

SAP Customer Success Story



SAP Business Information Warehouse (SAP BW) provides **DG BANK Deutsche Genossenschaft AG**, Frankfurt am Main, with an efficient tool for human resources controlling. The close interplay between SAP BW and SAP Human Resources (SAP HR) means that the bank can ascertain key HR ratios in almost real time, allowing comprehensive control and monitoring of the entire HR area.

HR STRATEGIES PUT INTO PRACTICE SWIFTLY AND EFFECTIVELY USING EFFICIENT HR CONTROLLING

DG BANK is a partner for credit cooperatives, small, medium-sized, and large national and international companies, as well as institutional investors. This high-ranking cooperative bank develops sophisticated products and offers comprehensive bank services to both people's banks (Volksbanken) and rural credit cooperatives (Raiffeisenbanken) with their private and corporate customers, but also directly to companies in Germany and abroad. In 1999, the entire group had total revenues of € 255.7 billion. The group has a total global workforce of more than 12,000 employees. With so many employees, implementing HR strategies quickly and efficiently is critical for this financial service provider.

DG BANK 



MINIMUM REPORTING OUTLAY

Before SAP HR and SAP BW were introduced, the HR controlling department at DG BANK used a whole series of isolated systems. Using prestructured worksheets based on Lotus 1-2-3 spreadsheets, key HR ratios – such as personnel levels and fluctuations – were created by hand for the various organizational units. This resulted in redundant data, paper interfaces, and extensive coordination processes. The lack of integration of the individual systems meant that ad hoc reports were only possible with extensive programming. The company needed an end-to-end reporting and analysis solution that could provide rapid, convenient access to information.

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Bernd Albrecht, group manager for organization and IT
at DG BANK

“DOTTING THE I’S” FOR SAP HR

DG BANK opted for SAP BW. The factors leading to this decision included the seamless integration between SAP BW and SAP HR, which had already been fully introduced as part of the migration from PAISY to SAP® R/3®. Because SAP BW and SAP HR have identical data structures, this meant that the SAP HR data could be extracted with ease. The result is a consistent database that is available immediately, and minimum programming is needed to generate reports and analyses. SAP BW also boosts the synergies within SAP HR. Bernd Albrecht, group manager for organization and IT at DG BANK, sees SAP BW as “dotting the i’s” of SAP HR and ensuring rapid and flexible HR controlling. “SAP BW provides us with important HR information, such as personnel level analyses, which are not available in this form in SAP HR. SAP BW also helped us migrate the old data from PAISY to SAP R/3, to clean the data stocks effectively and efficiently, and to create a quality-assured database in SAP HR.”

SHORTER REPORTING INTERVALS

The process of introducing SAP BW at DG BANK in Frankfurt began at the end of February 2000. SAP Systems Integration AG (SAP SI) served as implementation partner, and, as Bernd Albrecht emphasizes, provided comprehensive advice throughout the project. During the introduction phase, the company found that it could use more than 80% of the SAP HR business content (the predefined report and analysis scenarios in SAP BW). The SAP HR content also required in SAP BW Release 1.2B was developed by DG BANK in cooperation with SAP AG and SAP SI. The input came primarily from the various sections, which were actively integrated in the SAP BW introduction process. Building on experience drawn from the SAP HR project, the data for HR controlling was processed in the usual way in the initial stage of introducing SAP BW. It was only in the second stage that the HR controllers made use of the extensive possibilities offered by SAP BW to deliver higher quality information at shorter reporting intervals.

A MULTISECTION DATABASE

The project went live with the HR statistics, organizational management, and administrative functions in May 2000. These were followed in August by the four accounting and wage type reporting, time management, event management, and job application functions. Fine-tuning continued until the end of September. The company can now produce reports for these areas quickly – almost in real time. For example, reports on wage and salary costs for each organizational unit, comparisons of different wage and salary types, aggregate absenteeism and overtime, fluctuation and average age of employees, attendance at events, and cancellation rates and costs can now be created at any time. Data can also be frozen in order to use a fixed set of data to generate statistics, which can be used to compare specific ratios for example, employee levels, over a specific period of time. Another advantage of SAP BW lies in the fact that external data can also be analyzed with ease, for example, for comprehensive benchmarking. This provides DG Bank with both qualitative and quantitative instruments for reaching its HR goals.

EXCELLENT CUSTOMER SERVICE

Currently, mostly HR controllers use SAP BW. An upgrade to SAP BW planned for the first quarter of 2001 will increase the number of users. This growth will be encouraged not only by an extended range of functions, but also by the high level of acceptance, which SAP BW enjoys among current users who are already profiting in many ways from the extensive reporting and analysis features. Bernd Albrecht believes that one of the main advantages lies in the ability to create simple, fast reports. “HR Controlling can now respond quickly and flexibly without having to involve the IT department, thereby ensuring it can now work far more independently,” he says. “Staff are highly motivated and deliver an excellent level of service to internal customers.”

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