STANDARDISED IT CONTROLLING ACROSS EUROPE FOR HENKEL

Syskoplan Reply assists Henkel to standardise its IT budgeting, cost allocation and controlling processes across Europe. This means Henkel is now in a position to plan, record, internally allocate and control its overall IT costs across Europe in a standardised process.

THE CLIENT

The consumer products business includes washing powders and cleaning agents, cosmetics / body care products as well as adhesives for consumers and tradesmen. Henkel Technologies is made up of the three industry-orientated business lines: industrial adhesives, construction adhesives and surface technology. With the company slogan "Henkel – A brand like a Friend", Henkel positions itself as a brand that would like to be the customer´s friend. Through its products and technologies Henkel strives to make people´s lives easier, better, and more pleasant. With its head office in Düsseldorf and its subsidiaries, the Henkel Group operates in over 75 countries worldwide, employing a total of approx. 45.750 people. The proportion of international employees is approx. 75%, making Henkel one of the strongest internationally orientated companies in Germany.

THE CHALLENGE

Within the frame of a reorganisation of the European business of Henkel, the IT functions currently handled in subsidiaries were merged into a new international VITO organisation (Virtual IT Organisation). This project involves redefining and standardising the IT budget, cost allocation and controlling process that had been handled differently at the regional and local levels. For this purpose, IT requirement specifications, price lists, cost allocation rules and distribution keys, planning process, key parameters, budget structures, internal operating statements, Service Level Agreements as well as organisational structures and responsibilities for all IT services had to be redefined and supported by a standardised system. Prior to the project, these rules had been realised in very different ways using six different SAP R/3 systems and additional IT systems.

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THE SOLUTION

To standardise the design of the IT budgeting, cost allocation and controlling process at Henkel across Europe, a system architecture with the following components were selected:

- Accounts Payable and Accounts Receivable is carried out on the regional SAP R/3 systems.
- Europe-wide standardised IT budgeting, project controlling and cost allocation are processed using the Syskoplan Reply module "SLAM" (Service Level and Accounting Manager) on a central SAP R/3 system which communicates with the regional SAP systems via interfaces.
- Resource planning for projects as well as time recording takes place in the "Intelligent Planner" tool from Augeo, which is integrated into the SLAM module via a bi-directional interface.

THE BENEFIT

The complete solution was jointly designed and introduced by Henkel and Syskoplan Reply. Syskoplan Reply delivered the add-on module SLAM for internal cost activity and realised the functionalities and processes for planning and controlling in SAP as well as the interface for the integration of the project planning and time-recording tool AUGEO. This solution means Henkel is now in a position to plan, record, internally allocate and control its overall IT costs across Europe in a standardised process. "Thanks to the solution realised with Syskoplan Reply, it is now possible to control local and international IT activities at the ordering level across Europe Synergies become apparent and can be measured in Euro amounts down the penny; the wheel need not be reinvented in every region. The next step, the harmonisation of IT controlling for Henkel Latin America, Henkel Asia Pacific and Henkel North America is now routine for us," says Peter Rusche, Henkel KGaA, Controlling FI.

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Syskoplan Reply is a leading IT services provider in the SAP environment and develops innovative, flexible and reliable IT solutions, particularly in the areas of Customer Relationship Management (CRM) and Business Intelligence (BI). We implement innovative IT solutions, using adaptable and agile IT platforms extended with customer-specific components. This enables our customers to differentiate in the market and create sustainable competitive advantages. In addition, our customers benefit from our close partnership with SAP, strong industry knowledge and our partnership based collaboration. The inclusion in the network of the European IT service provider Reply opens up access to the knowledge of over 3,000 IT experts. In 2010, the Reply network of companies had a turnover of approx. 384 million euros in the main offices in Italy, Germany and the United Kingdom. For further information visit www.reply.de

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