



## Dussmann Group: With SAP S/4HANA and Nagarro ES on a course for growth

A modern IT landscape for international locations

### Starting position: Building up the business, enabling tomorrow's growth

Services for people - that is the Dussmann Group's concept. Dussmann combines services in the business areas of facility management, the construction of technical plant, care and nursing for the elderly, company day-care centres and media department stores under one roof. In order to meet the company's various growth initiatives, the implementation of a modern IT landscape, including implementation at its international locations, and the harmonisation of processes was the logical next step. Dussmann chose the experienced SAP full-service provider from Kronberg, Nagarro ES, as its partner for this challenging project.

In the past, the EMEA business division worked autonomously with different accounting and business management systems. In some cases, business processes were carried out inconsistently, taking local regulations into account. In addition, some countries were working with outdated, high-maintenance systems.



### Dussmann & Co. KGaA

Location: Berlin (Head Ofce)

#### Company profile:

The Dussmann Group is an international family business with experts in over 100 service areas. Dussmann offers services in over 20 countries in a wide range of areas and can therefore be described as a multifunctional service provider.

Sectors: e.g. facility management, technical building equipment / construction of technical plant, care & support for senior citizens and company-related childcare

Foundation: 1963

Employees: approx. 64,500

Internet: <https://www.dussmanngroup.com/>

“ The task we set Nagarro ES was much more than modernising outdated software. The migration was part of a transformation and followed a clear vision. This has enormously strengthened the intrinsic motivation of all involved. Open communication and active change management definitely proved to be key elements. ”

Hakan Lanfredi, für EMEA verantwortliches Mitglied  
des Vorstands bei der Dussmann Group

## Solution: Accompanying the IT project through change management begleiten

The goal of the implementation project was to harmonise the core business processes in the respective countries while maintaining the ability to react flexibly to local market and customer requirements. The decision was made to introduce SAP S/4HANA into the cloud, and the SAP Integration Suite (SAP Business Technology Platform) was also implemented. The focus was on the areas of finance & controlling, materials management, sales & professional services as well as the provision and/or development of interfaces and the consolidation & reporting systems. As Manuel Sedlak states: „Close cooperation with the countries throughout the entire project was decisive for its success. This enabled us to identify problems in good time and to optimise processes again and again.

A special feature of the project was the rapid implementation. This was achieved with the help of SAP Activate, a project management method specially tailored to SAP S/4HANA that combines best practices and proven implementation tools. This approach was optimised by Nagarro ES based on customer project experience with a focus on effective and efficient project implementation, e.g. through standardised templates. For the optimisation of business processes, Dussmann and Nagarro ES relied on the process mining tool Signavio. Processes were not only modernised and streamlined, but also further standardised and unified on the basis of best practices.

### Added value

The process costs are lower, the runtimes shorter. At the same time, the automation of manual processes, such as data transfer, frees up staff capacities. Standardisation also simplifies all workflows. Whereas orders used to have to be approved personally and/or invoices had to be signed by hand, the ERP system now takes over these tasks. All purchasing is also done centrally via the system. Among other things, a payment transaction system was established in order to increase payment security and a comparison of incoming payments with unpaid invoices was made possible.

All employees benefit from the lean, transparent and efficient processes. From now on, employees in upper management can concentrate fully on strategic organisational and business development. The division managers and property managers, on the other hand, can handle their orders and reporting directly via the ERP system with just a few clicks.

The success is also reflected in the figures: Overhead costs have already been reduced by 20 per cent.



### Nagarro ES

Nagarro ES is a leading German IT full-service provider for critical enterprise applications and complex ERP landscapes in the field of digital transformation.

With over 750 employees, Nagarro ES is one of the most efficient and innovative SAP partners for German SMEs and large customers with international reach. The future is not only digital, but also complex, fast-moving and multidimensional. To be successful in this environment, a high degree of adaptability and flexibility is essential.

This is where technology is a central aspect. It enables agility and at the same time it has to be flexible. Our aim is to provide companies with the right IT in the right form so that they can keep pace with rapid change. Instead of isolated projects, we therefore think in terms of holistic, sustainable cooperation.

As part of the global Nagarro Group with over 10,000 employees in 26 countries, Nagarro ES offers its clients not only international reach but also access to other technology solutions from a global player in software engineering with 1,500 SAP specialists around the world.

