MAN TRUCK & BUS

CONSISTENTLY EFFICIENT HR PROCESSES

QUICK FACTS

Industry
Automotive

Revenue
€7.45 billion

Employees
31,300

Headquarters
Munich, Germany

Web Site
www.mantruckandbus.com

SAP® Solutions and Services
Human resources management with SAP® ERP application, SAP NetWeaver® technology platform

MAN Truck & Bus AG ranks among Europe's leading manufacturers of commercial vehicles. The corporation's quality, technology, and customer focus rely on a highly skilled workforce. A global HR template built on the human resources functionality of the SAP® ERP application helps the corporation streamline and unify its HR processes across business units and country organizations for greater cost-effectiveness and sustained regulatory compliance.

Key Challenges

- Consolidate a diversity of HR applications into a single, coherent platform
- Enforce global corporate policies while accommodating local needs
- Ensure and track regulatory compliance in multiple regions
- Increase efficiency of HR processes and cut costs

Why SAP Was Selected

- Holistic software solution, complemented by business process frameworks
- Regulatory compliance and audit-readiness of posting methodologies
- Best-of-breed software in data and deploy/transport management
- Continuous enhancements to the product and service architecture

Implementation Best Practices

- HR process requirements translated into an implementation template
- Proof of concept
- Pilot project that delivered useful insight and minimized risk of future rollouts
- Parallel rollout to more than 1 HR organization at a time
- A balance between global and local competencies

Low Total Cost of Ownership

- Consolidation of 10 HR systems into 1 platform
- Multilanguage and multicurrency support
- Scalable solution that supports change and growth
- Single client serving multiple HR organizations within the enterprise
- Regular software extension of the code inspector framework with customer classes "transport checker" for transparent customizing

Financial and Strategic Benefits

- Streamlined and unified HR processes on a single application platform
- Cut IT maintenance cost significantly, up to 50%
- Reduced HR administrative effort by 15%
- Eliminated external consulting services
- Established "one version of the truth"

Operational Benefits

- Established shared HR metrics and standard process foundations across the enterprise
- Shortened time to value for new HR processes
- Improved data quality
- Gained ability to identify and prevent violations of corporate HR policies
- Defined best practices that facilitate the rollout to additional business units

"SAP software reflects in-depth business knowledge. Today, we have an integrated application landscape in place that puts us in control of our global HR processes and supports us in delivering shared HR services."

Joachim Dütz, Vice President, MAN SE Groupwide HR IT Coordinator, and Head of Information Systems, MAN HR Services GmbH

www.sap.com/contactsap

Global Footprint

MAN Truck & Bus AG, a member of the MAN group of companies, manufactures buses and trucks in Germany, Austria, Poland, Turkey, India, and South Africa. The corporation generates €7.45 billion in annual revenue and employs some 31,300 staff.

Case for Standardization

Over the years, organic growth plus mergers and acquisitions resulted in a considerable degree of diversity in the application landscape at MAN Truck & Bus. The human resources (HR) function was no exception. In 2003, the MAN group's senior management established industrial governance policies aimed at shared metrics and standardized processes across the enterprise.

The HR IT organization of MAN Truck & Bus started to streamline and unify HR processes. Across the MAN group, the SAP® ERP application had proved its worth as the enterprise application of choice. The investigation for a robust approach concluded that the functionality of the SAP ERP Human Capital Management solution best met the corporation's requirements in terms of regulatory compliance, data privacy, auditing, third-party database integration, and integrated process frameworks. In addition, it reflects in-depth business knowledge.

Global and Local Requirements

The HR process requirements of MAN Truck & Bus, including name spaces and number ranges as well as statutory provisions, were translated to a template for subsequent implementation. "The human resources functionality included in SAP ERP provides the right foundation for our needs," says Jochen Kluge, head of HR information systems at MAN Truck & Bus.

"The size and complexity of MAN Truck & Bus ruled out a midmarket solution that might collapse under its workload," says Joachim Dütz, who is head of information systems at MAN HR Services GmbH. "We wanted a smooth start with a scalable long-term solution to support our HR processes on a global scale."

Start Small, Think Big

A proof of concept that focused on master-data and time management in Germany and Poland delivered valuable insight. The rollout of the template started in 2008 and was completed in 2010. Today, the template comprises a global section for generic items, such as the organization chart and e-recruiting, while country-specific items such as time management, payroll accounting, and labor contracts are handled via local sections.

The MAN group's former 10 HR systems are now consolidated into a single HR platform. The HR IT organization's template approach has been very well received by other companies within the MAN group, including MAN Diesel & Turbo and MAN Latin America.

"Due to the robust transport mechanism provided by SAP, we are able to manage multiple HR entities within the same client system. No other software vendor offers this type of support," notes Kluge.

Compliance and Governance

Changes in legislation are reflected in the regular maintenance packages MAN Truck & Bus receives from SAP. Such changes don't require any customization effort from the HR IT organization. The role-based permission policies inherent in the human resources functionality of SAP ERP help the corporation to ensure that its business units comply with corporate HR process guidelines. For instance, when HR employees in France attempted to change definitions in a global table, these changes were flagged in red, indicating a violation of corporate rules.

Looking Ahead

HR functionality enhancements that will add to the attractiveness of MAN Truck & Bus as an employer are planned for rollout in the near future. These include e-recruiting based on the SAP NetWeaver® technology platform, skill-base replenishment, and an employee self-service portal.

50 104 638 (11/05)

©2011 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

THE BEST-RUN BUSINESSES RUN SAP™