MUNICH RE

Munich Re has optimised order planning and stock documentation for move processing and space and area planning using both SAP R/3 and the graphic and planning system iFMS.

THE CLIENT

Munich Re was founded in 1880 and is today one of the largest reinsurance companies in the world. As part of the ERGO insurance group (Victoria, Hamburg-Mannheimer, DKV and D.A.S.), Munich RE is the second largest direct insurer in Germany.

THE CHALLENGE

The AD (General Services) division in Munich operates 30 business premises and guest houses with a usable area of around 200,000 sqm. Around 4000 people work in the offices which are located between the English Garden, Leopoldstrasse and the north of Schwabing. The aims of the project launch for the AD division of Munich Re are:

- Improving cost transparency,
- Increasing the level of area use,
- Reducing process and operating costs,
- Saving time on obtaining information,
- Increasing planning and budgeting security,
- Optimising the IT environment and comprehensive IT support
- Replacing insular solutions and creating a uniform, consistent database

THE SOLUTION

The processes to be implemented are based on a standardised meta process model realised using SAP. The service hotline and catering services, energy management, security, purchasing as well as building and modernisation have been completely implemented in SAP. The graphics and planning system iFMS was selected for the processes of operative area management, inventory management, event management and cleaning management because this integrates seamlessly into the SAP-based meta process model.

© Reply 2011
www.reply.de

iFMS has techniques for planning and logging of CAD objects which are implemented in the software core, plus a general integration technique for SAP. Silvia Schibalski, Divisional Manager for Area and Stock Management: "iFMS means that graphical version plans can be drawn up without copying CAD plans and generating unwanted data redundancy. The plan data is transferred to the existing CAD and SAP documentation on a daily basis."

iFMS plans technical objects for SAP-PM:

- An iFMS planning order is automatically created when a change manager creates a PM order.
- The planner can generate multiple graphical planning variants for the measure in iFMS and transfer the planning results directly to the SAP order.
- iFMS generates the CAD plans, transfer lists, mobility plans and door signs necessary for order processing in PDF format and attaches them to the SAP order.
- All order-related information is saved in the SAP order where it can be accessed by the planners, coordinators and service technicians.
- On the day the order is executed, the graphical plan data is updated in iFMS, which then updates the technical objects online in SAP (e.g. rooms, workplaces, stock locations).

As part of the overall project, Syskoplan Reply was responsible for delivery and introduction of iFMS, the system integration of SAP R/3 and a construction CAD system as well as for the comprehensive migration of graphical data. Syskoplan Reply was involved in the design and implementation of the graphically supported process and prepared the existing CAD/CAFM data module for the integration into the SAP structures and processes.

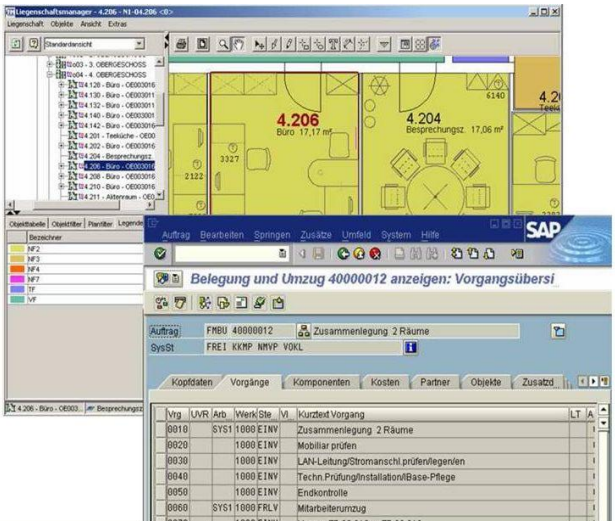
THE BENEFIT

Fridolin Ott, Department Manager for Building Management and Overall Project Management: "iFMS provides important information on transfer processes as well as room and workplace changes. The data is generated in iFMS to be SAP compliant and transferred directly to the SAP-PM order, which is then used to automatically calculate the planned costs for the measure. The technicians then report the actual expenditure for these processes, to allow user-based cost calculation."

As well as the iFMS planning functionality, the integration also allows graphical stock documentation for buildings, storeys and rooms, management of rooms, areas and cleaning data and documentation of stock locations.

Frank Fischer, IT Coordinator of the General Services Division: "Simply dragging & dropping in iFMS allows stock and technical equipment to be integrated and expanded within SAP-PM, partners

and organisational units can be assigned and stock movements recorded in SAP-MM. Multiple selection in iFMS allows the bulk changes/tranfers of stock and equipment in SAP. The staff at the CAD planning department only require minimal knowledge of the SAP PM and MM modules."



Hermann Schwaiger, IT System/Service Manager and IT Project Management: "The iFMS online interfaces are certified by SAP and are available as a system of modules. The Syskoplan Reply integration strategy allows close interlinking of the process-oriented SAP with the graphical and planning-oriented iFMS for our infrastructural facility management work".

Key facts and figures:

- 200,000 sqm usable area, 30 buildings, 9000 rooms,
- 4000 workplaces, 2500 transfers per year,
- SAP ERP 2004, Syskoplan Reply iFMS 2.0, Oracle.

Reply
syskoplan

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), Business Intelligence (BI) and Facility Management (FM). 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

Syskoplan Reply
www.reply.de