

SAP Customer Success Story

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Christa Besau, Head of the Competence Center Department,
Raiffeisen Informatik



AT A GLANCE

Company Name

Raiffeisen Informatik
Austria
www.r-it.at

Industry

IT services

Key Challenges

Already well positioned in the IT services market, the company sought to enhance its standing as a provider of services related to SAP® software.

Implementation Partner

SAP Active Global Support

Solution and Services

SAP Empowering Assessment

Existing Environment

SAP R/3® software, which is available today in the mySAP™ ERP solution

Implementation Highlights

- The assessment was completed in three days.
- The SAP team was very helpful in assisting the company to prepare for the assessment.

Key Benefits

- The SAP experts evaluated the company's support organization and made suggestions for further optimization.
- Raiffeisen Informatik became the first company in the world to receive certification for an SAP Customer Competence Center directly after an SAP Empowering Assessment.
- Assessment allowed company to identify its strengths and to promote the transparency of the organization, processes, and services, both internally for its employees and externally for its customers.

Hardware

More than 40 Intel- and RISC-based IBM and HP servers

Operating System

Microsoft Windows, UNIX

RAIFFEISEN INFORMATIK

SUMMA CUM LAUDE FOR RAIFFEISEN INFORMATIK

In the study, “IDC Market Analysis, Austria IT Services Forecast & Analysis, 2002-2007,” Raiffeisen Informatik is rated as the third-largest Austrian IT service provider. In addition to software development, server and network administration, hardware maintenance, and Web hosting, the company has operated one of the most important private computer centers for transaction processing for over 30 years.

Due to its long-term experience in IT services for transportation organizations, Raiffeisen Informatik is an innovative technology partner of Europass in constructing the central IT infrastructure of the truck-toll system, and has worked on many other projects with firms including NexiraOne, UNIQA, and Agrana. The company's approximately 800 employees, who achieved revenue of €166 million in 2002, manage almost six million stored accounts and execute more than 500 million postings and online transactions each year.

COMPANY PREPARED FOR SAP® CUSTOMER COMPETENCE CENTER CERTIFICATION

“The professional infrastructure of Raiffeisen Informatik has been fulfilling the highest demands in terms of security, availability, and function range for decades. As a result of this core competence, Raiffeisen Informatik and its subsidiary, Raiffeisen Informatik Consulting, are well positioned in the IT market,” says Dr. Hannes Pfneiszl, head of department, customer IT solutions, SAP® Customer Competence Center, Raiffeisen Informatik.



“On the one hand, we wanted certification of our SAP Customer Competence Center for customer support, so that our business partners could enjoy the formal security of a competent IT total service provider. On the other hand, the goal of an SAP Empowering Assessment was to receive an external analysis that would underline the potential for improvement in running and supporting SAP solutions and help us prepare for the SAP Customer Competence Center certification,” explains Christa Besau, head of the competence center department, Raiffeisen Informatik.

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The assessment included an analysis of the company’s support strategy; support processes; and organizational structure, such as the distribution of tasks and roles among the Raiffeisen Informatik team members in the support organization. The concepts and competencies in the areas of technical and application operations were also analyzed.

RESOUNDING APPROVAL AND SUCCESSFUL SAP CUSTOMER COMPETENCE CENTER CERTIFICATION

The analysis was completed within three days. Raiffeisen Informatik is the first company in the world to receive certification for a SAP Customer Competence Center directly after an SAP Empowering Assessment. Excellent preparation and constructive cooperation during the workshop made this extraordinary result possible.

“Thanks to the excellent preparation for the assessment, and the positive attitude of our employees, the SAP experts could form a comprehensive and clear picture of our support organization and make suggestions for further optimization,” says Besau, enthusiastic about how smoothly the assessment went. “The assessment allowed us to identify our own strengths and to promote the transparency of the organization, processes, and services, both internally for the employees, and externally for the customers. And it enabled us to perform to meet our own high-quality standards.”

The cooperation of departments involved in the project demonstrates their mutual understanding of the needed changes and their joint commitment to take action. The excellent result of immediate certification was also due to clearly defined key figures in the SAP Balanced Scorecard application. Continuous process comparison based on market and customer observation combined with the balance between formalized processes and individual responsibilities enable an increase in efficiency. Defined support processes optimize the workflow, and fixed transfer procedures ensure effective software operation – important criteria, especially for customer satisfaction. “SAP officially confirmed that interlocking claim, escalation, and crisis management at Raiffeisen Informatik ensures efficient administration of the solutions,” says Pfneiszl.

KNOWLEDGE AND COMPETENCE: HUMAN CAPITAL

“Our wide spectrum of SAP services was examined from an SAP point of view and rated as excellent,” says Prok. Johann Heinzl, head of the department of open-system services. “The SAP Empowering Assessment acknowledges the cohesive company and process culture that we have had for several years, although we expect further improvements as a result of the solution proposals that were highlighted.” The assessment participants found it very important that all employees are involved in the creation of continuous processes, in order to encourage employee endorsement and widespread acceptance of the processes. “This certification shows that we are competent partners in SAP matters,” says Besau. “In the future, we will work towards putting the recommendations from SAP into practice and improving our quality further.”