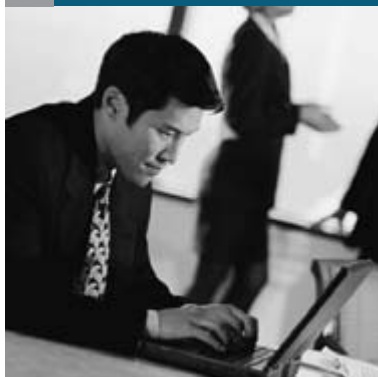


## SAP Customer Success Story



**ZF Friedrichshafen AG** is a leading automotive supplier of driveline and chassis products. With its successful acquisitions and expansion, the company has thousands of employees in hundreds of locations around the world. To make information accessible across an extensive, heterogeneous IT landscape, ZF selected mySAP™ Enterprise Portal. Now, employees have role-based access to the information, applications, and services they need that are important to their work throughout a worldwide enterprise.



## ZF FRIEDRICHSHAFEN AG

### EFFICIENT ACCESS TO GLOBAL INFORMATION WITH mySAP™ ENTERPRISE PORTAL

ZF Friedrichshafen AG is a global automotive supplier of driveline and chassis technology. With total annual sales of close to €9 billion, the group is the third largest German automotive supplier. The acquisition of the automotive supplier Mannesmann Sachs AG in 2001 was a landmark in the 87-year history of ZF. It signaled the group's commitment towards increasing the value and range of its core competencies, raising its market profile internationally, and furthering its commercial growth. ZF's family of products includes transmission, steering, and chassis components as well as complete axle systems and modules. Its share of system sales is expected to increase from its present share of 30% to 50% by 2010.

### FACING A CHALLENGE FOR ACCESS AND COMMUNICATION

As the world's largest independent automotive supplier of driveline and chassis technology, ZF has a workforce of 56,000 employees in 117 locations in 22 countries. Many of the companies that ZF has acquired have their own IT environments. Consequently, this has greatly increased the time it takes for buyers, managers, and production staff to find the information they require to do their work. For example, a buyer works with business data from a mySAP.com® solution, and has to have access to production and development data as well as be able to communicate with ZF vendors. Within a global company like ZF, information and people are spread out in different locations, using different systems. ZF saw that it needed a better and more efficient way to access information and communicate with people.

**SAP AG**

Neurottstraße 16

69190 Walldorf

Germany

T +49/18 05/34 34 24 \*

F +49/18 05/34 34 20 \*

\* Subject to charge

[www.sap.com](http://www.sap.com)**CENTRAL ACCESS FOR ALL INFORMATION**

Last year, the predevelopment computer department at ZF Friedrichshafen AG conducted research to determine how the various systems it operates could be made more user-friendly for employees. It soon became clear that employee portals were an attractive way of making contents from a variety of sources available in a compatible format. ZF decided to put a role-based portal solution to the test and implemented mySAP™ Enterprise Portal at the beginning of this year. Employees were given a central point of entry to the information, applications, and services – from across the company’s entire heterogeneous IT landscape – that were important for their specific work. From buyers to secretaries, each employee had a personalized, individual work center geared towards their role in the company.

**PORTALS PROVIDE ACCESS TO 20 SAP SYSTEMS**

To face this challenge, developers used mySAP Enterprise Portal to come up with a prototype solution, which only took two and a half months to develop.

ZF was confident that SAP would deliver a reliable portal solution. “According to the Gartner Group, SAP is one of the leading suppliers of portals,” says Joachim Müller-Angstenberger, head of reporting systems and predevelopment computing. “ZF has been an SAP customer since 1995 and this strategic partnership is given a high priority in the company.”

Across the pilot group, employees were able to access 20 SAP systems and a variety of solutions for product data management (PDM) and other special systems using the portal. The only requirement for connection to the company portal was that the systems had to be Web enabled.

“This uniform view of a heterogeneous IT landscape is a great advantage for a group like ZF,” says Joachim Müller-Angstenberger.

**AT A GLANCE**

mySAP Enterprise Portal at ZF Friedrichshafen AG provides:

- A complete overview within a heterogeneous IT landscape
- Access to the information, applications, and services that are important for specific work
- User-friendly single sign-on

“For example, systems that differ by location can be integrated with other applications quickly and without great expense.”

**ADDITIONAL BENEFITS**

A further analysis of the potential benefits revealed that cross-company installation of the portal solution should produce a discernable reduction in training costs and, most importantly, save time in daily operations. In addition, employees can further their education through online e-learning, which eliminates travel costs. Users are particularly keen on the single sign-on (SSO) function, which enables them to log on to the system only once.

“At present, some of our employees keep lists of their passwords underneath their desks,” says Müller-Angstenberger. “This is an open invitation for others to access unauthorized data. The SSO function eliminates that.”

**NEXT STEPS**

Thanks to the launch of the mySAP Enterprise Portal, ZF employees will benefit from a more user-friendly interface to its heterogeneous IT environment. With its successful pilot project, the company’s role-based employee portals address the special requirements of targeted user groups. Looking to the future, ZF management has plans for a full cross-company rollout of mySAP Enterprise Portal at the end of this year.