TÜV Rheinland: Managing Resources Globally with SAP® Multiresource Scheduling

TÜVRheinland®
Genau. Richtig.

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Company
TÜV Rheinland Group

Industry
Professional services

Products and Services
Technical services for product development, safety testing, and certification

Web Site
www.tuv.com

SAP® Solutions and Services
SAP® Multiresource Scheduling application
SAP Custom Development organization

TÜV Rheinland Group is setting new standards in resource scheduling for product, equipment, and system testing. Starting with the products division, the company is using the SAP® Multiresource Scheduling application to **provide professional resource management** that integrates with existing SAP and non-SAP software while eliminating reliance on spreadsheets for resource allocation.

Executive overview

Company

Vision

Why SAP

Solution

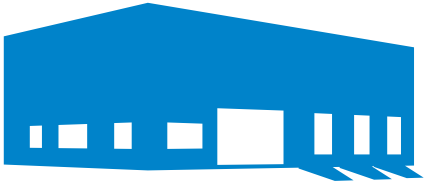
Benefits

Future plans

Testing for safety and quality worldwide

TÜV Rheinland tests, evaluates, supports development of, and certifies a broad spectrum of products, industrial facilities, processes, and management systems in 500 locations in 61 countries including Germany, India, Chile, China, Japan, Hungary, and others. The group's six divisions cover a range of testing services for products, equipment, and systems. The products division tests and certifies everything from machinery, medical devices, and fuel cells to furniture and textiles, examining all processes from development to regulatory clearance. The processes can be complex; a single medical device, for example, may undergo some 60 to 70 different tests.

Many highly successful products are certified by TÜV Rheinland's products division – results that require the expert planning and management of personnel, teams, and resources.



500

Locations in 61 countries

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Making the best use of personnel and resources

TÜV Rheinland had been using spreadsheets to align testing cycles and plan laboratory capacity, personnel, and equipment – a solution that no longer suited its complex needs. The company needed a better way to handle these tasks and to meet several other ambitious goals:

- Make the best use of existing resources while limiting idle time
- Improve production processes and reduce cycle times
- Make administrative processes more streamlined and efficient

The right solution would have to do more than speed up resource allocation worldwide; it would have to optimize processes in a highly intelligent way. It would have to know which people from which department were able and qualified to provide any service requested. It would have to identify the best resources. And it would have to make projects and workloads transparent to users across the company.

> "As testing gets faster and more complex, we need a sophisticated tool that can manage resources worldwide – one that can handle complexity yet enable us to react quickly."
>
> David Preuss, CIO of Business Stream Products and Systems, TÜV Rheinland Group

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Integrating to make the difference

Though TÜV Rheinland has worked with SAP solutions for many years, when choosing new software, it always looks at what the market has to offer. After considering a range of resource scheduling software vendors, the company found it best to stay with SAP, a trusted partner. Insightful resource utilization analysis, improved resource allocation functions, and ease of use made SAP Multiresource Scheduling the clear choice.

The extent to which the software can be integrated with existing solutions was another deciding factor. Sebastian Müller, process engineer responsible for implementing the software at TÜV Rheinland LGA Products, explains it like this: "SAP Multiresource Scheduling is easy to integrate into an array of administrative and production processes supported by SAP and non-SAP software systems. All resource scheduling data exists in one place and can be accessed at any time, making it the hub of our global resource scheduling."

"SAP Multiresource Scheduling is easy to integrate and extend, and the SAP Custom Development organization provided us with expert help."

Matthias Thiebes, Subproject Manager for SAP Multiresource Scheduling Implementation, TÜV Rheinland Group

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Supporting informed decisions at a glance

Whatever the testing project, TÜV Rheinland must allocate, coordinate, and manage the right people and equipment for the job. SAP Multiresource Scheduling handles this complex task, connecting to multiple SAP applications that provide data on quotations and orders, requirements and availability, and skills and resources. Meanwhile, the company's product lifecycle management software system delivers manufacturing data from production.

The resulting information benefits all personnel and departments involved. Dashboards help team members understand requirements, workloads, and capacity at a glance. Integrated analysis functionalities give project teams transparency into resource utilization, helping optimize scheduling while minimizing time, effort, and cost. And a Web-based portal makes it intuitive for teams to communicate and confirm resource assignments.

"SAP Multiresource Scheduling makes certification management easier, as we can identify the employees with the skills needed for any task."

David Preuss, CIO of Business Stream Products and Systems, TÜV Rheinland Group

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Boosting competitiveness: more transparency, less idle time

TÜV Rheinland operates in a highly competitive market. "Businesses can no longer afford just to think locally," says David Preuss, CIO of business stream products and systems. TÜV Rheinland has set its sights far higher, taking a global view of its employees and capacity.

SAP Multiresource Scheduling centralizes information access, with impressive results:

- Optimized resource utilization and improved scheduling have reduced idle time considerably.
- Intuitive graphical planning tools give users real-time insight into project status.
- Reduced cycle times and more-efficient administrative processes increase both productivity and profitability.

For Preuss, one other aspect – staffing – is key: "For many products we need different, highly specialized skills. SAP Multiresource Scheduling makes it much easier to match service requests with the most suitable personnel." Benefits like these make SAP Multiresource Scheduling a clear choice for firms needing to coordinate global operations.

"Using SAP Multiresource Scheduling helps us deploy the right resources faster, which boosts customer satisfaction."

David Preuss, CIO of Business Stream Products and Systems, TÜV Rheinland Group

Executive overview

Company

Vision

Why SAP

Solution

Benefits

Future plans

Step by step, around the world

SAP Multiresource Scheduling is a strategic part of TÜV Rheinland's drive to harmonize business processes across its locations worldwide. After implementing the application in Germany, the company rolled it out in China and Taiwan. Japan and the United States are next, where it will benefit 2,000 additional employees.

But that's not all: TÜV Rheinland's systems division, which audits and certifies management systems to meet ISO standards, will be the next division to benefit from the versatility of SAP Multiresource Scheduling.

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