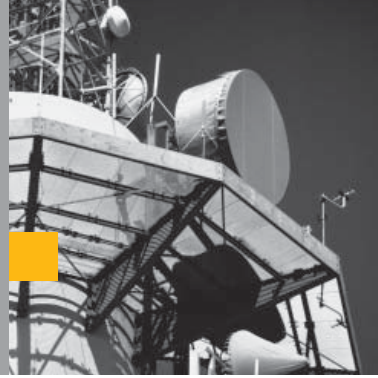


## SAP Customer Success Story Aerospace and Defense



**“SAP Quick Upgrade Evaluation certainly met our expectations. The SAP Consulting experts gave us a rock-solid foundation for planning. We now know exactly what to expect in terms of effort and costs.”**

Dieter Wiesbacher, Head of the SAP Customer Competence Center,  
DFS Deutsche Flugsicherung GmbH

### AT A GLANCE

#### Company

- Name: DFS Deutsche Flugsicherung GmbH
- Location: Langen, Germany
- Industry: Aerospace and defense
- Products and services: Air traffic control
- Revenue: €875.4 million
- Employees: 5,175
- Web site: [www.dfs.de](http://www.dfs.de)
- Partner: SAP® Consulting

#### Challenges and Opportunities

- Move up to the latest release of the SAP ERP application in order to pave the way for the introduction of new functionality in line with business needs
- Gain accurate insight into effort associated with the upgrade and for expert support with planning

#### Objectives

- Determine cost and effort involved in moving up to SAP ERP
- Analyze complexity of existing SAP software
- Gain insight into all software modifications and eliminate unused custom coding
- Obtain a fixed-price quote for upgrade project

#### SAP Solution and Services

SAP Quick Upgrade Evaluation service

#### Highlight

Received expert advice and support from dedicated SAP consultant

#### Why SAP

Solid basis for SAP to quote a fixed price for upgrade

#### Benefits

- Firm foundation for project planning
- Clear picture of effort and costs involved in changeover
- Direct contact with SAP specialists via upgrade expert
- Clearly structured overview of all modifications to existing SAP software
- Detailed on-site presentation of all findings
- Recommendations for timing of activities, including Unicode conversion

#### Existing Environment

SAP R/3® Enterprise software (functionality now found in SAP ERP)

#### Third-Party Integration

- Database: Oracle
- Hardware: Fujitsu Siemens
- Operating system: Sun Solaris

## DFS DEUTSCHE FLUGSICHERUNG

### SAP® Quick Upgrade Evaluation: Planning with Confidence

SAP® enterprise resource planning (ERP) software has long played a key role at DFS Deutsche Flugsicherung GmbH. To pave the way for new business-driven functionality, the German air traffic control organization recently decided to step up to the latest release of the SAP ERP application. In the run-up to the transition, DFS called in SAP Consulting to deliver the SAP Quick Upgrade Evaluation service. The result: rapid, accurate insight into the time and effort required for the migration – plus a fixed-price quote for the project.

### Ensuring Safety in the Air

Based in Langen, Germany, DFS Deutsche Flugsicherung has an excellent reputation for safety, professionalism, and cost-effectiveness. Wholly owned by the federal government, the company ensures the safety of German air traffic, handling some 9,000 flights every day. In addition to operating control centers in Germany (in Langen, Bremen, Karlsruhe, and Munich), DFS is represented at 19 international and regional airports throughout the country, and at the Eurocontrol Center in Maastricht, Netherlands. With a total workforce of around 5,200, the company posted revenues of €875.4 million in 2006.

Since its foundation in 1993, DFS has deployed SAP software – streamlining processes and cutting the time spent on manual tasks. The organization currently runs two SAP installations: one for human capital management (HCM) and one for key ERP activities, such as financial accounting, sales and distribution,

and logistics. Following the recent highly successful upgrade of its HCM environment to SAP ERP, DFS decided the time was ripe to take its other SAP installation to the next level.

### **Building on Good Experience**

“Through the HCM initiative, our people gained a firm grasp of SAP ERP,” explains Dieter Wiesbacher, head of the SAP Customer Competence Center at DFS. “What’s more, we had already upgraded our database and acquired the necessary licenses. So we were ideally placed to migrate our remaining SAP installation to the latest SAP ERP release.”

SAP Quick Upgrade Evaluation came into the picture very early. “Because SAP software plays a strategic role at our organization, our stakeholders regularly meet with SAP representatives,” states Wiesbacher. “And that’s how we found out about the service. We wanted certainty when it came to budgeting and timelines – and that’s precisely what SAP Quick Upgrade Evaluation promised. Plus, we were interested in having SAP handle our upgrade. And the evaluation provided a solid basis for a fixed-price quote.”

### **Rapid Insight into Upgrade Cost and Effort**

Delivered by SAP Consulting, SAP Quick Upgrade Evaluation provides detailed insight into the cost and effort of moving up to SAP ERP, plus a high-level milestone plan. A dedicated SAP team, headed by a senior upgrade expert, works hand in hand with customers to analyze their existing SAP software landscape and map out their migration path. Performed in just two to four weeks, the service includes remote analysis and intensive on-site workshops.

The evaluation took place in March 2007. DFS first deployed the proven SAP system landscape optimization tool to rapidly capture information on the scope and complexity of its existing SAP environment. Experienced specialists from the Global Delivery group of SAP Consulting then analyzed the data

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Dieter Wiesbacher, Head of the SAP Customer Competence Center,  
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remotely. “The SAP consultants returned their findings in a clearly structured HTML file, which listed every single modification within our SAP software,” says Wiesbacher. “We went through this with SAP Consulting during the kickoff workshop. And then we decided which objects we would have to include in the upgrade – and which ones we could safely delete.”

DFS forwarded these conclusions to the SAP Consulting upgrade expert, who incorporated them into his concluding presentation. This detailed the time and effort required for the migration and provided recommendations on the scheduling of various activities such as Unicode conversion. The summary of findings also included SAP’s final fixed-price quote for the project.

### **No Nasty Surprises**

In performing the evaluation, SAP Consulting was able to leverage its global delivery model and availability of experienced consultants, which had a positive effect on both the speed and the quality of the delivery. Wiesbacher is upbeat about the outcome of the exercise. “SAP Quick Upgrade Evaluation certainly met our expectations. The SAP Consulting experts gave us a rock-solid foundation for planning. We now know exactly what to expect in terms of effort and costs. And that means no nasty surprises during the actual project,” he says.

And Wiesbacher is keen to underscore the role of the dedicated SAP consultant: “Our SAP Consulting upgrade specialist was my single point of contact throughout the engagement and contributed significantly to its success. What’s more, he was available to answer questions at any time – even on weekends.”

### **Plenty in the Pipeline**

A number of initiatives involving SAP solutions are currently in the pipeline at DFS. “In 2008, we intend to introduce new HCM functionality, including SAP software for travel management and company pensions,” states Wiesbacher. “Our move to SAP ERP is slated for 2009,” he explains. “While it’s still too early to say if SAP Consulting will be our partner, we were more than satisfied with the results they provided.” One thing is certain: armed with the findings of the SAP Quick Upgrade Evaluation, DFS is ideally placed to tackle its migration project.

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