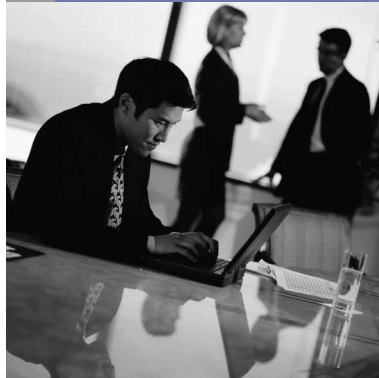


SAP Customer Success Story

“Timesheet for Projects lets us open up the value of our existing SAP systems to everyone in the company, and SAP NetWeaver provided the tools that made Timesheet for Projects possible.”

Petr Machacek, Personnel and Resource Manager, KCT Data



AT A GLANCE

Company Name

KCT Data
Czech Republic
www.kctdata.com

Industry

Enterprise IT consulting

Key Challenges

- Improve company-wide time reporting and project management
- Deliver critical project status and planning information to company management

Solution and Services

- SAP NetWeaver™ (with SAP® Enterprise Portal and SAP Web Application Server)
- mySAP™ ERP (manager self-services)

Existing Environment

SAP R/3® (functionality now available in mySAP ERP)

Implementation Highlights

- Created a custom time-reporting and management application
- 40+ users (30 remote users)

Key Benefits

- Reclaimed one working day per month per consultant, increasing the number of billable hours
- Improved project management and reporting
- Increased accuracy for project estimation and resource planning
- Delivered ROI in three months

Hardware

- Intel x86, 2 CPUs
- Intel Pentium Xeon, 2 GB RAM

Operating System

Microsoft Windows 2000 Server

KCT DATA

SAP NetWeaver™ ENABLES CRUCIAL TIME-REPORTING AND PROJECT MANAGEMENT APPLICATIONS FOR PRAGUE CONSULTING FIRM

BIG BUSINESS IT REQUIREMENTS IN A SMALL BUSINESS SETTING

Small to midsize businesses demand the same benefits from IT systems as larger corporations: visibility, flexibility, and control of strategic business processes. For consulting companies whose profitability depends on accurate project planning, time reporting, and billing, managing these processes is crucial. KCT Data – a Prague-based consulting firm – knows these challenges firsthand.

Founded in 1999, KCT Data is a successful consulting firm specializing in complex SAP implementation projects. Most of KCT Data's 40 employees are engineers or consultants who work primarily at client sites and visit the company's office only for periodic staff meetings. With most billable activity occurring off-site, KCT Data managers needed an effective method of tracking the status of multiple projects and accurate reporting of billable and nonbillable hours.

Using the SAP® Enterprise Portal and SAP Web Application Server components of the SAP NetWeaver™ platform, KCT Data developed a flexible time-management and reporting application that addressed the company's business challenges.



NEEDED: TIME-REPORTING AND PROJECT-MANAGEMENT IMPROVEMENTS

When a company's main product is consultants' time, keeping track of time is crucial. Unfortunately, time management presented a significant challenge for KCT Data's remote employees. Without a centralized, readily accessible time-management system, employees were required to report their hours by phone to administrative staff at the main office and to travel to the office at least once a month for project status meetings. Because the reporting process was inconvenient, employees were inconsistent about calling in their hours, and reporting was frequently inaccurate.

The inefficiencies in time reporting presented a number of challenges for management. Without accurate daily reporting, managers could not access up-to-date details of billable and nonbillable hours to answer questions about existing projects

“We knew that the integration, portal, and application server capabilities of SAP NetWeaver would allow us to create the custom, easy-to-access time- and project-management application that we needed.”

Petr Machacek, Personnel and Resource Manager, KCT Data

or improve estimating and resource planning for future projects. Because accurate information is required for invoices based on billable hours worked, it was possible that KCT Data's internal time-management issues would eventually affect customers as well. But without an effective, easy-to-use solution, managers had no way to improve the situation.

“Our managers needed visibility into consultants' hours and information about project status that they just couldn't get with the current system,” says Petr Machacek, personnel and resource manager for KCT Data. “We needed an easy way for off-site employees to enter their hours and a way to get that project information to their managers wherever and whenever they need it.”

A CUSTOM TIME-MANAGEMENT SOLUTION

KCT Data sought to extend time-reporting capabilities beyond the main office so that employees could log their hours on a daily basis from any location or access device. The primary goal was to improve reporting accuracy for off-site employees and ensure the availability of up-to-date project information for managers.

KCT Data uses SAP technology to create advanced solutions that help their customers maximize their IT investments and align technologies with business goals. The company knew that it could use its own expertise to develop the custom time-management and reporting applications required by its business model.

Since its inception, KCT Data has relied on SAP R/3® (now available in mySAP™ ERP) to support its business processes, such as accounting, purchasing, and sales. When KCT Data designed its custom time-reporting solution, it knew that SAP NetWeaver would provide a robust, flexible framework to support the development and delivery of the desired functions.

“We needed to extend the time-management features within SAP R/3 to all employees, regardless of their location,” explains Machacek. “We knew that the integration, portal, and application server capabilities of SAP NetWeaver would allow us to create the custom, easy-to-access time- and project-management application that we needed.”

Using the development capabilities of SAP Web Application Server, KCT Data developed Timesheet for Projects, an application that provides access to the time-management features in mySAP ERP through SAP Enterprise Portal. Using Timesheet for Projects, employees can view their time sheets, enter the hours worked, and print time sheets from any location. Role-based access ensures that employees see only the information that is relevant to them; consultants view only their own time cards, whereas managers can access project and time sheet information for each member of their teams.

RAPID IMPLEMENTATION, RAPID ROI

With considerable in-house design and development expertise, KCT Data's implementation of Timesheet for Projects was rapid. As in most companies, external customer projects took priority over internal efforts. Timesheet for Projects was developed and deployed in fewer than three months, but Machacek estimates that implementation would have required less than one month if full-time resources had been assigned to the project.

Throughout the company, Timesheet for Projects is considered to be an unqualified success. Staff compliance is high because the application is user friendly and easy to access. Off-site employees can enter their hours from any Internet-enabled computer. As a result, time reporting is significantly more accurate. In addition, consultants no longer need to travel to the main office to update their managers as frequently, so they work more billable hours at customer sites.

"The ROI was almost unbelievable. Using Timesheet for Projects saves us one day per month for each consultant – the project paid for itself within three months," says Machacek.

IMPROVED BUSINESS PERFORMANCE

Timesheet for Projects has successfully improved business performance throughout the company. By reducing the number of hours that consultants spend on nonbillable administrative tasks, KCT Data increases the number of billable hours that can be spent on strategic projects.

Besides decreasing administrative burden, Timesheet for Projects has improved motivation and enhanced morale. Consultants can now access HR-related information, such as hours worked and accrued vacation, at their convenience, and they can review up-to-date information about bonuses associated with customer projects.

The improved time-reporting data also has direct benefits for KCT Data's management. "Projects are more transparent than they used to be. Managers have round-the-clock access to decision-making information about each project and consulting team that they did not have before," says Machacek.

Project estimating and resource planning are enhanced by accurate information about the efforts required by previous customer projects. Timesheet for Projects has also helped improve relations at client sites by enabling consultants to print time sheets for review and sign-off at any time.

INCREASED CUSTOMER SATISFACTION

Overall, the benefits of Timesheet for Projects will help KCT Data better serve its customers, increasing customer satisfaction and ultimately improving profitability.

“Timesheet for Projects lets us open up the value of our existing SAP systems to everyone in the company, and SAP NetWeaver provided the tools that made Timesheet for Projects possible,” says Machacek. “Our internal and external communications are significantly improved, and both KCT Data and our customers can see the benefits.”

OUTSTANDING INTEGRATION AND APPLICATION DEVELOPMENT CAPABILITIES

With exceptional capabilities for helping companies align IT with its business objectives, SAP NetWeaver serves as the application and integration platform for other projects at KCT Data. “We also use SAP Enterprise Portal to support our online recruiting,” says Machacek. “Job seekers can search available positions using the Internet and apply through our online questionnaire. The information that they enter is sent directly to human resources’ master data.”

In addition, SAP NetWeaver provides an ideal foundation for future efforts to innovate business practices and improve operating efficiency. Says Machacek, “Now that SAP NetWeaver is in place with SAP Enterprise Portal and SAP Web Application Server, we can eventually leverage these tools to support applications like travel management and knowledge management. Using SAP NetWeaver, we can continue to provide better service and reduce our costs of doing business.”

KCT Data is an SAP software partner.



50 071 185 (04/11)

© 2004 by SAP AG. All rights reserved. SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary. Printed on environmentally friendly paper.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

THE BEST-RUN BUSINESSES RUN SAP™

