Bilfinger Berger SE

At a glance

The customer

Bilfinger Berger SE
Carl-Reiß-Platz 1 - 5
D - 68165 Mannheim, Germany

- Year of founding: 1880
- Headquarters: Mannheim
- Industrial sector: Construction and services
- Business areas: Industrial Services
    Building and Facility Services
    Concessions
    Power Services
    Construction

Key figures (2010):

Sales: approx. EUR 8 billion
Employees: approx. 58,000
EBIT: EUR 343 million
Group net profit: EUR 284 million
Eighth in the ranking of European construction companies (2009)

The project

- Proof of concept for purposes of preparing a systems map and for purposes of depth of documentation with the SAP Solution Manager
- Use of the Solution Documentation Assistant and the Business Process Repository for purposes of documenting the core processes
- Visualization of the process data as KPIs in a Cockpit
- Evaluation of additional functionalities of the SAP Solution Managers (CDMC & ChaRM)

Process management for efficient service

Together with its partner RealCore Services GmbH, XEPTUM Consulting AG develops for Bilfinger Berger SE, one of the leading international service providers for industry, real estate and infrastructure, with the business segments Industrial Services, Power Services, Building and Facility Services, Construction und Concessions, a path to a comprehensive and largely automated process management system.

As a first step, the primary objectives related to technical feasibility were verified in the course of a Proof of Concept (PoC) study. SAP Solution Management served as the technical data pool and central anchor point ("Single Source of Truth") based on the premise that all significant core processes will be performed in the SAP ERP systems.

However, the clear objective of this project management approach is to capture and consider processes on a comprehensive, i.e. cross-system, basis.

Uniform terminology ideal

The starting point for the PoC was the automated re-documentation of the SAP processes by means of the Solution Documentation Assistant. In contrast to many other SAP users, Thomas Stutz, Bilfinger Berger SE Divisional CIO, does not view the underlying Business Process Repository (BPR) as a weak point - despite its incompleteness - but rather as an ideal starting point for process harmonization:

"Our Group practices decentralization and today we are operating on the basis of multiple specifically designed ERP systems resulting from numerous purchases in the past several years. We are facing the challenge of keeping an overview of this variety as well as being able to manage changes - also from a higher-level perspective- on a targeted basis. From our point of view, uniform terminology, as is available from the BPR, provides an appropriate starting point."

This process documentation which is to be automatically generated in future, is to be expanded to become a Business Activity Monitoring system based on a cockpit developed on the basis of RealCore. For this purpose, data from the core process will be provided from the SAP Solution Manager to the cockpit and depicted there graphically - supplemented by KPIs.

Graphic modeling tool

An affordable and easily learned graphic process modeling tool is to be included in the next steps in order to bridge the gap between business and IT. The decisive criteria will be that the modeling tool may be seamlessly integrated into the existing technical concept: This means that it must have an interface to the SAP Solution Manager Business Blueprint as well as being able to be maintained by the department independently thereof - i.e. on a system independent basis.

The gradual approach additionally envisions use of the functions included in Change Request Managements (ChaRM) on the basis of the new Release 7.1 of SAP Solution Manager in cases of process changes.

Integrated system map

A particular highlight of the Bilfinger Berger project was the inclusion of the XEPTUM-designed automated system map in the proof of concept and that it proved an ideal addition. "We see this approach as the completion of our previous ideas. This system map completes the picture and will serve as the starting point for a comprehensive understanding of system and processes. We are going to move this idea forward with XEPTUM," says Thomas Stutz.

Automated system map in the SAP Solution Manager

To receive a graphical overview of the system landscape with visual interfaces and an indication of technical details at the push of a button - the XEPTUM system map makes this possible.

Efficient processes based on stable systems are fundamental for businesses to be competitive. However, the technological trend is moving ever further from monolithic systems within which processes run: More and more companies operate distributed systems "linked" through a variety of interfaces over which the processes run.
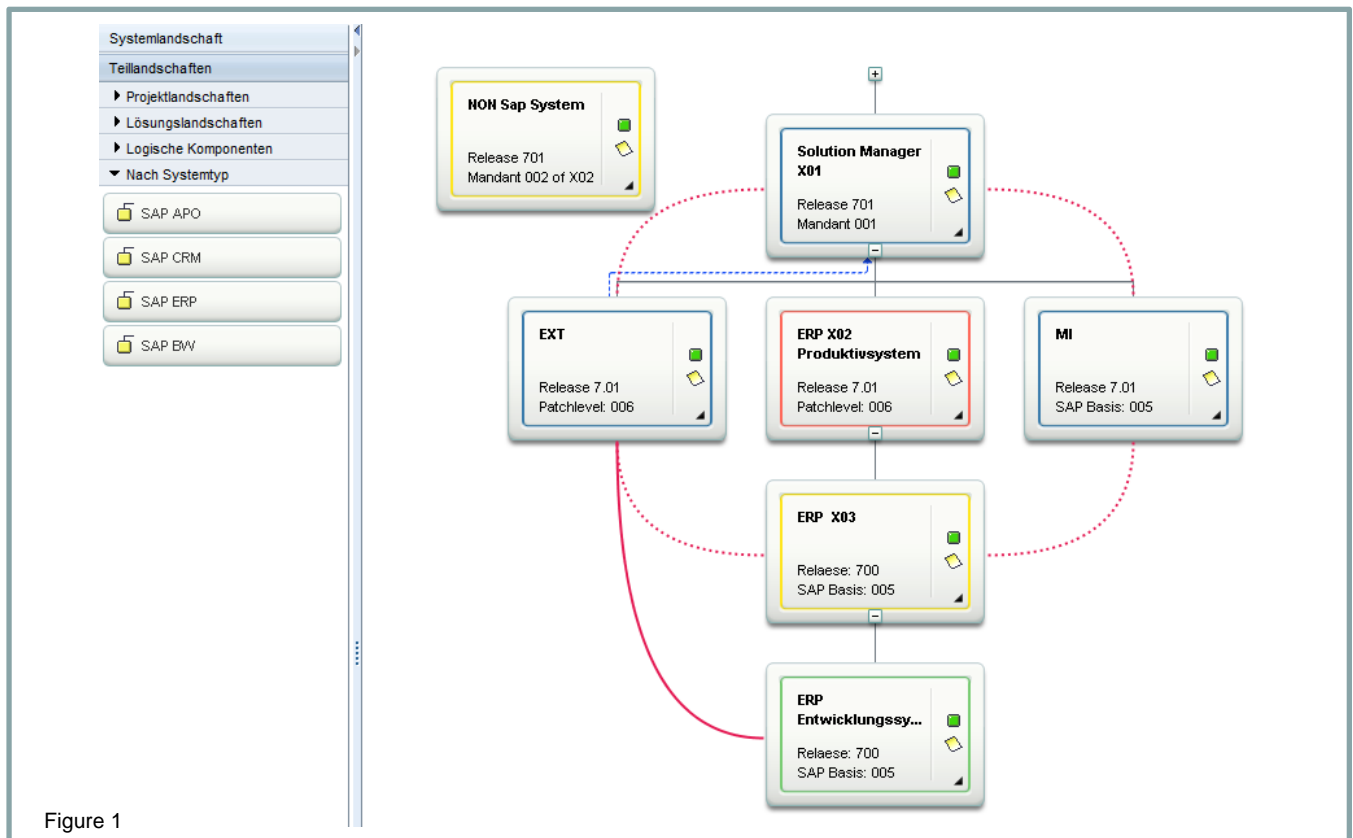

Figure 1

Increasing complexity

For this reason, support of the business processes beyond systems and interfaces has developed into a central risk -as well as a success factor. But what does the system landscape in my company look like exactly and what links exist between the systems?

Due to increasing complexity and the use of different system components (SAP and non-SAP products), it is often difficult to obtain a quick overview of the current status. Existing documentation is often out of date after just a few months.

All current data from the landscape components are included in the Solution Manager as the "Single Source of Truth."

However, there is not yet a single tool for visualisation which not only provides a current overview graphically with an indication of interfaces as well as system information such as product version, patch level, system utilization, etc.
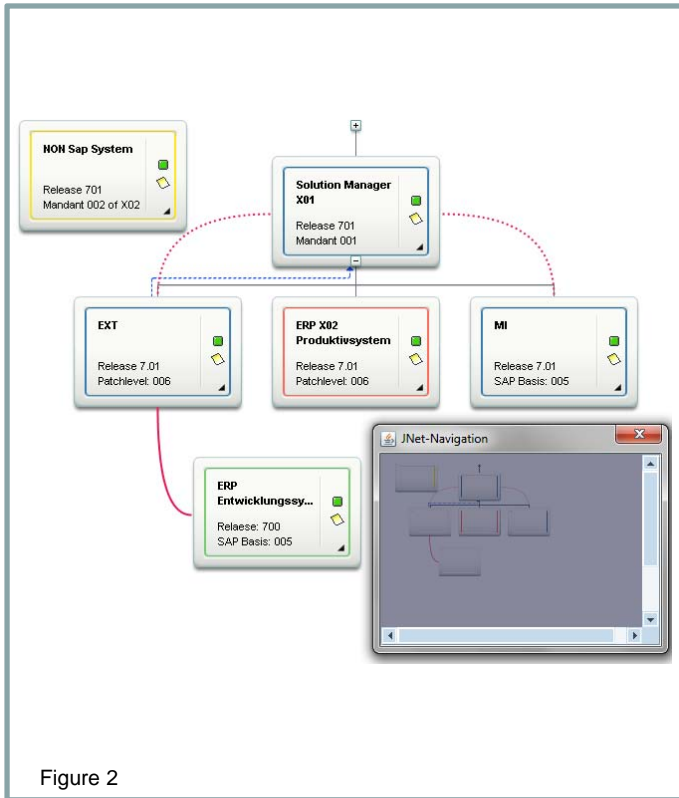
Figure 2

No additional installation

The XEPTUM system map was developed for this reason (Figure 1). All required system data is read and processed directly from the SMSY (Solution Manager System Landscape) and the SLD. Graphical representation is made on the basis of the integrated SAP technology WebDynpro. Implementation was realized completely using SAP standards so that there is no additional installation or configuration necessary. Expense of implementation is minimal - individual functions may be expanded or adapted at any time as desired.

All elements may be freely relocated and edited as the XEPTUM system map is equipped with a dynamic user interface. The form of interface between the systems is represented by various lines. Non-SAP systems - to the extent maintained in the SMSY - are likewise depicted. In addition to the navigator window (Figure 2) for comprehensive system landscapes, numerous additional functions such as a zoom function, search, filter and drill down are available. Furthermore, personal views may be saved and accessed later. These views may also be output via a print and export function in various file formats (XML, PDF, BMP).

Additional functions are planned

The XEPTUM system map will be expanded in the future, for example by adding a depiction of the data flow between the systems as well as the creation of project and solution views. A function is planned in the final build which connects the system landscape with the process documentation. In doing so, the type, contents and volume of the data exchange will be determined via interfaces and presented graphically.

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