

Siemens Gives SAP Processes A Makeover with GuiXT—Sees Eighty-four Percent Improvement In Productivity



"It just takes a click of a button to TECO a project, so it is a lot easier. I wouldn't want to go back to the old manual SAP way; instead of 30 to 40 mouse clicks...now I just click once.."

—SAP User, Building Technologies, Siemens Industry Inc.

For quite sometime, users at Siemens had been requesting IT to simplify and streamline the data entry process. Why? Confusing screen navigation processes, too many redundant data entry steps, and too many errors and omissions. Because of Synactive's long relationship with SAP and its inclusion with SAP GUI, GuiXT was chosen to simplify the user interface and make it more user friendly in order to improve productivity and overall quality. No special set up was required other than training end users to activate their GuiXT functions.

ABOUT SIEMENS INDUSTRY INC.

Siemens Industry Inc. is part of Siemens AG, a global electronics and information technology company that is the 21st largest company in the world with \$96 billion in sales and 460,000 employees throughout 190 countries. Siemens Industry USA began operations October 1, 2009. With its 32,000+ employees, the company is unmatched in the U.S. marketplace with its products, services, and combined solution offerings. Siemens Industry, Inc.'s five divisions include: Drive Technologies, Industry Automation, Industry Solutions, Mobility, and Building Technologies.

CHALLENGE

Once SAP was implemented and stabilized, Siemens expected that they would be able to cut back on the number of resources required to enter projects into workflows by at least 50 percent, but this was never possible. User complaints, issues regarding data integrity, and issues with errors and omissions quickly began to rise.

Prior to implementing GuiXT, user complaints included business processes that required click heavy system navigation, which made it prone to data entry mistakes. Confusing screen navigation (too many unused fields that must be navigated), which led to questions (why are they there? why don't we use them?). On top of that users were asked to enter the same data in multiple screens.

Data integrity issues began because many of the SAP processes required a lot of the fields to be maintained with data, either by selecting from a long list of drop down menus or general data entry. Many of the fields that have to be maintained contain data that is repeatedly asked for causing increased levels of frustration.

SIEMENS

Industry: Drive Technologies, Industry Automation, Mobility Industry Solutions, and Building Technologies
Business: Energy, Healthcare, IT, Financial, Real Estate, and Equity

HIGHLIGHTS

Challenge

- Simplify confusing screen navigation processes
- Eliminate redundant data entry steps
- Reduce IT support costs, correcting data entry errors

SAP Architecture/Environment

ECC 6.0; 9000 users; 100+ locations

SAP Modules/Transactions

CJ20N, CJ07, CJ02, CJ03, CN21, CN22, VA22, VA01, VA02, VA03, SU3, as well as a number of Siemens custom transactions

Solution

- GuiXT transforms SAP interface with no ABAP / Java changes
- Inclusion with SAP GUI; compatible with previous versions
- Less complex and costly than developing similar ABAP solution

GuiXT Components Implemented

Desktop • Developer

Benefits

- Reduced manual data entry time by 84 percent
- Decreased support calls related to correcting data significantly
- Required no special set up, just training users to activate

Return on Investment

ROI is being achieved daily: One project led to a 70 percent reduction in manual data input by end-users; another project led to a 84 percent reduction in manual data entry; and yet another project resulted in a 62 percent reduction in manual data entry time.

Errors and omissions increased due to a number of business processes that required users to follow a very specific order when entering data. Missing any steps causes errors that only IT support can correct.

SOLUTION

In order to address management's requirements, Siemens looked to Synactive's GuiXT Desktop and Developer Suites. Selected because of Synactive's long relationship with SAP and the inclusion of its GuiXT technology inside the SAP GUI, as well as its unique ability to transform the SAP interface with no ABAP or Java changes. It should also be noted that an ABAP solution was considered during the RFI process, but was rejected due to its complexity and cost.

The entire implementation process included very strong management support. Business processes were prepared and documented in great detail, which was very important because the resource doing the GuiXT scripting had no prior experience or knowledge of the business processes that Siemens planned to automate. Taking a team approach, Siemens had one technical developer who was trained in GuiXT development dedicated to the project. In addition, an internal Business Analyst was leveraged to document the business requirements, and to work alongside the developer in order to provide process training. On top of that extensive end-to-end testing was performed and then Siemens Beta tested the solution for one month in a production environment by actual end users prior to deploying the solution to the targeted user groups. No special set up was required other than training end users to activate their GuiXT functions. And finally, review and acceptance of the GuiXT solution was obtained by working hand-in-hand with projects Business Sponsor prior to full deployment to the general user community.

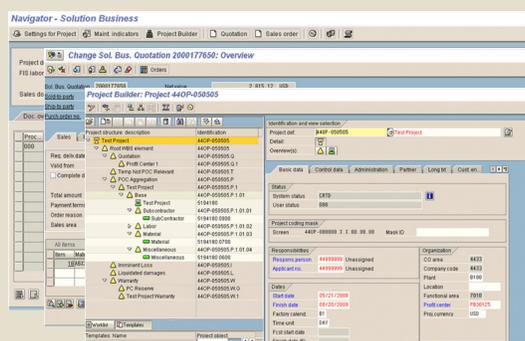
BENEFITS

The effects of implementing GuiXT were immediate and positive. Manually imputed data by end users was reduced by as much as 70 percent. The number of support calls related to correcting data entry errors was also significantly reduced. One project resulted in an 84 percent reduction in manual data entry time. Another project resulted in a 62 percent reduction in manual data entry time.

Since GuiXT is already available to all of Siemens SAP end users, they did a targeted communication and training for those users that were to use the new automation. Since GuiXT follows the standard SAP authorization concept, Siemens did not have to worry about unlicensed individuals accessing the new functionality. Training was even more simple—Siemens hosted a series of webinars with the users showing them how to activate GuiXT and then how to use the new features.

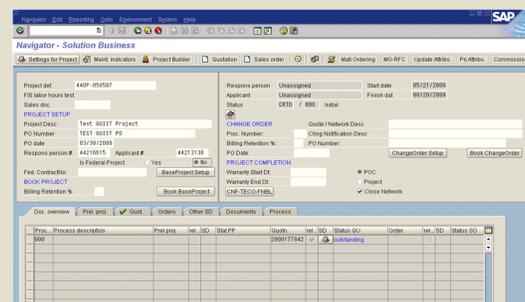
Proof of GuiXT's success has generated interest from other business units, which are now submitting additional opportunities to apply GuiXT to their needs.

BEFORE (3 Screens)



As you can see, prior to being simplified with GuiXT, screen navigation processes are confusing and requires a great number of data entry steps to complete the transaction.

AFTER (1 Screen)



GuiXT used to customize and simplify the business processes, which eliminated redundant data entry and unnecessary fields, greatly increasing productivity.

Efficiency Gains

	Before		After	
	Clicks/ Screens	Time	Clicks/ Screens	Time
Project Setup	42/14	20	1/1	3
Book Project	34/15	30	1/1	5
ChangeOrder Setup	42/14	20	1/1	3
Book ChangeOrder	34/15	30	1/1	5
POC Level (End of Execution)	70/38	8	1/1	2
Project Level (End of Warranty)	38/25	5	2/1	3