



MANUTENCOOP FACILITY MANAGEMENT

INDUSTRY LEADER SHINES WITH SWEEPING SAP® SOFTWARE UPGRADE

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Massimo Battaglioli, Director of Information Systems and Innovation Technology Department, Manutencoop Facility Management SpA

QUICK FACTS

Company

- Name: Manutencoop Facility Management SpA
- Location: Zola Predosa, Bologna, Italy
- Industry: Professional services
- Products and services: Facility management, property management, laundering and sterilization
- Revenue: €606 million (2007)
- Employees: Over 12,000
- Web site: www.manutencoopfm.it
- Implementation partners: Twinergy SpA, TechEdge, and ComData SpA

Challenges and Opportunities

- Integrate all Manutencoop companies and external vendors into back-office operations to support growth
- Facilitate the usability and integration of legacy solutions with SAP® applications
- Improve access to corporate information for enhanced reporting
- Manage vendors and customers more effectively
- Reduce the scope of support activities managed by IT

Objectives

- Upgrade the back-office software infrastructure
- Integrate applications via a single sign-on Web interface
- Empower users to configure basic settings themselves
- Improve reporting functionality

SAP Solutions and Services

- SAP ERP application
- SAP NetWeaver® Portal component
- SAP Supplier Relationship Management application

Implementation Highlights

- Upgraded to SAP ERP and implemented SAP NetWeaver Portal in 4 months
- Upgraded on time and on budget

Why SAP

- Extent of footprint of SAP software at Manutencoop Facility Management
- Coverage of back-office processes through SAP applications

Benefits

- Increased the usability, reporting, and consolidation of applications
- Enhanced internal business processes to improve customer services
- Streamlined time-consuming support activities by up to 20%
- Improved the vendor evaluation process
- Implemented a software landscape that supports the integration and consolidation of newly acquired companies

Existing Environment

- SAP R/3® software (functionality now found in SAP ERP)
- Legacy solutions



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Massimo Battaglioli, Director of Information Systems and Innovation Technology
Department, Manutencoop Facility Management SpA

As a leading company on the fast track, Italy's Manutencoop Facility Management SpA needs a streamlined software landscape to free up time and resources for critical tasks like business process innovation. With an infrastructure based on numerous legacy and SAP® applications, the company knew it had to consolidate and integrate the software running its back-end operations. Its landscape also had to support the firm's strategy of growth through acquisition by making it easier to integrate new companies into its IT infrastructure.

To achieve these goals, Manutencoop Facility Management upgraded to the SAP ERP application and implemented the SAP NetWeaver® Portal component and the SAP Supplier Relationship Management (SAP SRM) application. Besides gaining a platform that's stable, scalable, and automated to support its growing corporate infrastructure, the company drastically increased its software usability for project managers and field staff. It also gained a clearer view of corporate information for internal and external reporting purposes.

According to Massimo Battaglioli, director of information systems and innovation technology department at Manutencoop Facility Management, “We upgraded to SAP ERP to pursue our operational excellence by increasing our range of software functionality. But we have achieved much more. We have improved the overall efficiency of company operations for the benefit of users and customers alike.”

Delivering Facilities Management Services for All of Italy

With its extensive service offerings, Zola Predosa-based Manutencoop Facility Management is a huge organizational apparatus. The firm counts on more than 12,000 employees and subsidiaries throughout Italy to provide cleaning, sanitization, landscaping, and maintenance services for public administrations, hospitals, banks, and private companies. The firm also draws on the resources of several external vendors to supplement its service offerings to customers.

As Carlo Gattei, manager for communications and portal solutions, explains, “The facilities management market in

Italy is new, with several small companies – some with only two or three people based in small towns – offering limited services that are unable to satisfy the market's needs. Our role has also been to collaborate with many of these small firms and act as an intermediary in marketing their services. On their own, these smaller companies lack the resources to secure major contracts. But we can offer them the organization, people, and professional knowledge necessary to participate in large contracts.”

Through these external vendors, Manutencoop Facility Management can provide support all over Italy. With thousands of personnel and projects involved, however, the ability to easily access and manage data is critical in order for the firm to know which services it can provide for what type of project. Only then can it have the information in hand to manage large contracts and deliver its quality services.

Controlling the Back Office with SAP Software

Manutencoop Facility Management is part of the Manutencoop Group, which first implemented SAP software in 1999. SAP applications cover all of Manutencoop Group's back-office operations, including financial, purchasing, HR, and sales processes. Meanwhile, legacy solutions support the front-office division that deals with all maintenance activities. In February 2007, the group began upgrading to the latest release of SAP ERP to improve the automation and integration of its IT landscape.



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Carlo Gattei, Manager for Communications and Portal Solutions, Manutencoop Facility Management SpA

“The main reason for the upgrade was not just to keep Manutencoop Facility Management up-to-date with new solutions, but to use new modules and functionality,” explains Marco Baraldi, manager for SAP back-office applications. “In addition, we wanted to provide users with services through a portal to reduce the scope of support activities. We were also looking for a way to easily and quickly access information to support our operational activities. And we wanted to facilitate the integration of all our applications and include all companies that work for us in the SAP software environment.”

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Marco Baraldi, Manager for SAP Back-Office Applications, Manutencoop Facility Management SpA

Automating and Facilitating User Functionality

To reduce IT support activities and improve software usability, Manutencoop wanted to provide user self-services through its corporate portal. The implementation of SAP NetWeaver Portal enabled the firm to achieve this goal and rectify three major issues. First, it had no previous way of communicating corporate news to employees effectively apart from e-mails. Second, configuring access authorizations to folders and files formerly required the hands-on involvement of the IT department. Third, managing the

updates and passwords to the approximately 40 legacy solutions supporting front-end operations was increasingly difficult – especially for the IT staff responsible for keeping tabs on each application’s status and replacing lost passwords.

Streamlining Time-Consuming Support Activities

“With SAP NetWeaver Portal, we have greatly reduced the number of support activities that IT has to handle manually,” says Gattei. Corporate news now reaches all the right users in a targeted

manner through the corporate portal. In terms of document and folder access, Manutencoop has seen a paradigm shift in the user authorization process. “We have moved the management of folder access authorizations from the IT department to the users,” Gattei adds. “They can now set up collaboration rooms and define who has access and who doesn’t – freeing up IT resources to focus on other priorities. This puts the responsibility for these folders, which contain all property data related to contracts and bids, in users’ hands and greatly increases usability and performance.”

SAP NetWeaver Portal has also played a major role in providing an integrated view of legacy applications via a uniform interface, which facilitates ease of use. “All our facility managers now have one single access point for all front-end applications in the portal,” explains Gattei. “What’s more, most of these applications are integrated with single sign-on functionality within the portal, so users don’t even need to remember each individual password.”

Since implementing SAP NetWeaver Portal, user requests for manual support activities have dropped in the area of applications. In addition, the technical and operation department now manages the settings of folder access rights. In the long run, however, Gattei considers the positive effect that the implementation has had on how users perceive technology as the most important benefit. This fact is supported by the over 1,000 users who are already registered on the corporate portal in the first five months of its operation. “With the one single access point offered by SAP NetWeaver Portal for applications, news, and documentation – and no password required to enter the portal – users see that software can really help them do their work,” Gattei says.

Gaining a Better View of Vendors

The SAP ERP upgrade project also included the implementation of the strategic sourcing module of SAP SRM to control and evaluate vendors. Previously, the vendor selection process was impeded by a lack of detailed information

regarding the quality of services provided by each vendor. The company turned to SAP SRM to improve the information collection and analysis processes associated with controlling these external

With more efficient processes and enhanced access to more comprehensive information for internal and external users, the firm has improved the quality of its services. "Now it is a lot easier to

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Enrico Sissa, Manager for SAP HR Applications, Manutencoop Facility Management SpA

sourcing activities. "The ability to control and evaluate vendors with SAP SRM is essential for improving our business and providing information to purchasers," Battaglioli adds.

With SAP SRM in place, Manutencoop Facility Management can more easily evaluate specific projects, including their costs, revenues, and profitability. SAP SRM has also improved visibility into the company's activities and software. "We took advantage of upgrading to a new platform and integrating our software infrastructure to simplify application access and provide information in an easier-to-understand way using reports and cockpits," says Battaglioli. "We can now provide our financial and accounting department with a better way of displaying and evaluating data."

Pursuing Operational Excellence

These benefits all add up to an overall improvement in the way Manutencoop Facility Management does business.

provide customers with information and reports on our maintenance plan, including what we have done and what additional tasks we plan to do," Battaglioli explains. "It sounds strange that software can help win bids and manage contracts for services like cleaning and landscaping, but SAP software helps improve our competitive performance in the facility management market and is part of the added value of our offerings."

The upgrade is also an important stepping-stone to making acquisitions easier. "Our SAP software will support all our existing and new companies in terms of administration, purchasing, sales, and HR," says Enrico Sissa, manager for SAP HR applications. "We expect that after this upgrade it will be easier to include new companies in our SAP software environment by providing them with access to their legacy applications through the SAP NetWeaver Portal."

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