Global IT requirements management at Bayer CropScience AG.

The path from a decentralized support organization to a global and centrally administered IT Requirements Management system.

CS Campana Schott

Bayer CropScience AG views the harmonization of business processes as a key success factor in an environment characterized by increasing international collaboration. Support used to be organized along local lines. There was no central point that had an overview of imminent and current change requests.

As a multinational company, Bayer CropScience AG is pursuing a strategy of standardizing IT requirements processes using a centrally provided tool. Working with Campana & Schott, Bayer CropScience AG developed a concept for depicting IT requirements management, and implemented the same using Microsoft technologies.

Customer profile

As a sub-group of Bayer AG, Bayer CropScience AG, which focuses on plant protection and pest control outside of agriculture, as well as seed stock and plant characteristics, is among the world's leading companies in this sector.

The company has approximately 18,000 employees in more than 120 countries. Annual sales amount to more than six billion euros.

Starting situation

Employees at Bayer CropScience AG work worldwide with different systems and applications, whereby SAP systems are predominantly used in the productive environment. Each requires support and resources for implementing change requests. In the past, change requests were directed to the support organization at the local level. The organization of resources and the implementation process were also completed locally, so that compliance with service level agreements became a very laborious manual process. The objective of the new tool was a clear separation of support and change request requirements, the central coordination of activities and uniform reporting.

Customer profile

Bayer CropScience researches, develops and markets innovative, safe and long-term effective insecticides, fungicides and herbicides, as well as seed treatment products.

Starting situation

Changes to IT systems were organized on a decentralized basis prior to the introduction of the new solution. There was no complete overview of imminent change requests. The global objective: to centralize all change requests and make them available for analysis.

Solution

With the help of Microsoft technologies, the company is now able to provide a central and standardized process that is used around the world. The tool was designed as intuitive as possible to achieve maximum usability.

Result

Using a needs-appropriate implementation process, Bayer CropScience AG was able to establish a central platform for managing all IT requirements. In the first two years alone, employees submitted more than 1,000 change requests, which were completed within the agreed SLAs.

Solution

Microsoft SharePoint 2007, which includes several forms based on Microsoft's InfoPath technology, forms the basis for the IT requirements management tool. In addition to these standard components, Campana & Schott also linked the IT requirements management tool to the SAP Solution Manager using CS Connect.

CS Connect is a product that establishes interfaces between Microsoft technologies and SAP products. CS Connect makes it possible to synchronize the development status of the change requests across both systems. Process participants are informed of the relevant process steps using the CS Notification Workflow. Another additional development by Campana & Schott checks compliance with the Service Level Agreements and sends an e-mail notification if deadlines are not met. Finally, the solution is integrated into the SAP Business Warehouse to provide central reporting of the most important SLA KPIs.

Results

Using the solution developed by Campana & Schott, Bayer CropScience AG was able to centralize all IT systems requirements in one tool.

The biggest advantages of the tool:
- Systematic application and approval of change requests
- Active participation of applicants and individuals authorized to provide approval
- E-mail notifications for all process steps
- Monitoring of SLAs and e-mail notifications if deadlines are not met
- Synchronization of change request status with SAP Solution Manager
- Centralized analysis of customer satisfaction

The IT requirements management tool also includes the option of integrating other applications. Other interfaces to SAP systems are also possible, for example importing invoices prepared on the basis of the change requests and integration into central reporting.

Key figures

Project duration (months):

3

Training period (months):

2

Workplaces:

>1000

Web conferences with participants worldwide, and face-to-face training

Software and services

- Microsoft SharePoint 2007
- Microsoft InfoPath 2007
- CS Connect
- SAP Solution Manager
- SAP Business Warehouse
- Various Campana & Schott solutions (including a generic workflow for e-mail notifications)

"Working with Campana & Schott as our partner has enabled us to establish a uniform system for our global IT requirements management. The solution is a great tool for standardized global collaboration and is popular among all of our colleagues."

Volker Hahn
Head of Support for Business Systems | Bayer CropScience AG

Campana & Schott

Campana & Schott is an international management and technology consulting firm that covers all aspects of human collaboration in organizations and projects.

Using an integrated and dedicated approach, we have helped large corporations and medium-sized businesses to manage changing work environments and complex change progresses for more than 20 years.

Additional information:
www.campana-schott.com

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