BETEILIGUNGSHOLDING HANAU
MASTER PLAN FOR IT MODERNIZATION

QUICK FACTS

Industry
Public sector

Annual Budget
€247 million (corporate balance sheet total: €442 million)

Employees
5,000 (corporation: 2,400)

Headquarters
Hanau, Germany

Web Site
www.bhg-hanau.de

SAP® Solutions and Services
SAP® ERP application, SAP Customer Relationship Management application, and SAP NetWeaver® Portal component

Implementation Partner
BTC Business Technology Consulting AG

BeteiligungsHolding Hanau GmbH serves as the umbrella organization for the civil service agencies of the German city of Hanau. Driven by the need to improve cost-effectiveness, BeteiligungsHolding Hanau has migrated key processes – including financial accounting – from more than 300 legacy applications to the SAP® ERP application. Today, the city's civil service agencies rely on SAP applications that enable them to do more with less.

Key Challenges
- Streamline financial accounting processes
- Reduce application diversity and complexities
- Eliminate cumbersome manual processes
- Minimize human error rate
- Overcome skill barriers
- Manage change and growing requirements

Why SAP Was Selected
- Breadth and depth of functions of the SAP ERP application
- Integration across applications
- Expertise in the public sector
- Responsiveness plus support provided in German
- Attractive software licensing terms

Implementation Best Practices
- Ready implementation of standard SAP® applications without templates
- In-house SAP experts plus external partner
- Introduction of productive software in selected organizations
- Senior executive buy-in and leadership
- Alignment with business objectives

Low Total Cost of Ownership
- Standardization across organizations
- Less complexity, less downtime
- Reduction in maintenance costs and effort
- Implementation without templates
- High quality, stability, and reliability
- High adoption due to ease of use

Financial and Strategic Benefits
- Reduced error rate in accounting by 50%
- Accelerated auditing processes by 50%
- Reduced dunning by 50%
- Improved supplier relations

Operational Benefits
- Achieved synergies and consistency of data, processes, and procedures
- Improved data protection and security
- Reduced application maintenance cost by 60% or €0.5 million per year
- Increased user productivity

BeteiligungsHolding Hanau GmbH

"The holistic and integrated solutions from SAP enable us to significantly improve the efficiency of our processes. We will continue to count on SAP solutions in order to further improve our service for Hanau's citizens."

Janko Schiebeck, Chief Information Officer, BeteiligungsHolding Hanau GmbH

www.sap.com/contactsap

The German city of Hanau has a population of 88,000. In its role as the city's central IT organization, BeteiligungsHolding Hanau GmbH, also known as Hanau City Corporation, decided to introduce the SAP® ERP application to consolidate the city's administrative application landscape. The criteria for this consolidation were specified in an IT master plan. The plan was drawn up in collaboration with BTC Business Technology Consulting AG, an IT consulting firm with a solid reputation for implementing software solutions for companies in the public sector. This plan called for application standardization, integration, and the elimination of manual processes in core disciplines such as financial accounting.

Functionality and Integration

Following an in-depth market investigation, BeteiligungsHolding Hanau evaluated proposals from three vendors. BeteiligungsHolding Hanau selected SAP software because SAP offered the right solution fit in terms of breadth and depth of functionality, comprehensive application integration, and the best overall strategy. SAP's track record in the public sector plus its local support provided in German added to the attraction of SAP's offering.

Smooth Implementation

BTC provided a value map outlining the cost and efficiency improvements to be attained through the migration to the SAP ERP application. Included in the recommendation was software for controlling, asset accounting, materials management, sales and distribution, plant maintenance, and strategic enterprise management as well as the SAP NetWeaver® Portal component. To help ensure a smooth implementation of the software, BeteiligungsHolding Hanau hired a small number of SAP experts. During the hands-on phase of the implementation, these experts collaborated closely with BTC. The implementation was accomplished on schedule and within budget.

Ease of Use

Initially, the newly implemented SAP ERP software was deployed internally at BeteiligungsHolding Hanau as well as in the city's marketing organization and a number of municipal agencies and departments. Six months following the initial deployment of the software at these sites, user surveys indicated a high degree of acceptance. Good news travels fast: a growing number of Hanau's civil service agencies appreciate the ease of use and cost-effectiveness of the city's SAP ERP application. Today, the city hospital, Stadtwerke (the utility company), the public transport organization, and numerous other Hanau agencies rely on SAP software for their financial accounting and materials management activities as well as for other public service needs.

Sustained Benefits

The SAP-based application landscape addresses the key challenges faced by BeteiligungsHolding Hanau. Application maintenance costs have been cut by €0.5 million per year. Frequent application downtime and cumbersome troubleshooting are now things of the past. On the business side, the error rate in financial accounting, purchasing, and stock-keeping processes has declined by 50%, largely due to the elimination of manual steps. Auditing processes have accelerated by 30%. Hanau city's civil service agencies report a reduction in dunning of 50%.

Looking Ahead

BeteiligungsHolding Hanau is in the process of leveraging its new application landscape to make Hanau a more attractive place for citizens as well as for companies. Long-term objectives include e-government and citizen self-service portals.

Implementation Partner
BTC Business Technology Consulting AG is an IT service provider headquartered in Oldenburg, Germany. Its portfolio spans consulting, systems integration, and systems management services. BTC employs 1,500 staff.

BTC

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