



MANAGEMENT OF BUSINESS PROCESS BOTTLENECKS DURING PERIOD OF RAPID GROWTH, SUPPORTED BY SAP

Challenge

- Increase production capacity by 50 percent in about four years
- Identify and solve the bottlenecks (logistics, technical, financial and human resources) in the business processes that occurred and will occur by growth
- Keep total control of business in a dynamic environment (according to Six Sigma principles)

Solution

- Synchronization by SAP Solution Manager and ARIS Business Architect for SAP for one single view of reality
- Use the SCOR reference models in ARIS
- Use best practices of past SAP implementations
- Use of ARIS Redocumentation as quality check on SAP and Solution Manager usage
- Use of ARIS ProcessWeb for communication

Benefits

- Less time-consuming communications
- Improved speed and quality of project
- Improved business process awareness in the company
- Process-oriented SAP projects increased the quality of work



SABIC Europe is a SABIC subsidiary (Saudi Basic Industries Corporation) that includes all SABIC petrochemical activities in Europe and employs around 6,000 people. Headquartered in Sittard, the Netherlands, SABIC Europe has a European wide network of sales offices and logistic hubs, as well as three petrochemical production sites in Europe: at Geleen (the Netherlands), at Teesside (United Kingdom) and at Gelsenkirchen (Germany).

Get There Faster.™

“...we use the integrated solution of ARIS and SAP... It is all about speaking the same language...”

Peter de Esch | Manager, SAP Customer Competence Center | SABIC Europe

Business challenges

SABIC Europe’s ambition is to continue being one of Europe’s strongest petrochemical companies, based on backward integration in olefins, cost leadership and growth. To cope with this growth and enable successful consolidation of different companies, dealing with IT and organizational differences, a transparent business model and business process were required.

Additionally, SABIC Europe needed more sophisticated BPM and IT support to realize its strategic growth successfully. That’s why SABIC chose to work with the ARIS Solution for Process-Driven SAP Management from IDS Scheer to enable the BPA projects of the SAP CCC and to support the business.

Solution and use of ARIS products

The project phases are partly taken from the Six Sigma approach. SABIC selected the best of several methodologies. Also SAP’s ASAP methodology and work packages of ARIS Value Engineering are used. At this moment SABIC is in the change phase.

Define phase: In this phase the project plan is made, the workshops for the next phase are prepared and a starting point for process modeling is created based on the SAP reference models and the SCOR model provided by IDS Scheer.

Measure phase: This phase is supported by several workshops (>50) with end users and key SAP users using ARIS in the workshops for documentation of business processes. The performance of the modeled “as-is” processes are measured and the figures are also put in ARIS.

Analyze phase: Based on these measures the constraints (both IT and process related) and the causes of these constraints are determined and put in ARIS to reuse in subsequent phases. Based on the causes they developed solution directions

that solve the constraints. In this phase they used ARIS Simulation to evaluate the different solution directions for their harbor case.

Improve phase: The preferred solution directions are combined and converted into business cases. Several business cases have been judged. Based on this SABIC decided which and when new projects will be implemented. Here was also taken into account the damage and costs of doing nothing.

Change phase: The phase started at the end of 2006 and will continue until mid 2009. At the start of this phase the process models were synchronized with the SAP Solution Manager. In this way SABIC has a solid base for using the SAP Solution Manager and ARIS in a process-based way during the change phase of the projects. The process structure in Solution Manager will be the basis for all project documentation.

ARIS Redocumentation is used to check the quality of existing process documentation of SAP processes in ARIS and to add missing process descriptions, customized transactions, document types and enterprise structures.

Peter de Esch, manager, SAP CCC, SABIC Europe, says: “ARIS Redocumentation gave SABIC Europe in a short time insight in the completeness and quality of our current ARIS end-to-end process models, leading to a good starting point for realizing the next steps of business process optimization.”

The implementation of changes will follow the priority statement as given by the management board. In the Go Live ARIS ProcessWeb based on ARIS Web Publisher supports the end users as a central point of information.

Customer benefits

- A BPM/SAP knowledge center for SAP CCC and process owners/key users has been created and proved to be successful

- Improved communication on transparent business processes between IT and business that resulted in less time-consuming communications
- Integrated actual documentation that resulted in improved speed and quality of project implementations
- Improved business process awareness in the company, providing a basis for BPM
- Process-oriented SAP projects increased the quality of work
- Easier design and impact analyses for “to-be” scenarios, which will be continuously created in a very fast growing business
- For new SAP rollouts or alignments at mergers the current ARIS processes form the template for process implementation

KEY COMPONENTS

ARIS Business Architect for SAP
ARIS Simulation
ARIS Web Publisher
ARIS Redocumentation
ARIS BI Modeler

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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