

SAP Customer Success Story Industrial Machinery and Components



“Our human resources department has fewer operational tasks to deal with and more time for strategic initiatives.”

Christian Kellmann, Head of Personnel,
Endress+Hauser InfoServe GmbH+Co. KG

AT A GLANCE

Company

- Name: Endress+Hauser Group
- Location: Reinach, Switzerland
- Industry: Industrial machinery and components
- Products and services: Measurement instrumentation; services and solutions for industrial process engineering
- Revenue: €985 million (2005)
- Employees: 7,100+
- Web sites: www.endress.com, www.infoserve.endress.com
- Implementation partners: Endress+Hauser InfoServe GmbH+Co. KG, SAP® Consulting

Challenges and Opportunities

- Introduction of an online portal for applicants
- Harmonization of internal processes
- Ability to post employment opportunities on external job boards via XML

Objectives

- Increase number of applicants
- Achieve faster and more targeted selection of applicants
- Improve efficiency in administration
- Lower personnel management costs
- Introduce an online portal for applicants
- Enable long-term talent management

SAP Solutions and Services

- SAP ERP Human Capital Management solution
- SAP NetWeaver® Portal component
- SAP E-Recruiting application
- SAP Consulting

Implementation Highlights

- Quick installation
- Early integration of all users in the design phase
- Key requirements already mapped in the standard solution

Why SAP

- Secure integration
- Extensive functions
- Future-proof

Benefits

- Consistent and integrated application processes
- Higher number of applicants as a result of online portal
- Reduced administrative costs
- Targeted search for specialists
- Falling costs due to more efficient personnel management

Existing Environment

SAP ERP, SAP Customer Relationship Management, SAP Supplier Relationship Management, and SAP Product Lifecycle Management applications

Third-Party Integration

- Database: IBM DB2
- Hardware: IBM zSeries
- Operating system: zLinux

ENDRESS+HAUSER

SAP® ERP HCM Speeds Recruitment, Reduces Costs, and Improves Talent Management

Companies of all sizes compete worldwide for the most talented employees – but how can they increase the number of applicants and attract better staff? What measures are effective when competing for skilled personnel? And how can companies reduce their personnel management costs and free up time for other tasks?

The Endress+Hauser Group, a leading supplier of measurement instrumentation and services and solutions for industrial process engineering, has come up with its own answer. Headquartered in Reinach, Switzerland, the family-owned company boasts more than 70 subsidiaries in 35 countries and currently employs more than 7,100 people. In order to maintain the growth it has achieved over the last few years, Endress+Hauser is looking for highly skilled engineers around the world.

Integrating the Recruitment Process

“Our aim is to increase our number of applicants and reduce the operational costs in the personnel department by 2010. This gives our HR staff more time for strategic initiatives,” explains Christian Kellmann, head of personnel at Endress+Hauser InfoServe GmbH+Co. KG, the company’s own IT services provider based in Weil am Rhein, Germany. An integrated IT-based process enables the company to find the best candidates, keep tabs on promising individuals, and recruit them much faster. The process is enabled by the SAP® ERP Human Capital Management (SAP ERP HCM) solution, based on the SAP NetWeaver® platform. Endress+Hauser has used this solution to speed up the recruitment process, reduce administrative costs, and create the basis for integrated talent management. Endress+Hauser InfoServe introduced the solution with the support of SAP Consulting.

Deciding on SAP Software

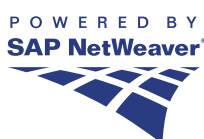
There were several reasons why Endress+Hauser chose SAP software. "We are following an SAP strategy throughout the company. Moreover, the SAP E-Recruiting application in SAP ERP HCM already maps our key requirements in the standard solution. The applications can be extremely well integrated in the existing IT landscape," says Claus Conrad, department manager at Endress+Hauser InfoServe. InfoServe determined the requirements for the new solution in consultation with managers and employees in the affected departments before moving on to define the critical processes. "The early involvement of users in all the key areas was crucial to the project's success," says Conrad. The implementation project was completed in only six months. Some 10,000 data records have now been transferred from the existing SAP applicant management system to SAP E-Recruiting.

"The implementation was very quick and uncomplicated. We have received outstanding feedback from our users."

Claus Conrad, Department Manager,
Endress+Hauser InfoServe GmbH+Co. KG

Strengthening the Online Channel

Speed is essential when competing for the best employees – companies that are able to advertise vacancies quickly, evaluate incoming applications immediately, and recruit the ideal candidates have a crucial advantage. In the past, Endress+Hauser inserted vacancy advertisements in newspapers and online portals, and mainly received applications by post or e-mail. This involved lots of administration and lost time for the personnel department. Advertisements had to be kept up-to-date, and the many documents received had to be filtered and inspected. Moreover, booking vacancy advertisements in newspapers was expensive and produced unsatisfactory results. "Highly skilled people mainly search for jobs on the Internet and apply directly online, so we've reinforced this channel for staff recruitment," says Conrad.



Linking Directly to Job Portals

The company's own vacancy advertisements are now linked to Internet job exchanges via an XML interface. Readers are taken directly to the Endress+Hauser recruitment portal. Search robots monitor the job portals daily to verify that the advertisements are still up-to-date. In this way, vacancy advertisements are automatically inserted and deleted – in several job portals simultaneously. There are no longer any maintenance costs. Candidates

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can apply for jobs conveniently by filling out an online form. Moreover, they can register for Endress+Hauser's talent pool. Once they save their profile in this pool, they can use it to apply for any new vacancies in no time at all. If an applicant is not quite right for a particular post, he or she can choose to have his or her profile retained after registration. This gives Endress+Hauser a talent pool at its disposal that it can review before advertising any future vacancies.

More Time Thanks to Simplified Administration

Employees are now able to manage many simple administrative tasks, such as time recording, travel expense management, and personal data management, on their own computers using self-service. What is more, managers receive support with workforce-related administrative tasks such as compensation planning and the composition of teams. "Our managers can plan the deployment of their staff or issue approvals at a click of the mouse, no matter where they are located," says Kellmann. This significantly reduces the time that managers and employees have to spend on administrative tasks, which frees up more time for daily operations.

Conrad has been impressed by the project. "The implementation was very quick and uncomplicated. We have received outstanding feedback from our users," he says. The company is already aware of an increase in the number of applicants. Moreover, Endress+Hauser has cut administrative and personnel management costs considerably.

