

NS Dutch Railways - Increasing Efficiency of Supply Chain



QUICK FACTS

NS Dutch Railways

- Location: Netherlands
- Industry: Passenger Services
- NS is the biggest train operator in the Netherlands and is contracted to operate the core rail passenger network that connects all the key cities until 2015
- Products and Services: Everyday, NS operates 5,000 trains, carrying 1 million passengers
- Sectors: Passenger Services
- Turnover: €4.040 billion (2007), Revenue: €355 million (2007)
- Employees: 26,004 (2007)
- Web Site: <http://www.ns.nl/>
- SAP® solutions and services: SAP ERP 5.0, SAP Records Management, SAP NetWeaver® BI, SAP NetWeaver XI.
- Partner: TopForce

“Maximize time spend serving customers by minimizing time executing HR processes”

Alex de Vries

Manager IT

NS Dutch Railways Personeeladministratie
Informatietechnologie

Challenges and Opportunities

- More and more pressure on reliability of service, which are enforced by government KPI's
- Pressure on customer friendliness
- Employee productivity is key to achieve Operational Excellence

Objectives

- Streamline HR (Streamline HR back office processes and provide a new E-HRM portal with single access point for all employees)
- Enable employees (increase customer facing time by minimizing HR efforts and leverage unified HR processes across whole employee workforce)
- Reduce operational costs by introducing Shared Service Center

Implementation Highlights

- SSO between IBM web-sphere and SAP offering easy to use applications, secure, compliant and SOA based
- Introduction of SOA based applications on older SAP releases (ECC 5.0, SAP NetWeaver XI 3.0)

Why SAP and SOA

- Improved HR processing: E-HRM portal offers "single-point of access" for employees towards improved HR shared services
- End-to-end process support based on the principles: User Centric, task-based, secure
- Full use of decoupled architecture (5 layers) to deliver more service oriented applications to the business on a future-proof platform

Benefits

- Operational Excellence
 - More efficient HR processes lead to more time for customer facing activities and in addition relieve HR
 - Process alignment across business groups
 - Reduction of operational costs by introducing a Shared Service Center
- Leveraging IT investment
 - Ability to leverage current portal landscape and integrate SAP HR backend via service enablement using SAP NetWeaver
 - No need for new infrastructure components by leveraging the latest enhancements



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