



## Customer Success Story: Deutsche Post

### Overview

Deutsche Post ITSolutions GmbH is an independent service provider within Deutsche Post World Net Group, tasked with sourcing high-quality IT solutions, to maximize internal efficiencies and reduce costs. When the company was founded, management assigned all Deutsche Post ITSolutions GmbH contract negotiation and contract management responsibilities to the Purchasing Department. This was in addition to the department's normal task of ensuring the provision of the goods and services required by the new company.

### Challenge

The company was experiencing a common problem – when a project required outsourced support, these services could only be ordered with the approval of the appropriate Head of Department, after appropriate research into costs and benefits. In certain special cases, the Head of Business Unit or even senior management would also have to give their sign off. The time taken for this complex evaluation and approvals process was proving problematic and often exceeded project timescales. Furthermore, approvals required by those on holiday, or incorrect employee or daily rates entries all added to the problem.

Various technology solutions had been applied to the problem to try to streamline these unique processes. But, it became apparent that off the shelf products such as office applications, mail systems and web tools could not meet the requirements of such complex processes. This was further exacerbated by the lack of interfaces between the various technologies, which meant that processes resorted to paper. It had become impossible to ensure process consistency and adherence. Deutsche Post ITSolutions GmbH decided they needed to streamline their processes by gradually introducing a Business Process Management system.

### Highlights

Manufacturing, Retail,  
Distribution

#### Processes Enabled:

- New Service Order Requests

#### Customer Benefits & Results:

- Reduced order cycle time by 80%
- Integration of Metastorm BPM with SAP and other systems has minimized errors and increased efficiency
- Realized \$600K annual savings as a result of negotiating better rates

The job included reproduction of the 'order request forms' already being used through the Deutsche Post intranet plus implementation of a BPM solution which would give much more structure to the overall process and hence manage the risks associated with outsourcing any services or part of the project.

### Solution

The existing processes, user interfaces, procedures and roles were initially defined and adapted for each department through workshops using Metastorm's graphical BPM designer. The Metastorm BPM® open, standard-based Business Process Management platform was then used to integrate the existing data and legacy applications, such as SAP – all with minimal effort.

Now Metastorm BPM provides the overall process management and flow for all new service order requests, and the base data is managed and maintained within SAP which activates the final order. The benefits of this approach are that data is only entered once, and the right information is supplied to the correct groups in the correct order. The system is more user-intuitive, and no information is lost.

Since the initial successful deployment, Metastorm is now used in a number of other process areas such as approval of a new supplier (Strategic Sourcing), new usage of the supplier, etc.

### Results

Deutsche Post ITS are delighted by the success of the project. Applications are being approved more quickly than

ever before. Procurement itself now receives the order requests more quickly and in a more structured manner. According to Ulrike Heltsch, Head of Purchasing/Contract Management, “the re-creation of the ‘procurement of external services’ process in electronic form has reduced time between request and order by 80%. Order requests can be made through a standard Internet browser without installation of additional software on each PC. The compatibility of Metastorm BPM with SAP and the other information systems has minimized the frequency of errors and enables the process to run smoothly and efficiently. All the members of a department are able to view and control their procedures at any time.” Some of the unique capabilities of the system include:

- The ‘substitute control’ which allows for the selection of delegated approvers and their ‘activation’ during absence or leave.
- An individually generated printing process providing various views of the order requests.
- The ability to call up process reports and business data at the touch of a button.

Uwe Birkenhauer, Head of the Business Information Management Department has been responsible for the execution of the project: “The BPM system installed has surpassed our expectations. We particularly wanted a system that provided control and visibility, could easily interface with other systems, and had a ‘zero-client’ footprint, because of our existing heterogeneous IT environment. We found the design of the Metastorm BPM designer interface particularly pleasing. It enables you to graphically reproduce processes very quickly and convert them into electronic processes simply by pressing a button.”

The installation of this system is an effective step towards IT-supported business process control. Work is already underway to extend use of Metastorm BPM to the human resources department and to client management. The Purchasing/Contract Management team has seen a huge increase in efficiency since the system was introduced and is keen on further usage. Another planned step involves an asynchronous interface with the existing archive, in order to store the order as a document in the archive. It will be asynchronous so that the two systems can be run completely independently of each other.

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