



# GENDARMERIE NATIONALE

## MANAGING A VAST WORKFORCE WITH SAP® ERP HUMAN CAPITAL MANAGEMENT

“The SAP ERP Human Capital Management solution was the best fit for managing our diverse and complex HR processes.”

Lieutenant-Colonel Philippe Jarny,  
IT Manager, Gendarmerie Nationale

### QUICK FACTS

#### Company

- Name: Gendarmerie Nationale
- Headquarters: Paris
- Industry: Public sector
- Products and services: National and public security
- Budget: €7.7 billion
- Employees: Around 145,000 staff, including 40,000 reservists
- Web site: [www.defense.gouv.fr/gendarmerie](http://www.defense.gouv.fr/gendarmerie)
- Implementation partner: Logica

#### Challenges and Opportunities

- Ensure the best people are in place for each job and that the right people are identified for future positions
- Improve ability to comply with government regulations
- Support decision making to enable optimum use of resources

#### Objectives

- Introduce an integrated HR management solution that works well with various off-brand applications
- Provide HR support for future organizational goals and vision
- Provide employees with individual career management tools and resources

#### SAP® Solutions and Services

- SAP® ERP Human Capital Management solution, including the SAP E-Recruiting application
- SAP Consulting services

#### Implementation Highlights

- On time, within budget
- Strong teamwork between management and IT

#### Why SAP

- The most suitable software for accommodating diverse, complex HR processes
- Superior service offerings
- SAP's reputation and experience in the defense and security and the public sectors

#### Benefits

- Effective management of an extensive staff
- Simplified HR processes, saving time and money
- Elimination of redundant data and errors
- Enhanced decision making
- Employee autonomy via a personalized management system for career planning and advancement

#### Existing Environment

- SAP software for enterprise resource planning
- Non-SAP software

#### Third-Party Integration

- Database: UNIX
- Operating system: Microsoft Windows XP, Linux



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Lieutenant-Colonel Philippe Jarny, IT Manager, Gendarmerie Nationale

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With historical roots dating back to the 14th century, France’s military police force – the Gendarmerie Nationale – is charged with ensuring national and public security. At the end of 2007, the gendarmerie’s staff consisted of 40,000 reservists and 105,000 officers, non-commissioned officers, volunteers, and civilians, collectively. In order to effectively manage its HR processes, the Gendarmerie Nationale kicked off an ambitious project and chose the SAP® ERP Human Capital Management (SAP ERP HCM) solution to bolster its efforts.

### Decentralized Applications

The purpose of the Gendarmerie Nationale’s AGORH@project was to introduce an integrated information management system that would support personnel management and ensure compliance with various government regulations. Says Lieutenant-Colonel Philippe Jarny, IT manager for the Gendarmerie Nationale project, “Until recently, HR

depended on multiple, decentralized applications, which made it difficult to collect data. This affected decision making.” The gendarmerie knew it had to completely revamp its IT system to support its vision of simplified HR processes as well as optimize critical processes such as recruitment and career development.

### The Best Fit

The Paris-headquartered organization chose the SAP software for several reasons. Lieutenant-Colonel Jarny comments, “The SAP ERP Human Capital Management solution was the best fit for managing our diverse and complex HR processes. In addition, it was compatible with our existing technical framework.” The Gendarmerie Nationale was also impressed by SAP’s current and long-term stability.

Today, more than 4,000 HR professionals throughout the country use the solution on a daily basis, with around 100,000 police officers regularly connecting to SAP ERP

HCM functionality via the SAP portal. “With SAP software, we have the flexibility we need. Moreover, our employees have a personalized management system that helps them carefully plan their careers,” says Lieutenant-Colonel Jarny.

### Strong Teamwork

According to the lieutenant colonel, the success of the project was due in large part not only to the good relationship between the Gendarmerie Nationale and its implementation partner, Logica, but to the strong teamwork between staff managers and the gendarmerie’s IT department. “There was a feeling of trust and friendship among the project group members, which also helped strengthen my rapport with the project director,” says Lieutenant-Colonel Jarny.

Gendarmerie Nationale is now extending its use of the SAP solution to support activities such as claim form processing and to enhance management of reservists.



50 093 021 (09/01)

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