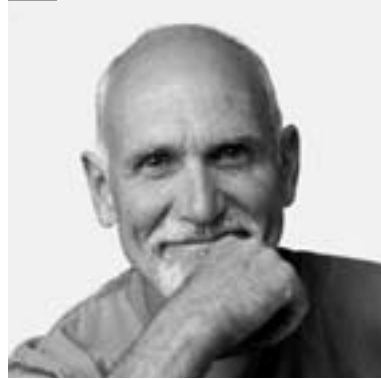


SAP Customer Success Story Defense Forces & Public Security



Danish Defence wanted critical information about all business processes immediately available to key decision makers.

That is why it chose SAP to integrate all business processes and replace a large number of legacy systems. Personnel receive the same information at once to quickly make informed decisions. Improved reporting and instant access to data are major benefits for the organization.



DEFENCE COMMAND DENMARK

DANISH DEFENCE PICKS SAP TO INTEGRATE ALL BUSINESS PROCESSES

Competitive excellence is not only an industry imperative – it's crucial for the success of a country's armed forces as well. Like businesses, the military must also deal with the critical issues of internal operating efficiency, external supply chains, and e-business.

NATO member Denmark is working closely with the other partners of the North Atlantic Treaty Organization (NATO) to equip its armed forces with the latest technology and software to meet those challenges. Danish Defence turned to SAP to integrate all business processes in one system and to replace a large number of legacy systems.

The Danish Defence Resource Management System (DeMars) project covers all aspects of resource management within the Ministry of Defense – Defence Command Denmark, the Home Guard, and all other institutions within the Ministry.

“We developed a business blueprint based on a five-year plan that takes our special requirements into account,” says Lieutenant Colonel Niels-Erik Boechman Larsen, head of management information systems for the DeMars project group at Defence Command Denmark.

The project is built around a phased, step-by-step implementation of SAP.

“Our agenda requires that each year we install new functionalities,” says Boechman Larsen.

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The Defence Command Denmark first implemented SAP solutions for financial management, controlling, organizational management, personnel development, and material management.

The organization is well on the way to achieving its goal of mapping all its business processes in a single system. The team has successfully reached the end of the third phase and is quickly moving ahead implementing project management, plant maintenance, production planning, and configuration management.

Defence Command Denmark has complemented its implementation strategy by deploying SAP® Business Information Warehouse capabilities.

“With SAP Business Information Warehouse, one report often replaces up to 10 ABAP reports. And by being more flexible, this is the preferred reporting and management tool,” says Lieutenant Colonel Bent Brundtoe, head of the HR systems within the DeMars project group. “Thanks to the Business Information Warehouse, all personnel receive the same information at the same time, and can therefore make informed decisions much more quickly in meetings. This improved reporting and instant, around-the-clock access to data are major benefits for Defence Command Denmark.”

NEXT UP: PLANNING AND SIMULATION

Danish Defence has approximately 6,000 users working with SAP® R/3® and SAP Business Information Warehouse. System training was based on the “train the trainer” principle. The project team trained “super users” – reusing the experience in planning and training of soldiers – in two-week courses.

Project managers Brundtoe and Boechman Larsen have plans to further improve organizational processes with a planning and simulation model that will enable Defence Command Denmark to create forecasts for long-term planning.

“This would allow us to monitor current developments and better prepare us to meet the requirements of politicians or NATO,” says Boechman Larsen, who is responsible for the management information system project.

The lieutenant colonel sees SAP® Strategic Enterprise Management, in particular the Balanced Scorecard capabilities, as a possible solution for the planning and simulation model. Defence Command Denmark is also investigating the Internet, realizing that the global network holds considerable opportunities for communication and logistics processes.

Security, of course, will be a crucial issue. “In military matters, we must be extremely circumspect when it comes to security,” explains Brundtoe.

LOOKING TO THE INTERNET

Many duties of the Danish armed forces, such as international operations from the Balkans to Afghanistan, require use of DeMars outside of Denmark. This is handled by SAP-based satellite communication in the short term and a deployable solution possibly later on. Defence Command Denmark is interested in some of SAP’s individual Internet solutions, to be used in support of e-business.

A defense interest group (DEIG) – at present chaired by Defence Command Denmark – has been formed to discuss tailoring existing solutions to the requirements of internationally operating armed forces. The group comprises experts from among the individual customers, along with SAP aerospace and defense professionals.

The chairman Boechman Larsen says, “We are currently in the process of defining a solution map for a defense solution. If all defense organizations involved can agree on the proposal, our next step will be to discuss it with SAP, with the goal of developing a software solution that, in addition to the traditional R/3 functionality, also covers our defense-specific requirements.”