



ARIS for SAP Netweaver gives business and IT a single view on reality

Rodamco Europe lays firm foundation for SAP implementation using ARIS

Rodamco Europe NV

Rodamco Europe in Rotterdam is both investor and manager for leading shopping centres located primarily in the Netherlands & Belgium, Scandinavia, France, Spain and Central Europe. With an investment portfolio of €10 billion Rodamco Europe is the biggest listed investor and manager in the European retail sector. Rodamco Europe is listed on the stock exchanges of Amsterdam, Paris, France and Brussels. Rodamco Europe is a Euronext 100 company, included in the Euronext AEX Index (AEX) and the MSCI World Index.

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Summary:

Real estate company Rodamco Europe has been involved in substantial SAP implementation for all her European branches since 2004. ARIS software for Business Process Management plays an important role in this. To ensure proper support for all SAP roll-outs from the start, Rodamco Europe set up a special European Support Centre. The company also developed a European backbone for the infrastructure so that all branches are assured of safe and reliable access to the SAP environment.

Initial situation

In 2004 Rodamco Europe decided to adopt a more centralised approach with the objective of realising better alignment of the various branches in Europe. According to the company an integrated information facility was also needed. It was felt that an enterprise-wide SAP implementation would enable the company to achieve healthy ongoing growth.

Approach

- ▶ A special European Support Centre was set up to provide guidance and consultation for all roll-outs, together with functional application management for those countries which were already 'live'.

Customer Benefit

- ▶ Thanks to the change-over to a central ICT environment based on SAP, Rodamco now has considerably more insight into her total business activities.
- ▶ Good impact analyses in relation to specific changes.
- ▶ Good dissemination of management policy to different target groups through ARIS web publication.

ARIS Platform Solutions

- ▶ ARIS for SAP Netweaver was deployed to ensure that the requirements and wishes of the business, recorded in advance in a blueprint, are actually realised in SAP. The business and IT thus come to share the same view on reality.





ARIS for SAP Netweaver gives business and IT a single view on reality

Initial Situation

In 2004 Rodamco Europe decided to adopt a more centralised approach with the objective of realising better alignment of the various branches in Europe. According to the company this also meant an integrated information facility was needed. Among the reasons for choosing SAP were the positive past experience in the Netherlands with the software of this ERP market leader, and the availability of a reliable Real Estate Solution. It was felt that an enterprise-wide SAP implementation would enable the company to realise healthy ongoing growth. Rodamco Europe tackled this far-reaching programme, which included the replacement of a wide range of local systems by a single, central ERP system, with considerable thoroughness.

Approach

Jack van Gestel was team leader of the European Support Centre (ESC) from the outset of the programme: "The first thing we did was to draw up a blueprint of the processes. By the end of 2004 we as Rodamco Europe started looking for a partner to help with the roll-out. We found such a partner in IDS Scheer, who began working with us in February of 2005. As well as having the necessary references for SAP roll-outs, this company was able to operate internationally – an important point for us considering the various roll-outs planned for Europe. IDS Scheer furthermore had close ties with SAP, and the availability of ARIS for modelling processes was also a useful advantage. It 'clicked' immediately between us and IDS Scheer in 2005, and has continued to do so ever since. This turned out to be a vital factor in the success of our partnership, and has continued to be so up to the present day. The programme is intensive and requires close co-operation throughout."

European Support Centre

Rodamco Europe set up a special European Support Centre to provide guidance and support for all roll-outs from the start. The Centre also conducts the functional application management for those countries already live. In addition, Rodamco Europe developed a European backbone for the infrastructure so that

all branches are assured of safe and reliable access to the SAP environment. Prior to the implementation, an organisational alignment was introduced from the business side to streamline the processes. The first country to go completely live was Spain in January 2006, using all the modules from SAP R/3, FI/CO, MM, Real Estate, Workflow, PS, Solution Manager and SAP BW 3.5. Rodamco Europe implemented the ARIS software of IDS Scheer, and SEM/BCS was used for the consolidation process. Since then four branches have achieved live status.

Importance of ARIS

Jack van Gestel says that ARIS is an important driver of the Rodamco Europe SAP programme. "ARIS for SAP Netweaver was deployed to ensure the requirements and wishes of the business are actually realised in SAP. ARIS for SAP Netweaver allows us to synchronise the ARIS process-recording and SAP transactions with the SAP Solution Manager. This means the process structure in the SAP blueprint is identical to the one recorded by the business in ARIS. The business and IT therefore have the same view on reality.

The synchronisation of ARIS and SAP Solution Manager has also proven to be an extremely useful tool in relation to user authorisations and test management. The role profiles are generated in ARIS, which means they can be introduced simply and easily into the authorisations in SAP. We have also been able to execute test management in SAP on the basis of the ARIS processes. This means we can test both SAP and the outcome of the entire process at one and the same time. ARIS also ensures that our 'change and incident' management has a clear understanding of the impact of changes on both processes and documentation, so that these are always kept up to date. Records of all processes and process changes can be consulted by all personnel on the intranet. The ARIS web publication represents business operations in a way that is easily understood by everyone concerned. Measurements show that our end-users consult the web publication regularly, to examine the processes and read process-related work instructions. In ARIS, SAP transactions linked to business processes and End User Documentation are combined in a single overview. This is a huge advantage, both for the business and the ESC."

"With regard to the future we are also very satisfied with the coupling of ARIS and SAP, and the ongoing clarity and transparency it provides."

Jack van Gestel, ICT Manager, Rodamco Europe - ESC

Customer Benefits

According to Jack van Gestel the various SAP implementations have already delivered the necessary benefits to Rodamco Europe. "Thanks to the change-over from a decentralised ICT environment to a central ICT environment based on SAP, we have far more insight into our total business activities. Rodamco Europe used to deploy different systems for each country, which were harmonised in a central data warehouse. Now there is an integrated environment, providing far greater transparency than before. The reports are much clearer, and we no longer have a situation where several different interpretations are possible for the same process. Thanks to our structured approach, we are now able to roll out the SAP templates for a particular branch in six months; roll-outs can also be executed (at least partially) in parallel. The fact that we involve local branches in the process at a very early stage means we can work at a rapid pace." Van Gestel is satisfied with the results of the programme so far. "We have laid out a sound SAP landscape, including a carefully thought out client architecture. The preparation was very important. It was precisely the fact that we were able to describe and record everything in ARIS that made us so well prepared at the moment when SAP was given live status in a number of countries. This was a major advantage. With regard to the future we are also very satisfied with the coupling of ARIS and SAP, and the ongoing clarity and transparency it provides."



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