



Company in brief

Headquarters	3073 Gümligen, BE
Industries	PRIVERA: independent and national real estate services TREOS: comprehensive facility management services throughout Switzerland
Group revenues	Apporx. CHF 90 million
Angestellte	PRIVERA: approx. 450 commercial staff members TREOS: approx. 400 employees in facility management
Websites	www.privera.ch / www.treos.ch

Key implementation parameters

Preliminary project: October bis December 2012
SAP: 7-month project, go-live in July 2013
Innbound: 5-month project, go-live in October 2013
Project days: 500

Requirements

- An holistic, standardised SAP solution capable of supporting all company areas
- Hosting, ERP, web integration, support, customising and licences from a single source
- Professional support
- An innovative partner and a future-proof solution

Initial situation

ERP SYSTEM: SAP R/3 with various modules, which had grown over time and was no longer optimally aligned with the company's new business processes. System included many add-on developments, special customisations and interfaces to peripheral systems.

Time recording on the web, Web Dynpro application with CATS in background «It's like our old time recording system, only better.» In this project, the customers wanted to avoid modifying their previous time recording system in ways that would require significant adjustments from their employees. Instead, they wanted to make it simpler while increasing the SAP-related information available. A foundation also needed to be laid for the future use of mobile apps.

«Our direct line to Innflow made it possible to discuss, track and handle incidents and changes more efficiently»



Solution

The SAP side of this endeavour was approached not as an individual project, but an entire project programme (including eFF, SAP and operational data collection).

The new SAP system needed to be a standardised solution. In the course of upgrading to the ERP 6.0 release, processes were also updated in finance and logistics.

- Here, the functional scope of SAP ERP and its various peripheral systems (as well as others connected through interfaces) was expanded and adapted to the new technologies available.
- With HR now running on a separate system, updates such as those pertaining to the legal changes made each year can be incorporated into the main system without needing to factor in the ERP modules at hand.
- Meanwhile, Privera and Treos have been kept entirely separate in terms of their master data and processes.
- Their commercial settlement processes are now based on sales orders and invoices compiled according to the effort indicated by the companies' operating data.

In addition, Innflow aided Privera and Treos in implementing Innbound – a user-friendly, web-based time recording system that comes standard with an interface to SAP.

- SAP serves as the primary system, with Innbound providing an intelligent front end for data entry
- Privera and Treos employees now able to enter their activities on a daily basis
- Performance data forwarded to SAP system
- Simple, user-friendly interface
- Web-based workflow for approving performance data and expenses
- Users can now enter activities and expenses on a single platform

Implementation

To carry out this project, Innflow opted for a greenfield approach.

SAP:

- The customers' previous SAP ERP system was replaced on a scheduled date. This proved to be a strenuous affair, particularly with regard to the many up- and downstream systems involved.
- Meanwhile, the companies' building caretakers are now reporting their working time solely in reference to the «order item» level.
- Project structures are now used to establish a reference to the property in question in both time recording and invoicing.
- The transition from paper-based to electronic invoices also deserves mention as an indication of the many peripheral systems affected by this undertaking.

Innbound:

- To achieve a significantly more efficient billing process in the SAP system, direct account assignment to sales order items was mapped in Innbound.
- Employee self-services: Current information on target/actual times and holiday accounts
- Interfaces for project elements, service categories and employee master data
- Entry screens and corresponding data for specific company codes
- Templates that make time recording even more efficient
- Reporting functions suitable for various levels
- PDF export function

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«We've now put the world of Implenia behind us once and for all and adapted our parameters to our particular needs. The foundation for working efficiently in our planning and reporting processes, including through DeltaMaster, has been laid»