difficult to find and organize information," says Stickler. "Moreover, we lacked insight into roles and responsibilities across our many projects."

SAP Consulting project managers suggested MA 14 check out SAP Solution Manager. Part of the SAP NetWeaver® platform, this central application management platform comprises integrated tools, content, and methodologies designed to ease implementation, operation, and ongoing enhancement of SAP solutions.

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With some tailor-made training developed with SAP Education organization, plus coaching from SAP Consulting, MA 14 had the new tool up and running in next to no time. The implementation kicked off in August 2004 and was completed the following month – with MA 14 handling some 80% of associated tasks itself.

“Obviously, our SAP software experience helped us get the software in place quickly and with little outside assistance,” says Stickler. “But SAP Solution Manager was very easy to understand.”

### **Streamlining Document Management**

With a number of implementations already under way, it was important to transfer information on ongoing projects to SAP Solution Manager. “Because our existing documentation was already clearly structured, getting it into the tool was pretty straightforward,” says Stickler. “In fact, it was often a matter of simply cutting and pasting.”

MA 14 is currently handling a total of 26 SAP projects, including 18 rollouts and six new implementations, using SAP Solution Manager. All documentation – from business process descriptions to customizing settings – is now stored centrally, making it considerably easier to track and retrieve.

### **360° Visibility and Reduced Test Times**

SAP Solution Manager delivers greater insight into all aspects of implementations, including change management. “We can now quickly and easily call up the status of changes and identify associated responsibilities,” explains Stickler. “That means we can spot where time lines are slipping and act accordingly.”

The tool also helps plan, organize, and execute tests within the scope of implementation. As a result, MA 14 has a more structured approach, with clearly defined roles. “This really showed us what SAP Solution Manager has to offer,” says Stickler. “Thanks to SAP Solution Manager, we’ve slashed the time needed to perform tests in the run-up to go-live by 75%. We can now do in days what used to take weeks.” A reduction in the time required to perform tests has also resulted in lower testing costs.

### **Expert Project Management Services**

MA 14 also benefits from the SAP Project Management service, delivered by SAP Consulting. This includes designated leaders

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for projects and subprojects, and dedicated tool kits. “SAP Consulting project managers work hand in hand with us to ensure effective coordination of the 50 or so external consultants involved in our implementations,” says Stickler.

### **Next Steps**

The City of Vienna now intends to enhance the functionalities of its SAP Solution Manager tool. “We’re looking to move up to the latest release soon,” says Stickler. “And we want to add a number of new features – including learning maps to enable end users to get to grips with new SAP functionality even faster.”

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