

ON TRACK TO PROCESS EXCELLENCE—BUSINESS PROCESS MANAGEMENT IMPLEMENTATION

Challenge

- Multiple years of continuous growth had created a highly disparate and inefficient IT environment
- Lack of enterprise-wide process standardization and visibility
- Need for with Sarbanes-Oxley compliance and improvement of quality management for ISO certification and audits

Solution

- Implementation of ARIS Business Architect for SAP
- ARIS Value Engineering for SAP
- Comprehensive documentation renewal for existing SAP systems
- Change management

Benefits

- SAP implementation projects up to 20-25 percent faster
- SAP project cost reduction between five-10 percent
- Existing process information consolidated within formalized business process architecture
- Flexible, ARIS-based management of all process information
- ARIS-based synchronization between the business processes of all departments and the processes realized in SAP

 BRENNTAG

Brenntag is a world leader in international chemical distribution, employing 10,000 staff in over 300 locations, across 50 countries. With an extensive portfolio of products, Brenntag is the dominant supplier of industrial chemicals in central, eastern and northern Europe, the third largest provider in North America, and market leader in Latin America. Customers are offered an unparalleled variety of industrial and specialty chemical products through a highly developed and comprehensive distribution network.

Get There Faster.™

“Business Process Management (BPM) at Brenntag AG is a Europe-wide framework and enables permanent, fast and multiple reusable design, management and control of processes.”

Ludger Kruse | Project Manager Corporate IT | Brenntag

Consecutive years of profitable growth had created an increasingly disparate IT environment across Brenntag Europe. This led to the desire to implement a consistent operational foundation, built with standardized and modular processes, to facilitate simplified implementations and the optimization of existing applications. Requirements for a BPM tool included maximum compatibility with existing SAP components, efficient document delivery and reusability, pervasive process transparency and applicability, and enterprise-wide process optimization.

An additional requirement was the need for conformance with Sarbanes-Oxley criteria and the improvement of quality management for completion of ISO certification and audits. The Europe-based BPM project comprised of a general review of ARIS use as a tool for process documentation, BPM and renewal of existing SAP systems documentation. The project also focused on the publication and communication of understandable processes for users and the use of change management techniques targeted towards the transition to a process-oriented organization.

Solution

In partnership with Brenntag project teams, IDS Scheer Consulting, a Software AG brand, initially implemented ARIS Business Architect for SAP in a pilot project in Germany. This initiative included the capture, modeling, standardization and consolidation of existing process information into the evolving business process architecture. During the analysis phase, the project team concentrated on an existing SAP implementation to extract existing process information for comparison and inclusion in the SAP® Business Repository and ARIS.

Once defined, the business processes documented in ARIS were synchronized with the integrated SAP® Solution Manager. The implementation of BPM was achieved using the ARIS Value

Engineering (AVE) methodology, which is very effective for creating a process-oriented organization and optimizing value chains. All processes were documented in ARIS according to detailed target definitions. The conversion to a BPM-oriented organization was supported effectively with the communications and training plans created in the change management phase.

ARIS Products

Using ARIS, Brenntag Europe can document, analyze and optimize all processes in a central repository. In addition to the business processes, ARIS stores all IT- and quality management-relevant processes. The currently modeled processes can be published internally via a Web browser with the support of ARIS Business Publisher, giving increased process visibility throughout the company. The use of ARIS Business Architect for SAP, in combination with SAP Solution Manager, assures that the defined to-be processes can be implemented without any modifications and fully according to business requirements. The electronic transfer of process models reduces the source of manual entry errors and closes the gap between business requirements and the realization in IT.

Customer Benefits

The consolidation of existing process information into a single, comprehensive business process architecture was very successful. Quantitatively, the project has achieved the anticipated business returns, including SAP implementation projects being completed 20 to 25 percent faster and SAP project costs being decreased by 5 to 10 percent.

Brenntag received:

- A clearly defined method for process-oriented implementations
- Synchronization between blueprint and implementation process
- Process-oriented documentation, configuration and training
- Combination of business processes with

organization and improved test management of complex IT-projects

- A central repository for ARIS-process models, project documentation, requirements management, test cases, OSS and training material
- A basis for identification of optimal processes and for the setup of internal benchmarks
- A clearly defined method for a Europe-wide business process management program, including all details about company process architecture, roles and conventions

KEY COMPONENTS

- ARIS Business Designer
- ARIS Business Publisher
- ARIS Business Designer for SAP
- ARIS Business Architect for SAP
- IDS Scheer Consulting

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 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.

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