



Process-oriented SAP® ERP Implementation at QSC AG

Fit for Future

QSC AG

QSC AG, Cologne, a nationwide telecommunications provider with its own broadband network, offers the entire range of high-quality broadband communication to companies of all sizes as well as discerning consumer customers. QSC offers its services almost nationwide, reaches more than 200 cities with more than 40,000 inhabitants in Germany with its own broadband network and employs currently 800 employees. In 2007, QSC AG generated a turnover of 335.2 Mio. €.

▶ www.qsc.de

QSC AG has grown above-average during the last years whereby existing IT systems have been claimed up to their performance limits. To ensure the business processes also in the future, QSC has focused on a process-oriented implementation of SAP®, initially in the areas of purchasing, shipment logistics, finances and controlling. At the same time the company planned the replacement of the previous IFS application in the areas finances and purchasing.

Business Challenges

An expandable IT solution is an important basis for QSC AG in order to further expand its strong position in the telecommunications market. More transparency and the mapping of optimized processes were parts of the demands on the new system. The decision was made in favor of SAP whose implementation should take part area by area.

Solution

- ▶ Use of implementation method ARIS Value Engineering (AVE)
- ▶ Definition of to-be processes
- ▶ Implementation with ARIS Business Architect for SAP®

Customer Benefit

- ▶ Process-oriented, expandable IT-basis
- ▶ Faster and transparent processes
- ▶ Real-time implementation of new requirements in the future

ARIS Platform Products

- ▶ ARIS Business Architect for SAP



"The ARIS Value Engineering (AVE) approach permits that the IT systems support our strategic growth targets. We are optimistic about creating further potential from our internal processes due to business process management based on the ARIS Platform of IDS Scheer."

Markus Metyas, Executive Board Member Finance, QSC AG

Business Challenges

QSC intends to further expand its strong position in enterprise customers and wholesale partners on the basis of its own infrastructure. The defined objective is becoming one of the leading suppliers for integrated telecommunications services and managed services for enterprise customers and wholesale partners in Germany. Basically this requires an efficient and expandable IT solution.

This challenge was taken on by QSC and the company went for a departmental and process oriented implementation of SAP ERP in the areas purchasing, shipping logistics, finances and controlling. The new solution should allow a faster consolidation for consolidated accounting as well as parallel accounting should be established. The possibility of implementing new emerging requirements in real-time as well as the automation of so far manually proceeded finance and controlling processes were further forward-looking steps which should be achieved with SAP.

Next to the SAP implementation at QSC the software SAP was also implemented at Plusnet, a joint venture of QSC and TELE2.

Solution

Crucial reasons for the choice of IDS Scheer as a consulting partner have been the use of the approach ARIS Value Engineering (AVE) of IDS Scheer as well as the proven competence in midmarket projects and business process management. The innovative method AVE allows to combine the individual components of the business process lifecycle in a flexible manner. This procedure is comprehensively applicable to the optimization of complete value added chains but it is also possible to use the method for certain areas.

Within only ten months the ERP system was newly set up and implemented strictly in accordance with the AVE methodology. At the same time the consultants of IDS Scheer ensured that the strategic objectives of QSC AG will be integrated in the optimized processes and in the SAP system. Particularly important for the project success was the definition of the key success factors in the strategy phase which was realized at the beginning. During the strategy workshops the project team analyzed the current as-is processes in detail. Supported through the expertise of the employees of QSC and the process competency of IDS Scheer, especially those processes were identified which featured optimization potential. The improved possibilities through the implementation of handling unit management and serial number management was previously analyzed in detail as well.

At the end of the design phase QSC AG had defined all to-be processes from the perspective of harmonization and standardization of master data and processes. In the subsequent implementation phase these newly designed processes were mapped in the SAP system with support of ARIS Business Architect for SAP.

ARIS Platform Products

Companies need the ability to quickly assign business processes and innovations of business concepts to the SAP world in order to implement the company strategy and the business requirements. QSC AG had the possibility to define their business requirements from process perspective with ARIS Business Architect for SAP.

On the basis of specialized process models these requirements could be mapped and completed with all important information to become analyzed. Thus the process models provided an essential basis for decision making from a business perspective. They also ensured that a realization of the required processes is possible in the SAP system.

Customer Benefit

With this process-oriented SAP system QSC can look ahead in a successful future. Next to the newly implemented serial number management, already existing processes as well as master data could also be harmonized and standardized on the basis of this detailed analysis. The hitherto hidden optimization potential of the processes was consistently revealed and realized. As expected the integrative system allows a faster consolidation for consolidated accounting as well as parallel accounting. Furthermore, QSC has created the possibility to automate processes carried out manually so far and hence eliminated a possible source of error. With this new process-oriented solution QSC obtained more transparency about its processes.

The department quality and process management of QSC has been convinced to use the products of ARIS Platform further on. This conviction bases on the impressive results of the SAP implementation according to ARIS Value Engineering and with the use of ARIS Business Architect for SAP. These methods allow an efficient analysis and optimization of processes in other departments and of cross-department processes also company-wide as well. Furthermore QSC is already planning follow-up projects in the area SAP® BW and Managed Service.