

SAP Customer Success Story

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Rudi Maelbrancke, ICT Manager, KBC Bank & Insurance Holding Company



AT A GLANCE

Company Name

KBC Bank & Insurance Group,
Belgium
www.kbc.be

Industry

Financial services

Key Challenges

Implement integrated solution for browser-based access to SAP and legacy back ends

Implementation Partner

Accenture

Solution and Services

SAP NetWeaver™:
SAP® Enterprise Portal (SAP EP)
and SAP Business Intelligence (SAP BI)

Existing Environment

- SAP R/3®, now available in mySAP™ ERP
- Legacy systems

Implementation Highlights

- Low risk, high returns, thanks to synergy between SAP and Accenture
- On-time, on-budget implementation

Key Benefits

- Seamless access to information across SAP and legacy applications
- Real-time business intelligence
- Greater flexibility
- Lower total cost of ownership
- Streamlined business processes
- Improved staff performance
- Enhanced collaboration and more effective reporting and analyses
- Platform for cost-effective growth

Hardware

HP

Operating System

UNIX (with Oracle database)

KBC

SAP NetWeaver™ POWERS KBC'S TRANSFORMATION TO A SMARTER, AGILE, AND MORE INTEGRATED ENTERPRISE

“SAP NetWeaver provides a scalable, integrated platform, enabling us to build our business as we become a leading force in the central and eastern European financial sector,” says Rudi Maelbrancke, information and communication technology (ICT) manager at KBC Bank & Insurance Holding Company.

In fact, by using the SAP NetWeaver™ platform, KBC can focus on optimizing processes and meeting strategic goals, rather than on integrating the disparate technology platforms it gained from recent acquisitions. And with increased flexibility as it assimilates these new businesses, it can afford to be innovative and take advantage of emerging opportunities in a competitive marketplace.

KBC is the result of a merger between three Belgian financial institutions in 1998 and has become a major force in the country's banking and insurance industry. Since then, KBC has expanded into a business that employs 48,000 people and serves 11 million customers.

ONE-STOP SOLUTION

KBC originally chose SAP as its strategic information technology platform because of its ability to support all noncore processes from a single product portfolio. When the company added components from SAP NetWeaver – including SAP® Business Intelligence (SAP BI) and SAP Enterprise Portal (SAP EP) – it ensured collaboration company-wide, with streamlined, integrated processes throughout its newly acquired businesses.

KBC selected Accenture – a member of the SAP NetWeaver partner initiative – as its implementation partner. It chose the global management consulting and technology services provider for its proven track record in implementing business process transformation, while delivering the best value for the money. SAP product managers provided expert help throughout the implementation.

“The long-standing partnership and synergistic working relationship between SAP and Accenture ensured an on-time, on-budget implementation,” says Maelbrancke.

LOW RISK, HIGH RETURNS

Around 10,000 employees at KBC currently use SAP EP, including management, which also uses SAP BI. This number will increase to 20,000 by the end of 2005 when all business units are live.

SAP EP’s easy-to-use interface lets staff access information and applications faster, which has resulted in productivity improvements from day one. SAP BI gives corporate decision makers the tools they need to turn information into knowledge and take timely, appropriate action to ensure continued profitability as KBC expands.

“SAP NetWeaver’s ability to create a unified, consolidated organization without the cost of a major technology investment makes it a low-risk, high-returns strategy,” says Maelbrancke. “It supports our goals of reduced process times and cross-application integration, and it enables us to do a lot more with a lot less.”

FAST, CENTRALIZED WEB-BASED ACCESS

SAP EP gives employees single sign-on, role-based access to many key business processes across KBC’s still largely heterogeneous IT environment. “SAP EP is an integrated, scalable platform that leverages KBC’s SAP applications,” says Baudouin Thomas of Accenture.

Staff can now log working hours electronically via the portal, eliminating paper time sheets. In addition, they can update their own personal records, submit requests for vacations or time off, and submit expense claims online. They will also be able to use the portal for on-the-job training and purchasing office supplies using online catalogs.

VALUE-ADDED PORTAL CONTENT

Employees can use iView software, which is available in SAP EP, to access data from SAP applications and third-party systems right from their desktops. They use iView software for employee self-service and management self-service and will use it in the near future for e-learning. Human resources professionals at KBC use iView software to check the latest personnel statistics and other employee-related information. KBC plans to extend the use of iView software for project and financial management.

ENHANCED BUSINESS INTELLIGENCE

KBC has built a data mart using SAP Business Information Warehouse (SAP BW), part of SAP BI, to carry out analyses and reporting. Users can extract data from SAP and easily perform analyses using built-in tools. They can generate reports on staffing costs, inventory levels, and other key information in a matter of minutes, rather than days, delivering real-time data to managers, while lowering overheads.

“SAP BI has enabled us to build a centralized information repository and put in place common processes and reports,” says Maelbrancke. “It makes information that was previously hard to reach or inaccessible available enterprise-wide.”

With SAP BI, KBC also has the capability to build data models to support day-to-day operational decisions and run simulated “what-if” scenarios to support long-term strategic planning. The company plans to increase use of these tools as it rolls out SAP BI across the organization.

Thanks to SAP NetWeaver technology, employees can easily access reports generated by SAP BI using the SAP portal. In return, managers and other top-level executives can deliver data instantly right to employees’ desktops, and flag the most mission-critical information using iView software.

By leveraging the functionality of SAP NetWeaver’s integration and application platform, KBC can gather and analyze cross-company information, supporting key business needs.

A BLUEPRINT FOR SUCCESS

“By linking SAP and non-SAP software through a seamless interface for security, SAP NetWeaver maximizes the useful life cycle of what we already have in place and reduces the overall complexity of our IT architecture,” says Maelbrancke. “In addition to lowering the total cost of ownership, this allows us to synchronize business processes and collaborate seamlessly across heterogeneous systems, while we continue to consolidate our business and build a strong brand.”

As a result of its recent success with SAP BI and SAP EP, KBC is considering implementing additional SAP NetWeaver components as it continues to expand its business and move toward a complete SAP environment.

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