

SAP Customer Success Story mySAP Human Resources



Seeking to modernize its human resources (HR) processes, Germany's **Commerzbank** replaced its old HR information technology (IT) system with **mySAP™ Human Resources (mySAP™ HR)**. Now, **mySAP HR** not only handles payroll for the bank's 39,000 employees, but also manages organizational, recruitment, and time management functions. Concentrated in **Commerzbank's** data center in Frankfurt, Germany, the solution is one of the largest **mySAP HR** installations in the world of finance.

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COMMERZBANK

COMMERZBANK EMPLOYS mySAP™ HUMAN RESOURCES TO INVEST IN ITS HUMAN CAPITAL

MANAGING 39,000 EMPLOYEES WITH 460 BILLION EUROS ON THE BALANCE SHEET

Commerzbank AG is a European-oriented all-purpose bank providing services to customers in Germany through a nationwide network of branches as well as globally through branches, outlets, and subsidiaries in selected locations. It is represented in 45 countries with more than 60 overseas offices. In 2000, the company had a headcount of 39,000 and its balance sheet totaled €460 billion (U.S. \$410 billion).

PROBLEMS PROMPT REORIENTATION

In the summer of 2000, Commerzbank, operator of one of Europe's largest UNIX data centers, began transferring its human resources management processes to mySAP HR. Over time, the bank's IT tools for handling HR processes had evolved into a mixture of host-based applications and isolated PC-based solutions. Although effective for some basic processes, the old methods failed to sustain the bank in a number of ways. For one thing, they prevented targeted IT support of process-oriented HR work. The legacy solutions also made it impossible to integrate HR data with other business data and had limited reporting capabilities that could not keep pace with increasing requirements for transparency and decision support. Additionally, the older solutions had time-consuming processes, duplicate data-entry procedures, outdated user interfaces, and an inability to work with multiple languages and currencies.

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“Our goal was to eliminate weak points by introducing a modern, future-proof solution,” explains Manfred Duhl, project manager, Commerzbank. The project team sought to improve operative HR work through activity-based administration by automating the flow of information and documents.

HIGH DEMANDS FOR THE NEW SOLUTION

Strategic factors also provided the impetus for realigning HR at Commerzbank. In selecting the software that would best meet the company's requirements, the project team's goals were to concentrate employee resources, improve management, and facilitate forward-looking human resources through a performance- and market-oriented remuneration system. The ability to handle 39,000 employees, 9,700 pensioners, and a presence in 45 countries were among the many complex demands that the short-listed software solutions had to satisfy.

Commerzbank chose mySAP HR, thereby extending its existing structure of SAP solutions to include mySAP HR capabilities for organizational management, recruitment, personnel administration, payroll, and time management. In addition, Commerzbank opted to implement mySAP™ Business Intelligence (mySAP™ BI), SAP's data warehousing solution, to broaden its base of information to support decision-making activities for HR.

BUSINESS PROCESS REENGINEERING

Commerzbank has been running the recruitment solution of mySAP HR since August 2000 and went live with the personnel administration and time management solutions in the beginning of 2001. The project was implemented according to in-depth business process reengineering efforts, which defined a detailed requirements profile for the future IT architecture. A key factor in the implementation's success was the involvement of customer teams – groups of HR department employees that were responsible for various functions. They provided valuable input and ensured that all steps of the implementation were closely linked to business practices.

At A Glance

Software	– mySAP HR with core functions for personnel administration, payroll, and time management, as well as strategic functions for recruitment – mySAP BI
System	– Three PRIMEPOWER M2000 servers from Fujitsu Siemens Computers running Solaris
Number of sites	– 45 countries and 60 overseas offices
Implementation partners	– Accenture and SAP Systems Integration AG
Objective	– Modernize Commerzbank's IT solutions for human resources and use HR data for operational as well as strategic planning purposes

The project received additional support from Accenture (previously Andersen Consulting) and SAP® Systems Integration AG. Commerzbank's technical platform for mySAP HR includes three PRIMEPOWER M2000 servers from Fujitsu Siemens Computers running Solaris.

THE FUTURE: TRAINING AND EVENT MANAGEMENT AND GLOBALIZATION

The new era of HR management at Commerzbank will soon include the mySAP HR training and event management solution. What's more, Commerzbank is planning to go global with mySAP HR and integrate data from its London and Tokyo offices.