



# HARTMANN GROUP: Lending a Helping Hand to Care Providers

Picture Credit | HARTMANN GROUP, Heidenheim, Germany. Used with permission.



## Company

HARTMANN GROUP

## Headquarters

Heidenheim, Germany

## Industry, products, and services

Healthcare; healthcare products

## Revenue

€1.7 billion

## Web site

[www.hartmann.info/en](http://www.hartmann.info/en)

## SAP® solutions

SAP® Portfolio and Project Management application, SAP ERP application, and SAP NetWeaver® Business Warehouse component

# Unwavering dedication to patients and care providers

How do care providers make patients as comfortable as possible? They choose state-of-the-art wound dressings, nonirritating soap, skin-friendly draping sheets, and other high-quality products. HARTMANN GROUP, a leading manufacturer of consumables for the healthcare industry, has been in business for over 190 years – easing the lives of countless people. To **ensure excellent quality for its products and services**, it runs SAP® software.

HARTMANN GROUP specializes in developing, manufacturing, and distributing leading-edge consumables for disinfection, wound care, incontinence management, and surgery. Its products are used by hospitals, care facilities, and doctors' offices and sold at drugstores and pharmacies. With a staff of nearly 10,000 people around the globe, it generated revenues of €1.7 billion in 2011.

Just as HARTMANN GROUP is dedicated to making life easier for care providers and patients, its process and information management (PIM) unit aims to make the IT services it delivers to user departments as hassle-free as possible. This is why Stephan Hoerger, director of software engineering at HARTMANN GROUP, and his colleagues decided to deploy the SAP Portfolio and Project Management application. The goal: streamline its IT project management processes and make them more customer friendly.



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# Prompt, customer-friendly IT services

HARTMANN GROUP has hundreds of products in its portfolio and thousands of customers around the world. To master this complexity, it needs highly efficient processes in every area of the company. This is where the PIM unit comes in. As HARTMANN GROUP's IT department, it is responsible for delivering prompt, customer-friendly services to the rest of the organization. This allows staff in user departments to focus on their core tasks: helping caregivers and patients.

When the PIM unit's legacy project management software reached its end-of-support date, Hoerger and his team decided to replace it with a more

powerful solution. As the first step, they defined must-have functionality. The new software had to enable planning and resource management for individual IT projects and deliver project controlling and reporting features. It had to help users define and manage tasks and monitor task status. In addition, it had to support time entry and document management. Last but not least, integration with the SAP ERP application, particularly with the financial accounting and controlling software, was a key factor. "We considered a number of options, but only one solution ticked all the right boxes: project management functionality in SAP Portfolio and Project Management," sums up Hoerger.

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"SAP Portfolio and Project Management was a perfect match for our existing IT landscape."

Stephan Hoerger, Director of Software Engineering, HARTMANN GROUP



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# Integration across the IT landscape

HARTMANN GROUP was one of SAP's first customers. It deployed its first SAP application in 1978 – and has expanded its SAP software landscape ever since. Today, it has a powerful IT backbone that delivers all the benefits of end-to-end integration. In line with the company's "all SAP" strategy, nearly all processes are modeled by SAP software.

HARTMANN GROUP has subsidiaries worldwide. The software landscape, however, is centralized. The central SAP ERP application processes the lion's share, approximately €1.55 billion, of HARTMANN GROUP's total annual revenue – providing an overview of all figures from across the company. This means that all subsidiaries have real-time access to data stored in the central SAP NetWeaver® Business Warehouse component and other software.

When it came time to selecting a new project management solution for the PIM department, integration with the underlying IT landscape was a key requirement. "Our existing solutions contained lots of data relevant to project management, so integration was key," explains Michael Müller, a software engineer who specializes in SAP software at HARTMANN GROUP. After analyzing a number of products, he and his team chose the SAP Portfolio and Project Management application. "This fulfilled all our requirements in terms of functionality and our need for robust integration. Plus choosing an SAP software product is in line with our 'all SAP' strategy," adds Müller.

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"SAP software enables us to reap the full benefits of integration."

Stephan Hoerger, Director of Software Engineering, HARTMANN GROUP



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## A smooth transition

The PIM team took approximately half a year to analyze their requirements and select a project management solution. Once they had made their decision, the SAP Portfolio and Project Management application was implemented in approximately eight months. Hoerger notes, "Considering our functionality and configuration requirements and integration effort, the time frame was realistic."

For this project, HARTMANN GROUP teamed up with SAP Consulting. This organization provided general implementation support and introduced five consulting solutions to tailor the application to the PIM department's project management processes. "We received very good support from SAP Consulting. They helped ensure that we get the most out of this solution," reflects Müller.

To perform a smooth transition, the SAP Portfolio and Project Management application went live alongside the legacy system, which translated into no downtime. "We were also concerned that the move would disrupt our end-of-month reporting. But it caused absolutely no problems," remarks Hoerger. What's more, no processes were disrupted once the old software was switched off.

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"Going live was the highlight of the project. We experienced nearly no downtime during this crucial stage."

Michael Müller, Software Engineer Specialist for SAP Software, HARTMANN GROUP



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# A powerful engine for project management

Project management functionality within SAP Portfolio and Project Management enables fast and efficient IT project planning, execution, monitoring, and invoicing. The application integrates with HARTMANN GROUP's entire software landscape, bringing together data from disparate software systems – including those for human resources and financials – for an end-to-end overview.

The solution supports effective management of the project scope, deadlines, and resources. It grants project managers a high degree of visibility into their

projects, allowing them to provide more accurate status updates to customers. In addition, project team members can use the application to enter and keep track of time spent on each particular task.

What's more, thanks to integration with the SAP ERP application, SAP Portfolio and Project Management enables efficient financial planning and invoicing. For example, it provides visibility into forecast and actual project costs, baselines, and key performance indicators, and allows costs to be assigned to particular user departments and projects.

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“Our customers benefit from greater transparency into what services were delivered, and can track the progress of their projects.”

Stephan Hoerger, Director of Software Engineering, HARTMANN GROUP



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## Efficient project management for better customer service

Today, all PIM-unit projects are processed with the project management functionality within the SAP Portfolio and Project Management application. Around 20 project managers use the tool to plan and monitor projects. A further 90 to 100 staff members use it for time entry. The new solution has not only made these processes more efficient, but also improved visibility into the status of tasks and projects, enabling staff to provide better updates to their customers.

Thanks to the SAP Portfolio and Project Management application, the PIM department's end-of-month invoicing has become much faster and more efficient. For example, assigning costs to customer cost centers and requests used to be a complex manual process that took one person four days to carry out. "Now, it takes less than a day," explains Hoerger. This frees up a total of 36 people-days every year – allowing PIM staff to concentrate on their core tasks.

The new software has also made a big difference for the PIM department's customers. Not only do they now receive their invoices more quickly – they also benefit from greater transparency into the department's services. The invoices now list exactly what services were delivered and how long issues took to resolve. In addition, customers now have better insight into project progress.



>100

PIM department employees  
leveraging the solution



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# The quest for greater automation

Hoerger, Müller, and their colleagues in the PIM department are always on the lookout for ways to improve efficiency. This is why as the next step, they are planning to provide task-level integration for the SAP Portfolio and Project Management application and the SAP Solution Manager application management solution. This would streamline application life-cycle management, enabling IT staff to provide more accurate status reports to project managers and keep track of time spent on projects directly via the SAP Portfolio and Project Management application, without having to log on to SAP Solution Manager. “This will save valuable time, and provide project managers with an even better overview – allowing us to deliver even better service to our customers,” sums up Hoerger.

