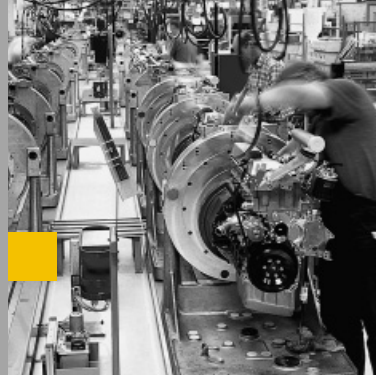


SAP Customer Success Story Automotive – Motor Vehicles



“What really attracted us to SAP software was that it provides so much functionality out of the box and it is so flexible and so easy to use.”

Syed Shahnawaz Mehdi, IT Manager, Nissan Middle East FZE

AT A GLANCE

Company

- Name: Nissan Middle East FZE
- Location: Jebel Ali Free Zone, Dubai, UAE
- Industry: Automotive
- Products and services: Motor vehicles
- Employees: 100
- Web site: www.nissan-me.com
- Implementation partners: Axon Group plc (Egham, UK), Satyam Computer Services Ltd. (Hyderabad, India), SAP® Active Global Support organization

Challenges and Opportunities

- Staying lean, reducing costs through self-service
- Easy integration of Nissan global applications

Objective

Install enterprise resource planning (ERP) software to replace costly legacy environment and introduce self-service capabilities

SAP Solutions and Services

- SAP ERP application, including the SAP Employee Self-Service and SAP Manager Self-Service applications
- SAP ERP Human Capital Management solution
- SAP NetWeaver® platform
- SAP Active Global Support services

Implementation Highlights

- Fast – 19 weeks
- No change to scope – stuck to blueprint, no change requests
- Early involvement of business users, resulting in smooth go-live
- Pre-go-live check and system audit via SAP Active Global Support

Why SAP

- Reliable support infrastructure
- Comprehensive features and functionality that support a wide range of business scenarios
- SAP's reputation as industry leader in ERP

Benefits

- 25% reduction in time needed for certain business processes
- Elimination of paper-based forms and processes
- 35% increase in payroll processing speed
- Easy integration with corporate parent's global systems
- Confidence in achieving business case ROI
- Elimination of legacy systems and associated support costs
- More choice and leverage in selecting outsource support
- Support for future HR-centric initiatives

Existing Environment

Custom-developed legacy system

Third-Party Integration

- Database: Oracle
- Hardware: IBM
- Operating system: Microsoft Windows

NISSAN

Nissan Speeds Business Processes by 25% to 35% with SAP® Employee Self-Service and SAP Manager Self-Service

Nissan Middle East FZE runs a lean headquarters in Jebel Ali Free Zone, Dubai, UAE, where 100 employees support the carmaker's operations across 26 countries – a geography that also includes North Africa and parts of the Commonwealth of Independent States like Kazakhstan and Tajikistan. Self-service is a key strategy at the office, which is why Nissan uses the SAP® Employee Self-Service and SAP Manager Self-Service applications. With the SAP software, Nissan employees and managers can quickly access information without depending on administrative staff.

The self-service focus is in human resources, where Nissan employees log on at the office or online using the SAP NetWeaver® Portal component. There, they can check their overtime postings and insert explanations, see pay slips, request leaves, review salary and benefit statements, maintain data for passports and visas, and manage personal details. Managers log in to check employee overtime, verify the data, and approve it. Leave requests trigger an e-mail in Microsoft Outlook so managers know to log on to the portal to give approvals. Managers also use SAP Manager Self-Service for performance appraisals.

“Everyone finds self-service easy to use,” says Syed Shahnawaz Mehdi, IT manager at Nissan Middle East. “Both managers and employees are quite happy with the user-friendly appearance of the portal. It's quite colorful and very intuitive.”

That ease of use takes a burden off the HR department.

“SAP self-service applications enable us to keep staff small,” says Mehdi. “Self-service also saves us time, and where there are time savings there are cost savings. We reduced time for some business processes by 25%. Employees don’t have to find managers for approvals. We also eliminated printing and multipage paper forms.”

Nissan also accelerated payroll processing by more than 35%. The company processes payroll internally using the SAP ERP Human Capital Management solution. Employee work time is recorded daily and is available the next morning for review on the portal, speeding up payroll authorization.

“SAP self-service applications enable us to keep staff small. Self-service also saves us time, and where there are time savings there are cost savings.”

Syed Shahnawaz Mehdi, IT Manager, Nissan Middle East FZE

The self-service initiative is part of a larger rollout of the SAP ERP application. Nissan accomplished the full implementation of the business enterprise software quickly, in only 19 weeks – on time and within budget. Says Mehdi, “We also feel confident that we will achieve our ROI estimate of four years.”

SAP NetWeaver Platform: Faster, Simpler Integration

Nissan Middle East had been using a custom-developed business system that was costly to maintain and difficult to integrate with the new systems continuously being deployed by global headquarters. “Every time corporate introduced another

“We also feel confident that we will achieve our ROI estimate of four years.”

Syed Shahnawaz Mehdi, IT Manager, Nissan Middle East FZE

solution, we needed to interface our local system with it,” Mehdi says. “It was a tedious task and made us depend rather heavily on certain companies and individuals to analyze the requirements and develop the interfaces. We wanted to reduce this dependency and move to an industry standard solution so we would have more support options available worldwide.”

SAP ERP, powered by the SAP NetWeaver platform, also helps Nissan Middle East link more swiftly and easily to the systems from its parent company. SAP NetWeaver unifies technology components into a single platform, reducing IT complexity and enabling integration of systems running SAP or non-SAP software. Says Mehdi, “The SAP NetWeaver platform simplifies the integration task when we need to link up with global Nissan applications.”

Nissan worked with partners Axon Group plc, Satyam Computer Services Ltd., and the SAP Active Global Support organization during the rapid rollout. Axon consulted around financials; Satyam focused on HR and the portal; SAP Active Global Support provided a pre-go-live check and system audit. Maintaining scope was the key success factor. Says Mehdi, “We did not raise a single change request; we stayed with what we discussed during the blueprinting stage. That was the highlight of the project, I feel. That’s why we were able to complete it on time and within budget.”

During the first phase of the rollout, Nissan concentrated on financials, controlling, and human resources. It now uses SAP ERP for general ledger processes, receivables and payables, cash accounting, bank accounting, travel expenses, treasury, cost center accounting, and profitability analysis. In addition to SAP Employee Self-Service and SAP Manager Self-Service, it relies on SAP ERP Human Capital Management for maintaining HR master data and for organization and time management.

“We maintain the complete organization using SAP ERP Human Capital Management – business units, employee positions, and the hierarchical reporting structure. We use this for approval workflow,” Mehdi says. “We use the software for time recording. Employees and managers then see that time information through self-service.”

Nissan next plans to extend SAP Employee Self-Service to training – so users can easily access schedules, sign up for courses, and receive approvals – and to business travel, for everything from planning a trip to submitting an expense report. It will also evaluate the SAP Supply Chain Management application as part of future business plans. Says Mehdi, “What really attracted us to SAP software was that it provides so much functionality out of the box and it is so flexible and so easy to use.”

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