

DEUTZ AG

In co-operation with Syskoplan Reply, DEUTZ AG has standardised its IT accounting for services using SAP standards and the Syskoplan Reply product "Service Level & Accounting Manager" (SLAM)

THE CLIENT

With an annual turnover of around 1.5 billion euros, DEUTZ AG is one of the world's leading independent manufacturers of diesel and gas engines used in construction machinery, energy generation systems, agricultural machinery, utility and rail vehicles and ships. DEUTZ produces engines with a power spectrum of between four and 4000 kW. DEUTZ customers are served by 16 sales companies, 12 sales offices, 16 service centres and over 800 sales and service partners in more than 130 countries around the world. DEUTZ is one of the first SAP customers in the mechanical engineering sector and one of the first companies to complete the outsourcing of their IT services. The step towards standardised automated IT accounting by external IT service provider EDS to the "end customers" within the company is a logical step towards an engineering approach to the "source make deliver" process chain.

THE CHALLENGE

The central aims of the project were to monitor a user-based SAP computer performance, standardise and automate the entire IT invoicing system, create transparency for IT services used by DEUTZ-internal IT customers and support short-term planning. At the same time, the aim was to implement project and resource planning based on project structure planning in IT using SAP cProjects (Professional Services) and integrate it into SAP BW 2007. The objective was also to establish project management using cProjects as a prototype/pilot in order to implement it for all mechanical engineering projects in the long term. A user-friendly web reporting system was to be made available to all DEUTZ AG customers.

THE SOLUTION

Based on SLAM, a standard was developed for all EDS customers sourcing IT services from EDS who require detailed, source-related forward charging in SAP for their customers. Project management, including project and resource planning, has been implemented using cProjects and integrated into SAP BW 2007.

THE BENEFIT

SLAM transfers the technical data from the data centre to the SAP application. Business management characteristics, such as service recipient, service provider, service types (or service materials) are added to the data and the relevant volumes are stored in detail in SAP. Rules are used to prepare the detailed data internally within the company (e.g. cost centres or PSP elements) with SAP CO (Controlling) or SAP-FI (accounts). This is then passed on or invoiced externally to customers (SAP SD). This enables planning of the provisional service quantities to be bought for each consumer group (cost centre) and the resulting consumer costs for the following year (short-term planning). The relevant SLAM extractors allow later display or reporting in the SAP Business Warehouse.

The integration of the cProjects 4.0 project management tool into SAP Business Intelligence was managed by Syskoplan Reply. The new version 4.0 of cProjects improves the project management and collaborative engineering functionality. cProjects covers the complete range of project management activities, from planning through implementation and project conclusion. The tool integrates the SAP accounts system (billing and planning based on PSP elements). Activation of the content means the reporting system now takes place in SAP BI.

Standard extractors from SAP CO, cProjects and SLAM prepare the data for SAP BI (SAP BW 2007) and make it available to the customers within a web reporting system.



Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM) and Business Intelligence (BI). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit www.reply.de

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