

## SAP Customer Success Story

“Single sign-on, the capability of working anytime, anywhere over the Web, and centralizing key data and applications on a user-friendly interface were the most important reasons for choosing SAP NetWeaver with SAP Enterprise Portal.”

Peter Kuenzi, Bundesamt für Informatik und Telekommunikation



### AT A GLANCE

#### Company Name

Bundesamt für Informatik und Telekommunikation (BIT)  
Switzerland  
www.bit.admin.ch

#### Industry

Public sector: federal government

#### Key Challenges

Improve manageability of business data from all systems for better analysis and decision making across the Swiss federal portfolio of complex IT and telecom projects while reducing total cost of ownership (TCO)

#### Implementation Partner

SAP® Consulting and SAP Ramp-Up, parts of SAP Customer Services Network

#### Solution and Services

- SAP NetWeaver™ platform with the SAP Business Intelligence, SAP Enterprise Portal, and SAP Exchange Infrastructure components
- SAP xApp™ Resource and Portfolio Management (SAP xRPM)

#### Existing Environment

mySAP™ Customer Relationship Management; mySAP Supplier Relationship Management; SAP Strategic Enterprise Management

#### Implementation Highlights

- Centralized data and applications
- Consolidated multiple interfaces between systems into a user-friendly interface with single sign-on functionality for 500 users

#### Key Benefits

- Reduced TCO
- Increased ROI
- Made work processes more efficient
- Improved decision making

#### Hardware

HP

#### Operating System

Tru64 UNIX, with an Oracle database



## BUNDESAMT FÜR INFORMATIK UND TELEKOMMUNIKATION

**SAP NetWeaver™ PLATFORM AND SAP® APPLICATIONS HELP SWISS GOVERNMENT REDUCE TCO AND INCREASE ROI**

### EARLY ADOPTER STAYS ON THE CUTTING EDGE

An early adopter of SAP® technology, the Swiss Bundesamt für Informatik und Telekommunikation (BIT) – the Office of Information and Telecommunication – has discovered that implementing the SAP NetWeaver™ platform effectively reduces total cost of ownership (TCO) and increases ROI from its current IT investments.

BIT began using SAP software in 1996, when it implemented software for financials, logistics, and human resources (HR), which is available today in the mySAP™ ERP solution. Located in the capital city of Bern, BIT has 500 employees and is the Swiss federal government's central resource for IT.

BIT continued updating its systems in 2001, implementing the mySAP Customer Relationship Management solution and SAP Strategic Enterprise Management. The organization also deployed mySAP Supplier Relationship Management to reduce per-order costs of procurement from more than €100 to less than €30.

Still on the cutting edge of SAP technology, BIT recently deployed SAP NetWeaver, which provides integration at a lower cost by reducing the number of connections needed to integrate IT systems. Based on Web services, SAP NetWeaver provides a secure integration platform that unifies and aligns people, information, and business processes across technologies.

BIT strategically implemented SAP NetWeaver components to improve overall business efficiency, choosing SAP Enterprise Portal to integrate people, SAP Business Intelligence to integrate information, and SAP Exchange Infrastructure to enable integration of the organization's many non-SAP systems. To complement SAP NetWeaver functionality, BIT also selected the SAP xApp™ Resource and Portfolio Management (SAP xRPM) packaged composite application, which provides visibility of project costs and performance data by integrating data from SAP and non-SAP systems.

**“The SAP NetWeaver platform and SAP xRPM were the only solutions that matched our needs for improving manageability of the government-wide portfolio of complex IT and telecom projects.”**

**Peter Kuenzi, Bundesamt für Informatik und Telekommunikation**

## **SAP ENTERPRISE PORTAL ENABLES A NEW WORKING ENVIRONMENT**

SAP Enterprise Portal has enabled BIT to introduce a new working environment in which employees can easily find the data they need to analyze complex projects and make decisions. The

portal infrastructure gives workers unified, role-based access to a heterogeneous IT environment, which increases their efficiency. According to Peter Kuenzi, Bundesamt für Informatik und Telekommunikation, “The single sign-on capability simplifies access, and the applications efficiently support our business processes, enabling managers and employees to share information

quickly and communicate more effectively.” For BIT, having that capability was a key purpose of the implementation. Kuenzi says, “Single sign-on, the capability of working anytime, anywhere over the Web, and centralizing key data and applications on a user-friendly interface were our most important reasons for choosing SAP NetWeaver with SAP Enterprise Portal.”

### **SAP NetWeaver IMPROVES INTEGRATION**

SAP Business Intelligence integrates information, enabling better decision-making and reporting capabilities.

Says Kuenzi, “We chose SAP Business Intelligence, because we need the ability to integrate our business data from all our systems in order to analyze them and improve our management decisions.” BIT implemented SAP Exchange Infrastructure to provide process integration with non-SAP systems, enabling users to link to them more easily. Commenting on the situation that existed prior to implementing SAP Exchange Infrastructure, Kuenzi says, “The great number of interfaces between all our systems was becoming more and more unmanageable.”

### **SAP xRPM IMPROVES PROJECT MANAGEABILITY**

A typical BIT employee manages between 30 and 50 IT and telecommunication projects, worth on average a total of SFR 30 million, or US\$20 million. SAP xRPM enables users to manage and execute complex IT projects, integrating information from existing project management, HR, financial, and time-tracking systems to provide a complete overview of their project portfolios. For example, BIT project managers use Microsoft Project to view, update, and analyze project information right from their Web browsers – and the data is completely integrated with BIT’s SAP software. Says Kuenzi, “The SAP NetWeaver platform and SAP xRPM were the only solutions that matched our needs for improving manageability of the government-wide portfolio of complex IT and telecom projects.”

### **SAP SOFTWARE POSITIONS BIT AS LEADER**

With experience in successfully deploying SAP solutions to solve major business challenges, BIT has been transformed into a leader within the Swiss government. The organization’s future plans are focused on implementing an information platform between federal, state, and local government offices, aligning all 30,000 users around SAP software and a single portal with a common look and feel.

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