



SUCCESS STORY

# HARTMANN GROUP

"Our goal was the comprehensive and above all integrated use of the SAP Solution Manager processes. SNP supported us in doing so, so that the steps in the process were actually focused on our business and IT needs, and not just based on transaction-oriented steps."

Stephan Hörger, Director of Software Engineering, PAUL HARTMANN AG

# Optimized Processes at the HARTMANN GROUP

## About the HARTMANN GROUP

The HARTMANN GROUP is a leading European supplier of medical and hygienic products with a focus on wound treatment (such as wound dressings, negative pressure wound treatment, wraps, and adhesive bandages), incontinence supplies (such as disposable incontinence undergarments and pads as well as skin care products for patients suffering from incontinence), and protection against infection (such as complete operating sets, operating room clothing, disposable operating instruments, and disinfectant). Their range also includes products for elastic compression, immobilization, and first aid. In addition, HARTMANN offers innovative system solutions for professional target groups in the medical and care industries. The company headquartered in Heidenheim, Germany, is focused on the European market but has its own subsidiaries active in markets throughout the world. In 2012, the HARTMANN GROUP had over 10,000 employees and generated revenues of approximately 1.75 billion Euros.

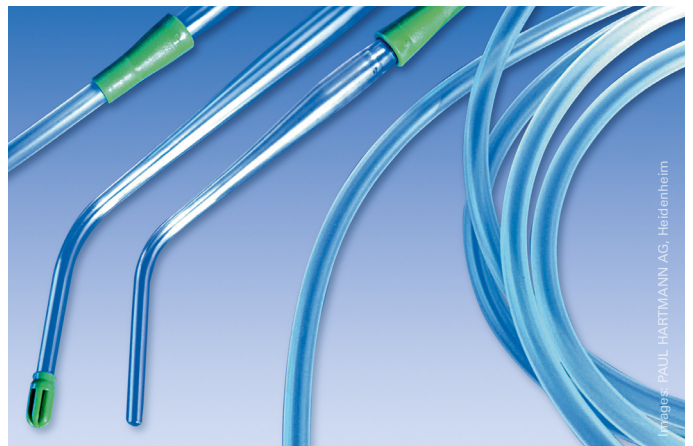
PAUL HARTMANN AG is the heart of the corporate group. It is one of the oldest German industrial companies and can be traced back to a textile factory founded by Ludwig von Hartmann in 1818. In 1873, von Hartmann's son Paul Hartmann began to produce surgical cotton wool. Later, the company became the worldwide flagship for an expanding bandaging material industry.

In addition to numerous foreign subsidiaries, the HARTMANN GROUP is also comprised of the German companies BODE Chemie (Hamburg), Karl Otto Braun (Wolfstein), Sanimed (Ibbenbüren), and Kneipp (Würzburg), among others.

Further information: [www.hartmann.de](http://www.hartmann.de).

## The Challenge

The HARTMANN GROUP set a goal of launching and rolling out the documentation of business processes worldwide in order to optimize the ITIL (Information Technology Infrastructure Library) processes already established with the SAP® Solution Manager and to enhance process innovation. As a result, the main objective within the scope of this project was to establish a "single point of truth," which gives the entire worldwide group access to current documentation of all business and IT processes and their changes.





## The Solution

Within the scope of the process of evaluating different products, the HARTMANN GROUP decided to establish the SAP Solution Manager as the central ERP system and solution for their IT. SNP oversaw the design and implementation of this solution and all of its functions since the beginning of the project. In order to ensure that the company had permanent access to its current process and technical documentation, the focus was always on ensuring that all of the SAP Solution Manager's modules operated with one another in a highly integrated manner.

The introduction of the SAP Solution Manager including all modules and functions was carried out in several steps, beginning with monitoring and operations functions. This was followed by the worldwide rollout of the service desk and incident management at all locations, and directly thereafter, the launch of change request management. Over the course of the project, all of the HARTMANN GROUP's business processes were analyzed, structured, checked for possible ways to be optimized, and then saved in the SAP Solution Manager.

Setup of the business and technical documentation for the business processes used was carried out within the scope of an SAP release change. Using an add-on from SNP, the area of implementation and test management were fully integrated with change request management. This meant that change requests could include a direct reference to the affected business processes, and vice versa. Through the use of risk-based test plans which were automatically generated with the help of a Business Process Change Analyzer (BPCA) and integrated into the change request process, effort spent on testing was greatly reduced.

## The Advantages

- The SAP Solution Manager is a central point of access to all of the HARTMANN GROUP's current documentation of business and IT processes.
- In addition to a standardized view of all business processes, the structure allows the individual companies to view the information in a clearly arranged manner.
- Centralized reporting and coordinated KPIs play a key role in managing the IT organization.
- The centralized incident and change request management makes the management of the IT team transparent and also increases system stability.
- With the help of the SAP Solution Manager, the company was able to reduce in-house developments in the ERP system by 18 percent without impacting existing processes.