



EFFICIENT ORDERING BY MODERN PROCESS DESIGN

Challenge

The objective of Amadeus was to replace the existing mainframe solution as well as to analyze and redesign the order processes. Continuity, flexibility and expandability with a simultaneous increase in customer satisfaction through fast delivery, adherence to delivery dates and service quality were the core themes for the project.

Solution

- Cockpit for easy user access to SAP® and non-SAP modules
- Configurable control tool to create a basis for consistent configuration
- Consistent data transfer of order processing data for invoicing and other systems
- Synchronization of cross-departmental worksteps

Benefit

- Higher degree of automation
- Higher data quality
- Faster processing times
- Easy integration of new products into the order process
- Expandable solution on a modern system platform

Amadeus sought to modernize its existing mainframe solution for internal order processing. In addition to replacing technology, Amadeus also revised its ordering process, which significantly reduced costs. This was due to simplification and harmonization of previously independent and varied workflows and systems as well as a general increase in productivity.



amadeus
Your technology partner

Amadeus Germany GmbH is Germany's leading travel distribution system and IT solution provider for the travel industry. Established in 1971, the company delivers a comprehensive range of products through travel agencies, call centers, ticket boxes and the Internet for the distribution of various tourist services. Furthermore, Amadeus provides powerful business travel solutions for efficient corporate travel management. In Germany, 85 percent of all travel agencies with approximately 45,000 PCs work with the modern and efficient Amadeus system.

Get There Faster.™

“The implementation of the ‘Neuer Bestellprozess NBP’ was successful. The **project NBP became a true success story as it is not usual that projects of this dimension—handling a move to SAP—do end as successfully as our NBP project did. [...] A special thanks goes to the outstanding and exemplary work accomplished by our internal NBP project team, our external partner IDS Scheer Consulting as well as the excellent collaboration with our colleagues in Nice and Erding.”**

Holger Taubmann | General Manager | Amadeus Germany GmbH

Business challenges

At the beginning of the project, the Amadeus ordering process was executed in a self-developed system on a mainframe base. This system had been in use for a relatively long time and, therefore, had been customized continuously to new requirements. This resulted in a complex system that could hardly meet the requirements of future enhancements. For these reasons, Amadeus decided to implement the ordering process within a new technology platform. It was also intended to revise, harmonize and optimize the complete ordering process. As SAP had already been implemented, specifically for the accounting processes, Amadeus chose SAP Enterprise as the basis for the implementation of the new process. The idea was to set up the ordering process according to the functions provided by SAP.

Solution

The analysis of the individual processes, however, determined that the implementation of the order of specific processes as well as the collection of necessary additional information was only possible to a certain degree in SAP standard. Extensive additions and modifications of the standard functionalities would have been necessary. Due to its know-how, IDS Scheer Consulting, a Software AG brand, identified two significant risks in this approach: First, in the run-up to the development of the various add-ons required, it could not be clearly determined whether all necessary features could be integrated in the standard processes without challenges (user exits, modifications, etc.). Therefore, it was not possible to establish at which points compromises had to be made. Second, such a comprehensive implementation of additional functions in SAP standard objects always creates an obstacle for later upgrades or release changes. Specifically the modifications have to be tested for possible enhancements after each change. For these reasons and based on the process analysis, IDS Scheer Consulting recommended the development of a customized cockpit.

This cockpit provides standard functionalities as well as self-developed elements in a user-friendly and transparent manner. Wherever it was reasonable, available SAP system elements were re-used and activated using the Business Application Programming Interface (BAPI) without modifications. All requirements that could not be implemented efficiently with available SAP objects have been implemented using individually developed software solutions. These customer-developed solutions as well as the standard objects integrate themselves into a harmonized application for the user within the cockpit.

Customer benefit

On the basis of the chosen implementation approach, Amadeus Germany is now able to quickly integrate new products into the ordering process and to react flexibly to customer requirements. It was possible to improve the degree of automation within the ordering process, which also had a positive influence on order processing times. Additionally, the use of SAP standard objects, wherever possible in connection with individual developments, guarantees a consideration of user requirements to a maximum as well as the highest possible integration of ordering-process data in downstream processes. The dependency on external service providers could be reduced as well. Amadeus can manage the maintenance and enhancements of its system with own resources due to the implementation of the new order process based on SAP Enterprise. With this project success, Amadeus has decided to roll-out the system to other distribution entities of Amadeus although it was developed originally only for the German market. The chosen technology platform as well as the solution approach can be customized efficiently to the needs of other Amadeus companies.

KEY COMPONENTS

IDS Scheer Consulting recommended a customer-specific dashboard to make standard SAP functions and customer-developed software available in a transparent way. The dashboard combines SAP standard functions and individual software to form a well-balanced application for the user.

Take the next step to get there - faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods. We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG - Get There Faster

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