



**“Seeing complex processes and systems working so smoothly today confirms that we have obviously chosen the right products.”**

Eduard Kaiser, Project Manager, Erste Bank Group

## AT A GLANCE

### Company

- Name: Erste Bank Group
- Location: Vienna, Austria
- Industry: Banking
- Products and services: Business and personal banking services
- Revenue: €932 Million (net earnings 2006)
- Employees: 50,160
- Web site: [www.erstebank.com](#)
- Partners: s IT Solutions AT Spardat GmbH, rit edv-consulting GmbH

### Challenges and Opportunities

- Simplify, standardize, and accelerate the hiring of new employees
- Minimize data entry errors and improve data quality
- Reduce the cost of forms maintenance
- Eliminate paper-based processes and manual interfaces

### Objectives

- Establish a seamless, software-enabled process that links recruiting with human resource activities and records management
- Introduce electronic forms
- Automate data entry
- Create a standard solution for the extended enterprise

### SAP® Solutions and Services

- SAP® Interactive Forms software by Adobe
- SAP Records Management application
- SAP E-Recruiting application

### Implementation Highlight

System complexity invisible to end users thanks to seamless integration of all components

### Why SAP

- Integration with existing SAP software
- Fully electronic process
- Scalability and low total cost of ownership (TCO)

### Benefits

- High data quality
- Fast, efficient processing
- Improved communication and collaboration between organizational units
- Elimination of errors
- Fully integrated process
- Low TCO
- Enablement of other interactive, forms-based processes

### Existing Environment

mySAP™ ERP application

### Third-Party Integration

- Database: MaxDB
- Hardware: Siemens
- Operating system: Microsoft Windows 2000 Server

## ERSTE BANK GROUP

### The Missing Link: SAP® Interactive Forms Software by Adobe Ensures Data and Process Quality

Hiring new employees is a multistage process that often involves several software applications and corporate departments. Applications must be reviewed and evaluated, candidates selected and interviewed, and new staff entered into the employer's human resource and payroll administration software. Manual interfaces – in particular, transition points from paper documents to electronic systems – are notoriously slow and prone to error, compromising the integrity of data and communications. Deploying an integrated software environment that encompasses all affected processes and data is therefore a high priority for enterprises with complex hiring requirements.

Erste Bank Group is a leading Austrian financial services provider with subsidiaries in 10 central and southeastern European countries, serving up to 16 million customers. Integrating the growing family of companies across national and organizational borders and realizing efficiencies of scale are strategic goals for Erste Bank.

### SAP NetWeaver® Technology Platform Prepares the Ground

Recognizing the importance of a solid technological basis as a prerequisite for streamlining and standardizing processes and centralizing the supporting software, Erste Bank was among the first enterprises to introduce the mySAP™ ERP application with the SAP NetWeaver® technology platform. This enabled the bank to address an urgent project: to provide full, integrated software support for its “New Employee” process. “Our legacy software was not integrated technically, so we depended on paper documents within the process,” says Eduard Kaiser, project manager at Erste Bank.

A market search resulted in a proposal comprising the SAP® Records Management and SAP E-Recruiting applications, combined with the SAP Interactive Forms software by Adobe. This solution delivered the full functionality needed while lowering the total cost of ownership. “Since the basic functionality of SAP E-Recruiting was part of our SAP software license package,” says Kaiser, “the entire solution could be deployed and rolled out across the enterprise without incurring major additional investment and maintenance cost for third-party software.”

### Complex Requirements

s IT Solutions AT Spardat GmbH, Erste Bank’s internal IT services provider, took on the technical project leadership. The tasks of planning and implementing SAP Interactive Forms, the SAP workflow functionality, and a Microsoft Outlook interface were entrusted to rit edv-consulting GmbH, an SAP services partner with proven expertise in SAP NetWeaver.

“The new solution meant a big change for our IT group, and we all learned a lot in the process,” says Werner Hillringhaus, project head at s IT Solutions. “Introducing entirely new technology and transferring the required knowledge were veritable challenges. But in retrospect, considering all that we have gained, a 60-day project duration and a 30-day implementation phase appear more than reasonable.” Users had been involved in the project planning, so training was accomplished easily. When the new software went live, they were ready. “Seeing complex processes and systems working so smoothly today confirms that we have obviously chosen the right products,” Kaiser emphasizes.

### The Form Takes Shape

SAP Interactive Forms now links the recruitment office with the human resource functions at Erste Bank. When a job applicant has been accepted, the personal information is transferred from SAP E-Recruiting to the human resources/controlling department, via a user-friendly, interactive electronic form that is automatically preloaded with the applicant’s information. Position-specific data may be added manually, and then the form is forwarded to mySAP ERP. It reaches the human resources department as an e-mail attachment or via a hyperlink. An automated workflow generates

a new employee master record in SAP Records Management as well as a payroll record. Additional steps, such as health insurance registration, follow. “With the exception of very few manual entries, the entire process is automated,” says Hillringhaus. “We have basically reduced the paper flow to zero.”

Data quality has improved dramatically, Hillringhaus continues. “By automatically preloading the interactive form with data that is already in the e-recruiting system, we have the assurance that information reviewed once is always accurate.” In addition, the portal-based user interface, requiring only a browser, enables user authentication to protect data access.

### Efficiency, Speed, and Control

Erste Bank has implemented the solution in Austria, including all Austrian subsidiaries. Approximately 50 users work with the electronic form and around 4,000 applications are processed annually. Kaiser is certain the SAP software harbors significant cost savings potential. “The availability of accurate, reliable applicant data and automated processes will definitely lower our

**“By automatically preloading the interactive form with data that is already in the e-recruiting system, we have the assurance that information reviewed once is always accurate.”**

Werner Hillringhaus, s IT Solutions AT Spardat GmbH

cost of hiring. And our main objective – improving process and data quality – has certainly been fulfilled. The Web-enabled SAP NetWeaver technology platform has significantly improved our communication internally and with our subsidiaries that access our centralized SAP software. We are now ready to tie our internal labor market into the SAP-supported process to simplify internal job posting. And there are more possibilities, such as offering direct, online job applications through our corporate Web site.” Hillringhaus agrees: “It goes far beyond our previous solution, offering workflows, collaboration and communication, template creation, and many other features. So as we prepare to roll out this standardized process internationally, we know we can profit from increased efficiency, speed, and control for years to come.”