



Business Process Management Implementation at Brenntag

On Track to Process Excellence

About Brenntag

Brenntag is the world market leader in international chemistry distribution with 10,000 employees in more than 300 locations across 50 countries. With its extensive value added performance and global supply chain management from one source, Brenntag is the Number One in Central, Eastern and Northern Europe, the third largest supplier in North America, and the market leader in Latin America. Furthermore, Brenntag offers its customers and suppliers in Europe and North America as well as South America a highly developed blanket distribution network for industry and special chemical products.

- ▶ www.brenntag.com

According to Brenntag's European IT manager, standardized process models deliver added value to the company. The concept development of a business process platform based on tools and methodology will offer the benefits of a Europe-wide standardization of SAP systems by the use of best practice processes and the consolidation of different regional IT systems, in the NetWeaver and other environments. The project is focused on saving time, effort, amount of work and costs.

Business Challenges

The past few years of continuous and profitable growth have led to an increasingly disparate IT environment. Brenntag implemented a business process platform based on software and methodology to optimize the processes in Europe and to improve visibility.

Solution

- ▶ Implementation of ARIS for SAP® NetWeaver
- ▶ ARIS Value Engineering for SAP®
- ▶ Redocumentation of existing SAP systems
- ▶ Change Management

Customer Benefits

- ▶ Existing process information consolidated in a business process architecture
- ▶ Flexible, ARIS-based management of process information
- ▶ SAP implementation projects up to 20-25% faster
- ▶ SAP project cost reduction between 5-10%

ARIS Platform Products

- ▶ ARIS Business Designer
- ▶ ARIS Business Publisher
- ▶ ARIS Business Designer for SAP NetWeaver
- ▶ ARIS Business Architect for SAP NetWeaver



"Business Process Management (BPM) at Brenntag is a Europe-wide framework and enables permanent, fast and multiple reusable design, management and control of processes. BPM at Brenntag is continuous process improvement by use of a common modeling standard."

Ludger Kruse, Project Manager Corporate IT, Brenntag

Business Challenges

Brenntag Europe decided to make their processes comparable on the basis of defined process models and, if possible, to standardize the processes. In this way, future SAP implementations and the optimization of existing applications can be simplified. Their requirements for a BPM tool included compatibility with SAP, capability of redocumentation of SAP systems and the delivery of process documentation, process transparency and Europe-wide process optimization in conjunction with increased process efficiency. Additionally, Brenntag required the conformance with Sarbanes-Oxley criteria and the improvement of quality management for ISO certification and audits. The European-based BPM project comprised of a general review of ARIS use as a tool for process documentation, BPM and the redocumentation of SAP systems. The project also focused on the publication and communication of understandable, comprehensive processes for the user and about the change to a process-oriented organization. The ARIS Value Engineering for SAP methodology and ARIS for SAP NetWeaver needed to be applicable across Europe.

Solution

Together with the project teams from Brenntag Holding GmbH and Brenntag GmbH, both with headquarters in Mülheim/Ruhr, the IDS Scheer consultants initially implemented ARIS for SAP NetWeaver in a pilot project in Germany. Due to the support of this product, the existing process information was standardized, modeled and consolidated in the business process architecture. The already configured SAP system served as starting point for this project. During the analysis, the project team concentrated on the existing process information in comparison with the SAP® Business Repository and ARIS. The business processes documented in ARIS can be synchronized with the integrated SAP® solution manager at the push of a button. The establishment of BPM at Brenntag in Europe was set up using the IDS Scheer ARIS Value Engineering (AVE) method. This method is used very effectively when a company wants to implement a process-oriented organization or to optimize its value-added chain. All processes, as well as those within quality management, were documented in ARIS according to the accurate target definition and the future to-be processes were defined. In a roll-out, the final process architecture and the process model will be implemented company-wide and the processes will be monitored and later optimized in the control phase. The conversion to a BPM-organization was supported effectively with the communications and training plan of the change management phase.

ARIS Platform Products

Using the products of the ARIS Platform, Brenntag Europe can document, analyze and optimize all processes in a central repository. In addition to the business processes, ARIS stores all IT-relevant and quality management-relevant processes. The current modeled processes can be published internally via a Web browser with the support of ARIS Business Publisher. For this reason, Brenntag has increased process visibility in the company and uses this to establish a Europe-wide, up-to-date level of process architecture and the SAP processes. The use of ARIS for SAP NetWeaver, in combination with SAP Solution Manager, assures that the defined to-be processes according to business requirements will be implemented without any modifications. The electronic transfer of the process models from ARIS for SAP NetWeaver to SAP Solution Manager reduces the source of error of manual entries and closes the gap between business requirements and realization in IT.

Customer Benefits

The consolidation of existing process information into one business process architecture was very successful. In addition, the standardized business process modeling enables a flexible, tool-based management of process information. Quantitatively, the project has achieved the anticipated added value: SAP implementation projects are completed 20 to 25% faster and the SAP project costs were decreased by 5 to 10%.

Brenntag received:

- ▶ A clearly defined method for a Europe-wide business process management program, including all details about company process architecture, roles and conventions
- ▶ An ARIS-based synchronization between the modeled business processes of the departments and the processes realized in SAP
- ▶ A central repository for ARIS-process models, project documentation, requirements management, test cases, OSS and training material
- ▶ A basis for identification of optimal processes and for the setup of internal benchmarks
- ▶ The clear realization of BPM-lifecycle

For Brenntag IT, the project represents real process orientation:

- ▶ A clearly defined method for process-oriented implementations
- ▶ Synchronization between blueprint and implementation process
- ▶ Process-oriented documentation, configuration and trainings
- ▶ Combination of business processes with organization and improved test management at complex IT-projects (e.g., release change)