

## SAP Customer Success Story

“With SAP Enterprise Portal, we have a state-of-the-art reporting solution that we can extend to support new processes.”

Gabriela Zraunig, Head of Accounting, Österreichische Post



### AT A GLANCE

#### Company Name

Österreichische Post AG  
Austria  
www.post.at

#### Industry

Postal services

#### Key Challenges

Increase business flexibility following a major reorganization and provide consistent reporting and a unified interface to multiple business applications

#### Implementation Partner

BearingPoint

#### Solution and Services

- SAP NetWeaver™:  
SAP® Enterprise Portal and SAP Business Intelligence
- SAP Strategic Enterprise Management
- SAP Business Planning and Simulation Service Select

#### Existing Environment

SAP R/3® (available today in mySAP™ ERP)

#### Implementation Highlights

- Support from SAP Customer Competency Center and BearingPoint
- 3,000-user environment with high user acceptance

#### Key Benefits

- Business platform that can adapt to change
- Consistent reporting across multiple business units
- Role-based access to information and applications

#### Hardware

12 database and 7 application servers; 6.4 TB disk storage

#### Operating System

HP-UX, Microsoft Windows 2000 (with Oracle and Microsoft SQL Server databases)

## ÖSTERREICHISCHE POST AG

### SAP NetWeaver™ PROVIDES FLEXIBLE PLATFORM FOR APPLICATIONS, PROCESSES, AND REPORTING

Österreichische Post AG is Austria's leading postal services provider. It employs 30,000 people, operates over 1,700 post offices, and handles billions of letters, parcels, and newspapers every year. Österreichische Post serves over 50,000 named customer accounts and five million cash-paying customers. The company's core business is post and parcel services, but it also offers financial services in conjunction with Postsparkasse Bank, Austria's Postal Savings Bank.

### REORGANIZATION CHALLENGES

Österreichische Post recently carried out an internal reorganization to set up a new divisional structure with five main segments: letter mail, branch network, infomail, courier/express/parcel (CEP), and media post. Each division is responsible for its own products, customers, and revenue.

Following the reorganization, Österreichische Post looked to support its new structure with a more advanced, more flexible platform for reporting and other key business processes. The company uses a range of different business applications and previously relied on a range of reporting tools.

### STANDARDIZING REPORTING PROCESSES

“The reorganization highlighted the need for standard reporting procedures across the company,” says Gabriela Zraunig, who heads the accounting department at Österreichische Post. “The lack of consistency made preparing and synchronizing accounting and reporting data a very laborious process.”



### LEVERAGING EXISTING APPLICATIONS

Österreichische Post needed to leverage its existing application investments, but at the same time create a more consistent reporting platform and reduce the number of interfaces its employees had to use. It needed tight integration of reporting with source documents and images from its post systems, so that employees could drill down to the document level. Integrated business planning tools with simulation capabilities were another key requirement.

Finally, the right solution would have to give the company an open and flexible environment for future development. “We need a flexible system so that we can respond to market requirements quickly,” says Zraunig.

### A STATE-OF-THE-ART SOLUTION

Österreichische Post found the solution in the SAP NetWeaver™ platform and the key SAP NetWeaver components SAP® Enterprise Portal and SAP Business Intelligence as well as in SAP Strategic Enterprise Management and SAP Business Planning and Simulation Service Select.

The implementation was managed by Österreichische Post and its own certified SAP Customer Competence Center and supported by SAP consulting partner BearingPoint.

Österreichische Post worked together with BearingPoint to plan the integration of its diverse portfolio of business applications using SAP NetWeaver. Each of the company’s divisions was involved in order to create a uniform and consistent view of critical operational data and redesign company planning processes.

### CONSISTENT VIEW OF OPERATIONS

Using SAP Business Intelligence, SAP Strategic Enterprise Management, and SAP Business Planning and Simulation Service Select, Österreichische Post created a consistent view of company operations and a new standardized reporting system, making it available across the organization through the unified interface of SAP Enterprise Portal. Now employees can use the browser-based portal to call up, analyze, and comment on critical information through standardized reports and interfaces, according to their role in the organization.

### CLEAR INFORMATION AND PLANNING

“The uniform browser-based user interface has resulted in high user buy-in,” explains Zraunig. “With SAP Enterprise Portal, we have a state-of-the-art reporting solution that we can extend to support new processes.”

Centralized authorization and profile management enables the company to assign individual authorizations and views to each user. Managers get a real-time view of business performance using clear, graphical dashboards to represent key performance indicators.

### HIGH DEGREE OF FLEXIBILITY

Zraunig is more than happy with the results: “For the first time, we have clear financial and operational figures that are accepted by all business segments, full SAP integration, and a consistent basis for business-segment reporting that includes harmonized planning data.”

The high degree of flexibility provided by SAP NetWeaver helps Österreichische Post adapt to change in its business environment, with options for extending the management dashboard and evolving its reporting processes as its business grows. SAP NetWeaver has given the company a unified platform for integrating people, processes, and transactions as the company moves into the future.